

SUMMER 2012 SEMESTER REPORT

QUICK REPORT REVIEW

Campus Services added new programs, provided funding for student and campus groups, reinvested funds in renovations and construction projects and received awards and honors. This report contains highlights.

PROGRAMS

- Campus Services Annual Customer Satisfaction Survey compiled years of data. Level of customer service received by students and employees for all departments ranged from 3.50 (Parking) to 4.49 (BuzzCard Center) – page 2
- Campus Services BuzzFunds awarded funding to 15 groups during Summer Semester, including the Graduate Student Government Association for its Annual Picnic – page 2
- Housing's Conference Services had 50,508 actively engaged Facebook views – page 3
- Conference Services also accommodated 8,021 residential guests resulting in 82,103 bed nights for the summer season – page 3
- Housing's Freshman Experience program showed, in an end-of-year survey, that 91% of its students agreed or strongly agreed that they felt like a part of a community in their building and that 95% stated they had a good or excellent experience in their residence halls – page 3
- The Student Center created a new program called Georgia Tech It's Friday, encouraging faculty/staff to show school spirit on Fridays to help create "one Georgia Tech" and "develop the campus and its neighborhood as a vibrant live-work-learn-play environment" – page 4

SERVICES

- Campus Services added a new program during FASET (orientation) called the Campus Services Resource Expo, giving orientation students and guests the opportunity to get BuzzCards, buy textbooks, purchase meal plans, get parking

permits, all at one convenient site – the official Georgia Tech bookstore – Barnes & Noble @ Georgia Tech – page 4

- Georgia Tech Dining Services held its first Faculty/Staff Appreciation Day at North Ave Dining Hall, Wednesday, July 25, with more than 450 people participating – page 5
- At the end of summer semester, Human Resources' TimeOut leave management program was part of 70% of campus departments with 90% of participants saying it was easy to use – page 5

FACILITIES

- The BuzzCard Center moved to the 2nd floor of Barnes & Noble @ Georgia Tech in Technology Square – page 6
- The Children's Campus @ Georgia Tech daycare center completed construction and opened in time for fall semester – page 6
- Construction and renovation of Fitten Residence Hall completed in time for Fall Semester – page 6
- A Request for Proposal was completed and MacGray selected as the campus laundry supplier; more than 400 new washers and dryers were installed with more sustainable Energy Star controls – page 6

IN THE NEWS... - page 7



Stamps Health Services received a three-year accreditation from the Accreditation Association for Ambulatory Healthcare.

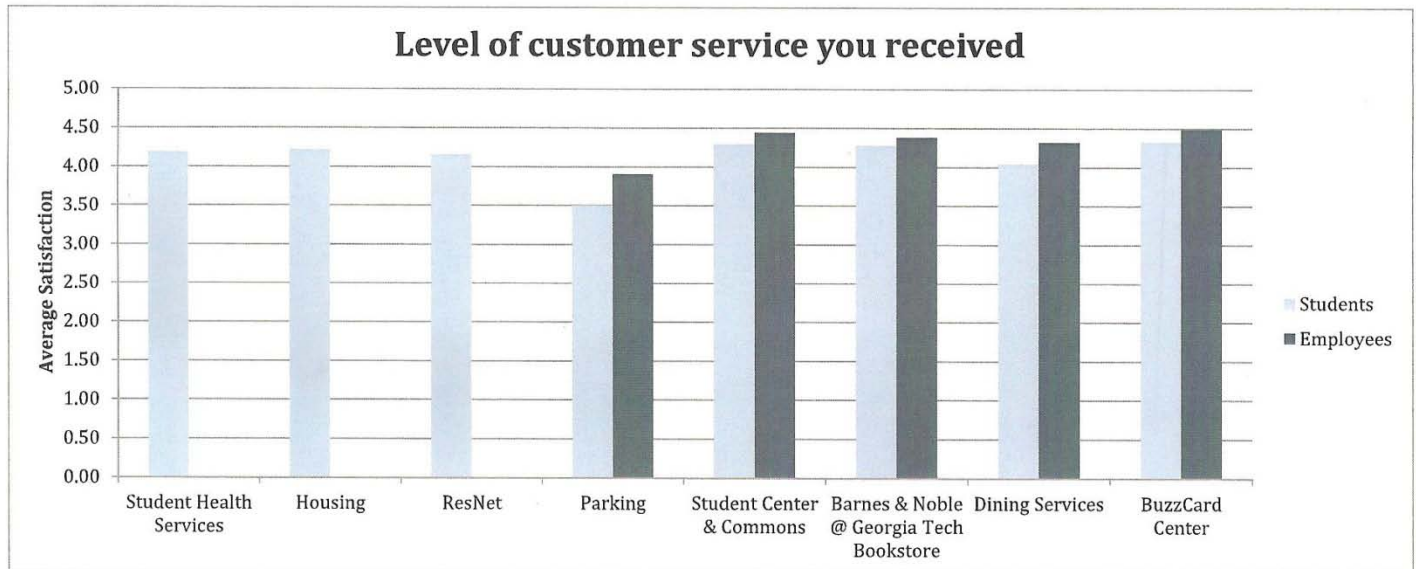
SUMMER 2012 SEMESTER REPORT

Programs

CAMPUS SERVICES ANNUAL CUSTOMER SATISFACTION SURVEY

Campus Services held its 12th annual Customer Satisfaction Survey with the Georgia Tech Office of Organizational Development conducting the survey and analyzing the results of 12 years of data. Read the entire report on www.ImportantStuff.gatech.edu, Publications, Campus Services Annual Customer Survey.

LEVEL OF CUSTOMER SERVICE YOU RECEIVED



Unit	Students		Employees	
	2012 Average	12-Yr Change	2012 Average	12-Yr Change
Student Health Services	4.19	0.38	---	---
Housing	4.22	---	---	---
ResNet	4.16	---	---	---
Parking	3.50	0.89	3.90	0.34
Student Center & Commons	4.30	0.66	4.44	0.43
Barnes & Noble @ Georgia Tech Bookstore	4.28	0.47	4.38	0.33
Dining Services	4.05	---	4.32	---
BuzzCard Center	4.33	0.15	4.49	0.16

BUZZFUNDS

Campus Services BuzzFunds processed 15 requests and awarded funding to the following student and campus organizations during summer semester:

- Batman Movie Premiere (The Dark Knight Rises)
- Graduate Student Picnic
- Georgia Tech Backpack Drive
- Hispanic Heritage Month
- Homecoming Concert 2012
- Humans v. Zombies
- I Night and Involvement Week
- India Run for Hope
- Into the Streets - MOVE
- Multicultural Programs

SUMMER 2012 SEMESTER REPORT

BUZZFUNDS (cont. from page 2)

- Leader 2 Leader Session for FASET Leaders
- Public Policy Case Competition
- Six Flags Night
- Tour of Asia
- Women's Resource Center Leadership Conference



Campus Services BuzzFunds provided funding for transportation to Atlantic Station Regal Cinemas for the earliest Atlanta showing of the Batman movie, *The Dark Knight Rises*.

HOUSING

- Opened for Summer 2012 – Undergraduate housing occupancy at 1,301 and family housing occupancy at 217

CONFERENCE SERVICES

- 50,508 actively engaged Conference Services Facebook views
- Accommodated 8,021 residential guests resulting in 82,103 bed nights equaling:
 - a per night quest average of 10 nights per guest
 - per night average up from nine nights per guest in 2011
 - approximately five nights per guest higher than national benchmarks
- Successfully accommodated 365 resident guests through the Intern and Extended Lodging Programs (ILP/ELP)

FRESHMAN EXPERIENCE

- Conducted end-of-year survey showing:

- 91% of residents agreed or strongly agreed that they felt like a part of a community in their building
- 95% of residents stated they had a good or excellent experience in the residence halls during their first year

HUMAN RESOURCES

BUZZIN' BACK TO SCHOOL

- Human Resources sponsored its first school supply drive – Buzzin' Back to School. The program was intended to provide school supplies to children of Georgia Tech employees in preparation for the new school year. Human Resources secured backpacks and asked the Georgia Tech community to donate school supplies for the initiative.
- The purpose of Buzzin' Back to School was to support the children of Georgia Tech employees who may not be able to provide school supplies on their own. While there were no formal eligibility requirements, Human Resources encouraged only those employees who were in need to make a request for a backpack.
 - 377 backpacks filled with school supplies distributed to Georgia Tech families (for children in grades K-12)
 - 167 Georgia Tech employees requested backpacks
 - Supplies donated by the Georgia Tech community included: notebooks, paper, folders, scissors, erasers, crayons, pencils, markers, glue, rulers, pencil sharpeners, index cards and calculators

DIVERSITY ROUNDTABLE

- Human Resources sponsored the 2012 Diversity Roundtable. This year's theme was *Unlikely Common Ground - The Importance of Civility & Human Connection in Achieving Inclusive Excellence*.
- The purpose of the roundtable was to:

SUMMER 2012 SEMESTER REPORT

Services

CAMPUS SERVICES RESOURCE EXPO

- In addition to participating in FASET presentations and market places (one summer FASET, two Transfer FASETs, seven fall FASETs and one graduate orientation during June, July and August), all Campus Services campus living departments took part in the newly created Campus Services Resource Expo.
- The Expos were on the second floor of Barnes & Noble @ Georgia Tech from 3:30-6 p.m.
- Departments gave information, played games, showed videos and sold meal plans, parking permits, textbooks, technology and spirit items.
- The BuzzCard moved from the Student Center to the second floor of the bookstore, creating an opportunity for the Expo and encouraging students to get their BuzzCards made while taking part in other Campus Services departments' offerings.
- Due to the Expo, sales in the bookstore increased significantly from the previous year's FASETs.

GEORGIA TECH DINING SERVICES

- Conducted weekly, redesigned Farmers' Markets and surveyed campus on what types of Farmers' Markets the campus wanted.
- Total Meal Plan sales up 14.7% from 2011 (1,034) to 2012 (1,186).
- Woodruff Dining Hall began a "Meatless Friday" option to add to its Meatless Monday.
- Two dining halls were open summer semester, Woodruff and North Ave, while feeding more than 75,000 Conference Services meals.

- Provide an update on recommendations made during the previous Roundtable
- Provide a safe forum to engage in dialogue regarding the importance of civility in achieving inclusive excellence
- Allow participants to serve as a think tank for Human Resources' emerging Culture & Inclusion Strategy
- Introduce Human Resources' new Employee Resource Group Initiative
- Serve as a professional and leadership development opportunity
- Two guest facilitators joined the Georgia Tech community during the roundtable:
 - Stephen M. Paskoff, Esq., CEO of ELI
 - Julius Pryor, III, General Managing Partner of JPryor Group, LLC.

STUDENT CENTER

- The Student Center created a Georgia Tech It's Friday (GTIF) event. GTIF is geared to enhance school spirit and provide ways for faculty and staff to participate in campus life, to create "one Georgia Tech" and "develop the campus and its neighborhood as a vibrant live-work-learn-play environment."



Student Affairs was one of the campus departments participating in the Student Center's GTIF program.

SUMMER 2012 SEMESTER REPORT

- Teach for America awarded Dining a 20% increase from the previous year's results in food service and food offering categories.
- The Georgia Tech Chick-fil-A participated in the Cow Appreciation Day, rewarding customers in "cow attire" with combo meals and sandwiches throughout the day.



- Held the first Faculty/Staff appreciation day at North Ave Dining Hall, Wednesday, July 25. Very successful with compliments from attendees and more than 450 people participating (pictured above and below)



HOUSING

GEORGIA TECH CABLE NETWORK (GTCN)

- Provided production assistance and filming at the State of the Institute Address by President G.P. "Bud" Peterson, allowing

more people to hear the President's remarks and know what's going on at the Institute.

HUMAN RESOURCES

TIME OUT

- Human Resources continued the implementation of TimeOut, a new leave management system.
- By developing an online system for reporting and tracking vacation, sick, consulting, and court leaves, the Institute alleviates the inconsistencies and inefficiencies of the current, decentralized leave management process.
- Implementing a new tool for monthly employees to request and report time and for supervisors to approve and certify time, allows the Institute to mitigate time reporting risks and comply with Board of Regents' guidelines.
- During the summer semester, TimeOut was rolled out to several colleges/schools and departments, including: GTPE, the Athletic Association, Aerospace Engineering, College of Architecture, GTRC/OSP, Institute Diversity, Government and Community Relations, OMED, Enrollment Services, CEISMC and the Office of the EVP of Research. This implementation included 882 employees and managers. These employees were able to electronically request leave from their manager, and supervisors approved requests all from their computer, any time of the day, and from anywhere in the world.
- Communication and training resources were also implemented to help ensure that users were knowledgeable of the tool and could easily adjust to the new process and system of managing time out of the office.
- Resources were made available at www.ohr.gatech.edu/timeout
 - 70% of the campus now use TimeOut to request and report leave
 - 90% of users feel it's easy to use

SUMMER 2012 SEMESTER REPORT

PARKING & TRANSPORTATION SERVICES

- Supported the movie production of *The Internship* at several parking facilities on campus for three weeks.
- Successfully set up and sold permits to freshmen and transfer students for the first time during FASET and Campus Services Resource Expo. In the past, students had to wait until they arrived on campus in August to purchase permits after all other permits were sold and recorded.
- Extended the permit year to August 15th, instead of the traditional start of August 1st, which aided summer school students and graduating seniors and substantially reduced lines and wait times for permit pickups.

- North Ave Dining Hall received LEED® (Leadership in Energy and Environmental Design) Gold Certification
- Chick-fil-A expansion completed in time for Fall Semester

Housing

- Completed construction and renovation of Fitten Residence Hall, ready for fall move-in
- Replaced kitchens in Center Street Apartments
- Completed Request for Proposal process for campus laundries, selecting MacGray and upgraded more than 400 washers and dryers to more sustainable Energy Star equipment.

STUDENT CENTER

- Supported 8,198 bookings in the Student Center and 96 events in The Academy of Medicine, including a bridal show attracting 31 bridal vendors and 150 guests
- Reassigned residential student mailboxes, one per student, so students will no longer share mailboxes



The Children's Campus @ Georgia Tech

- Construction completed and new day care center opened for fall semester (above).

Facilities

REINVESTMENT AND USAGE

BuzzCard/Information Technology Group for Campus Services

- Completed construction and move to the 2nd floor of the Barnes & Noble @ Georgia Tech bookstore

Parking & Transportation Services

- Installed Speed Gates for faster entrance and exits at the North Ave Apartments Parking Garage and Wardlaw Parking Deck.
- 10th & Home Parking Deck repairs completed.
- Bus shelter construction completed.

Georgia Tech Dining Services

SUMMER 2012 SEMESTER REPORT

In the news...

- Stamps Health Services received two accreditations:
 - Three-year accreditation from the Accreditation Association for Ambulatory Healthcare
 - Accreditation from the College of Laboratory Accreditation
- Campus Services' employees received Employee of the Month honors during May, June, July and August, respectively, **Christopher Charles** (Stamps Health Services), **Shawn Rabe** (Campus Services Administration), **Jeff Gerstein** (Student Center) and **Ronica Murphy** (Parking & Transportation Services).
- **Mandy S. Volpe**, Marketing Manager, Housing, was named one of the "40 under 40" top industry leaders for Rejuvenate Magazine, publication for event planners and suppliers.
- Sponsored by SACUBO (Southern Association of College and University Business Officers), the College Business Management Institute (CBMI) invited **Melissa Moore**, Director of Communications for Campus Services, to be one of the instructors for the 60th Anniversary CBMI at the University of Kentucky, August 2-3.
- **Human Resources** hosted and facilitated the Certified Payroll Professional (CPP) course for the American Payroll Association (APA). This 14-week course assists local payroll professionals from 25 area companies in achieving their certification.
- **Jana Gaither**, Customer Service Representative for Human Resources, received her Bachelor's degree in Criminal Justice from Kaplan University.

- The **Human Resources Performance and Talent Management Team** completed Performance Consulting certification.
- **Georgia Tech Cable Network (GTCN)** won the 2012 People's Bronze Telly Award for its series *What the Tech? Family Legacies*.



Parents complimented the cleanliness of Freeman Residence Hall to Georgia Tech President G.P. "Bud" Peterson. Pictured above with President Peterson are the Housing employees responsible for the hard work (l-r) Betty Magahee, custodial supervisor, and Belinda Davis, temporary custodial staff member.

SUMMER 2012 SEMESTER REPORT

For more information on Campus Services programs, services, facilities and news items, visit www.ImportantStuff.gatech.edu or email Melissa Moore at melissa.moore@gatech.edu