

# Georgia Tech Campus Services Spring 2011 Semester Report



## Quick Report Review

Campus Services renovated facilities, updated services and created new programs during Spring 2011 Semester. This report contains highlights from those activities.

## Programs

- Auxiliary Services conducted its fourth annual Auxiliary Services Loves Students Week and fourth annual Leader to Leader – page 2
- Nine students received Auxiliary Services IMPACT Scholarships – page 2
- Auxiliary Services BuzzFunds gave funding to 23 different student and campus organizations – page 2-3
- Human Resources launched its new Job Classification and Compensation System – page 3
- Human Resources assisted with the Office of Federal Contract Compliance Program's on-site audit – page 3
- Human Resources oversaw the completion of the 2011 Board of Regents employee ethics requirements with 98 percent compliance – page 4
- Stamps Health Services began its electronic health records system – page 4
- Stamps Health Services concluded its three-part Human Papilloma Virus clinics with the Fulton County Health Department, giving more than 1800 doses – page 4

## Services

- Business Services started its BuzzMart online procurement and payment process, Feb. 21. In the first 10 weeks more than 5,500 purchase orders totaling more than \$38 million were handled – page 5
- Georgia Tech Dining held four popular Farmer's Markets – page 6
- Parking & Transportation increased permit sales by 23 percent from the same time period for 2010 – page 7

- The Stingerette nighttime van service moved its ride request process from 100 percent telephone dispatch to 27 percent telephone dispatch, 26 percent via smartphones and 47 percent via web – page 7
- The Barnes & Noble @ Georgia Tech Technology Center increased its computer sales 116 percent from the same period in 2010 – page 8

## Facilities

- The Academy of Medicine is on track with renovations to open December 2011 with four events already scheduled for Dec. 2011 – page 8
- Housing's Freeman and Montag Residence Halls' renovations are on schedule for completion July 2011 – page 8

## In the news...

- The Graduate Student Government Association recognized Rich Steele, Rosalind R. Meyers, Dr. Gregory Moore and Melissa Moore at its annual awards luncheon. Steele was selected as Graduate SGA Administrator of the Year – page 9
- Rosalind R. Meyers received the National Association of College Auxiliary Services South's Lifetime Achievement Award at its Annual Conference, April 19 – page 9



Auxiliary Services BuzzFunds awarded funding to 23 student and campus organizations during Spring Semester, including the Graduate Student Georgia Tech Research and Innovation Conference (above).

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## Programs

### Administration

#### Auxiliary Services Loves Students Week

Auxiliary Services encouraged students to learn about all seven Auxiliary Services departments by taking part in contests, promotions and events. T-shirts, iPads, half-semester Housing refund were some of the items students received during the week, Feb. 14-18. A complete listing of all Auxiliary Services Loves Student Week events and recipients may be found on [www.ImportantStuff.gatech.edu](http://www.ImportantStuff.gatech.edu)

#### Leader to Leader

Auxiliary Services held its fourth annual Leader to Leader, inviting 25 student leaders to discuss program and service advancements for all Auxiliary Services departments. The six-hour Saturday retreat (Feb. 12) gave students and Auxiliary Services leaders the opportunity to meet in break-out groups, brainstorming ideas. The students then presented their opinions and recommendations to the entire group. Auxiliary Services gathered all the suggestions into one report with the departments adding a timeline as to when everything could be completed. Some items were not available for completion at this time and those items were listed with explanations in the report. Auxiliary Services delivered the report via email to all students participating in the retreat by the agreed upon deadline (Friday, March 18).

#### IMPACT Scholarship

Eight students received IMPACT scholarships for making a positive "impact" on the Georgia Tech community and one student received an IMPACT scholarship for balancing Georgia Tech classes and single parent responsibilities.

There were 151 applications for the IMPACT scholarships this year, including five for the single parent scholarship. Of these, 66 applications qualified for review.

This year's IMPACT scholars are:

- Mehreen Iqbal, senior, Bachelor of Science in Management
- Alison Krantz, junior, Chemical and Biomolecular Engineering
- Melissa McCoy, junior, Chemical Engineering
- Salvador Ocampo, junior, Bachelor of Science in Management
- Katherine Schnure, doctoral candidate, Psychology
- Megan Toney, doctoral candidate, Applied Physiology
- Daniel Whittingslow, pre-med, Biomedical Engineering and Spanish
- Chun Yong, junior, Biomedical Engineering
- Derji Thomas, graduate student, Building Construction



**2011 IMPACT Scholars.** Each of these students received a hand-blown Lillies Studios glass Buzz at a dinner in their honor on Wednesday, April 27, and will receive their \$4000 scholarships paid over two consecutive semesters via Financial Aid.

### BuzzFunds

Auxiliary Services BuzzFunds awarded funding to the following student and campus organizations:

- ADAPTS Amazing Race
- African American Student Union Leadership Conference
- African American Student Union Onyx Ball
- AIESEC Global Village
- Asian American Awareness Month
- Caribbean Student Association

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- Flicks on 5<sup>th</sup>
- Georgia Tech Global Leadership Conference
- Georgia Tech Night at the Aquarium
- Georgia Tech Research and Innovation Conference (GTRIC)
- GT Campaign for Everybody
- High School Math Competition
- India Club Holi Show
- International Food Fest
- Leader to Leader
- Presidents' Council All Star Program
- Student Center Ramblin' Round the Zoo Transportation
- Tech Beautification Day
- Tech Chef Competition
- TEDx Georgia Tech
- Tour of Asia
- Tower Undergraduate Research
- Up with the White and Gold

### Human Resources

#### Job Classification and Compensation System (JCCS)

On March 1, Georgia Tech implemented a new Job Classification and Compensation System (JCCS). The JCCS and the new compensation philosophy is critical to Georgia Tech's ability to retain top performing and high potential talent within the Institute. New well defined job descriptions, titles and grades, clear, consistently applied policies, and improved career paths will provide staff and managers with a sense of fairness, equity and consistency across the campus. JCCS aligns compensation to the market, allows Georgia Tech to be nimble when responding to changing conditions and utilizes data to make more effective and strategic decisions.

Prior to implementation, approximately 450 people managers across the Institute attended training courses to educate them on JCCS and prepare them to communicate key messages to employees. Human Resources conducted the final data verifications with the units (people, jobs, and titles), which consisted of 3,300 employees. Team

members also conducted 80 job evaluations (inclusive of evaluations, reorganizations, and salary requests) from the units, which is two percent of the Georgia Tech staff population.

#### Summer Camp Guide

Human Resources and the Office of the Provost partnered with Brown Richards and Associates to publish a robust resource guide/database of community summer camps accessible by Georgia Tech employees from March – June 2011. This resource will assist employees as they research camps and programs throughout the metro-Atlanta area. Employees can utilize this resource along with a listing of Georgia Tech sponsored summer camps by visiting

[www.ohr.gatech.edu/summercamps](http://www.ohr.gatech.edu/summercamps)

#### Diversity Focus Groups

Human Resources conducted 15 focus groups with Georgia Tech staff members during April and May. More than 100 employees participated in sessions to explore Georgia Tech's culture and establish baselines for future staff diversity programs and initiatives.

#### OFCCP On-Site Audit

During the Spring Semester, the Office of Federal Contract Compliance Programs (OFCCP) visited campus for an on-site audit. The audit began this past fall with Georgia Tech submitting its annual Affirmative Action Plan (AAP) along with additional documentation. The audit concluded in May with an onsite visit to interview select campus officials, review compensation data, and assess hire, promotion, and termination activity during the past two years (2009-2010).

Because Georgia Tech is a federal contractor with more than 50 employees and more than \$10,000 in federal contracts, the Institute must comply with Executive Order 11246. This order prohibits federal contractors from discriminating in employment decisions on the basis of race, color, religion, sex, or national origin. The OFCCP enforces Executive Order 11246 and sometimes conducts audits in order to verify compliance.



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## Ethics

The Office of Human Resources oversaw the completion of the 2011 ethics training requirements. A spring 2011 Ethics Refresher Training & Certification was developed and every active Georgia Tech employee planned to complete this training by the end of May. As of May 19, the Institute had achieved a 98 percent compliance rate. During the summer, Human Resources will shift its ethics focus toward future process enhancements to ensure Board of Regents' requirements are met as well as explore methods to reduce costs. The entire HR Community (OHR and department/college HR Representatives) will work to create a 2012 BOR compliant, efficient and cost effective solution that communicates the University System of Georgia's clear statement of ethical standards and employee accountability.

## Housing

Housing's Residence Life program held events during spring semester, including North Avenue Apartments (NAA) and Freshman Experience's hosting of an Open House with more than 300 residents in attendance. The event taught students about NAA and ThinkBig, Housing's upper class living-learning program. Other NAA floor programs included:

- Fernbank Museum trip
- Service project – Sandwiches for the Homeless
- Harris Night at the Observatory with faculty
- ASAP Health Promotion Series (one on sexual assault; one on stress management)
- Skinny Waist & Fat Wallet program (healthy frugal cooking)
- Next Steps Series (pre-med, pre-law and pre-teaching plus RSVP only Fulbright session)

Graduate & Family Housing held a variety of events for its residents, including:

- Conference Cocktail Party Networking Skills for Graduate Students
- Korean/Chinese New Year Celebration

- Learn Latin Culture: presentation, food, music
- Indian Food and Culture Night
- Turkish Culture Night
- Family Housing Children Play Group – now two parts (infants and toddlers)

## Stamps Health Services

### Electronic Health Records

Stamps Health Services began its electronic health record implementation by successfully launching the new tool in Women's Health and Psychiatry on March 21 and the Primary Care Clinic began May 16. The new system provides many enhanced capabilities compared to a paper chart, including, but not limited to, patient data management, ePrescribing, secure patient online access and messaging and a laboratory information system, providing clinicians with state-of-art tools to enhance student care.

### HPV Vaccination Campaign

Stamps Health Services partnered with the Fulton County Health Department to offer free Human Papilloma Virus (HPV) vaccinations to eligible students. Three HPV clinics were held and were extremely successful. More than 1800 doses of the vaccine were administered at no cost to students.



**Sting Break** (3/8/11) saw more than 2,000 students in the Student Center. The "Stuff a Plush" event filled the Student Center Ballroom with students, graduate and undergraduate, male and female, happily creating stuffed animals.

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## Student Center

### Program Highlights

Date	Event	Attendance
January-April	5 Movies	1,009
2/10/11	GT Night at the Atlanta Aquarium	2,718
3/8/11	Sting Break	>2,000
4/3/11	Hypnotist	150
4/12/11	Bill Nye	920
4/23/11	Zoo Atlanta	812
5/3/11	Midnight Breakfast	>800
January-April	4 Ramblin' Nights	881

## Services

### Business Services

#### BuzzMart

On Monday, February 21, Georgia Tech successfully launched BuzzMart, its online procurement and payment process.

BuzzMart introduced a new business model to the Georgia Tech procurement process, a model which:

- Eliminates the use of paper requisitions
- Streamlines the approval process
- Provides an online marketplace with lower pricing so that department dollars go further
- Gets products to departments sooner
- Can also effect a significant reduction in the use of P-Cards, with their accompanying required paper documentation and approval process at month end

In the first 10 weeks of BuzzMart's existence (Feb. 21-April 29), these statistics were noted:

- 2,000+ users trained
- 1,200 remedy tickets closed
- 5,500+ purchase orders totaling more than \$38M (Average 130 Orders/Day)
- 2,700 e-Invoices totaling more than \$1.3M
  - 20% total invoice increase
- Reduction in PCard transactions
  - 7% decline (952) March '10 to March '11
  - 13% decline (2025) April '10 to April '11

### Travel & Expense

The new electronic travel and expense reporting module began toward the end of spring semester (April 11). Statistics on this service will be reported in the Summer Semester Report.

### Stamps Health Services

#### Proactive Compliance

Stamps Health Services, in partnership with Auxiliary Services Information Technology Group, actively engaged in ensuring compliance with HIPAA (American Health Insurance Portability and Accountability Act of 1996) and High Tech regulations.

Partnering with a national company, ID Experts, to assess current state and recommended improvements, Stamps Health Services developed a data breach and incident response plan, breach response tool, updated policies and procedures, developed annual HIPAA training for staff, and identified privacy and security officers. All of these activities will provide enhanced security and management of confidential student health information.

**Doctor for a Day at State Capitol.** While the state legislature was in session, an Atlanta-area doctor was available for emergencies and accidents. The Stamps Health Services physicians volunteered their services by taking turns covering the State Capitol during the week of January 24.



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## Georgia Tech Dining

### Tech Chef Competition

In collaboration with Health Promotion, GT Dining hosted the second annual Tech Chef cooking competition Saturday, Feb. 26. Three student teams competed in each of the three divisions of breakfast, entrée, and dessert. The teams prepared the recipes they submitted for the competition that highlighted the key ingredient, low-fat ricotta cheese, in a health and budget conscious dish. Guest judges from within and outside of Georgia Tech participated in each round with a different set of judges per round. Judges included Scott Riggle (Student Affairs), Lara Sexton (Student Center), Victoria Beltran, Vladimir Oge (Stamps Health Services Health Promotion), Brett Hulst (Housing), Kate Curnow (Barnes & Noble @ Georgia Tech) and two Atlanta chefs, Tony Sharpe from Café 458 and E.J. Hodgkinson, chef de cuisine at Wood Fire Grill. The contestants demonstrated poise and efficiency under pressure as they prepared their dishes in the 45-minute time limit. The winner from each division received an embroidered apron and the chance to become the overall champion of the competition. After the end of the dessert round, the winning team with the highest score was the dinner champions, Aya Ishizu, Industrial Engineering major, and Randolph Tang, Biomedical Engineering major. They received the engraved knife and two \$25 gift cards to GT Dining.

### Farmer's Markets

GT Dining began holding regularly scheduled, popular Farmer's Markets during Spring Semester. Four markets were held on Fridays, Jan. 28, Feb. 25, April 1 and April 22, with such local vendors as:

- Garlic Grove
- Antico Mercante
- Fairy Wood Thicket
- Dreaming Cow
- H&F Bread
- Zocalo
- Hundred Acre Farms

## Trainings

- 65 retail employees participated in TOP's customer service training
- After receiving a low inspection score from the Fulton County Health Department and a re-inspection score of 89, all Dining Services employees trained with the Fulton County Health Department, verifying knowledge of health department requirements.

## Human Resources

### Online W-2

In January, Human Resources created the ability for employees to receive their W-2 forms solely electronically. Faculty, staff and student employees could elect this option through a newly developed feature in TechWorks (self-service). Because W-2s are a primary target in identity theft, this new option helps safeguard important personal information. This new change also reduces Institute costs by eliminating postage and protects the environment by reducing the number of W-2s printed and mailed to employees.

### Taleo Upgrade & Process Improvements

Human Resources continued to work with Taleo, the Institute's Applicant Tracking System (ATS) vendor to provide system upgrades during the Spring Semester. Several enhancements were applied to the ATS to resolve user issues and increase system functionality.

Human Resources and the Talent Acquisition Team also worked to improve user experiences by conducting a focus group session with 14 campus users. The group developed recommendations in the following areas: (1) System Tweaks, (2) Proactive Knowledge Transfer, (3) System Connections and Future Enhancements, and (4) Campus Communications.

The discussion generated a great deal of information with nine immediate action items, 18 system configurations to discuss with the vendor and 15 communication/training recommendations for campus users.

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Human Resources is also developing project plans for upcoming ATS enhancements and future project phases (research faculty integration and onboarding).

### Parking & Transportation

#### Annual Parking Permit Registration

The Annual Parking Permit Registration added a Parking Permit Registration Week, educating and encouraging people to buy annual permits, increasing permit sales by approximately 23 percent compared to the same period this past year.

#### Bicycles

##### Bike Sharing – ViaCycle

- Developed and completed a plan for a pilot campus bike share program. Presently working, in conjunction with Legal Services and Risk Management, to finalize a Service Agreement. Expected startup for the pilot program is fall semester.

##### BIIC (Bicycle Infrastructure Improvement Committee)

- The BIIC was started by students this semester. Staff served on the committee and participated in the development of needed campus infrastructure improvements and obtaining Student Government Association funding for these improvements.

#### Transportation

- Transportation Ridership (i.e., average weekday boardings)

Typical Weekday Ridership (Spring 2011)	
Tech Trolley	4,700
Stingers (Red, Blue, and Green)	11,800
Stingerette Vans (night time van service)	360

#### Stingerette

- Continued work with the phased implementation of the automated dispatch system for the nighttime van service. During the semester, added global positioning system to each of the vans and additional functionality for the dispatcher to

monitor the location of vans in service and improve the trip assignment process. For the semester, Stingerette moved approximately 39,900 students. During the past two years, Stingerette has significantly changed the ride request process from 100 percent of the trip requests requiring the assistance of a dispatcher. For the spring semester, 47 percent of the trips were made through the web, 26 percent of the trips were made using smartphones, and 27 percent were made with the assistance of the dispatcher.

#### Tech Trolley

- Continued work with the VIP (Vertically Integrated Project) team on the application of technology to a common transportation problem (i.e., bus bunching). The VIP team presently has 18 students working on the project and is coordinated through ISyE and the College of Computing. During the semester, a three-day trial of the application was conducted, reports completed and presented to Transportation staff. Additional testing of the application is planned for the summer and fall semesters.

### Student Center

#### Operations

- During the spring semester, there were a total of 3,019 bookings in the 14 meeting spaces including the ballroom.
- The rooms with the highest number of bookings were the Spring Room with 263 bookings and Room 359 with 301 bookings.
- The estimated attendance at all of these bookings was 94,337 attendees.
- There were a total of 180 ballroom bookings with an attendance of 28,659 this semester.

### Barnes & Noble @ Georgia Tech

#### Textbooks

- Textbook NTE (New Text Equivalency) was budgeted down -7 percent in light of other purchasing options that students have in the current market environment, including new



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texts, used texts, e-Textbooks and rental options from outside online providers.

## Technology Center

- The largest category sales increase was in computer sales which were up 116 percent from this past year, mainly due to the Apple i-Pad sales. These results were accomplished through in-store sales and online sales through the Technology website.

## Miscellaneous

- Starbucks Cafe sales up 3%
- Miscellaneous (mostly regalia) up 11%
- Computer Software up 3%
- School Supplies up 1.8%

# Facilities

## Reinvestment and Usage

### Academy of Medicine

- Construction is progressing with a December 1 start date for booking events. Currently, there are four events booked in December, including the 70th Anniversary Celebration of the building on December 15, 2011.

### Barnes & Noble @ Georgia Tech

- Construction began in March to relocate the "Marketplace" convenience area to the upper level of the store.
- The vacated space on the main level will become the new "State-of-Art" Technology Store. This store will have an Apple-esque feel to the design and presentation. Plans are for this space to be inviting where customers can relax, have a hands-on experience with the latest Apple, Dell and Lenovo offers in electronics, computers and computer-related products.
- Projected completion is July 2011.

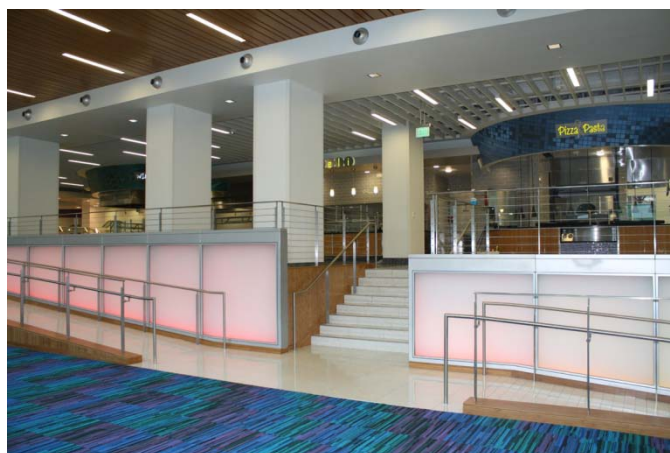
## Housing

- North Avenue Gym heating, ventilation, air conditioning (HVAC) upgrade is ongoing.

- Freeman and Montag Residence Halls renovation is nearing completion with an anticipated July 2011 completion date.

## Stamps Health Services

- Conducted in eight phases, Stamps Health Services will have renovation on both its first and second floors.
- Phase 1 and 2 began March 9, 2011 and completed the week of May 9.
- Phase 3 also began in Spring Semester and completed during May.
- Areas impacted in these three phases include Health Promotion, Psychiatry, Classroom, and Supply Room. The total renovation is on schedule to be finished by November 2011.



**North Avenue Dining Hall.** The construction for the new dining hall on North Avenue is finished. The North Avenue Dining Hall will open in June with a soft opening and a grand opening is scheduled for fall semester. Students, faculty, and staff are expected to begin using their meal plans on Friday, August 19.



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## In the news...



**Graduate Student Government Association Annual Awards Luncheon.** Kathy Schnure, executive vice president, Graduate Student Government Association (left) and Anthony Baldrige, president, Graduate Student Government Association, presented Rich Steele, acting executive director, Auxiliary Services, with two awards during the annual Graduate SGA Awards Luncheon.

- The Graduate Student Government Association (SGA) selected **Rich Steele**, acting executive director, Auxiliary Services, as the Graduate SGA Administrator of the Year, recognizing him at their annual recognition luncheon, Tuesday, April 26.
- The Graduate SGA also recognized **Rosalind R. Meyers**, vice president, Campus Services; **Dr. Gregory Moore**, executive director, Stamps Health Services; **Rich Steele** and **Melissa Moore**, director of communications, Auxiliary Services, with "Presidential Recognitions" from the

Graduate Student Government Association, for service to the graduate student body.

- The National Association of College Auxiliary Services (NACAS) South awarded **Rosalind R. Meyers** its Lifetime Achievement Award for her "above and beyond" service to the Auxiliary Services profession at its national conference, Tuesday, April 19.
- NACAS South elected **Melissa Moore** its president for 2011-12.
- **M. Scott Morris**, associate vice president, Human Resources, was the keynote speaker for the Business Officers of Nursing Schools (BONUS) national conference. He addressed "Strategies for Increasing Employee Productivity – How to Do More with Less."
- Housing's **Freshman Experience Program** co-hosted the National Resource Center for the First-Year Experience Annual Conference in February.
- The Georgia College Personnel Association awarded **Dr. Michael J. Fulford**, assistant director of Housing and director of the Freshman Experience Program, the Ted K. Miller Outstanding Professional Award at its annual conference.
- **Georgia Tech Dining** won First Place for Yoplait's Save Lids, Save Lives Competition for the fifth year in a row (joint project with Georgia Tech sorority Zeta Tau Alpha)
- **Todd Schram**, general manager, Georgia Tech Dining, received the Environmental Leadership Award from the Georgia Tech Earth Day, Friday, April 22.
- Campus Services recognized four employees as Employees of the Month for January, February, March and April, respectively, **Rebecca Shan Baker**, Stamps Health Services; **Shalonda Cargill**, Human Resources; **Denise Heart**, BuzzCard; and **Kim Krajovic**, Human Resources.