

FOURTH Quarter

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GEORGIA TECH AUXILIARY SERVICES

Fourth Quarter, FY 2003-04

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4th Quarter Highlights

Programs

- The Emerging Leaders reached all goals set for the 2003-04 year, including increasing its membership to 40 students, up from 25 in 2002-03— page 2.
- The Student Center Programs Area held 121 events with 51,471 students in attendance during spring semester— page 2.
- The Freshman Partners celebrated its 2003-04 year with a recognition and awards reception Tuesday, April 20 — page 3.
- Auxiliary Services increased in every department for overall satisfaction in its annual survey — page 3

Services

- Health Services saw 24,497 students during fourth quarter — page 4.

Facilities

- The Student Center Commons opened six new meeting rooms, renovated retail space and added a new retail operation — page 5.
- Family Housing continues construction on its new apartments scheduled to open Dec. 2004-Jan. 2005—page 5

In the news...

- Rosalind R. Meyers, associate vice president, Auxiliary Services, traveled to Albany, Ga., presenting *Today's Campus Life --Breaking the Mold and Bursting at the Seams*, a PowerPoint pictorial to Georgia Tech alumni (presented to Washington, D.C. alumni in January).—page 4.
- *College Services*, National Association of College Auxiliary Services magazine, published "Georgia Tech's Technology Square showcases a Mega Bookstore."—page 4.



The first Tech Trolley wedding rental was April 24, 2004. Two Georgia Tech alumni (Amy Olson and Alan J. Back) and their wedding party traveled from the Tenth Street United Methodist Church (just off campus) to the Moore Student Success Center for their reception.

Programs

Emerging Leaders

- The Emerging Leaders program reached all goals set for the 2003-04 fiscal year.
- Participant Increase—40 students, up from 25 in 2002-03.
- Educational Increase—Weekly workshops versus biweekly in previous year.
- Leadership Analysis—Conducted pre and post leadership development inventory.
- Evaluation—Performed a leadership placement report from previous year participants.
- Emerged—Nine program graduates assisted in the 2003-04 recruitment and weekly seminars and 84 percent (21) answered survey questions concerning their campus involvement with 100 percent stating they were active in some campus organization. Of those responding, 71 percent held leadership positions in their campus organizations.



Emerging Leaders celebrated at an end-of-the year banquet Sunday, April 18. All “Emerged” Leaders received recognition plaques.

Student Center



Midnight Breakfast crowded 730 students into the Food Court on Tuesday evening, April 27, from 10 p.m. until midnight. Faculty and staff ladled up scrambled eggs, sausage, French toast, grits, hash browns and donuts to the students.

During Spring Semester, the Student Center Programs Area sponsored:

- 121 events
- 51,471 participants
- 17,062 patrons in operating areas (Craft Center, Music Listening Room Rentals, Music Listening Room)
- 29,696 patrons in recreation areas (bowling, billiards, X-box and darts, arcade, Tech Rec rentals)

Movies continue to be favorites, drawing more than 27,000 participants.

Sting Break, “Buzz under the Big Top,” brought 2,328 people to the afternoon festival and another 2,843 to the nighttime concert with Bubba Sparxxx/Fuel.

The hot days of summer (May and June) sizzled with more than 9,000 participants at 22 events ranging from movies to Tye Dye & Free Ice Cream.

Programs

Freshman Partners

- Sponsored by the Department of Housing Residence Life and Freshman Experience, the Freshman Partners announced its annual Freshman Partners of the Year awards at its recognition and awards reception Tuesday, April 20.
- Based on their students' nominations, of the 96 staff, faculty and alumni Freshman Partners, three were selected as FP of the Year (one from each section).

Staff

Darcy Tice

Auxiliary Services GT Dining

Faculty

Dr. Jerry Seitzman, associate professor,
Aerospace Engineering

Alumni

Nate (Nathan) Kelsey



“What you are doing is very important for Georgia Tech and our students,” said G. Wayne Clough, president, Georgia Tech, addressing the Freshman Partners at the annual recognition and awards reception. “They [students] deserve every chance they get to succeed.”

All categories increased in Customer Surveys

Auxiliary Services conducted its fourth annual customer satisfaction survey, reflecting an increase in every department in overall student satisfaction.

Collected and analyzed by the Georgia Tech Office of Organizational Development, the on-line survey randomly selected students, faculty and staff for participation.

Students ranked overall satisfaction of each department from 1-5 with 5 being the highest:

- 4.10 Health Services ↑.08 from 2003
- 3.53 Housing ↑.13 from 2003
- 4.09 Student Center ↑.12 from 2003
- 3.85 Bookstore ↑.27 from 2003
- 4.12 BuzzCard ↑.10 from 2003
- 3.49 GT Dining ↑.18 from 2003
- 2.83 Parking ↑.17 from 2003
- 3.44 Stinger ↑.27 from 2003
- 3.93 Stingerette ↑.49 from 2003
- 3.82 Tech Trolley (new this year)



The Staff Freshman Partner of the Year Darcy Tice (right), GT Dining, posed with one of her Freshman Partner Peer Leaders, Cameron Davis (International Affairs and Modern Languages). Shalin Patel, another Freshman Partner Peer Leader, said in his nomination that “I truly believe she [Darcy] stands for all that [the award is] enthusiasm, helpfulness and great attitude.”

Conference Services

More than 2,000 people joined the Georgia Tech campus during May and June as the Conference Services began its summer programs. The programs ranged from athletics like the

Women's Basketball Elite Camp, Swim Camp, Offense-Defense Football Camp and Lovic Lacrosse to academic camps, like Engineering Explorers and Emagination (sic) Computer programs.

Services

Health Services Stats

	Quarter Totals
Physician visits	4,016
Nursing triage only visits	109
Allergy shots given	399
Other injections given	219
Women's Clinic Visits	721
Gynecology specialty clinic visits	25
Nutrition specialty clinic visits	50
Wellness Center seminar attendees	476
Prescriptions filled	8,065
Lab procedures	9,338
Radiology procedures	692
Dental Visits	355
Psychiatry - new evaluations	32
Psychiatry - follow ups	96
Total for quarter	24,497

No shows (not included in above total) 499

In the news...

- *College Services*, journal of the National Association of College Auxiliary Services, June issue, cover, "Georgia Tech's Technology Square showcases a Mega Bookstore" by Melissa Moore, communications officer, Auxiliary Services.
- *Campus Dining Today*, spring issue, "Ringing Registers with Retail Concepts: Rosita's Cantina (Georgia Tech)."
- *College Planning & Management*, May issue, "Georgia Tech's Technology Square Campus: Bricks, Mortar and a Great Computer Network (Barnes & Noble @ Georgia Tech)."
- *The Atlanta Journal-Constitution*, April 1, "At the Barnes & Noble @ Georgia Tech..." picture.
- Barnes & Noble Booksellers DVD, "A Ground-breaking Idea (Barnes & Noble @ Georgia Tech, Rosalind R. Meyers, Robert K. Thompson).
- *The Atlanta Journal-Constitution*, May 19, "Turning Tables: Midtown—Happenings at Tech Square (Tin Drum Asia Café; 5th St. RIBS n BLUES)."
- Auxiliary Services named three employees of the month for April, May and June, respectively, Willie Mae Brooks, Housing; Robert Neth, GT Dining; Noel Moreno, Technical Support.



Walking for Cancer Research. Auxiliary Services joined with the Residence Hall Association, entering a team for the Georgia Tech American Cancer Society Relay for Life on Saturday, April 3. Some of the 14-member Auxiliary Services/RHA Team are pictured above (l-r) Megan Lutz (vice president, RHA), Rosalind R. Meyers (associate vice president, Auxiliary Services), Barbara Hanchke (director, Auxiliary Services Finance) and Health Services' Dr. William Manns and Chinaetta Knox.



Students enjoyed the annual Midnight Breakfast where faculty and staff served students breakfast. Above, students talked with Georgia Tech President G. Wayne Clough and Ann Clough.

Facilities

Reinvestments

- The Student Center Commons opened six new meeting rooms. Named after Midtown streets, the Piedmont, Juniper, Crescent, Cypress, Spring and Pine started on-line group reservations April 1.
- In addition to the lounge spaces scattered throughout, the Commons also added a new performance stage (and large screen television), a copy center, computer hubs, and renovated space for its retail operations, STA Travel, College Optical and Hair Cuttery.
- New tenants moved into the Commons, the Student Government Association, WREK radio, Student Involvement offices and PCS Copy Center (a Printing & Copying Services/Student Center collaboration, offering 24-hour copying).
- The Student Center replaced its Food Court kitchen floor, eliminating leaks to the Recreation Area.
- The Post Office updated its student box assignment process with the Office of Information Technology completing all Banner changes.
- The Post Office also implemented a cost savings program for outgoing first class departmental mail, predicting a \$10,000 to \$15,000 savings to the campus.
- Housing started its group housing sign-up on April 1 and analyzed during this quarter that it would be 100 percent occupied by fall semester.



The Student Appreciation Day, Sting Break: Buzz under the Big Top, attracted thousands of students.



Family Housing construction continues to work toward a winter opening (Dec. 2004-Jan. 2005).

ParkingTransportation

Parking conducted its on-line registration from April 15 to June 30.

- 10,532 total on-line applications
- 6,052 renewals
- 2,102 new requests
- 2,287 change zone requests

Barnes & Noble @ Georgia Tech

- As of May 2004, total annual revenue increased 13 percent more than year ending May 2003.
- The Technology Center collaborated with the Residential Network (ResNet), verifying the availability of necessary computer hardware and software and published its annual Technology Center Catalog. Newly admitted students received an e-mail listing the on-line catalog version as well as a printed copy mailed to their homes.