



4th Quarter Highlights

Programs

- The Student Center Programs Council hosted 20 events in April, May, June with 14,155 people in attendance; seven events totaled more than 1,000 people—page 2.
- Auxiliary Services distributed BuzzFunds to eight student groups and campus departments—page 2.
- Auxiliary Services gave five presentations at national associations, hosted a professional standards institute and conducted a two-day training for Arizona State University—page 3.
- Housing's Conference Services hosted 29 groups with approximately 3,500 people in attendance from May 21 through June 30—page 3.

Services

- The BuzzCard Center expanded to satellite sites—page 3.
- Health Services conducted 33,332 procedures for students with 412 no shows—page 4.

Facilities

- The Student Center Central Staircase completed renovation—page 5.
- Armstrong Residence Hall renovation is on schedule for fall semester opening—page 5.

In the news...

- Rosalind R. Meyers, associate vice president, Auxiliary Services, wrote "A Great Auxiliary Services: 13 Steps to Get from Good to Great" for the June issue of College Services magazine—page 4.

Published quarterly by
Georgia Tech
Auxiliary Services
www.ImportantStuff.gatech.edu
404-894-4990



AUXILIARY SERVICES VISITS GT SAVANNAH.

Rosalind R. Meyers, associate vice president, Auxiliary Services, discussed services with Georgia Tech Savannah students, Wednesday, April 26, on a day trip to the campus with other Auxiliary Services staff, James A. Pete, director, BuzzCard; Melissa Bartlett, merchandise director, Barnes & Noble @ Georgia Tech; Rich Steele, director, Student Center; Dr. Cindy Smith, director, Health Services; and Melissa Moore, communications officer, Auxiliary Services.

Programs

High Attendance for Student Center programs

The Student Center Programs Council presented 20 events during April, May, June with 14,115 people in attendance.

• 4/3	TKO Tour	1,260
• 4/4	Daryl Davis: Klan-Destine Relationships	166
• 4/6	Sting Break Festival	1,682
• 4/6	Sting Break Concert	3,149
• 4/11	Meet Your SGA Candidates	42
• 4/12	Fire and Ice	237
• 4/13	Movie: <i>Harry Potter</i>	25
• 4/13	Student Art Show	1,367
• 4/14	Movie: <i>Harry Potter</i>	361
• 4/18	Tie Dye and Ice Cream	278
• 4/18	The Best Week Ever LIVE Comedians	239
• 4/21	Raku Firing	33
• 4/27	Live Lunch Concert	22
• 5/2	Midnight Breakfast	1,158
• 6/7	Flicks on 5th: <i>Mr. and Mrs. Smith</i>	704
• 6/8	Music & Massage	25
• 6/14	Flicks on 5th: <i>Walk the Line</i>	752
• 6/15	Live Lunch Concert	28
• 6/21	Flicks on 5th: <i>Failure to Launch</i>	1,326
• 6/28	Flicks on 5th: <i>Inside Man</i>	1,261



STING BREAK. Co-sponsored by Auxiliary Services, Alumni Association, Athletic Association, Georgia Tech Foundation, Inc., Student Affairs, Student Government Association, Interfraternity Council, Institute of Communications & Public Affairs, Panhellenic Council and Student Center Programs Council, the annual Sting Break concert (Big Boi and Cake) and festival saw 4,831 people.

BuzzFunds

Auxiliary Services accepted BuzzFund proposals in support of the following student groups and campus departments.

- Emerging Leaders
- Executive Round Table
- Flicks on 5th
- Impact Scholarship
- Multicultural Programs
- Single Parent Scholarship
- Sting Break
- Student Center Programs Mythbusters

EMERGING LEADERS. Auxiliary Services BuzzFunds continued support of Housing's Emerging

Leaders program. Pictured above (l-r) Juan Mojica (Emerging Leaders graduate student assistant) presented Barry Flink, senior vice president, Flex HR, Inc., (also Georgia Tech alumnus and mentor) a gift for speaking at the annual Emerging Leaders recognition banquet, Sunday, April 23.



Programs

Training

Auxiliary Services hosted and presented at national associations throughout the fourth quarter.

- James A. Pete, director, BuzzCard, and Emmanuel B. Moreno, systems analyst III, Auxiliary Services Technical Support, presented, “Do you practice proactive Information Security?” at the National Association of Campus Card Users annual conference, April 1.
- Rosalind R. Meyers, associate vice president, Auxiliary Services, presented a professional development half-day program, “Fostering Creativity,” for the National Association of College Auxiliary Services (NACAS), April 28, and an educational session, “On-line Customer Satisfaction Survey,” at the NACAS South Annual Conference, May 2.
- Rich Steele, director, Student Center, presented “A Potpourri of Revenue Ideas,” at the NACAS South Annual Conference, May 2.
- Melissa Moore, communications officer, Auxiliary Services, presented “Game Show Marketing” at the NACAS South Annual Conference, May 2.
- Georgia Tech Housing hosted the Association of College and University Housing Officers International (ACUHO-I) Professional Standards Institute, June 22-24, as part of the ACUHO-I Annual Conference. Mike Black, director, Housing, was one of the hosts for the ACUHO-I Annual Conference.
- The Arizona State University Marketing Manager for Auxiliary Business Services trained with Georgia Tech Auxiliary Services, June 26-27, studying marketing techniques with each Auxiliary Services department.



CONFERENCE SERVICES. Housing’s Conference Services hosted 29 groups with approximately 3,500 people from May 21 through June 30 with more groups scheduled for July. Pictured above is a session of the Teach for America Induction group. Teach for America brought 600 recent college graduates and instructors to campus for six weeks.



CAMPUS RECREATION CENTER SATELLITE BUZZCARD PRODUCTION SITE. Kate Dorrity (left), senior, Mechanical Engineering, and Flo Gotham, CRC member service assistant, practiced using the BuzzCard equipment in the CRC. Swimmers and others requiring access to the CRC may now receive a temporary BuzzCard during evenings and weekends when the BuzzCard Center is closed.

BuzzCard

- The BuzzCard Center set up an off-site production center for Teach for America, producing temporary BuzzCards for the approximately 600 program participants at the Couch Building.
- The BuzzCard Center started a satellite production site in the Campus Recreation Center (CRC) for evening and weekend CRC program participants.

Services

Stats from Health Services

	<u>Quarter Totals</u>
Physician visits	4,625
Nursing triage only visits	117
Allergy shots given	613
Other injections given	831
Women's Clinic visits	709
Gynecology specialty clinic visits	30
Nutrition specialty clinic visits	39
Health Promotion seminar attendees	67
Prescriptions filled	8,909
Lab procedures	15,896
Radiology procedures	877
Dental visits	304
Psychiatry visits—new evaluations	58
Psychiatry visits—follow-up	<u>257</u>
Total for quarter	33,332
*No Shows for Quarter	412
*(includes 356 medical clinic and 56 psychiatry)	



GEORGIA TECH HAIR CUTTERY WINS CUSTOMER SERVICE AWARD. Out of 60 Hair Cuttery salons in Atlanta, the Georgia Tech salon won the “Extraordinary Results Award” for fiscal year Oct. 2004–Oct. 2005. Each Hair Cuttery conducts two customer satisfaction surveys annually. To be considered for this award, the salon must meet specific criteria, including (1) highest in customer satisfaction (based on surveys), (2) highest in gross profit sales, and (3) leadership. The Georgia Tech Hair Cuttery employees all won trips to Cancun, Mexico the first week of May with other national winners. **Pictured with celebratory T-shirts (above, l-r) are Hair Cuttery employees Elizabeth Hailemichael, Laurie Annunziata (district leader), Brenda Hunter (manager), Karyn Durden, Roy Leach and Gwen Rich. Not pictured Maria Jacobs.**

In the news...

- *College Services*, (bimonthly magazine of the National Association of College Auxiliary Services), April 2006 issue, “To Join or Not To Join,” by Melissa Moore, communications officer, Auxiliary Services.
- U.S. Environmental Protection Agency selected

Georgia Tech as one of the first annual Best Places for Commuters from an application submitted by Parking & Transportation; winners list was published in the Chronicle of Higher Education, May 26 issue.



- *College Services*, June 2006 issue, “A Great Auxiliary Service,” by Rosalind R. Meyers, associate vice president, Auxiliary Services.
- “Flicks on Fifth Summer Film Series” news release and pictures went to a media distribution list of 2,000-plus outlets, June 24, 2006.
- Three Auxiliary Services staff members were recognized as Employees of the Month for April, May, June, respectively, Tye Walker, Student Center; Melissa Rains, Housing; and Cassandra Arnold, Health Services.

COLLEGE SERVICES, June issue, featured “A Great Auxiliary Services: 13 Steps to Get from Good to Great” by Rosalind R. Meyers, associate vice president, Auxiliary Services.

A Great Auxiliary Service
13 Steps to Get from Good to Great
by Rosalind R. Meyers

There are many definitions of "good to great." The one that has resonated most with me is the idea of getting a great auxiliary service. It's not just about quality, it's about creating a culture of excellence. It's about taking the time to invest in your staff, to provide them with the resources and support they need to succeed. It's about being proactive, not reactive. It's about being a leader, not a follower. It's about being a team player, not a lone ranger. It's about being a part of something bigger than yourself. It's about being a part of a great auxiliary service.

Observing Tradition — The University of Georgia's 150th Anniversary Celebration

Taking Book Prices to Task — Georgia College & State University

An Open Mind, An Open Heart — The University of Texas at Austin

More Companies Coming Onboard — ACSI

Long Time Coming — American State University

A Great Auxiliary Service — Georgia Tech

Rosalind R. Meyers has been the Associate Vice President for Auxiliary Services at the Georgia Institute of Technology since 1995. She earned her Bachelor's degree at Tulane University in New Orleans and a master's degree from Temple University in Pennsylvania where she served as Auxiliary Services' President for four years. She is a certified public accountant and has worked for several years as a faculty advisor and instructor at Georgia Tech, where she has received honors in recognition of her service to students.

She has served as President of NACAS South and is currently an at-large member of the National Board of Directors for NACAS.

Facilities

Reinvestments

- The Student Center central staircase completed renovation during the fourth quarter.
- Renovation of the Armstrong Residence Hall continues on schedule for fall semester students.

Summer Meal Plan Counts

Total summer meal plans stats showed:

- An overall increase of 34.1 percent due to the summer class of Freshman Experience students

Parking & Transportation stats

Annual Permit Registration between April 15-June 30 gave these stats:

- > 32,000 hits on the web page
- > 25,000 connections
- > 13,000 valid registrations
- > 9,000 initial permit sales

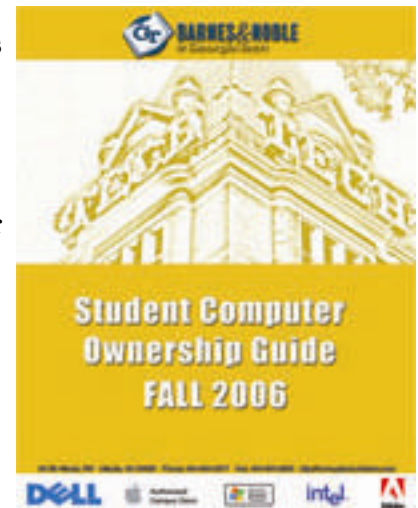
Parking & Transportation installed its new LUKE Parking System in the Burge Parking Lot, replacing 60+ traditional parking meters. Visitors may use cash or credit cards with the LUKE System.



ARMSTRONG RESIDENCE HALL. Rosalind R. Meyers (right), associate vice president, Auxiliary Services, studied construction prints with The Winter Construction Company superintendent Robert Blake and Steve Johnson, project manager, Auxiliary Services, during a May site visit.

Bookstore Technology

- Barnes & Noble @ Georgia Tech Technology Center published its Fall 2006 Student Computer Ownership Guide, distributing copies to students through the U.S. Mail and on-line.
- Barnes & Noble @ Georgia Tech also incorporated the “Why Wait for Books” Barnes & Noble textbook ordering site into its web and marketing pieces. Students access www.whywaitforbooks.com, using scroll down menus for Georgia, Georgia Tech, then their Georgia Tech classes and required textbooks to order on-line.



RESIDENCE HALL ASSOCIATION. Tim Gallagher (right), 2006-07 Residence Hall Association (RHA) President, presented Matt Scrudato with the 2005-06 Hall Council Treasurer of the Year award at the RHA Annual Awards Banquet, April 27. RHA is a student organization that represents Housing residents in student matters.