

AUXILIARY ROUNDUP



N E W S L E T T E R

Refresh your knowledge of the EIA Standards!

Take a second and reflect on your summer at UGA. As we transition back to normal operations across campus, it is important to reflect on how we interact and communicate with our teammates. An easy way to do this is by refreshing your knowledge of the Elevation in Action service standards!

- ▶ Treat your UGA and F&A family with care
- ▶ Build relationships
- ▶ Be solutions-oriented
- ▶ Take pride in representing UGA
- ▶ Go the extra mile to “Elevate the G!”

Remember to check for Auxiliary Connections emails each week to read up on the latest with Elevation in Action. To read more on the EIA tenets, [click here!](#)

NEWS UPDATES

Qlik! Find data driven solutions to improve your operations

Utilizing data in the workplace allows managers to run a more efficient and effective operation while being able to dedicate more time to customer-centric tasks. Qlik, a data visualization software, is utilized by Auxiliary Services’ managers to interpret large quantities of data that impacts day-to-day operational decision making.

Recently, the Auxiliary Services’ Finance and Business Analytics teams have partnered to introduce the Qlik NewsStand system to Dining Services’ managers and to provide an overview on interpreting monthly departmental financial progress reports at their Manager’s Workshop.

With the increased interest in Qlik, Auxiliary Services’ Finance team has begun offering one-on-one training sessions to interested managers in Dining Services. These sessions are designed to provide a more in-depth understanding of Qlik’s capabilities and how to obtain detailed financial data with the expectation that this information will assist

Dining Services’ managers in their day-to-day operational decision making.

The Finance and Business Analytics teams are looking to expand these offerings to departments across Auxiliary. If your department is interested in finding data driven solutions, please reach out to Lisa Catanese (catanese@uga.edu), Cindy Malcolm (cmalcolm@uga.edu), or Mike Perkins (mike.perkins@uga.edu).



STAFF PERKS

Use payroll deduction to easily dine on campus with a faculty and staff meal plan!

Full-time, benefit-eligible faculty and staff members may use post-tax payroll deduction to purchase UGA’s Faculty / Staff meal plan. The 10-block meal plan allows you to visit UGA’s dining commons for only \$9.40 per meal plus 8% tax!

The payroll deduction is a single deduction of \$101.52. Purchase additional meals in 10-block increments at any time. The Faculty / Staff meal plan does not expire so you may dine at your convenience. View the menu up to 10-days in advance with [Build Your Plate!](#)

[Purchase Now](#)

TIPS FOR NAVIGATING CAMPUS

Welcome back Dawgs! We're here to help faculty and staff members navigate campus as we return to normal operations and activity on shared road spaces increases.

Our community will be busier and more active in the coming weeks as individuals walk, bike, drive, and ride the bus on shared road spaces. So, as the semester approaches, please be sure to take note of the [students' class change schedule](#), when traffic on campus tends to be the highest, and use these resources to help you quickly, and more importantly, safely navigate campus.



- ▶ **Use the Campus Map to find routes** - the UGA app includes a Campus Map feature that helps you quickly find point-to-point walking routes.
- ▶ **Utilize Livesafe to enhance your safety** - stay connected with the Livesafe safety app. Livesafe can make emergency calls, allow selected contacts to virtually follow your location, and report any suspicious activity to the University of Georgia Police Department. Learn more about the Livesafe app [here](#).
- ▶ **Easily find bike racks** - UGA is a bike friendly campus and has been named a Bronze Bicycle Friendly University by the League of American Bicyclists. Athens-Clarke County is also a recognized Bicycle Friendly Community and has several bike lanes and marked shared roads. Be sure to check out UGA's [bike rack map](#) to find the most convenient place to park a bike.

- ▶ **Use the bike racks on the buses** - Additionally, all UGA buses are equipped with bicycle racks. This allows individuals to commute to campus by bike, or use their bike to get around, but also utilize our buses if they choose to do so. Click [here](#) for a video demonstrating how to use the bicycle racks on our buses.
- ▶ **Visit the on-campus Fixit Stations** - UGA offers four Fixit self-service bike repair stations on campus equipped with a tire pump and basic tools. Located at the Miller Learning Center, the Ramsey Center, the Main Library, Miller Plant Sciences, Center for Applied Genetic Technologies, and Myers Quad, these stations also include QR codes that link to repair instructions.
- ▶ **Familiarize yourself with bus routes** - familiarize yourself with bus stops and route names by viewing our [routes online](#), looking at our [interactive route map](#), and exploring our [360° bus stop tour](#).
- ▶ **Live track the buses** - download the [UGA app](#) or visit our [website](#) to live track our buses and their routes as well as views of our bus stops.



- ▶ **Use Deck Check to see available parking** - Deck Check, available on the UGA app, allows you to see how many parking spots are available in select lots. Use this to make the best choice as to how to travel to or around campus. If all the spots are full, using the bus, carpooling, walking or biking may be a better option.
- ▶ **Download ParkMobile for hourly parking** - if you plan to park in an hourly parking lot, go ahead and download the ParkMobile app for fast, convenient, and contactless payments. To pay for hourly parking using the app, simply enter the zone number posted on signs in the lot, select the amount of time needed and touch the "Start Parking" button to begin the session. You can extend the time of your parking session on your mobile device, without having to go back to the pay station and receive a push notification when your time is nearing expiration. View a full list of ParkMobile locations [here](#).
- ▶ **Safety tips and resources** - Additionally, Watch for Dawgs, a campus-wide initiative, focuses on providing safety information for those who bike, drive, walk, and bus around UGA. Visit their [website](#) as a resource for bicycle, pedestrian, and vehicle safety tips, general information and more!

Humanity

How Auxiliary Services is integrating scheduling across our units

With over 2,000 students, full- and part-time staff working across Auxiliary, providing team members with an easy-to-use and intuitive way to develop and manage schedules is an important part of the user experience and business process. Humanity is the industry leader in simple and efficient cloud-based employee

11,000

number of staff members at UGA

2,000

number of staff that work with Auxiliary Services

18%

% of UGA Staff that works with Auxiliary Services

scheduling that allows for a more streamlined approach to daily scheduling.

Since last winter, the Auxiliary Humanity Implementation team has transitioned a total of 24 separate operational and support units to the new employee scheduling software. This goal was achieved through the effort and commitment of the managers and employees in each of the units across Auxiliary Services.

Since the implementation process began last winter, the Humanity scheduling application has been enthusiastically adopted by our units.

“The auto schedule function in Humanity has been a gamechanger for the Golf Course staff. It is saving our schedulers large and valuable amounts of time that can now be spent in other areas.”

- Matt Peterson, UGA Golf Course Manager



▲ Humanity brings ease to scheduling student employees at the UGA Golf Course.

The Humanity scheduling software has allowed for managers and directors alike to better serve our teams.

“Humanity provides us the opportunity to streamline our scheduling efforts in order to meet the needs of our operations and ensure that we are appropriately staffed throughout the day. I like how I am able to view the schedules at all of our locations so that I can assist our teams in identifying areas of need and then work with our Auxiliary support teams to get our units the help they need. I am excited to have a tool that enables me to support our team members and help them get the support that they need to provide the great customer service that we are known for.”

- Bryan Varin, Executive Director of Dining Services

UGA is looking forward to resuming normal operations this fall. In anticipation of additional staffing needs, Auxiliary Services has been recruiting new full-time employees across the board. As is the case in any “normal” year, Auxiliary units will also hire numerous student workers. Dining Services, TPS, and the Golf Course will be using Humanity to schedule and manage the shifts of these new employees.

Moving forward, it is expected that the Humanity application will continue to be a valuable tool for our departments, and we can look forward to deriving additional benefits from using this application as more units adopt the software.



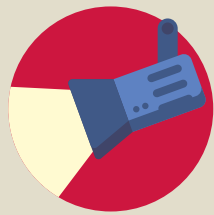
Call for Submissions

Do you have an example of someone (or a group) who has inspired others, provided exceptional customer service or exemplifies our Elevation in Action standards?

If so, email alliewhite@uga.edu for their story to be in an upcoming edition of the Auxiliary Roundup.

Want to refresh your knowledge of the Elevation in Action standards? Click [here!](#)

EMPLOYEE SPOTLIGHT



family in a multi-ethnic country that was and is obsessed with food. This environment started his deep love for food. Chef Noriega has worked in Madrid, Memphis, Charlottesville, and Santa Barbara before joining the University of Georgia Dining Services team in March 2016.

Dining Services' Executive Chef Jorge Noriega wins Premier Culinary Creations Contest

Jorge Noriega, University of Georgia Associate Director for Culinary Development and Certified Executive Chef for Dining Services, has been named the 2021 Premier Culinary Creations Award Winner.

Premier operates a group purchasing organization for not-for-profit companies including food service operations. The annual Culinary Creations Contest invites foodservice members from across the country to compete, awarding a Culinary Creations Award Winner and a People's Choice Winner.

Participants were judged by a panel of five judges in six areas including appearance, originality/creativity, flavors and modern sauces, use of fresh and healthy ingredients, recipe adaptability, and nutritional value.

Chef Noriega prepared a guacho, a traditional Panamanian dish, with some nuances and some modern touches. This dish contained a ruby red rice blend with black eyed peas, a sous vide pork chop, a roasted tomato and roasted red bell pepper sofrito, curly leaf parsley and a golden beet salad with a culantro oil. "Culantro is one of those things that makes Panamanian cooking, Panamanian cooking. It has a little bit more assertive taste than cilantro... [and] is a little bit more floral," Chef Jorge explained.

Chef Jorge Noriega was born into a multicultural



▲ **Chef Jorge Noriega**, University of Georgia Associate Director for Culinary Development and Certified Executive Chef for Dining Services



GEORGIA STRONG.
DAWG STRONG.

VAX UP at the UHC

Schedule Now at the
UHC Vaccine Portal

To locate and schedule a first or second vaccination at the UHC or for more information, [click here.](#)



▲ To watch UGA's COVID-19 vaccination procedure video, [click above.](#)

TeamDynamix

How Auxiliary Services streamlines project management

Managing dozens of projects at a time, Auxiliary Services' team members collaborate with different departments across campus on a daily basis. With dining commons, eateries, retail shopping, a golf course, and numerous bus stops and parking lots that traverse this expansive campus, interdepartmental project management can be difficult.

TeamDynamix is an online project management and service platform that is used to streamline processes across the board. Auxiliary Services' departments have begun using TeamDynamix in a wide variety of ways.

"TeamDynamix has helped us manage incoming service requests from Auxiliary Services units, including social media campaigns, large banners, press releases, event photography, signage and more," explained Sam Pittard, the Creative Services Manager for the Auxiliary Services Marketing and Communications Department.

The team also uses the project management services that

TeamDynamix offers. "We use TeamDynamix to create detailed plans that lay out the initial tasks and chart the progress of larger projects that may take weeks or months to complete," explained Pittard. "It's a huge help in keeping us organized in our various roles supporting Auxiliary Services."

Similarly, TeamDynamix has

allowed Auxiliary IT to manage projects and incoming support requests. "It's helped us keep track of major milestone dates, communication between project teams, task assignments, and the status of projects," explained Denise Anderson who works in project management with Auxiliary Services IT.

Through these streamlined processes, TeamDynamix has allowed increased productivity, transparency, and communication both within departments and across Auxiliary Services' units.



TeamDynamix



Save **11%** on lunch and **35%** on dinner with a UGA Faculty & Staff Meal Plan!

Eat 10 meals in any of the five dining commons for only \$9.40 per meal plus 8% tax.

UGA BOOKSTORE PROMOTION

Receive a **FREE** pair of 2nd Gen Apple AirPods with a wired charging case with the purchase of select Apple products* at the UGA Bookstore! Upgrade to a wireless charging case for just \$40 or to AirPods Pro for \$90.

*Please note, this promotion only applies when you purchase any current generation iPad Air or Pro, and all current Macbook and iMac models at their educational price.



HELPFUL HIRING TIPS

The start of the Fall semester is just around the corner and hiring processes in all units are in full swing. Keep the following tips in mind to reduce potential hiring delays:

- ▶ **Recruit Early:** We can anticipate that the beginning of the semester requires a lot more hands to support our services than any other given time of the year with fall semester being the busiest. Spread the word about your units early in order to get ahead of other departments looking to recruit new candidates.
- ▶ **Submit Your Hiring Request Early:** In a dream world, we would offer a candidate a job today and they would start tomorrow, but each step that we take requires a process that may take days at a time to complete. Did you know that it can take up to 15-17 days to complete the hiring process? Anticipate that you will experience a delay at some point in the process.
- ▶ **Stay in Contact with Your Candidate:** Did you know that most delays are the result of a candidate not consenting to their background check investigation? It is a common occurrence if you have ever experienced a hiring delay in your unit, but we can alleviate this trouble by staying in contact with our candidates. Not only does it aid in the hiring process, but it is also a means of practicing good intentional onboarding.



- ▶ **Respond to Your Tickets:** Our internal ticketing request system streamlines the process of requesting to hire a candidate. It is very important to respond to your tickets promptly if you receive an update from someone on the position management team. We typically see delays in confirming a start date. Even for internal candidates, we still need the units to confirm the start dates to approve the hire. At minimum, this could cause a two day delay in the hiring process if you do not respond.
- ▶ **Be Patient and Remain Calm:** I know that this last suggestion is easier said than done especially given that Fall Semester is right around the corner, but Auxiliary Services has always worked through adversity. Reflect on the past year and think about how your units adapted to operating during a pandemic and you will find that each unit within Auxiliary Services is resilient. You may not have every person that you need, but you have what it takes to get things done.

If you have any questions or concerns regarding the hiring process at UGA, please reach out to the Auxiliary HR Position Management team. If you are interested in knowing more about processing times at the Central HR level to assist your early recruitment efforts, you can access the [Staff Hiring Proposal Workflow](#) and the [Non-Faculty UGAJobs Service Level Agreement](#) forms.

New Beginnings FALL KICK-OFF AUGUST 2-5

New Beginnings with Auxiliary Services celebrated

As part of our New Beginnings fall kick-off, Sam Glenn, author of “Attitude is a Choice,” spoke to our Auxiliary family about overcoming hardship with humor and grace. As we set the tone for the fall semester, it’s important to look at everyday challenges with this same level of light-heartedness and tact. Through a series of week-long team building exercises, which ended with a special lunch at the Niche Dining Commons, our teams have come together to celebrate New Beginnings as we kick off the fall semester!



▲ Left: Sam Glenn; Right: an employee signs a collaborative poster at the Niche

CALENDAR OF EVENTS



August 2-5:

- › Kick-off the Fall semester with a week-long celebration of past achievements and New Beginnings with a series of special events, August 2-5! Click [here](#) for the full calendar.

August 4:

- › Summer Classes End
- › Fall Kick-Off: Guest speaker, Sam Glenn, author of "Attitude is a Choice" from 10:00-11:00 a.m. OR 2:00-3:00 p.m. at the Fine Arts Theatre

August 5:

- › **Fall Kick-Off:** Celebrate New Beginnings with a special lunch at the Niche Dining Commons, drop in from 10:30 a.m. – 2:30 p.m.

August 7:

- › Bolton and Village Summit close for summer service

August 8:

- › **Royal Peasant Open:** fundraiser starts at 8:00 a.m. Call for public play availability after the tournament.

August 9:

- › Summer bus service ends

August 11-17:

- › Intersession Bus Service

August 13:

- › Fall move-in
- › All dining commons open at 7:00 a.m.

August 14:

- › **UGA Chemistry Golf Outing:** fundraiser starts at 2:00 p.m. Call for public play availability after the tournament.

August 16:

- › **Athens Clarke County Golf League:** fundraiser starts at 8:30 a.m. Call for public play availability after the tournament.

August 18:

- › Fall classes begin
- › Regular bus service resumes

August 21:

- › **Pi Kappa Alpha Golf Outing:** fundraiser starts at 8:30 a.m. Call for public play availability after the tournament.

August 26:

- › Welcome Home Dinner at the dining commons

EDITORIAL TEAM

Bookstore

Adam Clark

Dining Services

Derrick Mathis
Adam Rainville

Finance

Karen Hart

Golf Course

Rusty Gay
Kennedy Sims

Human Resources

Katrina Pittman
Shaquavia Bell

IT/ Business Analytics

Denise Anderson

Marketing & Communications

Allison Brannen
Allie White
Amanda Pankhurst
Sam Pittard

One Stop Shop

Karey Kazemi

Transportation & Parking Services

Ashley Puckett



Have you ever thought of a new customer enhancement or ways to improve our services? We would love to hear your ideas!

Please submit your thoughts [here](#).