

AUXILIARY ROUNDUP



N E W S L E T T E R

Refresh your knowledge of the EIA Standards!

As we move into the holiday season, be sure to take Service Standard #1 into account and treat your UGA and F&A family with care. The F&A family is united under a single goal: to exceptionally serve and steward the University of Georgia's financial, human, and physical resources. Despite our different roles, responsibilities, and office locations, this shared goal unites us in a commitment to serve our UGA family of students, staff, faculty, alumni, and community. That commitment includes service to one another. This could look like:

- Respond to requests for project support or brainstorming ideas for solutions when colleagues are struggling to find the next right step.
- Send progress reports on deliverables before a deadline, providing your recipient with helpful context.
- Determine your "why" at work and allow it to fuel your interactions with others.

For the full Elevation in Action manual, click [here](#).

NEWS UPDATES

10-Block Meal Plan Extension Available

Dining Services is always looking for ways to improve the Meal Plan Program offered to students, faculty, and staff. Meal plan participants on the 180-Block, Commuter, and Upper-Level plans with fewer than 10 blocks can now purchase additional blocks in increments of 10 to extend their meal plan until the end of the semester. This enhancement provides the ability to add more meals at the meal plan rate of \$9.40 per block, which saves approximately \$2 to \$6 off the cost of non-meal plan entry to the dining commons.

The opportunity for a 10-block extension will be added to the participant's account management page each time they drop below 10 blocks and are eligible to add more. The option to



purchase additional blocks will continue to be available in future semesters.

If a meal plan participant runs out of blocks and does not wish to add 10 blocks to their account, they can still purchase individual meals at the dining commons by using tax-free Paw Points, Bulldog Bucks, cash, or credit/debit. A 10% discount off the cash price is available to students, faculty, and staff by showing a valid UGA OneCard at the register.

STAFF PERKS

As a UGA staff or faculty member, you have access to exclusive employee pricing and free virtual classes through Perks at Work! UGA Perks at Work is a resource designed to help you save time and money by offering savings and rewards on the purchases you already make — big and small — so you can do more of what matters to you.

What do you get with Perks at Work?

1. Exclusive Savings

Access to 30,000+ national and local employee discounts. More than 20 different categories ranging from Electronics, Home Appliances, Food & Groceries, Car Buying, Travel, Fitness, and more.

2. Free Online Classes

Community Online Academy (COA) is a FREE resource of live and on-demand classes for both adults and kids from wellness to personal development. Join the community to get healthier, smarter, support each other and help those in need in 2021 and beyond.

3. Personal Development

In the 21st century, the new competitive advantage is developing your people faster than others. Our technologies help build high-performance individuals, teams, and organizations.

Explore your perks today!



COVID-19 Booster Vaccine

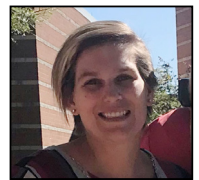
As of Monday, September 27, 2021, the University of Georgia's Health Center began offering booster shots of the Pfizer-BioNTech COVID-19 Vaccine. The booster shots are available to UGA faculty, staff, students, retirees and dependents over age 18 who who meet eligibility requirements outlined by the Georgia Department of Public Health and the Centers for Disease Control and Prevention. Read more [here](#).

Finance & Administration

STAFF RECOGNITION AWARDS

On Tuesday, October 19, Finance and Administration held the 16th annual Staff Recognition Awards at the Performing Arts Center in Hodgson Hall. Auxiliary Services staff members had a variety of nominations spanning the merit awards and years of service section of the ceremony. Tracy Winters, manager at Au Bon Pain, won the Unsung Hero Award for her continued support of Dining Services in any way she can.

If you see Tracy around campus, be sure to congratulate her for being a great representation of Auxiliary Services' efforts to elevate the G!



Tracy Winters

MERIT AWARDS

Unsung Hero Award Winner

Tracy Winters,
Dining Services

Customer Service Award Finalist

Shellice Watkins,
Dining Services

Newcomer Award Finalist

Crista Bergmann,
Dining Services

Sam Pittard,
Auxiliary Marketing

Tough Dawg Award Finalist

Torre LaGuins, TPS

5 Years of Service

India Barfield
Kristopher Bond
Jason Curry
Nikki Davis
Ma Guajardo
Carolyn Jackson
Nathan Jones
Karey Kazemi
Kirsty Klein
Holly Knaub
Katrina LaSalle
Josephine Massey
Kelvin Mead
Andrew Qubty
Naomi Sidlow
Sa'Derrick Smith

YEARS OF SERVICE AWARDS

10 Years of Service

Melony Smith
Gena Snow
Larry Starkey
Ronnie Stevens
Carla Thomas
Gregg Turner
Russell Webb
Ken Whitehead
Chuck Whitmire

10 Years of Service
Scott Cohenour
Quintin Foote
Ellie Hansen
Jennifer Hill
Taylor Hilt
Christopher Jarrard

15 Years of Service

Donald Law
Andrew Oesterle
Gary Peters
Louis M. Pilat
Lori Rittenberry
Charlton Scott
Joey Wagner
Micky Wilson

15 Years of Service
Eugenia Brown
Vilma Chacon
John Funderburk
Katherine Ingerson
Felicia Lattimore
Jackie Williams-Huggs
Karen Wise

20 Years of Service

Tamala Foreman
Henry Green
Virginia Hamilton
Sammy Johnson

25 Years of Service

C. Bryan Fuller

30 Years of Service

Steven Holloway

40 Years of Service

Mary Parrish

Auxiliary Services team members were recognized on TV during ESPN's College Gameday before the Georgia vs Kentucky

Homecoming football game. Viewership for the program was 3.1 million people – one of the show's most-watched ever.

Thanks for all you do, Auxiliary staff!



2021 HOMECOMING DINNER



The 2021 Homecoming Dinner was hosted in Snelling, Bolton, Village Summit, and Oglethorpe dining commons on October 14.

Campus Catering continues Seasonal Meals this year

Traditionally, the UGA community looks forward to enjoying Dining Services' annual Cook's Holiday event. In order to best serve the University this holiday season, Dining Services will continue with a new tradition introduced last year.



Campus Catering will be offering Seasonal Meals featuring oven roasted turkey, maple-glazed ham, black-eyed peas and rice cakes, and other holiday favorites delivered to campus offices on Dec. 9 and 10.

Customers can place their group meal order Nov. 8 – Dec. 1 by emailing catering@uga.edu or calling (706) 583-0892, Monday – Friday, 8 a.m. – 5 p.m. Meals can be picked up from Joe Frank Harris on East Campus or delivered to on-campus offices.* For more information, please visit catering.uga.edu.

*Delivery is available for a \$20 fee on orders of 25 or more. Each group order will be delivered to one designated location.

CUSTOMER COMMENTS

See what people are saying about Auxiliary Services!

“ The food served in the dining commons for the Homecoming Dinner, specifically at Bolton, is one of the best meal selections I have ever encountered. Thank you for the amazing food, especially the red and black cake. I express my deepest gratitude to you all today, and every day of course, but today was special.

— 4th Year Student

DIVERSITY & INCLUSION

ETHICS AWARENESS WEEK: NOVEMBER 8-12

The University of Georgia will observe Ethics Awareness Week November 8-12, 2021, as part of the institution's ongoing effort to promote an ethical culture on campus and raise awareness about ethics resources available at UGA. This week has been designated by the University System of Georgia across all USG institutions as an important reminder of our shared

core values of integrity, excellence, accountability, and respect.

Resources on compliance, ethics, and reporting are available at www.hr.uga.edu/bor-ethics-training. Faculty and staff can report fraud, waste, abuse, and other ethical concerns at uga.alertline.com/gcs/welcome or by calling 1-877-516-3467.

In support of this effort, the School

of Public and International Affairs hosted a guest lecture on Monday, Nov. 8 in the Richard B. Russell Building Special Collections Libraries. The speaker was Mr. Mark Lee Greenblatt, Inspector General, U.S. Department of the Interior.



On November 18, all University of Georgia students, faculty, and staff are invited to have their vehicle inspected for free at the Tate Center Parking Deck during Transportation & Parking Services' annual Operation Safe Drive event.

To help drivers prepare for safe travel during the holidays, mechanics from UGA TPS and the Facilities Management Division will top off fluids, check belts and wiper blades, pressurize tires, and do a quick visual inspection of vehicles free of charge.

For more information, visit tps.uga.edu.

In the cloud: How UGA is modernizing the Parking Permit System

For the past 20 years, Transportation & Parking Services has utilized the T2 Permit Management System for permit registration, billing, enforcement, and citation appeals for students, faculty, and staff. This system has provided a specialized customer experience with customization from both TPS and the Auxiliary Services IT department. As the T2 system has adapted and changed over the years, TPS has been able to continuously update and manage the system.

Moving into 2022, T2 is dedicating their resources to more advanced cloud-based technology and will be discontinuing technical support service to the older versions of the system. In order to best serve our customers and for continuity of service, T2's software will be upgraded to the newer version at the end of this year.

"Moving T2 to the cloud will benefit Auxiliary Services in several ways," explains Bill McGee, IT Director for Auxiliary Services. "The cloud-hosted platform will free up our IT resources from having to maintain and update on-premises software and the servers that run the system." The cloud solution also allows the software to receive automatic updates and for more agility to scale the system if needed. "The software will be running under ideal set up conditions because it is administered by the

software creators. This should give us optimal performance and security," said McGee.

T2's website states, the cloud-based version of the software will make it easier for customers to "purchase and renew their permits online and for staff to keep track of the information that is important to them."

The new version of the software will allow TPS to "easily set up, track, and manage parking permits ... [while] maintaining the flexibility and depth to configure each process to best suit your operational needs."

The transition to the newest version of T2's software will not interrupt service or impact permit holders' ability to park on campus in their designated lots. The changes will only be present as permit holders navigate permit registration, citation appeals, and other processes online. For more information on parking at UGA, please visit tps.uga.edu/parking.

EMPLOYEE SPOTLIGHT



Giving it her all: How Joy King serves our students

With 19 years of service at the University of Georgia, and 16 years with Auxiliary Services, Joy King has acted in a variety of roles in her tenure at the university. Currently serving as the Reconciliation / Revenue Manager for the Auxiliary Finance team, Joy splits her time between reviewing reconciliations and managing the deposit team. This covers a wide variety of tasks from assisting someone with a refund to addressing a financial statement that doesn't balance.

"Auxiliary Services acts like a lot of small businesses grouped together," Joy explains. "It keeps things interesting since every day is different."

Born in Ohio, Joy was raised in Danielsville, GA, and graduated from Madison County High School. With an associate degree in accounting from Athens Tech, Joy initially started working at UGA in Student Affairs. Moving to Auxiliary Services in 2005, Joy has been an Accountant, Administrative Specialist, Business Manager, and now Reconciliation / Revenue Manager. During her time at UGA, Joy has obtained two separate undergraduate degrees, including a bachelors degree in Administrative Management and Organizational Leadership.

"She continues to seek professional development in her personal career, and she has developed a training and development program that will benefit our entire Financial team," Cynthia Malcolm, Financial Associate Director for Auxiliary Services, explains. "She is coordinating with our Financial Accounting leadership to bring forward topics and relevant issues."



"Joy is an integral part of Auxiliary Services Finance, managing the Deposit and Reconciliation team," says Karen Hart, Business Manager II for Finance. "She has been involved with many UGA and Auxiliary committees over the years, including currently the New to F&A Day Committee."

Acting in a variety of roles for the Finance and Auxiliary Services teams, Joy remains dedicated to the students. "Ultimately, our goal is to serve the students and make sure they're able to park, eat, and navigate campus on a daily basis," Joy says.

With three children, aged 21, 20, and 10, "I have kids that are in the same age group as the students we are here to help," Joy explains. "My purpose is to do the best I can and to think about how I would handle situations if it was my child. I want to make sure we're giving all we can to the students."

New automated financial progress reports

Auxiliary Services' Finance and Business Analytics teams worked together to automate the distribution of monthly progress reports to all managers and business unit directors. Be on the lookout for monthly emails from auxba@uga.edu to receive your department's up-to-date financial data quicker than ever before!

For more information regarding these reports, please contact Lisa Catanese (catanese@uga.edu) or Cindy Malcolm at (cmalcolm@uga.edu).

PUMPKIN DECORATING



Students decorated pumpkins at craft stations in the dining commons on Thursday, October 28, to celebrate Halloween.

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.

CALENDAR OF EVENTS



November 1:

- › Taste of Home Submissions Open

November 5:

- › UGA Basketball Alumni Outing (Golf Course closed all day)

November 6:

- › UGA vs Missouri

November 6-7:

- › North American Junior Golf Tour (Varied tee times, Golf Course remains open to the public)

November 13:

- › UGA vs Tennessee (AWAY)

November 17:

- › Terry Women's Driving Range Clinic (Golf Course remains open to the public, Driving Range offering limited availability from 1:00-5:00 p.m.)

November 18:

- › Operation Safe Drive

November 20:

- › UGA vs Charleston Southern

November 24 (Thanksgiving Break):

- › Bolton closes at 10:30 a.m.
- › O-House, Snelling, Village Summit, and The Niche closed
- › UGA Transit on Intersession Schedule

November 25-26:

- › All dining commons closed

November 25-28:

- › No bus service

November 27:

- › Village Summit open
- › Bolton closed for Thanksgiving Break
- › UGA vs Georgia Tech (AWAY)

November 28:

- › Village Summit open

- › Bolton opens at 4:00 p.m.

November 30:

- › Taste of Home submissions due

December 7

- › Last day of classes

December 8

- › Reading Day
- › Pancakes, Chicken, & Waffles at Snelling Dining Commons
- › Jingle Bell Fun Run at the UGA Golf Course, call for course availability

December 8 – 15

- › UGA Transit on Finals Service

December 15

- › Bolton, O-House, and the Niche close for Holiday Break

December 15 - 17

- › Snelling open modified hours, 7:00 a.m. - 8:00 p.m.

December 16 – 24

- › UGA Transit on Intersession Service

December 17

- › Fall Graduation

December 18

- › Village Summit closes at noon

December 24

- › Golf Course offering limited tee times from 8:00 a.m.–12:00 p.m.

December 25 – 26

- › Golf Course closed

December 25 – January 3

- › University closed, no bus service

EDITORIAL TEAM

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Adam Rainville

Finance

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Golf Course

Rusty Gay
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Marketing & Communications

Allie White
Amanda Pankhurst
Sam Pittard
Lynae Sowinski

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](#).