

AUXILIARY ROUNDUP

NEWSLETTER

NEWS UPDATES



UGA Auxiliary Services has enjoyed new levels of success across the entire division, a testament to the unwavering commitment, hard work, and excellence demonstrated by our outstanding team. Just a few examples of these successes are below:

- » For the third straight year, UGA Dining Services sold a record number of meal plans with more than **14,600 meal plan sales for the 2024 academic year**, a milestone achieved through the efforts of the Summer Ambassador Team, Dining Services team members, and support staff who provided essential purchase details and ensured smooth enrollment.
- » The UGA Golf Course saw over **48,000 rounds played**, showcasing its popularity and value within the community.
- » The UGA Bookstore recorded an impressive **\$15+ million in sales**, contributing significantly to the division's overall success.
- » Over **700 new parking spaces** have been added, improving accessibility for students, faculty, and staff across campus.
- » A **\$7.2 million grant** for electric buses was received, furthering the university's commitment to sustainability and enhancing campus transportation options.
- » Vending introduced **new markets** to offer greater convenience to students and staff.
- » Finally, the Watch for Dawgs Safety events continue to raise awareness and **promote campus safety** through ongoing initiatives.

These accomplishments underscore the collective effort across all departments of Auxiliary Services, making a lasting impact on the Bulldog community. **Here's to another outstanding year!**

Getting to Know You: Circle of Excellence Inductees

Auxiliary Services values outstanding service and excellence amongst staff and seeks to recognize and reward exemplary performance. Our employees serve an essential role in furthering the Auxiliary Services mission to provide exceptional customer service to The University of Georgia campus.

Individuals who represent Auxiliary Services with outstanding customer service may be nominated by

their peers and management to become members of an honor society known as the Circle of Excellence. These peer-driven awards are designed to encourage exceptional performance, reward excellence in service towards others, and foster healthy teamwork to achieve extraordinary results that benefit the University of Georgia community.

Let's get to know the newest inductees to the Auxiliary Services Circle of Excellence!

Brandi Allen

As of August 26, I have been with UGA for 13 years. I started as a Food Service Worker 1 and worked my way up to becoming a managing chef. **Interesting fact:** I love to sing and I'm teaching my 11 and 5 year old sons to cook so they can become world famous chefs one day.



Katherine Ingerson

I have been at UGA for 19 years. I am in charge of nutrition education and analysis for UGA Dining Services. **Interesting fact:** My husband and I spent a year hiking and camping.

Tammy Dillard

I have been at UGA for 16 years. I primarily focus on Dining cash deposits, credit card reconciliations, wire transfers, franchise reporting, ordering change, and troubleshooting discrepancies. **Interesting fact:** I met my husband of 15 years at Bulldog Café. He recently retired from Facilities Management. We have a blended family of six grown children and fourteen grandchildren. In my spare time, I enjoy playing the piano and attending Cornerstone Church.



Nacha Davis

As of October 4, 2024 I have been at UGA for 20 years!

I drove a bus route for 15 years with UGA before accepting a position as an operations supervisor. My favorite route to drive was Milledge and the old East West. I am retiring in May 2025 and have returned to driving until that time!

Interesting fact: I will be “adopted” by my youngest son as a Navy dependent to accomplish my final career as a Full Time “Nahna” for my grandchildren. I am looking forward to continued travels with someone else driving now!



Nick Stonecipher

In the summer of 2017, I started with Auxiliary Services as a student worker. I became full time in January of 2020.

In my day-to-day role, I manage server administration, overseeing software installation and updates. I also handle access management for servers and file shares. Additionally, I write scripts and develop programs to automate tasks and maintain data pipelines for the Business Analytics team.

Interesting fact: I help run an online community of individuals where the main goal is to teach others how the internals of computers, specifically processors, work.



Lianna McAuliffe

I have been at UGA full-time for two years and was a student worker for four years.

I am currently working as a business analyst for Auxiliary Services where I collect, organize, and analyze data for all Auxiliary departments using programs including SQL Server, Python, and Qlik. I model these data in Qlik that can be easily accessed by staff members, allowing them to interact with their own data in a convenient way.

Interesting fact: I come from a huge New York-Italian family, and I spent much of my childhood in Long Island, NY. So, if you ever want to talk Italian food (especially for the Feast of the Seven Fish), I'm your girl.



Brian Heredia

I have worked full-time at UGA TPS (Campus Transit) for two years. As Bus Operator Trainer, I provide training to all bus operators. Some of the training I provide includes teaching basic bus maneuvers, preparing drivers for the Class B CDL exam, and conducting random check rides to ensure customer service and safety standards.

Interesting fact: During my free time, I like to cook and go on walks with a scenic view.



Linda Pack

I have been with the University of Georgia for 18 years.

Throughout my time in TPS I have served in many different roles from being a compliance monitor writing citations, to serving as a deck booth operator, then later becoming a deck supervisor (Carlton & Tate). I now serve as a compliance surface lot supervisor.

Interesting fact: I moved to Athens Georgia from the Christiansburg/Blacksburg Virginia area, (Home of the Virginia Tech HOKIES!). I am the proud mother of two beautiful daughters and an awesome, handsome grandson!



Connie Ross

I began work at UGA in May 2019 in the Auxiliary Services Department. My primary job function is to reconcile daily monies to various financial systems and prepare cash deposits for the Auxiliary Services units.

Interesting fact: I am part of the financial team at my church. I enjoy going to the beach and took my first cruise this summer.



Nolan Dasher

I started as a student worker for Auxiliary Services in 2019 and became full-time in 2022.

In my position, I monitor the financial health of Auxiliary Services Operating Units, assist with budget development and budget amendments, perform variance analysis on profit and loss statements, and I am responsible for preparing and submitting various financial reporting for all business units.

Interesting fact: I enjoy spending time with my family and friends at the lake including my two dogs.



Save the Date: Operation Safe Drive

Transportation & Parking Services' annual Operation Safe Drive will be held on Thursday, November 21, 2024 from 10:00 a.m. - 2:00 p.m. at the Intramural Fields. Operation Safe Drive helps drivers prepare for safe travel during the holidays by providing free vehicle inspections by TPS mechanics. Inspections include topping off fluids and checking tire pressure.





Auxiliary Services Hosts Watch for Dawgs® Safety Day

On September 5th, Auxiliary Services hosted the annual Watch for Dawgs Safety Day, which consisted of making students more aware of campus traffic rules.

Organizations from the UGA and Athens community came out to support and provide information to nearly 300 students. Participants learned how to navigate campus in a safe manner whether they drive, bike, use a scooter, or walk.

Each student even had the chance to win various prizes, including a UGA National Championship Replica Helmet!

The Watch for Dawgs program's mission is to equip the UGA Community with the information and tools needed to safely navigate campus, regardless of the chosen mode of transportation. Safety is our collective responsibility, so remember to keep your head up and **Watch for Dawgs!**

WINning Ideas at Work!

Fay Lewis, Parking Services Supervisor at the East Campus Parking Deck, noticed that there was an opportunity for improvement in deck signage to help visitors better navigate the parking deck.

Fay submitted her thoughts as a WIN idea, and in partnership with other Auxiliary units, has successfully implemented improved directional signage in the East Campus Parking Deck.

Ms. Fay's ideas have also provided opportunities to improve signage in other decks including Carlton Street Deck and the Hull Street Parking Deck.

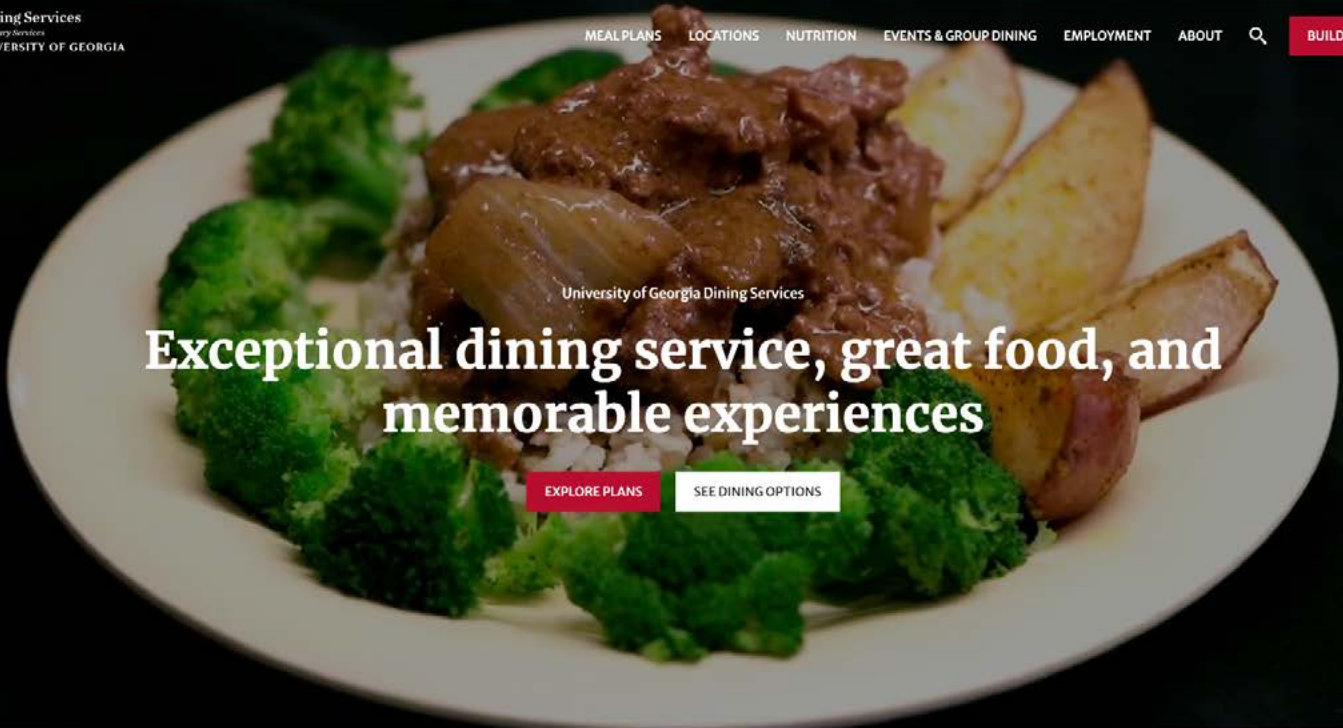


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Dining Services Unveils New Website

UGA Dining Services is thrilled to introduce a freshly [redesigned website](#). The new Dining site not only boasts a modern aesthetic but has also undergone a thoughtful reorganization, significantly enhancing the overall user experience.

Noteworthy improvements include streamlined navigation, with a reduction in the number of pages. The site's structure and menus have been reorganized to provide a more logical and user-friendly experience for everyone.

Dr. Katherine Ingerson

Participates in National Webinar: Meeting Gen Z's Diverse Dietary Needs

Dr. Katherine Ingerson recently took part in a compelling webinar discussing strategies for catering to Gen Z's diverse culinary preferences. Hosted by Food Service Director magazine and partnered with the National Peanut Board, the presentation drew in about 415 food service professionals from across the United States.

Dr. Ingerson was on the webinar panel, whose presentation was titled "Are you equipped to meet the diverse culinary needs of your students?". The presentation explored practical insights and real-world strategies to stay ahead of the trends shaping the culinary experience on campus. The panel highlighted four key areas crucial to Gen Z:

1. Authenticity: Chef-crafted creations featuring global flavors and local fare. To master Gen Z's culinary code: Focus on authenticity, customization, and a celebration of global flavors using high-quality, plant-forward ingredients.
2. Plant-based Options: The growing preference for sustainable and plant-based diets. Gen Z is increasingly embracing sustainable and plant-based diets, driven by a desire for more eco-friendly and healthy food options.
3. Functional Nutrition: Foods that offer health benefits without major lifestyle changes. Consumers are increasingly seeking out functional foods that offer tangible health benefits without major lifestyle changes.

4. Inclusive Menus and Environment: Catering to dietary restrictions and allergens, religious dietary needs, and cultural representation. Dr. Ingerson also touched on the importance of inclusive dining environments, influencing everything from building design to sensory considerations.

Dr. Ingerson shared how UGA is implementing these strategies, providing attendees with actionable insights and examples. This webinar not only showcased national trends but also demonstrated UGA's commitment to meeting the evolving needs of its student population with innovative and inclusive dining solutions.



Elevation in Action

Be Solutions-Oriented



Do whatever you can with the resources at your disposal to solve problems in front of you. We have all heard the phrase “Put yourself in another’s shoes.” We believe embracing that perspective is what enables individuals to provide great service and deliver impactful solutions to any challenge. The goal is to eliminate, “that’s not my job” from the workplace vernacular.

Good organizations earn recognition for their products or services; great organizations earn recognition for the way they deliver those things.

This looks like:

- › *Anticipate the customer or client’s needs and expectations.*
- › *Over-deliver on promises and timelines.*
- › *Be approachable, reachable, and teachable.*
- › *Help customers or clients take an actionable step toward finding a resolution.*

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

“Put yourself in another’s shoes.”

Once we understand why we exist as a department and how each of us makes it possible for the University to accomplish its mission, we can each go the extra mile, communicate effectively, and collaborate to reach the best possible outcome.



Auxiliary Engagement Day, August 5, 2024

At Auxiliary Engagement Day on August 5, staff learned the importance of how our words and goals can create supportive work environments. In Auxiliary Services, our mission is to prioritize people, creating a welcoming environment that promotes student success beyond the classroom by meeting their dietary, transportation, parking, recreational, and educational needs. We help build a sense of home and community for our team and the entire Bulldog community as they pursue academic success.



EDITORIAL TEAM

Bookstore

Brooks Oliver

Dining Services

Sarah Nelson

Tracy Winters

Finance/Business

Analytics

Cynthia Malcolm

Golf Course

Matt Peterson

Human Resources

Donna Francis

Marketing & Communications

Allen Sutton

Taylor West

Sam Pittard

Transportation & Parking Services

Karey Kazemi

Calendar of Events

OCTOBER 31- NOVEMBER 3 - FALL BREAK SERVICE IMPACTS:

Adjusted dining hours: dining.uga.edu/locations/

TPS service impacts: <https://tps.uga.edu/transit/routes-schedules/>

NOVEMBER 14

Dining Commons Special Event:
Continental Crossroads

NOVEMBER 21

Operation Safe Drive

NOVEMBER 26- DECEMBER 1- THANKSGIVING SERVICE IMPACTS:

Adjusted dining hours: dining.uga.edu/locations/

TPS service impacts: <https://tps.uga.edu/transit/routes-schedules/>

NOVEMBER 28

Golf Course **CLOSED**

DECEMBER 3

Chicken & Waffles at Snelling



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: <https://auxiliary.uga.edu/connections/win/>