Auxiliary Services
UNIVERSITY OF GEORGIA

Fall 2025

Auxiliary Services
Roundup

A Newsletter of Auxiliary Services at the University of Georgia

Thank You for Making a Difference

As we come to the end of 2025, we'd like to take a moment to let each of you know how valued you are by Auxiliary Services and the UGA community. What you do matters, and it makes an enormously positive impact on our university.

We've worked hard as a team throughout this year, and people across the university have seen our good work. When Brett Jackson spoke at a meeting of UGA's senior-level administrators and deans earlier this semester, she was overwhelmed by positive comments about how helpful our team members are and how much these UGA leaders appreciate the improvements we've been making to our campus. We've also received wonderful feedback from the UGA community for responding to the needs of our students, faculty, and staff.

Our success shows that when we focus on doing the right thing, great things happen. We make our customers' days brighter and build goodwill across our campus. We make our work environment enjoyable and grow as a team. We make good use of our resources and are prepared for the unexpected. And we make our university very proud. Auxiliary Services has achieved so much this year, and none of it would have been possible without each of you.

Thank you for all that you do, and warmest wishes for joyful and relaxing holidays. Go Dawgs!

Brett Jackson, *Associate Vice President for Auxiliary Services*
L. Randolph Carter, *Special Assistant to the AVP & Chief of Staff*
Lisa Catanese, *Senior Director for Auxiliary Support Services*
Bryan Varin, *Senior Director for Auxiliary Support Services*
Steven Olesen, *Executive Director for Dining Services*
Todd Berven, *Director of Transportation & Parking Services*
Chris Fagan, *Interim Director for Dining Services*
Donna Francis, *Director of Human Resources*
Bill McGee, *IT Director*
Matt Peterson, *Director of Golf & Sales and Golf Course General Manager*
Sam Pittard, *Director of Marketing and Creative Services*
Rebecca Vander Plaats, *Director of Public Relations and Communications*
David Akers, *Associate Director for Business Processes and Data Analytics*
Danielle Bouton, *Associate Director for Learning, Development & Engagement*
Tim Cearley, *Associate Director of Transportation & Parking Services*
Jonathan Earnest, *PGA Director of Golf*
Scott Griffith, *Associate Director of Agronomy & Assistant Golf Course Manager*
Cynthia Malcolm, *Associate Director for Accounting Operations*
Mark Reynolds, *Associate IT Director*
Jon Hall, *Vending and Solicitation Manager*
Brooks Oliver, *Contracts Manager*
Virginia Hamilton, *Grants Professional*

We Do the Right Thing

By Rebecca Vander Plaats

Auxiliary Services' **We Do the Right Thing** initiative provides a framework for making ethical decisions and building a culture of excellence across all departments. We Do the Right Thing offers a variety of tools, engagement opportunities, and processes to help Auxiliary team members carry out our day-to-day work.

In everything we do, we ask ourselves:

- **Is this the right thing for my team members?**
- **Is this the right thing for fiscal accountability?**
- **Is this the right thing for our guests?**
- **Is this the right thing for our campus?**

Diving deeper into the first question (Is this the right thing for my team members?), some helpful things to keep in mind are: Will my action make things better for other team members? Will my action create a positive work environment? Can I do something to help my teammates? Can I do something to encourage my teammates and make them smile?

Future issues of the Auxiliary Services Roundup will explore other aspects of We Do the Right Thing. In the meantime, you can learn more at https://auxiliary.uga.edu/compass/we-do-the-right-thing/.

Thank you for helping us make doing the right thing a central part of Auxiliary's culture!

Watch for Dawgs Event Promotes Campus Safety

By Robel Negussie

On Aug. 21, Auxiliary Services hosted its annual Watch for Dawgs Safety Awareness event at Tate Plaza. Participants enjoyed an array of giveaways, prizes, and activities aimed at promoting campus safety and well-being.

The mission of the Watch for Dawgs campaign is to raise awareness of simple yet effective methods to make navigating campus safer for every Bulldog. As with any campuswide mission, it cannot be achieved alone. Through the unwavering support of our many campus partners, including the UGA Police Department, UGA Public Safety, the Office of Emergency Preparedness, the Traffic Safety Research and Evaluation Group in the College of Public Health, and others, we are continuing to build a UGA community that sees campus safety as a shared responsibility.

Remodeled UGA Bookstore Celebrated with Ribbon Cutting

By Rebecca Vander Plaats


WELCOME TO
THE DAWG HOU


UNIVERSITY OF GEORGIA

Dozens of members of the University of Georgia and Follett Higher Education gathered on Aug. 22 for a ribbon cutting at the UGA Bookstore. The event celebrated the completion of a major remodel of the bookstore to modernize its look and enhance the Georgia Bulldog experience.

Located in the heart of the University of Georgia campus, between the Zell B. Miller Learning Center and Sanford Stadium, the UGA Bookstore is the headquarters for student course materials and the largest source of licensed UGA merchandise and gifts.

The bookstore remodel revamped areas for student textbooks, school supplies, dorm essentials, and technology. The UGA Bookstore is a licensed Apple retailer and service provider in addition to carrying PC products and providing repair services for computers and smartphones.

The expanded course materials section on the top floor now spans more than 3,100 square feet. Through an integration with Athena, UGA's student registration system, students can get a personalized list of textbooks and other materials needed for the courses they're taking.

The bookstore's ground floor layout was redesigned in the remodel to improve flow on game days. Bulldog fans now enjoy a dedicated game day shop; a special Uga-themed area; a name, image and likeness customization center; and a greater selection of premium apparel from brands such as Nike, Peter Millar, johnnie-O and Onward Reserve.
The remodel also added sleek new fixtures, marble flooring, seating areas, and dynamic wall features throughout the bookstore.

The UGA Bookstore's business partner, Follett Higher Education, provided most of the funding for the project. Follett has partnered with UGA to operate the bookstore since fall 2003.

Follett CEO Emmanuel Kolady was one of the ribbon cutters at the event along with UGA President Jere W. Morehead and other members of the university.

"We're grateful to Follett for making this amazing transformation possible," said Brett Jackson, associate vice president for auxiliary services. "With their help and the hard work of many people over the past several months, every square inch of the bookstore has been reimagined, reconfigured and refreshed to make it better than ever for students and UGA supporters."

Exciting New Options in Campus Dining

By Rebecca Vander Plaats

Over the summer and early fall, Auxiliary Services increased the variety of dining options at the University of Georgia and enhanced convenience for customers by expanding franchise partnerships and introducing new technology in multiple locations across campus.

New retail dining options

Blenz Bowls, a purveyor of delicious smoothie bowls and drinks, opened in The Creamery, an iconic location on D.W. Brooks Mall in the Environmental Health Science Building. Students, faculty, and staff on South Campus can now enjoy a nutritious pick-me-up from Blenz Bowls throughout the day.

Dunkin' and **Newk's Eatery** opened in Rothenberger Café in Amos Hall, part of the Terry College's Business Learning Community. Newk's Eatery has become well known for its salads, sandwiches, and wraps at its Baxter Street location, and Dunkin' is famous worldwide for its coffee, donuts, and more.

Your Pie, a build-your-own pizza company founded by UGA alumnus Drew French, opened a new location in Bulldog Café at the Tate Student Center. Your Pie occupies the former location of Niche Pizza Co. and uses a hearth oven to create personal-sized, custom pizzas for guests.

Also at Bulldog Café, **Chick-fil-A** expanded its offerings, transitioning from an express location to a full-menu store. Chick-fil-A has partnered with UGA at this location for more than two decades, becoming a Tate Center staple.

Dunkin', Newk's Eatery, Your Pie, and Chick-fil-A use their proprietary apps for mobile ordering at their UGA locations. Chick-fil-A also uses the Transact app for students who want to pay with Paw Points, as does Blenz Bowls.

AiFi market at Tate

Building on the success of the autonomous market at Russell Hall, Dining Services converted the Market at Tate to a checkout-free location as well.

Both markets incorporate AiFi (rhymes with WiFi) technology that uses a camera-based spatial intelligence system to allow customers to use their credit card or Paw Points to buy what they want without checking out at a cashier.

A request from UGA's Student Government Association (SGA) to extend the operating hours of the Market at Tate inspired the conversion. "SGA is incredibly grateful for Auxiliary's continued commitment to responding to student concerns, especially around a topic as sensitive as food availability," said SGA President John Neely. "We initially reached out about the Tate market's limited hours, which closed before many student organization meetings wrapped up. While our goal was to extend the closing time, Auxiliary went above and beyond."

"With AiFi, the Market at Tate provides a secure, convenient way for students and others to buy meals and snacks whenever the Tate Center is open," said Dining Services Executive Director Steven Olesen.

Neely added, "AiFi is a smart, tech-driven fix to a real student need, indicative of UGA's campus-wide embrace of leading-edge technology. On behalf of SGA, we are thrilled to have such a student-focused partner as Auxiliary Services."

MorphoWave entry system

Dining Services replaced the iris cameras at dining commons entrances with faster MorphoWave technology. MorphoWave is a contactless biometric reader that lets users wave their hand over a scanner for entry. It creates a unique set of points based on fingerprints, which are then turned into an encrypted code stored as a secure biometric template. MorphoWave can also scan printed QR codes for visitors.

Up to 60 individuals can enter the dining commons per minute using MorphoWave. The same new technology is also used for entry at the Ramsey Center and the UGA Card Office.

A Chef's Journey from Local Restaurants to UGA's Dining Commons

By Rebecca Vander Plaats

Chef Robert Clark knows restaurants. From cozy gastropubs to bustling Bolton Dining Commons, his workplaces have changed over the years, but his passions for cooking — and connecting with people — have remained the same.

Clark has worked for UGA Dining Services since July 2022, starting as a sous chef at Oglethorpe Dining Commons (O-House). Six months ago, he became one of Bolton Dining Commons' two head chefs, also known as managing chefs, along with Chef Justin Robbins.

"Managing chefs set the menus, manage the employees, make sure we are presenting an experience to our customers that is aligned with customer service and food quality goals — and have as much fun as possible while we do it, which has been great," said Clark.

It's very much a team effort. **"The support structure here is incredible. Everyone is willing to answer questions and solve problems together,"** he said. With 40-50 employees working each shift at Bolton, he added, **"as much as one cook can't cook for a building like this, one person can't manage a staff as big as this."**

Before coming to UGA, Clark worked in small, independent restaurants. He began his career at Trappeze in downtown Athens as an apprentice in the kitchen and worked his way up to chef. He also worked as the chef at South Kitchen + Bar and then helped set up and manage restaurants for SP2 Hospitality, owners of The Pine, The Root, El Barrio, and 11th Pin in Athens and the Pub on Main in Watkinsville at the time.

Clark had always been interested in working at the university, though. **"UGA was part of restaurant folklore,"** he said.

"O-House was a great place to get into college dining, to step up into a more structured, larger-format service," Clark said. He learned the ropes of UGA Dining Services under Chef Don Law, and when Law retired, Clark became a managing chef at O-House with Chef Kevin Statham.

Comparing UGA dining commons to restaurants around town, Clark said, **"It's a matter of scale. There are more people, but as long as you have bigger pots and bigger spoons, it scales about the same. There are things that are harder and things that are easier."**

One of his favorite parts of O-House was O'Hacienda, a station that features burritos, tacos, quesadillas, and nachos and was voted UGA Dining Services' best station for the past four years. **"Get the chipotle chicken!"** Clark recommended.

But his best memories are of the people there. **"It always comes back to the people,"** he said. **"I still love my O-House gang."**

When the opportunity to become a managing chef at Bolton arose, Clark saw it as way to continue learning. **"Bolton serves more people than any facility on campus by double. It has to run at peak efficiency,"** said Clark

Staff make all the difference, he said. **"We work hard to find great people to staff the dining commons, train them, and make sure they want to stay. You need all your tumblers clicking to feed 8,000 people per day."**

The low turnover of staff is the biggest difference Clark has found between local restaurants and the UGA dining commons. "You have more continuity at UGA. In a college town, you have seasonal workers, students, transient people, so it's been interesting and eye opening to meet people who work at UGA and stay here because of its environment, encouragement, and benefits," he said.

"You have people who have worked together for years and years. People move to different buildings and come back," he said. **"It's an incentive to train people, help with their enrichment because you know they're people you're going to have with you for a while."**

Although he doesn't spend as much time in the kitchen as a managing chef as he used to as a cook, Clark said, **"I still really enjoy cooking, and it's still the best part of the job."** Adding new techniques to his repertoire was another incentive to move to Bolton. **"Bolton has the wok, a rotisserie smoker, jet-fired burners. You want to add as many tricks to your bag as you can,"** he said.

Coming to UGA was **"one of the best decisions I could have made for this phase of my life and career,"** Clark concluded. **"This is where I want to be, and I can't wait to find out what happens."**

DawgFight Tournaments Offer Fun Competition at Golf Course

By Nora Anderson

Have you been looking for a competitive, fun, and rewarding way to spend your weekend mornings? Look no further than the weekly DawgFight Tournament at the UGA Golf Course! Started in 2008, this weekly competition provides golfers with the opportunity to sharpen their golf skills in a competitive setting while building camaraderie with fellow golfers.

To join the DawgFight, contact the golf shop at golfcourse.uga@gmail.com or 706-369-5739 to be added to the weekly email list. Be sure to include your handicap.

DawgFight
UGA GOLF COURSE

Pairings are sent out the day before each tournament, so you'll know whom you're playing and when you're teeing off. Whether you're aiming to improve your game, compete, or just enjoy a morning on the course, the **DawgFight Tournament** is the perfect way to spend your weekend and satisfy your competitive edge. Sign up today and join the action!

Vending Highlight: New Coke & Go System

By Rebecca Vander Plaats

Vending Services recently added a new dispensing option for beverages, known as Coke & Go, that uses similar technology to the AiFi markets at UGA. The Coke & Go system allows customers to scan their payment and help themselves to any items in the coolers. Cameras track the items removed and charge the customer appropriately.

Coke & Go accepts the same electronic payments as other vending machines on campus, including Paw Points. With no moving parts to jam or fail, Coke & Go coolers are more reliable than traditional vending machines, and they offer more variety because they can accept any size or shape container.

Coke & Go coolers are currently in three locations around campus, including the Miller Learning Center, Ramsey Student Center, and Tate Student Center, with plans to add one to the McBay Science Library in the near future.

Robotic Mower Complements Crew at Golf Course

By Rebecca Vander Plaats

The UGA Golf Course is enhancing service, saving money, and reducing its environmental footprint while expanding opportunities for staff, thanks to a robotic lawn mower.

Resembling a Roomba® vacuum, the Kress KR236 mower can maintain three acres of turfgrass within a 24-hour period.

With its small size, it's able to traverse steep terrain more easily than traditional mowers, keeping the larger mowers — and the staff who drive them — safe. It also can fit into tighter spaces than traditional mowers can, reducing the amount of hand trimming needed in those areas.

The Kress robotic mower can work overnight, which is perfect for maintaining high-traffic areas without interfering in customers' enjoyment of the course. And by continuously mowing, the Kress removes only a small part of the leaf blade with each cut, improving the health and appearance of the turfgrass.

Since arriving in July, the robotic mower has saved the UGA Golf Course 83 gallons of fuel and around $3,000 in repair costs compared to traditional lawn mowers, while the initial investment in the two methods is essentially the same.

Maintenance team members who formerly operated traditional mowers are now able to complete other important tasks that keep the course in top shape. Additionally, as more Kress mowers are acquired, managing the fleet will create new job responsibilities.

"The robotic mower is a complement to our team," said Scott Griffith, associate director of agronomy and assistant golf course manager. "It expands our capacity, creates new opportunities, and allows our staff to focus on higher-value work that improves the course and our customers' experience."

Experiential Learning Students Help Auxiliary While Gaining Skills

By Rebecca Vander Plaats

The University of Georgia ensures that every undergraduate student benefits from hands-on learning, also known as experiential learning (EL), before they graduate. Auxiliary Services is helping undergraduates fulfill this requirement while benefiting from the students' excitement for their field and their love of UGA.

Since last spring, **Business Analytics Manager Lianna McAuliffe** has supervised four students enrolled in the Terry College of Business while they interned with Auxiliary Business Analytics. "The students are hungry for these opportunities, and they're invested in the university as well. If you love coding, analytics, math, and UGA, this is where you want to be. It's the perfect symbiotic relationship," said McAuliffe.

> **"The students are hungry for these opportunities, and they're invested in the university as well.**

Because UGA's dining, parking, and transit operations are so large, Auxiliary Services offers rich datasets for students to work with and learn from — more than what the students would find at many small businesses.

According to **David Akers, associate director of business processes and data analytics**, Auxiliary's analytics platform processes 200 gigabytes of data daily. The data ranges from dining transactions processed by credit card machines throughout campus to bus ridership measured by camera sensors with AI technology to parking permit sales and much more.

When EL students begin their internship, McAuliffe asks them about their main goals and interests, and then she curates their assignments to match.

One student wanted to learn the programming language Python, for example, so he used that language to analyze the amount of energy consumed by Central Food Storage freezers, helping Dining Services save money on electricity.

"I've had the opportunity to work with complex datasets and explore behind-the-scenes operations to better understand the data I was analyzing," said EL student Ria Goraya.

"I also applied the data visualization and coding skills I gained through this internship to my corporate summer internship, where I created a dashboard that helped identify discrepancies in the company's purchase order data."

Boosted by the professional experience and contacts gained from their internship, one of McAuliffe's EL students was accepted to the MSBA program in the Terry College, and another was hired for a full-time position elsewhere on campus before she graduated.

"During my internship with Auxiliary Services, I worked with website and geographic data from several auxiliary unit sites, offering valuable insight into our communication strategies and target audiences," said EL student Morgan Busbee. **"The experience helped me network across campus and solidified my passion for continuing my career at UGA, where I now serve as a compensation analyst."**

Auxiliary Services administrative offices responsible for finance, contracts, grants, marketing and communications, and project management also have offered EL internships to UGA students.

"Auxiliary has a lot of knowledge and highly professional team members who are working in highly skilled fields that they can transfer to students," McAuliffe said.

"Seeing the students' perspectives on things Auxiliary Services does makes the work we do in Auxiliary feel more tangible and real. We're here for them."

TPS Helps Students Travel Home for the Holidays

By Rebecca Vander Plaats

Transportation & Parking Services is always thinking of students' travel needs, wherever they may be going. Two programs — Operation Safe Drive and the Airport Shuttle Initiative — are helping more students than ever get home safely for the holidays.

Operation Safe Drive

For the past 16 years, TPS has provided free vehicle inspections to UGA community members on the Thursday before Thanksgiving break through Operation Safe Drive. As part of the event, BikeAthens also has provided free inspections of bicycles for the past six years.

Operation Safe Drive is held at the College Station Park & Ride lot, a location that provides ample space for the event. This year, more than 400 people, most of them students, participated in the event — a new record.

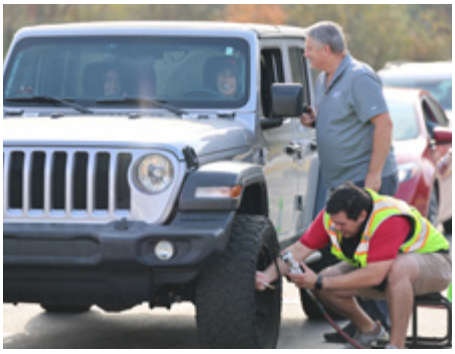
TPS aims to have students in and out within 20-25 minutes. When students arrive, they're greeted by staff and given a checklist of items TPS will be inspecting on their vehicle. As students move through the line in their vehicles, staff members check things like brake lights, blinkers, and windshield wipers.

Then mechanics spend 3-5 minutes with the students, conducting further inspections of their vehicles and educating them about any issues they see. If the mechanics find something that can't be addressed on site, or if students have specific concerns that are beyond the scope of Operation Safe Drive, the mechanics provide advice on what the problem might be and how the student should resolve it.

By the end, students have a checklist that shows what has been inspected on their vehicle, what actions have been taken, and what remains to be addressed by a local mechanic.

For bicycles, BikeAthens inspects brakes, oils chains, pumps up tires, and performs other maintenance and inspections. They also show students how to fix their bikes and offer advice if they find something that needs to be addressed off site.

Education is always a big part of Operation Safe Drive for both bikes and motor vehicles.



Airport Shuttle Initiative

The Airport Shuttle Initiative began last fall, inspired by a request from the Student Government Association for TPS to provide shuttle service to out-of-state students between the UGA campus and Hartsfield-Jackson International Airport to travel home.

Auxiliary Services collaborated with student leaders to identify a solution involving third-party transportation vendors and secured funding for the program from UGA President Jere W. Morehead.

The initiative was piloted during the 2024 Thanksgiving break and, thanks to its success, was continued during winter break, garnering additional positive feedback from students. With continued interest, the Airport Shuttle Initiative returned for the fall 2025 Thanksgiving and winter breaks.

This year, Auxiliary Services is partnering exclusively with Groome Transportation to provide the shuttle service. Combining the vendor discount with the UGA subsidy, the Airport Shuttle Initiative saves students $20 roundtrip.

Student participation has increased this fall, with the number of shuttle reservations made through the program by Thanksgiving already matching the total number from last year's Thanksgiving and winter breaks combined.

The initiative received the 2025 Outstanding Collaboration/Partnership Award from the National Association of College Auxiliary Services (NACAS) South Region in May.

Student Bus Driver Wins 2025 Transit ROADeo

By Madeline Parker

For many students on campus, driving a UGA bus is an intimidating thought, but for 2025 Transit ROADeo winner **Laura Towner**, a third-year student from Milledgeville, this is far from the case.

"My family got a pop-up camper while I was in high school, and I learned how to drive our SUV with this little camper attached to it," said Towner, who is double majoring in dance and psychology. **"My first time driving through downtown Atlanta was with that camper behind me. I had my learner's permit."**

Towner also has driven her family's SUV and camper through New York City. These early, high-pressure driving experiences shaped her into the outstanding UGA bus driver she is today.

Towner bested 12 other drivers — including her supervisor — in Transportation & Parking Services' annual Transit ROADeo competition this year. Now in its 28th year, the 2025 Transit ROADeo took place during UGA's fall break.

Staff set up cones, tennis balls, and other obstacles around the grounds of the Campus Transit Facility for each driver to navigate. Points were awarded for precision, control, and time.

This was the first year Towner was able to compete since she was still in training when the previous ROADeo took place. She was surprised and delighted to take home the title of 2025 ROADeo Champion, especially as a student.

"I'm happy to represent the students," she said.**"My name is on the plaque. It's cool!"** Towner joined Transportation & Parking Services in February 2024. She spent two semesters learning how to operate the 20-ton buses and safely transport passengers around campus before going out on her own.

She enjoys both the camaraderie and the independence of her job. **"I like the combination of getting to have fun and be with coworkers but also getting to be by myself,"** Towner explained. **"Because I'm so busy, I don't get a lot of alone time. Even if my bus has 40 people on it, it's just me and the road."**

> **"Even if my bus has 40 people on it, it's just me and the road.**

She also thrives on busy routes. **"I really like a good Main Campus or Central East,"** she said. And she appreciates the flexibility of her work. **"They understand that we are students first,"** she said.

As Towner heads into her final year, she plans to keep driving until graduation. **"Just knowing that I'm useful to another person and helping them get through their day, even if it's a small part of it, has definitely made me feel like my job is helping people,"** she said.

For Transit Events Planner, Collaboration and Communication Are Key

By Rebecca Vander Plaats

Katie Scoggins came to the University of Georgia to study for a career in public health, but public transit has turned out to be her true calling.

Scoggins has worked for Transportation & Parking Services for the past 17 years, starting as a student bus driver in 2008 and progressing to a full-time bus driver in 2012 and a transit events planner in 2018.

She explained, **"My favorite part of the public health degree was having to plan things out, implement, evaluate and make changes,"** as she did for a smoking cessation campaign in one of her classes. Now she follows a similar process as the transit events planner for TPS.

"Someone gives me a problem or a need, then I make a plan, work with the customer, get feedback from them, get feedback from dispatch and the driver, and make improvements for next time," she said.

Scoggins coordinates bus service for special events such as Commencement, which uses shuttles to take guests with disabilities from the East Campus Parking Deck to the ceremonies. She works with the Visitors Center to provide buses for campus tours, with Greek Life to provide buses for sorority rush, and with many other departments throughout the year. She also helps with transit and parking needs for football game days.

"This job is very collaborative," Scoggins said. **"You're not just working with drivers and schedulers, you're working with departments across campus and collaborating within TPS and Auxiliary Services. No one can do their job in transit without the help of other people."**

Communication among staff members, supervisors, drivers, and customers is vital to ensuring that everyone is aware of what's coming and what needs to be improved, Scoggins believes.

"If you're not communicating a problem or concern, you can't do anything about it," she said.

Much of Scoggins' job as the transit events planner involves research. Using Google Maps and input from transit staff, customers, site visits, and personal knowledge, she provides drivers with turn-by-turn directions, helpful notes about the route, and contact information for the event.

UGA buses can be taken to destinations up to 70 miles away, and Scoggins has traveled to Atlanta, Lawrenceville, and Augusta for site visits. She makes sure the location is accessible to buses and determines whether the driver will need to bring another staff member along to help them back up or perform a tricky maneuver on site.

Critical thinking and adaptability are additional keys to Scoggins' success. Even though an event may take place every year, there are always improvements to be made and new circumstances to deal with.

Scoggins worked closely with Greek Life, for example, to change the bus stop locations for sorority recruitment to enhance the safety of the 2,200 attendees. This year, she and the Greek Life director reevaluated the entire plan so they could provide the same level of service as in years past with fewer buses available that week. Scoggins also documented the changes they made in the moment so she could be sure to implement those same improvements in 2026.

As much as Scoggins still enjoys driving UGA buses (she maintains her commercial driver's license in case she needs to pitch in), she likes the behind-the-scenes work even more. The only difference is that passengers no longer see the effort she is putting in to make their ride as smooth as possible.

Celebrating Three Decades of Service

By Rebecca Vander Plaats

This fall, two long-time employees of Auxiliary Services retired after devoting decades of outstanding service to the UGA community.

Brian Fuller

Transit Maintenance Supervisor

Bryan Fuller started working for Transportation & Parking Services as a student bus driver in 1989. Since then, he's become a fixture in TPS, mentoring new staff members and offering quiet, consistent support to those around him.

Fuller's favorite parts of his job were **"keeping the buses going and keeping the students moving,"** he said. He'll miss interacting with students the most. **"They make me feel young,"** he said.

Fuller looks forward to traveling in his retirement, which started in December, focusing on Georgia first and then expanding to the rest of the country. He also has plenty of work around the house to keep him busy, he said.

Susan van Gigch

Senior Director of Dining Services

Susan van Gigch's nearly 30-year career at UGA touched all aspects of Dining Services, from residential to retail to administration. While her titles changed over the years, her focus on serving the campus community remained the same.

"What we do in Dining Services, I hope, is contribute to the success of campus, the success of our students, our researchers, our professors, and staff alike," van Gigch said. **"We're here to feed and nurture everyone's dreams they have when they come to campus."**

After retiring in August, van Gigch returned to Dining Services in October as a retire-rehire employee to help bring the new Dining, Learning, and Well-being Center over the finish line.

Pets of Auxiliary Services

Thank you to everyone who sent in photos of your beloved pets! They're all adorable, and all of them will make their way into the Roundup. If your furry friend isn't in this issue, keep an eye out for them in the future!

Smudge

Owner: Amy Davenport (Transportation & Parking Services)
Fun Facts: This sweet boy joined Amy's family when he was six weeks old. Amy's husband called him Smudge the first time they met, and Smudge responded, so the pup became Smudge-on-a-Stick Davenport.

Daisy

Owner: Suzanne Ruggiers (Transportation & Parking Services)
Fun Facts: Daisy is a 4.5-pound service dog who loves everyone she meets. She is five years old and has a big, happy heart. Her favorite place to sit is on Suzanne's lap. Daisy loves to travel in the tractor trailer, airplanes, and even on Suzanne's motorcycle!

Ronald & Minerva

Owner: Chris Fagan (Dining Services)
Fun Facts: Chris's family adopted these two kittens in the summer of 2024. They are siblings — Ronald (orange) and Minerva (tabby). As you can see, they are still quite fond of each other!

Bonnie

Owner: Cindy Selvidge (Transportation & Parking Services)
Fun Facts: Bonnie is a standard poodle and Cindy's best friend. (Don't tell Deanna!) This prissy little protector is a real-life Super Snoop with her faithful sidekick, Lulu.

Kudos

to these Auxiliary Services members for their accomplishments!

The Bookstore team weathered the comprehensive "open store" renovation during the summer without losing a beat and handling the weekly New Student Orientation crowds with a smile.

Dining Services, in partnership with the UGA Facilities Management Division, was honored by the Athens-Clarke County Solid Waste Department and UGA Extension at the 2025 GreenLife Awards. They received the "Rot Star" Award for excellence in composting and food waste reduction efforts.

Lisa Catanese achieved the Certified Auxiliary Services Professional designation from the National Association of College Auxiliary Services.

Walking Into Wellness, a UGA Extension program hosted at the Golf Course, won first place regionally and second place nationally for the Innovation in Programming award from the National Extension Association of Family & Consumer Sciences.

Five student workers from the Dining Services nutrition team — Jessica Harris, Alyssa Johnson, Anna Dupree, Elizabeth Baran, and Abriana Byrd — earned the 2025 UGA Student Employee of the Year Team Award.

The Airport Shuttle Initiative won Outstanding Collaboration/Partnership Award at the 2025 National Association of College Auxiliary Services South conference.

Bryan Varin was elected Vice President of the National Association of College Auxiliary Services' Southern Region.

Suzanne Ruggiers and the paratransit team in TPS received the 2025 Accessibility Champion Award from UGA Accessibility and Testing, part of the Division of Student Affairs.

Lianna McAuliffe in Business Analytics presented at the 2025 Campus Parking and Transportation Association Conference about the exciting work the business analytics team is doing to support TPS.

Bill McGee in Auxiliary IT was elected to the National Association of Campus Card Users' Board of Directors and presented at the 2025 Atrium Users Conference, where he won the Creative Genius Award for the ways Atrium is used at UGA.

Dining Services set a new record for meal plan sales for the third consecutive year — with 15,600+ meal plans sold for fall 2025 — and was ranked in the top 1% of the nation's best collegiate dining programs by Niche.

Fundraisers hosted at the Golf Course helped community organizations raise $700,000 in net proceeds in 2025.

Brett Jackson received the Cornerstone of the Profession Award from the National Association of College Auxiliary Services for the positive impact she's made through her leadership at UGA and nationwide.

Save the Date

March 9, 2026
Auxiliary Services Wellness Workshop
10AM-2PM Tate Student Center, First Floor

March 10, 2026
UGA Staff Resources Fair
10AM-3PM Tate Student Center, Grand Hall

We Want to Hear from You!

If you have a story idea for the next Auxiliary Services Roundup, please email it to auxcomms@uga.edu. We'd love to hear from you!