QUICK REPORT REVIEW
During Summer Semester, Campus Services added new programs, provided funding for student and campus groups, reinvested in renovations and construction and received awards and honors. This report contains highlights of these Programs, Services, Facilities and In the News items.

PROGRAMS
- **Campus Services 2013 Annual Customer Satisfaction Survey** shows the overall level of customer service received by customers to be between 3.31 for Parking to a high of 4.37 for the Student Center and Student Center Commons based on a range of 1 (lowest) to 5 (highest) – page 2
- Campus Services **BuzzFunds** awarded funding to 10 groups, including the transportation for the popular Georgia Tech Night at Six Flags – page 2
- **Barnes & Noble @ Georgia Tech** held a variety of events, including an Apple event in The Technology Store showing Apples’ Worldwide Developers Conference – page 3
- **Georgia Tech Dining Services** began a daily 10 percent discount for Georgia Tech faculty/staff at all three dining halls – page 4
- **Georgia Tech Dining Services** launched Mindful, the new comprehensive nutrition and wellness program, that allows students to select healthier options containing fewer calories, salt and sugar – page 3
- The **Student Center** negotiated an advance screening for Georgia Tech of the movie, The Internship, that was filmed on campus Summer 2012. The event “sold-out” all available tickets – page 4

SERVICES
- **Business Services** received a preliminary rating of 100 percent on its Federal Contractor Purchasing System Review audit – page 4
- **Business Services** began single transaction limit charges of $2,499.99 for all PCards in accordance with the new State EVerify law – page 4
- **Campus Services** conducted its second annual Campus Services Resource Expo during FASET, giving students and guests an opportunity to learn about Campus Services’ departments as students got their BuzzCards and textbooks in the bookstore – page 5
- **Housing’s Conference Services** had another successful year, accommodating 7,514 residential guests resulting in 70,013 bed nights – page 5
- The “World’s smallest Walmart opened on the Georgia Tech campus – page 6

FACILITIES
- Construction on the **Tower Residence Hall** began and is scheduled for completion August 2014 – page 7
- **Stamps Health Services’** sports medicine and orthopedics clinic construction completed – page 7
- **Paper and Clay** (formerly Craft Center) completed renovation in the Student Center – page 7

IN THE NEWS… - page 10-11
The Historic Academy of Medicine held its second annual bridal show named Something Old, Something New, Bridal Show Number Two, Thursday, Aug. 1, with 30 vendors and 200 guests, giving people the opportunity to see the venue and how it can translate into special events.
Programs

CAMPUS SERVICES ANNUAL CUSTOMER SATISFACTION SURVEY
Campus Services held its 13th annual Customer Satisfaction Survey with the Georgia Tech Office of Organizational Development conducting the survey and analyzing the results of 13 years of data. The entire report may be accessed at the Campus Services’ publication site on www.ImportantStuff.gatech.edu.

Here are the statistics for eight of the departments’ overall level of customer service received.

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<th>Department</th>
<th>2013 Average</th>
<th>13-Yr Change</th>
<th>2013 Average</th>
<th>13-Yr Change</th>
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<td>-0.09</td>
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BUZZFUNDS
Campus Services’ BuzzFunds processed 10 requests and awarded funding to the following student and campus organizations during Summer Semester:
1. Bike Week 2013
2. Executive Round Table
3. Georgia Tech Night at Six Flags
BARNES & NOBLE @ GEORGIA TECH

AUTHOR SIGNING – GEORGIA TECH PROFESSOR JOHN CRESSLER

- Georgia Tech Professor John Cressler was in the bookstore, discussing his debut novel, "Emeralds of the Alhambra." More than 100 people attended, and 84 copies of the book sold.

COUNT DOWN TO KICKOFF

- In partnership with Georgia Tech Athletics and IMG (sports marketing company), the Bookstore sponsored the "Countdown to Kickoff" on the Athletics' Facebook page, in which the Bookstore was featured weekly. The Countdown increased the bookstore’s weekly reach by 6,000 each week.

COLLEGE OF ARCHITECTURE

- Barnes & Noble @ Georgia Tech provided 100 store bags to the College of Architecture for high school students touring the college.

STARBUCKS’ PROMOTION

- The Bookstore Starbucks participated in the Refreshers Wake Up Call promotion, offering half-priced Refreshers from 3-5 p.m., including the new Valencia Orange Refresher.

WWDC WATCHING PARTY

- Apple Campus Rep Emily Jackson hosted an event in the Technology Store to watch and discuss the 2013 WWDC (Apple’s Worldwide Developers Conference); 40 people attended.

GEORGIA TECH DINING SERVICES

FACULTY STAFF DISCOUNT PROGRAM

- Beginning Summer Semester, faculty/staff received a 10 percent discount at all Georgia Tech Dining Halls – Brittain, North Ave, Woodruff – every day.

H2O CAFÉ

- The Atlanta Swim Association held its four-day swim meet in the Campus Recreation Center, June 27-30. The H2O Café served more than 5,300 orders.

For the third year, the H2O Café served the YMCA National Swim Meet from July 29-August 2, serving approximately 4,000 orders.

MINDFUL

- Georgia Tech Dining Services launched Mindful, the new comprehensive nutrition and wellness program. Mindful recipes, which contain less calories, salt, and sugar, will be featured throughout all three resident dining halls, the Edge Athletic Dining Hall, and the Food Court.

NUTRITION PRESENTATIONS

- The Nutrition 101 presentation was viewed by 35 incoming freshmen.
- The Foods to Fuel Your Work Day presentation was given to 30 members of the International Association of Administrative Professionals.

HOUSING

- Opened for Summer 2013 – Undergraduate housing occupancy 1,181 – Family – 205; 76% of 2nd year students initially received an apartment as requested.
HOUSING (CONTINUED)
- Freshman Experience – more than 60 residents lived in Smith this past summer as part of the Summer Experience Program.

STUDENT CENTER

FLICKS ON FIFTH OUTDOOR MOVIE SERIES
- The 8th Annual Flicks on Fifth Outdoor Movie Series at Technology Square saw an average of 620 people per movie, totaling approximately 2,500 for the entire series.
- This year the series included four movies, all on Wednesdays in June (June 5, 12, 19, 26):
  - Identity Thief
  - Snitch
  - Silver Linings Playbook
  - Warm Bodies

THE INTERNSHIP
- Celebrating the filming of The Internship movie on Georgia Tech’s campus the summer of 2012, the Student Center negotiated for an advance screening of the movie at the Regal Cinemas Atlantic Station Movie Theater, May 15.
- It was a “sold-out” event with all 300 tickets, the maximum allowed to be distributed at this event, sold within hours of announcing the ticket availability. The Student Center scheduled a Fall Semester showing of the movie too.

Services

BARNES & NOBLE @ GEORGIA TECH

NOOK, iPAD, FACEBOOK
- Barnes & Noble lowered the price of both NOOK HD and HD+ devices to less than $200, selling eight NOOKs, two Simple Touch, four GlowLight, one HD, and 21 HD+ during May alone.
- During June, the bookstore sold 87 iPads, bringing the year-to-date sales to 434.
- As of June 30, the Georgia Tech Bookstore Facebook page scored 2,197 "likes" with 433 of them engaging directly with content and a total reach of 8,277 people.

BUSINESS SERVICES

FEDERAL CONTRACTOR PURCHASING SYSTEM REVIEW
- Georgia Tech underwent a Federal Contractor Purchasing System Review (CPSR) conducted by the Office of Naval Research (ONR).
- The lead auditor was very complimentary of the organization, process, professionalism and documentation.
- Georgia Tech received a preliminary rating of 100 percent on this audit.
- The audit’s success is critical to Georgia Tech in competing for Federal and Department of Defense awards.

PCARD
- On July 1, Georgia Tech began implementation of single transaction limit charges for all PCards (approx. 1,700) to $2,499.99 (except Study Abroad Program Cards) to accommodate the new State EVerify law.
- On August 1, Georgia Tech started implementation of food PCard policy charges, including campus outreach training to campus departments.

THE INTERNSHIP ADVANCE SCREENING. All 300 tickets were sold for the advance screening of the movie filmed on campus Summer 2012.
CAMPUS SERVICES RESOURCE EXPO AND FASET

- All seven of the campus living Campus Services departments took part in the FASET sessions with these numbers of students and guests attending:
  
  **Summer Freshmen FASET (June 20-21)**
  Students – 252
  Guests - 242

  **FASET 1 (July 7-8)**
  Students – 413
  Guests – 481

  **FASET 2 (July 11-12)**
  Students – 408
  Guests – 369

  **FASET 3 (July 21-22)**
  Students – 414
  Guests – 438

  **FASET 4 (August 4-5)**
  Students – 404
  Guests – 363

  **FASET 5 (August 11-12)**
  Students – 312
  Guests – 300

  **FASET 6 (August 14-15)**
  Students – 419
  Guests – 465

  **Fall Transfer FASET 1 (July 19)**
  Students – 268
  Guests – 142

  **Fall Transfer FASET 2 (August 13)**
  Students – 225
  Guests – 67

- In addition to the regular Fall FASET and Transfer sessions listed above, the seven campus living Campus Services departments also conducted the second annual Campus Services Resource Expo on day two of regular FASETS and the day of Transfer FASETS.

- Held on the second floor of Barnes & Noble @ Georgia Tech next to the BuzzCard Center, the Expo gave the departments, including the Police Department, another opportunity to distribute information concerning programs, services and facilities to the more than 2800 students who came to the BuzzCard Center to get their BuzzCards.

- The Expo’s hours were 3:30-6:30 p.m., allowing students and guests to complete registration and other FASET events, including the FASET marketplace.

CAMPUS SERVICES RESOURCE EXPO. By the end of the FASET season, thousands of students and guests had attended the Campus Services Resource Expo, Day Two of Fall FASETS and on the day of Fall Transfer FASETS.

HOUSING’S CONFERENCE SERVICES

- Another busy summer for Conference Services, recorded strong statistics.

- Successful Conference Services allows Housing to maintain lower rates for its resident hall students during fall, spring and summer semesters.
  
  - Accommodated 7,514 residential guests resulting in 70,013 bed nights. A per night guest average of 9.3-nights/guest. Per night average down from 10-nights/guest in 2012, but revenue was higher.
  
  - During the entire month of June, Conference Services averaged 1,183 guests per night. On the evening of July 26th, guests per night peaked with more than 1,900 guests staying on campus.

- Hosted 55 groups during the 2013 Conference Season.
SUMMER 2013 SEMESTER REPORT

- Completed eighth year of Teach for America Training Institute. Worked closely to develop a plan with Campus Services Information Technology Group to ensure customer satisfaction. Created more efficient process for meeting room reconciliation. Completed Letter of Intent - Agreement to Negotiate in Good Faith. No bid process.
- Successfully accommodated 841 resident guests through eBusiness Programs (ILP/ELP/YMCA).
- Conference Services supported approximately 20 Georgia Tech Departments hosting guest students and researchers through ELP (Extended Lodging Program).
  - Accommodated 358 Extended Lodging Program guests
  - Accommodated 51 Intern Lodging Program guests
  - Accommodated 432 YMCA Swimmers/Coaches
- Arranged for more than 84,619 meals through the dining halls and thousands more through Georgia Tech Catering
- In addition, conference groups rented Housing Activity Spaces; Conference Services scheduled and set-up for 125 meetings hosted by Residence Life, students, and other staff.

HUMAN RESOURCES (HR)

BUZZIN’ BACK TO SCHOOL – HR’S BACKPACK PROGRAM

- Human Resources held its second annual Buzzin’ Back to School backpack program.
- Highlights reported from this year’s event included:
  - Filled up an entire office at HR with school supplies to fill the backpacks
  - Employees from various departments across campus volunteered to help
  - A total of 186 families requested and received backpacks (received up to three backpacks depending on needs)
  - 360 backpacks were given out to employees
  - 411 backpacks were requested in total
    - 201 Elementary School
    - 92 Middle School
    - 117 High School
- Comments from recipients included:
  - “The Buzzin Back to School effort was a great blessing to my family. With three children in school and two at home, my husband and I are truly thankful for resources such as the Buzzin’ Back to School Drive. Our kindergartener was so excited to review the contents of his bag. He personalized his bag by attaching a key chain to one of the zippers. He’s ready for the first day of school! Please share our sincerest thanks with our HR friends.”
  - “I don’t know what I would have done without this backpack and supplies. This was a hard year for us.”
  - “Thanks for all your effort in coordinating this.”

WALMART – TECHNOLOGY SQUARE
WORLD’S SMALLEST WALMART OPENS ON GEORGIA TECH CAMPUS

- Georgia Tech’s 2,500-square-foot Walmart opened in Technology Square, Wednesday, August 15, 8 a.m.
SUMMER 2013 SEMESTER REPORT

Facilities

REINVESTMENT AND USAGE

HOUSING

- Tower Residence Hall renovation began; on schedule for August 2014 occupancy.
- Glenn Residence Hall is on target for construction to begin May 2014 and on schedule for occupancy August 2015.
- Brittain Recreation renovation completed to accommodate Grand Challenges.
- The Grand Challenges program is a living-learning community that started in Fall 2012. Open to all majors, the program creates a fun and innovative community that teaches by focusing on the large challenges our society faces. More specifically, the program is comprised of 110 exceptional freshman students who concentrate on solving global issues related to food, water, energy and healthcare.
- North Avenue West apartments and the Undergraduate Living Center apartments received kitchen renovations.

PARKING & TRANSPORTATION

- Campus Recreation Center Bus Shelter installation completed.
- Curran Parking Deck structure and waterproofing repairs completed.
- North Avenue Apartments North Deck structure and waterproofing repairs completed.
- North Avenue Apartments South Deck structure and waterproofing repairs completed.
- Peters Parking Deck repairs completed.
- W21 (Physics Lot) resurfacing project completed.

STAMPS HEALTH SERVICES

- Silver Clinic construction completed.
- Stamps Health Services color codes its clinics, easily designating the medical areas with different colors. The Silver Clinic is scheduled for sports medicine and orthopedics, treating bone, joint and muscle injuries.
- Dr. Angelo Galante is the lead doctor and also the doctor for Georgia Tech Athletics.

STUDENT CENTER

- Paper and Clay (formerly called the Craft Center) renovation completed.
- Auxiliary Operations Administrative Office renovation completed, creating office space for bookstore, dining, retail, child care management and financial services for these groups.

PAPER AND CLAY OPEN HOUSE AND RIBBON CUTTING held Friday, August 23. Pictured (above, l-r) are Paper and Clay employees Kayla Nightingale (Architecture), Heather Nunes (Student Center Senior Associate Program Director) and Lauren Fourt (Mechanical Engineering).
In the news...

- **Housing**’s annual Golf for Cystic Fibrosis Tournament raised $20,000.
- **The Historic Academy of Medicine at Georgia Tech** held its second annual bridal show named this year **Something Old, Something New, Bridal Show Number Two**, Thursday, Aug. 1, with 30 vendors and 200 guests in attendance. The Academy shows itself to potential customers at events of this nature.
- Campus Services’ employees received Employee of the Month honors during May, June, July and August, respectively, **Rosemary Jackson** (Housing), **Jaki McCadden** (Business Services), **Dr. Diane Heath** (Stamps Health Services) and **John Cantrell** (Housing).
- **Dan Morrison** (Housing) was named a 2013 Diamond Honoree by the ACPA Foundation (American College Personnel Association).
- **Sodexo** won a Best Wellness Concept award by **Food Management** magazine for its Simple Servings program that “eliminates all use of the most common food allergens to provide a variety of delicious, safe dining options for diners with food allergies.” This concept is part of Georgia Tech Dining Services.

For more information on Campus Services programs, services, facilities and news items, visit [www.ImportantStuff.gatech.edu](http://www.ImportantStuff.gatech.edu) or email Melissa Moore melissa.moore@gatech.edu