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Welcome to Campus Services!

Each year, Campus Services works to create an environment where students and employees can live, learn, work and play.

While Campus Services is an eclectic mix of departments, they all share a common thread: providing excellent service to the campus. During the past year, Campus Services focused on that mission by revisiting its strategic plan, updating the imperatives and aligning with the Division and Institute’s priorities and goals.

Many of these new goals and attendant accomplishments are detailed in this report.

- **Established the Office of Health & Well-Being**
  
  We hired Dr. Suzy Harrington as the Executive Director of the newly inaugurated Office of Health & Well-Being. The mission of this newly configured office (which combines Stamps Health Services, Campus Recreation and Health Promotion) is to promote, nurture and enrich a community of health, well-being and caring at Georgia Tech. In quick order, new programs and services are emerging from this newly formed department including: a new Employee Assistance Program, Victim-Survivor Advocates to address sexual violence, new mental health initiatives and an expanded Go Tech health and well-being council. Stay tuned; there is much more to come.

- **Expanded Living/Learning Communities**
  
  In conjunction with the Provosts’ Office and Undergraduate Education, Housing worked this past year on expanding its support for living/learning communities. The Honors Program moved into Hefner and Armstrong Residence Halls, which now includes new offices and meeting spaces for this community. Research shows that students living in Georgia Tech Housing have a higher success rate. This new partnership builds on this important fact.

- **Integrated Sustainability Principles and Practices throughout Campus Services’ Operations, Facilities and Services**
  
  Each of our departments focused on green initiatives throughout the year. Parking is replacing lights in every deck with LED lights that reduce energy usage by 50 percent. Dining replaced traditional faucets with low-flow faucets, reducing water consumption by 50 percent and Housing has begun changing residence halls to LED lighting, already recognizing a 15% reduction in energy bills.

- **Continuously Improving Human Resources (HR)**
  
  This past year Campus Services hired a new Associate Vice President for Human Resources, Dr. Kim Harrington, who has a proven track record at Georgia Tech for customer service excellence. Kim and her staff are focused on strengthening essential human resource programs while developing thoughtful responses to the myriad of new initiatives and environmental demands placed on HR.

- **Assessing Strategic Plans**
  
  Dr. Janine Vienna, Director of Unit Planning and Assessment, joined Campus Services this year, gathering departmental data for better strategic planning. Her analysis is included throughout this document.

- **Enriched the Student Experience**
  
  This past year two-thirds of Georgia Tech students voted affirmatively in a referendum to support a new fee dedicated to renewing the Student Center. This major renovation represents Campus Services’ ongoing commitment to student life on the Georgia Tech campus. During the course of the next year, Student Center staff will be engaging the student population in determining how this new community resource will meet the students’ needs.

There are so many more programs to explain. However, due to space limitations, we ask that you review this booklet and check out our website, importantstuff.gatech.edu, as we continually pursue Institute effectiveness.

Paul A. Strouts, Vice President
Campus Services is one of the five business units that make up Georgia Tech’s Division of Administration and Finance. Campus Services includes:

- **Auxiliary Operations**, including:
  - Barnes & Noble @ Georgia Tech
  - Child Care
  - Georgia Tech Dining Services
  - Retail
  - Student Center, including:
    - Academy of Medicine
    - Post Office

- **Campus Services Information Technology Group**, including:
  - BuzzCard

- **Capital Projects**, including:
  - Sustainability

- **Center for Community Health and Well-Being**, including:
  - Campus Recreation (CRC)
  - Health Promotion
  - Stamps Health Services

- **Housing**
  - Conference Services

- **Human Resources**

- **Parking & Transportation Services**

- **Procurement & Business Services**

Campus Services also has Offices of Finance and Communications.

The Office of Finance works regularly with 41 business offices, confirming that expenses and revenue are able to create achievable budgets.

The Office of Communications partners with all Campus Services’ marketing and communication staff and other campus communicators to broaden knowledge of Campus Services’ programs, services and facilities.

The Office of Communications also manages the annual Campus Services Carnivale and the Student Spotlight program that recognizes extraordinary student employees and volunteers.

The Fiscal Year 2016 Campus Services Student Spotlights were:

- Paul Basilone (Campus Recreation)
- Maggie Jensen (Campus Recreation)
- Kaylee Humphries (Stamps Health Services Pharmacy)
- Ross Lindsay (Wreck Techs)
- Jeremiah Robertson (Residence Hall Association)
- Erik Centeno (Procurement & Business Services)

General Beauregard Lee, Georgia’s groundhog, was popular with students, getting his picture taken often during the Carnivale.

Campus Services recognized Jeremiah Robertson (Residence Hall Association) as a Student Spotlight for his work with the 2016 Carnivale. He increased event participation to 1,200 students (more than twice the usual attendance). The event was held on Groundhog Day and Jeremiah worked tirelessly to get Georgia’s own Groundhog General Beauregard Lee to appear at the Carnivale. It was General Lee’s first time leaving the Yellow River Game Ranch and it required coordination with Georgia Tech Risk Management and the Georgia Department of Natural Resources.

Alexandra Vezeau, a first year Industrial Engineering major, was the winner of a FitBit from Carnivale drawings. Students swiped their BuzzCards and entered to win a variety of prizes, including $1,000 off Spring Housing, a GoPro Camera and an iPad.
Fiscal Year 2016 Highlights

- The building served as a location for several films, including:
  - HBO’s *The Confirmation*, starring Clive Owen
  - *Felt*
  - Warner Brothers’ *The Accountant*, starring Ben Affleck, J.K. Simmons and Anna Kendrick
  - *Middle School: The Worst Years of My Life*

- For the third year, the Academy hosted the India Business Summit, a large conference that brings in more than 150 attendees from the international business community. The conference has already booked dates for next year.

- The Crystal Peach Awards (hosted by the French Consulate) were held at the Academy and are booked to be held again next year.

- The Academy’s Something Old, Something New Bridal Show was a success once again with more than 150 attendees and several bookings made from the event.

- The Academy hosted three events for the University System of Georgia, including a Diversity Summit and the USG’s Presidents’ Summit.

The Historic Academy of Medicine’s role as a special events venue gives it the opportunity to foster relationships with a wide cross section of the Atlanta Community. Through these relationships, the Academy has maintained a full calendar of events each year, making it a touchpoint for many external groups that might not otherwise interact with Georgia Tech. This full calendar includes several film shoots, allowing the Academy to lead the way for revenue generation in non-academic space on campus.

The team of experienced professionals behind The Historic Academy of Medicine is dedicated to setting the standard for superior customer service. In a city with hundreds of special event venues, the Academy rises above its peers thanks to the team’s reputation for exemplary service and support. That same great service continues to draw in high profile clientele and events from across the academic, business, and special event industries.

The Academy of Medicine supports campus events, including recognition of sexual violence prevention on Teal Ribbon Day (April 14, 2016). The staff pictured here with their teal ribbons are (l-r) Julie Smith, Henry Johnson, Anne Minty and Shawn Stinson.
Auxiliary Operations provides innovative services through strategic partnerships that continuously improve value and enhance the overall quality of life at Georgia Tech. It is constantly looking for, and researching, new ideas, services, businesses, and the like. Whenever possible, it brings the latest and greatest of these to Georgia Tech. Auxiliary Operations strives to fill latent needs, address issues facing the campus community, and utilize innovative technology.

Auxiliary Operations includes:

• Barnes & Noble @ Georgia Tech and Burdell’s Convenience Store
• Child Care Centers (The Children’s Campus @ Georgia Tech and the R. Kirk Landon Learning Center)
• Georgia Tech Dining Services and Catering
• Retail Shops at Technology Square
• Student Center, Post Office and The Historic Academy of Medicine
• Vending services throughout campus
• Other contracts (secondary caterers, ATMs, MTVU, Coca-Cola)

Fiscal Year 2016 Highlights

• Institute Diversity selected Dr. Lindsay Bryant, Director, Student Center, to be a part of its inaugural Leading Women @ Tech program launched in March 2016. With support from the Office of the President, the group’s charge is to engage and further develop senior and emerging staff women leaders at Georgia Tech. Dr. Bryant was also awarded Georgia Tech’s Outstanding Management in Action Award at the Faculty and Staff Honors’ Luncheon on April 22.

• Auxiliary Operations announced the agreement to open Amazon@Georgia Tech at Technology Square. Auxiliary Operations introduced the partnership to campus during a day-long kick-off meeting in May.

• Blue Donkey Coffee opened its first brick and mortar store at the Student Center on April 13. It replaced the Pizza Hut Express that was located on the first floor across from the theater.

• Auxiliary Operations officially launched Tapingo, a mobile ordering app, on February 15 with six locations - Dunkin’ Donuts, Starbucks @ Clough, Starbucks @ B&N, Subway, Taco Bell and Chick-fil-A. By the end of the Spring Semester, 15,793 orders had been placed.

• Bright Horizons, operator of Georgia Tech’s two on-campus child development centers, awarded Erica Watson-Grier, Center Director of R. Kirk Landon Learning Center, a 2016 Bright Horizons’ Family Partnership award at the Bright Horizons national Awards of Excellence ceremony in June. In addition, Monica Woods, Regional Director of Bright Horizons, and the previous director at R. Kirk, received Bright Horizons’ 2016 Mary Ann Tocio Award for Leadership Achievement.

The Blue Donkey held a “new drink” contest as part of its grand opening in the Student Center. People attending the Ribbon Cutting enjoyed the new drink – A Natural Buzz. Pictured with Blue Donkey representatives are (3rd from left) Paul Strouts, Vice President, Campus Services; Rich Steele, Senior Director, Auxiliary Services (on right next to sign) and Staci Flores, Resident District Manager, Georgia Tech Dining Services.
Barnes & Noble @ Georgia Tech, the official Georgia Tech bookstore, is best known for its dedication to serving the students, faculty, staff and the surrounding Georgia Tech community by enhancing the academic and social purpose of educational institutions. It delivers essential educational content and tools within a dynamic retail environment.

Together with our campus partners, we strengthen each school's mission, drive student success and deliver an unmatched experience that supports strong revenue growth and continuous innovation. We are part of the fabric of campus, deeply committed to supporting and celebrating the social and academic aspirations of students, faculty, alumni and administrators.

Located in the Bookstore, The Technology Store has all computer hardware and software students need for Georgia Tech classes.

Twice a year (May and December) during Finals weeks, the bookstore offers a Campus Appreciation Sale, giving 20 percent discounts on most items when participants show their BuzzCards.

Fiscal Year 2016 Highlights

- The Bookstore renovation followed mainstream industry trends by expanding the general merchandise footprint, enhancing the customer shopping experience and expanding the Georgia Tech brand.

- The Campus Services Expo, held in the bookstore, increased sales by 6.5 percent in revenue compared to the previous year's Expo.

- One of the successful special events the Bookstore held was the exclusive VIP night shopping event and De-stress Fest where students enjoyed cuddling puppies for relaxation.

- The Bookstore partnered with Athletics to add to the fan experience outside of Callaway Plaza with the addition of the general merchandise trailer.

- In its 2016 Strategic Plan, the Bookstore planned to increase its student customer service by making more used textbooks available. It planned to do this by increasing its faculty early textbook adoptions by three percent. Halfway through the plan, assessment showed a 31 percent increase.
Campus Services Information Technology Group (ITG) is consistently engaged in projects of various sizes and complexity that leverage technology to increase overall Institutional effectiveness. ITG is currently immersed in the largest project it has undertaken with the re-implementation of campus-wide physical access control services. The project will reduce the number of campus access control systems from three to one, enable usage of new credentialing technologies, standardize building infrastructure using open architecture components, and, finally, provide integrations and tools to effectively manage individual access privileges.

Fiscal Year 2016 Highlights

• ITG worked to foster consensus and adoption of a new physical access control service delivery model. Implementation of the new service delivery model began in Summer 2015 with acquisition of a new access control solution (S2 Security) and, moreover, in Fall 2015 with transfer of operational support for the legacy Andover Continuum and Avigilon access control solutions from the Georgia Tech Police Department to ITG.

• ITG partnered with GTHR-Workplace Learning & Professional Development to acquire and implement usage of the Brightspace Learning Management System from Desire 2 Learn. The system was initially launched in support of the Financial Training curriculum developed by Financial Services in Fall 2015. Subsequently, the system was used to successfully accomplish the Institute 2016 Annual Compliance Campaign.

• The Copier Services Program experienced continued growth with the installation of an additional 35 multi-functional print devices in both academic and administrative units. More than 100 devices have been placed across campus, since the program’s inception in April 2014.

• In collaboration with OIT-Network Services, the Wreck Techs team undertook key infrastructure improvements: 1) The network switches in each of Housing’s 48 buildings were replaced with new Cisco equipment; 2) The wireless infrastructure in the North Avenue Apartments was upgraded to achieve a greater density of access points; and 3) Wired data ports were added in each of the North Avenue Apartment living rooms, providing improved recreational experience when streaming content or playing video games.

• The ITG Application Services team completed key deliverables: 1) Worked with Risk Management, Health Promotions, OIT-EIS, and EVERFI vendor developing a data integration to remove student registration holds in near-real-time for the completion of the student Sexual Violence Awareness and AlcoholEDU Campaigns; 2) In conjunction with GTHR and Faculty Affairs, developed the Faculty/Staff Evaluation Status web application; 3) Developed and launched the re-vamped ohr.gatech.edu website; and 4) Collaborated with the Research Network Operations Center (RNOC) to develop a dining discovery mobile application called ‘Tech Eats’.

• ITG Retail Technologies completed an upgrade of Dining Services point-of-sale technology. The upgrade included all new hardware and support for Euro MasterCard Visa (‘EMV’) chip-card transactions.

Glenda Brown, Financial Analyst II, received the December Campus Services Employee of the Month. Pictured here are (l-r) Kristin Berthold, Finance Director; Paul Strouts, Vice President, Campus Services; Glenda Brown and James A. Pete, Deputy, Chief Information Officer, Campus Services.

The BuzzCard Center produced more than 8,100 new cards during July 2016 to September 2016 – 744 cards greater than the target specified in the ITG Action Plan.
Georgia Tech Dining Services provides a distinctive culinary experience concentrating on Fresh, Local, and Sustainable dining. The Georgia Tech Dining Services team operates three Community Restaurants, one Training Table geared toward athletes and 19 retail locations throughout campus. In addition, it offers custom catering services and stadium concessions.

The three pillars of the culinary program each incorporate a distinct, important piece of value proposition on the Georgia Tech campus. Food is fresh, from the house-made salsa, pico de gallo, guacamole, and salad dressings across campus, to house-made fresh pastries and dessert program inspired by the campus pastry chef. Ingredients are local, from the hydroponic Bibb lettuce sourced from the Georgia Tech Dining Services greenhouse at R&G Farm in Dublin, GA to the grass-fed Angus beef burgers served from Southeast Family Farms from Lauderdale County, Alabama. The sustainability program includes locally sourced produce to responsibly sourced cage-free eggs and corporate responsibility initiatives that help ‘Stop Hunger.’ Healthy dining options across Georgia Tech campus include Mindful menus that focus on food prepared with lower calorie and sodium levels as well as Simple Servings that provide safe and appetizing food choices for customers with food allergies or those who prefer simple foods.

**Fiscal Year 2016 Highlights**

- Through the Campus Commissary production program, supporting Fresh, Local, and Sustainable initiatives, Georgia Tech Dining Services reduced processed foods by 25 percent through offerings of more natural ingredients and eliminating corn syrup and sodium so that customers can always have healthy, nutritious, and delicious meals.

- Georgia Tech Catering increased this year more than 17 percent from the prior year and generated more new business. In addition, Georgia Tech Catering devised, developed, and launched a new Meeting Packages menu. These packages provide healthy, nutritious, and light snack alternatives, perfect for meeting and conference breaks.

- Georgia Tech Dining Services, during the course of one year, has increased and improved retail variety based on customer feedback, by expanding retail brand portfolio to include Blue Donkey. Additionally, Dining has expanded monthly promotions, limited time offers and Elite Events – pop-up restaurants, giving customers access to variety and cost efficient dining choices.

- In its 2016 Strategic Plan, Dining planned to increase its customer service to its cultural groups. After assessing its results for the first half year, Dining saw a 60 percent increase.

Alesha Buford, Supervisor, Taco Bell, received the September 2015 Campus Services Employee of the Month. Pictured here with Alesha is Staci Flores, Resident District Manager, Georgia Tech Dining Services.

LaGrina Simmons, Food Service Worker at Georgia Tech Chick-fil-A, received the Sodexo 2016 Hero of Everyday Life Award for 20 years of Volunteer Service, including approximately 9,400 hours volunteering, preparing 52,000 meals for 30,000 homeless people.

Executive Chef Jonathan Elwell received the Gold Medal at the National Association of College and University Food Services (NACUFS), Southern Region, Culinary Competition and the Silver Medal at the NACUFS National Culinary Competition.
Georgia Tech Housing is a residential campus community consisting of 45 undergraduate and graduate residence halls and apartments with more than 8,500 beds and an additional 300 family/graduate student housing apartments. Housing also includes Conference Services that provides a full-line of conference and event services with lodging and meeting space available between late May and early August.

Fiscal Year 2016 Highlights

- Opened at 100% Occupancy
- Summer Conference Services hosted 75 groups, 10,122 guests over 91,840 bed-nights and served 110,620 meals
- Long-term programs housed 470 guests in Extended Lodging and 164 guests in Intern lodging bringing in a total revenue of $1,081,219
- Successfully upgraded to StarRez 10.2, the student housing software
- The Warehouse operation continued to service Housing operations while working out of 28 tractor trailers located off-site
- Completed new fire system in 8th Street Apartments
- Completed 3,379 service calls, 960 preventative maintenance services and 542 corrective maintenance work orders during the Summer to Fall 2016 time period
- Moved the Honors Program to Hefner & Armstrong Residence Halls in FY16, allowing for classrooms in residence
- Taught 18 Honors Program classes in residence for FY16 academic year (9 in Fall, 9 in Spring)
- Taught four Grand Challenges (Howell Residence Hall) classes in residence in FY16 in Brittain Rec
- Had 63 SMART residents (14 were new freshmen scholars). SMaRT Living Learning Community & Scholars Program is an NSF Science & Mathematics Research Training Program
- Conducted 497 tutoring sessions for housing residents (332 in Fall, 165 Spring)
- In its 2016 Strategic Plan, Housing planned to increase its customer service by retaining custodial staff beyond the first year of employment. In the assessment of the first half year, Housing saw a 96 percent retention of custodial staff from the first to second year.

Housing gives back to the community through its sponsorship of its annual Cystic Fibrosis Foundation Golf Tournament. The 2016 and 14th annual tournament donated $42,360.97 to the Georgia Chapter of the Cystic Fibrosis Foundation. Pictured on campus at the Einstein sculpture are, left side of check (l-r) Vicki Hill, Cindy Kropff, Tammy Wright, Scott Rittenbaum (Executive Director, CFF, Georgia Chapter), Steven McDaniel and Molly Taggart (Associate Executive Director, CFF, Georgia Chapter). Right side (l-r) Mike Black (Executive Director, Georgia Tech Housing), John Howard, Sravanthi Meka, Sharon Ferguson, Jerry Hauck and Scott Sergent.

In March 2016, Dan Dykstra, Associate Director of Housing & Conference Services, received the highest award presented in the collegiate conference and events industry, the Jack Thornton Distinguished Service award, for his exemplary work within the industry and to the Association of Collegiate Conference & Event Directors – International (ACCED-I).
Health & Well-Being brings the resources of three departments – Campus Recreation, Health Promotion and Stamps Health Services – together to form one office with its primary purpose to confirm that Georgia Tech is a “Smart and Healthy” campus.

Health & Well-Being’s mission is to promote, nurture and enrich a community of health, well-being and caring within the Georgia Tech Community with its focus on the harmony of the dimensions of wellness – emotional, professional, social, physical and spiritual.

Further, the Health & Well-Being vision is to have Georgia Tech students and employees who will flourish and be fulfilled, individually and within our communities where we live, learn, work and play, allowing us to be the best we can be, every moment, as we strive for excellence not perfection.

Fiscal Year 2016 Highlights

Health & Well-Being has been doing a flurry of activities behind the scenes, building the health and well-being structure. Some of this planning will be witnessed during the next fiscal year, including:

• Health Promotion is expanding into the Department of Health Initiatives and will be hiring two more positions.
• The GoTECH Well-Being Committee has been expanded to incorporate more collaboration and well-being partners and approved the vision, mission, and strategy model.
• Targeted action committees have also been developed to support well-being priorities with the intent to shift the focus to upstream prevention to mitigate a reliance on downstream intervention.
• Several projects are underway to include a web resource clearinghouse, student Well-Being Advocates, employees Certified Healthy, and the development of a “Healthy Space” in the Student Center.
• As a result of this new focus, employees have a new robust Employee Assistance Program and students are implementing Hammock Gardens.

Keep an eye out for next year with more to come!

The Hydration Station for the Publix Georgia Marathon consistently wins awards for its spirit (March). Pictured here are (l-r) Dr. Suzy Harrington, Executive Director, Health & Well-Being; Christie Stewart, Academic Professional, School of Biological Sciences; Elisha Smith, Assistant Director, GIT Fit; Caroline Dotts, Associate Director, Programs & Healthy Life, Campus Recreation; Kate O’Neill, Communications Officer, Campus Recreation; Vladimir Oge, Director, Health Promotion; and Amber Johnson, Dietitian, Health Promotion/Dining.

The Employee Health Fair (right) welcomed hundreds of Georgia Tech employees (May).
Campus Recreation (CRC) is one of three departments that make up Health & Well-Being. It plays a primary role on campus by assisting in the development of desirable characteristics sought by employers that are useful in life in a global society.

The CRC accomplishes this role by providing the opportunity to develop and practice transferable skills that will relate to the ever-changing world. Through a variety of experiential learning offerings in outdoor recreation programs, sport clubs, intramurals and student employment, the CRC creates the opportunities to develop communication skills, leadership skills and to work in a multi-cultural environment. This happens in an informal setting or a more planned scenario through the development within our programs.

Fiscal Year 2016 Highlights

- The Coach Herb McAuley Aquatic Center was officially dedicated on March 23, 2016 due to the extraordinary philanthropy of Dick & Toni Bergmark and their wish to honor the legacy of 1947 Electrical Engineering Alumnus James Herbert “Herb” McAuley through the naming of the Coach Herb McAuley Aquatic Center. The naming of the facility commemorates the life and legacy of Coach McAuley who was a champion swimmer and a longtime, beloved swim coach at Georgia Tech. In March of 2016, the McAuley Aquatic Center was recognized by College Ranker as “The Best Collegiate Competition Swimming Pool in the Nation.”

- Sport Clubs - Men’s Lacrosse:
  - 14-0 regular season (16-1 overall)
  - Won SELC Championship
  - Advanced to semi-finals at national championships (first time)

- Ended #3 in MCLA Coaches Poll

- Christened the newly-built Alex Kiehl Stands in conjunction with a formal ceremony

- ORGT Trips and Expeditions:
  - Instructional Trips: 119; >1600 spaces filled
  - ORGT Endowment Expeditions: Montana (Backpack), Ecuador (WW Kayak), Florida (Sea Kayak), Arizona (Bike Pack) – 44 people
  - Summer 2016 Endowment Expeditions: Iceland (Aug. ’16); Canada (Aug. ’16) – 36 people
  - Open Enrollment Tech Treks Expeditions 2015: Minnesota; Alaska (x3) – 48 people
  - Specialty Tech Treks Expeditions 2015: Canada, Montana, Virginia, Belize – 67 people
  - Summer 2016 Tech Treks with President Scholars: Iceland (x2) and Canada – 68 people
  - 2015 Tech Treks Southeast: 4 TTSE sessions, 1 ASP session, 3 days each; >140 people
  - CORE Expeditions 2016: Foster Falls, TN, Virginia Creeper Trail, VA, Croatan, SC – 21 people
  - During FY16, CRC hosted 268 events within the Campus Recreation Center/McAuley Aquatic Center and ancillary areas (such as the Alumni Park, Couch Park, Curran Deck and Roe Stamps Turf Fields). This event hosting is a 17% increase from FY15 hosted events (230 events)

- During FY16, CRC hosted 268 events within the Campus Recreation Center/McAuley Aquatic Center and ancillary areas (such as the Alumni Park, Couch Park, Curran Deck and Roe Stamps Turf Fields). This event hosting is a 17% increase from FY15 hosted events (230 events)

Three CRC employees received Campus Services Employee of the Month (EOM) honors during FY 2016. Pictured below (l-r) is the August 2015 EOM David Williams, Associate Director, Aquatics & Members Services, with Michael Edwards, Senior Director, Campus Recreation.

Walter G. Kolis, Assistant Director of Member Services and Staff Development, CRC, received the Georgia Tech 2016 Administrative Excellence Award.

Jennifer Pecoraro, Member Services Coordinator, received the March 2016 Employee of the Month.

Matt Marcus, Outdoor Recreation Coordinator, received the October 2015 Employee of the Month.
Health Promotion (HP), one of three Health & Well-Being departments, focuses its strategic planning efforts on its commitment to continuous improvement and Institutional effectiveness. As part of the establishment of Health & Well-Being, Health Promotion facilitated strategic planning exercises to reassess departmental goals and objectives. Additionally, the staff members were active in the strategic planning efforts of the Go T.E.C.H. Coalition, Sexual Violence Prevention Alliance and Alcohol and other Drug Coalition.

Fiscal Year 2016 Highlights

- Health Promotion programming: Facilitated 142 programs, reaching 18,550 participants, achieving a 40 percent increase in participants from the previous year.

- AlcoholEdu/Haven: Successfully implemented online health education programs, AlcoholEdu and Haven for first-year and transfer students, along with Haven for Faculty/Staff as part of Annual Compliance Campaign. Achieved 98 percent completion rates with all target audiences.

- VOICE: VOICE Initiative selected as finalist for Student Alumni Association’s annual Gift to Tech campaign. As a runner-up, VOICE was awarded $20,000 by Student Government Association to support victim-survivors by providing emergency funds for students in need, establishment of a volunteer on-call response program, and procurement of a documentation system.

- Partnership for Healthier America (PHA): As one of the inaugural cohort schools participating in the PHA’s “Healthier Campus Initiative,” Georgia Tech successfully verified for 13 of 23 guidelines (57 percent) during first year of a three-year commitment. The goal of this initiative is to create a healthy and safe campus for students, faculty, and staff, with guidelines addressing food/nutrition, physical activity, and programming. Campus partners supporting this initiative include Georgia Tech Dining Services, Campus Recreation, and Stamps Health Services.

- Get Yourself Protected (GYP) Campaign: This year, the GYP campaign achieved a significant expansion of services through our condom availability program and outreach HIV testing. HP improved access to condoms and safer sex supplies by collaborating with 13 different offices across campus that agreed to serve as distribution sites. Additionally, HP partnered with the AIDS Healthcare Foundation to host HIV testing events. More than 300 students, staff, and faculty received HIV testing.

Health Promotion dressed up for Halloween, promoting their programs, including tobacco cessation, healthy relationships, healthy eating and sexual health. Pictured (l-r) are Tammy Turner, Health Educator; Lee Helmken, Health Educator; Amber Johnson, Nutritionist, and Michelle Cohen-Segall, Health Educator.

Health Promotion & Women’s Resource Center received Silver for the Chancellor’s Customer Excellence Awards for VOICE, Georgia Tech’s sexual and relationship violence prevention and response initiative. Pictured are (l-r) Vladimir Oge, Director, Health Promotion; Lee Helmken, Health Educator; Chancellor Hank Huckaby; Melanie DeMaeyer, Assistant Director, Women’s Resource Center; and Colleen Riggle, Director, Women’s Resource Center.
STAMPS HEALTH SERVICES

Accredited by the Accreditation Association for Ambulatory Healthcare, Stamps Health Services is part of Health & Well-Being. It is an outpatient ambulatory care center that provides healthcare to students and their spouses/domestic partners.

Fiscal Year 2016 Highlights

- Implemented FONEMED, an after-hours nurse advice line for students
- Successfully contracted with a Pharmacy Service Administrative Organization to accept most third party insurance, available for students and employees. Now Stamps Pharmacy can fill most prescriptions like other local pharmacies.
- Successfully recruited new laboratory director and physicians for Primary Care and Psychiatry
- Stamps Laboratory achieved recertification by COLA. COLA is a physician-directed organization whose purpose is to promote excellence in laboratory medicine and patient care.
- Worked with University System of Georgia to acquire a LiveHealth telemedicine kiosk to support after-hours care for the Georgia Tech community
- In partnership with the Office of Emergency Preparedness, held the first active shooter drill in an occupied building at Georgia Tech
- Successfully converted from ICD-9 to ICD-10, medical classifications reporting system
- Received 4.8 out of 5.0 on customer satisfaction survey
- Hosted Lookout Mountain Group Annual Meeting. The Lookout Mountain Group is a non-profit group devoted to advocating for the health care access and insurance needs of college students.
- Dr. Gregory Moore, appointed, Chair, Regent’s Advisory Committee on Health
- John Scuderi elected as a member of the Georgia Tech Staff Council and as Chair of the Health and Well-being Subcommittee
- Stamps Health Services planned to increase its capacity of health care services by offering after hours’ assistance. The plan was to provide a follow-up phone call within two business days to 90 percent of students with acute medical issues. Its Action Plan Progress Report showed that 100 percent of students received follow-up phone calls, denoting an increase from 82 percent the previous year.

Faith McKay, HR Coordinator, received the Campus Services June 2016 Employee of the Month. Pictured (l-r) are John Scuderi, Director, Health Operations; Paul Strouts, Vice President, Campus Services; Faith McKay; Dr. Gregory Moore, Senior Director, Stamps Health Services; and Dr. Benjamin Holton, Director, Primary Care, Stamps Health Services.

Stamps Health Services participated in campus activities: (Above) Halloween at Stamps–Berdia Brunson, Medical Assistant; Deborah Spillers, Nursing Manager; Melanie Thomas, Registered Nurse; and Tarmeakka Booker, Medical Assistant. (Right) Olympic Celebration commemorative of the Atlanta 1996 Games – Primary Care Providers: Dr. Frank Pickens, Dr. Diane Heath, and Dr. Stephen Holbrook.
Georgia Tech Human Resources (GTHR) serves a vibrant and diverse workforce at one of the nation’s top public universities while seeking to further its position as an employer of choice in the competitive Atlanta market.

During fiscal year 2016, GTHR undertook an extensive data clean-up project to improve data accuracy in Human Capital Management (HCM) systems. It also implemented a new project priority process for information technology projects.

Fiscal Year 2016 Highlights

• Fair Labor Standards Act (FLSA) 2016 Final Rule Implementation
  Campus-wide initiative to comply with federal labor rule change. Deep collaboration with Institute leadership and departments yielded a successful transition of nearly 1,000 employees to overtime-eligible status – in advance of the federal implementation deadline. It also involved unprecedented communications and information sharing, a high-touch approach, and a custom, online time-keeping system for impacted employees. Nearly 800 managers and employees attended information sessions. Content created by GTHR and posted to Daily Digest was verified by Institute Communications as being highly trafficked (>1,000 clicks), resulting in 1,451 pageviews on www.ohr.gatech.edu/flsa in a single day. That accounted for 1/8th of GTHR’s entire site traffic during a two-day period.

• Defined Affiliate Employment at Georgia Tech
  A cross-functional, cross-campus HR task force began work in September 2015 to organize affiliates. Georgia Tech affiliates have some degree of association with the Institute outside traditional employment. The challenge was to balance the welcoming nature and collaborative desires of a world-class research university with the stricter controls and concern for security required in today’s environment. At a minimum, the Institute needed to:
  - identify affiliates, know why they are here, understand and assess potential for risk, and have record of the Georgia Tech employee functioning as their campus host. In May 2016, GTHR announced a program redesign which involved the transition from one generic affiliate category to seven distinct categories to help identify and account for each affiliate.

• Total Rewards Statement
  GTHR conceived and designed Georgia Tech’s first-ever Total Rewards Statement (often called a compensation statement) for 7,200 full-time, benefits-eligible employees. Campus partners involved Institute Communications, OIT (HRIS & PCS), President Peterson and Vice President Paul Strouts, and the collateral included more than 30 variable, custom data fields for calendar year 2015. Statements showcased Georgia Tech perks and programs in one location for the first time and were mailed to employees’ home addresses. GTHR captured web traffic, and the Total Rewards Statement generated 2,549 unique pageviews, with users spending an average of 12:12 minutes on page. Those pageviews accounted for 35 percent of the population receiving the print collateral.

• Successful Launch of GTHR Website
  A year-long planning phase culminated in March 2016 when GTHR launched an entirely new web presence. The GTHR team completely revised site architecture to follow traffic flow as supported by Google Analytics and combined five different websites and microsites under one umbrella. The new site fits within Institute visual identity guidelines and is hosted on Drupal 7 CMS for a more robust user experience. After launch of the new site, the bounce rate on homepage plummeted from 60 percent to 26 percent (below industry average).

Two HR employees received Campus Services Employee of the Month awards. Charvette Webb, Director, HR Talent Acquisition, February 2016 (above), and Natalie Wood, Faculty & Researcher Immigration Specialist, April 2016. Pictured with Natalie are (l-r) Doug Podoll, Director, Global HR; (Natalie), Lori Jones, Supervisor, Global HR and Jessica Dunn, International Tax Compliance Specialist.

Dr. Kim Harrington, Associate Vice President, Human Resources, received the Gold Award for Leadership at the Chancellor’s Customer Excellence ceremonies, October 2015. Hank M. Huckaby, Chancellor, University System of Georgia, presented Kim the award.
Parking & Transportation Services (PTS) is best known for a variety of options for parking, campus transit and alternative transportation for students, faculty, staff and visitors; convenient and efficient parking and transit services; and implementing new innovations and products to meet the needs of its changing consumer base.

Fiscal Year 2016 Highlights

• Implemented a new License Plate Recognition system for the enforcement team to streamline campus parking.

• Completed work on 6th Street adjacent to Stamps Field. The completion of this work significantly improves the safety of pedestrians and cyclists in this area. By removing the parking along 6th Street, the project also improves the operation of Stingers (Red and Blue routes) using 6th Street. This project was funded through a Transportation Enhancement (TE) grant with the GDOT (Georgia Department of Transportation).

• All Parking, Transportation and Business/Technical/Financial Operations staff members participated in emergency preparedness classes to include See Something/Say Something, Active Shooter and Emergency Preparedness 101.

• Completed re-lamping of the Klaus parking deck with LED lighting fixtures. The new fixtures are expected to reduce energy use by almost 60 percent.

• Monitored electric vehicle (EV) charger usage, energy expended, greenhouse gas savings at the 11 dual-port EV chargers located throughout campus. Overall usage is generally increasing. E81-Tech Square deck is consistently the most-used charger location, followed by Visitors Area 4. Visitors Areas 1 and 3 remain very low-use. In the 2015 Commute Survey, 2.7 percent of respondents said they drove an EV to campus, which is up from 1.3 percent in 2014. See chart below.

• Parking planned to maximize utilization of all parking facilities by selling 90 percent of annual permit parking spaces. According to its Action Plan Progress Report, it sold 93 percent or 10,393 permits for the 11,141 active annual permits.

• Transportation planned to optimize Stingerette routing by confirming that no more than 5.5 percent of completed Stingerette requests would have pick-up times greater than 20 minutes. According to its Action Plan Progress Report, the average pick-up time more than 20 minutes was 5.2 percent. The new RideCell routing system demonstrated that 94 percent of riders gave their experience a 4.0 rating out of a possible 5.0 rating.

Lance Lunsway, (left), Senior Director, Campus Services, congratulated Carlton Morgan, Parking Operations Manager Senior, for receiving The Parking Association of Georgia Parking Professional of the Year Award when he was also recognized for 26 years of service to the parking industry.

Georgia Tech won the 2015 Atlanta Bike Challenge in the 2,000+ Size Category for earning 60,358 points with 18 new riders. Bike riders logged their rides on the Atlanta Bike Challenge website to be entered to win. The Georgia Tech team logged 12,211 miles, saving 8,787 pounds of carbon dioxide into the atmosphere. Parking & Transportation team members pictured here are (l-r) David Crites, Manisha Mishra, Donna Lane, Kim Council, Lisa Safstrom and Keith Trawick.

Proxima Parada, which means “next stop” in Spanish, is a TV show produced on the Sun Channel that explores modes of transportation around the world. The show’s host, Jorge Gonzalez, and his crew visited Tech on May 19, 2016 to interview (l-r) Ed Owens, Groome Transportation Operations Manager, Torise Young, Georgia Tech Parking & Transportation Marketing & Communications Manager, and Willie Harris, Tech Trolley driver, about the significance of the Tech Trolley. The next season of the show will feature travel along the United States’ east coast to include Atlanta. Along with MARTA and the Atlanta Streetcar, the Tech Trolley will be featured because it is an iconic transit mode in the city.
Procurement & Business Services continues to be recognized as a leader across multiple industries for its Procure-to-Pay processes and technology solutions and execution. The innovation, processes and technology solutions have been sought by suppliers and industry groups. The department has presented at numerous national events including SciQuest Next Level, Lexmark Inspire, Innovate and regional events for the Institute Supply Chain Management and National Association of Educational Procurement. Frans Barends, Senior Director of Procurement & Business Services, was a Keynote Speaker at the ProcureCon Asia 2016 Conference in Singapore. This conference addressed process and technology interests for an international group of Chief Procurement Officers. Several team members also served on several solution development panels.

Fiscal Year 2016 Highlights

- Procurement & Business Services implemented an RFID and Barcode tracking system for Georgia Tech’s 28,000 plus assets. This process increases asset tracking accuracy and assists in the identification of items that have moved locations. While many other universities have done department or college level implementations, Georgia Tech was the first to implement this technology across an entire institution. Other state institutions, including the Board of Regents, have subsequently engaged our solution provider. While PBS’s goal is to tag 100 percent of assets, 97 percent have been tagged which is an increase from 88 percent for the previous year.

- The Operations, Support and Analytics team has engaged in several Business Process Management reviews to assist campus customers. A solution design project was undertaken to improve the activity flow for the approval process relating to the Capital Project Budget Amendment Request Form (Budget Amendment) between Facilities and the Budget Office. A process was developed using ImageNow to electronically capture the Budget Amendment and route it through a workflow process to the appropriate individuals for review and approval. Prior to this process improvement, the Budget Amendment was a manual paper process.

- Procurement & Business Services moved the PCard reconciliation and approval process from paper to Concur, an electronic system comparable to BuzzMart (SciQuest) and the Travel & Expense System. This is an electronic process that moves 101,000 transactions and receipts to an electronic system while simplifying and standardizing the management of PCard approvals, accounting and receipts. The new process and system will significantly improve overall efficiency, visibility, reporting and audit capabilities. Concur for PCard is a single sign-on from TechWorks.

Three Procurement & Business Services’ employees received Employee of the Month honors (pictured clockwise) Teresa Holcomb (November 2015), Angela Patrick (May 2016) and Michael Barnwell (January 2016).
The Georgia Tech Student Center has a reputation for excellence both on campus and among peers in college unions across the country. Whether it is for programming expertise or help with event logistics, campus colleagues know who to contact. The Student Center Team is a group of committed professionals who work hard to provide great service, helpful resources, and community-focused programs that help bring campus to life!

The Student Center also consistently challenges processes and policies and looks to peers for best practices. However, it is the work with students that promotes Institutional effectiveness. The Student Center not only employs and develops strong student leaders that continue the Student Center’s work, but the Student Center also looks to students for guidance as to what the Student Center can do to best support the campus community. New initiatives aimed at tackling the challenges facing the campus community are most often driven by students’ reflections, ideas, and goals. With their insights at the forefront, the Student Center continues to grow and serve the campus community with efficacy and innovation.

**Fiscal Year 2016 Highlights**

- The passage of the Re(in)novation Referendum: 5,025 students voted, with 66% in favor of a new fee to support the Student Center’s renovation/expansion.

- Dr. Lindsay Bryant was named Director of the Student Center in March and received Georgia Tech’s Outstanding Management in Action Award for 2016.

- The Student Center Programs Council (SCPC) saw record attendance at many of its signature events, including 5,500 attendees for Georgia Tech Night at Six Flags, 3,513 attendees for the Homecoming Concert, 3,180 attendees for Georgia Tech Night at the Aquarium and 3,671 attendees for Sting Break.

- The Student Center hosted 10,297 reservations during the 2016 academic year.

- Paper & Clay hosted 15 workshops and 55 classes during the year, most of which had maxed out participation (30-70 students per workshop, 98 class enrollment).

The stars of the movie, *Popstar*, met Georgia Tech students in the Student Center, April 26, autographing memorabilia and taking pictures. Students also attended an advance screening of the movie that evening. Pictured (l-r) are the stars, Jorma Taccone, Akiva Schaffer and Andy Samberg.

The Student Center received a resounding Yes! Vote from Georgia Tech students in favor of building a new student center.
SUSTAINABILITY

Campus Services has shown itself to be a leader in sustainability at Georgia Tech, committing to large scale capital projects focused on energy and carbon reduction. These actions are now being adopted by other departments on campus and are demonstrating that sustainability can be an effective business model for higher education. Campus Services will continue to lead the way in putting sustainability concepts into operational outcomes, leading to both environmental stewardship and cost savings.

Fiscal Year 2016 Highlights

- Dining has completed a retro-commissioning project at Brittain Community Restaurant (formerly Brittain Dining Hall) that reduced energy consumption in the building by 40 percent. This project resulted in a 1.5 year payback for the project.

- By implementing new sustainability practices, Dining also decreased food waste by 12,075 pounds in one month (data comparison May 2016 v. May 2015)

- Parking & Transportation Services fully upgraded lighting in two more parking decks on campus, resulting in 50 percent reduction of energy usage. This project is building on the success started at the Tech Square Deck in the previous year and is already underway in four additional decks.

- Housing has implemented LED lighting in two residence halls, reducing energy bills by 15 percent.

- The success of the retro-commissioning projects in Dining has led Housing to implement similar projects in three residence halls this upcoming year.

- Campus Services has played an integral part in supporting the Office of Sustainability as they develop a sustainability plan for Georgia Tech.

- Dining began construction on the new West Campus Dining Commons, which will have several sustainability features including food waste composting programs and energy efficient lighting and HVAC (heating, ventilation and air conditioning) systems.

Adding to the campus sustainability projects, Georgia Tech Dining Services and the Student Center partner to have farmers’ markets on campus each semester. The Georgia Tech Urban Honey Bee Project is one of the vendors who participates. Pictured here are (l-r) Lena Chu and Hannah Greene, students who have been working the farmers’ market with the Bee Project honey for three years (www.bees.gatech.edu).
Funded by the sale of Georgia Tech licensed merchandise, Campus Services BuzzFunds provides student organizations and campus departments support for campus programs and events. Fiscal Year 2016, Campus Services BuzzFunds provided funding for 109 events and programs for a total of $198,380.00:

**Academics**
- BioE Day
- Campus Life Scholarships
- Dean Griffin Day
- Fulbright Symposium*
- Georgia Tech Career, Research and Innovation Development Conference
- Georgia Tech AMSA
- Pre-Health Conference
- Georgia Tech AMSA Spring Health Fair*
- High School Math Competition Interns
- Material Science & Engineering of Golf*
- MDEA Design Competition
- Step into STEM*
- Take a Prof’ to Lunch

**Community Service**
- Acts of Kindness – Fall Semester*
- Acts of Kindness – Spring Semester*
- Alternative Service Breaks
- Epic Intentions Capstone Presentations (Spring)
- First Gen Shadow Day*
- Georgia Tech Backpack/School Supply Drive
- Jingle Jog 5K for AIDS (AMSA)*
- MLK Day of Service/Sunday Supper
- MOVE: Into the Streets
- Sting Hunger Now Meal Packaging Event*
- Student Hospital Connections
- Team Buzz
- Tech Beautification Day

**Health**
- Campus Renewal Prayer Call
- Campus Safety Day
- GO TECH Health Fair
- GT Campaign for EveryBody Kappa Sigma Games – Kick the Stigma*
- Mental Health Summit*
- National Recovery Month*
- Publix Georgia Marathon

**Leadership**
- Alpha Kappa Psi Business Forum
- Business Ethics Seminar*
- Executive Round Table
- FASET Sponsorship
- FASET Training
- Georgia Tech International Ambassadors Career Forum*
- Presidents’ Council Engagement
- Presidents’ Council Governing Board Presidents’ Summit
- RRC Leadership Challenge*
- Sports Business Club Speakers Series*
- Up with the White and Gold

**Student Life**
- Chamber Choir Event Dresses*
- Dead Week Donuts
- EngageATL*
- Fresh Friday
- Georgia Tech Night at Six Flags
- Georgia Tech Night at the Aquarium
- Graduate Student Picnic
- Georgia Tech Evening of Dance*
- Georgia Tech Dance Spring Showcase*
- HAUNTech*
- Homecoming Concert

**Sustainability**
- Earth Day
- Earth Day Garden Party*

**Cultural Awareness**
- Asian American Awareness Month
- Black History Month Keynote Speaker*
- China Care Carnival – Fall Semester
- China Care Carnival – Spring Semester
- Georgia Tech China Care: Cure Your Cravings
- Georgia Tech Diwali
- India Club: Garba*
- India Club: Holi Fest*
- Indonesian Cultural Night
- Israel Fest
- Lantern Festival (Chinese Student Assoc.)
- L?NK Concern (North Korea)*
- Moon Festival
- Multicultural Programs Night of Diversity
- Pakistani Student Association
- Saqafat*
- Taste of Africa
- Taste of China*
- Taste of Latin America
- Tour of Asia

**Hydration Station**
- Relaxation Fest
- Self Defense Seminar*
- Stress Less Georgia Tech*
- Student Ambassador and Pharmacy Volunteer Appreciation

**Joystiq Jamboree (Gaming)**
- Make It with Your Bear Hands*
- Midnight Breakfast
- MLK Campus Wide Celebration
- Movie Advance Screening
- Transport: Deadpool
- NPHC Homecoming Step Show
- One Night Stand
- Open Mic and Karaoke Night*
- Public Speaking Club Hangout Night*
- SCPC Fall Festival
- SCPC Recruiting Event*
- Senior Night at the Braves Game*
- Super Bowl Showdown*
- TEDx Georgia Tech Textreme*
- Throwback Thursday*
- Transfer Student Assoc. Game Night
- Transfer Student Assoc. Registration
- Undergraduate Operations Management Society*
- Unite Conference
- VGDEV Campus Demo (fall)
- VGDEV Campus Demo (spring)
- Wreckless (Ramblin’) Run
- Wreckless Tailgate
- Wreckless Rewind

**BUZZFUNDS**

Campus Services BuzzFunds presented five students with $6,000 Campus Life scholarships. These students showed how they played a key role in and the impact of a new or enhanced program, service, activity or other initiative that significantly contributed to student life and enhanced community on campus. Pictured (l-r) are Paul Strouts, Vice President, Campus Services; Jenny Kim, Morgan Foreman, Marc Canellas, Alexis Coates, Victoria Bertasoli, and Dr. Lindsay Bryant, Director, Student Center.

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- Earth Day Garden Party*

*New Program Request
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