Executive Briefing

Fiscal Year 2013-14
10 years of Technology Square and the Tech Trolley
Table of Contents

Welcome from the Vice President ............... 4
Campus Services .................................. 5
Auxiliary Operations .............................. 6
Barnes & Noble @ Georgia Tech .............. 7
Campus Services Information Technology Group . 8
Georgia Tech Dining Services ................. 9
Housing ........................................... 10
Human Resources ................................ 11
Parking & Transportation Services .......... 12
Procurement and Business Services ........ 13
Stamps Health Services ......................... 14
Student Center .................................. 15
BuzzFunds ....................................... 16
Directory ........................................ 19
With 10 years already behind us at both Technology Square and the Tech Trolley, Campus Services is looking forward to the next 10 years. In so doing, one of our goals is to introduce money-saving programs for Georgia Tech students, faculty, staff, alumni and guests. Here are some of the ways we saved money this year:

- **The Bookstore –** Barnes & Noble @ Georgia Tech – the official Georgia Tech Bookstore where a portion of every dollar spent returns to campus – The Bookstore added rental textbooks to its textbook options, saving students $492,302 by renting 7,557 during 2013-14 academic year. Daily, the Bookstore also provides an educational discount on most technology, giving students a competitive price and in many cases a lower price than other stores. All Georgia Tech community members also receive a 20 percent discount on most store items during the Campus Appreciation Sales in December and May and Georgia Tech employees receive a 10 percent discount daily throughout the year.

- **BuzzCard –** Your Key to Campus Life – In addition to the annual BuzzCard Promotion that gives an extra $20 to BuzzCard holders who make a single deposit of $300 to their BuzzCards between July 1 and August 31, the BuzzCard dropped its processing fees to change meal plans during the first week of an academic semester, saving students $19,800.

- **Dining –** Georgia Tech Dining Services added a 10 percent bonus to all declining balance meal plans (Dining Dollars) for deposits of $300 or more, awarding $177,724 in bonus dollars this year. Because student declining balance meal plans are tax-free, students received $206,397 in tax savings. Dining “rolled-over” declining balance meal plans from fall to spring semester so that people did not “lose” money from one semester to another. Also, Dining continues to offer 10 percent discount to Georgia Tech employees who eat at any of the three dining halls daily – show your “Faculty/Staff” BuzzCard to get the discount.

- **Parking & Transportation Services –** Parking & Transportation Services created a video, “Where does your Parking and Transportation Dollar go?” to educate the Georgia Tech community on how much money goes to debt and other services. It also started the BuzzBike program so that students and employees may rent bicycles at a low rate to travel campus during the semester, leaving their cars at home and saving money. The transit system transports more than 2.8 million people annually and can save each person more than $9,000 annually by not having a car (based on AAA statistics).

- **Stamps Health Services –** Stamps started a “Get Yourself Tested” campaign and dropped fees for sexually transmitted disease testing, saving students $26,000 annually.

- **Student Center –** Bringing Campus to Life – The Student Center plans programs for students, faculty and staff. Free outdoor movies and specials in Tech Rec (bowling, billiards and gaming) are two of the programs. By offering discounted tickets as part of Georgia Tech Night at Six Flags, the 4,700 attendees saved $191,200 and by offering lower Student Center room reservation rates to student organizations, the 4,917 groups that used a room this year saved $467,012.

For up-to-date information on these and other cost-saving programs and services, visit us at:

- ImportantStuff.gatech.edu
- Facebook.com/GTCampusServices

See you on campus!

*Paul A. Strouts*

Vice President

Campus Services
Campus Services

Campus Services strives to enhance the quality of student, faculty, staff and visitors’ lives by delivering a variety of essential goods and services with an emphasis on creativity, innovation, and customer service.

In addition to the nine departments described throughout this booklet, Campus Services has an administrative office devoted to strategically and tactically consolidating services into one Campus Services and thereby one Georgia Tech.

These administrative services include:
- Capital Projects
- Communications
- Finance
- Sustainability

We track expenditures and budget renovations on new and existing services and communicate and inquire of our students, faculty and staff ways to better serve them. We also focus and monitor our efforts on sustainability.

Campus Services published its 14th annual Customer Satisfaction Survey on its website, ImportantStuff.gatech.edu, recording 14 years of data and showing most departments scoring in the 4s in overall satisfaction ratings (Ratings based on a 1:5 scale with 5 being the highest rating. Complete 240-page report at ImportantStuff.gatech.edu - Publications).

In its seventh year, Campus Services changed its Leader 2 Leader program from a one-day Saturday meeting to monthly luncheon meetings during fall and spring semesters, providing a constant opportunity for students to discuss Campus Services’ department improvements during luncheons (read about the Leader 2 Leader program on ImportantStuff.gatech.edu – Make your voice heard with Leader 2 Leader).

CELEBRATING LEED

The North Avenue Dining Hall placed a plaque in its facility recognizing its LEED Gold certification. Front Row (l-r) – Lisa McClain (Sodexo Human Resources), Kim Wilson (Facilities) and Staci Flores (General Manager, Georgia Tech Dining Services). Back row - Rich Steele (Senior Director, Auxiliary Operations), Brian Losonksy (Manager, North Avenue Dining Hall), Howard Wertheimer (Director, Capital Planning & Space Management), Jay Jenkins (Capital Projects Director, Campus Services), Scott Jones (Director, Facilities Design and Construction), Paul Strouts (Vice President, Campus Services) and Chuck Rhode (Vice President, Facilities Management).
Auxiliary Operations

A component of Campus Services, Auxiliary Operations supports financial, administrative, operational, purchasing, capital development and contract management for these units:
• Barnes & Noble @ Georgia Tech and Burdell’s Convenience Store
• Georgia Tech Dining Services and Catering
• Student Center, Post Office and The Historic Academy of Medicine at Georgia Tech
• Retail Shops at Technology Square
• Child Care Centers (The Children’s Campus @ Georgia Tech and the R. Kirk Landon Learning Center)
• Vending and laundry services throughout campus
• Other contracts (secondary caterers, ATMs, MTVU, Coca-Cola)

Fiscal Year 2013-14 Highlights

• LEED Gold Certifications – Received for North Avenue Dining Hall and the restoration at The Historic Academy of Medicine at Georgia Tech.
• Walmart On-Campus – Opened in August 2013 providing more than 2,800 products in its grocery, supplies and electronics sections. The Walmart Pharmacy, located inside Walmart On-Campus, is a full-service pharmacy and offers the same $4 prescriptions found in its full-size stores.
• The Children’s Campus @ Georgia Tech - located at 10th and Home - Received approval and funding for Georgia Tech’s second Georgia Pre-K Classroom.
• R. Kirk Landon Learning Center – Celebrated 10 years of service to the campus and community. The Center received renovations that included exterior paint and pressure washings of sidewalks, windows and siding. Furniture was also replaced as well as an industrial-sized refrigerator and freezer.
• Tech Square 10th Anniversary – The campus celebrated “A Decade of Innovation” with participation from all retail operators on 5th Street.
• DePoe Eye Center – Opened a new eye center in the Student Center Commons, following the Tech Dentistry business model, with DePoe operating with its own employees.
• By request, Dining Services brought Food Trucks to campus that are available Monday – Friday from 11a-2p parked in the Clough turn-around and by the College of Computing. Contracted through Sodexo, the trucks are set-up to accept Dining Dollars, BuzzFunds, Cash and Credit. They are also available as approved caterers.
• Dunkin’ Donuts began a pilot, online ordering system, grub2go, to help shorten the wait for Georgia Tech’s morning coffee.

Country’s Most Popular Waffle House
BuzzFeed.com, in conjunction with Foursquare, determined which of the more than 1,700 U.S. Waffle House locations were visited the most. Georgia Tech’s Waffle House ranked number one, citing the Georgia Tech Waffle House as receiving an 8.1 out of 10 rating, including good review comments from its customers. BuzzFeed is a leading social news and entertainment company that has an audience of more than 100 million followers.
Barnes & Noble @ Georgia Tech – a 43,000 square-foot bookstore, located at 48 5th Street in Technology Square, includes a full-service, 65-seat Starbucks café and is dedicated to fulfilling the educational needs of students, faculty, and staff.

The Bookstore supplies textbooks, Yellow Jacket apparel and gifts, general office supplies, computers and technology accessories along with an 80,000-title selection of general reading materials.

Carrying the largest inventory of textbooks adopted for Georgia Tech courses in the area, the Bookstore saves students 25 percent on used textbooks, up to 60 percent on digital textbooks and more than 50 percent on rental textbooks.

Within the Bookstore, The Technology Store @ Georgia Tech sells computers, iPads, accessories and software and has an in-house repair service.

Compliant with the Georgia Tech mandatory laptop requirement, The Technology Store (404-894-2377) offers students the ability to purchase computers in-store or online for the three approved vendors, Apple, Dell and Lenovo.

Visit the Bookstore website at www.shopgatech.com for gifts and apparel or www.techstuff.gatech.edu for technology needs.

Fiscal Year 2013-14 Highlights
• Began a pilot program for Athletic textbook sales, assisting Georgia Tech athletes with textbook purchases, saving them time
• Held a Freshmen VIP Shopping Event the Saturday before fall classes, assisting more than 1,500 students with school supply purchases
• Hosted four large-scale author events:  
  o The winner of Bravo’s Top Chef All-Stars, Richard Blais, a successful chef, restaurateur, cookbook author and television personality, signed his cookbook, Try This at Home
  o Andy Cohen, executive vice president of development and talent at the Bravo cable television network, a subsidiary of NBCUniversal, discussed and signed his book, Most Talkative
  o John D. Cressler, Georgia Tech Professor, Electrical and Computer Engineering, signed his novel, Emeralds of the Alhambra
• Ranked #2 in all of Barnes & Noble College stores for sales of promotional items
• Rearranged the store layout to highlight performance products, making it possible for students and other customers to more easily locate exercise apparel
• Partnered with both campus and community organizations to hold more than 30 off-site trade book events
• Rented 7,557 textbooks for a student savings of $492,302
The Campus Services Information Technology Group (ITG) is comprised of Application Services, Technology Support Services, Finance, Residential Network Services, and the BuzzCard Center teams, which offer support and assistance to Campus Services and the entire Georgia Tech Community.

The many services provided include desktop, server, and information security and network operations support; project management, middleware development and integrations, and website development; support of all Housing residents with audio-visual, cable television and network connectivity; and, card production and transaction (access, debit, and meal plan) processing.

Our goal is to deliver best-in-class technology solutions and support services that enable our customers to advance and evolve their offerings to the Institute and campus community.

BuzzCard Center
The BuzzCard Center is the all-campus card center located on the second floor of Barnes & Noble at Georgia Tech. The BuzzCard Center administers and supports the all-campus card system, BuzzCard production, meal plan administration, and gtID# request processing.

The BuzzCard is the official Georgia Tech identification card and provides secure access to a variety of campus-wide services and systems such as meal plans, access to athletic events, vending, bookstore, residence halls, and on-campus restaurants. It is Your Key to Campus Life!

The BuzzCard is also used as a personal on-campus debit card and is accepted at more than 200 campus locations. By placing money on the BuzzCard either at the BuzzCard Center, BuzzCard ATMs (see www.BuzzCard.gatech.edu for locations) or online at the BuzzCard website, students, faculty and staff may draw upon pre-deposited funds for the purchase of products and services throughout campus.

Residential Network Services (ResNet)
ResNet is the Housing one-stop-shop for all resident network and technology support needs. The Wreck Tech Associates provide support for the following:
- Audio/Visual Equipment
- Cable TV
- Student Computers
- Wired and Wireless Network

For more information, visit the website at ResNet.gatech.edu.

Fiscal Year 2013-14 Highlights
- Constructed a five-year strategic plan that identifies the priority goals and objectives necessary for ITG to successfully achieve its mission of delivering best-in-class technology solutions and support services. The plan contains six goals centered on: Transformational Technologies, Organizational Effectiveness, Disaster Recovery/Business Continuity, Business Intelligence, Customer Service, and New Business Opportunities.
- Deployed our Extract, Transform, Load DataStage production environment and created a partnership with GTRI for DataStage operations and development.
- Adopted usage of AtTask and Team Foundation Server (“TFS”) solution as our project management and software development environments; and further expanded our IT project collaboration with Business Services and the Office of Human Resources.
- Established a new collaborative, agile development practice with the Office of Information Technology (OIT) Enterprise Information Systems team and successfully launched the Ethics Attestation application using the new approach.
- Developed a SharePoint 2010 version of the Institute’s responsive web design template, enabling Campus Services business units to deploy mobile enabled websites; began transitioning all websites to the new template.
- Deployed the Microsoft Business Intelligence (“BI”) stack, providing Campus Services with a standardized platform for publishing performance metrics and dashboards.
- Converted the BuzzCard Online Account management from “eCard” to “eAccounts,” enabling single-sign-on and improved service offering, including access to meal plan transaction data.

- continued on page 17 -
Georgia Tech Dining Services offers convenience and variety supported by 20 locations on campus. With four all-you-care-to-eat dining halls, it is easy to find diverse food choices. North Ave, Brittain, Woodruff and Edge Dining Halls have made-to-order items, a full-service bakery, international cuisine and much more. Meal plans are available to all students and are designed to provide quality and flexibility at an array of price points.

Some of the national brand restaurants and local campus favorites include Chick-fil-A, Pizza Hut, Dunkin’ Donuts, Taco Bell, Subway, Zaya Mediterranean and Freshens Smoothies. The Student Center Food Court includes Rosita’s Cantina, Far East Fusion, AFC Sushi, Essential Eats, Café Spice and action stations. Other locations around campus include a full-service Starbucks in the Clough Undergraduate Learning Commons and Freshens at H2O Café in the Campus Recreation Center. Convenience store, Westside Market, Ferst Place, an upscale restaurant located on the third floor of the Student Center, and Highland Bakery in the Bradley Building round out campus dining offerings.

Georgia Tech Catering Services is another part of Dining Services which caters anything from breakfast meetings to weddings. The Football and Basketball Athletic Suites are also managed by Catering Services.

- continued on page 17 -

Fiscal Year 2013-14 Highlights

- Added Elite Events in Resident Dining and Retail: Crave Italian, Seafood House, Meatball Mania, Bodacious Burgers, Stone Steakhouse and Meet the Chefs
- Hosted International Global Chef event (chef from Australia)
- Offered more flexibility with meal plans: Implemented roll-over capabilities of Dining Dollars and 10 percent discount to Faculty and Staff at North Avenue, Brittain, and Woodruff
- Rebranded Catering with menus (Flavours, Shoestring), vehicle wraps, and online ordering at Highland Bakery and Dunkin’ Donuts
- Added more locations to QBOT loyalty rewards program and introduced a coupon savings book
- Sustainability Efforts: Added herb garden and LeanPath waste tracking system
- Opened Highland Bakery in Bradley Building
- Opened Highland Bakery Express in the Library
- Added operating hours to North Avenue, our premiere dining venue
- Added food trucks to the Dining profile
- Added Great Wraps’ breakfast program
- Added Domino’s Delivery Pizza partner to Dining profile
Georgia Tech Housing

Georgia Tech Housing is a residential campus community consisting of 45 undergraduate and graduate residence halls with 8,500 beds and an additional 300 family/graduate student housing apartments.

Undergraduate residence halls range from double occupancy rooms with community baths to single bedrooms in apartments with shared kitchens and bathrooms. All rooms have high-speed and wireless Internet and cable television with the most comprehensive line-up of networks on any campus television system in the world.

Residents have access to residential fitness centers and laundry rooms with machine availability notification through the Internet or cell phone via www.laundryview.com.

The award-winning Freshman Experience program helps incoming freshmen to build solid personal and academic foundations.

The Residence Hall Association gives residents representation, leadership and promotes social, academic and recreational activities.

ThinkBig

Georgia Tech's upperclassmen, living-learning communities are called ThinkBig and are designed to bring exciting out-of-the-classroom experiences to students through events and meaningful interactions between students and professors and a community where people are able to dive into particular topics of choice. This interaction is fun and engaging, allowing students to explore something outside the classroom—not more "homework!" For more information, visit ThinkBig.gatech.edu.

Conference Services

Georgia Tech Conference Services is the conference's connection to all that Georgia Tech and Atlanta have to offer. We provide a full line of conference and event services with lodging and meeting space available between late May and early August. We also offer assistance with transportation, parking, dining and off-site event and conference program coordination.

We have successfully accommodated programs ranging from 50-6,000 attendees for events such as:

- Youth Leadership Training Programs
- Professional Development Conferences
- Sports Camps
- Government Agency Seminars
- Religious National Conventions
- Institutes and Seminars
- Professional Association Meetings
- Corporate Events

For more information, visit www.conference.gatech.edu.

Georgia Tech Cable Network

GTCN is Georgia Tech's exclusive television service featuring more than 100 all-digital channels. The customized lineup lets students watch 45 high definition networks and 22 international channels.

The resident TV package includes premium entertainment and sports channels such as HBO HD, ESPN HD, MLB HD and NBA HD. Plus, Channels 2.2 and 2.3 are dedicated to Georgia Tech content and GTCN's own award-winning student productions. Stay tuned to GTCN - Totally Television - Totally Tech - and GTCN.gatech.edu.

Fiscal Year 2013-14 Highlights

- Opened Spring 2014 with 95% Occupancy for Single Student Housing and 96% for Family Housing
- Conference Services accommodated 7,309 residential guests, over 10,000 total attendees at conferences, camps, and training institutes totaling 82,772 bed-nights
- Conference Services arranged for the sale of 1,102 daily, weekly, and monthly parking permits, as well as 105,290 dining hall meals served on meal plan, thousands more at catered events.
- 122 total Interns were accommodated this summer; approximately a 200% increase from summer 2013.
- Dan Dykstra began his term as President for ACCED-I Board of Directors, and John Nussear began his term as Regional Director-Elect
- GTCN set a record for new video production work. Both the Office of Human Resources and the GT 1000 program (Academic Success Center) turned to GTCN's resources to complete their ideas for a video series
- Conducted steam cleaning /duct cleaning with test and balance of 8 ERU and 8 AHU HVAC equipment units in Eight Street East, Eight Street West, Sixth Street East and North Avenue Apartments with 320-room fan coil units. Performance is back to 80 percent of the equipment's original capacity at 25 years of age or greater.
- Executed a plan to expedite the cleaning and maintenance process from 110 days to complete 52 buildings to a 26-day turnaround of the same facilities while managing summer cleaning and major conferences.

- continued on page 18 -
Georgia Tech Human Resources (HR) is the people unit. We partner with employees, managers, and leadership to maximize talent and set the standard as an employer of choice.

Universities with the best talent will always rise to the top, and so finding, developing, and supporting that talent should be among an organization’s most important tasks. In HR, our role is to help the Institute recognize people as strategic contributors. We also help our senior executives craft innovative strategies that allow them to utilize our employees’ talents to advance the Institute’s mission and to build our international brand and reputation.

Units within HR include:

- **Workforce Strategies**
  - Talent Management (Talent Acquisition, Performance Consulting)
  - Workplace Learning & Professional Development
  - Culture, Diversity & Inclusion
- **HR Services**
  - Total Rewards (Benefits and Compensation)
  - Payroll
  - Customer Service Center
  - Records
- **Global Human Resources**
  - Immigration & Visas
- **HR Business Partners**, the HR generalist function. Senior HR professionals embedded within colleges and units who help deans and vice presidents maximize their human capital.

For more information, visit our website, [www.ohr.gatech.edu](http://www.ohr.gatech.edu).

---

**Fiscal Year 2013-14 Accomplishments**

**HR Built Nationally Recognized Employee Resource Groups**
- HR focused on ways to increase employee engagement, better connect employees to each other and to the Institute, and help managers model inclusive excellence.
- HR launched a set of six Employee Resource Groups (ERG’s), and in the first year of the program, grew memberships to more than 700 and created 72 leadership opportunities. Participation is from faculty and staff.
- Web of Brilliance – GT’s new ERG for Introverts – was recognized as the first of its kind in the U.S.

**HR Protected Georgia Tech from Risk and Potential Liability**
- Employment eligibility verification is becoming increasingly visible on the national and state level.
- HR identified and eliminated a potential $1.5M liability by developing an online verification process and completely eliminating the use of paper forms.
- The process is now easier for employees, and we estimate that the changes have reduced processing errors by at least 85%.

**HR Supported Georgia Tech Families in Need**
- Each year, as children go back to school, HR offers a hand up to Georgia Tech families who may be making tough financial choices.
- HR led Buzzin’ Back to School, a school supply drive by Georgia Tech families for Georgia Tech families.
- HR organized a group of 50 Georgia Tech staff volunteers who filled 438 backpacks with school supplies and distributed them to Georgia Tech employee families with children who may not otherwise have had what they needed for school.

**HR Developed the Knowledge, Skills and Abilities of Our Workforce**
- HR seated more than 1,400 individuals in professional development classes. Of those employees who participated, 95% reported having a positive experience using the skills and knowledge they acquired in classes.
- HR completely redesigned instructor lead and web-based learning in five core areas: Leadership, Performance Management, Communication, Customer Service, and Diversity.
- HR helped more than 350 people to better utilize their benefits and find new paths to good health by creating Be Well, an engaging new benefits and wellness information series for faculty and staff.
- HR launched the New Employee Experience pilot series, designed to prepare new employees to succeed at Georgia Tech. By connecting new faculty and staff to the strategies, direction, people, and places that are a part of Georgia Tech, the New Employee Experience increases employee productivity beginning on the first day of employment.
Parking & Transportation Services

Parking and Transportation Services (PTS) provides the entire campus community with convenient and reliable methods of traversing the Georgia Tech campus.

The Driver’s Seat is the online parking permit sales website where Georgia Tech Parking may be purchased anytime. For more information, visit driverseat.gatech.edu.

Parking
Because Parking customers have a variety of needs—daily drives to campus, occasional parking for special events and Institute business, parking during odd working hours—Parking provides a number of parking solutions to fit every situation. In addition, PTS offers annual online registration for preferred parking, parking services and staffing for special events, and regular enforcement and maintenance to ensure that permit customers have regular access to their assigned parking locations.

Transportation
PTS provides the Institute with reliable transportation within the campus borders and surrounding areas via the Tech Trolley, Stinger buses, and the Midnight Rambler.

The Stingerette Nighttime Service provides safe rides for the campus community from 6:00 p.m. to 7:00 a.m. through online, telephonic and smartphone ride reservation systems.

The Stingerette Paratransit Service assists students with temporary or permanent mobility impairments in traveling across campus.

The Gotcha Ride (www.TheGotchaRide.com) adds another service to transport students, faculty, staff and visitors. The newest alternative transportation, The Gotcha Ride is free (student drivers appreciate tips) and runs Monday-Friday, 8 a.m.-5 p.m. and Monday-Saturday 9 p.m.-2:30 a.m. on campus, to Midtown, Downtown, Home Park and Atlantic Station. Call 855-GTG-Ride for service.

MARTA and other Metro Transit Passes
PTS offers discounted passes to the campus community for the Metropolitan Atlanta Rapid Transit Authority (MARTA), Georgia Regional Transportation Authority (GRTA) Xpress bus, Cobb Community Transit (CCT) and Gwinnett County Transit (GCT).

Zipcar
Zipcar is a membership-based, car-sharing company that provides exceptional discounts for students, faculty and staff. Rentals include gas, maintenance and primary insurance.

Zimride
Zimride is a social networking site for ride matching. Customers can create an online profile featuring vehicle photos, personal preferences and price negotiations and partner with others who need rides for carpools, trips or outings.

Fiscal Year 2013-14 Highlights

- Initiated major repair work in Peters parking garage to extend the life of the structure.
- Handled special event parking on campus, including football games, swim meets, Ferst Center programs and the U.S. Secretaries of Defense Conference.
- Repaved and restriped the W21 parking lot.
- Facilitated the PTS Peer Review conducted by representatives from Princeton University, Texas A&M, and LSU.
- Facilitated the 8th Street streetscape project that installed new sidewalks, redesigned the on-street parking to visitor parking, and repaved 8th Street. Visitor parking is now controlled by a new Parkeon Multi-space meter.
- Facilitated the Mason Building renovation move to IPST and back with parking access.
- Created The Driver Seat parking account management system.
- Installed high speed roll gates at the Williams St. entrance/exit of the Tech Square (E81) parking deck and in the Klaus deck.
- Installed a Parkeon multi-space meter at the NAA metered visitor parking area.
- Implemented the Park Mobile pay by phone application at the parking lot on 14th Street and the W31 IPST lot on 10th Street.
- Completed the installation of new bus/trolley shelter by the CRC/Health Stamps Center.
- Installed padded seating in all eight trolleys.
- Began a new additional full-size bus (32’) for the Emory Shuttle.

- continued on page18 -
Procurement and Business Services manages and provides service support for the “Procure-to-Pay” (P2P) process and supporting business processes and related systems. These activities support the procurement and payment of goods and services, asset management and disposal, travel, and insurance in support of Georgia Tech’s instructional, research, and public service programs.

Procurement & Business Services includes these sections:

- **Accounts Payable** (AP) provides prompt and accurate payment of the non-salary expenditures of the Institute which are within the regulatory framework established by federal, state, and Institute authorities. AP also manages tax compliance related to IRS 1099 reporting and nonresident alien tax compliance. Accounts Payable processes about 97,000 vouchers annually.

- **Operations, Support and Analytics** provides production support, systems support, process integration and analytics for department operations. They provide support to core software platforms used in Purchasing, Accounts Payable, Travel, Property Control and PCard. The group also provides daily production support for the department and supports Imaging integrations in Purchasing, Payables and Travel & Expense systems and operations. This team manages system support upgrades and campus support to more than 900 ImageNow campus users.

- **BuzzMart** (Georgia Tech’s eBusiness system) delivers a single point of access using SciQuest and PeopleSoft. It incorporates eProcurement, eCatalogs, ePayables, eReceipt of goods and services, electronic workflows and approvals, all linked to the Georgia Tech imaging system.

- **Vendor Management** registers, qualifies and classifies vendors for payment and government reporting requirements, including foreign restricted vendor screening, IRS TIN matching, and e-Verify reporting.

- **Insurance & Claims Management** protects the Institute’s assets and resources by identifying exposures to be covered by state insurance programs or separate commercial insurance policies and obtaining insurance payments for covered losses. The Institute insures more than $2.4 billion in combined assets.

- **Logistics/Surplus** supports disposal, transfers and pick-up of surplus items campus-wide.

- **Procurement Card (PCard)** provides Purchasing Card program management in conjunction with State, Board of Regents and Georgia Tech policies and regulations. From FY2011, PCard usage has decreased by approximately $20 million and 50,000 transactions. The PCard is used for authorized business purchases within the delegated authority limit. The PCard is the Institute’s tool for miscellaneous purchases of goods, services, and business-related items less than $2,500. Cardholders must follow State and Georgia Tech purchasing guidelines.

- **Property Control** is responsible for inventory and asset management for more than 130 campus units and 25,000 assets.

- **Purchasing** manages the acquisition process for goods and services, providing the best value and quality for equipment, supplies and services in a timely manner within the guidelines established by Federal, State and Institute policies. This generates more than 50,000 purchase orders annually.

- **Travel** processes Travel and Expense reimbursements for Georgia Tech and official visitors and manages the travel program, including Concur web booking. The Travel Team processes approximately 41,000 reimbursements annually.

Fiscal Year 2013-14 Highlights

- **Procurement and Business Services** played a key role in Georgia Tech achieving a rare **100 percent audit score** for the **2013 Federal Contractor Purchasing Review (CPSR)**. This is an increase from 2010’s 87%. The audit was conducted by the Office of Naval Research (ONR). A successful audit review is critical to obtaining Federal funding. Georgia Tech received an extraordinary 100 percent, in which 90 percent is considered exceptional.

- **2013** showed significant growth in transactional business: purchase orders grew 23 percent; document imaging increased by 10 percent; e-invoices (versus paper) increased 27 percent; and electronic payments increased by 107 percent.

- **PCard usage declined** approximately 25 percent year-over-year. This decrease supports Georgia Tech’s management focus to shift transactions to **BuzzMart**, providing for greater audit and visibility.

- **Purchasing** implemented spend analytics utilizing Spend Compass Business Analytics tool from the Education Advisory Board. This tool provides analytics and peer cost benchmarks which aided in gaining significant negotiated savings with a number of suppliers.

- continued on page 17 -
Our mission is to promote the health and well-being of the Georgia Tech community by leading public health initiatives, developing health education and promotion activities, training new health care professionals and providing direct patient care to students, faculty, staff, and the larger campus community through readily available, high-quality health services.

Our state-of-the-art, 40,000-square-foot facility within the Joseph Brown Whitehead Building (740 Ferst Drive) provides primary care, sports medicine, women’s health, psychiatry, travel, immunization and allergy care.

Our staff consists of board certified physicians and certified nurse practitioners and physician assistants. Our professional staff also includes registered nurses, medical assistants, pharmacists, health educators, and laboratory and radiology technologists. There is an on-site pharmacy, laboratory and radiology as well as nutrition services.

Appointments are required for most services. The student health fee covers most medical services rendered at Stamps Health Services; it is not health insurance. Other services are offered at a reduced cost. Students’ spouses and domestic partners are also eligible with payment of the health fee or on a fee-for-service basis. A student health insurance plan is available. For more information, please visit www.health.gatech.edu.

General Services Covered by the Health Fee:
• Unlimited visits to a clinician in Primary Care and Women’s Health and limited visits to Psychiatry.
• Other services include
  - X-ray/interpretation by radiologist
  - Consultations with a pharmacist
  - EKG
  - Travel Clinic consultations
  - Urgent care & first aid
  - Flu Shots
  - Some lab tests
  - Pregnancy testing
  - Health Promotion services
  - Blood pressure screening

The health fee allows these services to be offered at a low cost:
• Psychiatry Clinic
• Laboratory testing
• Allergy Clinic
• Prescriptions
• HIV testing

Health Promotion
Health Promotion services are available to all Georgia Tech students, spouses, domestic partners, and organizations seeking information and counseling on various health topics. The mission of Health Promotion is to promote a campus environment that is conducive to the adoption of healthy lifestyle choices that lead to the academic, personal, and professional success of Georgia Tech students.

Located on the second floor of the Health Services Building, Health Promotion practices a concept of wellness based on preventive education and self-responsibility. Some services include:
• Wellness/health education seminars
• Information resource center
• Individual consultations for personal health planning
• Program development service for campus organizations and student groups
• Peer education seminars
• Nutritionist consultation on an affordable fee-for-service basis

We envision a healthy Georgia Tech community that fosters an environment of academic success and personal development for everyone. For more information, visit www.health.gatech.edu.
The Student Center & Stamps Student Center Commons offers facilities, essential services, and life-shaping programs to the Georgia Tech Community.

Located in the heart of campus, the Center offers 14 meeting rooms with seating for 12 to 500, a full-service post office, information desk, automatic teller machines, theater, ballroom, box office, and a computer lab.

As the central hub for campus life, the Student Center provides a complete range of social, artistic, cultural, and recreational activities for both students and the campus community to enjoy.

With eight bowling lanes, 10 billiards tables, a video game lounge, darts, and more at discounted rates, Tech Rec gives Georgia Tech a place to relax and have fun. Paper & Clay, the campus art studio, is equipped with everything the campus community needs to explore its creative side, including pottery, sewing, stained glass, and more.

Students looking for more involvement can join the Student Center Programs Council (see below) to participate in the planning and execution of campus programming. The Student Center also offers a diverse array of student employment opportunities that allow students to engage the campus community outside the classroom and develop their professional skill set.

The Student Center and Stamps Commons are also host to the Student Government Association, the Office of Leadership and Civic Engagement, WREK Radio, Under the Couch (music lounge), Kaplan Test Prep, Burdell's Convenience Store, DePoe Eye Center, and several Georgia Tech Dining food venues. Another important part of the Student Center's offerings is The Historic Academy of Medicine at Georgia Tech, a special events venue steeped in history and tradition.

Student Center Programs Council (SCPC)
The Student Center Programs Council is comprised of nine committees dedicated to bringing campus to life: Arts and Culture, Atlanta Life, Comedy and Entertainment, Concerts, Festivals, Homecoming, Movies, Options, and Ramblin’ Nights. All events are envisioned, organized, and executed by students in collaboration with the Student Center staff.

The nine committee chairs are members of SCPC’s Board led by the President, Vice President of Campus Relations and Recruitment, and Vice President of External Relations and Finance. Officers focus on providing the guidance and resources necessary for chairs and their committees to perform at the highest level and provide the highest quality of programming possible. The leadership opportunities within SCPC are a perfect training ground for Georgia Tech students.

Fiscal Year 2013-14 Highlights

• The Homecoming Concert on Tech Green attracted 1,300 students on Halloween night.
• The former Craft Center was renovated and the new space, Paper & Clay, has increased campus participation, adding new workshops and classes for the Georgia Tech community. Since renovation, more than 7,000 members of the campus community have taken advantage of the space, more than doubling previous headcounts.
• The Student Center hosted 8,905 reservations during the 2013-2014 academic year.
• The Campus Activities Programming Magazine for the National Association of Campus Activities featured Tasha M. Myers in the “Ten Questions with….” column, a monthly feature to recognize campus activities professionals for their outstanding work and to introduce them to the organization.
• The Georgia Tech Graduate Student Government Association recognized Kim D. Harrington as the 2013 Friend of the Georgia Tech Graduate Students and they awarded her the 2014 Infinity Award.
• The Association of Campus Unions International Region 6 awarded the student marketing manager of Paper & Clay, Kayla Nightingale, the Bright Idea Student Award for her work with the logo development and marketing of the recently renovated space.
• The Student Center renovated its Ballroom floor.
• When Georgia Tech was closed for the winter storm on February 11-13, 2014, Tech Rec gave free games to students with valid BuzzCards, making Tech Rec three or four times more busy than usual for those few days, increasing the average monthly headcount by more than 700 students.

- continued on page 17 -
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 2013-14, Campus Services BuzzFunds provided funding for 109 student organizations and campus departments. These events and programs included:

### Academics
- College of Architecture Networking Mixer
- Georgia Tech Research & Innovation Conference 2014
- High School Math Competition
- IIE Department Polo Shirts
- INSPIRE/2 Workshop*
- Internships
- South Quad Conference*
- Take a Prof to Lunch
- TechTalks*
- Undergraduate Research Kaleidoscope (fall and spring)

### Community Service
- Alternative Service Breaks
- Campus Closet*
- Celebration of Service
- CHI Carnival Night at Atlanta Mission*
- Epic Intentions Final Project Expo*
- FASET Community Connections
- FASET Evening Social Service Project*
- Georgia Tech Backpack/School Supply Drive
- MLK Day of Service
- MOVE; Hunger and Homelessness Awareness Week
- MOVE: Into the Streets
- Publix Georgia Marathon Hydration Station
- Stop Hunger Now Meal Packaging Event
- Student Hospital Connections
- Team Buzz
- Tech Beautification Day
- Tech the Halls

### Cultural Awareness
- Asian American Awareness Month
- China Care Carnival
- Civil Rights Tour of Memphis, TN
- Cuba Conference*
- Dinner and a Documentary*
- Georgia Tech Diwali Celebration*
- Georgia Tech China Care: Cure Your Cravings
- India Run for Hope
- Indonesian Cultural Night*
- Israel Fest 2014
- Marvelous Encounter*
- MLK Campus Wide Celebration*
- MLK Sunday Supper*
- Multicultural Programs for 2013-14
- Onyx Ball
- Out Week Acceptance Fair*
- Rethink (Disabilities Awareness)
- So You Think You Can Step?!
- Taiwanese Night Market*
- Taste of Africa
- Taste of Latin America

### Health
- Bellwood Health Day 2014*
- College Response*
- Georgia Tech Campaign for EveryBody Week 2014
- iPrevent 2013
- My Student Body
- National Recovery Month*
- Ripple Effect Flash Mob*
- Sexual Assault Awareness Month*
- Student Ambassador and Pharmacy Volunteer Appreciation

### Leadership
- AIESEC's Youth 2 Business Forum*
- Black Leadership Conference
- BuzzFunds Review Team
- Buzzinga
- Executive Round Table
- FASET Sponsorship
- FASET Training
- Georgia Tech Leadership Conference
- GT 4 ATL: Meet the Council*
- Presidents' Council Networking Night (fall and spring)
- President's Summit 2013
- Student Leader Retreat
- Up with the White and Gold
- Veteran Student Reception / GTAFSO*
- Women's Awareness Month
- Women's Leadership Conference

### Student Life
- Bike Week 2013
- Dean Griffin Day*
- Design for America @ Georgia Tech*
- En2Em Social Enterprise Career & Volunteer Fair*
- Fall Frenzy*
- Friday Buzz
- Gamefest
- GameX*
- George P. Burdell's Birthday*
- Georgia Tech Night at Six Flags
- Georgia Tech Night at the Aquarium
- Graduate Student Picnic
- Homecoming Concert 2013
- International Student Football Clinic*
- Music Tech Fest*
- One Night Stand
- Oral Traditions from the Holocaust*
- TechList*
- VGDev Campus Demo*
- Whiteout T-shirt for the GT v VT game-
- Wreck Tech Rec
- Wreckless America: Home of the Rave
- Wreckless: It's Pasture Bedtime

### Sustainability
- Earth Day
- Energy Expo*
- Fall 2013 Sustainability Forum
- No Frills 2014*
- Spring Sustainability Forum
- UNICEF Water Walk*
- World Water Day

One of the busiest Graduate Student events, the annual Graduate Student Picnic sees more than 2,000 students. Buzz and Ahsan Khan (SGA VP for Campus Affairs) attended the 2013 Picnic. Campus Services BuzzFunds provided funding for food.
A new law (SB160) mandated e-Verify for all service contracts $2,500

Tech Beautification Day returned to campus in the form of organic fertilizer utilized during from local landfills. This waste is then taken to a compost farm and diverted to our list of green initiatives. Services will significantly reduce greenhouse gas emissions generated tracking and minimizing pre-consumer waste, Georgia Tech Dining screen displays, track pre-consumer food waste in real time. By past year, Dining Services introduced a waste-tracking system called much local food as possible to decrease our carbon footprint. This initiative is to purchase as natural diet but we also want to support our local community. We are dedicated to saving energy and protecting the environment through our sustainable practices, such as decreasing energy and water usage while reducing waste. Part of this initiative is to purchase as much local food as possible to decrease our carbon footprint. This past year, Dining Services introduced a waste-tracking system called Lean Path, in which digital scales, accompanied by intuitive touch screen displays, track pre-consumer food waste in real time. By tracking and minimizing pre-consumer waste, Georgia Tech Dining Services will significantly reduce greenhouse gas emissions generated by food waste. This year, we added the establishment and growth of a campus Herb Garden to our list of green initiatives.

Another initiative which continues to be a priority, is composting. To date, more than 905 tons of waste has been composted and diverted from local landfills. This waste is then taken to a compost farm and returned to campus in the form of organic fertilizer utilized during Tech Beautification Day. We have also made it a goal and priority to reduce our carbon footprint by 26 percent through energy surveying and conservation techniques including equipment replacement. Georgia Tech Dining Services and the Student Center have partnered to create the most successful Farmers’ Market on Georgia Tech’s campus to date. These Farmers’ Markets have included everything from local/organic produce, jelly, honey, farm-raised beef to organic eggs and gluten-free bakery items. The benefits of our Farmers Markets are two-fold; not only do we value the health benefits of eating a natural diet but we also want to support our local community. Due to the increasing number of food allergies, vegan and vegetarian preferences and increased nutritional awareness on campus, our Registered Dietician takes an active role in the creating and planning of healthy dining options in our dining halls.

Georgia Tech Dining Services is always striving to be the best and is constantly making new and improved changes to our facilities. Our mission is to provide the finest quality meals and services at reasonable costs to our students, faculty, staff and guests.

Nothin’ But Trebble received two SCPC— for Best Internet Presence and Best Student Organization and SCPC received two Burdell’s Best Awards—for Best Student Organization and Best Internet Presence.

Continued from page 8 - Campus Services ITG

• Transitioned the DoorMan application used for student instant room reservations from the Blackboard-Unix System to the Blackboard-Transact platform, and expanded the service to include meeting rooms in the Klaus and Mason buildings.
• Developed and deployed the MailMan v1.0 billing application in support of the Post Office's new postage metering system by Hasler.
• Continued the Sequoia point-of-sale solution deployment to multiple Dining Services locations – including, Ferst Place, Pizza Hut, and Starbucks.
• Upgraded the ITG virtual server environment from VMware 4 to VMware 5.
• Retired the ITG Machine Room and consolidated all server operations into redundant environments located in the OIT Rich and BCDC Machine Rooms.
• Successfully transitioned monthly MARTA pass sales for students, faculty, and staff from the Ferst Center for Arts Box Office to the BuzzCard Center.

Continued from page 9 - Dining

We are dedicated to saving energy and protecting the environment through our sustainable practices, such as decreasing energy and water usage while reducing waste. Part of this initiative is to purchase as much local food as possible to decrease our carbon footprint. This past year, Dining Services introduced a waste-tracking system called Lean Path, in which digital scales, accompanied by intuitive touch screen displays, track pre-consumer food waste in real time. By tracking and minimizing pre-consumer waste, Georgia Tech Dining Services will significantly reduce greenhouse gas emissions generated by food waste. This year, we added the establishment and growth of a campus Herb Garden to our list of green initiatives.

The Insurance & Claims Team set up a workers’ compensation insurance policy for Georgia Tech employees based in other states, ensuring Georgia Tech’s compliance with other states’ workers’ compensation policies.

Continued from page 14 - Stamps Health Services

• Stamps Health Services’ physicians continue to support the educational mission of Georgia Tech by teaching GT1000 pre-health sessions, Survey of Medicine (APPH 3000) for upper class students, suturing class for American Medical Students Association’s spring conference, and participation as CERT (Community Emergency Response Teams) instructors.
• In conjunction with the Georgia Tech Police, SHS established a method of transporting non-emergency patients to the hospital.
• Dr. Gregory Moore and Dr. Frank Pickens collaborated with the CDC in reporting: “Mycoplasma Pneumoniae Outbreak at a University - Georgia, 2012”, published in Morbidity and Mortality Weekly Report, August 2, 2013 / 62 (30); 603-606.
• Health Promotion received approximately $10,000 in grant funding from the Georgia Governor’s Office of Highway Safety to address underage drinking and distracted driving, along with an additional $1500 in mini-grant awards from Publix Georgia Marathon/US Road Sports and FC2 Health Company to support prevention programs.
• Health Promotion launched Sexual Violence Prevention Peer Education program and hosted inaugural Bystander Intervention Men’s Training.
• Stamps Health Services hosted the 2014 Southern College Health Association (SCHA) Annual Conference (SCHA). The program theme was Engineering Tomorrow: Building Sustainability in College Health. The conference was a success with more than 200 participants.

Student Center - from page 15

• Dr. Neil deGrasse Tyson, director of the Hayden Planetarium, spoke on campus-the event was a sellout, with 1,354 in attendance.
• Viva la Sting Break had three rides on the Fifth Street bridge, casino games, food that lasted the entire event, t-shirts and performances from stilt walkers, a magician, balloon artist and face painter. Estimated attendance for the event was 3,700.
• Georgia Tech Night at the Aquarium saw 2,691 Georgia Tech students, faculty, staff, alumni and guests at the event. As an added value, the students had two face painters and performances by Nothin’ But Trebble and SympVibes.
• SCPC received two Burdell’s Best Awards—for Best Student Organization and Best Internet Presence.
Housing - continued from page 10

• Implemented monthly bathroom cleaning services for 3,000 units and oven and stove cleaning of 1,500 units every 40 days thereby reducing potential for health concerns and fire safety issues.

• ThinkBig recruitment yielded 321 students for 2014-15 with eight programs, two of which are fine arts related. New programs: StartUp House, Storytelling.

• Started the New College of Science Living Learning Program to be housed in Hefner and Armstrong in Fall 2014.

• Completed review and revamp of learning outcomes language and sequence—three dimensions; final seven learning outcomes; 45 learning goals

• Mandy Garcia and Lesley Stevenson were selected as group leaders for the Georgia Tech Oxford Program

• Brett Hulst received the Class of 1940 Course Survey Teaching Effectiveness Award from (Center for the Enhancement of Teaching and Learning) CETL

• RHA maintained 80% retention of Hall Council Officers from fall to spring and hosted the southeastern “No Frills” Conference.

Parking & Transportation Services - from page 12

Continued Bus Bunching Project:

• Staff worked with ISyE and OIT to complete the installation of toughpads in all eight trolleys.

• The Bus Bunching application was installed on each toughpad; training of Groome operators was conducted in preparation for using this system to control the trolleys.

• Worked with OIT to setup the data feed to the Nextbus system using the GPS (global positioning system) location information from the toughpad, rather than the VLMs (vehicle location module).

Began MARTA Pass Sales - Staff assisted in the move of the monthly MARTA Breeze Card sales from the Ferst Center to BuzzCard Center in Tech Square

• Transportation staff assumed responsibility for the coordination of the payroll deduction program for faculty and staff, coordinating efforts between Midtown Alliance, Payroll and BuzzCard.

Began GOTCHA program, including new electric vehicles

• Worked with a Civil Engineering class semester project (Professor Kari Watkins) on a survey of riders and potential operational improvements to the Green Route.

Bicycle, viaCycle, BIIC – Staff continued to work with SGA, Capital Planning and Space Management, GTPD, Facilities on improving the bicycle infrastructure on campus, overall bicycle safety, and the existing/needed locations for additional bike racks.

• Conducted extensive planning for bike rental program (using ~35 former ViaCycle bikes). Bicycles will be rented to students for a reasonable fee. Renters will be required to have helmets and locks but may rent them from PTS as well. This new program is called “BuzzBike.”

• Collaborated with City of Atlanta on coming bicycle infrastructure projects near campus and will be involved in its bike share program.

• Worked with Capital Planning and Space Management (CPSM), Facilities, and Environmental Safety to implement safety precautions on Ferst Drive (near Sixth Street). Also worked with CPSM on identifying locations needing bike racks and having them installed.

• Worked with BIIC to develop a proposed abandoned bike confiscation policy which is currently being reviewed and refined by several campus stakeholder groups.

• Worked with CPSM to begin process of having a campus bicycle master plan developed.

Transit

• Conducted a comprehensive inventory of all curb-side transit signs on campus. Cleaned, repaired, and updated information on all signs and installed new signs where needed.

• Worked with MARTA and City of Atlanta to have Georgia Tech Trolley sign installed at Midtown MARTA station.

• At request of transit users, staff studied and implemented a new Wesley Woods Bus Stop on the Emory Shuttle route.

• Initiated a new transportation service from the GLC on 10th Street to the CULC, alleviating issue of Green Stinger Route wait times for these passengers.

• Hosted and promoted a student-developed Android App for viewing live bus maps and bus arrival time predictions.

Carpooling - 2,457 total Zimride users from Georgia Tech.

Electric Vehicles - Purchased new chargers to provide electric vehicle drivers on campus a reliable, inexpensive, and technologically-advanced charging option.

Campus Services works with many student groups through BuzzFunds, internships and student employment. Pictured are four of the students, Barrett Ahlers (driver, Ramblin’ Wreck), Cecili Reid (student employee, Student Center), Natalie Otterson and Tyson Redding (interns, Campus Services).