

Report: Auxiliary Services Committee 2013-2014

John “Matt” Matthews, Chair

Members:

John Matthews (Math, chair), John Lee (Chemistry), Deborah McAllister (Education), Vicki Petzko (Education, Fall 2013 only), Cindee Pulliam (Asst. Vice Chancellor Auxiliary Services), Michelle Rigler (Director, Disability Resource Center), Remington Ashley (Student), Jackson Stone (Student), Alyssa Ison (Student).

Responsibilities:

The purpose of the Auxiliary Services committee is to advise contract service providers (such as the bookstore, food services, etc.) in the making of general policies and to assist in the communication of these policies to students and faculty.

Composition:

No fewer than four (4) faculty members; four (4) student members; *ex officio*: a designee of each contracted service unit.

Meetings:

A meeting was held with each of the units listed below.

Bookstore:

The UTC Auxiliary Services Committee met on Tuesday 4 February 2014 at 10:00AM in the Walden Ridge Room of the UC. Present were: John Matthews (chair), John Lee, Deborah McAllister, Cindee Pulliam, Cheryl Buckles (Asst. Manager, UTC Bookstore), and Holly Scott (Textbook Manger, UTC Bookstore).

After short introductions, the committee asked several questions of the bookstore representatives:

- How is the Faculty Enlight program/website, introduced at the end of the 2012-2013 academic year, working out?

Answer: It is being used by faculty to search for books used by peers at other institutions, and to place orders for books for courses.

- What is the state of book rental?

Answer: Sixty percent of textbook titles are now available for rent. Eleven thousand physical books were rented at UTC in Fall 2013. That does not count ebook rentals. The key advantage for students should be that the cost to rent is approximately 50% the new book purchase price. And starting in December 2013, the bookstore began offering a buyout option, where a student can decide to keep a rented book for a buyout fee.

- Last year there were some troubles getting orders filled. BN Regional Manager Bobby Hamous personally responded to some faculty who had problems. Did such issues arise this year?

Answer: No, things have been far smoother this year.

- Book prices still appear to be going up. Can you comment on that trend?

Answer: Yes, book prices have still risen, but these prices are set by publishers, not the bookstore. Departments should negotiate prices with publishers when they adopt a book for a course.

- Are you going to get the word out on when new book orders are due for Summer and Fall?

Answer: Yes, word is going out very soon for Summer, and orders will be due by 24 February 2014. We had very good communication with faculty about books for Fall 2013 and then again for Spring 2014. The process appears to be working.

The committee also briefly discussed the bidding process for the bookstore contract. Cindee Pulliam noted that later in the day on 4 February 2014, bids were due for that contract. Barnes & Noble would be placing a bid, she expected, and two other companies. There is a separate committee to review those bids and make a selection.

Finally, the committee discussed its next meeting. Because the committee now can review all units in Auxiliary Services, it should probably speak to representatives of food services, mail/graphics, parking, and possibly the arena facility and fine arts facility.

The meeting adjourned with plans to meet M.K. Cole of food services.

Food Services:

The UTC Auxiliary Services Committee met on Tuesday 4 March 2014 at 9:00AM in the Walden Ridge Room of the UC. Present were: John Matthews (chair), John Lee, Deborah McAllister, and M.K. Cole, Resident District Manager of Food Services.

After short introductions, the committee asked several questions of Ms. Cole:

- What does Food Services run and how many people does it employ?

Answer: It handles all food on campus, including dining at Crossroads and the University Center, as well as catering, convenience stores, and concessions at the McKenzie Arena. It has 11 managers and approximately 220 employees. Approximately one third of its employees are students.

- What are the challenges that Food Services faces in the near term?

Answer: Its food plan for commuters is underutilized. It should be adjusted to appeal to that segment of the student population. They would also like to sell the meal plans on the internet so that parents and students can shop from home instead of buying directly through the Bursar's Office. Moreover, it is a full time job to maintain quality and avoid monotony in the food served as part of the meal plan. (They use a 4-week rotation for their menu, as opposed to a 3-week rotation common at many institutions.)

- What changes will be made by Food Services in the near term?

They are going to offer catering with their franchise partners (Starbucks, Chick-Fil-A, Moe's). Also will have Starbucks in the new library, and possibly a Krystal restaurant (the first time that chain will be offered on any campus anywhere), alongside an expanded convenience store in the UC Foundation residence hall.

- The catering quality seems less reliable this year. Is there a reason?

Answer: There is a new staff member handling catering, and the transition has been uneven. This is an area that needs improvement.

- When is the Food Services contract set to be renewed?

Answer: Because it was renegotiated three years ago with the construction of Crossroads, it is set to be renewed in 2021.

However, if the on-campus population expands (e.g. a new residence hall) then a new dining facility will be needed as well, since Crossroads is already at or near capacity.

- There used to be a Faculty Dining Room in the UC. Could that be brought back?

Answer: Yes, this is something we can look into. Other campuses have this, and it makes sense to consider it.

Ms. Cole also explained that they have a staff member who tracks social media and responds to student complaints on services such as Twitter or Facebook. When necessary, they may reach out to students to address their concerns, and possibly offer a free meal coupon as a concession.

The meeting adjourned with plans to meet with Mail and Graphics Services in the near future.

UTC Graphic & Mail Services:

The UTC Auxiliary Services Committee met on Monday 24 March 2014 at 3:30PM in the Cherokee Room of the UC. Present were: John Matthews (chair), John Lee, Deborah McAllister, Michelle Rigler (Director, Disability Resource Center), Michelle Morales (Associate Director, Auxiliary Services), Wes Howard (Site Manager, UTC Graphic & Mail Services), Stephanie Talley (Site Supervisor, UTC Graphic & Mail Services), and Brenda Case (Mail Services Supervisor).

After short introductions, the committee asked several questions of the member of UTC Graphic & Mail Services:

- Tell us about UTC Graphic & Mail Services, what it covers and what it does.

Answer: Since 2007 the Graphic part has been run by Ricoh. They handle machines, maintenance, and supplies for the reproduction machines (printers, copiers) on campus. As an example, they handle about 560 printers at UTC.

They also handle custom print jobs, for black & white and color reproductions, on a variety of papers and boards. If a job is over \$5000 in value, then three quotes from external vendors are solicited.

They also have a graphic artist on staff to provide additional design services.

- What does the mail part of UTC Graphic & Mail Services handle?

Answer: They act as a post office, receiving, sorting, and delivering mail. They do two deliveries per day to departments and one per day to residence halls. They provide all the

services of a standard post office with the exception of money orders.

They also will ship through FedEx and take pickup for UPS packages. They also work with DHL International, which provides cheaper shipping for international packages because they provide UTC with the corporate shipping rates.

They also handle UTC Campus Mail.

- When does the contract with Ricoh come up for review?

Answer: In 2017.

- Do you provide departmental training or guidance? For example, to ask department staff to ensure that mail is distributed by a certain time after it arrives in the department?

Answer: No. Once the mail is delivered to a department, it is up to local staff to handle delivery. If we are notified of changes in staff or faculty positions, we can at least ensure that mail and packages are delivered to the right person in the department. Also, we do provide training for online job submissions.

We also staff a table at faculty/staff orientations in order to tell new faculty and staff about our services.

- Could you have more helpful descriptions of paper types on your website? For example, which paper weights are appropriate for conference posters?

Answer: The website for Ricoh at UTC is a standard site provided to a client for which Ricoh does business. It cannot be customized. If we put that information on the part of the UTC website that directs people to the external Ricoh website, it might get missed by people who visit the Ricoh site directly.

- Is that standard Ricoh site accessible to faculty and students who may have disabilities?

Answer: We don't know. It may not have been checked.

Followup: DRC will be happy to check. This is already being done for the bookstore's external website associated with UTC.

The UTC Graphic & Mail Services staff also offered the following information that may be useful for faculty and students:

- In order to ensure accurate and rapid delivery, provide the full campus address for packages. This includes mail code (department code), department name, recipient name, and physical location on campus (i.e. not just the standard 615 McCallie Avenue address).
- Keep account numbers straight for billing, especially for closed accounts. Also, if a bill gets rounded up by a penny, please just contact them to get it straightened out.
- You can submit jobs for printing from off-campus, but the computer's IP address will need to be added to the whitelist. Computers on campus are automatically whitelisted.
- Students should know that packages are held by Mail Services for two weeks. After that time, they are returned to the sender (e.g. through the Post Office).