

Student Auxiliary Services

OFFICIAL NEWSLETTER

Spring 2010

inside this issue

[Student Auxiliary Services](#)

Pages 2–3

[Dining Services](#)

Pages 4–6

[Digital Den](#)

Pages 7

[Housing Operations](#)

Page 8

[Gordon Field House](#)

Page 9

SAS: Staff Appreciating Staff

Page 10–11

CATCH!

Page 12

Happy Spring SAS!

I would like to applaud everyone in Student Auxiliary Services for your extraordinary work in providing quality services to our students, especially during the many changes occurring at the university and within the department. I have noticed a marked difference in the number of friendly smiles and helpful hands extended to our students. Staff are going out of their way to assist students, as well as one another, by going the extra distance and providing more than what is just required. I encourage you to continue this exceptional support and service.

Many of you are aware of the number of SAS organizational and staffing changes that have occurred this academic year, particularly in Dining Services. A primary goal of SAS leadership has been to place the right people in the right positions to optimize our departments' strengths and future growth. Positive staff feedback

relating to these changes has been overwhelming and we are all excited for the initiatives to come in the near future.

One of these initiatives, in regards to F&A, is being led by Dr. Watters and his leadership team, which I am a part of. We will be assessing leadership development and ways to enhance communication based on the feedback from the F&A employee surveys. We are excited about the possibilities of making this division one in which people would actively seek to be a part of. Therefore, future strategic changes in Dining Services and the rest of SAS are currently under consideration as we want to create opportunities for our own folks to shine within the F&A division. If you should have any new and creative ideas that will enhance our services to students, improve communications, and/or strengthen collegial relationships, please do



not hesitate to contact me, preferably via email.

In closing, I would like to thank Dr. Watters on behalf of Student Auxiliary Services for the fantastic annual Diversity Luncheon—I am still stuffed! I also continue to encourage you to engage in SAS by sharing ideas, partaking in department events, supporting our new colleagues, and most importantly—have fun!

Happy Spring folks!

“H”



(Re)Introducing Student Auxiliary Services

"It takes a lot of courage to release the familiar and seemingly secure, to embrace the new. But there is no real security in what is no longer meaningful. There is more security in the adventurous and exciting, for in movement there is life, and in change there is power." Alan Cohen

Student Auxiliary Services was formed to embody these aspects of "life" and "power" in order to provide our students efficient and excellent services. With the newly designed and integrated reporting flow of Housing Operations, Dining Services, and the

Gordon Field House to a chief leadership unit; services, operations, and financial and marketing efforts can be optimized for the greatest potential in all areas.

Growth almost always encompasses change and SAS staff have experienced organizational and departmental changes with grace, dedication, teamwork, and energetic enthusiasm. This collaboration and solidarity is a model of excellence and strengthens not only the department, but the division and the university as a whole.

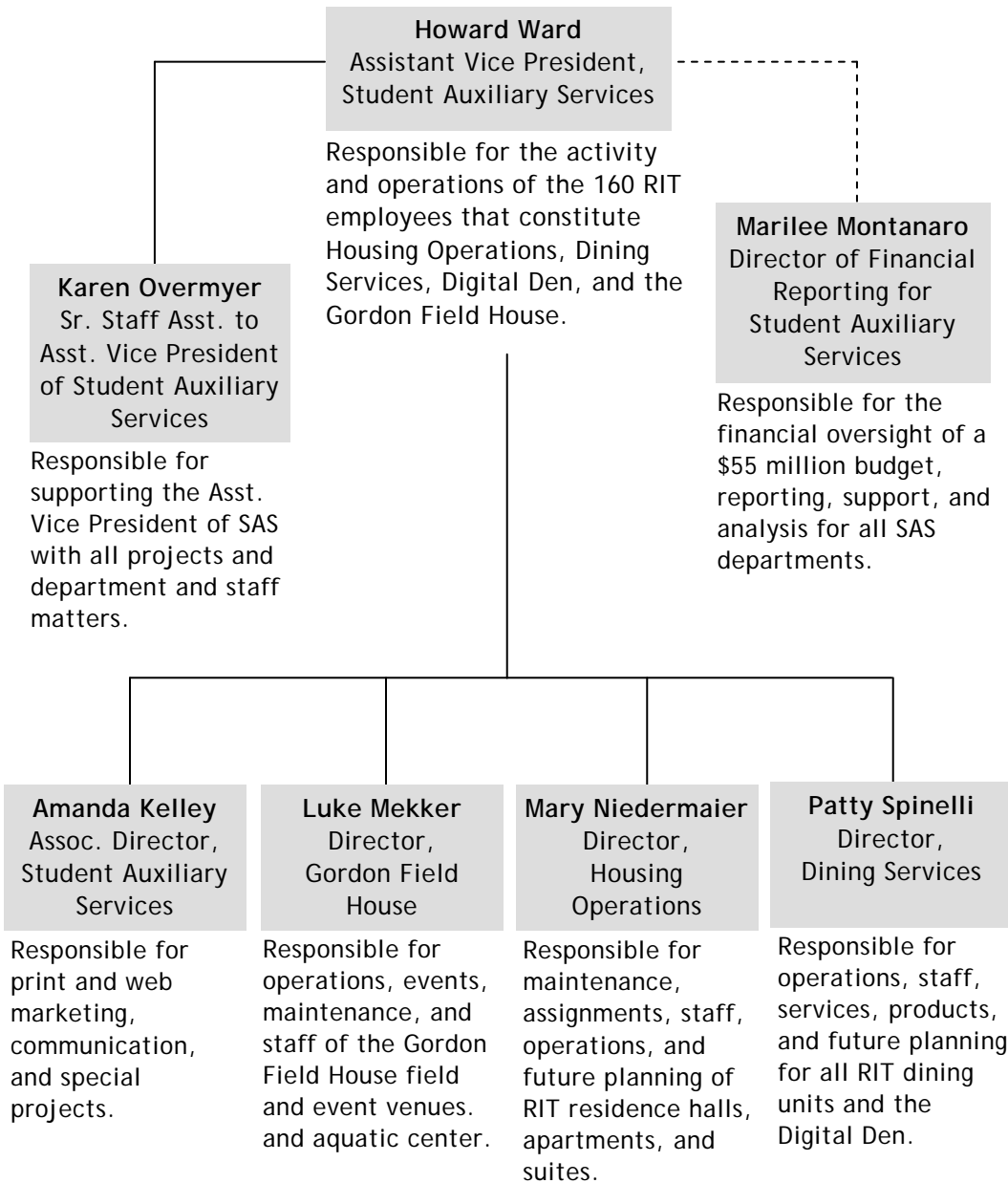
Strategic Goals of Student Auxiliary Services

The SAS goals were introduced in our fall newsletter and each and every SAS members plays a part in making these opportunities a reality.

1. **Quality Customer Service:** Engage students for their honest opinions regarding service and quality.
2. **Assessment and Benchmarking:** Rate SAS programs against sister institutions. Review & assess our strengths, weaknesses, opportunities, and threats.
3. **Strategic Grant Writing:** Investigate and make suggestions for grants that will enhance SAS areas and/or the university.
4. **Cost Avoidance Strategies:** Encourage SAS staff to come up with at least one cost saving opportunity in their functional area.
5. **Revenue Generation Strategies:** Encourage SAS staff to suggest at least one revenue generated opportunity in their functional area.
6. **Recruitment of Student:** Attempt to recruit at least one undergraduate, transfer, or graduate student to RIT.
7. **Creativity & Innovation:** Encourage SAS staff to suggest at least one "out of the box" idea that will contribute to positive department and/or university public relations.
8. **Engage Alumni Support:** Work with Alumni Relations to engage alumni support & donations for SAS areas.
9. **Promote Staff Relations:** Create fiscally-smart, fun team building opportunities to promote SAS staff relations.



Student Auxiliary Services Leadership Team





Dining Services: Changes and Goals

Over the past few months Dining Services has been working together to create a new organizational structure and a new expectation for how we serve our customers. Unit managers are now working together across the residential and academic community to better understand the needs of the customers they serve. In the new model they are sharing ideas and concepts in an effort to incrementally increase customer satisfaction. You will notice that in the new structure the number of folks reporting to the director has increased from two to twelve. Organizationally, we are including our partners—marketing, HR, procurement, technology, and finance as key members of our team. This is purposeful and, by allowing greater participation in the decisions made that impact Dining Services, we are building engagement within the team and growing the knowledge and expertise of our line managers.

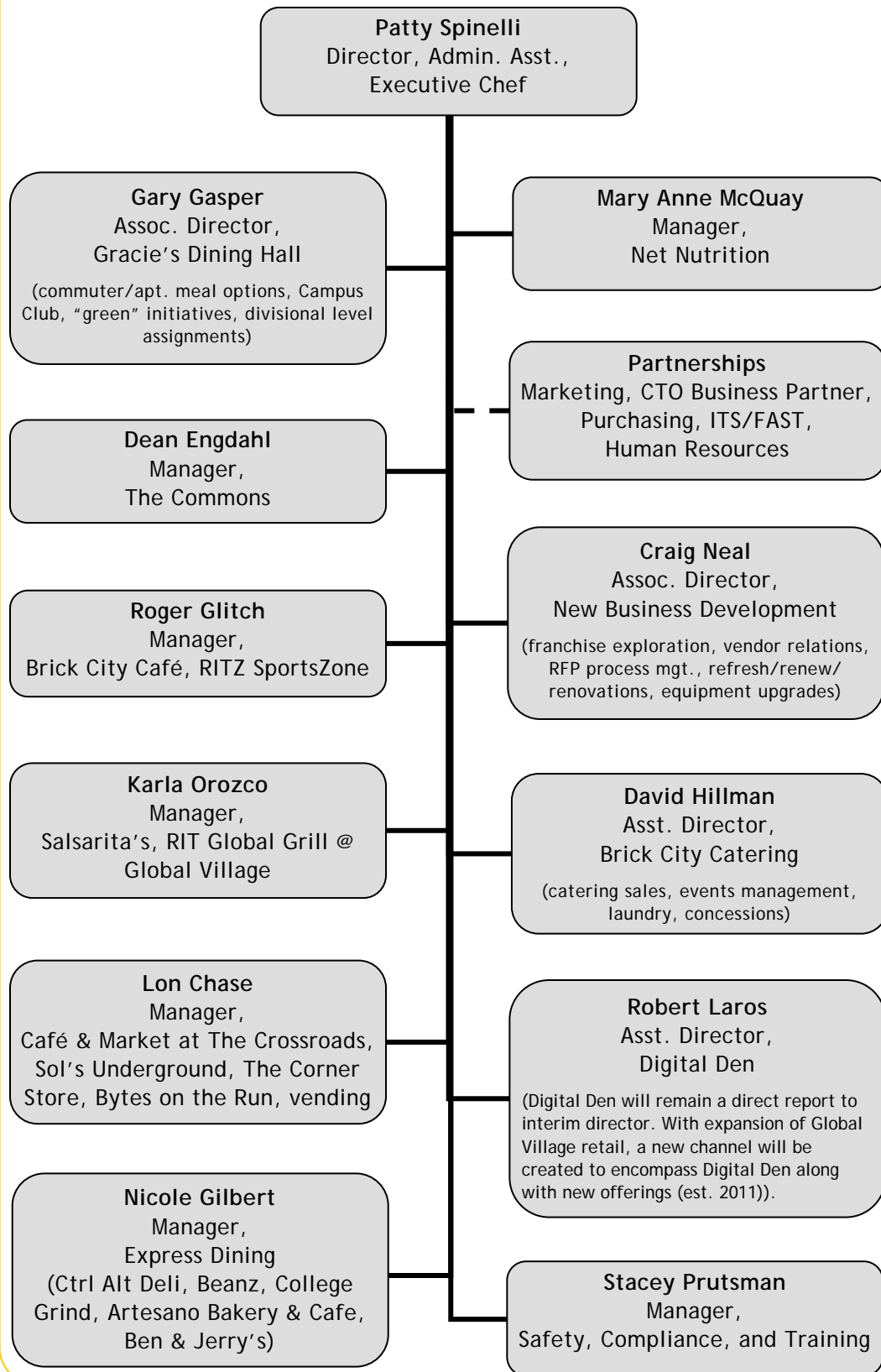
Our goals and initiatives for the upcoming years are as follows:

- Grow express dining (Ctrl Alt Deli is a great example of express dining) locations focusing on new opportunities to serve our customers on a smaller footprint where they can grab a quick bite on the run. Express operations are easier to develop than a large restaurant or dining hall and we'll have the potential to try new concepts and products.
- Facilitate ideas, promotions, and pricing strategies amongst the growing number of on campus stores.
- Brick City Catering is expected to grow their business, increase customer satisfaction, and become the caterer of choice on campus.
- Bring Net Nutrition to a higher value in supporting Better Me initiatives and production in the kitchens.
- Work with ITS and FAST to improve financial transactions and evolve e-commerce solutions.
- Bring our newest operation on-line, Global Village Cantina and Grill, featuring Salsarita's and the RIT-run Global Grill.
- Increase the roles and full participation of our senior management team.
- Continue appropriate staff changes and promotions as we staff Globe Village and back-fill as a result of promotions.
- Foster new business development initiatives including interfacing with construction so that Dining Services is active in the development of new sites and has the opportunity to plan dining operations prior to opening, assess franchising opportunities, and assess current meal plans and debit offerings to maximize value to the customer and RIT as a whole.
- Assess the potential to make Gracie's a "dining destination" and grow the customer base to include upperclassmen, faculty, and staff.
- Continue to grow and implement dining's "go-green" initiatives.
- Establish the new safety, training and compliance area to ensure a safe and productive community across all dining units.

These goals and initiatives are becoming a reality due to the dedication, innovativeness, and hard work of a fantastic team of staff. Being one of SAS and Dining's newest members, I'd like to close by thanking everyone for their warm welcome and support—thank you! ~ Patty



Dining Services Organizational Chart





Join the below Dining locations on Facebook and Twitter!

Sol's Facebook:
www.facebook.com/ritsolsunderground

Sol's Twitter:
twitter.com/RITSolsUG

Corner Store Facebook:
www.facebook.com/ritcornerstore

Corner Store Twitter:
twitter.com/ritcornerstore

Brick City Catering Facebook:
www.facebook.com/ritbrickcitycatering

Stay tuned for more Dining Facebook pages coming soon!

Recycling Initiatives at the RITZ SportsZone, The Commons, and Java Wally's

The RITZ SportsZone began a PET 1 and 2 plastic recycling program winter quarter. "RIT Green" stickers were created and adhered to RITZ plastic containers alerting guests that the container is recyclable. Additionally, The Commons and Java Wally's will be testing a foam recycling initiative for spring quarter. Foam cups, dishes, platters, and soup containers will be discarded in designated bins within the locations and then condensed into large cylinders. (Eight hundred foam cups can be condensed into one 15" x

15" cylinder!) These cylinders are processed and recycled into various end products such as building and construction materials. The Commons and Java's are hoping to receive a large amount of participation from their patrons to assess the initiative's viability before proceeding with the full program.

Both of these initiatives will decrease transportation costs to and space consumption in landfills, as well as continue RIT missions of sustainability and environmental activism.

Global Village Dining & Retail Student Survey

Clipboard surveys will be sent to selected student groups spring quarter to gather their feedback regarding Global Village meal plans, preferred cuisines at the RIT Global Grill, preferred food products at the international market, and future Global Village retail preferences. Feedback gathered will assist Dining and Global Village leadership in implementing meal plan policies and food offerings at Global Village.

Dining Tidbits!

Beginning spring quarter, students with meal plans will be allotted five guest meals per quarter for use in Gracie's only. For more info, visit <http://finweb.rit.edu/diningservices/gracies>.

Stop by Beanz to taste their new featured coffee from Finger Lake Coffee Roasters!

Don't forget to book your next event, meeting, or party through Brick City Catering www.rit.catertrax.com the RITZ SportsZone (www.rsz.catertrax.com)!

Gracie's has changed from a 21-day cycle to a 42-day cycle allowing for more variety in meals and to better accommodate students' taste buds.

New signage will be installed outside of each dining unit that lists all facility hours and locations. Signs will assist guests when a specific facility is closed. For a PDF, visit <http://finweb.rit.edu/diningservices>.

RITZ serving half chickens, roasted, and side dishes that are warm and ready to grab and eat!

Lucidiom Photo Kiosk: Perfect For Gifts Of Any Kind

Stop by the Digital Den and order custom photo cards, calendars, frame pictures, and more through their Lucidiom photo kiosk. Perfect gifts for Mother's Day's, Easter, graduation, and birthdays! Images are printed by the RIT School of Photography's ISL lab. Tiger Bucks, cash, debit, Visa/ MasterCard accepted.

For a full list of pricing, visit http://cias-info.rit.edu/SPAS/pdfs/ISL_PRICESsm1.pdf

Output Size and Pricing:

Wallets, sheet of 8	\$5.00
4" x 6" print	\$0.25
4" x 9" panoramic print	\$0.50
"6 x "6 print	\$0.75
5" x 7" print	\$0.75
8" x 12" print	\$3.00
11" x 14" print	\$4.50
12" x 18" print	\$6.00
Picture CD scan	
First scan	\$3.00
2 - 20 scans	\$1.00
20 or more	\$0.75



Join the Digital Den on Facebook at www.facebook.com/ritdigitalden

Digital Den Tidbits!

MacBook Pro systems are priced below the Apple education price and all RIT students, faculty, and staff qualify for these extra savings! Save from \$50 to \$100 off the standard education price on 13" & 15" MacBook Pro laptops.

CLEARANCE SALE! Computer cases, backpacks, and a huge selection of photo bags will be on clearance during spring quarter.

Beginning in early March we will be working with ITS on our e-commerce web site that is expect to launch in May.

Did you know? As a faculty or staff member you can purchase Microsoft Office for "work at home" use at the Digital Den. Stop by or give us a call (5-2211) for details. (Students get a great deal too!)





Global Village Updates

Suite, lounge, and common space furniture is in the process of being determined.

The complex will officially be named Global Village.

A new, improved, and interactive Global Village web site will be released in March/April—stay tuned!

For updates, visit Housing's Facebook page at www.facebook.com/rithousing.



New Lounge Furniture for the Res Halls

New furniture was placed in the res hall lounges over Spring break. Students voted on their favorite style, fabric, and type of soft seating during winter quarter. They returned from break to their new faux leather couches and chairs in rich brown colors, and modern end tables and kitchenette tables. The old lounge furniture will be stored, disposed of, or given to RIT Purchasing. Additional plans to add accent colored walls to all the lounges is also being proposed. These revamps coincide with student requests for more contemporary lounge settings and the overall need for furniture replacement.



Images represent final style selection only. Final fabric selection is a dark brown, faux leather.

2010-2011 Ticket Sponsored Needed!

The Gordon Field House will soon start the search for a new ticket sponsor for the 2010-2011 year. Each year, an RIT department or local vendor sponsors and is featured on the back of event tickets (excludes RIT hockey tickets as they have their own sponsors). Imagine RIT is currently the 2009-2010 ticket sponsor.

The ticket sponsorship allows an RIT department or external business to place an advertisement and/or coupon on the

backside of a RIT branded ticket sold through the Gordon Field House Box Office. Ticket sales exceed 30,000+ annually, offering the department/business the great advantage of promoting themselves to thousands of current and potential new customers.

Interested individuals/departments should contact Jonathan Zhe, Gordon Field House Box Office Manager, at jazgfh@rit.edu for more information.



Upcoming Events



Also:

- Imagine RIT Festival
Saturday, May 1
- Cobra Starship and 3OH!3 Concert
Friday, May 7
- RIT Convocation & Commencements
Speaker: Bob Schieffer
Friday, May 22–Saturday, May 23
RIT Commencement DVD's now available online; visit www.rit.edu/fa/fieldhouse.
- RIT Career Fair
- RIT Open Houses
- North East Colorguard Championships
- Undergraduate Awards Dinner
- Relay For Life
- Diabetes Walk
- Student LAN Party

Upcoming Summer Events:

- RIT Staff Picnic
- Rochester Step-Off
- RIT Retiree Picnic
- Mini Baja—Rochester World Challenge (static test & luncheon)
- Eight (8) high school graduation ceremonies
High School graduation DVD's will be available soon; visit www.rit.edu/fa/fieldhouse
- RIT College & Careers
- Universal Cheerleading Camp

For more events, dates, and tickets, visit www.rit.edu/fa/fieldhouse

Facility Updates

- Two spring boards were replaced in Aquatics Center.
- New finish line lighting was installed for indoor track competitions. This new lighting ensures better results when using the photo finish equipment and benefits both the RIT Track team and the hosted high school track competitions.

Staff Appreciating Staff

Welcome to *SAS: Staff Appreciating Staff*, a reoccurring section where you can give your co-worker a Thank You, Well Done, Celebrate, Great Idea, or Congrats!

Thank You examples—thank a co-worker for help on a project, volunteers for an event, collaborations on a project, etc.

Well Done examples—compliment your co-worker for their hard work on a project, taking initiative, completing an event, etc.

Celebrate examples—celebrate a co-worker's birthday, weddings, anniversaries, graduations, welcome back, etc.

Congratulations examples—congratulate a co-worker on a promotion, welcome new hires, etc.

Great idea examples— for your co-worker who comes up with an innovative idea, process, etc.



And welcome **Adriana Delibert**, Housing Operations' new Project and Conference Coordinator!



Brenda Harding for an outstanding job gathering student opinions regarding res hall lounge furniture and making their wishes a reality! The res hall students would give you a standing ovation for your excellent work and for their comfy, trendy new lounge furniture!



All the staff at The Commons for your great team work on making 3,000 box lunches for the Robotics group!



Charleen Mc Mahon (Dining Services) for working so closely with Housing Operations to bring on our new housing system! Your flexibility, willing to work through any "bugs," positivity, and patience has been great throughout the project!



All the Gracie's staff for your hard work and great job on our Valentine's Day special dinner and F&A diversity luncheon!



All the guest chefs that contributed your time, effort, and cultural recipes at the F&A diversity luncheon!



Dining Services managers, SAS marketing, and ITS for your work and collaboration on bringing e-commerce solutions to Dining's web sites!



All the RITZ SportsZone staff for completing another successful season operating the hockey concession stand and RITZ tailgate parties— go Tigers!



Housing Operations Facilities staff **Gary Pease, Ausberto Vargas, Frank Davila, Vince DiNapoli, Bob Ruggles, and Craig Hauschild** for the great painting job in the Racquet Club hallways and lobbies!



Barret Furton (SAS) on your recent engagement! And for winning a 2010 Addy Award for your contribution to the Diversity Office's Campus Week of Dialogue poster campaign!



And welcome **Joe Mincey** (salad dept.), **Dan Giroux** (production cook), and **Jonathan Lobrutto** (utility worker) as three great new staff additions to Gracie's!



Lance Strasser for volunteering to step in as Dining's United Way Representative in Carol Lynn's absence!



Roger Glitch on your promotion to manager of Brick City Café and RITZ SportsZone!



Rona Skinner on your outstanding achievement of designing, testing, and implementing Housing Operations' new housing system! Your collaboration with StarRez, ITS, and numerous other departments has resulted in a system that has enabled Housing to provide students with greatly improved web services and communications, as well as provide staff with limitless features and future opportunities—thank you for your extreme dedication and efforts in this enormous project!



Stacey Prutsman for your continued support in the RITZ SportsZone while operating in your new position as Dining's Safety, Compliance, Training Manager!

A Message from Howard:

I strongly encourage all SAS staff to get involved with the Eat Well, Live Well and Better Me programs. These are great programs and benefits available to all RIT members that even this big guy will be takes advantage of!



Employee health is very important to Rochester Institute of Technology. The Better Me wellness program is provided for all employees who are encouraged to

explore and learn more about healthy lifestyles. The program is guided by the Better Me Committee, representing a variety of services available within the University. Visit the Better Me web site at <http://finweb.rit.edu/betterme/> for more information on programs and services.



eat well. live well.™ challenge

principle



strive for
5 cups
of fruits & vegetables

principle



get
moving

principle



calories
count
so watch your portions

principle



measure your
progress

For more information on the four principles to a healthy lifestyle and additional resources and tips—visit <http://finweb.rit.edu/betterme/eatwell/> and www.eatwelllivewell.org/

CATCH! An abbreviated list of staff-related workshops, courses, and events.

Visit <https://events.rit.edu/> or <http://finweb.rit.edu/cpd/scheduleofcourses.html> for a full list of events and CPD courses offered fall quarter.

Date	Time	Event	Location
March 16	1:30 pm–4 pm	Graduate Study Open House	Bausch & Lomb
March 16	11:30 am–12:30 pm	CPD—General Health	CIMS 2130
March 16	1:30 pm–4:30 pm	CPD—Providing Excellent Customer Service	CIMS 2140
March 17	2 pm–4 pm	CPD—Diversity Awareness: Where Is My Comfort Zone?	CIMS 2140
March 18	10 am–2 pm	United Way's Carnival for Caring	SAU lobby
March 19	11 am–4 pm	Transfer Open House	SAU lobby
March 22	1 pm–2 pm	CPD—NY's 529 College Savings Program	Campus Center 2610
March 23	2 pm–4:30 pm	CPD—RIT's Building Respect in the Workplace	CIMS 2140
March 24	9 am–12 pm	CPD—Writing Effectively, Concisely, and Correctly for Better Communication	CIMS 2140
March 25	2 pm–4 pm	Staff Council Meeting	SAU 1829
March 25	3:30 pm–4:30 pm	CPD—Stress Reduction	CIMS 2140
March 26	8 am–5 pm	Accepted Student Open House	Gordon Field House
March 31	1:30 pm–4:30 pm	CPD—Understanding, Managing, & Resolving Interpersonal Conflict	CIMS 2140
April 9	8 am–5 pm	Accepted Student Open House	Gordon Field House
April 13	9 am–11 am	CPD—Fraud in the Workplace	CIMS 2140
April 14	1:30 pm–2:30 pm	CPD—Getting Involved in the RIT Community	CIMS 2140
April 15	2 pm–4 pm	Staff Council Meeting	TBD
April 15	9:30 am–11:30 am	CPD—RIT's Global Community: Learning About Our International Students	CIMS 2140
April 15	1:30 pm–4:30 pm	CPD—Managing Negativity in the Workplace	CIMS 2140
April 16	11am–4pm	Spring Preview Open House	TBD
April 21	1:30 pm–4:30 pm	CPD—Improving Trust and Transparency	CIMS 2140
April 22	8:30 am–11:30 am	CPD—Exploring our Personal Diversity Character & Makeup	CIMS 2130
April 27	1 pm–3 pm	CPD—Supporting Students with Unique Needs	CIMS 2130
April 27	2 pm–4:30 pm	CPD—Developing New Skills for New Supervisors	CIMS 2140
April 29	10 am–1:30 pm	Taste of RIT	SAU AI Davis Room
May 1	10 am–5 pm	Imagine RIT Festival	Campus wide
May 6	2 pm–4 pm	Staff Council Meeting	SAU 1829
May 22	All day	RIT Commencement	Campus wide