

From the President...



NACAS South Friends,

Back to school... what an exciting time! Since I began working in higher education – more years ago than I'd like to admit – I've always said I have two favorite times of the year – when our students "go home" in May, and even more so, when they return in August! There's an excitement in the air on our campuses in fall, and I find great fulfillment in knowing you and I play a key role in our students' college experience.

Every day we have an incredible opportunity to make a difference in the lives of others, and to shape our students' lives for their future.

NACAS and NACAS South exist to serve you in a way that allows you to serve your students better than you could without us. I encourage you to take full advantage of the opportunities our association provides for your professional development and growth. Use our association to expand your network of professional associates, colleagues, and business partners, and be sure to both call on them for assistance when you need help, and be first to offer your assistance to others when needed. And remember, you can't give what you don't have. As a leader, you can't be out of fuel when your people need to go somewhere. So, refuel often. As Auxiliary Services professionals, one of our best "filling stations" is the NACAS Annual Conference. If you're not already registered, I encourage you to make plans to attend. You'll grow professionally and personally, refilling your tank to be better equipped to serve those you've been called to serve, and your campus will benefit from your participation.

As always, if I can assist you in any way, please let me know. I look forward to seeing you in San Antonio!

Here's to a great new, exciting year!
Kyle

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For more information about the NACAS South Newsletter or to submit an article or feature for a future issue, contact Norman Grizzell.
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High-scoring Dining Halls in the South

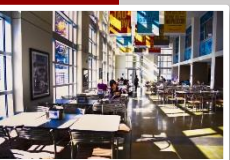
Rich Steele, NACAS South President-Elect

In August, "The Daily Meal" published the "75 Best Colleges for Food in America". The South was well represented with six schools in the top 25 and a total of 13 that made the list. Congratulations to the following NACAS South Members in the Top 75:

- Kennesaw State University (#4)
- Duke University (#5)
- Emory University (#10)
- Vanderbilt University (#14)
- University of Georgia (#16)
- University of South Carolina (#23)
- High Point University (#33)
- Rollins College (#40)
- Georgia Tech (#41)
- University of Houston (#46)
- University of North Carolina (#56)
- Southern Methodist University (#64)
- Tulane University (#75)

To view the entire article and a slideshow of the Top 75, visit:
<http://www.thedaily meal.com/best-colleges-food-america>

The South can be proud of serving great food with amazing people in wonderful facilities!



NACAS Annual Conference

November 1-4, 2015



(Click links below for more information about the Annual Conference)



Conference



Attendees



Education



Exhibits



Hotel & Travel



Schedule

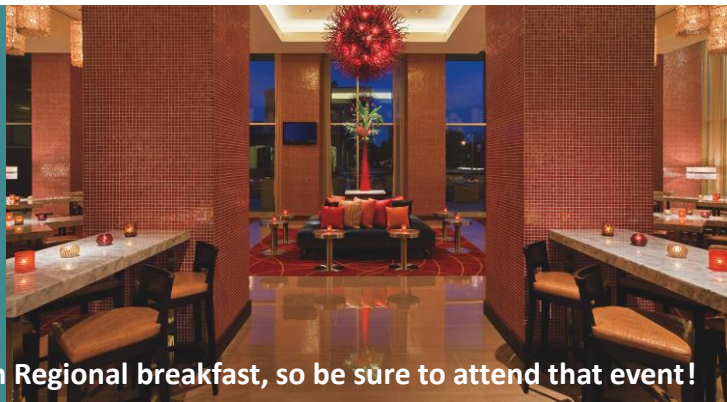
SAVE THE DATE!

NACAS South Hospitality Night
Bar Rojo at the Grand Hyatt

Monday, Nov. 2, 2015

9pm – 11pm

Drink tickets will be distributed at the NACAS South Regional breakfast, so be sure to attend that event!



ORLANDO

MARK YOUR CALENDAR!

NACAS South Conference
April 17-20, 2016

Plans are underway for our next conference, which will be held April 17-20, 2016 at the Walt Disney World Dolphin Resort. If you're planning your travel budgets for next year, be sure to include our conference on that list.

Registration will open January 4, 2016. We are working to increase our number of education sessions offered at this conference, and the majority of our presentations are made possible by participation and facilitation from our great NACAS South members. If you've never presented at a conference before, perhaps this could be your year! A call for programs will be issued this fall.

Georgia Southern University

Expansion of IRIS Cameras at Georgia Southern

Eddie Mills, AVP Auxiliary Services, Georgia Southern



The state-of-the-art IRIS technology that has made the Georgia Southern Dining Commons so unique and innovative has now expanded to the Recreation Activity Center (RAC).

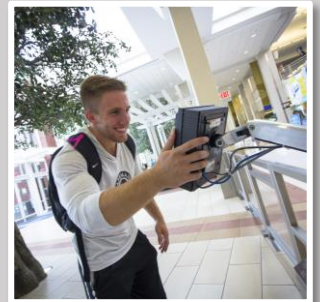
In partnership with the Eagle Card Program, the RAC will now offer students the option of iris photo recognition for a quick, hygienic, hands-free entry method into the facility. This technology will be the third in a series of entry-methods that are part of RecTrac, the RAC entry system. Students may also present their Eagle Card at the front desk or use the fingerprint scanning technology to enter the facility.

Students may enroll for the IRIS Camera System program at the RAC or at the Eagle Card Center. Over 15,000 students are already enrolled in the IRIS program and may use the system at the RAC, Dining Commons and Lakeside Dining Commons. Students may be denied entry if RAC fees are not paid in full.

“The RAC’s incorporation of this technology is a perfect example of how using this system across campus can provide secure, accurate and seamless access for our entire Georgia Southern community,” said Richard Wynn, Director of the Eagle Card Program. “The 2 million entries in our Dining facilities over the past 2 years are proof that the expansion of the Iris entry will be successful in other parts of campus.”

The IRIS Camera System uses a biometric device that digitizes a photograph of the user’s eyes and creates a template. This software then stores the template of the iris pattern (D-TIP). When a user accesses the IRIS Camera System, the D-TIP is compared to the recognition station to allow access.

For more information about this technology, visit <http://auxiliary.georgiasouthern.edu/eaglecard/iris-camera/>.



UNC Wilmington

Full-service Chick-fil-A Now at UNC Wilmington

Sharon Boyd, Associate Vice Chancellor-Business Services, UNC Wilmington



The word “Excitement” does not capture the vibe, energy, and celebratory atmosphere at the recent Chick-fil-A grand opening on the campus of the University of North Carolina Wilmington. UNCW has had a long relationship with Chick-fil-A which began as a small corner in the Hawks Nest food court when the campus held about 6,000 students. We are now bustling with more than 15,000 students, and we opened the fall 2015 semester with the newest version of Chick-fil-A available—a full service operation that captures the essence of Chick-fil-A’s hospitality approach. A total of six registers ensure that students, faculty, staff and visitors have an experience

that meets the high customer service standards of this southern brand. The layout and features are up to date, including a hand-crafted community table, beautiful red-toned trim against a silvery backdrop and red penny tile accent. Lighting and booths accentuate the modern, yet inviting space.

Many of our students are enthusiastic consumers of Chick-fil-A, which formerly was an express version in the interior of our food court. After UNCW’s on-campus dining saw great success with the installation of a full-service Subway, we knew that full service was the right choice for this high demand operation. The benefits are many—stronger menu, in-house seating, and a more branded look and feel. The customer experience matches the experience one could receive at any franchise in town. As a university, we also add our own special touches, such as an electrical outlet over every booth. Plus the 30 seats are needed more than ever, since our meal plan sales are growing each year, and our student body is only expected to grow according to the preview of our university’s Strategic Plan.

Continued on page 5

Past Presidents Plaque

Doug Ross, NACAS South Past President



Pictured are Doug Ross and Chet Malanoski from the University of Georgia. They are shown holding the regional plaque naming the “Past Presidents” of the region. These two are past Presidents of NACAS South and emblematic of the continuity of service for NACAS and its regional counterparts. Chet was the third President of NACAS South and served during the 1977-78 year. Doug was NACAS South President last year, 2014-2015. Both gentlemen were serving their institution as Director of Auxiliary Services during their tenure, and although Chet has been retired for a while, he still maintains contact with his former associates and stays active in his community. Doug is still employed with the University of Georgia and is active in supporting NACAS and NACAS South on committees and at conventions.

It is their example of institution-supported service which is the focal point of NACAS success, and they urge all members to take up the challenge and volunteer to keep the association going strong far into the future.

Note from Doug: I see Chet often. He is the one I gave a “shout out” to at the last conference when I spoke. He is 93 years old and still plays Golf at our course regularly. He was so excited to see his name on the plaque, then we agreed that we both knew a “famous guy” with his name on a plaque. It was really neat.

NACAS Education Foundation Needs Your Help

Melissa Moore, NACAS Education Foundation Board Member

Are you familiar with the NACAS Education Foundation?

It’s the non-profit, charitable corporation that was formed by NACAS to support and promote the auxiliary and ancillary services profession. Through the support of the NACAS members and business partners, the NACAS Education Foundation funds professional development programs, research, scholarships and the CASP certification.

The Foundation does a number of fund-raisers each year to increase its budget, including the NACAS Annual Conference silent auction, the Flip-a-Coin raffles at both the national and regional conferences and the Past Presidents’ Challenge.

The Past Presidents’ Challenge was added as a fund-raiser this past year and likely will be retired after this year in favor of another fund-raising program.

The winning region for the Past Presidents’ Challenge will be at the NACAS Annual Conference in San Antonio. The winning region will be based on the region that collects the most money and has the most past presidents participating.

Here’s how you can help NACAS South be the winner of the Challenge.

- First of all, the Foundation makes NACAS a more robust professional association by adding the “extras” to its programs and services that cannot generally be funded by membership dues.
- It’s a charitable corporation, meaning contributions are tax deductible.
- If you want to take part in the Challenge, take a look at the list of NACAS Past Presidents from NACAS South. Beginning with 2012, every fourth year is a NACAS South past president.
- (http://www.nacas.org/wcm/NACAS_Members/Committees/Past_Presidents.aspx).
- **AND/OR** check out the list of NACAS South Past Presidents (<http://www.nacas.org/regions/south/leadership.aspx> - scroll down the page to the list of past presidents).
- Then, go to the NACAS Education Foundation website and make a tax-deductible contribution to the Past Presidents’ Challenge in one of the names of a past president. Foundation donation site - <http://www.nacas.org/foundation/donating.aspx>
- **OR** mail your check to NACAS Education Foundation, 3 Boar's Head Lane, Suite B Charlottesville, VA 22903-4610.
- Make sure you put “Past Presidents’ Challenge” and the past president you want to honor.

That’s it! Let’s work to make NACAS an even stronger professional association!

NACAS South

Chick-fil-A at UNC Wilmington, cont'd.

UNCW takes pride in working with a local construction contractor, who found the representatives at Chick-fil-A wonderful to work with. Malissa Ivey, food service director with Aramark, worked closely with Chick-fil-A brand management to ensure that the student needs were being met. Because our new Chick-fil-A operates as a standalone operation with its own entry, management and staff training are entirely devoted to Chick-fil-A standards.

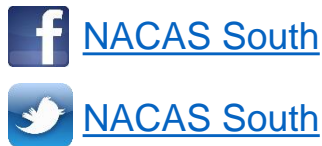
Malissa shepherded this project over one summer, and as with any renovation, had to respond to the unexpected on at least a few occasions. It was all worth it though. Malissa says it best when she says, "Chick-fil-A is hugely popular with our students. We expect to nearly double previous

patronage; already we're seeing more than 2,000 students a day, and that's before the Grand Opening." Malissa adds that students appreciate that the server provides everything from drink to sandwich to salad, without having to do any self-service on their part.

Grand Opening Day was a hit! Our Student Government Vice President joined hundreds of students, along with faculty/staff and administrators. UNCW is proud to be on the cutting edge of the newest menu, newest design. A student posted to social media today, "I'll take you to dinner. Using a teal meal @ Chick-fil-a."



STAY CONNECTED



PROFESSIONAL DEVELOPMENT Opportunities

Take advantage of all the great resources from NACAS!

NACAS Online Education

Business Innovation Forums, Virtual Roundtables, and Webinars

NACAS Events

NACAS Institutes and Conferences



For more information about the NACAS South Newsletter or to submit an article or feature for a future issue, contact [Norman Grizzell](#).

