

President
Kelly Venable Carroll
Tulane University

President-Elect
Vickie Somers
Elon University

Vice President
Eddie Mills
Florida State University

Secretary
Melissa Moore
Georgia Institute of
Technology

Treasurer
Bob Ritenbaugh
Auburn University

Membership Coordinator
Andre' Davis
University of Alabama at
Birmingham

**Publication/Technology
Coordinator**
Connie Davis
SE Louisiana University

**Professional Development
Coordinator**
Andy Meeks
Northern Kentucky
University

Past President
Bill Redwine
Morehead State University

Conference Coordinator
Wanda Budaj
Georgia Institute of
Technology

**Southern Regional
Representative**
Keith Chapman
Georgia Perimeter College

Inside this issue:

Professional Development Opportunities	2
New Dining Program	4
'07 Conference Summary	3

NACAS South 2008 Conference:

Annual Conference in Savannah, Georgia on April 19th-23rd to feature an outstanding program!

Dr. Jairy C. Hunter, Jr. President and Professor of Management at Charleston Southern University will speak on the topic of executive leadership skills. Dr. Hunter is a nationally known speaker and consultant on higher education leadership and strategic planning.

William Strauss, co-author of eight books about American generations, will discuss the fact that Generation X will be replacing Baby Boomers as the parents of our college students. Gen X will be viewing education from a different perspective and Mr. Strauss will discuss how this change will affect us in auxiliary services.

Ed session topics will include avoiding conflict of interest, technology, print & copy, housing, food service, transportation and more.

While in Savannah, you will want to experience...the City Market, horse-drawn carriage rides, historic home tours, and planned trips to Savannah State University or Savannah College of Art and Design. You will also want to



eat your way through Savannah's eclectic mix of award-winning restaurants and enjoy some of the city's unique shops and museums.

The Bob DeMoss Golf Tournament will be held at the South Bridge Golf Course, designed by the legendary Rees Jones. It's famous for its strategic placement of water on a thickly wooded region of Georgia pines and oaks. This course will provide a fair test and entertaining round for players of all skill levels.

Our host hotel is the beautiful Hilton Savannah DeSoto located in the heart of the historic, dining, shopping and theatre district of Savannah. When one thinks of southern hospitality, one thinks of the Hilton Savannah DeSoto.

Registration will be available on line at nacas.org in February 2008.

Welcome to NACAS South!

Ann Bailey, Mississippi State University

Sid Gonsoulin, University of Southern Mississippi

LaTonya Green-Jones, Southern University – Baton Rouge

John Collins, Pasco-Hernando Community College

Nick Henry, Dalton State College

Renee Menke, Austin Presbyterian Theological Seminary

Michael Haun, Georgia Gwinnet

Aadrain Dawsey, Fort Valley State University

Diana Pena, South Texas College

Please send articles or information for inclusion in future newsletters to:

Connie Davis
Associate Director,
Auxiliary Services
Southeastern Louisiana
University
cdavis@selu.edu

**Save the Date
for 2008!**

**40th Annual
Conference**
Chicago, Illinois
November 2-5, 2008



Presidential Thoughts



Up until this point I had writer's block and no idea what I was going to say to all of you. I mentioned this to a friend at lunch who suggested I bury some "bribe" in my piece that would encourage you to read it start to finish. I was ready to do that when I got a call from our NACAS South board secretary telling me she had just mistakenly sent the minutes from our Las Vegas board meeting to everyone that had attended the NACAS conference. My immediate response was to laugh! I know that probably should not have been my first response, but as we lead up to the last frantic days of the semester, it takes laughing to keep from crying I guess. That and a lot of patience most days!

Working in the auxiliary services field, we touch just about everyone on our campuses and if we don't know the answer to a question, chances are we know the people who know the answer. Along with the relationships we establish and maintain every day on our campuses, we also do the same through the different associations to which we belong. The regional associations, and now state associations, are the grassroots of NACAS and the casual laid-back nature of NACAS South allows for some of the best networking among peers that over time become your friends. I know you all have really great NACAS South memories you can reminisce about, and mine were just disrupted by another phone call--this time from my on-campus salon telling me there's an emergency water shutdown in the student center due to flooding in the basement and a client with chemicals in her hair needs to be rinsed out before her hair starts to fall out! This is where that campus networking and some creativity come in to play. Admittedly so, an auxiliary services professional NEVER has a dull day!

So to recap, whether it be in your personal life or your professional one, we all need a little humor, some patience, networking & creativity and of course, one thing I've learned from my boss-- if there is a particular issue on campus that has you steamed, wait 24 hours before you hit the send button on that nasty email you've just written!

Wishing you all a great holiday and some much deserved rest,

Kelly Venable Carroll
President, NACAS South

NACAS Professional Development Opportunity

Institute for Managers I
January 27th - February 1st, 2008
Boar's Head Inn and the University of Virginia
Charlottesville, Virginia

The NACAS Institute for Managers is an intensive learning experience incorporating group project presentations, small group discussions and seminars. The Institute is designed for managers new to generalist auxiliary service positions and those in management positions in operational areas who want to gain a broader perspective on auxiliary services in higher education.

To learn more about the institute go to www.nacas.org and click on Professional Development. You may call Andy Meeks at (859) 572-5575 for additional information

Ramblings From Your Southern Regional Representative

I can not believe that it is already December. Just yesterday I was visiting with many of you and enjoying the NACAS conference in Las Vegas. Wasn't KA an absolutely thrilling show? I can certainly relate to that poor guy who was hanging onto the vertical stage with arrows landing all around. (The auditors just left.) Fortunately, after much trial and some sacrifice, the main characters were reunited and happy as the performance closed. Those happy times makes the trials worth it for all of us.

A commitment I made to your Board is to keep you well informed about the National Board's activities. As a part of a larger marketing campaign, one of our first initiatives was to begin a calling campaign to non-member institutions. Every board and leadership team member was asked to develop a script, "My Story" to use during the calls. "My Story" should highlight personal NACAS experiences involving "connections, educational opportunities, and resource availability." Each team member was then assigned a non-member to call. Needless to say, I had very little trouble developing "My Story." Telling it to my non-member was not difficult either. Our association is so important to our profession, that the words came easily. I challenge you to develop your own NACAS "My Story" and call a non-member institution that you are familiar with. I will report on the Board's success with this endeavor in the near future.

Finally, I must get a plug in here for our upcoming NACAS South conference in Savannah, April 18-23, 2008. One of Savannah's favorite sons is the lyricist Johnny Mercer. Many of you are familiar with his stellar work that includes songs like "Winter Wonderland," "That Old Black Magic," "Moon River," and "Summer Wind." Early in his career in 1946 he penned the words to "Personality" which became a number one hit. In fact both Dinah Shore and Bing Crosby had versions of the song in the top ten on the charts at the same time! Anyway, three of the lines from the song are:

"A girl can get somewhere in spite of stringy hair or even just a bit bowed at the knee, if she can show a faultless personality."

Now admittedly those lyrics are not politically correct today, but the sentiment rings true. A faultless personality will help you succeed. What struck me about these words is that ole Johnny could have been writing about his hometown. Savannah is a beautiful city, and much of that beauty can be attributed to her personality. Do not miss our regional conference. The educational program is extremely strong, we have a terrific layout picked for our golf tournament, we will have tours available for the non-golfers, we will have food by Food Network Diva Paula Deen, and lots of exposure to Savannah's "personality." Ya'll come. Thank you for this opportunity to serve as your Regional Representative to the National Board. Your confidence in me is humbling. As always, I invite you to stay in touch with me at bchapman@gpc.edu.

Keith Chapman
Georgia Perimeter College

Bright glittering lights, slot machines and gambling sounds, Jimmy Buffet and other celebrity shows were all part of the atmosphere surrounding the 39th NACAS Annual Conference in Las Vegas, Oct. 26-31.

It was an exciting conference. The excitement, though, went beyond the sights and sounds of Las Vegas; the educational sessions, the guest speakers, the networking with colleagues and business partners were the components that made this "record-setting attendance" conference the best professional development investment any Auxiliary Services professional could make.

From Day 1 when golfers teed off at the annual tournament held at the Desert Pines Golf Club and curiosity seekers toured the MGM Grand "behind the scenes," the enthusiasm built, never faltering, through the Closing General Session with one of today's preeminent speakers – Jim Ellis.

Highlights from the conference include:

Robert F. Kennedy, Jr. opening the conference, reminding everyone of the importance of "greening" our personal and professional lives. He spoke about our responsibility to elect government officials who would create and endorse sustainable programs that affect our environment now as well as affecting our children's environment later.

NACAS South members presented four of the 10 Block 1 Educational Sessions, including topics on creating a state Auxiliary Services association (**Rosalind R. Meyers**, Georgia Institute of Technology, and **Bill Redwine**, Morehead State University), nutrition trends (University of Alabama **Kristina Hopton-Jones** and **Shirley Darr**), Auxiliary Services and Student Affairs working together (Savannah State University **Jean Ann Caywood** and **Irvin Clark**) and Auxiliary accounting (University of Central Florida **Linda Gendin**, **Hillary Sweeney** and **Li-Mei Hung**).



At the Opening Rewards Reception, NACAS South walked away with the most prestigious NACAS honor, the Robert F. Newton Award for Distinguished Service, when our own **Ken Ramey**, Northern Kentucky University, received the award for his extraordinary and outstanding service to NACAS and the Auxiliary Services profession.

Other NACAS South members recognized with awards included the NACAS Innovative Achievement Award to **Julie Elion**, Georgia Institute of Technology, for the BuzzBugs marketing program, and Silver Torch Award recipients **James Hudson**, Furman University, and **James Morgan**, University of Florida.

Hot scrambled eggs and juicy, flakey fruit pastries were not all NACAS South members got when they attended the Regional Breakfast; NACAS South pens, leather coasters and drink Koozies were at every place setting. President **Kelly Venable Carroll** warmed the room with her southern hospitality, welcoming the members, and **Keith Chapman**, Savannah Host Committee Chair, got everyone ready for the NACAS South Annual Conference in Savannah, April 19-23, as did **Bill Redwine**, NACAS 2008 Annual Conference Program Committee, when he talked about the NACAS Annual



Conference in Chicago, Nov. 2-5, 2008.

NACAS South captured the conference attention with Educational Block 2, again presenting four of the 10 sessions: **Shayla Stevenson**, North Carolina A&T State University, on event management; University of Houston **Emily Messa** and **Esmeralda Valdez** on contract management; Louisiana State University **Eric N. Monday** and **D'Ann Morris** on emergency operations; and University of Miami **Mel Tenen** with Food-Strategy, Inc. **Ray Petit** and **Timothy O'Mara** on food service financials.

The maxed-out Exhibit Hall gathered all NACAS members with business partners showcasing their new and existing products and services.

Educational Blocks 3, 4 and 5 again showed NACAS South members came to tell their stories and best practices: **Floyd Hoelting**, The University of Texas at Austin, co-presented on-campus housing; **Melissa Moore**, Georgia Institute of Technology, and **Darcy Woodward**, Freshens, on effective communication; South Texas College **Diana A. Pena**, **Shirley Ingram** and **Mary Elizondo** on fraud prevention; Texas A&M **Bob Brown**, **Ken Crutchfield**, **David McKenna** on work teams; **Ralph Clayton**, The University of Alabama, and **Scott Conroy**, First Transit, Inc., on transit systems; **Bob Ritenbaugh**, Auburn University, and **Andrew Wren**, Wren Solutions, on Auxiliary Services video; and **Joe Whitmore**, Jacksonville State University, on outsourcing.

In addition to all the educational sessions, two great "super sessions" gave insight into "Word of Mouth Marketing" by **Dr. Philomena Mantella**, Northeastern University, and "The Aftermath of the Virginia Tech Tragedy" by **Peter Fraser**, NACAS president. The conference ended with two spectacular events: the KA' Cirque du Soleil Gala Event as the final evening outing. To say the acrobatics were exceptional would be an understatement. Watching the cast climb upward on a seemingly vertical wall and swing and glide through a story of conflict and love was remarkable.

Remarkable could also be used to describe the Closing General Session presentation given by Jim Ellis, the real-life hero of the 2007 movie *Pride*, but that would be too weak of a description. Seeing a movie or reading a book and then hearing the author or person tell his/her story most often reinforces the film or book and that can be said of this presentation too. However, Jim Ellis' talk about teaching teenagers to competitively swim and the challenges of cultural and racial diversity can be best described with one word - Powerful. To anyone who missed this presentation, if given another opportunity to hear Jim Ellis, another "only one word" can be used for that too – go!

The 39th NACAS Annual Conference is now history. Compliments to the NACAS National Office and the Program and Host Committees on a job well done.

Now let's get ready for the 40th Annual Conference in Chicago, November 2-5, 2008.

DIAMOND LEVEL

ARAMARK Campus Services
Sodexo Campus Services

GOLD LEVEL

ASI Campus Laundry
Barnes & Noble College Booksellers
Coca-Cola North America
Mac-Gray Company
Texas Book Co.

PLATINUM LEVEL

Chartwells Educational Dining Services
Starbucks Coffee Company

SILVER LEVEL

ABL Educational Enterprise, Inc.
Blackboard
Caldwell & Gregory
Capstone Development
CBORD Group, Inc.
Chick-fil-A, Inc.
Follett Higher Education Group
Freshens Quality Brands
Jetz Laundry Services
McAlister's Deli
MSE Consulting
MSS Media
NuVision Networks Corp.
Old Fashion Foods, Inc.
SmartCentric Technologies US
Validis Resources
WTW Architects

Elon University's New Dining Hall

by Vickie Somers

The Colonnades Dining Hall is a two-floor, 24,000 sq. ft. dining facility that opened at Elon University in mid-September. Colonnades features seven unique concepts and seats approximately 400. Elon University and Aramark, the university's food service provider, worked together to include student input through focus groups, extensive surveys and visits to other university dining locations.

The first floor of the Colonnades is home to Fountain Market, Boar's Head Deli, and Croutons. Fountain Market showcases a state of the art neighborhood grocery offering grab n' go items, organic foods and local produce purchased from the same supplier as Whole Foods. Boar's Head Deli features premium meats, cheeses and deli sandwiches. Croutons is a tossed-to-order, full-service salad station that features a rotating menu of specialty salad ingredients and dressings influenced by regional culinary traditions.

The second floor of Colonnades features the 1889 Grill Room (Elon's founding date) which is a full-service restaurant serving gourmet burgers, steak, and seafood. Also on the second floor is Isabella's, a concept named for Isabella Cannon, an Elon graduate of 1924, supporter of Elon's



study abroad and leadership programs, and one of North Carolina's most distinguished leaders. Isabella's is an all-you-care-to-eat area with international menu items prepared

on a Mongolian grille. Another all-you-care-to-eat venue is Tuscan, featuring Mediterranean cuisine and a fire stone oven for pizzas. When Colonnades opened its doors on Friday, September 14 and closed the following Sunday night, 800 pizzas had been served! Some things about college life don't change.

The Bread Basket serves hot breads, along with a variety of soups and desserts. The Mile High Apple Pie is already becoming a signature dessert of the Colonnades! Sustainability is at the forefront of the Colonnades Dining Hall both in its construction and its food management process. The ceiling, insulation and steel used to construct the building is made of recyclable materials. The HVAC system incorporates environmental controls to conserve energy and appliances installed in the building comply with the EPA Energy

Star Program. Occupancy monitors were also installed to reduce the energy consumed when spaces are not in use. Dining Services emphasizes the importance of sustainability by not using trays in the facility to reduce food waste and energy consumption. In addition to not using trays, students receive paper bags instead of plastic bags when shopping at Fountain Market for their organic goods. Unused food products are donated to local shelters and charities.



Colonnades is the third all-you-care-to eat dining hall on a campus with approximately 5,000 students and is a unique dining facility in that each concept features intimate seating. The facility features granite countertops, ceramic tile and other high end finishes. It certainly isn't the dining facility many of us remember from our college days!

How To Be Green!

Auburn University's Tiger Transit Converts to Biodiesel

Auburn University's orange and blue Tiger Transit buses are now green. The transit fleet of more than 40 vehicles has made the switch from using regular diesel fuel to biodiesel, a cleaner burning alternative fuel produced from domestic, renewable resources. AU is the first university in the state to make the switch.



Check out <http://wireagle.auburn.edunews/181/> to learn more about Auburn University's conversion to biodiesel fuel.