



## NACAS South News

February 2010

Greetings NACAS South members!

We are pleased to share with you the February 2010 issue of *NACAS South News*! We invite you to click the links below to read more about our recent news.

Or, visit the [NACAS South Home page](#) to learn more about NACAS South.



### **Save the Date for Myrtle Beach**

Plan to attend the NACAS South Annual Conference to be held April 17-21, 2010, in beautiful Myrtle Beach, South Carolina. [Read more—page 2](#)

### **Presidential Thoughts**

Eddie Mills, NACAS South President, shares his thoughts on mentoring, member involvement, Myrtle Beach, and more. [Read more—page 3](#)

### **National Board Update**

Keith Chapman shares his final "National Board Update" and welcomes Bill Redwine as the new NACAS South Regional Representative. [Read more—page 4](#)

### **Jerry Turner honored with NACAS Distinguished Service Award**

Jerry Turner, former President of both NACAS national and NACAS South, received the 2009 NACAS Robert F. Newton Award for Distinguished Service. [Read more—page 5](#)

### **Charlie Figari receives NACAS South Mentoring Award**

Charlie Figari, former President of both NACAS national and NACAS South, received the 2009 NACAS South Regional Mentor Award. [Read more—page 6](#)

### **Georgia Tech receives NACAS Technology Award**

Georgia Institute of Technology's Division of Auxiliary Services has been honored by NACAS with the Technology Award for their BuzzCard eMarketplace. [Read more—page 7](#)

### **Comments from New Southern Regional Rep**

Bill Redwine shares his thoughts as the new NACAS Southern Regional Rep. [Read more—page 8](#)

### **Thank You to Our Business Partners**

Our 2009 Business Partners are recognized and thanked. [Read more—page 9](#)

*For questions or to submit ideas for future NACAS South newsletters contact:*

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**Save the Date for the NACAS South 2010 Annual Conference**  
**April 17-21, 2010**  
**Myrtle Beach, SC**



Come join your old friends and make some new at the 2010 Annual NACAS-South Conference held in beautiful Myrtle Beach, SC. The conference hotel, The Myrtle Beach Marriott Resort & Spa at Grand Dunes, is stunning. Located right on the beach, it's the perfect setting to relax with your family and learn valuable new skills that you can take back to your campus. Please visit the hotel website <http://www.myrtlebeachmarriottresort.com> to view this serene resort for yourself!

Kelly Venable Carroll, Tulane University and Chair of the Host Committee, has been working hard to make sure this will be a conference that you and your family will enjoy! Eric Monday, Louisiana State University and Program Chair, is putting a program together that will include topics that are directly related to your workplace.

For updates or more information please visit [www.nacas.org](http://www.nacas.org) or contact Carole Gibson, Conference Coordinator at [gibsoncar@nku.edu](mailto:gibsoncar@nku.edu). Business Partners should contact Melissa Moore at [melissa.moore@aux.gatech.edu](mailto:melissa.moore@aux.gatech.edu) .

## Presidential Thoughts

December 2009

By Eddie Mills

NACAS-South President



### How I got here...

It is quite an honor to be serving as the NACAS-South President this year. In thinking about a brief topic for this issue of NACAS-South News, I started thinking about how I got here. Along the way, I have had a number of people looking out for me...mentors, if you will. Most of them probably don't even know they have mentored me and helped shape my career. People like **Charlie Figari, Keith Chapman, Jim Morgan, Dave Leeka, Jim Hudson, Felecia Townsend, and Bill Redwine**, to name a few, have shown me what it takes to be successful in auxiliary services. I've learned the importance of building relationships from a number of people in this organization, including our very supportive business partners. When you have a minute, take some time to think about people in your organization and see if there is someone that you can "take under your wing." It might just be the confidence and support that the person needs to help fill some of their potential.

### More on mentors

Speaking of mentors, each year NACAS-South selects a Regional Mentor Award Winner. Last year, **Keith Chapman** was quite surprised when his name was called in Chicago. This year, the award winner should not be as surprised, since he has served in nearly every position the Association has to offer. This year's winner is **Charlie Figari**. Charlie has served as NACAS-South President, NACAS Program Chair and NACAS South Host Chair. He has devoted a lot of his time to our organization and has "mentored" more people than he probably realizes. Charlie, like many of us, was unable to attend NACAS in Hawaii, but we send our sincere congratulations to a most-deserving winner.

### Myrtle Beach

For those of you who were able to attend NACAS in Hawaii, I hope you found it to be educational, entertaining, thought-provoking and very beneficial. I'll use those same words to describe the NACAS-South Annual Conference in Myrtle Beach, South Carolina, **April 17-21, 2010**. Our host hotel will be the beautiful Marriott Resort & Spa at Grande Dunes. Feel free to browse the property's website at [Marriott Resort & Spa at Grande Dunes](#) and see what a fun-filled place this will be for the entire family. It is definitely a "come early, stay late" destination.

Our President-elect, **Eric Monday** from LSU, is working on an engaging program, so that your educational expectations will be met. **Kelly Venable Carroll**, Host Committee Chair from Tulane, is working with her group to put together the best possible social activities and networking opportunities. We'll have more details soon about the Annual Conference, but go ahead and save the date. We want to see you in April!!

### Member involvement

I have always believed that you only get out of an organization what you put into it. This Association has plenty of opportunities for you to volunteer your time and expertise. Whether you want to be involved in the annual conference or serve on a standing committee, we always need more of our members' involvement. I challenge you to get more involved in your association...the benefits certainly outweigh the work you put into it.

--[Eddie Mills](#)

NACAS-South President  
Florida State University

## National Board Update

December 2009

By Keith Chapman



### Greetings!

Greetings NACAS-South professionals!

I hope the New Year will bring you renewed vigor and fresh opportunities.

### Kudos

Your NACAS Board has been hard at work wrapping up an exceptional conference and planning for the coming year. All the reviews for the sessions and events at the NACAS national conference, held November 6-11, 2009 in Hawaii, were extremely positive. It is truly a shame that this conference came at a time when our economy made it impossible for so many of us to attend. Although everyone involved with the event deserves congratulations, there are two individuals I want to single out. First, **Abby Tammen** from the NACAS staff did such a superb job representing NACAS that the hotel and convention center waived all attrition penalties, saving us several thousand dollars. Abby's efforts are just further proof that relationships, or "connections" in NACAS speak, should be at the heart of all we do. Secondly, take your Texas-sized cowboy hat off to the South's own Charlie Salas, Conference Chair, for putting on a superlative program despite the challenges. Charlie and his team never lost sight of their goal and

the result was a terrific conference for everyone in attendance.

### Plans in the works

Your Board went to work in Hawaii on plans for the coming year. President **Cheryl Crouch** has established three initiatives for her term in 2010. The continuing development of the Auxiliary Services Certification Program will be a major focus for your NACAS Board. Some of the next steps in our program development process are Auxiliary Services Director job analysis, identifying potential curriculum development and testing consultants, and exploring funding options. The association's current strategic plan ends next year, so updates will be Board focus number two. Finally, the Board will concentrate on the Colorado Springs 2010 conference, with an emphasis on making it as accessible to everyone as possible. NACAS does believe in "making the connections that count." Your National Board wants everyone to join us in Colorado Springs to renew old relationships and start some new ones.

### My thanks

I want to offer my sincere thanks to each of you for allowing me to serve as your National Board Representative these past two years. It has been a terrific experience representing the South on the National Board. The most rewarding part of the experience for me is the knowledge that y'all allowed me to serve. And now, as I go forward to the National Board Vice President's role, I do so with great gratitude for your continuing support. I am blessed to hail from the greatest region in this wonderful association. I encourage you to support the new Southern Representative to the National Board, Mr. **Bill Redwine**. As always, I strongly encourage you to get involved with your NACAS-South Board. Led by President **Eddie Mills**, they are the finest group of folks I have ever had the pleasure of working with.

Thank you for reading my last "National Board Update". Although my role may be changing, I remain at your service. Do not ever hesitate to call on me.

## Jerry Turner Receives Distinguished Service Award November 2009



*Frank Mumford (left), NACAS President-Elect (Director, Finance & Administration, Auxiliary Services, California State University, Fullerton) presented Jerry Turner (Retired, Gordon College, Barnesville, GA) the 2009 NACAS Robert F. Newton Award for Distinguished Service, at the NACAS Annual Conference in Honolulu, Hawaii.*

### **Robert F. Newton Award**

In recognition of his efforts in the Auxiliary Services profession, Jerry Turner has been honored by NACAS with the Robert F. Newton Award for Distinguished Service.

Jerry has been an active member in NACAS for many years, serving in every Board of Directors' position, both regionally and nationally, as well as the Board of Directors for the Education Foundation. "This award is a fitting tribute to Jerry's dedication to NACAS and to its members," says Dr. Bob Hassmiller, Executive Director, NACAS.

"In Auxiliary Enterprises, we have the good fortune to work with many talented and intelligent individuals. Occasionally, however, we meet someone who sets the benchmark for leadership for all of us. Jerry Turner of Gordon College is one of those rare individuals and leaders whose dedication, knowledge, and perseverance transcend the highest

standards," says Charlie Figari, NACAS member and Past President.

The Newton Award was presented on November 8, 2009 at the NACAS 41st Annual Conference in Honolulu, Hawaii.

The Newton Award is the association's most prestigious award recognizing an individual who has displayed extraordinary and outstanding service to NACAS and the profession of Auxiliary Services. Mr. Turner was selected for his efforts in the field of Auxiliary Services and his dedicated service to the NACAS association both regionally and nationally.

Congratulations, Jerry!

## Charlie Figari Receives NACAS South Mentoring Award November 2009



*Charlie Figari (right) is shown with Robert C. Donnelly (left), Executive Director, Campus/Community Card Solutions, Heartland Payment Systems, and Cherri Figari at a NACAS South annual conference.*

### **NACAS South Mentoring Award**

Charlie Figari (vice president and chief auxiliary officer, University of Texas, Houston) received the 2009 NACAS South Regional Mentor Award.

This award recognizes a member who has shown initiative in welcoming newcomers and promoting/encouraging involvement of members at the regional/national level.

Charlie's list of accomplishments in this area would fill volumes of books. He is a southern gentleman with a warm, welcoming personality and has served both NACAS national and NACAS South, promoting both organizations to new and existing members.

In addition to being a national and regional conference mentor, he served as President of both NACAS national and NACAS South whereby he strengthened membership and strategically enhanced programs making NACAS and NACAS South robust organizations and is active helping to build Business Partner membership.

Congratulations, Charlie!

## Georgia Tech Receives NACAS Technology Award November 2009



*James A. Pete (left), Director, Auxiliary Technical Services for Georgia Tech Auxiliary Services, received the first-ever Technology Award for the BuzzCard eMarketPlace from Frank Mumford, NACAS President-elect (director, Finance & Administration, Auxiliary Services, California State University, Fullerton) at the NACAS Annual Conference in Honolulu, Hawaii.*

### **BuzzCard eMarketplace**

In recognition for creatively improving service to customers through the use of technology, Georgia Institute of Technology's Division of Auxiliary Services has been honored by NACAS with the Technology Award for their BuzzCard eMarketplace.

Georgia Institute of Technology has been an active member in NACAS for many years. "This award is a fitting tribute to the outstanding customer service programs offered by NACAS member institutions", says Dr. Bob Hassmiller, Executive Director, NACAS.

The Technology Award was presented on November 8, 2009 at the NACAS 41<sup>st</sup> Annual Conference in Honolulu, Hawaii. The Technology Award is the association's award recognizing an Auxiliary Services department that uses technology creatively in improving services to customers. The BuzzCard eMarketplace offers a service to assist student organizations and provide a sustainable solution for event management.

Georgia Tech's BuzzCard Center, saw a need to assist student organizations and Georgia Tech departments in processing special events. Certain special events like the annual Student Government Association Six Flags Night needed a more customer friendly ticket sale, ticket distribution and event entry operation. Student groups were looking for quicker and friendlier customer service events, eliminating lines to purchase tickets and lines to enter the events. Groups also sought ways to become more sustainable by omitting paper tickets.

Technology was the answer and the BuzzCard Center provided it through new technology that gave two distinct services: (1) an online eMarketplace to order tickets, place orders and make reservations and (2) handheld card readers that provided a sustainable, quick way to gain entrance to events.

Congratulations to Georgia Tech!

## Comments from New Southern Regional Representative

December 2009

By Bill Redwine



### Big Shoes to Fill...

Let's see. 9D...yep, that's my shoe size. But I'm not sure that I can fill the shoes of the last two Southern Regional Representatives to the NACAS Board of Directors. I am so pleased and proud to have been nominated and then elected to be your representative for the coming term. Following in the footsteps of **Keith Chapman** and **Jim Hudson** (the two previous Southern reps) I am definitely going into this with my eyes wide open so

as not to miss anything that these two great leaders started.

The Southern Region has a fine tradition of sending Past Presidents to the NACAS National Board so that the vision and mission of the region can be a part of the national scene and I firmly believe that is part of the leadership and management processes that helps make NACAS-South the best region of all. We are always on the cutting edge with programs for our annual meetings, we are always cognizant of the financial impact of the conference on the region, we always manage the finances of the region as efficiently as possible, we always exhibit the highest level of

hospitality to both members and guests, and we always try to listen to what our membership says.

Over the course of the next few months I hope you will be willing to share with me your ideas, concerns, criticisms and recommendations that I can take to the national board for discussion. A key element for the coming year for NACAS will be that of pushing forward a certification program for our professionals and I encourage you to please share with me your ideas about how to make this work and what you would like to see in the program. You can call me at (606) 783-2680 or email me at [b.redwine@moreheadstate.edu](mailto:b.redwine@moreheadstate.edu) I promise that I will respond.

Thank you for all that you do to help make NACAS-South the best!

--Bill Redwine

## Thanks to the NACAS-South Business Partners!

*January 2010*

NACAS-South continues to have a strong conference both program-wise and attendance-wise and we contribute this success every year in large part to our Business Partners.

If you have not already made plans to attend the 2010 NACAS-South Annual Conference, April 17-21, Myrtle Beach, South Carolina, take a minute and contact our NACAS-South VP and Business Partner representative and say, "I want to attend the NACAS-South Regional Conference!"

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### **2009 NACAS-South Business Partners:**

#### ***Diamond Level***

ARAMARK Higher Education  
Chartwells Higher Education Dining Services

#### ***Platinum Level***

Barnes & Noble College Booksellers  
Sodexo

#### ***Gold Level***

American Campus Communities  
Chick-fil-A  
The Coca-Cola Company  
Coca-Cola United  
Holden Architects

Mac-Gray Services  
Ricoh  
Texas Book Company  
U.S. Foodservice

#### ***Silver Level***

ASI Campus Laundry Solutions  
Bergmann Associates  
Blackboard  
Caldwell & Gregory  
Capstone Companies  
CardSmith  
CBORD  
Church's Chicken  
Connexio Media  
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First Transit  
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