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NACAS West Regional Conference

Community “pay it forward”, educational speakers, team building, and networking are a few of the exciting events at this year’s conference in Vancouver, BC.

We are jump starting this conference with an amazing community experience that will give you a true feel of Vancouver and how caring the residents can be. Come and join us for Fair in the Square. Fair in the Square is a yearly Vancouver Community College event that hosts a feast for over 4,000 of the area homeless. Come sporting your school or company baseball cap, wear comfortable shoes, and join in a tremendous day of giving back.

The afternoon will continue with a choice of two university tours, Simon Fraser University or University of British Columbia. The evening will wrap up with an incredible opening gala held at the Capilano Suspension Bridge.

The Capilano Suspension Bridge is one of the most popular tourist attractions in Vancouver.



The bridge offers a unique mix of adventure, history, and culture. Not only will you have the opportunity to walk across the suspension bridge and partake in other activities, you will also be able to try their new adventure; the Cliff-walk.

The second day will start with a keynote speaker, Bob Aiken. His intriguing talk will help you understand the mysteries of how your mind works. An extended lunch will leave plenty of time to connect with our business partners.

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Regional Innovation

Students Playing the Market in Investment Club

By Thomas Guengerich
New Mexico Tech

New Mexico Tech is nationally renowned for its programs in science and engineering. However, the Socorro University is gathering a reputation for its specialized approach to management education as well. One avenue for Tech students to get hands-on experience in investing and money management is the Pat Miller Student Investment Club. A core group of Tech students are learning the ropes of investing, the stock market and financial research – and using real money.

Pat Miller earned a bachelor’s in petroleum engineering at New Mexico Tech in 1961. After

retiring from the industry, Miller decided to give back to his alma mater in personal and unique manner. In 2006, he donated \$100,000 to start the Pat Miller Student Investment Club.

The club meets weekly, but Club President, Ryan Halton spends several hours every day researching investment opportunities and communicating with club members via e-mail. The club has actively sought out advice from three investment experts.

Halton said club members use a variety of tools to conduct research and apply their classroom knowledge as well. They use widely available sources like Yahoo Finance, Google Finance and mainstream media reports, as well as professional investment services like Morningstar. Each week – and sometimes every day – the

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Important Dates & Information

[West Regional Conference](#)
June 5-7, 2011 Vancouver, BC

Do not forget your Passports while traveling from the US to Canada!

Go to www.nacas.org and select Regions>West Region for more information



Innovation Super Star!

The Living Building Challenge

By Deb Peterson
Okanagan College

Okanagan College (Penticton Campus), located in south central British Columbia, is involved in a new building project that will help shift the perspective of the construction community in Canada. Going “deep green” on an institutional project does not mean having to pay a premium.

An investment of \$22.6 million from the Federal and Provincial governments and \$5 million from Okanagan College and donors will fund construction of the building, which has been designed and constructed to meet the most demanding set of environmental standards, the Living Building Challenge. Visit the website (<http://ilbi.org>) to learn about what exactly the Living Building Challenge encompasses.

The project incorporates innovative technologies and proven systems. Designed by CEI Architecture Planning Interiors, with significant input from engineers and systems specialists, the 7,085 square metre facility will help change perceptions about environmentally-responsible construction. The building will provide a living laboratory for the 800

plus students who will be taking a variety of programs, many of which are focused on the new trades and technology training. The Centre for Excellence will be more than hallways and walls for classrooms; it will be a



learning tool in itself, with access to systems and information a prime consideration in the building's design and development.

Some of the highlights of The Centre for Excellence:

- Net zero energy consumption, with largest photovoltaic solar array on a non-utility institutional building in Canada tied into power grid

- Solar hot water system
- Extensive use of wood to reflect the region and British Columbia's natural resources
- Green roof components, mimicking the regional flora
- Natural cross-ventilation using solar chimneys in open mode
- High-performance building envelope and displacement ventilation in closed mode
- Ground source heat pump with radiant floor heating
- Ground source cooling
- Localized thermal mass and radiant wall panels
- Heat and methane recovery from wastewater treatment
- Lightweight, 'light touch' construction
- Extensive use of local pine beetle-kill wood
- Innovative structural solutions avoiding extensive use of adhesives, preservatives and paints
- Extensive use of local materials
- Rooftop 'petri dish' for experimental technologies

This project is scheduled to be complete early April 2011, on time and on budget.

(Continued from page 1) West Regional Conference

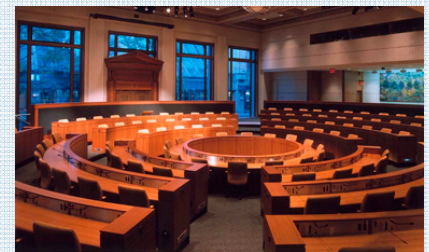
The first session is an intriguing depiction of how Vancouver was a magical city during the Olympics. The panel will describe how the magic was created and how Vancouver delivered on Olympic expectations and dreams.

The final session of the day is learning about how architects dared to deliver on the most exciting building project; a living building. Architects and builders looking to green their projects have created various ways to save water and electricity. The concept of the “living building” has emerged as a new ideal for design and construction with a zero footprint. Learn about an institution's journey on this fantastic project.

The final day starts with a morning session “Delivering the Best.” This is an amazing hands-on working session on continuous improvement that will position you to deliver the best to both staff and customers.

Vancouver Community College (VCC) is “Daring to Deliver” a team work experience you will never forget. Join your colleagues in the kitchens of VCC preparing Asian, Aboriginal, culinary, and sweet delights that you will enjoy during our final reception. Our creations will be supplemented by the dishes prepared by the Canada Junior Olympic Team (competing in Germany in 2012). Are you up for it?

The host hotel is the Delta Vancouver Suites in Vancouver, BC. Located in the heart of downtown, it is a stone's throw from many local attractions.



Work Center for Dialogue at the Delta Vancouver Suites—Conference Meeting Location

Spotlight

University Memorial Center

By Kristi Graham-Gitkind
University of Colorado at Boulder

When the students of the University of Colorado returned to Boulder for the Fall 2010 semester, they not only saw friends who changed a bit over the summer—they saw their favorite campus hangout with a whole new look. The 26,000 sq. ft Alferd Packer Grill and Baby Doe's Coffee & Bakery retail food service space in the University Memorial Center (UMC) underwent a \$2,000,000 renovation over the summer break, resulting in a food court with a big "wow factor" for the very reasonable \$77 per sq. ft. price tag.

The desired outcomes were clear from the beginning: the Alferd Packer Grill and Baby Doe's needed to increase value to customers by operating more efficiently and offering fresh-made food in a more attractive setting. Additionally, the project needed to utilize sustainable design and construction practices from start to finish. Working with OZ Architects and Porter Khouw Consultants, the UMC was able to fulfill these outcomes by focusing on five project goals:

- Design a brighter, more open Alferd Packer Grill
- Improve customer traffic flow through kiosk and POS placement
- Improve dining room seating efficiency by using a variety of seating options
- Improve ambiance throughout serveries and dining rooms with new FF&E and lighting
- Remove physical barriers between Baby Doe's Coffee & Bakery and the Alferd Packer Grill to better fulfill customer needs

Response to the renovation has been overwhelmingly positive, with both loyal customers and newcomers enjoying a space that is more reflective of the healthy, earthy Boulder lifestyle. UMC staff have been energized by the project, too, with new student-focused programs and menu items in the works. Food Service Director Robin Margolin points out that "our expanded space has allowed us to add healthy options to the menu. For instance we offer both white and whole wheat tortillas. Panini can now be made on focaccia, whole grain bread or can be eaten cold as a wrap. The huge salad bar

offers the opportunity for students to make a granola parfait for a snack or a full meal with veggies and protein. This has been popular with customers who have food allergies or follow a special diet."

The UMC was able to capitalize on a slow construction market as well as low loan interest rates to stretch design and construction dollars and in the next few months will add a stage for student programming and two fireplaces in the dining rooms, thus fully articulating the concept of the student union as the "hearthstone" of campus. UMC Director Carlos Garcia made sure that students were involved in the renovation process for the beginning. "We were very pleased with the how the process involved student input every step of the way," Garcia states. "Our students were very supportive and engaged and helped to select the design materials used in the project, colors, and images."

Overall, the project has high impact with low burden—students will pay only \$5 per semester for five years to enjoy their made-over favorite hangout.



NACAS West Region

Alaska

Alberta

Arizona

Australia

British Columbia

California

Colorado

El Paso, Texas

Guam

Hawaii

Idaho

Manitoba

Montana

Nevada

New Mexico

New Zealand

Oregon

Saskatchewan

Utah

Washington

Wyoming

NACAS West Members

Second Place Finish for Junior Team

Canada in Ireland

By Sandra MacSorley
Vancouver Community College

The NACAS West Regional Conference in Vancouver, BC June 5-7, 2011 will be guests of the Junior Culinary team at Vancouver Community College.

The team recently finished second in Ireland as participants in the Irish Panel of Chefs competition held in conjunction with the Catex Exhibition in Dublin, Ireland.

The team finished just ahead of the Irish National Team and was edged out of a first place finish by Team Italy. Included in the competition were teams from Germany, Iceland, the Czech Republic and a second Irish team. Albeit a small international competition, the event was invaluable to the young members of the Canadian team, who had experienced very limited international competitive experience.

The contest provided the team the opportunity to pack, travel, gain experience and withstand the rigours of international competition. It also afforded the team members the opportunity to become cohesive and to better work together as a team. The fact that the team was awarded a second place finish, gold

and silver medals and the award for demonstrating the highest sanitation standards was all icing on the cake.

In the autumn of next year the team will embark on a huge adventure to the IKA Culinary Olympics in Erfurt, Germany as the Canadian National Youth Team. The journey to Dublin was a great learning experience for the young team members, reinforcing their skills, their spirit and their resolve. They now understand how difficult it is to win, how much hard work, detail and organization is entailed and they now understand the need for unfettered determination. Preparations for their assault on Erfurt are already underway.

Wish them well!



Left to right: Ariel Schwab, Jasper Cruikshank, Tobias MacDonald, John Ho, Jil Aranas and Tyson Gee.

Please e-mail Julie Crea at jcrea@lcsc.edu if you have a suggestion for an article or would like to write one for the Fall issue. Thank you.



NACAS Members

Putting Your Money Where Your Mouth Is: Unique Opportunities for Student Success

By Rosa Hernandez, 49er Shops

When Board member Alvaro Castillo suggested that the Forty Niner Shops invest a portion of its financial reserves with the Student Managed Investment Fund at California State University, Long Beach, the management team was extremely skeptical. The thought of having students manage the organization's portfolio catapulted the concept of supporting "student success" to a whole new level.

As one of the largest employers on campus, the Shops have been committed to training over 500 student employees, funding scholarships, providing internships and supporting campus-



wide programs that promote student success. Yet, the idea of allowing students to manage their finances seemed a little too real, and extremely risky.

Castillo is a CSULB alumnus who first learned about the group when he served as ASI Treasurer. "I met Dr. Runyon, the program director when I was a student, 13 years ago, in the College of Business. It wasn't until I served on the Shops Board of Directors that I realized the impact our support could have on this program."

Dr. Dick Runyon has organized the Student Management Investment Fund since 1995. Runyon points out that, "What the team looks for is a real world investment experience; not just a

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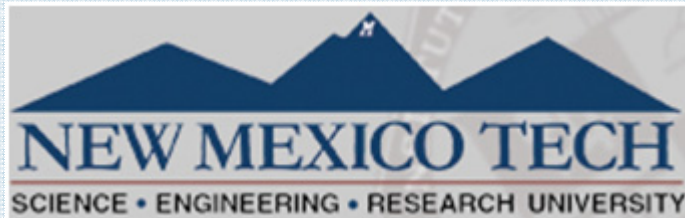
(Continued from page 1) Students Playing the Market

club buys, sells and trades stocks, bonds, index funds and other investment options. Halton said the club members reach consensus on investments before making any moves.

"You have to learn from mistakes and from experience," Halton said. "So many things in the real world aren't the same as in the textbook. Through the Investment Club, we can see the consequence of our actions."

In just four months, the club has increased its portfolio's value by 15 percent. Two of their biggest successes were investments in Google and CoinStar. They bought Google at \$500, then sold at \$620. The club held CoinStar for six weeks and saw the value increase 49 percent.

Unlike most management programs, New Mexico Tech requires



all students to have a solid foundation in science, including calculus, physics, chemistry and laboratory science. Dr. Peter Anselmo, Department of Management Chairman, said Tech's curriculum and educational approach helps management students think analytically about investing and management.

One piece of advice club members heard from the experts was to invest in areas that they know. The club has purchased stock in Mosaic Potash, a Carlsbad mining company that regularly employs Tech students, both as interns and as full-time employees. The club holds

about 15 different investments including stock in Abercrombie & Fitch and Apple.

The 2010-2011 version of the club is fulfilling the vision of founder Pat Miller. His idea was to donate the seed money for the club to give students experience in analysis and all the other things they need in their lives to manage their own money



Reaching Out

Take the Time to Recognize

By Alex Herzog Ed.D.
Utah State University—Eastern

I don't know about you but it seems I never have enough time to do the things I need to do. If I am not acting in the role of fire fighter (putting out fires that others have started), I am busy trying to plan and strategize for the next cycle of students coming in the Fall. Working towards making the auxiliaries I supervise profitable amongst all the cut-backs and layoffs that our colleges are facing has put me on edge. But, I am not alone with that feeling. My employees feel it too! That is why I contend we must make an effort to recognize our employees for the work that they do. But how can we do that besides giving a raise? Here's what you can do:



Give them a Certificate of Accomplishment. Be specific about what you are recognizing them for. For instance: John Smith, for Outstanding Customer Service. Give the employee the certificate at the next staff meeting and include a story to back up the certificate. For some employees, give a humorous certificate, ie. John Smith, Supreme master of hot dogs. This can break the ice if needed and you will be surprised how often the other employees will refer to it in

a joking manner.

Buy them lunch. If you have the capability of working a deal with a food vendor then do it. If you have an expense account, use it. However, going out of pocket for lunch will also go a long way towards building employee morale. It doesn't have to be elaborate, a couple of pizza pies will do.

Give them time. With budgets so tight giving a raise is out of the question. That doesn't mean you shouldn't do it if the employee deserves it.. it depends on your campus. However, what you do have control over is time. I will often let an employee out an hour or two early before a Holiday weekend and cover their job myself. I will pay them for that time but it shows that you care and sometimes that extra hour or two is a huge jump on traffic or travel plans.

Saying thank you. I don't think you can say thank you too much yet we often don't do it enough. The time old process of the pat on the back still works today and pays dividends.

Improving employee morale is one of a supervisor's most important roles. Studies show that increased morale will result in overall better employee performance. Give these a try and let me know if they worked out for you. Email me alex.herzog@ceu.edu.

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Please e-mail Julie Crea at jcrea@lcsc.edu if you have a suggestion for an article or would like to write one for the Fall issue. Thank you.

NACAS West Newsletter

The Connections that Count!

Spring 2011



(Continued from page 5) 49er Shop Investment Fund

virtual portfolio of investments, but a real customer with real money at stake”.

Despite some skepticism, the Board invited the students to make a presentation. According to Don Penrod, CEO of the Shops, “The students were well prepared and confident in their risk management strategy. They were professional and serious about their ideas. They sold us on their ability to safeguard the company assets and as a result, we agreed to fund the account with \$100,000.”

By combining diligent research with a conservative risk management approach, the SMIF team has managed to outperform the market for the last two years. In fact, they have demonstrated outstanding success in managing their portfolios. Had the Shops used the SMIF investment strategies, we might have performed better during the 2009 market downturn.

“I am fascinated with the Shops portfolio because they are a true client. In addition to the investment analysis, we gave quarterly board updates and worked hard to ensure the Shops were confident with our management style. The Shops offer a unique client-manager relationship that we are most likely to face after graduation,” said SMIF alum Brian Cupp. “I am currently interning with Fieldman, Rolapp & Associates and I know that I am starting farther ahead than my peers because of this experience.”

The future will tell how well the students manage the Shops investments, but both the Shops and SMIF are excited to collaborate on this worthy project. The impact has been especially meaningful for the students. Ruben Valverde a recent SMIF Alum said, “The experience I gained from this opportunity gave me the edge I needed for my professional career. I am starting a new job as a Business Reporting Associate for Western Asset Management in a few weeks. I could not have imagined this opportunity without this experience.”

NACAS West Board Members:

Top Row Left to Right :

Carlos Garcia, Alex Herzog,
Mark Miller, Neil Markley, &
Jared Ceja

Bottom Row Left to Right :

Deb Hoefer, Louise Chamberlin,
Maria A.Y. Garcia, Julie Crea,
Deb Peterson, &
Charlene Tomlinson

