Congratulations to Marc Baker, who was recently named the JOB WELL DONE award recipient for the second quarter of 2016!

There’s a good chance you will run into Marc on the job on any given day. He never takes a sick day or a vacation day. Seriously – never. Marc manages and oversees both campus Laundromats and departmental Laundry Services, operations that serve both students and departments across campus.

Laundromats are located in every residential community on campus, providing a safe and convenient location for students to clean and dry their clothes. The self-serve facilities are available to residents 24 hours a day, seven days a week. UNC Laundry Services provides wash and press laundry services for departmentally-owned items such as lab coats, towels, tablecloths and sheets. The Medical School, medical and research facilities and more than 100 departments take advantage of this service to ensure items are clean and sanitary and that employees look neat and professional in their uniforms and medical scrubs.

Marc’s JOB WELL DONE nomination spotlighted the care he displays for students and his willingness to assist whenever there is an issue or concern. A perfect example of Marc going ‘above and beyond’ for his customers: the One Card readers on washers and dryers were not working at several locations due to an upgrade that was taking place during Spring Break. Marc personally went to the locations and set the machines so that students who had to stay on campus over the break could do their laundry for free.

His nomination noted, “It’s little things like this that set Marc apart from others.”

Those ‘little things’ mean a lot to students and all of his customers – and also to his coworkers, who wanted to make sure he was recognized, thanked and rewarded for his service and dedication with the JOB WELL DONE award.

Remember, the JOB WELL DONE award is presented to an employee who consistently delivers outstanding work, regularly going far beyond what is expected. It is presented by the director of Auxiliary Services based on nominations reviewed and recommended by the Employee Recognition Committee. Winners of the JOB WELL DONE award are also automatically nominated for the year-end RAM (Recognition of Achievement and Merit) Award.

To nominate an employee for a JOB WELL DONE award, complete an online nomination form at:

http://go.unc.edu/Ff2o9.
For the past 25 years, Auxiliary Services has overseen and led the University’s copy program, providing the Carolina community with departmental copy machines and the walk-up copiers that are conveniently located across campus for students and anyone visiting campus.

Today, there is a new partnership that will allow the campus community to continue to receive the outstanding services and support they’ve come to expect, while enjoying the newest state-of-the-art equipment with enhanced capabilities and consistently high-quality copies.

Carolina Managed Print Services has entered into this partnership with Xerox, and together will deliver to the campus community a reliable and cost-effective copy program with the highest quality copying, printing, scanning and faxing equipment and services. This collaboration brings together the operational know-how of a recognized leader in the copying industry with a University department that is uniquely experienced and intimately familiar with campus copying and printing needs.

To ensure campus customers are afforded the best overall copy and print environment, Carolina Managed Print Services is in the process of conducting a thorough assessment of departments’ copying and printing activities in order to ensure they’re properly equipped to meet their needs. Once this assessment is complete, the new machines will be furnished to the department within approximately 30 days. New copiers have already begun rolling out this month.

With any new business partnership, people are often anxious about what changes it will bring, but individual departments and the University as a whole are expected to experience a variety of benefits under the University’s new copy program – from superior equipment and quality copies to tremendous monetary savings to the University. Early cost savings estimates for the University total nearly $775,000, and as departments move volume away from laser printers to copiers (Multifunctional Devices or MFDs), there could easily be a savings of more than $1 million.

And campus customers will undoubtedly be happy to know that one thing that’s not changing is the personal service they will continue to receive from John Foust and Tony Rogers, the two familiar faces of Carolina Managed Print Services. The popular duo are the first responders that arrive on the scene when there is a service call and provide a variety of specialized service and support. Customers very often are pleasantly surprised with the speed and quality of their work; on average, copiers are back up and running less than two and a half hours from when the service call is placed – a response time that is virtually unheard of by industry standards.

For the past quarter century, the University has been provided the highest quality photocopying equipment, service and support. Carolina Managed Print Services looks forward to continuing this tradition by meeting and exceeding campus customers’ expectations under this constructive new partnership with Xerox.
You’ve likely heard of another recent high profile collaboration on campus.

On July 1, Barnes & Noble assumed management of UNC Student Stores, the official store of the University of North Carolina at Chapel Hill. The store sells textbooks, course materials, school and art supplies, computers and electronics, as well as a huge selection of UNC apparel and merchandise. In addition to being the central campus location to purchase items that are officially and uniquely Carolina, for decades, the net proceeds from Student Stores sales have been a vital source for providing scholarships for both undergraduate and graduate students.

Preserving the beloved qualities of Student Stores while significantly increasing the funds toward need-based scholarships for deserving students are key elements of the partnership with Barnes & Noble, and the scholarship funds are estimated to quadruple under this new structure.

Always a ‘sister’ department of the Auxiliary Services Division, this new partnership also brings Student Stores and Auxiliary Services even more closely together in providing quality goods and services to a large customer base of students and families, faculty and staff and UNC fans from literally all over the globe. Auxiliary Services is managing the contract with Barnes & Noble on behalf of the University, serving as the point of contact for all dealings between the two entities.

Chuck Sockell has accepted the contract management responsibilities for the University, in addition to continuing his role of overseeing the operations of The Print Stop – the one-stop, on-campus resource for all University printing needs. The Print Stop remains a University-run operation and is now a part of Auxiliary Services, and will continue to provide a full suite of high-quality, competitively priced printing services. Services include the production of Course Packs, official business cards and stationery and the traditional printed pieces that departments frequently need, such as newsletters, brochures, posters and annual reports.

The campus community is encouraged to use The Print Stop as the first point of contact for any printing project, as it is equipped to handle production of many jobs on site in its central campus location. For larger jobs, The Print Stop will assume total management of the project and secure the services of outside vendor partners, ensuring campus customers receive quality work at the best possible price.

Auxiliary Services is excited to be a part of the new ventures that are taking place on campus, and is proud of the role it has played in ensuring customers are provided quality retail products while simultaneously ensuring that deserving and qualified students have the opportunity to attend this great University.
The One Card Office has introduced another innovative means of serving students by launching an online and mobile campus account management tool. GET is a smartphone app that allows students to conveniently and securely manage their Carolina Convenience Account (formerly the Expense Plan). The Carolina Convenience Account is attached to the One Card so that food, goods and services can be purchased on campus.

With GET, students can:

- Check balance/activity
- Add funds with Visa or MasterCard
- Report a lost/stolen card
- Upload a photo

Search for “cbord get” to check out the GET Smartphone App, or you can visit the GET website:

https://get.cbord.com
(Choose University of North Carolina at Chapel Hill)