From the President

It’s spring, and that means many things to students in higher education. For some, it signals the exuberance of March Madness ending. For others, the campus foliage is blooming in outdoor spaces, and libraries and collaboration spaces are overbooked. For all of us, it signals a time to partner with student organizations on their final agenda, to collaborate on measures of student retention, to assess what is and is not going well, and bring into focus budgeting and planning for a new year.

On my campus, we are engaged with housing to bring about new facilities for housing, dining, and parking, as well as much needed collaboration spaces. Yet our student body is also challenging us to review old and tired models that may not be functioning as well as when they were created, and we have to rise to that challenge. One small example is a student request for more market-driven pricing for our distributed printing. But when we dug deeper, we are now rolling out more print locations, allowing mobile print requests from your phone, supplying faster machines and easier methods to report an issue, and delivering on lower pricing with incentives for sustainable duplex prints.

Learning what students want today is critical. In order to deliver the best customer experience, we have to listen…and listen with the intent to understand. We cannot just respond to complaints. We have to understand what is behind the need for more convenience and customization. A great resource for that understanding is our business partners, because their discoveries come from students around your region or even the country.

Higher education is going through profound changes. We can build bridges to tomorrow but only if we listen and collaborate today. I hope you will join us at the NACAS South annual conference in Charleston, but if not, you can participate with your colleagues online, through discussion groups, webinars, and marketplaces. Be a part of NACAS today. Build a bridge to tomorrow. Help make your campus more resilient not only to emergencies but to changing economies and needs.

Together, let’s be a part of student success!

--Sharon
It’s almost here... NACAS South 2018 in beautiful Charleston, South Carolina!

We hope you are as excited as we are. It’s shaping up to be a great conference with overwhelming representation from our institutional members and Business Partners. We’ve got great events planned, such as the Welcome to Charleston Party on Saturday evening, the opening event on Sunday evening at the Citadel Beach Club, and the Tuesday evening closing event at the South Carolina Aquarium.

As always, we have a great lineup of informative educational sessions planned. We also have some exciting keynote speakers planned, including Joseph Patrick Riley, the former 10-term mayor of Charleston, and Dr. Sherene McHenry, whose expertise is in leading, motivating, and resolving conflict.

Click here to see the full agenda. The NACAS South 2018 mobile app will be available soon for use with your mobile device. NEW this year: use the mobile app to track and submit your session attendance for CASP credits!

KNOW BEFORE YOU GO!

Below are some tips to help you plan for the conference:

• **Parking at the hotel**: On-site parking at the conference hotel is complimentary. Parking lots surround the hotel (no garage parking).

• **Internet access**: High-speed internet at the conference hotel is included. Wireless access is available in guest rooms, public areas, and meeting rooms.

• **Citadel Beach Club**: For the opening event, dress is business casual. However, access to beach club is available for the duration of the conference. NACAS South members will be able to park at the Beach Club and will be allowed access to showers and locker rooms. You’ll need to show your conference badge to the property manager and/or leave your badge on the dashboard of your vehicle.

• **Flip a Coin**: Back by popular demand is Flip a Coin! Make a $20 donation (maximum of two) to the NACAS Education Foundation and get a set of beads for playing Flip a Coin during the Business Partner Recognition Breakfast on Monday morning. Beads will be for sale before and during breakfast. Cash and credit cards will be accepted. The winner will receive an iPad, courtesy of Firehouse Subs!

• **Business Cards**: Bring plenty of business cards to share with colleagues and to enter drawings sponsored by various Business Partners.

• **Attire**: Dress for the conference and events is business casual. Meeting rooms tend to be cold, so bring a light jacket or sweater for inside. For offsite events, wear comfortable walking shoes.

• **Bring your camera!**: Charleston is a beautiful city, and we’ll be visiting some amazing locations for our offsite events. You won’t want to miss that sunset picture at the Beach Club or the sea turtles at the aquarium!

See you in Charleston!
The Nominating Committee of NACAS South is pleased to submit the following slate of officers for the upcoming 2018-2019 Board of Directors. The slate will be presented for a vote of the membership at the Annual Business Meeting in Charleston, SC on April 24, 2018.

- **President**: Brett Jackson, CASP, University of Georgia
- **President Elect**: Glenn Loughridge, Auburn University
- **Vice President**: Felicia Townsend, Florida International University
- **Immediate Past President**: Sharon Boyd, CASP, University of North Carolina, Wilmington
- **Treasurer**: Cary Wilkerson, CASP, University of Texas at Arlington (year 1 of 3-year term)
- **Secretary**: Cindy McClanahan, CASP, Georgia College (year 1 of 2-year term)
- **Rep to the National Board**: Connie Davis, Southeastern Louisiana University (year 3 of 3-year term)

Coordinator positions are appointed by the NACAS South Board and will be announced at the Annual Business Meeting.

- **Conference Coordinator**: Carrie Chutes, CASP, University of Texas at Dallas (year 1 of 3-year term)
- **Professional Development Coordinator**: Rick Torres, University of North Carolina, Charlotte (year 3 of 3-year term)
- **Membership Coordinator**: To be announced
- **Publications and Technology Coordinator**: To be announced

The NACAS South Board will present several amendments to the bylaws for consideration by the membership and be voted upon at the Annual Business Meeting on Tuesday, April 24, in Charleston, SC. The amendments are considered minor and are noted below:

1. Add clarity about how we protect our assets via crime insurance instead of bonding.
2. Delete the reference that the Treasurer makes payments via check.
3. Modify the composition of the Membership Committee.
4. Modify the composition of the Awards Committee and define the leadership of this group.
5. Change the reporting structure of the Membership Coordinator to be responsible to the President.
6. Extend the term for committee membership to 2 years.

The full proposed version of the NACAS South Bylaws is available for review at: https://nacas.org/about/regions/nacas-south/news/

Please forward any comments or questions to Immediate Past President Rich Steele, rsteele2@ncsu.edu.

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**C3X Conference & Expo**

**Make your plans NOW!**

Click buttons to right for more information.
NACAS South expresses our condolences to the family of Jerry Turner. For many years, Jerry was a fixture at NACAS and NACAS South.

From 1995-1996, he served as President of NACAS South. He later served as President of NACAS from 2003-2004. Jerry was also the 2009 recipient the Silver Torch Award and of the Robert F. Newton Award for Distinguished Service. After his retirement, Jerry was instrumental in helping establish the Certified Auxiliary Services Professional (CASP) designation and was himself certified in 2011 as part of the inaugural class.

Before retiring in 2009, Jerry’s 33-year career with the University System of Georgia included service at Waycross Junior College, Georgia Perimeter College (now part of Georgia State University), and Gordon State College.

Our Mantra

**Solutions:** To enrich experiences and quality of life for students.
**Resources:** To inform our members’ decisions on campus transformation.
**Counsel:** To build our Business Partners’ brands within campus communities.
**Innovation:** To improve the financial health of higher education institutions.
**Leadership:** To advance and sustain campus environments worldwide.

Why Green?
Green is symbolic of new beginnings, innovation, and financial health.

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