Starting in 2012, Auxiliary Services coordinated with Pepsi Corporation to fund textbook scholarships in the amount of $200 to worthy Auxiliary Services student workers. As of December 2014, thirty scholarships have been awarded. Winners were selected based on several criteria, including their response to the question, “What have you learned as a student employee?” The following are some excerpts from their responses:

- “No matter what career I ultimately choose, the leadership skills I have attained while working at Convo will be valuable to me for the rest of my life”
- “Working while attending school full-time has allowed me to become even more organized with my studies and has bettered my time-management.”
- “Having an on campus job at the book store has given me the confidence and knowledge”
- “It makes you appreciate your college experience more, because you see how much work it requires”
- “I have become more conscientious of my work, improved my communication skills, and have developed more efficient time management abilities.”
- “Moments of learning have proved to not only be applicable [in] The Campus Store, but also beyond to the classroom.”
- “Working in Student Dining has…helped my [organization] skills as I am constantly finding new ways to make my work station more productive.”
- “I can confidently say that working here has taught me how to prioritize and manage my time.”
- “I have learned many skills that will help me be successful, like communication and adaptability that will help me in my culinary passions of being a chef and owning my own restaurant.”
- “My experience as a student employee at the Eagle’s Nest has been a positive one, and I’m thankful that it has helped shape my college years.”
- “I never knew how much I would learn and how much it would help me in my future career as a nurse.”
**Intern Opportunities/Experiences**

The goals of the Public Relations Intern for this time period:

- Create a challenging yet educational work environment in Public Relations for the individual to build confidence in their writing style of press releases and publication deadlines.
- Provide responsibility to the student for independent tasks such as research, writing and publication deadlines.
- Immersing the student in a professional setting, providing real world experience for after graduation in the field of Public Relations.

The goals that were accomplished:

Ethan wrote 10 press releases which were published in local, regional and national print and online media sources. Of those releases written:

- 10 were sent to Ashland University campus media outlets
- 8 were sent to local & regional media outlets
- 4 were sent to National media outlets
- 1 was a 6 page magazine article that was submitted to College Services magazine

Ethan was challenged with multiple articles at one time, seeking additional information and in depth research done outside of the normal office hours. He worked well in the professional environment, ensuring that each task was appropriately handled and was able to build his communication skills, both oral and written, from this experience.

**Student Employment**

Auxiliary Services employs four non-work study student delivery drivers to make sure food products, supplies, job orders and other miscellaneous items get delivered throughout campus in a timely and efficient manner. Student hours average about 27.5 a week. The drivers must have a clean driving record in order to operate the utility vehicles during deliveries. The students are expected to be punctual, polite, and organized. As a representative of the Auxiliary Services Department, these individuals are encouraged to use good customer service skills and make responsible decisions. While they are out on deliveries, they work independently so they must be confident, self-motivated, and capable of making rational decisions.

**Art Student**

Rachel Yeager, has had the unique opportunity of working with Ashland University’s art collections, including cataloging much of the artwork displayed on campus. In the fall of 2014, Rachel worked with Wendy Schaller, Professor of Art History, to determine pieces missing from the campus collection. Rachel has also been able to work with a variety of pieces, from paintings to ceramics, wood carvings, and vases. Rachel appreciates the fine details of the pieces that she catalogs, like the detailed line work on the ceramic bowl pictured above. Working with these pieces has allowed the junior student to gain skills, including the ability to accurately describe pieces in historical context and research each piece. As someone who appreciates artwork, Rachel believes that the displays of artwork at Ashland University, “makes it that much more of a unique and special place.”
Collaborations

The Campus Store has been working closely for the past ten years with members of the Youth and Literacy Team of Community Care, now known as AU G.I.V.S., to provide quality children’s story time events several times each semester.

With the kind assistance of a Literacy Grant from our local Wal-Mart and with funds received from distributing no value books to One Planet Books, we have been able to host a wide variety of events, from a breakfast with a well-known children’s literary character to Halloween and Christmas story times with games and activities where the students read children’s books, provide activities and distribute snacks. In 2013 and 2014, the student group has hosted a special poetry story time, a Christmas story time featuring the Grinch, an American Girl Halloween Costume Party, an American Girl Mother-Daughter Valentine Day Tea featuring photographer, David FitzSimmons and his book, Curious Critters Too, and breakfast with the Llama in Red Pajamas.

Since 2004, AU G.I.V.S has hosted over 45 different events for children invited from the Ashland, Mansfield, and Wooster areas. Several book drives have collected over 1,900 new or gently used children’s books that have been donated to the Pump House, YMCA, Ashland Head Start, Sullivan Head Start and The Kroc Center. Student volunteers number from four to 15 depending upon the event.

Student Dining Food and Fashion Show

This past February 6, 2014 the campus store provided clothing for a fashion show held during the annual Student Dining Food Show entitled “Marvel at the Adventure of Food and Fashion” featuring well-known superheroes from Marvel Comics. All students on the meal plan are able to attend this event to sample food from various vendors and vote on what items they would like to see served in the dining hall. We thought the show would provide a perfect venue for introducing the campus store’s new spring clothing lines, and fortunately, the director of Student Dining agreed to allow us to participate.

We contacted Dr. Nancy Morris of the Family and Consumer Science Department and asked if she and her Fashion Merchandising students would like to produce a runway fashion show for the campus store, and she enthusiastically agreed as well. The students selected, coordinated, and modeled a wide variety of clothing, including children’s fashion, during a twenty minute show. Students also designed capes for the child models to wear with their clothing to further reinforce the theme of the evening.

Student Employment

The AU Campus Store employed 7 students in the 2014-2015 academic year. Students work an average of four to ten hours per week depending upon the activity in the campus store. Students also work throughout our summer months to assist in the physical year-end inventory, staffing the store to cover increased traffic due to orientations and summer camps, stocking the shelves, and checking merchandise in preparation for impending fall terms. All student workers learn to operate and close out campus store registers, buy back textbooks, re-stock merchandise and textbooks, help with displays of clothing, assist with the checking in and tagging of merchandise, operate the shrink-wrap machine, deliver campus store products on campus, clean and maintain the store, office, and stockroom, and provide customer service to students, faculty, and the university community at large. We will also train a student to assist the textbook manager with data entry by loading inventory and enrollment numbers into our inventory control system and by counting inventory. Other students are trained to assist at off-site functions, such as in the new football stadium campus store concession, The Purple and Gold Zone, author signings, and commencement. When needed, students also help the shipping and receiving clerk with mail-outs, checking in shipments, and receiving. For several years now, senior Tessa Rose has been working closely with Jill Hiltner, Campus Store Merchandise Manager, with managing the merchandise categories of the campus store website. Freshman Zach Portner is now also working on the website. Tessa has also been active in maintaining the campus store Facebook page and managing other forms of social media.
Conference Intern: Deb Kopcak

Opportunities/Experiences

The goals for this time period:
• Every summer the Catering & Conference department hires a student Conference Intern. This position is the direct liaison between the conference department and the 32+ annual conference groups that come on campus.

The goals that were accomplished:
• The position, going on 17 consecutive years, has exceeded our expectations. The intern is exposed to many diverse groups, requests and time commitments. The intern learns time management, problem solving and team building techniques.

The objectives met, beyond the stated goals:
• The intern program has succeeded and thrived over the years and the position has met the needs of our customers.

Proudest achievements:
• All of our interns have gone on to graduate from AU.

Student Employment

This year the Catering & Conference department has employed 17 students from a variety of majors around campus. The students have been exposed to numerous events and interesting speakers and programs. Our students total roughly 5,000 hours worked annually in our department. The AU students are expected to be leaders in customer service, time management, and problem solving. The students are also expected to maintain communication with their supervisor as to their weekly availability so that all events are covered.
**LOGE & STADIUM WORKERS**

Every year since Miller Stadium opened, Auxiliary Services has operated concessions, loge food, and the reserved box seats. The loge and boxed seats have been operated by three students this year, they were: Rachel Csenar (four years), Jennifer Evans (two years), and Courtney Young (two years).

The staff is responsible for inventory control, stocking the loges, serving the food and beverages, and cleaning the areas after the games. The staff also assists with the invoicing of the events with pre- and post-usage of the product in the loges.

**EAGLES’ NEST**

The Eagles’ Nest employed as many as 43 student workers, which accounted for 12,157 labor hours in 2014. Students learn to work as an individual and as a team in a fast-paced retail environment. They will have the opportunity to develop a good work ethic in a positive, friendly atmosphere. The Eagles’ Nest offers the students the flexibility in scheduling needed to allow adequate study time. Our student workers will learn a wide variety of skills in many different areas of service: grill cook, deli attendant, cashier, barista and stock person. They take with them knowledge gleaned from working inside a business such as profit margins, sales, customer service, inventory, food quality and food preparation.

**STUDENT DINING SERVICES**

**INTERN INFORMATION**

Student Intern: Casey Neer  
Hometown: West Salem, Ohio  
High School: Northwestern High School  
Major: Marketing  
Minor: International Business  
Job Title: Auxiliary Services Intern

**Dining Services Intern**

Dining Services internship position gives students in the Hospitality field valuable hands on experience in our diverse award-winning dining facilities, Tuffy’s and Schar Café. The internship has specific guidelines and responsibilities which are listed below.

- Monitor Food Quality
- Maintain Portion Control
- Scheduling – for shifts in Schar Café and Tuffy’s Smoothie Bar
- Assist with marketing
- Maintain sanitation standards following serve safe guidelines

- Ensure all paperwork is completed such as temp logs and production sheets
- Meet with the Health Inspector for review

**Collaborations**

Student Dining works with Student Activities, Residence Housing Association, sororities, fraternities, athletic departments, and the hospitality management class in providing or assisting with programming and activities on campus.

Student Dining Services provides many opportunities throughout the year for students. Some of the projects the groups participated in were Late Night Breakfast, Spring Fest, International Dinner, and student pick-ups.
Student Dining
Student Dining has increased its involvement when it comes to students’ studies and projects related to dining services, especially with the dietetics program and Radio TV. We worked in collaboration with the following students to assist with their class projects.

- Chelsi Howman – TV20 interview Eagle Marketplace
- Martina Baco – Collegian Interview for The Learning Center
- Convo: 35 Student Employees
- Schar Café: 5 Student Employees
- Tuffy’s: 15 Student Employees

TUFFY’S

Student Employment
Tuffy’s employs an average 17 student employees for approximately 1,600 hours during the academic year. These students work independently with minimal direction throughout the year. They learn customer service skills, time management, product ordering, and inventory management. We also foster their ability to follow recipes and create new smoothies, milkshakes, and coffee drinks based on feedback from customers.

New this year was the utilization of the Dining Services Intern, Casey Neer, to generate weekly schedules, monitor hours, sanitation, and implement new ideas. This is being conducted by a Hospitality major who is able to gain real-world experience when dealing with customers, employee relations, and monitoring of daily operations, which would include production records, time sheet sign offs, inventory control, daily deposits, and facility review with the county Health Inspector.

STUDENT DINING SERVICES

INTERN INFORMATION
Graduate Assistant: Erika Chuburko
Hometown: Williard, Ohio
Major: Business Management
Job Title: Concessions Graduate Assistant
Graduated from Ashland University in 2014
Graduate Studies: MBA

Dining Services takes a different approach to staffing the concession area by utilizing student groups and organizations. The innovative approach is a great resource for staffing without having to place numerous students on payroll. The organizations or groups benefit monetarily by receiving a stipend that they use to support their initiatives on campus and in the community. The diversity of the groups worked well in the concessions area. We found a lot of the students had some prior experience working in the fast food industry which lent itself well to this type of environment.

The following groups involved this year were:
- Men’s Baseball Team
- Alpha Delta Pi Sorority
- AU Track Team
- Alpha Phi Sorority
- Alpha Delta Pi Sorority

STATISTICS
- 1,010 Organizational hours worked
- $2,800 Raised for the above mentioned organizations
- Responsible for $48,000 in operational expenses and revenues of over $60,000
- Concession areas now include the Football Stadium, Soccer Concessions and concessions in the Kates athletic complex