



Ancillary Services | News&Letters

If you have anything you would like to share or contribute, *please email Nina Bui at ninabui@yorku.ca.*

Bookstore | Food Services | Housing & Conference Services | Mailing & Printing Services | Parking & Transportation Services | YU-card Office

Ancillary Services Updates

As we approach the end of the Fall term, I would like to recognize the tremendous dedication and effort shown by everyone in Ancillary Services. The fall is usually the culmination of a great deal of activity on campus, with each of our areas at the forefront of delivering services on campus that are a key part of the student experience. These include preparing the residences and welcoming students, reopening restaurants, issuing YU-cards and meal plans, providing course materials and York swag, providing parking and transit options, and ensuring that important documents and materials reach their destinations.

This year is obviously much different. The impact of the pandemic on Ancillary operations has been profound, given that much of what we do is so closely related to the delivery of in-person services. And in each area, our teams have met these unprecedented challenges with levels of care, collaboration and innovation that have been truly inspiring. In this issue of our newsletter we're highlighting some of the incredible work that you've done to ensure that our services, and broader University operations that we support, could continue to function safely in service of the University's academic mission and student success, while ensuring the safety of our staff as a top priority. You'll also hear about some of our team members going beyond their regular roles to help improve the campus grounds, and I encourage you to take a look at their incredible work around the Keele campus.

I would like to again express my thanks to everyone in Ancillary Services, especially those who are required to work on campus, for all of your contributions during these challenging times and your care for each other.

Anthony

New Email Signatures

In October, to align with the University's branding strategy, Ancillary Services staff were asked to update their email signatures. Thank you to all those who have updated theirs. If you have not done so, please refer to the [branding website](#) for complete instructions.

Things to note:

1. Gender pronouns are **optional**
2. Please update your website to reflect your departments (ie. yorku.ca/ancillary)
3. "Ranked 33rd in the World in the Times Higher Education 2020 Impact Rankings" line is **optional**
4. If you are using Office 365 and on your mobile, please make sure to also **manually update your signature** as updating it on Outlook does not do this automatically
5. Please make sure that your signature is **turned on** for both New Messages and Replies/Forward

If you have any questions or concerns, please direct them to Nina Bui, ninabui@yorku.ca.



Bookstore, Mailing & Printing Services

The bookstore team continues to be focused on innovation and an enhanced student-centred approach. With students learning mostly online this semester, the bookstore reengineered many of its processes and integrated new technology to make things much more efficient.

Course Texts and Book Orders

E-book availability tripled this year compared to last September and students purchased nearly 15,000 e-books from the bookstore. Physical book delivery was extremely efficient with orders being shipped in under 24 hours on average and arriving to students typically in 2-3 days. The bookstore offered a new by appointment only pick-up option for orders where students only waited 1-2 minutes on average once they arrived.

Bookstore Collaborations

In collaboration with the YU-card team, for the first time ever, the bookstore team automated the processing of YU-card for transactions on the bookstore's website. This change makes the use of YU-card much smoother for students and our team and allows us to now promote YU-card as a form of tender to students.

To help keep students informed, the bookstore team worked with the Savvy group (the University's student virtual assistant), UIT to implement the Cherwell ticket management system, and added a new self service triage tool on the bookstore website. In late September, the bookstore conducted a survey by email of students to ask their opinion about various topics related to the bookstore's new online delivery model. Overall satisfaction with the bookstore was very high in September with 91% of students saying that the experience met or exceeded their expectations.

The team is most proud of the collaboration that has happened with the Bookstore, Printing and Mailing to work together as one group on many projects. Whether the group is shipping bookstore web orders, packaging and sending welcome packages for orientation or building convocation boxes, they have worked together as a team to get things done.

COVID Signage and Convocation

In printing, we have been busy continuing to print COVID signage for the campus, and diplomas for convocation. The mailing group continues to be on campus, as they have been all along, offering daily service to the community.

Food Services

Sally the Robot, The Fresh Food Robot!

Students, Faculty and Staff on Keele campus can now enjoy custom meals from Sally, the world's first fresh food robot, 24 hours a day, seven days a week. Located in Winters Dining Hall, Sally's unlimited accessibility offers fresh and nutritious meals when dining options are closed. Choose from several pre-programmed salads with ingredients that are kept in individually refrigerated, airtight, and sealed compartments insuring the freshest salads! Try it, share a photo and let us know what you think.

Coming Soon... York University Mobile Ordering App (YUMO)

Food Services has been working diligently to roll out YUMO for the community amid COVID-19. The mobile order-and-pay app will enable you to pre-order your food from participating campus eateries and pay with your meal plan or credit card. Safe, fast and convenient!

Housing & Conference Services

Move - In

Housing welcomed over 850 students into residence this Fall in their Undergraduate Residences and York Apartments. The team implemented extra precautions to keep students and their families safe and healthy with a carefully planned move-in strategy to accommodate arrivals while maintaining physical distancing. This year, some changes include:

- Reduce Occupancy - One person, per room with assigned bathrooms.
- Staggered Move - In Dates - Students were asked to sign up for move-in dates and time slots to be able to manage crowds.
- The Residence Clean Care Program - Designed to elevate and monitor cleaning protocols in each residence building by focusing on elevating cleaning and sanitation, ensuring a safe environment for all, and educating residents about cleaning and hygiene practices.

Glendon Campus Renovations

Exciting news! Renovations have started for Glendon campus residences with the completion date for the first phase by the end of November 2020 and the second phase by April 2021.

Parking & Transportation Services

Parking Services has been working on many customer service initiatives that will provide our customers with safe and convenient parking options when we all return to campus.

Connect with a Live Agent via Zoom

With the office being closed this is an amazing tool that allows us to feel connected to our clients. Our "Zoom Room" allows for a confidential call with to meet with an agent and is available during our regular business hours. [Connect now!](#)

Going Beyond

Parking and Transportation has 8 employees who have been assisting the Grounds department in beautifying the campus. We have received rave reviews of the work that they are doing and we want to congratulate them on a fabulous job! Your work is making a difference!

Honk Mobile App

Parking Services is pleased to introduce Honk Mobile, a convenient and easy way to pay for daily parking. Clients can pay either by holding their phone up to the Honk Tap sign located in the lot, or by downloading the App. The App will notify you when your time is about to expire, and enable you to add more time if needed.

Please take a minute to check it out on [our website and watch the video!](#)

Tanya Carolee Thompson on Family Feud Canada!

Our very own superstar, Tanya, and her family were featured on Family Feud Canada in October. Did you see the episode? If not, see how [Grant family did on CBC!](#)



YU-card

The YU-card team has been busy despite reduced traffic on campus. The YU-card Office has stayed operational throughout the pandemic, and implemented several projects to adapt.

- To help adapt to COVID-19 and physical distancing, the YU-card office launched Q-Less late August to help reduce crowding and in-person line ups.
- YU-card enhanced its photo upload capabilities over the summer. The tool now accepts the upload of government issued photo identification allowing the YU-card team to verify an individual's identity in advance and pre-screen potential concerns. This is also a big step, that will eventually allow us to provision credentials remotely.
- For COVID-19 nose and mouth cover distribution, the YU-card office has processed over 3500 transactions. Overall, the University has distributed 4300 in total through the various distribution points on campus

YU-card Manager, Darrick Chin, would like to give thanks to Samirah Sharif, Samantha Peralta and Darcelle Taylor for all their dedication and hard work over that past few months. It hasn't been easy, but they've all stepped up during a challenging time and continued to provide exceptional YU-card services to the community.

Ask Anthony

If you ever had a question or suggestion for Anthony but missed the opportunity to do so, we would love to hear it! Each month in our newsletter, Anthony addresses your questions.

Submit Your Questions

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