



Auxiliary Enterprises

Annual Achievement Report
FY25-26



Table of **Content**

02 A NOTE FROM OUR AVP

14 PROJECT SPOTLIGHTS

03 MISSION AND IDENTITY

18 BEYOND THE NUMBERS

04 OUR YEAR IN NUMBERS

22 POWERED BY STUDENTS

05 DEPARTMENTAL HIGHLIGHTS

23 LOOKING AHEAD



As we reflect on the past year, I am reminded that Auxiliary Enterprises is much more than a collection of services—it is a team of dedicated professionals committed to supporting the Gonzaga experience every day.

From the first meal served in our dining locations to the last event hosted on campus, our departments work together to create an environment where students can thrive, faculty and staff can succeed, and our community feels welcomed and supported. While much of our work happens behind the scenes, its impact is woven throughout daily life at Gonzaga.

This report celebrates the accomplishments of our Auxiliary Enterprises teams, including, GUEST, Hemmingson Center Facility Management, Mail Services, Print Services, Student Printing, U.S. Bank, Zag Card Services, Zag Dining by Sodexo, Zag Shop by Follett, Auxiliary Systems Administration and the exciting addition of Parking Services beginning in FY 2026–27. Each area plays a unique role in delivering services, managing resources, and creating experiences that contribute to the success of our students and the broader university community.

Throughout the year, our teams demonstrated resilience, creativity, and a willingness to embrace change. We strengthened partnerships across campus, advanced strategic initiatives, improved operational processes, and continued to seek innovative ways to better serve our community. Most importantly, we remained focused on what matters most—supporting Gonzaga's mission through a heart of service.

A Note From Suzie

I am continually inspired by the dedication of our staff and the collaborative spirit that exists not only within Auxiliary Enterprises, but across the university. The accomplishments highlighted in this report are the result of strong partnerships, shared goals, and a collective commitment to excellence.

To our Auxiliary Enterprises team, thank you for the energy, creativity, and heart you bring to your work every day. To our colleagues across campus, thank you for allowing us to partner with you in support of Gonzaga's mission. We are grateful for your trust and look forward to continuing to serve alongside you in the years ahead.

Together, we are helping create an exceptional Gonzaga experience for our students while supporting the faculty, staff, and community members who make this university such a special place.

With appreciation,

A large, stylized handwritten signature in white ink. The word 'Cheers!' is written in a cursive script, followed by a large exclamation point. Below it, the name 'Suzie' is written in a similar cursive script. The signature is set against a dark blue background with a lighter blue curved shape behind it.

Associate Vice President - Auxiliary Enterprise



Our Mission

To provide exemplary services to students, staff, faculty, and the greater community

AE at Gonzaga

As part of the Finance division, Auxiliary Enterprises is a combination of service organizations that support the efforts of students, faculty, and staff to achieve the mission of the University. Additionally, we serve the community through a variety of services including the Zag Shop (course materials and spirit gear), event catering, conference hosting and retail dining.



"...men and women for and with others..."
- Fr. Pedro Arrupe, [Former Superior General, Society of Jesus]



Our Year in Numbers

\$86,710

Revenue from events
held at Bozarth
Mansion

\$205,004

Generated via services
provided by GUEST

\$212,510

from Print Services

\$316,913

from postage sales &
services provided by
Mail Services

\$24,195

from Student Printing

\$136,345

Bulldog Buck commissions
and equipment rentals

3,396

Internal GU events
supported by GUEST

16,319

Print Jobs
Completed

2,682

ID Cards Printed

40%

Mobile Zag Card
Adoption Rate

212,393

Total Packages Processed

160

External events
hosted on campus

207

Items rented from
RecRe boxes

93

Student
Employees

\$644,849

Zag Shop
commissions earned

4,490

Residential Meal
Plans Purchased

Mail Services

DEPARTMENTAL HIGHLIGHTS



About the Department

KEEPING CAMPUS CONNECTED

Gonzaga Mail Services keeps campus running smoothly by handling the flow of letters, packages, and official mail for students, faculty, and staff. From processing incoming deliveries to supporting outgoing shipping, the team provides reliable, timely service with a friendly, customer-focused approach. More than just a pickup location, Mail Services is a daily touchpoint, helping the Gonzaga community stay connected with efficient operations and a commitment to making every delivery experience simple and seamless.

Fast Facts

- 5,025 Mailboxes Maintained
- 15,443 Departmental Deliveries
- 99.9% delivery accuracy at Move-In

"Mail services helped me track down a very important missing package. They were absolutely wonderful and patient, and I can't thank them enough!"

JOY SIMMONS

Program Assistant III - Myrtle Woldson Performing Arts Center



Campus Printing

DEPARTMENTAL HIGHLIGHTS



About the Department

BRINGING IDEAS TO LIFE

Campus Printing supports the Gonzaga community by turning ideas into high-quality printed materials. From flyers and posters to brochures and specialty projects, the team provides efficient, detail-oriented service with a focus on quality and quick turnaround. Whether assisting with campus events, academic needs, or departmental projects, Campus Printing offers expert guidance and dependable support, making it easy to create polished, professional materials that stand out.

Fast Facts

- 2,009,716 Pieces Printed
- 211 Departments Supported

New Highlights

- Newly established online portal captured **829** submissions
- Partnered with Marketing and Communications (MarCom) to create design templates and expand the service catalog.



“It’s not just Commencement,” [Sandy Hank] says. “It’s all the different graduations for each department. They all have their own little ceremony, which means their own little booklets and certificates.” On top of all that – there’s signage for the events and, of course, the diplomas. Thousands of names printed neatly next to golden seals, waiting to be framed and hung in offices and homes across the country.

SPIRIT NEWSLETTER

GUEST

DEPARTMENTAL HIGHLIGHTS

Gonzaga University Event Service Team



About the Department

CREATING MEMORABLE EXPERIENCES

The Gonzaga University Event Service Team (GUEST), provides management of the John J. Hemmingson Center as well as other publicly used venues on campus. GUEST is the central resource for management and information of most events and services on the Gonzaga University campus as well as the Bozarth Mansion and Retreat Center.



Event Facts

- **509** Student Events
- **1848** Staff Events
- **555** Faculty Events
- **484** Executive Events
- **160** External Events
- **108** Bozarth Events

Process Facts

- **2712** events entered into the Zagttivities system, with GUEST staff guiding and maintaining the approval and communication process between departments.
- **2944** events entered into the central system via EMS WebApp and other methods, with GUEST staff collecting pertinent data.
- **644** unique event set ups created.

University Center Facts

- Switchboard Calls Answered: **10,823**
- Flyers and Posters managed: **884**
- Tabling Events: **983**
- Study Rooms Used: **6216**
- Events Streamed or Recorded: **26**



Projects Completed

- Full building furniture reset to extend lifetime of current furniture.
- Event equipment updated, resulting in round tables made available for outdoor events.
- RecRe boxes introduced.
- Reinstated campus wide logistics meetings
- Construction project in Jundt Lounge to reinvigorate and enlarge the usable space.
- Carpet replaced in Bozarth Dorms.
- Breakroom space added for Zag Dining staff in the COG.

Team Behind the Experience

- 11 Professional Staff
- 23 Student Operations staff
- 17 Welcome Desk Student Staff
- 6 A/V Student Staff
- 4 Student Preservationists
- 7 Bozarth Student Staff



*"Working in GUEST is the most fun job ever. **Everyone is so fun and available all the time, the team is focused on taking care of everyone.***

Graduating will be hard because I won't be able to work at GUEST anymore. Coming to work every day teaches me skills I will use for the rest of my life."

SOPHIA ACUFF

GUEST Student Reservationist

System & Administration

DEPARTMENTAL HIGHLIGHTS



About the Department

KEEPING CAMPUS IN SYNC

The Auxiliary Enterprises Systems & Administration team supports the operations that keep campus services running smoothly. From coordinating reservations and administrative processes to managing platforms like EMS, Zagtivities, and Transact, the team develops efficient, user-focused solutions that simplify everyday experiences for students, faculty, staff, and campus partners. Working behind the scenes, Systems & Administration streamlines operations, improves accessibility, and helps ensure campus services are reliable, intuitive, and responsive to the needs of the Gonzaga community.

Key Systems Supported

- EMS – GU's campus-wide, central system for reserving classrooms, meeting rooms, study rooms, and event spaces.
- Zagtivities – GU's event planning and approval system that coordinates campus event workflows.
- Transact – Platform that supports campus credential services and related campus transactions.

New Highlights

- Integrated Manresa and Foley classrooms into the centralized EMS reservation system, making them fully bookable.
- Introduced EMS room request templates to improve and increase space utilization

Operational Collaborations

- Expanded EMS by onboarding new desktop users and student employees while introducing new training resources.
- Strengthened campus adoption of Zagtivities through training sessions, office hours, and continued evaluation of enhancements to improve data management, reporting, and the user experience.
- Advanced the Transact Mobile Credential implementation by troubleshooting system issues and supporting campus-wide door lock reprogramming, improving access and security.

Zag Card Services

DEPARTMENTAL HIGHLIGHTS



About the Department

COMMUNITY IN A CARD

Zag Card Services manages the official ID of Gonzaga, providing students, faculty, and staff with seamless access to campus life. From building entry and meal plans to campus purchases and account management, the Zag Card is an essential everyday tool. The team is committed to friendly, responsive service, helping with card services, account questions, and solutions that keep things running smoothly. Zag Card Services makes it easy to stay connected and navigate campus with confidence.

Your Zag Card is your connection to resources on and off campus.

Fast Facts

- 100% systems updates to support Mobile card launch
- \$ 3,627,639 in Bulldog Bucks transactions

New Highlights

- Supported student adoption of the Mobile Zag Card by implementing the eAccounts (Transact) mobile credential platform.

Bulldog Buck Vendors

- Arctos Coffee & Roasting Company
- Carl's Jr
- Caruso's
- Clark's Fork
- Dinardi's Pizza & Pasta
- Domino's
- Froyo Earth Frozen Yogurt
- Frugals
- Otori Sushi
- Pizza Pipeline
- Qdoba Mexican Eats
- Rincon Tapatio
- Starbucks
- Uoni Bubble Tea & Coffee
- Generations Barbershop
- Houston Hot Chicken
- Indigenous Eats
- Jimmy John's Sandwiches
- McDonalds
- MOD Pizza
- nomnom
- Osprey
- Panda Express
- Pita Pit
- Safeway
- Sonic
- Wellness Tree Juice Bar
- Wendy's



About the Department

HEART OF GATHERING

Zag Dining brings the campus community together through fresh, thoughtfully prepared meals and welcoming dining spaces. Focused on culinary expertise, quality ingredients, and a variety of nutritious options, the team is committed to creating an exceptional dining experience for students, faculty, staff, and guests every day. More than a place to eat, Zag Dining is where people connect, recharge, and build community, offering dependable service, a welcoming atmosphere, and the convenience that lets students focus on learning, friendships, and campus life.



*Native American
Student Union's
First 2026 Dining
Collaboration*



*Zag Dining COG
Star Wars Event*

Fast Facts

- \$7,261,914.84 in Revenue
- 2138 Meal Plan Participants
- 277 Employees
- 68 Student Employees
- 89% of respondents to the survey were satisfied or extremely satisfied in Spring 2026.

New Highlights

- Launched MYDTEXT as a text communication platform to gather student feedback.
- Supported 13 University Alliance of Cultural Clubs (UACC) multicultural events, with students describing this year's events as the best yet.
- Rolled out the Community Plate, a post-catering food-sharing program to minimize food waste and provide free meals to the community.

Zag Shop

DEPARTMENTAL HIGHLIGHTS

Follet



About the Department

FUELING THE SPIRIT

Zag Shop serves as Gonzaga's campus store, providing more than textbooks and apparel. As a valued campus partner, the team supports student education while promoting the University's mission, brand, and image through a wide range of products and services. By collaborating with departments across campus, the Zag Shop makes it easier for students to learn, faculty to teach, and fans to celebrate Gonzaga, delivering a welcoming retail experience with a commitment to service and community.

\$4,400,000+

Sales Revenue

59%

Sale in Apparel

\$1,176,000+

Course Material Sale

New Highlights

- Supporting Gonzaga at the WCC
 - Bringing the ZagShop experience to Las Vegas during the WCC Tournament through a pop-up booth at the ZagUp: Viva Las WCC pregame event.
- Student Appreciation Event
 - Driving student engagement and foot traffic through a one-day online and in-person event that celebrates the role students play in shaping Gonzaga's campus spirit.



"As you know, the ZagShop traveled to Las Vegas for the WCC Tournament last weekend and brought a pop-up booth to our ZagUp: Viva Las WCC pregame event on March 9. I wanted to personally reach out to share what a fantastic experience it was for everyone involved."

MIRIAH SCHROEDER

Alumni Relations Assistant Director of Events

Official launch date January 13, 2026

- The mobile ZagCard is the digital version of the campus ID, connecting our community to resources, on and off campus.

Project Summary

- Strong Partnership
 - 78% of students surveyed preferred a digital option for student ID.
 - Gonzaga Student Body Association (GSBA) represented the student experience by serving on the project team.
- Campus-Wide System Upgrades
- Heightened Security Measures
 - Leverages mobile phone features
- Sustainability Benefits
 - Reduces plastic wastes
- Reduced Costs
 - Eliminates replacement fees

Key Highlights of Mobile Credential



Bulldog Bucks & Meal Plans



Library & Printing



Secure Door Access



Rudolf Fitness Center

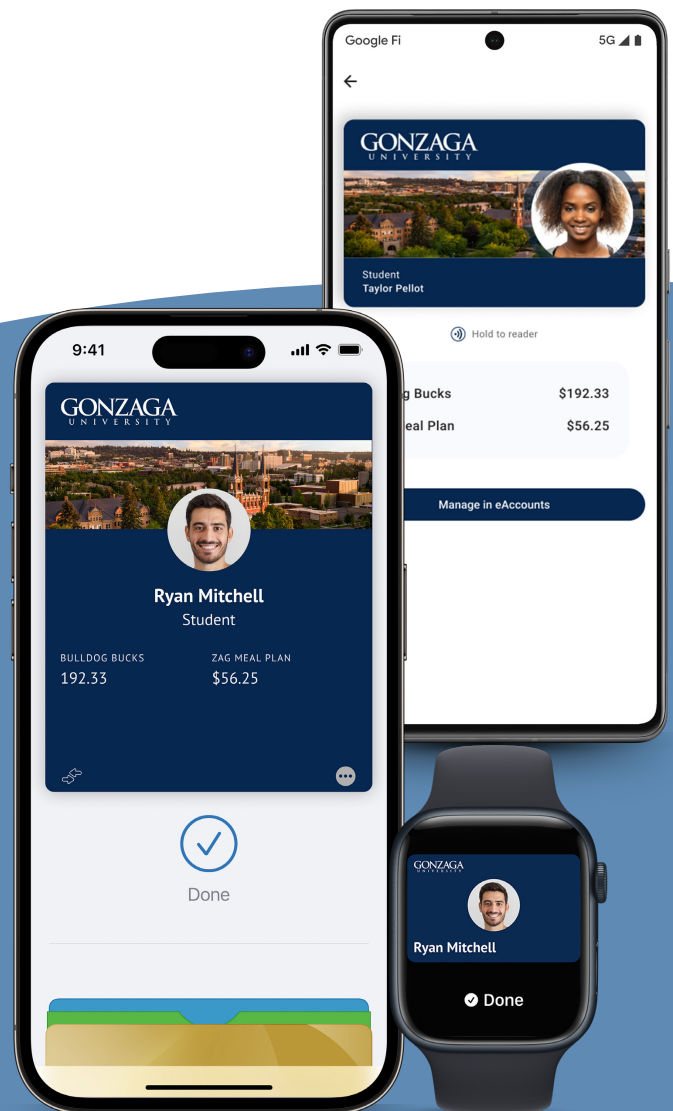


Athletic Events



"Unlike physical cards, which can be picked up and used by someone else, mobile credentials add an extra layer of protection."

ALYSSA JOHNSTON-GUZMAN
Gonzaga Student Body Association President





"I do not know precisely what the future will look like, but I'm here, committed to building it together with discernment and with hope."
- President Katia Passerini, Ph.D.



Successfully held the event on September 26, 2026

- Live streamed the inauguration to open the celebration to viewers worldwide.
- Supported 30 campus wide events over 4 days, welcoming dignitaries, students, staff, faculty and fans from around the country and world to campus in celebration of Dr. Passerini.
- Transitioned immediately to support 30 events for Zagapalooza Weekend, welcoming hundreds of Alumni back to campus for a variety of experiences
- Hosted logistics meetings, encouraging collaboration across divisions in support of all events and activities surrounding the milestone events.

Annual "The Season of Light" Tree Lighting Ceremony

- Coordinated event logistics and program planning for Gonzaga University's annual Season of Light celebration.
- Collaborated with:
 - GU Jazz Band (*first year participating in the annual celebration*)
 - Big Bing Theory (BBT)
 - Gonzaga Student Body Association (GSBA)
 - University Ministry (UMin)
 - President Passerini
- Brought together student organizations, performers, and university leadership to deliver a cohesive campus-wide celebration.

Hemmingson 10 Year Celebration

- Provided 1500 cupcakes and 3D printed "mini-Spike's" to Students, Staff, Faculty, and Visitors.

Seasonal Celebrations

- Decorated throughout Hemmingson for the Holidays, March Madness, and Commencement Seasons to bring a sense of life and activity to the center of campus.

Presidential Christmas Party Returns to Campus

- Zag Dining created the menu and buffet decor.
- GUEST provided facilities, games, and entertainment throughout Hemmingson.
- Campus Printing provided directional signage.
- Seasonal Programming included an Elf on the Shelf scavenger-style activity throughout Hemmingson.



Admissions Fly-In Program

- Staffed multiple Concierge Tables to welcome 175+ future Zags and their Families to Spokane:
- Worked with our Zag Shop team to build 250 Welcome Bags for all attendees
- Worked with our Zag Dining team to create a Free Drink coupon for all attendees
- Collaborated with our Controllers team to help promote use of personalized Lyft vouchers created for all attendees

RecRe Boxes

- Added two RecRe boxes to the Hemmingson Center common areas.
- Stocked each box with a variety of games, leisure activities, study aids, and technology.
- All items are free to rent for Gonzaga students. Offerings are changed seasonally based on demand and weather.

Enhanced Support for the GU-UW Health Partnership Building

- Expanded Mail Services delivery to the GU-UW Health Partnership Building.
- Increased GUEST Services event support and collaboration with GU and UW staffs.





Award Nominations

Innovation Award - Mobile Credentials

Innovation Award - Fly In Program

Spark of Spirit Award - Kalen Niblock and
Patrick Pajak

Mission Award - GUEST team



Award Winner Spotlight

KALEN NIBLOCK- SPARK OF SPIRIT AWARD

Kalen embodies everything it means to be a Zag through his enthusiasm and unwavering commitment to Gonzaga University. Whether it's him encouraging everyone in the office to join along with singing the Gonzaga fight song or his signature "Zagtastic day", Kalen's school spirit is impossible to miss and is felt by the internal and external clients he works with. His contagious excitement for the university is the exact representation we need for those who are visiting Gonzaga for the first time.

Kalen's connection to Gonzaga runs deep as he is a graduate of Gonzaga Prep before attending Gonzaga himself. His love for the university extends far beyond his work as you will see him rooting on the Zags passionately at multiple different sporting events.

In multiple ways, Kalen's spirit reflects the exact values that Gonzaga educates about with their mission statement as he follows Gonzaga's mission statement and helps develop the whole person and fostering a community grounded on care, service, and belonging. The relationship he builds strengthens the sense of community and belonging as he is beloved by staff and students. Kalen is the perfect ambassador of what Gonzaga is all about; his daily actions encourage everyone around him to be a part of something bigger than us.

For these reasons, I couldn't think of a better person to nominate for the Gonzaga Spark of Spirit award!

"I just wanted to send my sincere thanks for working with Tony Brown to help us with contingency planning for the Native Forward conference attendees this past weekend. Saturday evening there were a couple of times when we thought we might actually need the plan (when we heard North River Drive had been closed by SPD again and when we could hear the protests echoing off the river after dinner). The Native Forward staff were anxious about things, but grateful to know we had a good plan that would keep them safe if they could not get back to the hotel. I am grateful to you as and all of GUEST for being at the ready. They were very impressed."

ELLEN MACCARONE

Vice President - Mission Integration



"Oh my goodness! Thank you so very much! This is just so wholesome in every way. I've only heard positive things about the whole experience, and the Friday Preview Day event was easily one of the best events that I've attended. THANK YOU for setting the stage for such a wonderful experience for all of our future Zags."

STEPHEN KELLER

Sr. Director - Undergraduate Admission





CONGRESSMAN
MICHAEL
BAUMGARTNER
SERVING **EASTERN** WASHINGTON

"I just wanted to say thank you to you and all of the team at Hemmingson for helping us organize the history conference over the weekend!!

Everything went perfectly, and you all did a great job making sure that everything was in place and ready to go! I really appreciate it!"

CAOIMHIN DE BARRA

Associate Professor - History

"I have been remiss in not reaching out to thank you for hosting our Service Academy Send-Off and Officer Commissioning Showcase events last month. It was a smashing success. The highlight of the event was the turn-out at the Officer Commissioning Showcase: I received tremendous comments back from representatives of the participating organizations and they were all impressed with the quality of the young men and women who were present. I believe we had over forty parents and students at the event, all of whom obviously took time out of their Memorial Day weekends to attend.

Kalen, you and your team ensured the event logistics and venue were flawless."

ANDREW ROWLES

Outreach coordinator - Office of Congressman Michael Baumgartner

"I want to thank the GUEST, Zag Dining and Campus Printing teams for their exceptional support with a recent event that my external nonprofit hosted at Gonzaga. As always, individuals from these teams go the extra mile to deliver outstanding customer service and help organizations have positive experiences at Gonzaga. This time, they supported us in the midst of inauguration, Zagapalooza, AND Fall Family Weekend - no small feat! We are very fortunate to have such outstanding partners. A special shout-out to Kalen and Caleb from GUEST, Sandy, Toni, and Pat from Zag Dining and Sheila from Campus Printing for their extraordinary helpfulness. Thank you, colleagues!"

RACHELLE STRAWTHER

Director, Center for Lifelong Learning



Powered by Students

Zags Helping Zags

3,556

EVENTS TOUCHED

82,979

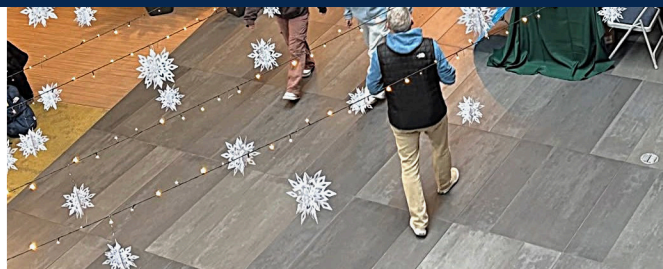
PACKAGES PROCESSED

1,613

ZAGCARDS PRINTED

2,008

CAMPUS ADVERTISEMENTS
POSTED



*All made possible by our
STUDENT employees*



JUNE



Bee Campus

- Campus wide collaboration between GUEST, Plant Services, Sodexo, Environmental Studies and Biology departments to encourage local pollinators as part of the nation wide "Bee Campus" campaign.

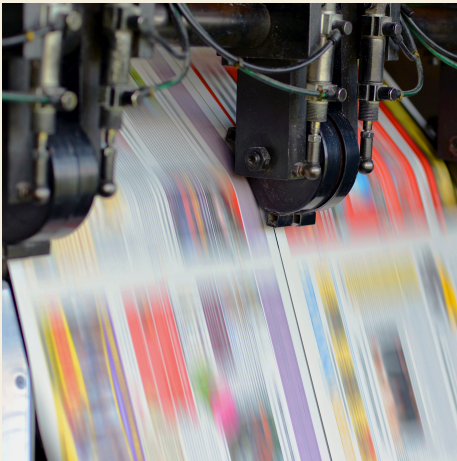
JULY



Transition of Parking

- Parking Services office is now relocating to Hemmingson Center Welcome Desk

JULY



Campus-Wide Printer Upgrade

- Transitioned to new large-format printer from Konica Minolta to Copiers Northwest, reducing our total equipment investment and maximizing the physical footprint.
- Added online options for placing orders and requesting quotes

AUGUST



Thomas Hammer

- Following the end of the Starbucks contract, Thomas Hammer will become the new campus coffee shop vendor in Hemmingson.

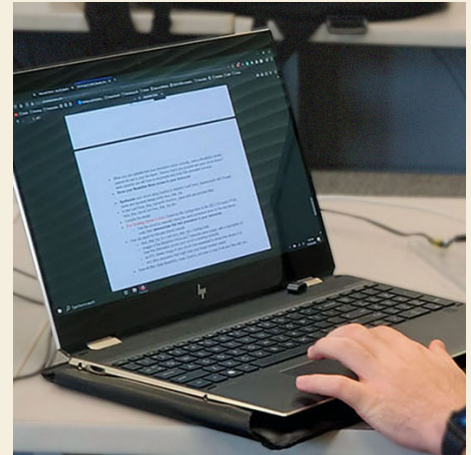
SEPTEMBER



Unified Student Scheduling

- Capitalizing on shared timelines across multiple departments, transitioning the three largest student staffs on campus to a unified student scheduling process.

SEPTEMBER



Technology Refresh

- Collaboration between GUEST, Information Technology Services (ITS), and the President's office to update technology within the Loyola Dining Room and the Joann Jundt Lounge to enhance meetings within those spaces.

FALL

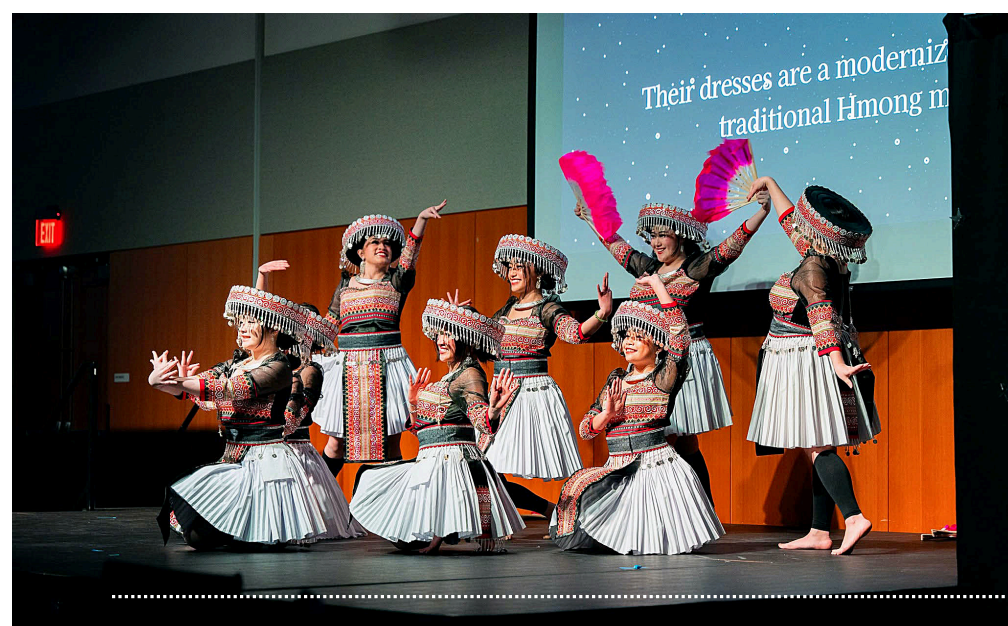


Voluntary Meal Plan Transition

- Back-end administration transfers to Auxiliary Enterprises, creating a single point of purchase for all non-residential meal plans

Moments We Made

The Story in Photos



Thank You

Auxiliary Enterprises

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