



Golden Nugget Awards – December 2019

Area 1

Kalin Helms

Relationship to nominee: Co-worker

Reason for nomination: Kalin helped expedite a process that has previously taken months to 2 weeks, working diligently to coordinate paperwork, communication and logistics with our department and to others. Her tenacious, can-do attitude pushes our department forward in small and big ways – which we really appreciate. Kudos, Kalin!

Analiz Laracuente-Espinal

Relationship to nominee:

Ana joined the Office of Academic Affairs nearly one year ago -- in January 2019, and since then has done a tremendous job of simultaneously getting up to speed on items within her purview and also paying careful attention to those items that we could be doing better. She has been juggling several overlapping projects and initiatives this month including the Student Success Working Group, Teaching Excellence Awards Committee, Thank You Card Project, and numerous faculty award nominations all with ease.

Kathy Phillips

Relationship to nominee: Co-worker

Reason for nomination: Congratulations to Kathy Phillips on her retirement after 21 years of service! She has always been a warm and caring coworker and has done a marvelous job welcoming new visitors as if they were friends! We will miss you!

Relationship to nominee: Co-worker

Reason for nomination: Kathy is always kind and pleasant. We interact mostly when I am in need of using meeting space on the fifth floor of Reese. Today she helped me out again with a request so we can accommodate a meeting attendee for the upcoming Property Review Committee in Reese. It might seem small, but this is a big deal to us.

Area 2

Cecilia Aponte

Relationship to nominee: Director

Reason for nomination: Parent completed customer survey and then called Niner Central leadership to communicate how satisfied she was with the experience she had with Niner Central team Cecilia Aponte' and Chris Garcia. Parent indicated she and spouse are both UNC Chapel Hill alums and that while they had a wonderful experience at Chapel Hill and lots of experience with other schools in the system, none compared to the experience and care they were receiving from UNC Charlotte. Parent has a student who graduated from Greensboro with a wonderful experience. Student is now grad student at UNC Charlotte. Parent also has a freshman at UNC Charlotte who had issue registering. She was receiving frantic texts from student while she was at work. Cecilia was great and resolved all her concerns. She stayed on phone with her, etc. while she walked through processes. Chris then called back to make sure parent issues had been resolved and no additional issues existed. The family's experience was such that she just wanted to call and let us know how fabulous it was to be at UNC Charlotte. She could not believe our team invested the resources to follow up and how much care was provided for her concerns. Specifically she was surprised that her student was not treated like "just an unpaid student." Her quote: "No comparison for service or the care our family has received." Can't believe UNC Charlotte provides that level of service given the size of our organization. UNC Charlotte is exceeding all our expectations and our family could not be happier with their experience from application to today's request. "

Allan Bernard

Relationship to nominee: Director

Reason for nomination: During peak demand for payment due dates, guest commented "Allan was great - very professional and courteous!"

Lashae Batters

Relationship to nominee: Director

Reason for nomination: Guests at Niner Central responding to survey questions for LaShae during one of our busier periods - What can we do to improve your experience at Niner Central? Guest response: I'm a parent who is also a UNC Charlotte Staff Member. Your team should be given an On-going Golden Nugget Award! The team members who manage that front desk are AMAZING! They are calm, knowledgeable, accurate, detailed, and the list goes on. I can't thank you enough for the help I receive as a parent, but to know that all family members receive this kind of incredible customer service is an outstanding representation of this university. Job Well Done! Thank you Guest response: "Honestly, nothing! I could not think of anything to improve on. The response time was incredibly fast, Shae was very kind and patient with my issues and sorted them efficiently as well - 10 out of 10 rating!"

Brittany Fritz

Relationship to nominee: Co-worker

Reason for nomination: During peak demand/payment due date period: Parent emailed Dustin Grannis who worked with team members in both Financial Aid and Niner Central to provide a resolution for parent and student with issues regarding a scholarship that was not visible on student account: "I spoke with 2 people this morning on this matter, one in the financial aid group and one in the billing group. After speaking with them, I received your confirmation e-mail below. With as many inquiries that I'm sure the Niner Central team receives every day, I was very impressed with the level of service with which UNCC cares for its students and other related parties like me. Everyone was a pleasure to speak with and very knowledgeable about the reason for my call which I see less and less in today's technology-driven world. "

Chris Garcia

Relationship to nominee: Director

Reason for nomination: Parent completed customer survey and then called Niner Central leadership to communicate how satisfied she was with the experience she had with Niner Central team Cecilia Aponte' and Chris Garcia. Parent indicated she and spouse are both UNC Chapel Hill alums and that while they had a wonderful experience at Chapel Hill and lots of experience with other schools in the system, none compared to the experience and care they were receiving from UNC Charlotte. Parent has a student who graduated from Greensboro with a wonderful experience. Student is now grad student at UNC Charlotte. Parent also has a freshman at UNC Charlotte who had issue registering. She was receiving frantic texts from student while she was at work. Cecilia was great and resolved all her concerns. She stayed on phone with her, etc. while she walked through processes. Chris then called back to make sure parent issues had been resolved and no additional issues existed. The family's experience was such that she just wanted to call and let us know how fabulous it was to be at UNC Charlotte. She could not believe our team invested the resources to follow up and how much care was provided for her concerns. Specifically she was surprised that her student was not treated like "just an unpaid student." Her quote: "No comparison for service or the care our family has received." Can't believe UNC Charlotte provides that level of service given the size of our organization. UNC Charlotte is exceeding all our expectations and our family could not be happier with their experience from application to today's request. "

Dustin Grannis

Relationship to nominee: Co-worker

Reason for nomination: During peak demand/payment due date period: Parent emailed Dustin Grannis who worked with team members in both Financial Aid and Niner Central to provide a resolution for parent and student with issues regarding a scholarship that was not visible on student account: "I spoke with 2 people this morning on this matter, one in the financial aid group and one in the billing group. After speaking with them, I received your confirmation e-mail below. With as many inquiries that I'm sure the Niner Central team receives every day, I was very impressed with the level of service with which UNCC cares for its students and other related parties like me. Everyone was a pleasure to speak with and very knowledgeable about the reason for my call which I see less and less in today's technology-driven world. "

Crystal Jennings

Relationship to nominee: Co-worker

Reason for nomination: During peak demand/payment due date period: Parent emailed Dustin Grannis who worked with team members in both Financial Aid and Niner Central to provide a resolution for parent and student with issues regarding a scholarship that was not visible on student account: "I spoke with 2 people this morning on this matter, one in the financial aid group and one in the billing group. After speaking with them, I received your confirmation e-mail below. With as many inquiries that I'm sure the Niner Central team receives every day, I was very impressed with the level of service with which UNCC cares for its students and other related parties like me. Everyone was a pleasure to speak with and very knowledgeable about the reason for my call which I see less and less in today's technology-driven world. "

Heather Knight

Relationship to nominee: Director

Reason for nomination: Guest survey comments indicated: "Heather was so nice, answered all my questions and even went out of her way to assure me further."

Margo McManus

Relationship to nominee: Director

Reason for nomination: During peak demand for payment due date, guest commented that "Margo's service was excellent!"

Angeli O'Day Jordan

Relationship to nominee: Director

Reason for nomination: During peak demand, payment due date, customer commented that Angeli's service delivery was "wonderful and prompt with all issues resolved within an hour!"

Keisha Simms

Relationship to nominee: Director

Reason for nomination: Guest indicating they spoke with Keisha and received truly excellent service and that each time they have called for assistance, "service was exceptional!"

Area 4**Lavanya Bommareddy**

Relationship to nominee: Co-worker

Reason for nomination: Lavanya Bommareddy is always diligent in performing her tasks. She is a reserved woman, but kind-hearted with her colleagues. Sometimes the best workers in our country are those not seen or heard. She quietly demonstrates a commitment to our University through her work ethic and friendship. Lavanya is deserving of the UNCC Golden Nugget.

Joanna Swiggett

Relationship to nominee: Collaborator

Reason for nomination: Joanna made the impossible possible. Our office needed a comparison report by term to show how many international students had submitted the financial certification form (an online form built in PC7 that includes some Banner data) on "x" date this year compared to the same date last year. We needed the data displayed by program and by country. Joanna was very detailed in clarifying what was needed, and where the data resided. She was thorough in testing and in following up on data quality issues. This report is shared with Graduate Admissions, International Student Scholar Office, and graduate program directors. We now have an indicator that points to the likelihood that an international student may be able to obtain a visa and enroll. Thank you, Joanna!

Area 7**Donna Smith**

Relationship to nominee: Supervisor

Reason for nomination: Donna deserves this and many other awards for her hard work and dedication to the faculty, staff and students of OSCP. Donna goes above and beyond her normal job responsibilities to ensure that her fellow administrative staff and faculty are have what they need to perform their functions to the best of their ability. OSCP is very fortunate to have Donna on their team.

Area 9**Larry Barfield**

Relationship to nominee: Co-worker

Reason for nomination: I would like to nominate Larry Barfield for the Golden Nugget. Larry always goes above and beyond. He is always willing to assist in anyway and he does it with a smile. I really enjoy working with him because he is so professional, hardworking, and friendly. I don't think Larry ever met a stranger. Thank you, Larry!!

Terrie Burris

Relationship to nominee: Supervisor's supervisor

Reason for nomination: Terrie was recently assigned a new duty in the payroll department. She took it upon herself to ask if she could "practice" her new duty by doing a similar duty for a co-worker. Her diligence in working through this practice run resulted in excellent critical thinking skills and ensuring all employees were paid on the correct date. Terrie is always willing to step up and do things the right way, while ensuring things that don't seem correct are corrected before continuing the processing. Her diligence really saved the day in November 2019, so for her contribution to correcting a significant issue and still getting payroll run timely, I nominate Terrie for the Golden Nugget Award.

Area 10**Cathleen Mosel**

Relationship to nominee: Campus partner

Reason for nomination: Cathleen recently went above and beyond her regular job duties to assist us with mandatory EHS training for FM employees. She was integral in assisting us with LMS access so that for the first time ever we could mass upload employees, take attendance in real time, and pull reports needed for more accurate metrics. Thank you, Cathleen, for your patience, attention to detail, and assistance in coordinating this event that supports safety and compliance within FM at UNC Charlotte.

Area 12**Kaley Casey**

Relationship to nominee: Lead

Reason for nomination: On Saturday 11/23/19 I was talking to my team regarding how the Chancellor was having a major function that day and I was going to stay over to make sure the function had all of area covered. Yim, Rada, Mary, and Kaley all volunteered to stay and help me. I was impressed by how at the last minute they did not hesitate to stay past their end time. They all knew how important this function was, the team work that was displayed impressed me with their willingness to stay to help out.

Chantal Kiyedi

Relationship to nominee: Supervisor

Reason for nomination: Chantal was asked to assist in a task consisting of cleaning a property that had been acquired by the university. This was a very short notice and needed to be done asap. Chantal accompanied her supervisor and a co-worker to the property to do an assessment and with her assistance the task was completed on time. I want her to know how much she is appreciated. Thank you Chantal for all your help.

Steve McMiller

Relationship to nominee: Supervisor

Reason for nomination: Steve was asked by his supervisor to go to a property acquired by the university and assist with cleaning and floor care. This was very short notice, but Steve did not hesitate. He went with his supervisor to assess the property and with his assistance the task was completed right on schedule. I just want Steve to be aware of how much his hard work is appreciated. Steve you are a major asset to your zone.

Radmila Pavlovic

Relationship to nominee: Lead

Reason for nomination: On Saturday 11/23/19 I was talking to my team regarding how the Chancellor was having a major function that day and I was going to stay over to make sure the function had all of area covered. Yim, Rada, Mary, and Kaley all volunteered to stay and help me. I was impressed by how at the last minute they did not hesitate to stay past their end time. They all knew how important this function was, the team work that was displayed impressed me with their willingness to stay to help out.

Mary Smith

Relationship to nominee: Lead

Reason for nomination: On Saturday 11/23/19 I was talking to my team regarding how the Chancellor was having a major function that day and I was going to stay over to make sure the function had all of area covered. Yim, Rada, Mary, and Kaley all volunteered to stay and help me. I was impressed by how at the last minute they did not hesitate to stay past their end time. They all knew how important this function was, the team work that was displayed impressed me with their willingness to stay to help out.

Yan Yim

Relationship to nominee: Lead

Reason for nomination: On Saturday 11/23/19 I was talking to my team regarding how the Chancellor was having a major function that day and I was going to stay over to make sure the function had all of area covered. Yim, Rada, Mary, and Kaley all volunteered to stay and help me. I was impressed by how at the last minute they did not hesitate to stay past their end time. They all knew how important this function was, the team work that was displayed impressed me with their willingness to stay to help out.

Area 13**Karen Swan**

Relationship to nominee: Co-worker

Reason for nomination: Every holiday season, Karen decorates the Student Health Center building and does a beautiful job! Thank you!

Area 15B**Steve Fazio**

Relationship to nominee: Co-worker

Reason for nomination: Steve has been a wonderful addition to the FM support technicians for the Student Health Center building. He is thorough, very knowledgeable about his trade and truly cares about good craftsmanship. He has diagnosed issues in our building that were tricky to solve and we are grateful for his help!