



## Golden Nugget Awards – Feb. 2018

### Area 1

#### **Eddie Fincher**

Nominee's department: University Advancement

Reason for nomination: Eddie Fincher served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

### Area 2

#### **Khaleel Eksheir**

Nominee's department: Disability Services

Reason for nomination: Khaleel Eksheir served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

#### **Kaitlyn Kubacki**

Nominee's department: Undergraduate Admissions

Reason for nomination: Kaitlyn always goes above and beyond for each student and family she works with, whether it is her responsibility or not. She spends time trying to understand each student's or family's need and then proactively works to help them to the best of her ability. Recently she spent a significant amount of time helping a family set up a payment plan so the student's classes would not be dropped. The family called several times with questions and Kaitlyn patiently answered each question. This level of customer service is not unusual for Kaitlyn and our team has come to expect this from her. She encourages and challenges her teammates to a new level of professionalism and customer service and I'm honored to work alongside of her. We are a better team because of her.

#### **Jen Novitsky**

Nominee's department: Undergraduate Admissions

Reason for nomination: Jen is amazing! We hosted an event on campus with nearly 100 guests attending. She handled everything for the event. She took our small budget and made it look like a million bucks. Jen not only handled all of the ordering for the food and the menu-planning, she handcrafted centerpieces and transformed the venue into a warm, inviting setting where our students and their families felt welcome and appreciated. The work she put into this event went above and beyond. Not only did she orchestrate the event, she attended that evening and made sure things ran smoothly from start to finish. We couldn't have pulled it off without Jen. I'm grateful for her partnership, her creativity, her support, and her friendship.

#### **Kristie Ross**

Nominee's department: Undergraduate Admissions

Reason for nomination: Kristie is the perfect example of a UNC Charlotte employee. She constantly has a smile on her face along with the willingness to answer questions. She is always someone I can count on and so helpful! When I first began working here she made me feel right at home and I still enjoy coming to her with any work problems or if I just need someone to talk to.

### **Keshia Slocum**

Nominee's department: Athletic Academic Center

Reason for nomination: Keshia always goes above and beyond her call of duty. She is always willing to lend an extra hand and makes sure that students are always prepared for class. Whenever asked to do something that isn't in her normal day to day routine, she is always willing to help and assists other staff members when needed. When I first started, Keshia made sure I was prepared and had everything I needed in my office. She is reliable and the students love her.

### **Area 3**

#### **Ash Bowers**

Nominee's department: Graduate School

Reason for nomination: Ash Bowers served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

#### **Lee Jefferson**

Nominee's department: J. Murrey Atkins Library

Reason for nomination: Lee always does a great job helping our department set up for events in the Halton Reading Room. His efforts were especially helpful recently when he sealed the service door and secured the handle to prevent noise when closing, which was an issue during events. THANKS for a job well done Lee!

#### **Bob Price**

Nominee's department: Library

Reason for nomination: Bob Price served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

### **Area 4**

#### **Steve Crull**

Nominee's department: ITS-Enterprise Infrastructure

Reason for nomination: Steve Crull has been very helpful during the Active Directory Migration process. He has also gone above and beyond by helping me to get an IT security issue that I have been having for a couple of months resolved and it did not necessarily fall under his job duties. He has shown great patience and has gone above and beyond to accommodate the many IT changes that have affected our busy area during this busy time and I am extremely grateful! Thank you Steve for doing a great job!!!!

#### **Donna McLain**

Nominee's department: IT Content Management

Reason for nomination: I was having an issue with Banner 9, and printing. Donna was in the Benefits Office to reregister Perceptive Content scanners to newly installed CPUs for the Benefits Office. While she was working on the Perceptive Content issue, I needed to process a print screen from Banner 9 regarding an employee's benefit elections and I could not do so. I asked Donna if she had ever encountered a situation like mine and she indicated that her area of responsibility did not extend to Banner, but that she would look into my problem to see if there was a way to fix the problem. Donna went to a co-worker in IT that specializes in Banner and discussed my issue with her co-worker. She took a further step of excellent customer service by emailing me to advise me of her findings. This was not an action that fell within Donna's normal scope of work duties. I would like to nominate Donna for the Golden Nugget Award, for duties performed above and beyond her required responsibilities to assist a "customer" with a problem that she could have easily passed along to someone else. Thank you Donna for your willingness to provide guidance and assistance with a work related issue that you didn't have to get involved with. I really appreciate it

## **Area 6**

### **Laurie Parker**

Nominee's department: CLAS

Reason for nomination: Laurie Parker served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

## **Area 7**

### **Michael Moore**

Nominee's department: College of Health & Human Services

Reason for nomination: Michael Moore served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

## **Area 8**

### **Bill Arden**

Nominee's department: College of Engineering

Reason for nomination: Bill Arden served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

## **Area 9**

### **Renetta Darity**

Nominee's department: Human Resource

Reason for nomination: Ms. Renetta was thorough in helping me access my very important tax information. She even ate into her lunch hour to help me. Thanks Renetta!

### **Leigh Murray**

Nominee's department: Academic Affairs

Reason for nomination: I am responsible for purchasing office supplies and/or other purchases for our office. There are some items we rarely purchase and some forms and their functions, I rarely use. Any time I need assistance with these forms and/or procedures, I feel I can contact Leigh and she "walks" me through the processes. She never makes me feel as though I'm bothering her although I recognize her heavy workload. I'm sure she feels as though she is just doing her job, but she makes my job of purchasing on those rare occasions so much easier and I don't dread having to do it!

### **Elizabeth Palian**

Nominee's department: Business Services

Reason for nomination: Elizabeth Palian served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

## **Area 10**

### **Gina Ewart**

Nominee's department: HR-Benefits

Reason for nomination: This Lady is a VIP Employee for those of us that are on the verge of retiring from our Niner Nation Home. Her knowledge, expertise and empathy during my visit was so very helpful. Thank up Gina, it was worth 13 years of my life to get to talk to you about my retirement plans!! U DA MA'AM!!

### **Virginia Fuentes**

Nominee's department: Parking and Transportation Services Office

Reason for nomination: On Friday, December 8, 2017, I attended a meeting at Appalachian State when a snow storm hit the western North Carolina region. I used a state vehicle for the trip and after a long and unnerving drive back to campus on icy roads, I returned the car to the facilities lot near the North Deck. It was not snowing yet in Charlotte, it was very cold, dark, and drizzling rain. I planned to take the bus back to my car in the Cone Deck. I waited for the bus at the North Deck for a few minutes when I realized that there must be a change to the bus stops. As I started to bring up my "Next Ride" app, a ParaNiner Transport slowly moved down the road near Lynch Hall. Ms. Fuentes eventually turned near the North Deck and told me that there was no longer a bus stop there. I explained the situation and she kindly offered to take me to Cone Deck where my car was parked. On a cold rainy night, and after spending several hours on a frozen 1-77, Ms. Fuentes's act of kindness was a welcomed reminder of the good things that go unnoticed on the UNC Charlotte campus. Please help me to repay her kindness.

### **Tracy Hux**

Nominee's department: Human Resources

Reason for nomination: During processing for the January 12th Payroll we discovered an error on the PTRCALN which controls the deadlines for Graduate Student Payments. This caused over 100 graduated students to not only miss getting paid properly but for those payments to have to manually be recalculated to make the January 31st payroll. This on top of having a backlog of appointment forms to key due to the university being closed for 2 snow days made this even more challenging and somehow you got it all done. Whenever we ask you to dig a little deeper you rise to the occasion and that I feel makes you worthy of this recognition.

### **Brenda Nipper**

Nominee's department: Human Resources

Reason for nomination: During processing for the January 12th Payroll we discovered an error on the PTRCALN which controls the deadlines for Graduate Student Payments. This caused over 100 graduated students to not only miss getting paid properly but for those payments to have to manually be recalculated to make the January 31st payroll. This on top of having a backlog of appointment forms to key due to the university being closed for 2 snow days made this even more challenging and somehow you got it all done. Whenever we ask you to dig a little deeper you rise to the occasion and that I feel makes you worthy of this recognition.

### **Teresa Shook**

Nominee's department: Human Resources

Reason for nomination: During processing for the January 12th Payroll we discovered an error on the PTRCALN which controls the deadlines for Graduate Student Payments. This caused over 100 graduated students to not only miss getting paid properly but for those payments to have to manually be recalculated to make the January 31st payroll. This on top of having a backlog of appointment forms to key due to the university being closed for 2 snow days made this even more challenging and somehow you got it all done. Whenever we ask you to dig a little deeper you rise to the occasion and that I feel makes you worthy of this recognition.

### **Jody Thompson**

Nominee's department: Auxiliary Services

Reason for nomination: Jody Thompson in Auxiliary Services has been instrumental in suggesting innovative ideas to launch our Campus Connection events within our New Employee Onboarding initiative through the UNC Charlotte Office of Learning and Organizational Development. Jody produced an idea to add employee incentives to faculty/ staff ID cards. This will reduce the paper or ticketing needs that would have come with the traditional distribution of paper tickets. Not only does it save money in the cost of paper tickets used for incentives, it also saves time and increases the efficiency in tracking metrics. Our LOD Team would like to Thank Jody Thompson for her dedication to teamwork, innovation, change, and New Employee Onboarding at UNC Charlotte!

### **Dave Tobelman**

Nominee's department: Technical Operations and Planning

Reason for nomination: David Tobelman served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the

University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

## **Area 11**

### **Paul Dilgard**

Nominee's department: BES

Reason for nomination: Paul has always stepped up whenever there is an emergency. He puts the T in team. Thanks Paul.

### **Benny Reese**

Nominee's department: Facilities Information Systems

Reason for nomination: I'm nominating Benny for his excellent work and support on the new FM training records system project. With his expertise in the Archibus system, he helped the Training Work Group further develop and improve this new system which replaced the former paper based training records capture process. He was attentive to our needs/expectations and made it happen in minimum time. Thanks Benny for everything.

### **Gloria Verlezza**

Nominee's department: School of Architecture

Reason for nomination: Since joining the FBO team in 2017 she has been a pleasure to work with and never seems to tire of asking for more things she can do. Her level of attention to detail, organizational skills and overall positive attitude has been a "win win" for the business office. Gloria is the newest member of the FM-HR team. I would like to nominate her for the Golden Nugget award for taking our New Employee Orientation documentation to the next level. On what was originally a task of making copies and compiling NEO booklets, Gloria has made major improvements to content and visual appearance to many of the handouts. She researched policies for the latest revisions and handled all communications to prepare new employees and program presenters for NEO sessions. Thanks so much Gloria!!

## **Area 12**

### **Walter Alexander**

Nominee's department: BES

Reason for nomination: Walter has demonstrated time and time again what it means to be a team player. He volunteers to help during any situation where he is needed. Walter never complains, he simply does it. Thank you Walter for your willingness to be a team player.

### **Johnnie Doyle**

Nominee's department: BES

Reason for nomination: Johnnie is always willing to step up in any situation and help get the task done. He even travel to sites off campus to help with floods, clean-up and any other task that needs extra hands. Thank you Johnnie for your dedication to our vision of creating a campus of distinction.

### **Donnie Watkins**

Nominee's department: BES FM

Reason for nomination: Donnie volunteered and went beyond the call of duty to help assist with the detail cleaning in the prospector building. Donnie is not assigned to this area; he volunteered and spent three days on a dangerous lifter, cleaning Gump, and Dirt off ceilings, in addition, lights, and vents, over in the prospector Chick-fila food area. Donnie thank you for going beyond the call of duty to help get an overdue project completed. Thank you.

## **Area 13**

### **Chad Motsinger**

Nominee's department: Student Affairs

Reason for nomination: Chad Motsinger served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

## **Area 15A**

### **Jon Canapino**

Nominee's department: Facilities Management

Reason for nomination: Academic Affairs hosts two monthly meetings in Reese 524. This conference room is our largest, yet due to the attendance numbers for these two meetings, I have to request extra chairs from the Cone Center. Once I complete my Archibus Work Request, I never have to worry about the extra chairs being delivered and picked up in a timely manner. There have been occasions too that a work order wasn't "signed off" on and Jon rolled up his sleeves, so to speak, to help me out of these types of jams. I too have emailed him while he was off on personal time, yet he reached out to me to assist me. Jon is a true professional in his role!

## **Area 15B**

### **Joe Clay**

Nominee's department: Zone 1

Reason for nomination: Joe is always willing to help and go above and beyond to help his fellow co-workers .

## **Area 16**

### **Charles Andrews**

Nominee's department: Metropolitan Studies

Reason for nomination: Charles Andrews served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

### **Matt Deal**

Nominee's department: Extended Academic Programs

Reason for nomination: Matt Deal served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

### **Bernadette Williams-Looper**

Nominee's department: Research & Economic Development

Reason for nomination: Bernadette Williams-Looper served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

## **Area 17**

### **Melody Harris**

Nominee's department: SUAR

Reason for nomination: Melody is an invaluable resource for everyone in SUAR! Her door is always open for anyone requesting assistance, information, or guidance with policies, Kronos, and budgets. She never makes anyone feel as though they are interrupting her or bothering her. Everyone in SUAR knows - if you can't seem to figure something out, "ask Melody, she'll know." We often joke that she should have a "take a number" device right outside her door for the line of people looking to pick her brain on some days.

### **Karen Martin**

Nominee's department: Student Union/SUAR

Reason for nomination: Karen has only been with us for a short time, but she jumped right in from day one! There's so much to learn when coming from off-campus, but she has demonstrated that she wants to learn and understand as much as she can as quickly as possible. She is an absolute pleasure to work with, and I'm so happy to have her on our team!

**Lucian Wilhelm**

Nominee's department: Student Union

Reason for nomination: Academic Affairs hosts two monthly meetings in Reese 524. This conference room is our largest, yet due to the attendance numbers for these two meetings, I have to request extra chairs from the Cone Center. Once I contact Lucian, I never have to worry about the extra chairs being available. It means so much to know that once we have communicated, I can move on to other projects and know my requests will be carried out without delay. Lucian is a true professional in her role!

**Area 18****Tim Carmichael**

Nominee's department: College of Business

Reason for nomination: Tim Carmichael served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

**Rose Diaz**

Nominee's department: College of Arts + Architecture

Reason for nomination: Rose Diaz served on the Unified Service Catalog Committee which was formed in the fall of 2016 with the goal of developing a list of all IT services provided by all IT units across the institution – a mandate defined in the University's IT Master Plan. The committee worked collaboratively and with transparency to define what a unified service catalog would look like, put together an RFP to find a service management consultant, identified over 600 IT services and compiled that information in a manner that faculty, staff, IT staff and students could use. The end result is a Unified Service Catalog that will serve the University community, will be an integral piece in the IT Governance model and will help to identify redundant services and gaps in service delivery. Thank you for your commitment to reach this institutional goal!

**Sarah Michelle Haley**

Nominee's department: BCOB Undergraduate Programs

Reason for nomination: Over the past few months, Sarah Haley has played a central role in Undergraduate Programs taking on new challenges and excelling in the programs and workshops she helps run. In particular, I am impressed by her support and dedication to the Business Learning Community students. From taking on a new fall class to planning fabulous trips and outings, Sarah has made sure to provide opportunities these students might not have otherwise. She runs this program in addition to taking over the Lunch and Learns when a colleague left and still excelling at her traditional job responsibilities. In fact, this month in addition to a BLC outing last week, in-class announcements, teaching a UCOLL course, Sarah organized another amazing Accounting Leadership Fair where she ran the event from organizing and advertising to following through with thank yous to each participant. She's even already volunteered to lead a Business Honors Program workshop and the students recognize her as an invaluable resource that they seek out each semester. She does this all with her 'woo' personality and keeps us laughing in the Department. I'm thankful to have a supportive colleague whose work I admire. She's truly a student advocate in the Belk College of Business.

**Stephanie Sanchez**

Nominee's department: BCOB - MGMT & MKTG

Reason for nomination: In the Belk College of Business, there are 3 Department Coordinators, each responsible for 2 departments. In October, the ECON and FINN coordinator transferred to another position within the college. Not only did Stephanie take on additional work load to cover the needs of 2 additional departments while a replacement could be found, she also did an excellent job in training the new employee to be quickly on boarded and functioning in the job in just a matter of weeks. She is an excellent trainer for new employees and never once complained about added responsibilities and a barrage of questions. She has a great attitude and is extremely helpful. She knows her job very well after only being in the position less than a year herself because she is eager to learn, enjoys challenges and is a problem solver.