



Golden Nugget Awards – February 2019

Area 2

Tekisha Brown

Reason for nomination: Tekisha understands the importance of new students getting answers to their questions in a timely manner. There are many times the OASES advisors need additional information to assist adult students in understanding admission and registration requirements. Tekisha is always prompt to respond to our questions and she takes the time to provide additional information when needed. Thanks to Tekisha's prompt response, we are able to increase student satisfaction and provide excellent customer service!

Tyrone Dimery, Dara Hearn, Brittany Fritz, Dominique Burton

Reason for nomination: In early November, Undergraduate Admissions experienced an exponential increase in the number of recommendation letters that we were receiving, which created a worrisome bottleneck in application processing. With a significant increase in applications and this additional increase in recommendation letters, we were looking for ways to pull in additional readers. Tyrone, Dara, Brittany, and Dominique stepped up to assist us by reading several thousand letters of recommendation. With their help, we were able to not only meet, but to exceed our processing deadline - something we never would have been able to do without them. Thank you so much, Tyrone, Dara, Brittany, and Dominique! We hope to have the opportunity to return the favor one day!

Michelle Inman

Reason for nomination: Michelle has worked tirelessly over this past Academic Year to encourage, support, and assist the Processing Staff as well as other Admissions Staff members to navigate changes to some of our most frequently used software systems, as well as being an integral part in the launch of the use of The Common Application. She has never asked for recognition, but has instead given all of the credit to those who have worked alongside of her. Michelle should be recognized not only for her hard work for months to improve our current system, and integrate the new Common Application into that process, but also for the way that she has patiently and diligently encouraged her team to be successful. Great Leadership starts with an individual who is willing to come alongside those who they are working with. Michelle demonstrates this every day as she supports her team, and does it with a smile!

Everett Jeter

Reason for nomination: So often, in our ever-siloed work environments, it is easy to ignore issues that don't touch us directly. Last fall, in an effort to support communication and collaboration between Admissions and Financial Aid, Everett began to attend our team meetings. In early November, he was present for a meeting in which we were discussing how overwhelmed our team was with an exponential increase in the number of recommendation letters that we were receiving and how that was creating a worrisome bottleneck in application processing. With a significant increase in applications and this additional increase in recommendation letters, we were looking for ways to pull in additional readers. Everett left our meeting, conferred with his department and then reached out to us to offer assistance from the Financial Aid verification team who were experiencing a brief down-time. It meant so much to us that he saw the need and was willing to offer assistance meeting that need. With their help, we were able to not only meet, but to exceed our processing deadline - something we

never would have been able to do without them. We are so grateful for Everett's commitment to the bigger EM team and for his follow through in this particular case. Thank you so much!

Bolu Oluwadiya

Reason for nomination: Bolu was recognized by a current student in their second semester at the university. Here's what Taylor had to say about Bolu: I needed you to know that I met with Bolu Oluwadiya yesterday. I had been jumping through hoops all day to try and register for classes but was getting nowhere. The office of undergraduate admissions was my last place to look at for help. I sat with Ms Oluwadiya for a little over 30 minutes and she made calls and looked things up to see how she could better assist me. She was so kind and welcoming, even though she didn't know me she treated me extremely well. After about 30 minutes, she was able to register me for two classes and get my credit hours from 6 to 12. I have never had any UNCC staff treat me like she did. She deserves a ton of praise and reward. She made a stressful situation better and made me feel comfortable even though I wasn't sure if it would work. I just thought that a staff member as amazing as her deserves some recognition. When I asked Taylor if I could share her words when nominating Bolu for a Golden Nugget, she quickly agreed and said "she deserves 100 of those!"

Area 4

Tom Deyo

Reason for nomination: Tom goes above and beyond what is required of him when responding to a request for assistance with technology. When I ask him a question, he responds in a timely manner and he does not just give you a quick answer but investigates what is the actual need to ensure that he provides the appropriate solution. When he responds to an ITS ticket, if he notices something else that needs attention, he will address it and not just look the other way. I appreciate Tom's attention to detail and exceptional customer service.

Reason for nomination: Tom came by my office one day with an associate who was here addressing a software issue I was having on my PC. He quietly stood in the background as the associate worked on my PC, and I wondered why he was even here? The very next day, I received an email from Tom introducing himself, explaining that he had noticed my PC was running very slow and offered to upgrade its memory with inventory the University has on hand. I didn't even have to file a work request or anything as Tom just noticed it and offered up the solution of his own accord. Just as before, he quietly came by, installed the additional memory, and even upgraded the PC's bios. My PC is running better than ever and I didn't even have to complain! Thank you Tom for going beyond the call of duty for us!

Area 10

Jerrica Graves

Reason for nomination: I had so many changes to my benefits this year, as I was married after the open enrollment period and had a qualified life change. Unfortunately, "the system" did not work correctly and a few of my deductions were wrong. Jerrica was able to sit down with me in person and help me go over everything, which was a great help. I know that HR can get busy with all of the other employees on campus and it was nice for her to take extra time out of her day for me.

Area 12

Tomasa Bonilla

Reason for nomination: Tomasa is our 2nd shift lead, the communication and team work she exhibits is outstanding. When there are call outs she steps up and has the work flow completed in a professional manner. It is a great pleasure working with Lila, and she is a definite asset to our team

Donnie Watkins

Reason for nomination: Donnie is courteous and friendly, detail oriented and efficient. He always goes out of his way to make sure our needs are met. Even though this is a dirty greenhouse, he never complains about our messes!

Area 16

Ali Mateen

Reason for nomination: Ali was a wonderful support to a recent grant that the Recycling office was awarded through the Charlotte Green Initiative. The grant was for a composting project in Ali's building, PORTAL, and we could not have submitted the grant nor completed the project without Ali's help. Ali was the intermediary between us and his team at PORTAL - ensuring the project idea, timeline and graphics were all approved. Ali also communicated with the business partners in PORTAL to make them aware of this new project. Without the support of Ali and his team, this project may not have come to fruition, and we are very thankful for his support and extra work in making it happen!

Area 17

Cindy Calloway

Reason for nomination: As a new Supervisor to the student union building, Cindy Calloway (Lead tech 2nd shift) has went above and beyond her duties to help me with get aquatinted with the building and the everyday duties to assure the building is running as it should.

Robin Garlin

Reason for nomination: As a new Supervisor to the student union building, Robin Garlin has went above and beyond her duties to help me with get aquatinted with the building and the everyday duties to assure the building is running as it should.

Kawon Taylor

Reason for nomination: As a new Supervisor to the student union building Kawon Taylor has went above and beyond in his duties to help me with get aquatinted with the building and the everyday duties to assure the building is running as it should.

Sheila White

Reason for nomination: As a new Supervisor to the student union building, Sheila White has went above and beyond her duties to help me with get aquatinted with the building and the everyday duties to assure the building is running as it should.

Area 18

Ryan Chester

Reason for nomination: Ryan lifts the mood in our office. He always has a smile on his face, great ideas, ready to jump in and be a great team player. I'm happy to have him on our staff as he surely enhances the services we provide to our students!