



# Golden Nugget Awards – October/November 2019

## Area 1

### Denise Medeiros

Relationship to nominee: Campus partner

Reason for nomination: Denise provides excellent customer service. In a time where ISSO is facing multiple challenges, including a new system and a shortage of staff, Denise remains helpful and kind.

## Area 2

### LaShae Betters

Relationship to nominee: Co-worker

Reason for nomination: LaShae Betters is a member of Niner Central's Spirit Squad. As a Spirit Squad member she is responsible for planning and implementing group activities/celebrations. This includes recognizing the monthly birthdays and planning other exciting events for the team to build spirit and excitement throughout the year. There have been many successful events that the Spirit Squad has headed such as Niner Central Spirit Week, potlucks, staff nights and etc. We are so thankful to have such a spirited team member on Niner Central's Spirit Squad team.

### Celicia Coleman

Relationship to nominee: Co-worker

Reason for nomination: Celicia is a member of Niner Central's Spirit Squad. As a Spirit Squad member she is responsible for planning and implementing group activities/celebrations. This includes recognizing the monthly birthdays and planning other exciting events for the team to build spirit and excitement throughout the year. There have been many successful events that the Spirit Squad has headed such as Niner Central Spirit Week, potlucks, staff nights and etc. We are so thankful to have such an innovative team member on Niner Central's Spirit Squad team.

Relationship to nominee: Co-worker

Reason for nomination: Celicia always represents the Niner Central team so professionally and so graciously while serving on the Enrollment Management Enrichment Committee. She comes up with fresh ideas and is passionate about her role on that committee. She has been a member of the committee for over 6 months now and has assisted with many events such as the Enrollment Breakfast, Enrollment Picnic and etc. She always has a smile and ensures that she goes above and beyond to make EM events a success. It is so great seeing one of Niner Central team members assisting with coordinating and headlining Enrollment Management events. Keep up the excellent work Celicia and thanks for volunteering for this role!!

### Karla Crucke

Relationship to nominee: Co-worker

Reason for nomination: Karla is awesome! Over these past few months, she has gone above and beyond to ensure coverage for all of our admissions events and invitations. I have watched her work tirelessly, often with her desk covered in invitations, receipts, and other paperwork, while helping to plan school counselor events, as well as find coverage for the many events that we have been invited to attend. She has even stepped in to cover many of the events herself. Although being flexible is the name of the game in recruiting and our line of work, Karla has remained calm and focused throughout all of the curve balls and last minute changes that were thrown her way. She is a great co-worker, with a wealth of knowledge and experience and a true passion for working with students of all backgrounds. I am happy to have Karla on our team, and even more happy that she is my work neighbor :) Karla is a true asset to our admissions family. Thanks for all of your hard work and efforts, Karla. They have not gone unnoticed. We appreciate YOU!

### Shannon Harris

Relationship to nominee: Co-worker

Reason for nomination: Recently, Shannon did a fantastic job taking the lead in dealing with the state auditor. Shannon spent endless hours handling all the multiple requests and scouring through file drawers, notebooks, J drives, zip drives, and making a few trips to the basement to find all the information needed. The auditor called Shannon amazing and the professionalism

that she showed was very impressive. Shannon brought all the pieces together and she is one of the reasons we ended up with essentially no findings. Thank you for all your efforts!

### **Laura Holland**

Relationship to nominee: Co-worker

Reason for nomination: While being short staffed and having 4 members of our team in training this summer there was a lot of work, but not enough work hours. Laura stayed late and worked from home numerous times to assure our students received a response in a timely manner. She was not asked to do this but did this because she cared.

### **Antonios Kokolis**

Relationship to nominee: Co-worker

Reason for nomination: Antonios Kokolis is a member of Niner Central's Spirit Squad. As a Spirit Squad member he is responsible for planning and implementing group activities/celebrations. This includes recognizing the monthly birthdays and planning other exciting events for the team to build spirit and excitement throughout the year. There have been many successful events that the Spirit Squad has headed such as Niner Central Spirit Week, potlucks, staff nights and etc. We are so thankful to have such an enthusiastic team member on Niner Central's Spirit Squad team.

Relationship to nominee: A staff member who did a GREAT Job

Reason for nomination: I have been a staff member for almost 10 years at UNC Charlotte. This academic year, I also became a UNC Charlotte parent as my daughter started her freshman year. Even as a staff member being exposed to many offices on campus I still learned a lot of new things through SOAR, but especially Financial Aid. It really can be an overwhelming process for a student and a parent to accept certain awards, apply to additional financial aid, making sure it is getting sent to university and applied to the bill, etc. When we've never done this before, so we had a panicked student wanting to make sure her classes wouldn't get dropped. We visited Niner Central and meet Antonios. I have to say he made us feel welcomed, calmed, and made us feel like we weren't losing our minds. He was amazing! He didn't rush us, he walked us through, made us feel assured and confident in the process of what we were doing as a student and parent. My daughter felt she knew exactly what to do with confidence as being away from home for the first time. As a parent, I was impressed with the knowledge and ease of how Antonios worked with us, and watching him work with those before us. As a staff member, it made me so proud to be a Niner and part of Niner Nation to know someone like Antonios is representing UNC Charlotte with honor and integrity. I'm sure this is not an easy job because of the nature of what it entails, but you would never know if there was stress because of the calming presence that Antonios and the rest of the front of the house team manage Niner Central. Thank you so much for such a wonderful experience as a parent and a staff member! We Are All Niners!

### **Angeli O'Day-Jordan**

Relationship to nominee: Co-worker

Reason for nomination: Angeli O'day-Jordan is a member of Niner Central's Spirit Squad. As a Spirit Squad member she is responsible for planning and implementing group activities/celebrations. This includes recognizing the monthly birthdays and planning other exciting events for the team to build spirit and excitement throughout the year. There have been many successful events that the Spirit Squad has headed such as Niner Central Spirit Week, potlucks, staff nights and etc. We are so thankful to have such a passionate team member on Niner Central's Spirit Squad team.

### **Kimberly Rodgers**

Relationship to nominee: Supervisor

Reason for nomination: Kimberly serves as the Associate Director for Student Success in the UCAE and coordinates the 49er Rebound program across all 8 academic colleges. In August 2019, she also began serving as the Interim Director of the UCAE. The UCAE consists of 8 professional staff, 13 Graduate Assistants and 100+ undergraduate student staff across all UCAE programs. She is effectively serving simultaneously in both her Assoc. Director and the Interim Director roles and is managing all functional areas of UCAE operations. She provides leadership to the Combined Training Committee and significantly contributes to the Graduate Assistant Committee and the Students Obtaining Success (SOS) Peer Mentoring program. All the while she continues to represent the UCAE on campus and serves in other roles such as the Coordinator of the Peer Leader Action Group (Undergraduate Education) and participates in the Student Success Working Group. Despite all of the dual-role demands upon Kimberly, she remains very "present" and available to the UCAE team. She role models professional development, self-care and work-life balance to the staff. I'm sure we all agree that we don't know what would happen to the UCAE without Kimberly Rodgers ~ she is definitely a big Golden Nugget in our sluice pan!

## Area 4

### Brandon Chap

Relationship to nominee: Co-worker

Reason for nomination: Brandon is always willing to lend a helping hand when it comes to networking problems. He is always knowledgeable when it comes to network access and firewall issues I really appreciate his willingness to assist whenever I need his help. Great job !

### Jason Dominiczak

Relationship to nominee: Supervisor

Reason for nomination: Jason is one of those employees who you wish you had more of. He's currently our technical lead in designing new ways for departments and groups to realize true efficiency by using our new Salesforce for Higher Ed toolset. During his day job representing the ITS department, he regularly exceeds our customer expectations and can always be counted on when any situation arises which needs quick action. This didn't happen by chance, Jason's enjoying his second career as being part of ITS now, however, before joining UNC Charlotte, Jason was one of the first responders during the Virginia Tech shooting. Ironically, that sad day for us also occurred in Jason's work building. He quickly came forward to our leadership to offer any assistance he could. He has been an active member of the original response team, as well as the remembrance committee. I'm nominating Jason because, in my mind, he's as close as you can get to work with a real-life hero. I hope you can see it that way too!

### Karyn Romary

Relationship to nominee: Co-worker

Reason for nomination: She has helped us bring DocuSign (a signature verification program) online for our students & parents to be able to submit paperwork quick, easier and faster for processing. She has spent many hours with training, researching issues, and solving problems. She has also guided us step by step thru all of our questions and changes. She always has a smile and a "say yes" attitude. Karyn is a great asset to the University with her willingness to always HELP! Thanks Karyn for all you do for us and everyone on campus.

## Area 6

### Brian Mosley

Relationship to nominee: Customer

Reason for nomination: Brian is an absolute treasure. Shortly after starting my position on campus, I was struggling with an IT issue and EVERYONE in my department said call Brian. I have had several IT related events in my short time on campus and Brian has always responded quickly and in a positive manner, and I don't mean an email or voice mail, I mean in my office usually within 30 minutes. I've not met anyone in CLAS that doesn't rave about Brian's exceptional service, even offering expert advice on IT topics beyond his job responsibility. Always highly knowledgeable, always positive, always eager to help. That's Brian!

## Area 7

### Julie Howell

Relationship to nominee: Co-worker

Reason for nomination: In the 10 years I have known Julie Howell she has been exceptional. She goes above and beyond her normal duties and really supportive of all needs including faculty, staff, and students. Ms. Julie deserves to be acknowledged and thanked for her kindness, generosity, professionalism, and respect.

### Brandi Lewis

Relationship to nominee: Co-worker

Reason for nomination: Brandi has been working INCREDIBLY hard lately on our data sets for our upcoming accreditation visit. We have 80+ data dashboards that she has built and maintained, all so faculty have access to specific data for the visit. She has also been very responsive to faculty in getting things done for faculty related to Taskstream and generally getting the semester started. I nominate Brandi for a Golden Nugget -- don't know what we would do without her!!!!

### Lasonja Norrington-Lesane

Relationship to nominee: Supervisor

Reason for nomination: Ms. Lesane is a temporary assistant extraordinaire she has dealt with a multitude of issues in a positive, professional manner with always a smile on her face. Several faculty and staff have commented how much they have enjoyed working with her over the last couple of months.

**Jon Rea**

Relationship to nominee: Supervisor

Reason for nomination: Jon always has a great attitude. He goes above and beyond what is asked of him. He puts a lot of thought into his interactions with others and builds solid relationships as a result. Jon is creative and always thinking of what he can do to help others.

**Melissa Smith**

Relationship to nominee: colleague/co-worker

Reason for nomination: Melissa Smith, the master of health administration (MHA) program administrator, in the Department of Public Health Sciences, always goes the extra mile, especially with graduate program recruiting events. Public Health Sciences annually staffs a table at a large national conference and Melissa makes certain that the table is attractive, staffed, and that it showcases all of the graduate programs. I find her very easy to partner with. Lastly, as a direct result of her professionalism (MHA program info sessions), CHHS has been invited to participate at Davidson College's Pre-Health Professions Symposium. This prestigious symposium is in its 5<sup>th</sup> year and this is the first time that UNC Charlotte/CHHS has been invited to participate. Melissa is a true gem in UNC Charlotte's crown.

**Michelle Webb**

Relationship to nominee: Supervisor

Reason for nomination: Michelle has only worked in the Cato College of Education for a little over 6 months and in that time she has had to learn a variety of skills and fulfill two roles in our office. She supports students who have a variety of needs from schools not calling or communicating with them to scheduling appointments with the faculty in our office. She also works directly with faculty across various departments to help support events and conferences. Michelle ensures that all endeavors she is assigned are handled with a sense of urgency, attention to detail, and seeks feedback for her personal and professional growth. She has been an amazing addition to our team and is an extremely dependable member of our office and college.

**Cheryl Whitley**

Relationship to nominee: Co-worker

Reason for nomination: Ms. Cheryl Whitley has been an administrative support specialist in the School of Social Work for over 5 years and I do not believe she's received the golden nugget award. It's past time to honor Cheryl who makes daily contributions to the School of Social Work and so I'm pleased to nominate her for this award. Cheryl assists with a variety of tasks within the School of Social Work including managing admission related data, helping to plan events, and problem-solving as student issues arise. Cheryl checks in with me regularly saying, "Is there any way I can assist you?" It really means a lot that Cheryl will ask this question because it shows she is ready to help and proactive about supporting our team. One thing that Cheryl has done above and beyond the call of duty in the last year has been becoming more front and center at our recruitment events. In the past, Cheryl worked more often "behind the scenes" when it came to recruitment events. Now, though, she is taking center stage by representing our unit at off-campus recruitment events and meeting with prospective students. Most recently, she went to Johnson C. Smith University's graduate fair. Cheryl has recognized that we need to adapt to an ever changing environment particularly in the face of constrained resources. She has readily embraced opportunities to interface with prospective students. This is just a small snapshot of why I hope Cheryl Whitley will be honored with the Golden Nugget Award.

**Elaine Woods**

Relationship to nominee: Supervisor

Reason for nomination: As a temporary employee, Ms Woods has done a stellar job in initiating, tracking, and communicating our education affiliation agreements. Faculty often comment how much they like working with Ms. Woods. She is conscientious, helpful, and always a consummate professional.

**Area 9****Larry Barfield**

Relationship to nominee: Co-worker

Reason for nomination: He always has a smile for you when you see him. He helps us with setup & moving of stand & sit desk changes and adjustments. He goes above & beyond for our office and the campus. He is a great asset to the University.

Thanks, Larry for all you do for us. Financial Aid Office

**Alicia Bartosch**

Relationship to nominee: Co-worker

Reason for nomination: Alicia has been instrumental in the success of the Business Affairs Giving Green campaign this year. She has assisted the Business Affairs Champions in organizing and completing a very ambitious approach to reaching more donors than ever before! Bravo you all of your hard work!

**Area 10****Stephanie Lazzaro**

Reason for nomination: This Gold Nugget nomination is well deserved and overdue. It makes me happy to nominate my co-worker Stephanie Lazzaro for doing such an amazing job in not only managing her hectic daily workload, but also for covering the duties of our co-worker who was on maternity leave. I'm so proud to work with such a dedicated, hardworking and kind person.

**Area 11****Monique Davis**

Relationship to nominee: Co-worker

Reason for nomination: On two different occasions, Monique has gone above and beyond to help with the Apprenticeship Program. Once, she travelled to CPCC to pay for unexpected fees that only she could authorize using the P-card. And the next time, she made sure that she picked up lunch, delivered the lunch, and went above and beyond to offer this extra incentive for our mentorship team as part of the Apprenticeship Program. Monique has also done hours of grant correspondence to make sure that we find additional funds for the Apprenticeship Program in the areas of employee engagement in aligning our efforts with UNC Charlotte's Institutional Goal to boost employee engagement and retention initiatives. Thank you Monique for your humility, kind spirit, and willingness to go above and beyond.

**Area 12****Kevin Ashiono**

Relationship to nominee: Supervisor

Reason for nomination: Kevin Ashiono. As Kevin Ashiono's immediate supervisor, I want to compliment Kevin on his professionalism, and positive attitude. Kevin going beyond and carries himself in a professional manner, he promotes a positive attitude about the job, he responds too constructive criticism relating to job errors, with a positive behavioral, he immediately corrects the problem and communicates back to his immediate supervisor that the problem is corrected.

**Iris Davis**

Relationship to nominee: Supervisor

Reason for nomination: iris Davis. As Iris Davis' immediate supervisor I have received multiples compliments from the Fretwell faculty staff, relating to Iris Davis being Friendly and helpful to the customers, and faculty staff. Iris goes beyond to communicate with her customers, and to meet the needs of the customers.

**Solomon Franklin**

Relationship to nominee: Supervisor

Reason for nomination: I would like to nominate Mr. Solomon Franklin because he is a true example of what it means to be a servant leader. He goes above and beyond to ensure that things are done properly and he always tries to encourage me to be the best in everything that I do. He represents a spirit of excellence in all he does and he represents what Niner Nation is all about, so for that I would like to give him a golden nugget.

**Patrick Hernandez**

Relationship to nominee: Supervisor

Reason for nomination: Patrick Hernandez. As Patrick immediate supervisor I am nominating Patrick for his job performances. I have received several compliments from the Fretwell faculty staff on Patrick performances. Patrick produces work that shows strong attentions to detail and thorough.

**Carla Howze**

Relationship to nominee: One of the supervisors in our department

Reason for nomination: I am nominating Ms. Carla for always being a friendly and kindhearted person. Ms. Carla makes you feel like a valued member of the team, and she is always willing to support others and for that, I want to show my appreciation to her. I can always count on a positive word of encouragement in every interaction with her.

**Aretha Jeter**

Relationship to nominee: Co-work outside of Department

Reason for nomination: Aretha definitely goes above and beyond her job description. We look forward to her coming into the TEAL office. She always has a smile on her face despite what that day may have thrown her way. She talks to everyone in the office while keeping her pace up. We are grateful for the extra effort she puts in; we see it! Aretha gives us an afternoon boost when we see her. She is such a delight, super personable, and as outgoing as one person can be! She is one of the best technicians we've had in our office, and always does more than the average tech would. We appreciate her on so many levels, and hope that she receives these nuggets of appreciation for her hard work and dedication to us! Thank you Aretha for all you do.

**Gregory Jones**

Relationship to nominee: Colleague

Reason for nomination: Gregory Jones. Greg has a great attitude with his fellow coworkers, any time I have had a quest, he takes the time out to respond to my quests, or either he will give me feedback relating to my requests, he is always willing to help assist me with the job needs, and he goes beyond the call of duty for our customers.

**Nelly Lezama**

Relationship to nominee: Co-worker

Reason for nomination: Nelly Lezama. Nelly produces work that shows attention to detail and thorough analysis. She goes beyond the call of duty to ensure Fretwell building floors, and much more, is maintained with a quality standards. As the B.E.S responsible supervisor for the Fretwell building I Katherine Humphries is confident! When Nelly Lezama is on duty the customers will receive only the best results. Thank you Nelly for all your hard work.

**Steve McMiller**

Relationship to nominee: Lead

Reason for nomination: Steve always goes above and beyond maintaining the buildings in his area. When there is a last minute request Steve volunteers to complete the task, in a timely manner. Whenever there are functions in Portal and they run over longer than expected, Steve will stay later and make sure the building is clean and ready for a later function. His professional relations with our business liaisons is a great asset for our department.

**Monica Mitchell**

Relationship to nominee: Supervisor

Reason for nomination: Monica Mitchell. As Monica Mitchell immediate supervisor, I have received several compliments on Monica going beyond the call of duty to handle several emergency situations. Monica quickly responded to the customer's needs, effectively.

**Area 15A****Kathy Fisher**

Relationship to nominee: Customer

Reason for nomination: On 10/28/19 and 10/29/19 the Paratransit service was down 1 vehicle. I called Kathy at the last minute on both days to see if they had a van available for us to utilize. Kathy immediately set up the reservation and had the vehicle available for us. We did not use it on the 28th but did need it on the 29th. Her responsiveness allowed us to follow through with our service with hardly any interruptions in service. We appreciate everything she does and understand that she has other priorities. However, her customer service was outstanding and we would like to recognize her for it.

## **Area 15B**

### **Leon Baker**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

### **Rick Bohling**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

### **Lacy Brumley**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

### **Brien Clapton**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

### **Neal Eudy**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

### **Michael Greer**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

### **Marcus Harris**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

### **Ron Hobson**

Relationship to nominee: Supervisor

Reason for nomination: Ron Hobson. Ron has a great attitude about the job, he is willing to go beyond the call of duty to ensure the buildings operation is accurate. He communicates with his UNCC clients to ensure satisfaction.

**Paula Lail**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

**Dave Maharana**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

**Terrell Morris**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

**Jeffrey Saer**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

**Daniel Sellers**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

**Gene Sneed**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!

**George Smith**

Relationship to nominee: Co-worker

Reason for nomination: The Zone 2 Facilities Maintenance Team has exceptional customer service! They keep the Duke and EPIC buildings running efficiently. When a work order request is submitted, the team responds quickly and makes sure the request is completed. Each team member is always smiling and greeting everyone they meet. It is nice to know there is a great team of people taking care of the buildings, so our students have a comfortable place to learn!



## Area 17

### Erik Anderson

Relationship to nominee: Supervisor

Reason for nomination: Erik is one of the most dedicated employees that I have seen in the 49er Community. When there is an issue, he is always willing to jump in and partner with anyone to get the issue resolved. As my supervisor, he is always putting the needs of his subordinates above his own. He will work overtime before he asks anyone else to do so and will put in as many hours as needed to see that our work is done to its fullest potential. He truly cares about the students that work in our department and invests in them in order to help them in their chosen career path and make them better individuals overall, not just better part-time employees.

### Josh Brown

Relationship to nominee: Supervisor

Reason for nomination: Josh has gone above and beyond in coordinating a large office move on top of his daily responsibilities and tasks. He has planned, managed, and kept on track the movement of 20 full-time staff members to 10 different locations while still overseeing the daily operations of one of the busiest buildings on campus, the Student Union. This would not be possible without his efforts and hard work!

### Renee Drewery

Relationship to nominee: Co-worker

Reason for nomination: Renee's good attitude and bright smile never goes unnoticed. She is a pleasure to be around and her high spirits are contagious. She makes the Union a better place and we are happy to have her here!

### Karen Shaffer

Relationship to nominee: Co-worker

Reason for nomination: Karen has worked diligently to keep a large scale project on track involving construction on the second floor of the Student Union. Any construction project comes with difficulty but the most complex ones are those involving moving team members around into and out of temporary locations. This project will result in three separate projects working together in sequence to renovate most of the office space on the second floor of the union. No small feat. I hope staff counsel can join me in recognizing her leadership in this project.

## Area 18

### Hannah Harrell

Relationship to nominee: Serves as Academic Advisor in my department

Reason for nomination: Hannah is an amazing resource to faculty, staff, and students. Her genuine kindness combined with a stellar understanding of degree programs makes her the go-to person in our department. She interacts with faculty, has a working knowledge of courses and the demands they place on student schedules, and cares about the well-being of those in her care. There is often a line at her door, some faculty and some students, who simply want to chat, to pause at her door, and to visit. Some come with concerns. Others enjoy a brief greeting for the day. Hannah's office walls are adorned with notes and pictures from students. She also has a quirky collection of ceramics. Her smile, laugh, and gentle words have eased panic and guided even the most concerned towards a solution. She exudes the Niner spirit and has fully earned the privilege of a Golden Nugget.

### Meredith Klauss

Relationship to nominee: Supervisor

Reason for nomination: Meredith has done an outstanding job for the School in her efforts to support students and staff through advising, open house events, recruitment and team-based collaboration. She has only been with UNCC a few years but she has proven to be uniquely valuable to our team.

### Erin Knaul

Relationship to nominee: Supervisor

Reason for nomination: One of Erin's main goals was to streamline, assess, and improve the Academic Standing program. In conjunction with the staff, Erin made the following changes: converted the first page of the Academic Standing Contract into a google form, the form was linked to Connect so that students could easily make an appointment with their assigned Academic & Career Coach (ACC), and it was paired with an intrusive outreach strategy to drive students into drop-ins during the spring 2019 add/drop week.

The changes saw the following results: 86% of BCOB students on probation met with a coach prior to the end of add/drop; an increase from 57% in the spring 2018 semester (29% increase). This increase enabled students and ACCs to discuss potential

changes to students' schedules that increase the likelihood of them returning to good academic standing as well as enforcing academic standing policy. Additionally, by the end of spring 2019, 58% of spring 2019 BCOB probation students were eligible to return for fall 2019, up from 48% in Spring 2018 (10% increase). These new changes have now become our standard, office protocol.

What I appreciate the most about Erin's approach to this project is that she took the time to listen, see the program as it was, and then proposed changes while also including the entire team. Erin is a great addition to the Academic & Career Coaching team as well as the Niblock Student Center. Beyond her dedication to at-risk students, Erin is an exceptional team player. As one of the founding members of the Staff Recognition Committee, she has worked hard to build a more inclusive culture in our office. Great work, Erin!

### **Todd Payne**

Relationship to nominee: Co-worker

Reason for nomination: CoAA received a new Dean who began with us on Sept. 3rd. I was tasked with the project of celebrating his arrival with a student event bringing in Food Trucks as a way to introduce the new Dean to the students, open to all of campus. We were the first department on campus to host as many food trucks as we did, which was 4. For this reason, Auxiliary Services Asked that we pilot the event for the rest of campus.

Todd worked tirelessly prior to the event to ensure several things were in place:

1. Event Location - Todd set up tables and chairs to allow for seating for those who wished to sit from all across campus during the event.
2. Purchased Tents - Todd determined it would save us money by purchasing our own tents and setting them up versus renting. This allows us the opportunity for use at other events we host. Having the tents provided much needed shade during the event and later as it started to rain.
3. Sound System - The Dean wanted to address our student body of CoAA at some point during the event, so Todd set up a sound system, completed checks and ensured everything went smoothly.
4. Coordination of Parking - Todd created maps, working with Facilities Operations Grounds department to ensure we were good to go in having the trucks park between our buildings for our college. He walked the area with the Associate Dean and on the day of the event, he arrived early to begin receiving them. We even had a challenge or two with the size of the trucks so Todd was quickly able to redirect and even relocate them.
5. Clean-up - at the end of the event, it started raining, but Todd was able to work expeditiously to get the tents, tables and chairs taken down, loaded on rollers and placed back within our department without disruption to classes even with the challenge of student foot traffic.

This event was deemed a success, not only by me, but our new Dean, our Associate Dean and especially the students. Todd completed most of the set up single handedly. We absolutely could not have done this to the extent that we did without him!!

I hope you strongly consider this nomination as it is well deserved!!!

Relationship to nominee: Co-worker

Reason for nomination: Todd Payne's work as Facilities Manager for Storrs has been exemplary. Todd is the ultimate professional, handling all tasks and added responsibilities with finesse and good cheer. At a building housing creative types, Todd is called upon to perform not only his regular job duties like other classroom building facility managers, but he is often called upon to build, create, fabricate and resolve other complex structural /artistic/educational problems that involve his truly outstanding creative side. He's a perfect combination of left brain/right brain thinking. Since our College also houses a graduate School of Architecture program at CCB, Todd cheerfully undertakes responsibilities at that location as well and works with the CCB administration and our SoA program to always address the needs of faculty and students there as well. I've never seen a time when Todd has been ruffled by any of the work that he has been assigned and is always eager to create new ways of improving the work space and flow at our College. I hope you consider Todd Payne for the Golden Nugget.

### **Beth Rucker**

Relationship to nominee: Co-worker

Nominee's department: of Arts and Architecture

Reason for nomination: Beth has been serving as interim Business Services Coordinator for my department in addition to assisting her own departments. This has caused a significant increase in her workload for several months now. No matter how busy she is, she is always willing to answer any questions I have and provide me with training as I need it. She sets aside time for one on one meetings and is such a positive and wonderful person to work with.

**Sheena Smallwood**

Relationship to nominee: Co-worker

Reason for nomination: CoAA received a new Dean who began with us on Sept. 3rd. I was tasked with the project of celebrating his arrival with a student event bringing in Food Trucks as a way to introduce the new Dean to the students, open to all of campus. We were the first department on campus to host as many food trucks as we did, which was 4. For this reason, Auxiliary Services Asked that we pilot the event for the rest of campus.

Sheena worked to assist me in identifying the food trucks which was a tedious task because she had to schedule and there were challenges. So she had a list and worked the list until she had 4, all the way up to 2 weeks prior to the event. Sheena went to work using her team of students to lock in the food trucks, created signage to post electronically and sign boards on campus, she created a binder of information including vendor setup for 49er Mart, sanitation scores, and to add another layer of responsibility, she created vouchers for our students as they would receive "free" meals with these vouchers that CoAA paid for. She gave instructions to the food trucks, assisted us in the coordination and placement for the food trucks for the day of the event. On the actual day, she was instrumental in assisting each truck to ensure they had all the information they needed and touched base with them from start to finish. At the end of the event, Sheena and her team tallied the vouchers and assisted with obtaining invoices and helping us get them paid as well as obtaining a required "give back" percentage.

This event was deemed a success, not only by me, but our new Dean, our Associate Dean and especially the students. It would not have been the success that it was without Sheena's tenacity, expertise, and willingness to go above and beyond! Having her on the team, to me, showed what we are capable of doing with a team driven by people like her!

I hope you strongly consider this nomination as it is well deserved!!!