

June Golden Nugget Award Recipients

1. Patti Bowman – Financial Aid (Area 2)

“Patti always goes above and beyond in everything she does. She makes herself available at any time to assist with training or any issue that comes up in the office. She is an excellent instructor and makes even the hardest subjects understandable. Patti truly cares about all of her employees and students and always wants the best for them. UNC Charlotte is very lucky to have an employee like Patti Bowman.” – Anonymous

2. Tyler Smith – Financial Aid (Area 2)

“Often, students approach the front desk distraught and full of anxiety over the status of their financial aid. When they are assisted by this particular Assistant Director, they always leave with a smile on their faces and a positive outlook. All of the students love him and often request him by name. This assistant director is also always eager to help, without hesitation (if he has any he keeps it to himself, lol), and is a real team player. Thank you, Tyler, for being so positive!” – Candace Jacobs

3. Tamara Hinton – Financial Aid (Area 2)

“I worked directly with this young lady when I first started with the department, and she helped me to feel comfortable transitioning into my new role. Now that she has transitioned into a new role, she is still willing to assist me and constantly checks on me to make sure that everything is going well. She is doing a great job in her new position, and is always willing to help students, either over the phone or in-person. She is someone who can be counted on for accurate information, and to assist in roles, within the department, that she is not obligated to assist with. Thank you, Tamara, for your constant care, consideration, and dedication!” – Candace Jacobs

4. James Birkett – Graduate School (Area 3)

“I would like to recognize James Birkett for his commitment to promptly find and implement a solution for nineteen CSLG students who were negatively financially impacted due to a change in billing hours for CSLG 7145. James clearly defined the problem and the solution. He effectively communicated by proposing questions that the students would ask and then answered the questions. He collaborated with Heather Vetzner in Student Accounts to provide excellent customer service to our students. James Birkett is a pleasure to work with! Kudos to James!!” – Brenda Shue

5. Cathy Moore – Bioinformatics (Area 8)

“Cathy steps in and takes care of important matters without hesitation and without being asked. She has a special "sense" that enables her to do just that. With this award, hopefully, she will understand that her assistance and "going the extra mile" is very much appreciated. She is a true asset to Bioinformatics and to the University!” – Anonymous

6. **Deborah Westley – Payroll (Area 9)**

“Thank you for the advice and helping me through the Banner system.” – Jim Kay

7. **Tahnett Mack – Payroll (Area 9)**

“Tahnett assisted me with a student that did not have an appointment form in the system. She called to let me know that the student was in danger of not being paid and Tahnett wanted to do everything she could to make sure that would not happen. She was so helpful and pleasant and she definitely went above and beyond to help and get this issue corrected. She is a great asset to UNC Charlotte!!!” – Chris Garcia

“Thanks for being a great help with Banner and my accounts. Your attitude and advice were fabulous.” – Jim Kay

8. **Althea Cook – Housekeeping (Area 12)**

“Althea is a great asset to the BES team. I have worked with Althea since we have moved to the EPIC building. She goes out of her way to make sure EPIC looks good for all of the visitors that come through this building. She has a great team that she supervises and they get the job done and sometimes at the last minute. When the Board of Governors came through the building, it was in tip top shape. The EPIC office would like to say "thank you" for making EPIC "look good". – Beverly Guessford

9. **Sam Coleman – Housekeeping (Area 12)**

“Within 3 months of B.E.S reorganization structure Mr. Sam Coleman has went above and beyond the call of duty to ensure that he helped assist his co-workers. Mr. Sam ensured that the employee’s daily operation continued smoothly. Mr. Sam Coleman made sure that he issued any supplies that was needed, and insured that the keys, supplies, and the office area was secured nightly. Mr. Sam volunteered to take the role as a substitute Lead person without any hesitation. Mr. Sam knowing willingly without any extra compensation, still made the difference by insuring that the team's operation continued on. This time came about unexpectedly, during the absence of the second shift Lead technician and supervisor. I am grateful to have an employee that continues to be supported with a positive attitude. Mr. Sam’s actions show that he is a positive role model to the McEnery Zone. Thank you Mr. Sam Coleman for going above and beyond the call of duty.” – Katherine Humphries

10. **Betria Stinson – Health Services (Area 13)**

“Betria is the newest team member to join the Center for Wellness Promotion. She has been a great and necessary addition to our staff. From day one she has been focused on building and expanding our BASICS program and helping out whenever needed. When our CRC Coordinator resigned, she didn't hesitate when asked to pick up extra duties until we filled the role; 6 months later the position hasn't been filled and she is still performing in 2 roles. As a way to ensure our Internship grew, she has volunteered and shadowed under me for this academic year as a co-site supervisor. The interns stated the following about Betria: "Gives great advice, easy to talk to (dealing with work or personal problems), cares to see student works get the most from their experience working with CWP" and "Betria is probably the best listener of the entire CWP staff. Not only is she willing to listen, she is also wonderful about knowing what kind of feedback to give. Many days she would intentionally come into the room to say hi, and ask

how things were going. This made all the difference on overwhelming days. Several times I witnessed her ability to problem solve and diffuse a situation without inserting herself into the situation. Betria is a great asset to the staff and I will miss her dearly." You can find genuine co-workers like this every day and we were lucky to have her join our team. She is the "calmness" that keeps us moving forward in chaos, and the most humble person you will ever meet. She is the epitome of a team player and well deserving of a Golden Nugget!" – Shawnte Elbert

11. Dennis Lubert – Grounds (Area 15A)

"Dennis Lubert oversees the irrigation program and equipment for the entire University; almost a one man show. Daily he is repairing damage due to construction, wear, and redesign of landscape features on the campus needing daily water supply. He is quick to respond; complete repairs; and get back to his daily work load; all with a professional nod and smile. He is watchful and protective of our campus environment, and always goes above and beyond to make sure that his work is a successful part of our 'Campus of Distinction' mission statement." – Anonymous

12. Christopher Facente – Automotive (Area 15A)

"Great overall service, very genuine and caring. Went out of his way to make sure I understood everything regarding my service experience." – Anonymous

13. Barclay Brantley – Facilities Management Zone 5 (Area 15B)

"I have the opportunity to see many wonderful staff members who go beyond the call of duty to serve the UNC Charlotte community. It is with great pleasure that I nominate Barclay Brantley, Lead HVAC Technician Zone 5, for the Golden Nugget Award. Our A/C unit has undergone a complete overhaul this week. With temperatures consistently close to one hundred degrees, the Cato third floor has been without functioning A/C most of the week. Barclay Brantley played a key role in the success of installing two compressors and bringing the roof top unit back online. Barclay's supervisor, David Smith, stated that Barclay worked alongside the contractor for the past two nights. Last evening Barclay dodged lightning and thunderstorms to stay on task to finish the work around 1:30 am. After working all night, when we discovered that the units had again failed, Barclay stepped up to replace blown fuses and three control transformers that were damaged last evening from moisture as the team worked feverishly between thunderstorms. Each time that I saw Barclay this morning, he had a smile on his face. I commend him for a job well done! Thank you, Barclay Brantley, for your outstanding commitment to servicing UNC Charlotte. You ROCK!" – Brenda Shue

14. Bob Fitzgerald – Facilities Management Zone 6 (Area 15B)

"Mr. Fitzgerald had the patience of Job while handling all of the patching, painting, etc. that the Friday Building Facilities had at the end of the Spring Semester while trying to get ready for 12+ new faculty that would be joining us in July for the Fall Semester. During this time, we had Summer School and folks coming and going, which I would like to say was "controlled confusion." However, Mr. Bob was his same pleasant, gentlemanly self and a pleasure to work with. Never getting 'bothered' when we were searching for a paint color or seeing if we had enough paint to even do the project. Anyway, he is a Gold Nugget Co-Worker and we are proud to have him servicing our building!" – Deon Ritchie

15. Lyndsay Richter – Student Union (Area 17)

“Lyndsay is a true blessing to the University. She is both professional and personable in all her encounters and endeavors. She is highly skilled and talented in her fields of expertise as well as in her leadership style. I hope she never leaves us! Stay, Lyndsay, stay! May this chocolate and certificate sustain you for many years to come.” – Anonymous

Special Recognition to the ITS – Client Engagement Group (Area 4):

“I would like to commend the hard working folks in ITS - Client Engagement. Everyone has been extremely helpful and diligent with the multitude of questions and support issues received during the Google Migration.” – Anonymous

IT Service Desk:

Brent Smith

Debbie Rice

Josh Willis

Natasha Harrison

Stacey Brown

Willmo Merino

Jason Dominiczak

Rathel Goodman

Danny Hanes

Keith Jung

John Malarz

Joel Simons

Desktop Services:

Marcus Adams

Bob Bair

Mike Carr

Tom Deyo

Others in Client Engagement:

Beth Rugg

Shelly Theriault

Jennifer Toth-Hicks

Jeff Wetherbee