

### Golden Nugget Awards - September 2021

Area	Date Submitted	Nominee	Nominee's Department	Submitted by:	Reason for nomination
2	9/29/2021	Brittany Roland	Niner Central	Laura Holland	Brittany works tirelessly to make sure the entire Niner Central team is up to date on policy and process changes. We all know how frequent those can be in higher education! She also trains/onboards all new Niner Central teammates and she provides refresher training for us throughout the year. Not everyone is aware of how much Niner Central has to know and keep up with in order to holistically serve our students but it is a TON of information. She not only designs the training but implements it and makes sure that each team member attends the necessary sessions...this requires a LOT of planning and schedule shifting. She goes above and beyond every day and a simple 'thank you' does not seem adequate. Our team and our University is better off with Brittany around!
2	9/3/2021	Bruce Blackmon	Student Financial Services	Beth Rugg	Bruce, Wally and Grace did a wonderful job supporting the student laptop grant initiative. They created processes, verified eligibility and notified eligible students all on top of their normal workload. They were always gracious and fast when handling new requests. Their work helped to ensure students in need were properly identified and notified of this program.
2	9/4/2021	Grace Harrell	Enrollment Comm	Beth Rugg	Bruce, Wally and Grace did a wonderful job supporting the student laptop grant initiative. They created processes, verified eligibility and notified eligible students all on top of their normal workload. They were always gracious and fast when handling new requests. Their work helped to ensure students in need were properly identified and notified of this program.
2	9/22/2021	Jonathan Reece	Office of Registrar	Brandi Simpson	On Friday September 17, a SHC employee had an accident and fell on campus. Shannon, alongside two other people saw the accident, stopped what they were doing and immediately came over to help. Thank you Shannon for all of your help!
2	9/22/2021	Rita Brown	Financial Aid	Ashlyn Hyde	On Friday September 17, a SHC employee had an accident and fell on campus. Rita, alongside two other employees saw the accident, stopped what they were doing and immediately came over to help. Thank you Rita for all of your help and showing kindness.
2	9/24/2021	Shannon Harris	Financial Aid	Jonathan Reece	Last Friday, Sept 17, another staff member was walking (for fitness) on her break. At the corner of the Cone parking deck, the staff member tripped on an uneven sidewalk. She fell and very clearly broke her arm. Shannon happened to be walking past, likely on her way out of the office or back to the office. Shannon stopped to assist, providing comfort and stayed with her until the police arrived. This is a great example of being a good Samaritan and representing the 49er spirit. Thank you Shannon for being a shining example.
2	9/22/2021	Shannon Harris	Financial Aid	Brandi Simpson	On Friday September 17, a SHC employee had an accident and fell on campus. Shannon, alongside two other people saw the accident, stopped what they were doing and immediately came over to help. Thank you Shannon for all of your help!
4	9/22/2021	Justin Ashe	OneIT Service Desk	Natasha Harrison	Justin is awesome! He is an extremely hard worker. He'll do whatever it takes to make sure we have what we need. Everyone should experience having an awesome manager like him!!
4	9/2/2021	Keith Salters	OneIT	Krista Collins	I am not sure if Keith was ever thanked for his work during COVID-19 last year. Keith was always available to help with technology issues and even was on campus and able to assist with concerns when others were not physically present (example: new hardware/software installation for new employees hired during stay-at-home orders). Now, Keith is on the move -- helping us again get resettled into campus life once again. Keith, thank you for your devotion to duty.
4	9/3/2021	Sean Vincent	Content Management	Beth Rugg	Sean's assistance was invaluable in making the student laptop grant program a success. His knowledge and experience in higher education and with our content management systems enabled him to design a solution to meet the project goals. He also brought a strategic lens to the program, bringing new ideas to the table in order to guarantee long term success. I greatly appreciated his work ethic and sense of service. He helped make this program a success.
4	9/3/2021	Tom Deyo	OneIT	Krista Collins	Thank you Tom for helping us last year while we were at home during COVID. And thank you for always showing up when we all frantically returned to campus - you saved the day many times installing software or making sure that employees had the hardware that they needed. Specifically, Tom made sure that my new office was ready for me. He reimaged the computer and helped us to locate computers that were loaned out during COVID-19. We all appreciate you, Tom. Thank you for your devotion to duty.

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4	9/3/2021	Wally Anderson	One-IT	Beth Rugg	Bruce, Wally and Grace did a wonderful job supporting the student laptop grant initiative. They created processes, verified eligibility and notified eligible students all on top of their normal workload. They were always gracious and fast when handling new requests. Their work helped to ensure students in need were properly identified and notified of this program.
4	9/8/2021	Wally Anderson	One IT/Financial Aid	Anonymous	Wally always puts forth diligent effort in his duties. Not everyone understands the depths of his work, but he carries on just the same. His hard work (and patience) is deeply appreciated across many offices on campus. Without his knowledge, efforts and positivity, we would be greatly hindered. We're thankful always, Wally!
7	9/8/2021	Ashley Marshall	CHHS Office of Academic Affairs	Melinda Forthofer	Ms. Marshall has gone above and beyond the call of duty to manage compliance review for our CHHS internships, field placements and practica, amidst rapidly shifting requirements in the COVID pandemic. The shifting landscape added significantly to Ashley's workload, and she demonstrated impressive professionalism and a commitment to quality service to our students in completing her work.
7	9/22/2021	Ashley Marshall	CHHS Advising Center	Julie Howell	Ashley Marshall has been a great partner working with me to ensure the students in the Department of Public Health Sciences participating in an internship program are compliant with the requirements of the internships. She has always responded to my inquiries with a smile on her face and goes above and beyond to make sure our students are ready to start their internships. Recently, we had challenges with a particular agency and Ashley worked diligently with the HR person to understand their processes to onboard a student that was delayed in starting the internship. It is critical to have good working relationships with these agencies. I am very fortunate to have a great partner in Ashley Marshall. She has made my job a lot easier considering the challenges and craziness that takes place when working to ensure our students are ready to start their internships. Ashley cares that the students are successful.
7	9/8/2021	Demetrius Richmond	CHHS Advising Center	Melinda Forthofer	Dr. Richmond has led an evolving team of professional advisors through a recruitment and enrollment cycle that has been unprecedented in many respects. Staff turnover, pandemic restrictions, and University enrollment goals have created exceptional demands for the Advising Center. Dr. Richmond's leadership has instilled a strong sense of team among his staff, while also motivating students in a variety of innovative ways.
7	9/2/2021	Elizabeth Mace	College of Health and Human Services	Susan Sell	We are short-staffed in our CHHS Research Administration Office and for a period of five weeks Elizabeth stepped up and helped provide critical coverage for both pre-award and post-award. She helped with pre-award (she submitted research proposals in Niner Research) and she provided additional support with post-award (she helped with transactions and she helped train a part-time temp). She truly represents what the Golden Nugget award is all about. She went above and beyond the call of duty and is an individual who represents UNC Charlotte in a manner we can all be proud of.
7	9/9/2021	Julie Howell	PHS	Jan Warren-Findlow	Went above and beyond to make sure that our Department retreat at the Alumni Center went smoothly and met all COVID safety protocols.
7	9/22/2021	Melissa Roy	Business Services	Cynthia Hancock	Melissa has been the Business Services Coordinator for Gerontology going on three years. Yes, she does her job. But she does it with kindness, promptness, thoroughness, accuracy, and timeliness. She is truly a remarkable employee and Charlotte, CHHS and Gerontology are lucky to have her!
7	9/9/2021	Melissa Smith	PHS	Jan Warren-Findlow	Melissa is always prepared for meetings, has relevant ideas delivered in a thoughtful manner that everyone can hear. She portrays a consistently upbeat attitude no matter what.
7	9/9/2021	Shashi Gnanasekar	PHS	Jan Warren-Findlow	Shashi has her finger on the pulse of the Department and she anticipates what needs to be done and does it. This skill is essential to things running smoothly during times when there are a lot of changes and new procedures.

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8	9/10/2021	Rachel Horn	MEGR	Christine Biela	During a particularly bad storm, I was rushing into my car to get out of the rain and dropped my iPhone, which I didn't realize at the time. Rachel came across my phone--sitting in a puddle--when she was leaving to go home that day. She brought the phone back to her office, dried it out, and it was returned to me the next day. Just being able to track my phone from home and see that it was in the building overnight (before I even realized who found it) made me much more relieved that one of my nice colleagues probably found it instead of it (and my data) being stolen. When Rachel and I did connect about the phone I tried to offer her money as a reward, but she wouldn't take it...she was just happy to have helped it get back to its rightful owner. I am extremely grateful that I work with such a kind and caring person like Rachel!
9	9/28/2021	Isabella Strafaci	School of Professional Studies	J. McCain	Bella maintained the enrollment side of the Continuing Education department by herself for 3 months while we hired a new Enrollment Specialist. She flawlessly handled all incoming RFT's (apprx 75 a week) as well as follow up. She was able to maintain enrollments without a dip during this period. She did so with a high level of professionalism and positivity. She has emerged as a leader of the enrollment team for the School of Professional Studies. She is a highly valued team member and contributes in multiple channels.
9	9/10/2021	Kara Killough	Budget	Angela R. Smith	I am new to the budget office. Kara has gone above the call of duty to make sure I feel welcomed and part of the team. She has asked me to lunch to get to know me. She has taken the time to do training with me, even though that is not part of her job responsibilities. I needed some written procedures and she took the time to document them for me so I could follow the process at my own pace. Anytime I have a question she stops immediately to assist me, regardless of her workload. She's been a great team member and I'm glad to have her as my colleague.
15b	9/22/2021	Amanda Caudle	Facilities Mgmt-Design Services	Kendra Williams	Amanda is always willing to go above and beyond to help our department gather information related to construction projects at fiscal year-end. She will assist in any way--provides information for projects that she is responsible for and projects that she is not responsible for, and in the event she does not know something, she will provide us with a contact person. During this high-stress time for our office, her exception customer service is greatly appreciated.
15b	9/1/2021	Solomon Franklin	Facilities Management	Anonymous	Solomon saw a co-worker and I walking back to our building in the rain. He was driving a department cart on the way to a meeting, when he stopped and asked us if we needed a ride back to the building. This gesture was unexpected yet greatly appreciated. He is always thinking of others!
17	9/20/2021	Asia Woods	Fraternity & Sorority Life	Karen Shaffer	When staffing shifted for the Fraternity and Sorority Life team, with two members out of the office, Asia took on co-planning and implementation of the Pan-Hellenic Recruitment Process. While this is not her area of responsibility, she jumped right in to resolve challenges, support students, support her supervisor and team, and spent Labor Day weekend on campus assisting in this complex program. Asia went above and beyond to make this a memorable experience for students, while continuing to support the Councils she works with regularly and navigating the many changes brought about by the ongoing pandemic.
17	9/3/2021	Bob Hoffman	NinerTech Store	Beth Rugg	Bob and his team supported the laptop grant program initiated by the Provost. At their busiest time of the year, Bob and his team distributed grant laptops to incoming freshman and transfers. Bob worked with Dell to get the best deal on this laptops which enabled the university to provide the grant to the greatest number of eligible students. Bob and his team truly care about students and took on a large workload to make sure this program was successful!
17	9/20/2021	Michelle Guobadia	Fraternity & Sorority Life	Karen Shaffer	Michelle was thrown a curve ball when the two staff members who have responsibility for supporting and coordinating Pan-Hellenic Recruitment both became unavailable to support this program mere days before it happened. While it is the supervisor's role to jump in and ensure that our office's key initiatives are fulfilled, Michelle went above and beyond building a small team (including herself) to pick up the program and run full steam ahead with it. She led brilliantly and supported her team fully throughout the Labor Day holiday weekend, changing everything she had planned to ensure the success of the program. Concurrently, she helped the two staff members who supported her in these efforts feel appreciated and successful in their efforts to also jump in and implement this complex event. Michelle went above and beyond for the students, her team, and the University!

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17	9/20/2021	Tierra O'Garra	Fraternity & Sorority Life	Karen Shaffer	Tierra joined the Fraternity and Sorority Life team this summer and has already become an integral part of the team. When two staff members were out of the office during a major program, Tierra jumped right in to assist with coordinating and implementing Pan-Hellenic Recruitment. While typically the staff member in this role would assist with the 8 am - 5 pm administrative components of this program, Tierra was on site and actively involved throughout the entire program, having not seen it before on our campus and executed it like the pro she is. Tierra went well above and beyond in her efforts on Pan-Hellenic Recruitment and we are thrilled that she joined the Fraternity and Sorority Life team!
18	9/22/2021	Deon Ritchie	Facilities and Operations	Anonymous	Deon's works tirelessly to ensure that the Faculty and Staff are taken care and that the building looks clean and well cared for. She is willing to step in and assist with tasks that aren't her responsibility such as the mailroom as the college has many areas that are short-handed.
18	9/22/2021	Greer Friedrich	School of Architecture	Anonymous	At the end of the summer, we moved the needle toward our "onboarding" program offering guided tours to help acclimate and integrate our new faculty and staff to the college. We sought volunteers and deemed them as "CoA+A Ambassadors" to guide our groups through these tours. Greer Friedrich was asked based on her knowledge, longevity and desire to build such programs within the college. She kindly accepted. Greer went above and beyond in this regard due to all the duties and other preparatory work she was already in the midst of for the start of the new semester. Greer also assisted in the design of the tours, providing us with necessary details as well as sharing her extensive knowledge of the history of the buildings toured. This was a successful step in the right direction and we received very positive comments from those new to the college who attended the tours, other colleagues and especially from the Dean of the college. This is a well-deserved acknowledgement of the excellence Greer exhibits everyday. Thank you.
18	9/22/2021	Lisa Newman	Music	Anonymous	At the end of the summer, we moved the needle toward our "onboarding" program offering guided tours to help acclimate and integrate our new faculty and staff to the college. We sought volunteers and deemed them as "CoA+A Ambassadors" to guide our groups through these tours. Lisa Newman was asked based on her knowledge, longevity and happy spirit to always be of assistance and work with others. Lisa kindly accepted. She met us for a pre-walk-thru and shared valuable insights. On the day of the tour, she showed up excited with such positivity and motivation. This was a success because she chose to be a part of this process. Lisa went above and beyond in this regard due to all the duties she was already assigned for the start of the semester within her own individual department. At the end of the tours, we received very positive feedback from participants, colleagues and especially from the Dean of the college. This is a well-deserved acknowledgement of the positive collaborative spirit that Lisa exhibits everyday. Thank you.
18	9/22/2021	Sheena Smallwood	College of Arts + Architecture	Anonymous	Over the course of the summer, we began planning to improve our "onboarding" program and began to move the needle with Sheena's invaluable help offering guided tours to help acclimate and integrate our new faculty and staff to the college. Sheena began offering feedback and suggestions to bring this to fruition. She assigned tasks to her student staff to create guides and maps for the tours. Sheena's day-to-day is committed to her supervisor, Mary Welsh, overseeing the office of the Dean of our college, overseeing a variety of tasks as well as greeting guests to our college. She went above and beyond, stepping outside her day-to-day to help by providing resources, feedback and the value of her time to this process. This was a success because Sheena was a part of this process from creation to end. Sheena's extensive knowledge and level of excellence shined through and as a result we received very positive feedback from the participants, our colleagues and the Dean of the college. This is a well-deserved acknowledgement of the work that she puts in everyday. We could not have done this without her collaborative spirit. Thank you.