

Golden Nugget Award Recipients - November 2023

Date of submission	Nominee's Name	Nominee's Department	Area #	Reason for nomination
1/3/2024	Laurie Paione	Graduate School	1	Because of Laurie Paione and Terrie Burris, four student employees will be paid on time. The supervisor for these students retired at the end of December. A new supervisor was assigned to them, but they could not see the prior timesheet that needed to be approved today. Laurie reached out to several people for help, but it was Terrie who answered the phone and made the magic happen, so we could approve those timesheets. On behalf of the students and me, thank you!
1/3/2024	Terrie Burris	Financial Services	9	Because of Laurie Paione and Terrie Burris, four student employees will be paid on time. The supervisor for these students retired at the end of December. A new supervisor was assigned to them, but they could not see the prior timesheet that needed to be approved today. Laurie reached out to several people for help, but it was Terrie who answered the phone and made the magic happen, so we could approve those timesheets. On behalf of the students and me, thank you!
1/5/2024	Donna Sofsky	CHHS Dean's Office - Business Office	7	Donna has been a true asset to our team over the past 18 months. When the position was vacant, a decision was made to re-organize the Business office team. I was unsure how that would go, but had a vision for what I thought would work well. Donna was selected for the role, and shortly after we had another resignation on the team. Donna was a true team player and jumped into filling in for this recent vacancy instead of the duties she was hired for, knowing there would be a delay in training for the new duties. She did a great job in filling in this role and was patient with me as we had to delay some of the duties she was looking forward to. It's been a year and a half now, and Donna has helped onboard someone into that vacant role and taken ownership of her Business Officer tasks for the College. I know I can count on her to complete projects on time, and that she will be thorough in doing so. She has been a true asset to the team, and the re-structuring has been a great move for the College.
1/8/2024	Teresa Shook	Human Resources	2	Teresa's expertise is unparalleled on campus. We always so appreciate her help and support throughout hiring season. We know it is a huge undertaking and she is always so patient with us.
1/9/2024	Jared McMillan	OneIT	4	Jared and his team were super helpful when an unexpected network connectivity issue arose for an event. Although this was a last minute and novel request, Jared and his team were trying to be as accommodating as possible. They worked to find a solution without compromising any security so that the client was able to successfully register their attendees. Given the complexity of the issue, I appreciate everyone's swift actions and for all their time and effort they put in to make the client happy. Jared remained patient and helped take the time to explain the situation to me remotely while Jason, Nathan and Chad met with the client in person to walk through what was going on. Thank you again for all your help!
1/9/2024	Jason Pham	OneIT	4	Jared and his team were super helpful when an unexpected network connectivity issue arose for an event. Although this was a last minute and novel request, Jared and his team were trying to be as accommodating as possible. They worked to find a solution without compromising any security so that the client was able to successfully register their attendees. Given the complexity of the issue, I appreciate everyone's swift actions and for all their time and effort they put in to make the client happy. Jared remained patient and helped take the time to explain the situation to me remotely while Jason, Nathan and Chad met with the client in person to walk through what was going on. Thank you again for all your help!
1/9/2024	Nathan Lannine	OneIT	4	Jared and his team were super helpful when an unexpected network connectivity issue arose for an event. Although this was a last minute and novel request, Jared and his team were trying to be as accommodating as possible. They worked to find a solution without compromising any security so that the client was able to successfully register their attendees. Given the complexity of the issue, I appreciate everyone's swift actions and for all their time and effort they put in to make the client happy. Jared remained patient and helped take the time to explain the situation to me remotely while Jason, Nathan and Chad met with the client in person to walk through what was going on. Thank you again for all your help!
1/9/2024	Chad Lenox	OneIT	4	Jared and his team were super helpful when an unexpected network connectivity issue arose for an event. Although this was a last minute and novel request, Jared and his team were trying to be as accommodating as possible. They worked to find a solution without compromising any security so that the client was able to successfully register their attendees. Given the complexity of the issue, I appreciate everyone's swift actions and for all their time and effort they put in to make the client happy. Jared remained patient and helped take the time to explain the situation to me remotely while Jason, Nathan and Chad met with the client in person to walk through what was going on. Thank you again for all your help!
1/12/2024	Daniel Jones	The Graduate School	1	He's great! Easily one of the best parts of the Graduate School, and that's from working here less than a month! He is very understanding and kind. A very hardworking individual who enjoys helping out other people.
1/13/2024	Jeffrey Williams	Grounds (shop 15)	15A	Jeffrey had become a very important force in Grounds as a great worker with the best attitude, and I am very glad to have him with us. Thank you for all the work and all the effort you put in every day at work, it has been noticed.
1/14/2024	Vicky Harris	School of Social Work	7	I'm nominating Vicky as she's already had a great impact on our unit since joining this summer. Her enthusiasm and eagerness to learn are truly commendable, as she jumped right into our work with a positive attitude. Vicky's open-mindedness and willingness to receive feedback have created a collaborative and constructive work environment. She not only contributes effectively to our reaccreditation self-study project, but also serves as a motivating force for the entire team, ensuring that we stay on track and maintain our momentum. Vicky's proactive approach to researching unfamiliar policies and procedures demonstrates her commitment to delivering high-quality work. Working with her is a joy, and her presence adds significant value to our unit.
1/16/2024	Amy Murray	CAPS	13	Amy has gone above and beyond both in supporting business operations at CAPS to ensure everything is running smoothly, as well as assisting students at our front desk in scheduling and answering questions. Her job is very multifaceted and fast-paced and she ensures that we keep moving forward.
1/16/2024	Vernita Edwards	CAPS	13	Vernita has gone above and beyond both in supporting business operations at CAPS to ensure everything is running smoothly, as well as assisting students at our front desk in scheduling and answering questions. Her job is very multifaceted and fast-paced and she ensures that we keep moving forward.
1/17/2024	Lori Crump	Accounts Payable	9	I really appreciate working with Lori. She is always kind and upbeat. When I needed help, she helped me out without hesitation. She fixed my problem and then tested the solution to make sure it worked.
1/18/2024	Desmond Brogsdale	Popp Martin Student Union	17	Desmond has needed to step in for student workers significantly since the start of January. He has filled multiple roles on the team since January 2 and has needed to work outside of his traditional schedule to cover schedule gaps. He has done this with a 'let's make it happen' attitude and he contributes to the team in a meaningful way that pushes both students and staff towards improvement. I appreciate his flexibility and willingness to do what is needed to keep the community center of campus, the student union, open and functioning.

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1/19/2024	Briana Wilson	Transition & Success Initiatives	11	Bri has transitioned into a new role within our team while also assisting the onboarding and training process of another new team member. Bri is a grounding force in the TSI office and keeps morale high while maintaining a standard of excellence in all that she does for the entirety of our team.
1/19/2024	Melodie Basey	Enrollment Management	2	Melodie goes above and beyond to support her colleagues! From providing assistance with one-off requests to being intentional to ask how you're doing—and willing to stick around to hear it. Melodie is known among our office for being kind, willing to help, entertaining and a hospitable host during any team gatherings. She works hard to ensure folks feel included and heard, not to mention the many things she does behind-the-scenes for us all.
1/19/2024	Jordan Register	Center for Teaching and Learning	9	Jordan has taken the lead in writing an award proposal that the Center for Teaching and Learning is submitting to the Online Learning Consortium for Excellence in Blended and Online Student Support. CTL created NinerLink, a project that implemented an online learning community, InScribe, for several sections of Biology 1110 last Fall and this Spring. Our award proposal included exhaustive data analysis, methodology, and connecting to very specific award criteria. Jordan has spent weeks and more hours than I can count working on this proposal and being willing to make any edits that are suggested. She is so lovely to work with and just so smart!
1/22/2024	Quincey Hinson	Department of Mathematics & Statistics	6	Quincey is truly the definition of a remarkable supervisor, employee, friend, coworker, and so much more. Working for Quincey was the greatest honor that I could've had. I started working for the Department of Mathematics & Statistics when I was a student worker and after graduation I had the honor of working for them as a full-time employee but from the moment I started working in the Department I felt apart of the family and that was solely due to Quincey. Everyone in the department knows that Quincey is the glue and without her the whole structure would fall apart. While I've now moved on from the Math Department, Quincey is my number one go-to for support and is always willing to help with any questions that I may have. She is not just a campus colleague I can call for help but a lifetime friend.
1/23/2024	Sara Sibley	HRL	5	Sara recently helped me out with a task I was really struggling with. Our departments collaborate together a lot and rely on each other for the success of our jobs. Without hesitation, Sara offered to jump in and take a look for me when I came to her with a problem. I really needed a second set of eyes and her expertise she lended was invaluable. I truly appreciate Sara's efforts in taking the time to help me on this project. She took the time to listen to my needs and ask follow up questions. The final result was more than I could have asked for. This will definitely help all parties involved going forward!
1/23/2024	Alycia Parsons	Computing and Informatics Advising	8	Alycia continues to provide and improve tools needed for CCI professional, faculty, and peer advisors to do their work more efficiently and effectively. Alycia has created or improved upon a number of spreadsheets, email templates, and Google Forms that help advisors manage their large advising loads. She is always willing to contribute to CCI Advising group initiatives, and is a valuable member of the team.
1/24/2024	Amber Parks	Disbursements	9	I am so thankful to have Amber on our team. She is always positive and is always willing to help in any way that she can. She goes above and beyond what is expected of her, often without prompt. She knows what needs to be done and goes for it without being asked just to be helpful to her team. I know I can always count on her to get the job done accurately and timely. She easily puts a smile on your face with her upbeat attitude and is truly a bright light around our office. She keeps me laughing even on the hard days. I have received multiple compliments from other departments and her coworkers regarding how helpful she is and how thankful they are to have her assistance. I hope Amber knows just how valuable she is and how much we appreciate her! She most certainly deserves this award!
1/19/2024	Crystal Perry	Library - Public Services	1	Crystal has worked in Atkins Library for over 20 years in the Circulation Department. She is the sole full-time staff member working at our main service point, the Information and Research Desk, overnight 5 nights a week. When she is off the desk, she handles all of our student billing and helps manage our large technology inventory. She serves as a strong mentor to our part-time employees who work overnight and provides training and leadership to them. Crystal is my right hand in our unit and I cannot say enough good things about how helpful she is, and how good she is at what she does. During her time, she has experienced numerous changes including changes in university leadership, library leadership, department leadership. She has also been a part of policy changes and adjustments to library hours. When the library expanded its hours to 24 hours 5 days a week, Crystal volunteered to be the overnight coordinator and staff the circulation desk overnight. This is not an easy job. She has often worked alone at the desk or worked alongside a part-time assistant. She sees students that are sometimes not at their best because they are tired or stressed. She has been instrumental in helping keep the library safe for students by closely collaborating with library security. When I see her in the morning as she is ending her night and I am beginning my day, she will still go out of her way to help a student print a document or find something. She builds relationships with the students that she sees regularly during those odd overnight hours and genuinely supports their success by ensuring that they have what they need before they leave the library. She has taken on a lot more work in the last three years by assuming student billing responsibilities and adding a much larger technology inventory to process and manage. Because of her feedback, we implemented a new inventory procedure for our large technology collection. In dealing with student billing, this work requires accuracy but it also requires compassion and kindness. Crystal approaches this work with all of these attributes because it's not just about holding students accountable. It also is about understanding different situations and working with them to resolve these issues so that they can focus on their schoolwork. She has handled these extra responsibilities with grace and excelled. For all of these reasons, I recommend that a Golden Nugget Award be given to Crystal. She knows her job, knows how to communicate when issues arise, keeps her colleagues informed of things, and supports her colleagues in every way. She cares about and supports our students and their success, and contributes so much to the library and the university. We are enriched by having her as a colleague.
1/24/2024	Cristhian Gonzalez	Grounds and Roads	15A	The Department of Humanities and Social and Earth Sciences had a bench dedication on Friday January 19, 2024 for a Faculty member, Dr. Harry Campbell, that passed away. The area outside of McEniry looked really rough because it is winter and we had just had that really bad storm with the 60 mph winds. I put in a work request to ask if they could spruce up the area a little. Cristhian went above and beyond in his cleanup. He put out fresh mulch and even pressure washed the area around the bench so it would look nice. I also want to include that when he was doing the clean up we were having high temps in the 40's so it was extremely cold outside. There were about 40 people in attendance and Dr. Campbell had family that came from around the US. It looked really great and I am sure his family was truly thankful as we were for his hard work.

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1/25/2024	Madison Wright	Dean's Office	7	Ever since I started in my position, Maddie has been incredibly helpful in assisting me with tasks to ensure that I can do my job correctly. She has never once given me a negative reaction and I truly appreciate her being my go-to person.
1/26/2024	Natasha Harrison	OneIT	4	Thank you Natasha for helping me with my phone number. :)
1/26/2024	Jonathan Johnson	Motor Fleet	15B	Jonathan consistently goes above and beyond the call of duty to make sure that staff and faculty get what they need to make UNC Charlotte a special place. He does this despite the fact that, for almost a year, he was essentially doing two jobs. When we have an issue with one of our vehicles Jonathan always responds immediately and takes care of whatever the issue is. We have consistently been impressed by how far he will go out of his way to make sure that we get the rentals and repairs we need quickly. When we work with Jonathan we get a real taste of the 49er spirit.
1/26/2024	David Landrum	Business Services for International Programs	7	Please use this entry instead of the first request. I am the supervisor so I would like to share the following: David is truly worthy of this nomination for his expertise, commitment, and dedication. One year and one week ago I started at UNC Charlotte International Programs. There's no way I would have attained that amount of knowledge without David's guidance. David is truly knowledgeable of these processes and when he's not he has a lot of relationships established at UNC Charlotte. Thank you for assisting with cleaning all our accounts so we can remain compliant with the university. This is the reason why you were made to be the Advanced Business Services Coordinator. It's truly been a joy working with you and I look forward to building our team while equipping them with the tools needed so they can be successful.
1/26/2024	Alan Yehoshua-Coffman	Business Services of International Programs	7	Please use this entry instead of the first request. I am the supervisor so I would like to share the following: Alan has demonstrated that nothing is too hard for him to handle. Our veteran employee came out of work due to medical issues, and Alan stepped right in without hesitation. Alan has been employed with the university for one year so many of the requests came in before he understood how to process them. First he had to learn how to submit those tasks before processing the request. We had many discouraging times, but that still didn't stop him from mastering the problem. As a result of probably 50% denied requests, we have turned that into 90%+ of approved requests. Alan thank you for stepping up and proving yourself. This certainly proves why you were supposed to be our next Business Services Coordinator. It's truly been a joy working with you and I look forward to building a dynamic team so everyone can be equipped to handle any tasks. I'm so Proud of You!!
1/30/2024	Jonathan Garrett	OneIT	4	Jonathan is a treasure to work with. He always comes right away when someone needs him. He is so knowledgeable about technology and extremely helpful. He never acts like we are a bother even when he very busy. He makes it a point to stop by almost daily just to make sure we are okay and not having any issues! We appreciate him so much.
1/31/2024	Tony Green	FM Grounds	15A	Tony came to use and let us know that our checkout tables were becoming unsafe for clients to use. He went above & beyond and was very helpful.
1/31/2024	Tracey Glover	Counseling	7	Tracey has been an outstanding member of the Department of Counseling. She goes above and beyond the call of duty to support our Business Officer, faculty, students. Tracey joined the department in October 2019. She was an incredible support as the program had to transition to online learning. She assisted with technology, doing virtual admissions, and orientation. When our full time Office Manager left in 2021, Tracey, although part time, kept the Counseling Office running smoothly. One would not think she was a part time employee. She took it upon herself to learn scheduling, processing travel authorization requests, and budgeting. Any time Tracey is asked to help, she is on top of it, without hesitation, and with an incredibly positive attitude. Even though she is a part time staff member, her contributions equal to that of a full time individual. She has added such joy to our department and she is so deserving of this recognition.
1/31/2024	Dr. Nicolas Williams	CAPS	13	Dedication to helping and creating programming to support BIPOC/LGBTQ+ students
1/31/2024	Daniel Jones	The Graduate School	1	Always looks at the cup half full and fulfills so many "other duties as required" task such as trapping a bat and calling the right services to get it removed from office. He has such a positive attitude and is always the first to be there and last to leave. He is very approachable and willing to help with any need or request.
1/31/2024	Dan Jones	Graduate School	1	Since Jan 2, our office has been plagued with bats. Each time, Dan has been instrumental in closing off rooms, reporting the issue, and working with people to capture or remove them. He has remained calm in every situation. Yesterday, Dan contained a flying bat to a room. Today, he lured the bat into a trash can with a blueberry muffin and placed something on top of the bin trapping the bat inside making it easy for CPM to remove and relocate the bat. Dan deserves several golden nuggets for going above and beyond -- well beyond.