

Winter 2022 Classified Staff Excellence Award recipient: Chris Chaffin

Congratulations to Chris Chaffin, Program Support Supervisor, Student Tutoring Services recipient of the 2022 Winter Quarter Classified Staff Excellence Award!

Spring 2021 Classified Staff Excellence Award recipient: Damon Grady



Damon Grady

Congratulations to **Damon Grady, Campus Security Sergeant, Security and Safety Services**, recipient of the 2021 Spring Quarter Classified Staff Excellence Award!

Damon Grady has been with Clark College's Security and Safety Department since 1997. He served as a Campus Security Officer for 20 years before being promoted to the sergeant's rank in January of 2018. Comments about Grady include:

- "He frequently takes after-hours calls and adjusts his shifts so that his people get the support they need. Managing the schedule for 17 people, half of whom are part-time, to provide 24-hour coverage is a difficult and complicated endeavor."
- "Damon has gone beyond his role. When he noticed the decrease in on-campus staff presences, he purposefully expanded his knowledge on all the student-facing services and learned how they work to best support Clark students so he would be prepared to answer students' questions during the COVID-19 pandemic."
- "Damon works closely with his subordinates to ensure they have the training and guidance necessary to be successful in their respective roles."
- "Damon responded to a medical call that involved a person with a life-threatening injury. He was quick to respond while properly assessing the situation and keeping those involved safe and calm until EMS arrived."

Congratulations as well to the other Spring 2021 nominees:

- Christy Lewis- Fiscal Technician, Accounting Services
- Jennifer King- Program Specialist, Financial Aid
- Jordan De Van- Program Specialist, Enrollment Services
- Kayla Escott- Program Manager, Financial Aid
- Malissa Pierce- Program Specialist, Transitional Studies Division

Christy Lewis

Christy Lewis is a Fiscal Technician in Accounting Services. Comments from her nomination include:

- “Christy has served on the ACE Scholarship Committee multiple times, helping to give funds to college members and their families to help make higher education possible.”
- “When Accounting converted to a new system, Christy kept a positive attitude and learned to work through the bumps and challenges of change.”
- “Christy works with customers to help them understand their accounting-related issues, no matter who they are or their level of understanding.”
- “Christy always treats all people with respect and kindness when serving them and working through their request and issues.”

Jennifer King

Jennifer King is a Program Specialist in the Office of Financial Aid. Comments from her nomination include:

- “Jen awards more than 600 students with emergency funds, each term. This spring term, Jen awarded additional funds to students, which means she made 1200 awards. Jen agreed to this overwhelming task in the midst of preparing financial aid packages for fall term—an enormous undertaking. When we have a student who has a significant emergency, Jen works quickly to award that student immediately.”
- “Jen manages multiple tasks, serves on committees, and prioritizes people first in the work that she does. She leads with kindness and a smile and is always a pleasure to work with.”
- “Weekly, she commits significant time and energy to meet the emergent needs of students during an uncertain and stressful time.”
- “Jen’s commitment to creating an effective, efficient program has made a difference to hundreds of student

emergency-grant recipients, many of whom report being homeless or at risk of homelessness.”

Jordan De Van

Jordan De Van is a Program Specialist in Enrollment Services. Comments from her nomination include:

- “Jordan has one of the strongest senses of customer service and how it should be demonstrated. She not only responds quickly to inquiries from students and other departments, she responds happily despite her busy workload.”
- “Jordan is always helpful and understanding when assisting others outside of her department. Instead of rushing through issues that arise with tracking student grades in the database system, she takes the time to investigate, and assists instructors to better prepare them if the issue were to arise again in the future.”
- “Jordan’s knowledge, expertise and sense of humor always makes working with her a pleasure.”
- “She assists each individual in a way that they can understand the steps of the process and provides them with direction that helps them along further in the process—all with a smile on her face.”

Kayla Escott

Kayla Escott is a Program Manager in the Office of Financial Aid. Comments from her nomination include:

- “Every task that Kayla approaches is done with the student’s best interest in mind. She goes above and beyond in all aspects of her position, whether that is intentionally meeting one-on-one with the staff she oversees, taking time to schedule an in-depth appointment with a student, or leading numerous project

efforts within our office. Every project she tackles is done efficiently and thoroughly in spite of tight deadlines and competing priorities.”

- “Kayla provides outstanding customer service, both directly and indirectly. She intentionally takes time to meet with students in unique and challenging situations. Beyond this, she ensures that any students who interact with the Financial Aid office receive excellent customer service by equipping front desk staff with effective tools to do so.”
- “To encourage comradery and team spirit, Kayla initiated a virtual ‘Spirit Week’ for staff to help keep team spirits and communication up while working remotely.”
- “Kayla has always shown a strong commitment to equity in all aspects of her work. One example is how she recently began working with Disability Support Services to convert all Financial Aid documents to a format that is accessible for students using reader devices.

Malissa Pierce

Malissa Pierce is a Program Specialist in Transitional Studies. Comments from her nomination include:

- “Malissa had grown the Open Doors program within one year from 10 students to almost 40. She is trying to volunteer with the Vancouver School District Truancy Board so she can understand her students’ needs better.”
- “Malissa actively engages in campus diversity strategies; supports recruitment, retention, completion efforts of students from diverse backgrounds, participates in equitable hiring practices for Transitional Studies department, and Malissa is learning Spanish so she can better support our Spanish-speaking students.”

- “Malissa is a great communicator and works across multiple departments on campus to make sure that every department has the right information and has the opportunity to discuss with her if they need further clarification.”
- “Malissa loves working one-on-one with her students. She is constantly reaching out to other departments for assistance in making her students’ college experience as smooth as possible.”

About the Classified Staff Excellence Award

The Classified Staff Excellence Award was established in 2005 and recognizes classified staff who have demonstrated exemplary work performance, outstanding customer service, a positive and cooperative spirit and special achievements or contributions to the college community. Through the support of the Clark College Foundation, the recipient will receive a \$400 cash award.

**Winter 2021 Classified Staff Excellence Award recipient:
Jenny Shadley**



Jenny Shadley. *Photo courtesy of Jenny Shadley.*

Congratulations to **Jenny Shadley, Graphic Designer, Communications and Marketing**, recipient of the 2021 Winter Quarter Classified Staff Excellence Award!

Jenny Shadley “is committed to serving students and demonstrates her passion through her daily work to ensure student voices are amplified.”

Other comments about Shadley:

- “Jenny worked on Guided Pathways from its inception.”
- “She is an active participant at the college in professional development and other committees and brings her holistic approach and her passion for equity to everything she does.”
- “Jenny has redesigned the Get Started landing page for prospective students with the student experience in mind, making it far more functional, user-friendly and attractive for users.”
- “When COVID-19 created scheduling concerns for some of her colleagues, Jenny was the first person to swoop in and offer to tackle projects to help.”

We would also like to acknowledge the contributions of the other nominees:

- Damon Grady – Security Sergeant, Safety & Security
- Darci Feider – Program Coordinator, Student Life

Damon Grady, Security Sergeant, Safety & Security

“As a long-term employee, Damon has watched Clark evolve and always lends a kind ear to those who are confused or frustrated and quite often offers calming insight based upon his experiences at the college.”

Other comments about Grady:

- “Damon has been with Clark College’s Security and Safety Department since November of 1997 and served as a Campus Security Officer for 20 years before being promoted to the Sergeant in January 2018.”
- “Damon’s supervisory position requires him to be available to his staff 24/7 and he often adjust his schedule to best support the needs of others and is recognized as a mentor across the campus.”
- “As a member of the security team, Damon has contact with the entire college community and takes the time to listen in the hopes of understanding the needs and resolution for each person he speaks with.”
- “Damon is aware that each interaction with a student or potential student is important, and he always puts his best foot forward to make sure their initial interaction at Clark College is a positive encounter.”

Darci Feider, Program Coordinator, Student Life

“Darci led and organized the Thanksgiving dinners sent out to 170 students and their families by the Penguin Pantry in November 2020. She is passionate about helping our Clark

students and community, in every way she can.”

Other comments about Feider:

- “Darci coordinates dozens of programs and clubs that would not function nearly as smoothly without her, especially during remote operations.”
- “Darci shows up every day ready to work with a smile on her face, no matter what the day may have in store for her.”
- “Darci is kind, compassionate, and takes the time to work through projects with patience and support for others.”
- “Students benefit from Darci’s contributions—whether that is through assistance with the Penguin Pantry, help with Archer Gallery and Clark Art Talks programming, or working with any number of things across campus. She is devoted to making an equitable and accessible community at Clark.”