

# Fall 2017 Classified Excellence Award: Jessica Beach



Jessica Beach

Congratulations to Jessica Beach, recipient of the 2017 Fall Quarter Classified Staff Excellence Award!

Jessica Beach is Secretary Senior for Transitional Studies. Jessica is described as someone who is committed, efficient, kind, respectful, timely, and responsible, and who provides outstanding customer service. One nominator said, "Jessica is an optimistic and enthusiastic team member, and she's not only good at collaborating, but she also makes it fun. The work environment is made better by Jessica's presence: She creates a welcoming and productive work space here, and this helps everyone else do their job more easily."

Being an active member of the college community, Jessica regularly participates on committees, serves in leadership roles, and takes advantage of a variety of professional development opportunities so that she can improve her skills

as a supervisor. Jessica not only cares for her own training needs, but also the needs of her staff. Her nominator said, "Jessica ensures that she and her staff have the resources and training needed to meet the needs of everyone who seeks their assistance."

Jessica supervises a classified Program Assistant, two part-time program assistants, and up to eight student employees, both in a computer lab and at a very busy reception desk. She takes her role as a supervisor very seriously. Her goal is to help her staff members to perform their jobs well, to grow professionally, and to work within the WPEA contract and the law. She voluntarily attends trainings to increase her skills as a supervisor and her understanding of labor law.

One of her direct reports states that, "Jessica is very knowledgeable! She is patient in her training and shows appreciation for a job well done." Another says, "Jessica does a great job of keeping the team moving toward our goals, maintaining a productive work environment."

Below are comments from Jessica's colleagues:

- "Over the past year, Jessica has taken on the role of BEECH's primary administrator for EvaluationKit, the online software for student evaluations. In this role, she set up 284 classes to be evaluated in 2016-17. The process is very complex and the data needed to be entered perfectly in order for the nearly 6,000 students in these 284 classes to be able to complete and submit their evaluations. Jessica has done an excellent job with EvaluationKit and I find that with her overseeing it for the BEECH Unit, I never have to worry about this contractual part of the faculty evaluation process being completed correctly and on-time."
- "Jessica has been a joy to work with because she is always available to answer questions and clarify a process (no matter how many times I ask). She responds

quickly to emails and phone calls. Also, she is always available if I just stop by with a question. All my interactions with Jessica have been pleasant and helpful. I am able to focus on my job because she provides such wonderful support. She is amazing and truly a collaborative partner in Transitional Studies.”

- “Jessica is always willing to help me navigate the paperwork involved with attending conferences, ordering supplies. She is very professional and timely and knows what she is doing.”
- “Jessica has been an essential resource for me as a new faculty member in Transitional Studies. Her support and assistance have been excellent, and I have found her to be VERY timely in responding to my many questions. I’m happy to have her!”
- “I value Jessica’s input at staff meetings and her willingness to volunteer. I enjoy her sense of humor when she is attempting to rehome furniture and other equipment.”

**Congratulations, as well, to all nominees for the Fall 2017 Quarter Classified Staff Excellence Award:**

**Amanda Brown** is the Library and Archives Para 3 at Cannell Library and is described as a dependable colleague who is instrumental in inventing ways to make the student experience better. Brown started at Clark College as a work-study student assistant and loved the community so much that she decided to stay at Clark College. Brown was eventually promoted to part-time work leader and then full-time Circulation and Summit Borrowing Technician; shortly after, supervisor duties were added to her position.

Comments about Brown include:

- “She always has great ideas and shares those ideas in efforts to make the library and Clark College even greater places to be. Amanda is truly an asset to the

Clark College community.”

- “Amanda is consistently a go-to person. She is respected immensely by faculty, staff, students and the public. Anytime someone has an issue or needs to learn how to do a task, they ask Amanda. She’s easy to work with, she is a great listener, and values the opinions of others.”
- “The students feel at ease as Amanda is approachable and warmly welcomes everyone to Cannell Library and Clark College.”

**Heidi Eckman**, Fiscal Technician Supervisor, and **Amy Fankhauser**, Secretary Senior, both work at the Bookstore. Both Eckman and Fankhauser were nominated on the same nomination form and are described as having infectious spirits that customers value. With staffing changes, Eckman and Fankhauser have stepped up tremendously, and their nominator calls them “rock stars!”

Other comments about Eckman and Fankhauser include:

- “They have helped ensure scheduling for cashiers goes smoothly.”
- “Even during the crazy times, they were very creative in finding ways to help students and faculty. Whether it is helping students with questions from other departments or covering for a sick co-worker, they were there.”

**Audrea Hagen** is Secretary Senior for Mathematics and is described as an incredible asset to the department as well as calm, welcoming, cheerful, and responds with diligence and grace. When the division chair, John Mitchell, suggested to the Math department that Hagen be nominated, the response was a flood of supportive emails and testimonials to the value she provides to the math division.

Many praised Hagen’s creative efficiency. Nominators said, “We especially commend her ability to stay focused and productive on strategic tasks, while at the same time being a calm,

welcoming, cheerful presence to the many students who need her help,” said the nomination. “Audrea has to serve a large volume of students, faculty, and staff every day. She always offers exceptionally thoughtful, patient, and supportive service. A particular strength is working calmly with students who angry or upset. Her calm, helpful demeanor has helped defuse potentially difficult situations.”

Hagen’s nominators said, “We know that asking Audrea a question about anything will result in our getting a prompt answer. If she doesn’t have the answer, she researches until she finds our answer.” Here are some testimonials to that effect:

- “Audrea displays an exceptional work ethic juggling large, strategic tasks such as tracking the math division budget, setting up new instructors with all that they need, keeping our division supplies stocked and finding ways to streamline and improve the workings of our large division.”
- John Mitchell wrote, “As a new division chair I was impressed with her diligence in her work, her knowledge of college systems and procedures, and her willingness to help me with the many questions I had as I started out. She was invaluable in helping me adjust to my new role.”
- “Audrea has exceptional communication skills. She takes clear, concise meeting minutes that capture the spirit of the discussion. She articulates college policy and procedure in understandable terms when the division has questions. She has a remarkable ability to make complicated concepts clear and has unlimited patience for explaining. Because of her ability to really listen, she can quickly respond to our needs. This is a notable, and sometimes rare, characteristic that is very much appreciated by her division.”

**Heather King** is the Administrative Services Manager B for

Business and Health Sciences and is described as someone who shows a consistently high level of service to the students, the public, the community, and coworkers. King is said to work tremendously hard to keep on top of all the administrative needs of the unit. Her nominator said, "She keeps the unit abreast of meetings and opportunities, and from an instructor's point of view, things seem to go smoothly and I know that she is responsible for doing the administrative duties that give the unit a sense of direction and stability. She always is available to help with any question I have and she has the answer."

Other comments about King include:

- "She is always smiling and has a composed demeanor."
- "Her communication skills are professional and helpful."

**Jennifer Lea** is Administrative Assistant 3 for the Business Division and is described as someone who is helpful and displays a collaborative attitude. Her nominator said, "Everyone in the business division thinks so highly of her and have expressed gratitude to her for all she does on their behalf." Lea ensures that students feel welcomed and supported in addition to making sure new adjuncts have what they need to contribute to student success.

Other comments about Lea include:

- "Jennifer makes sure that every faculty member in the division is aware of his or her schedule, book orders, travel requests, and all other details in a timely manner."
- "Jennifer has taken on helping the Bachelor of Applied Science (BAS) to take off."
- "She makes sure to follow up with every faculty member to make sure they have submitted whatever they need to submit—syllabi, book orders, travel requests, etc. She is instrumental in orienting new adjuncts."

*Photo: Clark College/Jenny Shadley*

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# Summer 2017 Classified Excellence Award: Rebecca Udvary



Rebecca Udvary

Congratulations to **Rebecca (Becky) Udvary**, recipient of the 2017 Summer Quarter Classified Staff Excellence Award!

Udvary is Secretary Senior for the Art & Theatre department and is described as someone who “demonstrates her commitment to the College Community in a number of ways.” Whether Udvary is serving on Clark College’s Safety Committee, assisting someone in need, coordinating usher coverage for all Clark

College Theatre productions, applying data analysis techniques to find equitable practices that better accommodate the needs of students and her department, or greeting folks with a warm, friendly smile – she is seen as a “valued member of the Penguin Nation.”

Other comments about Udvary include:

Udvary is described as someone who treats those she meets with respect and understanding. One nominator wrote, “Becky maintains a welcoming, upbeat, ‘can-do’ attitude within our whole department. No problem is too small or big for Becky. I’ve seen her greet lost people tumbling in off the street with the same graciousness as she would the president of the college. Becky does a particularly good job of meeting the needs of both faculty and students in the Art department, and does an excellent job of communicating back and forth across that spectrum. Students and faculty all appreciate how welcoming, informative and helpful Becky is.”

Udvary is not only described as welcoming and supportive, but as someone with many diverse talents and interest areas. In fact, one nominator wrote, “Her talents know no bounds.” With a former career in information technology (IT), Udvary applies her skills in graphic design, social media promotion, and troubleshooting to assist the needs of her department. Outside of her interest in technology, “Becky has enthusiastically taken classes in photography and ceramics, as evidence of her comfort in being in the ‘learner’s seat’ at Clark – a good role model for us all!”

Directly related to her job, Udvary models excellent work performance and outstanding customer service to the college and broader community. A nominator mentioned, “Becky operates as a highly skilled professional, assisting the Art department with advanced administrative techniques and acumen. Each quarter, Becky compiles a spreadsheet that outlines all of the Art classes, class times, instructors, and class locations.



This spreadsheet enables students and faculty to quickly determine the most efficient means of addressing their needs. It is an invaluable resource.”

Udwary not only provides great assistance to her department, but also does so for Clark College’s Safety Committee. One nominator wrote, “In addition to being pleasant, helpful, and willing to help others on campus, Becky also directly contributed to making Clark College a safer place to work and study.” An example of this is when Udwary volunteered “to expand her role as an Emergency Building Coordinator to serve as a member of the Emergency Communications Team and acting as the South Campus Lead. In that role she helped to restructure the radio communications protocols for the Emergency Building Coordinators (EBC’s), took a lead role in reprogramming all EBC radios, found time to help the Emergency Manger conduct comprehensive testing of two separate radio systems, provided training to her fellow EBCs on the new radio protocols, and took on a lead role in coordinating communications during the evacuation drills that were conducted on main campus in May.”

**Congratulations, as well, to all nominees for the 2017 Summer Quarter Classified Staff Excellence Award:**

**Jessica Beach** is Secretary Senior for Transitional Studies. She is described as an excellent employee who displays a “can-do” attitude, is tenacious when faced with problems, knowledgeable, thorough and efficient, and provides outstanding customer service. She is also commended for attending trainings to “increase her skills as a supervisor and understanding of labor law.”

Additionally, nominators say, Beach goes above and beyond by offering to take on additional tasks, contributing creative solutions, and extending her great customer service to other departments. One nominator said, “Jessica is thorough and efficient in the way that she supports 65 employees in the Transitional Studies Division (50 faculty and 15 staff). She

is quick to respond to emails, phone calls, and in-person inquiries. When there are problems, she is an excellent researcher and digs into the details and stays with it until everything is sorted out.”

Below are comments from Beach’s colleagues:

- “I sincerely appreciate Jessica and her top-notch organizational skills. I know that I couldn’t do any part of my job— whether it’s teaching or working as division chair— without stellar staff like her.”
- “Jessica is very supportive and assisting; she responds to needs quickly, and is always there to either assist with things directly or to help identify the right person if a request is outside of her role. I know that if I have a question or request Jessica will take care of it in a timely and thorough manner. I really appreciate this about her.”
- “Jessica is always willing to help me navigate the paperwork involved with attending conferences [and] ordering supplies. She is very professional and timely and knows what she is doing.”
- “Jessica is very knowledgeable! She is patient in her training and shows appreciation for a job well done.”
- “Jessica does a great job of keeping the team moving toward our goals, maintaining a productive work environment.”
- “Jessica is an optimistic and enthusiastic team member, and she’s not only good at collaborating, but she also makes it fun. The work environment is made better by Jessica’s presence: She creates a welcoming and productive work space here, and this helps everyone else do their job more easily.”

**Roslyn Leon Guerrero** is Administrative Assistant 4 for the Office of Diversity and Equity. Colleagues praised her support of the Office of Diversity and Equity as a safe space on campus for anyone who needs it. They also noted her “strong

commitment and advocacy for students and coworker of color” and that she “is devoted to supporting those in the community who have been most vulnerable.” Always providing a welcoming atmosphere with a “warm and friendly face,” Leon Guerrero “helps to break down barriers, eliminates fears and helps students be successful while still honoring their authentic selves.” Recently, she received a full scholarship for the National Pacific American Leadership Institute (NAPALI) – Hawaiian word for “the cliffs” – to continue training as a Pacific American Emerging Leader. Additionally, in 2016, Leon Guerrero was appointed by Governor Jay Inslee to be a Commissioner for the Washington State Commission on Asian Pacific American Affairs. As a Commissioner, she is one of the 12 advisory board members appointed to be a voice for Washington’s Asian Pacific American communities.

Below are comments from Leon Guerrero’s colleagues:

- “One way she provides support is by serving as one of the Advisors for APIC (Asian Pacific Islander Club). Roslyn has worked with students to help organize culturally specific events and activities on campus, created and maintained relationships with community organizations servicing the API community, which in turn creates resources and opportunities for our students. Roslyn’s advocacy for students stretches beyond our campus and will have a lasting impact on our community.”
- “She is a trusted resource who will advocate for what is equitable and fair.”

**Gayla Shanahan** is a Grounds and Nursery Specialist 3 in the Grounds Department. She is said to go above and beyond in working to keep the main campus in such great shape. The campus is often described as beautiful and lush, and Shanahan plays an important role in making that happen.

Below are comments from Gayla’s colleagues:

- “I always see Gayla going above and beyond at work.”
- “She does an amazing job and deserves to be recognized for it.”
- “The areas of campus that she tends to are always so lush and beautiful.”
- “She really puts passion into her job and we all benefit from how hard she works.”

*Photo: Clark College/Jenny Shadley*

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## **Spring Classified Staff Excellence Award: Aleksandr Anisimov**



Aleksandr Anisimov

Congratulations to **Aleksandr Anisimov**, recipient of the 2017 Spring Quarter Classified Staff Excellence Award!

Anisimov is an eLearning Systems Specialist for the eLearning

department and is described as someone who is “admired, respected, and appreciated by his peers and those he works with.”

Other comments about Anisimov include:

Anisimov is described as being someone who displays and exemplary work performance and “demonstrates what any institution of higher learning should represent: professionalism, academic excellence, and commitment to education.” One individual commented, “Alex is dedicated, resilient, creative, patient and kind. I know if I have an issue, Alex will solve the problem and explain what he’s done to improve the system. He is so very humble, never demanding, yet firm in his convictions.”

Anisimov has much enthusiasm for what he does and goes out of his way to assist faculty and students alike. One person commented, “Numerous times per quarter, I have seen Alex run out of the office and over to the TechHub in the library to help a student with a particularly difficult laptop, tablet or phone issue. He wants to personally see the problem, gather the facts and propose a solution. Often the student is under deadline pressure and Alex is outstanding at bringing a calming presence and logic to the situation. He will also reach out and call students who have requested phone assistance with Canvas issues they are having.”

Anisimov is responsible for providing support for a variety of services and systems to a very diverse group (students, faculty, and staff). One nominator wrote, “Operating complex enterprise scale technology systems requires dedicated individual initiative delivered in a team environment. For example, when rolling out the new Canvas User Interface, Alex applied extra individual effort to maintain user confidence and support, while at the same time moved forward with the team to successfully achieve the implementation we had to complete.”

Described as someone who delivers a “high level of service,” Anisimov’s nominators say that he is “a highly valued member of the eLearning department and CLASS unit. He has a genuine enthusiasm for helping faculty and students. I often receive compliments from faculty and staff about the consistently high level of service that they receive from Alex. Courteous, polite, thorough, effective—are all terms that I have heard frequently.”

Members of Anisimov’s team said, “As a co-worker, as a person, Alex is so worthy of this award!”

Congratulations, as well, to other nominees for the 2017 Spring Quarter Classified Staff Excellence Award:

**Kay Martinez** is at Custodian 1 for the Custodial Services department. Kay is described as someone who is a hard worker and follows through on her assignments. One nominator said, “Almost every Monday and Wednesday when I arrive at the STEM building at 6:30 a.m., I see Kay Martinez hard at work. She is wiping down table tops and tidying classrooms or using her backpack vacuum cleaner on the ‘miles’ of carpet in the building.” Though working hard, she is described as always taking time to be welcoming towards faculty, staff, and students. One nominator said, “I look forward to saying, “Hello,” and exchanging a few words with her in the morning ... Kay’s excellent work ethic and affability have come up in conversations I have had with other STEM faculty and staff.” Other comments about Martinez include:

- “She is always willing to help. If she sees something needs doing, she just does it with a very positive attitude.”
- “Kay is thorough, conscientious and a pleasure to be around.”
- “You can just tell she is a very dedicated worker and she is very much appreciated.”
- “She and her staff have been amazing in keeping our

areas clean, our classrooms clean, our boards cleaned, etc. It is wonderful.”

- “She is very focused on doing her work right the first time and completing each task with expediency. In all my encounters with Kay she has always showed a smile and a work ethic...”

**Reesa McAllister** is a Secretary Senior for the Computer Technology (CTEC) Division and is described as someone who has an “exemplary” work performance. McAllister brings a “balance to our chaotic and hectic high-tech CTEC division,” wrote one nominator. “She provides faculty with the peace of mind and assurance that whatever support our students or departments need will get done in a timely, efficient, and thorough process.” A faculty member from McAllister’s division recently shared that “Reesa should be noted for her flexibility ... She continues to expand her knowledge of our department and is an excellent resource for inquiring students and the public at large.” McAllister is someone who is confident and well organized, providing “excellent support for her division.” When challenges arise, McAllister not only provides support for her division, but will also offer support to other units. For instance, “Reesa has reached beyond her division by helping with activities necessary for the Culinary Arts remodel project (packing boxes and cleaning offices).” Overall, McAllister “demonstrates a cooperative spirit and does her part to make Clark College a positive environment for faculty, staff, students and all constituent groups.”

Other comments about McAllister include:

- “I appreciate her graceful diligence, her proactive approach, clear communication and delightful demeanor. Her positive attitude and warm/personal presence diffuses our stress.”
- “Reesa keeps us moving forward, keeps us honest, and keeps us super-organized and informed!”
- “Reesa demonstrates a cooperative spirit and does her

part to make Clark College a positive environment for faculty, staff, students and all constituent groups.”

**Amy Tam** works as a Program Specialist 2 for Enrollment Services. Tam is described as an “exceptional employee” who “always has a welcoming smile and a positive attitude.” Working in the Welcome Center, Tam’s work “touches both new and continuing students, as well as coworkers across multiple departments. Each person she encounters feels special and receives the highest excellence in service.” Serving as an inspiration for her coworkers to “go above and beyond,” Tam’s commitment is described as “admirable.”

Tam oversees the Student Ambassador Program, a leadership opportunity for students who are dedicated to serving Clark College. In this role, Tam is committed to not only supervising Student Ambassadors, but also assisting them in overcoming obstacles they may encounter while trying to finish their degree program. A nominator said, “A student was feeling defeated and needed someone to help them find perspective. Amy was that person, she listened and encouraged the student.”

Another nominator said, “Amy is the employee and steward of higher education that the Clark College community deserves. She whole-heartedly devotes her time and energy as an advocate and mentor to both student and college staff.”

Other comments about Tam include:

- “Amy is a people person who see the strengths in others, looks for opportunities to involve them, then allows them to lead.”
- “I have appreciated her professionalism and consistent commitment towards student success for some of our most vulnerable populations.”
- “Amy’s dedication to helping others succeed is [a] great gift to Clark College and our community.”
- “I have worked with Amy Tam since 2010 in some capacity



and have never worked with a more consistently positive, upbeat, competent and helpful colleague!”

- Tam is overall described as someone who is “always doing what is best for the students and her co-workers. I could not ask for a better colleague than her.”

**Tia Schmidt** is an Administrative Assistant 3 in the Nursing Department and is described as someone who “consistently demonstrates excellence in her work.” Schmidt has “excellent attention to detail” and uses her experience in project management to assist in complex projects. A nominator said this about Schmidt: “During our implementation of new software for tracking student clinical requirements, Tia pitched in and helped team members with various aspects of onboarding students. This was a large-scale project, and Tia recognized that extra help was needed in order to make the project successful. Tia made phone calls to students and met with individual students to help them access the system when needed.”

Schmidt is described as a leader who takes initiative and as someone who is creative, helpful, and respectful. Schmidt’s nominator said, “Tia considers the team and department in everything that she does. She is inclusive and collaborative in her work, and takes actions based on the best interests of the department, unit and college. Tia is respectful of others and is sensitive to their needs. She goes out of her way to make sure people feel noticed and recognized for their efforts.”

Other comments about Schmidt include:

- “Tia takes a creative approach and finds ways to make our projects fun. She has a knack for identifying opportunities to enhance teamwork and build positive relationships.”
- “She is highly organized and solves problems with a systems focus.”

- “She has helped our department build positive relationships with community partners through work on the WSUV/Clark College Preceptor Event, Hilma Speights Foundation events, and others.”

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## **Clark College Wellness Team Walk Schedule**



The Clark College Wellness Team includes, *left to right*, Steve DaMassa; Vanessa Neal; Guisela Eberle; Tahnya Huneidi; Veronica Brock; Darci Feider. Not pictured: Rebecca Benson and Julie Taylor.

Join your Clark College Wellness Team in celebrating SmartHealth Week, an annual celebration of health and wellness, June 5-11.

We will be waiting for you near the Chime Tower and will start walking promptly at the times listed below. Remember, you can join us on the college's Penguin Pathway at any point during a walk (search for the blue shirts). Invite a fellow Penguin to walk with you!

As supplies last, there will be SmartHealth giveaways for those who join us.

Scroll down for next week's activity schedule and remember, your wellness matters!

New to SmartHealth? See what it is about by watching the SmartHealth How-To video.

# Walk Schedule

Note: All walks start at the Chime Tower.

## Monday, June 5

- 10:00 a.m. – 10:15 a.m.
- 2:00 p.m. – 2:15 p.m.

## Tuesday, June 6

- 12:15 p.m. – 12:30 p.m.
- 2:00 p.m. – 2:15 p.m.

## Wednesday, June 7

- 11:00 a.m. – 11:15 a.m.
- 4:30 p.m. – 4:45 p.m.

## Thursday, June 8

- 10:00 a.m. – 10:15 a.m.
- 2:00 p.m. – 2:15 p.m.

## Friday, June 9

- 12:00 p.m. – 12:15 p.m.

*Photo: Clark College/Jenny Shadley*

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# Winter 2017 Classified Staff Award: David Sims



David Sims

Congratulations to **David Sims**, recipient of the 2017 Winter Quarter Classified Staff Excellence Award.

Sims is an Information Tech Specialist 4 for the IT Service Center and has 35 years with Clark College. He is described as someone who goes “far beyond the call of duty, giving our customers one on one personal attention when they have high severity issues with technology.”

Sims is described as being someone who embraces goals and assists in transitions to improve ITS and the larger college community. His nominator wrote, “David in the past year has stepped up as the technical lead of the service center group, taking on vastly different responsibilities than he has had over the past 35 years and he has absolutely flourished and become a vital leader of the group. His performance and dedication to the college is absolutely the foundation of his worth ethic; he is deeply rooted in making sure the campus faculty and staff have the tools they need to support our students.”

Being “extremely skilled in process and procedure,” Sims is able to provide solutions be the “rock” of his team, especially over the past year. Sims takes on the tough tasks and creatively produces unique solutions to challenges. For instance, “the service center was tasked with bringing in over 200 mobile devices for Windpws 10 upgrades, and David took this task and planned it out, created documentation, and ran scenarios before we went live. He came up with unique ways to make the Win 10 transition for our mobile laptop customers as easy and with the least impact as possible. David also trained all of the other technicians. This made our piece of the Windows 10 upgrade go extremely smooth, and his work ethic to get over 200 devices migrated to Win 10 was nothing short of amazing.”

Congratulations as well to this winter quarter’s other nominees:

**Lorraine Browne Leedy** is the Faculty Development Program Specialist at the Teaching and Learning Center. In her role, Leedy organizes many training opportunities for the faculty and staff. She is described as someone who is “very efficient in executing her responsibilities” and is “an excellent customer-service ambassador who is willing to listen to someone in need and help.” She is respectful to the faculty, staff and anyone who needs her services. Leedy’s nominator describes her as a good communicator, someone who pays close attention to detail, a leader, respectful and someone who maintains a pleasing personality.

**Reesa McAllister** is a Secretary Senior for the Computer Technology (CTEC) Division and is described as someone who has an “exemplary” work performance. McAllister is “precise, thorough and efficient in her work” and will not only learn new skills, but goes “above and beyond by teaching her colleagues” in these areas as well. McAllister’s nominator states, “Faculty count on her and she goes out of her way to assist everyone coming into the unit office, calling on the

phone, or emailing with questions and concerns. If Reesa does not know how to answer a question, she seeks out that answer. She does not stop there, however! She then shares that information with others' in the unit who will benefit from having that information as well." McAllister is someone who is honest, organized, and "should be noted for her flexibility and willingness to contribute to the transition with a secretary retiring and being replaced in the past couple of quarters." She is "confident to take on tasks and responsibilities," provides "excellent support," and "engages throughout the campus and across units for the betterment of her division, unit and the college."

**Kate Poffenroth** works as a Program Coordinator for Disability Support Services (DSS). Poffenroth's nominator describes her as "an excellent, long-term employee who stands out in terms of her superb reliability and efficiency." Poffenroth is said to be someone who is "extraordinary in terms of her ability to multi-task" and "arrives at the office with energy, enthusiasm, and a great sense of humor that she shares with every person that she sees that day." Poffenroth often tracks "hundreds of details that require high-level processing" and understands the importance of being accurate in her reporting. DSS is in the process of implementing a new software and "Kate ... has been a quick, sharp learner, as she easily adopts new software processes and encourages others to make necessary changes." Poffenroth's nominator overall describes her as someone who is grounded in student-entered principles, concise, encourages others, and "builds collegial cohesion and teamwork."

**Tia Schmidt** is an Administrative Assistant in the Nursing Department and "has been providing excellent service for many years" and "is the glue that keeps the nursing program going." Schmidt is described as "smart and efficient" and "demonstrates her commitment to the college and to students by attending every pinning ceremony to cheer the student's

success and to support the staff who present.” Schmidt is quick to offer “assistance, suggestions, ideas, and empathy, all of which serve to facilitate problem resolution and encourage collaboration. She is respectful and models professional behavior and demeanor.” Through challenges, Schmidt approaches her work with a “realistic, yet optimistic viewpoint” and “is a believer in pro-action versus reaction.” Schmidt assists her group and helps them “deal with many new changes in both ACEN criteria and state regulations.” In assisting, “Tia created resource notebooks for each of us so we would have these references at our fingertips as we moved forward with the adjustment process.” Each day Schmidt “arrives at work she is cheerful, positive and ready to ‘tackle’ whatever task or responsibility we will face throughout the day.” Nominators said, “I see her as very positive about the college and committed to doing all she can to be part of its successful future” and that “her work demonstrates the highest quality both in terms of quality, but also integrity. Tia is an excellent communicator both verbally and in writing. She coordinates several monthly team meetings, stays accurate and timely with minutes and remains calm when meetings become stressful or chaotic. She consistently exhibits calmness and respect for fellow workers and students.”

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# Fall 2016 Classified Staff Award: Carmen Roman

Congratulations to **Carmen Roman**, recipient of the 2016 Fall Quarter Classified Staff Excellence Award!



Carmen Roman

Roman is a Program Specialist 2 for the Advising Services department. She is someone who is described by her nominators as “giving a consistent high-level of service to the students, the public, the community and to co-workers.”

Nominators had the following to say about Roman:

“Carmen’s unique ability to adjust to all modes and levels of communication is unmatched ... It is quite common for students from all walks of life and experiences to applaud this extra attention Carmen gives them during advising sessions. A recent example was relayed from the BMED department on how a student who met with Carmen spoke highly of her to the BMED department head and said that if it wasn’t for the encouragement she received from Carmen, she may have given up on her aspirations to work in the medical field.”

“Carmen is a consummate professional who combines her advising expertise with genuine care and concern for the best interests of students and of the college. She works actively and diligently to learn about and to provide information about all corners of the campus (important dates, instructional departments, program requirements, pre-reqs, assessment, financial aid, etc., etc.). She exemplifies the team approach that is necessary for effective delivery of student services. Knowing that students often “don’t know what they don’t know,” Carmen seeks to provide the most relevant pieces of information with the understanding that students’ needs change and evolve as they progress through their programs of study. She is outstanding at giving the right service, in the right manner, at the right time – all with seemingly limitless patience and kindness.”

Congratulations as well to this quarter’s other nominees:

**Lorraine Browne Leedy** is the Faculty Development Program Specialist at the Teaching and Learning Center. Many in the college community are aware of Lorraine’s “high-quality work” and she “seems to always be able to lend a hand when called upon—she consistently finds time to help her coworkers.” Browne Leedy displays creativity and superior communication skills that are invaluable when planning and delivering many professional development activities each year. Her ability to plan, organize and manage events is why she is considered a key member of any new training initiative. Browne Leedy is described as a “valued college employee, excellent team member, subject matter expert, superior communicator, and terrific example of a high-performing employee.”

**Kay Martinez** works as a Custodian in the Custodial Services Department. Nominators describe Martinez as someone who works hard and always maintains a positive attitude. Though Martinez works tremendously hard to keep the STEM building looking its best, she always takes a moment to be courteous and to greet faculty, staff and students. Many view her as

someone who is excellent at her job, has a strong work ethic, and will go out of her way to assist others. In fact, “Kay’s excellent work ethic and affability” come up in conversations with STEM faculty and staff. A nominator stated that Kay’s “dedication to Clark College should serve as a model for others.”

**Hanna Maxwell** is a Student Recruitment Specialist for the Enrollment Services Department and is described as an “essential” on the team. Maxwell is seen as someone who provides the best in customer service to students, parents, college partners, and community members while keeping a smile and positive attitude. A nominator stated, “no matter what the issue, she brings a determination to answer questions and find solutions in an accessible way.” Another wrote that she “brings a supreme level of care to her presentation and style. She has explained to hundreds, if not thousands, of students over her six months at Clark the benefits of a college education, and has helped many take the first step to changing their lives.”

**Hannah Erickson** is a Communications Specialist in the Communications and Marketing Department, but many know her as “the voice of Clark.” Being a steward of the voice requires masterful storytelling, openness, honesty, a caring nature, and the ability to be real and informative—all of which a nominator says Erickson represents. Erickson’s role can be challenging at times, but she always goes above and beyond and brings a “high level of integrity and dedication to her work.” One of her colleagues describes her as the “go-to for all things problem-solving. She is my sounding board from interpersonal work relationships, to navigating a project, to just finding the right word to make an email sound the way I want. She takes my ideas and makes them real with her great writing. I am happy to have her as my collaborator on all the things I do here at Clark.”

**Tia Schmidt** is an Administrative Assistant in the Nursing

Department and sees things from an optimistic viewpoint. Her nominators describe her as “professional, respectful, thoughtful, mindful, and intentional in the way she approaches her job and her coworkers.” Unfailingly polite is how many view Schmidt’s interactions with faculty, staff and students, and she always seems to keep her eye on “the big picture.” A nominator wrote, “I have called on Tia repeatedly for assistance with a wide variety of needs/problems/challenges, and each time she has come through with information, guidance, resources, clarification, and direct help. She doesn’t complain or ask for any special acknowledgement—she just does her job to the best of her ability every day.”

**Mitch Sott** works in WPTE as a Maintenance Mechanic and is described as “indispensable” to the department—someone who “goes above and beyond the call of duty” to accomplish tasks. Students know Sott and the question isn’t, “What has Mitch fixed for us?” but rather, “What *hasn’t* he fixed for us?” Sott is described as positive role model, friendly, and a valuable asset to Clark College. Nominators said his incredible work ethic is something for them to aspire to. “When we need something done, Mitch spends the time discussing it with us so that he knows exactly what we want and is able to accommodate our needs.”

*Photo: Clark College/Jenny Shadley*