

Exceptional Faculty



The 2018-2019 Exceptional Faculty Award recipients are, *clockwise from top left*, Dr. Karl Bailey, Nadine Fattaleh, Deena Godwin, Erin Staples, Malcolm McCay, and Zachary Grant. During the 2019 Commencement ceremony, President Robert K. Knight announced the names of the recipients of the 2019 Clark College Exceptional Faculty Awards. The awards are presented annually to full-time and part-time faculty members. Nominations can be submitted by Clark College students, faculty, classified employees, administrators, alumni, Board members, and Foundation directors.

The awards are made possible through an endowed trust fund established by the Washington State Legislature and the Clark College Exceptional Faculty Endowment Fund, which was established in 1993. That fund provides recognition of exemplary work performance, positive impact on students, professional commitment, and other contributions to the college.

This year's Exceptional Faculty members are:

Dr. Karl Bailey, Chemistry



Dr. Karl Bailey

Dr. Karl Bailey has taught chemistry at Clark College for the past 13 years. He served as chair of the chemistry department from 2012 to 2016 and has had a key leadership role in the college's implementation of the Guided Pathways model of higher education, which works to eliminate "achievement gaps" between different populations of students.

Dr. Bailey holds a bachelor's degree in biochemistry from California Polytechnic State University and a doctorate in chemistry from the University of California, Davis. In addition to his tenure at Clark, he has taught at Everett Community College and the Florida Institute of Technology, as well as at both his alma maters.

"Dr. B continuously shows that he supports his students and will do anything to help them succeed," wrote one student. "He has offered to help outside of office hours. ... I'm a single mom fighting to succeed, and he has been there during two quarters, doing everything he can to accommodate any hardships, within reason. Teachers like him leave marks on your academic heart."

Nadine Fattaleh, Chemistry



Nadine Fattaleh

Nadine Fattaleh has taught chemistry at Clark College since 2002 and currently serves at the head of the chemistry department. She earned her bachelor's degree in chemistry from Scripps College in Claremont, California, and her master's degree in chemistry from Carnegie Mellon University in Pittsburgh, Pennsylvania.

Fattaleh is a member of the leadership team of the Pacific Northwest Green Chemistry Network. At Clark College, her primary teaching responsibilities are in general and organic chemistry, where she has implemented green chemistry lab experiments.

"Having taken a year of college-level chemistry before, I walked into Nadine's class nervous because the classes I had taken in the past made no sense to me or anyone else in the class," wrote one student in their nomination. "It turns out, though, that some educators can teach these complex concepts in a way that actually makes sense to students. Nadine sets us up for successful careers in science."

This is Fattaleh's second time earning the Exceptional Faculty Award, which she also won in 2010.

Deena Godwin, Communication Studies



Deena Godwin

Deena Godwin has taught communications courses at Clark College since 2001. She currently serves as chair of the communications and humanities division, and served as interim dean of the college's BEECH (Basic Education, English, Communication and Humanities) unit for two years. Over her time at Clark, she has contributed to the college community in many ways, including as advisor for the Phi Theta Kappa honor society, chair of the Associate of Arts Advisory Committee, and facilitator for many Teaching and Learning Center workshops providing professional development to Clark College employees.

Godwin earned her Bachelor of Arts degree in organizational communication from Dana College in Nebraska and her Master of Science degree in communication studies and journalism from South Dakota State University.

One student wrote in her nomination that Godwin helped her not only during class, but also after the class was over by writing her a letter of recommendation. "She not only wrote me a personalized letter, but she filled out recommender forms for five colleges for me—all of which I got into," she wrote.

Zachary Grant,

Libraries



Zachary Grant

Zachary Grant's career at Clark College Libraries began in 2005, when he interned at Cannell Library as part of his coursework to complete his master's degree in library science from Emporia State University. He was hired into a tenure-track position at the college in 2006.

At Clark, Grant serves on the Emergency Management Planning Committee and has been active in the college's work toward implementing the Guided Pathways model of higher education, which is focused on eliminating the "achievement gap" between different populations of students. He earned his Bachelor of Arts degree in history from Oregon State University.

Grant earns praise from colleagues for his patience and care when helping students find reliable sources for their research projects. One faculty member wrote in a nomination, "He is so concerned that the library be equally accessible to all that he began studying American Sign Language in order to be able to better communicate with Deaf students."

Malcolm Mccay, Economics



Malcolm McCay

Malcolm McCay did not come to teaching until after a 20-plus year career spent working in the energy and public-utility fields, primarily providing policy and legislative analysis. In 2007, he retired from Portland General Electric, where he had served as a federal policy specialist. In 2010, he began volunteering as a tutor at Clark College, where his skill and depth of knowledge led to an offer to teach classes.

McCay earned his bachelor's degree in economics from Humboldt State University in Arcata, California, and his master's degree, also in economics, from the University of California, Santa Barbara.

One student wrote in their nomination that McCay "makes everyone feel important," adding, "His teaching style really makes you start looking at the world and the history of the world in a different light. He brings to the subject a lot of examples of the effects of economics on our world and community."

Erin Staples, Health and Physical Education



Erin Staples

Erin Staples has taught health and physical education classes at Clark College since 2009. She has been active at Clark as a faculty academic advisor, a faculty advisor to a student club, and participant in the Curriculum and eLearning committees. She also volunteers with the YWCA SafeChoice Domestic Violence Program.

Staples earned her Bachelor of Science degree in hospitality management from the University of North Texas and her Master of Public Health in health education/healthy promotion from Portland State University. Additionally, in 2018 she earned a graduate certificate in diversity, social justice, and inclusion, which she used to revise the curriculum for a new Multicultural Health course, as well as her existing Women's Health course.

It was taking that latter class that prompted many students to nominate Staples for this award. One wrote, "Erin is absolutely amazing! She does a wonderful job at making every student feel comfortable in her class without judgment." Another wrote, "This instructor has taught me more about myself and helped guide me toward a better understanding of the world than any other previous instructor."

Photos: Clark College/Jenny Shadley

Winter 2019 Classified Excellence Award



Sara Seyller

Congratulations to **Sara Seyller**, recipient of the 2019 Winter Quarter Classified Staff Excellence Award!

Sara Seyller is a Program Specialist 2 for the Office of Instruction and is described as a “super hero” by her colleagues. “It’s very easy to underestimate the centrality of the work that Sara undertakes for Clark,” wrote one nominator. “A huge number of college processes pass under her watchful eyes, and without her sharp proficiencies in technical detail, there would be delays and consequences for the College as a whole. She demonstrates a determination and commitment that often sees her take on additional tasks and oversight to ensure that all the many processes she contributes to run smoothly. Sara’s spirit is indomitable: She always brings humor alongside her professional drive to move things forward, create improvements, and work within very rigid systems to ensure the best outcome for Clark. She goes above and beyond, and makes herself a resource for those who are struggling and without assistance from any other corner.”

Seyller gets praise for her tireless committee work. One person said, “As the Chair of the A.A. Advisory Committee, I find Sara to be invaluable in creating the connections between the various committees. While each one has a different purpose and focus, they are all entangled. Decisions made in one

committee can have positive or negative effects in the next committee. With Sara's institutional knowledge as well as her expertise in the legalities of our degree programs, she significantly contributes to the discussion and decision-making regarding curriculum choices and design."

Completing tasks with a smile on her face, Seyller's positive attitude is said to allow for better partnerships, which positively impacts student learning. She is also described as someone "reliable, responsible, and accurate in her work," whose quick response time and problem-solving skills are "invaluable."

Seyller's timeliness, her quality of work, her willingness to help faculty and staff are appreciated. Her positive and helpful guidance is said to create "a peaceful, collaborative work environment, which has made the college a more productive environment, a friendlier place, and more responsive to our students." Her positive attitude, humor and smile are contagious to all who come through the Office of Instruction.

Below are additional comments about Sara:

- "Faculty and staff that take part in College Committee work are well aware of the collaboration, support, and great leadership that Sara brings to the college. Without Sara in her current position, we would have a catastrophic mess of information, and our college processes in regard to curriculum, outcomes, assessment, and instructional planning would certainly not be as organized and effective as they are today."
- "She is not afraid to speak up or speak out when students or colleagues need advocacy. She values the hard work of others and in turn works hard to make our campus and our community the best that it can possibly be. She serves on councils and committees and is involved in many different campus initiatives that ask

her to give freely of herself and of her time; she does so without asking anything in return except that we do our best to help her carry out the work that she has taken on and truly believes in.”

- “Sara goes well above and beyond her job description in offering training and resources to all members of campus, particularly faculty, so that they can successfully navigate the college’s systems. She spends an incredible amount of time personally responding to emails, phone calls, and scheduled and impromptu office visits with people who need help and have questions. She never turns people away if they have questions. She does this not only to make sure that people are informed, but also because she has great empathy for the workload and challenges that her coworkers face.”

Congratulations, as well, to all nominees for the winter 2019 Quarter Classified Staff Excellence Award:

- Shannon Alicea, Program Support Supervisor 2 Disability Support Services
- Lizette Drennan, Program Specialist 2 for the Office of Financial Aid
- Amy Harrington, Human Resource Consult 2 for Human Resources
- Jonni Hattershide, Program Support Supervisor 2 for Production Printing
- Vanessa Meyer, Administrative Assistant 3 for Social Sciences & Fine Arts
- Kate Poffenroth, Program Coordinator for Disability Support Services
- Leslie Richards, Cashier 4 for the Bookstore
- Thao Schmidt, Human Resource Consult 2 for Human Resources
- Joanne Vaughn, Program Specialist 2 for Financial Aid

Shannon Alicea, Program Support Supervisor 2 Disability Support Services

Shannon Alicea is described as someone who provides a consistently high level of service to the students, public, the community, and coworkers on a regular basis; demonstrates excellence in all areas of her position; and exudes excellent performance of her duties by going above and beyond. One way Alicea shows exemplary work performance is by collaborating with different departments to ensure all public events have sign language interpreters, whether or not there has been an official request from a Deaf consumer. Alicea also works diligently with faculty to ensure videos and content shown in classes are close-captioned; in doing so, she has become a college resource for accessibility and universal design. In her role, Alicea not only provides accommodations for our Deaf and Hard of Hearing students, she provides an outlet for students to have a place to express their concerns, challenges, and situations with classes, campus life, and personal affairs. She advocates and empowers students to utilize all resources and connects them to departments around the college. Shannon's work is not only limited to the office of Disability Support Services. She actively contributes to special projects, efficiency measures, and serves in leadership roles for the betterment of the college community.

Additional comments about Shannon:

- "Shannon ... works closely with students, facility, and interpreters on a daily basis to ensure access and communication in a way that empowers all parties. A vast amount of college community members look to Shannon for her expertise to navigate situations that might otherwise present barriers to communication and access.

Shannon demonstrates this with our students by collaborating on solutions and ideas to problems they may face.”

- “She works with her fellow interpreter colleagues attentively and diligently to provide feedback and support in interpreting and professional situations, and because of this many interpreters strive to work at Clark College.”
- “Shannon strives to fill all interpreting requests, but there are times when interpreters are not able to take these last-minute assignments; in these instances, Shannon takes it upon herself to rearrange her schedule and fill those assignments to ensure equitable access.”

Lizette Drennan, Program Specialist 2 for the Office of Financial Aid

Lizette Drennan is described as “extremely detail-orientated, maintaining excellence in her work consistently, and someone who goes above and beyond while working with students to make sure they are on the right track.” With her constant patience, Drennan takes the time to listen to students so she can do the best to serve them. Within her work, Drennan often provides scholarship presentations to the public and community, and is said to make an impact wherever she goes. She goes to scholarship information conferences so she can learn about recent scholarships and teaches her assistants of new offerings to share with students. She works closely with the Clark College Foundation to better serve the students and her colleagues. One person said, “Her work is inspiring, and she has been a great role model as a co-worker.”

A leader in the LatinX community, Drennan provides a “one-stop” experience to students, showing them a high level of

service. One person said, "Any student that comes into the office, she always treats them with a genuine smile and respect."

If Drennan cannot assist someone directly with scholarships, she will find a way to find other alternatives, which means she is also contacting different departments that can support the student's requests and needs. This requires creativity and efficiency, as every student is different. Once she's able to understand a student's situation or story clearly, Drennan is described as someone who does her absolute best to find a solution or suitable route that she knows will benefit the student overall.

Additional Comments about Lizette:

- "Students love working with Lizette. They constantly come to her for help with more than just scholarships."
- "She is a well-rounded individual who is very humble, respectful, and always optimistic. She communicates strongly with others by being attentive to their tone of voice, body language, and open ears to everyone."
- "Lizette is a hard worker who is skilled in her position and performs excellently and independently."
- "She shows team cooperation by helping her assistant and student workers with things we need help with."
- "She is full of energy and that brings out the positive environment she portrays every day. Lizette. She constantly checks up on current and graduated students and keep them motivated and going."

Amy Harrington, Human Resource Consultant 2 for Human Resources

Amy Harrington is described as someone who demonstrates and consistently provides high level service to the students, the

public, the community, and co-workers. Beginning with a front-desk position, she was promoted a few months ago and has been training in her new job as an HR Consultant 2. Although her new position does not require her to assist customers who walk into HR, she is always one of the first to provide help when the front desk is short-staffed.

Additional comments about Amy Harrington:

- “Amy has the ability to anticipate the needs of her customers and she is an active listener, knowledgeable of available resources, communicates in a kind and confident manner, and follows up in a timely manner.”
- She is “always willing to help and even if the HR office is busy, Amy always maintains a great level of customer service.”
- “Amy is dependable and committed to collaborate to achieve our goals. She is an asset for the HR team.”

Jonni Hattershide, Program Support Supervisor 2 for Production Printing

Jonni Hattershide is described as someone who exemplifies the same level of dedication day after day. One person said, “She knows what it means to care about her job and care about people.” Hattershide is friendly and knowledgeable and is quick to get a print job delivered in a timely fashion. One person said, “There were times I sent a print job in ‘last minute’ asking if a ‘rush’ could be put on the job, and within a couple of hours my print job was finished. Jonni is a hard worker and she is dedicated to what she does at Clark College.”

Additional comments about Jonni Hattershide:

- “Jonni has great customer-service skills. She is dedicated to helping employees in an efficient and

friendly manner. She goes above and beyond to do her job and she does it well by building and maintaining good relationships with Clark employees.”

- “Jonni has taken on the role of managing the everyday processes of Production Printing. She was involved in the process of moving away from a paper receipt (which required someone to sort and mail out a copy to the departments) to an online copy.”
- “Often, you will see Jonni driving the golf cart around campus as she delivers bundles of completed print jobs (which are nicely wrapped in brown paper to protect them). Whatever task Jonni takes on, she always maintains a positive attitude.”
- When Administrative Services has a potluck, Jonni is always ready and willing to help by making decorations for the tables, printed “ice breaker” games, or pictures to hang on the walls, making the area very festive.

Vanessa Meyer, Administrative Assistant 3 for Social Sciences & Fine Arts

As the primary support for all of the Social and Behavioral Science Departments as well as the Clark College Honors program, Vanessa Meyer is described as someone who always go above and beyond to service students, faculty and administrators in a collegial fashion. One person said, “A student asked for directions to a classroom and instead of just pointing in a direction, Vanessa walked that student to her destination.” Another wrote, “I have witnessed how she staffs the front the desk in Foster Hall engaging students who arrive in a number of emotional states. I have seen her listen to students before responding; calm an agitated, stressed-out student trying to submit a paper to an instructor he could not find; and promptly fix the copier for a faculty member on his way to giving an exam.” Another person said, “As one of her department and division chairs, I can attest to her important

role as the Social Science Administrative Assistant.”

Meyer is also said to be a reliable source of institutional knowledge and thinks creatively to address the needs of students: “Vanessa is absolutely reliable at serving anyone who asks. She goes beyond crossing all the t’s and dotting all the i’s if asked to assist in any task. There has never been a time that I asked for guidance, assistance, or explanation that Vanessa has let me down. She simply sees the people on the other side of her desk as her colleagues worth her time and respect, or students deserving of her service. This is a rare quality in a person.”

Additional comments about Vanessa:

- “Vanessa has been quick to dive into the work and expectations of her new role as an Administrative Assistant 3 (AA3). Vanessa has worked closely with the Bachelors of Applied Science in Human Services (BASHS) Faculty Program Director to build the foundation for this budding program. Before student enrollment began, Vanessa organized a BASHS information session to market the program to students and faculty.”
- “Vanessa is quick and responsive to the needs of BASHS faculty, students, and the program as a whole. She has worked hard to ensure consistent division, program, and unit-wide operations.”
- “Vanessa demonstrates her commitment to the college community in a number of ways. She is always looking for ways to do things better and more efficiently. In addition to her regular duties, Vanessa serves on the Safety Committee, where she represents Foster Hall. She volunteered to take on this role when no one else was willing because she recognizes the importance of maintaining a safe campus. Furthermore she regularly volunteers to perform building inspections for the Safety Committee.”
- “Vanessa knows a lot about this college, and can answer

virtually any question from multiple perspectives (besides her long employment here, she was also a student at Clark). I know this is hard to quantify, but I cannot downplay the importance of knowing that someone has your back. Vanessa is simply good for morale, productivity, and instruction and student service. I wish we could clone her.”

Kate Poffenroth, Program Coordinator for Disability Support Services

Kate is described as someone who “stands out in terms of her superb reliability and efficiency.” Kate’s devotion to her work allows accommodations to be coordinated in a timely, flawless manner, and her commitment is apparent in the way that she creatively addresses issues. One person said, “I cannot think of a way that a staff member could provide better customer service than Kate does. Each and every day, Kate arrives at the office with energy, enthusiasm, and a great sense of humor that she shares with every person that she sees that day. Our department handles sensitive and difficult issues as students walk into our office for accommodations related to a myriad of disabilities. Kate handles every student situation with tact, professionalism, and sensitivity.”

Another comment shared is that “Kate is also extraordinary in terms of her ability to multi-task. Within a five-minute span of time, Kate will help a student at the front desk, answer two phone calls, and assist staff in relation to an office matter. Kate is rarely able to complete one task without being interrupted at least several times, and yet she never misses a beat it seems. When Kate is out for lunch or on break, the rest of the office staff covers for her position. It is not uncommon for us all to remark that it easily takes two-plus staff for us to cover the tasks that she singlehandedly

addresses every day!”

Additional comments about Kate:

- “Kate’s positive and sunny demeanor not only impacts our students, but the department as a whole. Her boisterous laugh is infectious, and Kate always creates a warm environment that builds collegial cohesion and teamwork.”
- “Kate tracks hundreds of details that require high-level processing. This kind of tracking is only possible by a staff who really takes to heart the saying that the ‘devil is in the details.’ For example, some students connected to our office are eligible for an accommodation of priority registration (PR). In order to properly track the use of this accommodation, Kate must use multiple software interfaces that function independently from one another. Just one overlooked detail can have very significant consequences for a student with this accommodation.”
- “Kate is concise and user-friendly in how she instructs people. Kate herself has been a quick, sharp learner, as she easily adopts new software processes and encourages others to make necessary changes.”
- “During weekly staff meetings, Kate is always an active contributor to group discussions on issues which affect student engagement. She repeatedly demonstrates in depth knowledge of the issues impacting delivery of services to students with disabilities. The solutions that she formulates are grounded in principles such as student-centered principles and improving efficiencies.”
- “The department literally would not run without Kate’s help. She is central to every single function of the department. She works collaboratively and respectfully with each staff in the office, and takes the time to understand the nuances of every staff’s particular work assignments. Kate’s strong work effort is deeply

appreciated, and everyone on the team displays a high level of respect for her.”

Leslie Richards, Cashier 4 for the Bookstore

Leslie Richards has worked for the Bookstore since September 2008 and is described as someone who excels in interpersonal skills. One person said that Richards “is friendly with everyone she interacts with, from customers to co-workers, and greets each person with a smile.” Richards is said to be a born leader who cares deeply for her team and helps them grow while they work at Clark. She is said to keep her team motivated and excited about their job by playing customer-service Bingo games. It is said that “Leslie is a leader who leads by example, and her team mirrors this quality. She can multi-task like no one else. Just the other day, she was repairing the register, answering a student’s question and assisting a cashier—all while smiling. You never see Leslie not smiling. She is amazing with people.”

Additional comments about Leslie:

- “Her outgoing, positive personality and caring attitude make us love working with her. She builds strong relationships with her team and approaches all customers with a smile and positive attitude. I am thankful that I get to work with this amazing, hardworking team managed by Leslie.”
- “Leslie has also served on hiring committees since she has so much experience in hiring and training staff. Her knowledge and experience are invaluable.”

Thao Schmidt, Human Resource Consultant 2

for Human Resources

Thao Schmidt is described as someone who provides a high level of service to the students, staff and supervisors, the community, and co-workers. Throughout her employment with Clark College, Schmidt has built and continues to build relationships, and she demonstrates excellent customer service in her interactions with students, staff and supervisors. She has taken it upon herself to learn the basic front-desk procedures and is often one of the first ones to offer help and to cover breaks and lunches when the front desk is short-staffed. One person said that Schmidt is “dependable and adapts to challenges while maintaining a positive outlook and great customer service.”

Additional comments about Thao:

- “In my observation, Thao has an ability to listen to her customers and offer solutions. She is knowledgeable of internal and external resources that can help an employee and communicates in a professional and kind manner.”
- “Thao is professional and always willing to help.”

Joanne Vaughn, Program Specialist 2 for Financial Aid

Financial aid is not easy to navigate, and one of Joanne Vaughn’s best qualities is her ability to teach others by breaking down complex rules and processes into more simple and easy-to-follow steps. She is described as someone who “understands differences in learning and communication styles and tailors her own training methods to ensure comprehension. By doing so, she not only helps others learn – she helps them build confidence.”

Vaughn reviews financial aid applications to award funds, helps balance student accounts, and ensures the college is in compliance for the Pell Grant program. This includes verifying the right amount of funding is going to eligible students, submitting weekly reports to the Department of Education to authorize Pell Grant payments, and helping students resolve eligibility issues. Vaughn is a Pell Grant expert who keeps a complex program operating smoothly.

Vaughn is also said to demonstrate “genuine care and respect for her colleagues and students and is known to always support her teammates through helping with projects and lending a listening ear when someone is having a rough day.”

Additional comments about Joanne Vaughn:

- “Joanne’s kindness, patience and expertise makes a difference in even the most difficult situations.”
- “Although much of her work is technical in nature, Joanne has never lost sight of the impact her work has on students. Joanne has been instrumental in driving changes that have reduced the length of time it takes for students to receive their financial aid awards, and she continues to analyze processes and make recommendations for continuous improvements – all with the student experience at the forefront.”

Presidential Coins



Employee Development Manager Vanessa Neal shows off her Presidential Coin.

Since 2007, Clark College President Bob Knight has presented Presidential Coins to faculty, staff, and community members to honor their

exemplary service to the college and the community. In 2016, President Knight

expanded the coins' recipients to include exemplary supporters of the college.

The honorees are decided by the president and are kept secret until the names

are announced—generally on Opening Day in the fall or during the annual State

of the College address in January.

Six Clark College employees received Presidential Coins during the 2019 State of the College address on January 17.

Eben Ayers



Left to right: Damon Grady, *Campus Security Officer*, Mike See, *Director of Security and Safety*, Eben Ayers, *Campus Security Officer*, and Chris Layfield, *Security and Safety Secretary Senior*.

Eben Ayers first began working for Clark College as an intern in the Security department while he was in high school. Starting in 2004, he worked in part-time positions at the college until becoming a full-time security officer in 2012. Since then, Ayers has developed into the Security department's primary training officer for all new-hire parking enforcement and security personnel.

"He is well-known throughout the college for being approachable, responsive, and caring," said Knight.

Ayers's professionalism and compassion has been recognized by the local community. In October 2017, he was featured in an article published jointly by *The Independent* and *The Columbian*

that illustrated his strong work ethic and commitment to serving the Clark community.

Randy Broberg



For the past four years, Randy Broberg has been a volunteer tutor in the Veterans Resource Center. As a veteran himself, having served in the Navy in the late 1960s, Broberg is known for being willing to offer whatever help and support the student veterans need to be successful.

“He drives from Portland to volunteer four or five days a week, for seven hours a day, sometimes coming in as early as 6 a.m. to help students prepare for exams or go over troublesome homework,” said Knight.

His students describe him as patient, supportive, encouraging, and having a great sense of humor while being able to lend a sympathetic ear when needed.

Karen Hagen



Foundation CEO Lisa Gibert and Board Members cheer on Karen Hagen.

Karen Hagen has been a Clark College employee since 1994. Beginning

as a receptionist, she has worked her way through several positions including

database management, facilities maintenance, IT oversight, and departmental

historian. Hagen currently works as the Accounting & IT Manager for the Clark

College Foundation, where she is the longest-tenured employee.

“Her attention to detail, her pleasant personality, and her overwhelming commitment to Clark College and its mission make Karen a dedicated and exemplary employee,” said Knight.

Vanessa Neal

Vanessa Neal, *pictured above*, has been an employee of Clark College since 2016 and has made many positive contributions in that time. As an Employee Development Manager, Neal focuses on providing meaningful, engaging employee development opportunities for staff and enhancing the employee experience. She also co-chairs the Teaching and Learning Days Workgroup.

“She cares deeply about the college community and has a genuine interest in the well-being of those around her,” said Knight. “Not one for surface interactions, she is known for pausing folks to ask, ‘No, how are you *really* doing?’”

Janice Taylor



Since 2006, Janice Taylor has held nearly every staff position in Tutoring Services. She began as a part-time work-study student before becoming a full-time Program Assistant and then Program Manager. For the past 18 months, Taylor has served as Interim Associate

Director. She supports college-wide initiatives by serving on committees and work groups, including co-leading the Guided Pathways Pillar 3 group.

Taylor is known for brainstorming creative ways to improve services and provide equitable access to resources to improve student outcomes.

In the words of President Knight, she tracks data “like a bloodhound,” searching out bits of information so Tutoring Services can make informed decisions about how to use resources effectively to support student success.

Bill Raedy



As an adjunct math instructor at Clark College for 20 years, Bill Raedy has helped countless students, but Knight shared one recent story that exemplified Raedy’s willingness to go the extra mile for students.

When a student had missed several days of class, Raedy reached

out in concern. He learned that this student was a veteran and had been the last living member of his combat team, and he confided that he was contemplating ending his life. Raedy immediately reached out to the Veterans Resource Center. Together they were able to get the student connected to resources and convince him he was safe and welcome at Clark.

“It took a whole team to get this student up on his feet again,” said Knight before presenting Raedy with a coin. “But it all started with this one instructor caring enough to reach out to the student and knowing enough to connect him to the right resources on campus.”

Fall 2018 Classified Excellence Award



Ian Beckett

Congratulations to **Ian Beckett**, recipient of the 2018 Fall Quarter Classified Staff Excellence Award!

Ian Beckett is the Instruction and Classroom Support Tech 4 for the Art Department and has shown exemplary work performance and outstanding service to the college community for over 17 years. As a highly skilled professional, Ian is responsible for the daily operations of the Clark College ceramics studio, dark room, painting and drawing studios, graphic arts lab, and metal arts studio. Ian has a great breadth of specialized and technical knowledge and is said to effectively navigate the labs and studios to ensure they are always clean and operational for an optimal student learning environment. Ian is said to be someone who “always considers the needs of art students and the art department above all” and is always “polite, professional, and respectful to all everyone that he works with.” In addition, Ian is described as “loyal, hard-working, consistent, of high integrity, and witty.”

These are just some of the comments and highlights that are echoed by many staff, faculty and colleagues:

- “Ian’s efforts and dedication to his job and the school make him more deserving for the Staff Excellence Award than anyone. I have always wanted to show my appreciation for Ian’s work and this is just a humble attempt at that. His spirit of work and exemplary performance makes him a role model for me and, I find it safe to assume, numerous other students. I really hope that Ian Beckett gets the appreciation and recognition he deserves.”
- “Ian goes above and beyond the requirements of his job when helping students. He is the source for all camera and equipment check-out in the Art Department. I’ve seen him modify his schedule to accommodate students and give one-on-one tutorials on how to use equipment.”
- “Ian serves the students daily. They clamor around his office door, waiting for him to dispense photography equipment, and I often hear him talking at length to

students about their projects. He is so busy that sometimes they have to wander around the building looking for him, as he might be replenishing supplies or checking equipment for the studio classrooms, but he is always accessible, never loses patience with students, and is always welcoming.”

- “I’m overwhelmingly nominating Ian Beckett for the Classified Staff Excellence Award! He has always been a fabulous help on short notice anytime and all the time for all my needs! And helpful in any assistance I may need. Ian really reaches out to all students in all their needs and questions for assistance and guidance. I can go on and on!”
- “When onboarding new hires and volunteers, Ian has a strong focus on preparing them to support the success of the art department and art students. Ian encourages student employees to seek guidance in their work from the art faculty that they are supporting in the art lab and studio spaces to help to maximize the experience of the art students.”
- “I have been a metal shop monitor for the last year and a half. Ian Beckett is the most supportive and caring boss I have ever worked for. He checks in with me every shift to see if I need anything and to just ask how I am doing. I help him with the overwhelming task of cleaning the classrooms at the end of each quarter and he is constantly thanking me for my help. He is the type of boss that employees will go above and beyond to help support him in any way possible. He is completely dedicated to support staff and students while never showing the fatigue he must have from the massive responsibilities he deals with every day. I am so grateful he saw in me the potential to work for him and this department and will always call him a friend.”
- “We are one of the last departments on campus that uses volunteers to assist students and to staff the various labs in the building. Not only does Ian create a master

schedule that staffs our labs fully with both employees and volunteers (some seven days a week), but he is always there to help with any questions, conflicts, and concerns whether school related or not. I've heard him talk down crying students dealing with failing classes, going through breakups, and any variety of things that happen to students while in college. The bond he builds with his workers is lasting and many see him as a very supportive mentor. There is no way we could staff the building as we need to without the strong relationships that Ian builds with the people in our community."

Congratulations, as well, to all nominees for the Fall 2018 Quarter Classified Staff Excellence Award:

- Angela Dawson, Secretary Senior
- Denise Deane, Custodial Supervisor (now retired)
- Nichola Farron, Program Specialist II
- Kate Ireland, Administrative Service Manager B
- Kate Poffenroth, Program Coordinator
- Leslie Richards, Cashier Supervisor
- Tiffani Young, Lab Tech 2

Angela Dawson is a Secretary Senior in the Life Sciences Division for Science Technology Engineering and Math (STEM) department and is described as someone who approaches work with positive attitude and provides is a pillar of support for her department. One nominator said, "During the first few days of each quarter, you can see her standing in the lobby of STEM building to help students find their classroom and answer typical early-quarter student questions." Not only does she provide top-notch service to students, but also to fellow faculty and staff. Often, Dawson is the point of contact for many questions and concerns had by adjunct faculty teaching in her division. Dawson's ability to be a team player, problem-solve, and maintain positive working relationships have

allowed her to build strong relationships across campus.

Here are comments about Angela Dawson:

- “Angela is an awesome team player and we are so fortunate to have her on our STEM Team. She is always willing to volunteer to help with projects that need to be completed in a timely manner. I have observed her faculty asking her for various information and she responds to them in such a helpful, positive manner. I can’t stress enough what a joy she is to work with and she makes it such a pleasure to come to come to work and know that I can count on her if I need any assistance with whatever may arise.”
- “Angela is the smiling face that everyone sees when they come into the STEM building needing assistance. She makes sure that she answers any questions asked of her thoroughly. If someone needs direction and they are not sure where to go, she will walk them to the indicated area, so they feel comfortable that they are headed in the right direction. She is always excited the first couple of weeks of the quarter because she really enjoys helping the students find their way as they are experiencing possibly coming to Clark for the first time.”
- “Angela Dawson has been the Secretary Senior for Life Science for only two years, however she is a pillar of support for the department. She has quickly and efficiently learned the policies and procedures to navigate the entire college including working with grants, budgets and purchasing. She keeps track of not only the departmental budget, but also the budgets for each individual faculty member, reminding us to use our development funds and ensuring we meet deadlines to do so. Her professional manner makes it clear that she is invested in the success of our department, our students and our faculty. She’s an integral part of the community

in the STEM building.”

- “Angela has been working for the Life Sciences Division for a few years now, and from the beginning has made life incredibly easy for students, faculty and other staff. There seems to be nothing she can’t handle, whether it’s helping students find their class, helping with faculty development funds, petty cash, a lost wallet found in the parking lot, a classroom that’s running too warm, needing a bookshelf, or finding information about Clark regulations (all of these have come up just this Fall quarter!). Angela either knows the answer or can find the answer (usually in a few minutes). Moreover, she always has such a positive attitude, and is genuinely happy to help.”

Denise Deane was the Custodial Supervisor for Facilities and as of November 2018, is now retired. Deane is described as someone who provides excellent customer service to people using the college campus for events. Though much of her work is behind the scenes, her passion for our custodial team to perform and provide clean facilities provides daily customer service to the entire campus. She works closely with groups and supports many of the activities on our campus. She encourages teamwork and cooperation for the custodial department.

Other comments about Denise Deane:

- “Denise has been involved in many departmental projects. She recently completed training manuals and worksite books to help the custodial staff in their organization and efficiency.”
- “She will reach out to other departments to help coordinate events, special cleaning, and to ensure that we are providing a good service to the school.”
- “Denise has shown excellence consistently in her duties as the Custodial Supervisor. Recently she has seen a need, leapt into action, and started several projects to

help the custodial team. This was all done behind the scenes to help ensure that others have the information that is needed to thrive in doing their work.”

- “She has been carrying an extra-heavy workload, being the only permanent custodial supervisor for the last year. Denise takes great pride in her work and excels in any tasks that are delegated to her. She ensures that events are set up as the groups outline and she will reach out to the events staff if there is something that she needs defined.”

Nichola Farron is the Program Specialist II for the Teaching and Learning Center and is said to exemplify the definition of being creative and efficient in accomplishing tasks while providing outstanding support to faculty and staff. Farron currently serves on two committees, Teaching and Learning Days and Focus on Learning, and is often quick to help and support her team and colleagues. She is also someone who brings forward ideas and explores possibilities outside of the typical way of approaching a task or project. Through her work, Farron can see the big picture and is always interested in ways to support the mission and vision of the college and her commitment shows through her involvement in our campus community.

Other comments about Nichola Farron:

- “Nichola provides outstanding support to faculty and staff. Following a recent professional development event, a faculty member approached me to say how much he appreciated Nichola’s support throughout their first quarter. The faculty member commented how quickly Nichola answered his emails, provided referrals, and connected him with other campus resources. Our colleague emphasized that whenever he had a question, he contacted Nichola because he trusted that she would respond with

accurate information or would research his request until she had an answer for him. Her prompt response, friendly demeanor, and no non-sense attitude, he states, are the reasons that let him know he had made the right choice to join the Clark College team."

- "In collegewide committees, colleagues praise Nichola for her insight and collaborative nature; they emphasize her willingness to support the college and its mission."
- "She is quick to identify gaps in service and create a plan to address said gaps. For example, in preparation for her first Focus on Learning, Nichola asked about what tasks needed to be completed and why. She took the time to learn processes and procedures for the office. Once she understood processes, she recommended a procedure to reduce staff time and resources."

Kate Ireland is the Administrative Service Manager B for the Social Sciences & Fine Arts (SOFA Unit) and is known for her positive and welcoming attitude. Regardless of what she has on her plate, Ireland is always willing to listen, lend a helping hand, and engage in her own professional development. Ireland is also someone who goes above and beyond for students, staff and faculty and ensures that our students are learning effectively and supported at Clark.

Other comments about Kate Ireland:

- "She is ALWAYS so supportive for students and faculty members and she always tries to find a solution to any tasks that seem impossible to complete."
- "She responds to all emails so quickly and completes tasks in timely manner. Personally, I could not do a research project at Clark with her support and having someone like Kate whom I trust fully makes our job so much easier. Thanks to her help, I have more time to focus on my own students (instead of working on paper works and communicating with other offices) and do my job effectively."

- “Kate clearly demonstrated that she has a strong desire to support students at Clark (by attending many workshops to learn about how we can support students) and help staff members effectively (e.g., supporting projects that are not responsible to do so.”

Kate Poffenroth is the Program Coordinator for Disability Support Services (DSS) and her nominator describes her as an “excellent, long-term employee who stands out in terms of her superb reliability and efficiency.” She is also said to be someone who shows a tremendous amount of commitment to creatively addressing issues. Arriving to the office every day with a high level of enthusiasm, energy, and a great sense of humor, Poffenroth creates a “creates a warm environment that builds collegial cohesion and teamwork.”

Other comments about Kate Poffenroth:

- “Kate is always an active contributor to group discussions on issues which affect student engagement. She repeatedly demonstrates in depth knowledge of the issues impacting delivery of services to students with disabilities. The solutions that she formulates are grounded in principles such as student-centered principles and improving efficiencies.”
- “Kate always communicates in a manner that allows the student’s needs to be met, while also keeping in mind the available resources of the college. She neither overpromises nor under delivers when working with students in crisis or distress, which is a critical skill in maintaining the integrity of our dept.”
- “Kate handles every student situation with tact, professionalism, and sensitivity. Even during escalated or tense moments, Kate remains calm and lets students know that their concerns are being heard by a staff who cares for and respects them.”

Leslie Richards is the Cashier Supervisor at the Bookstore and

is described as “amazing.” Keeping a calm demeanor as issues arise, she can present a smile even during difficult interactions with customers. Richards is also described as an excellent communicator and cares deeply for her team as she works to accommodate their schedules along with staffing needs at the store. Interacting with the college community daily, Richards is an essential part of the team that keeps the bookstore running and shelves stocked, as well as the ordering and distribution of all the caps and gowns for graduates.

Other comments about Leslie Richards:

- “Leslie Richards has worked for the Bookstore since September 2008. She started her position as a cashier, became our night supervisor and is currently working as our cashier supervisor. Leslie is amazing! She approaches every task with a smile and friendly/positive attitude.”
- “Leslie leads by example. If someone calls in sick, she is out on the front lines. No task is ever too much.”
- “She definitely leads by example with a great, positive attitude and ‘we can do it’ attitude. She never shows stress even though this job can be quite stressful. She always smiles and handles whatever is tossed at her.”

Tiffani Young is a Lab Tech 2 in the Chemistry department and is described as someone who is “organized, thorough, and innovative in how she approaches her duties.” Constantly examining student lab procedures, reorganizing student labs, and establishing a new code of ethic for how labs are prepared for students, Young exemplifies the role of leader among the lab support technicians at the college. Her work both inside and outside of the lab is a testament of how actively she works to foster a climate at the college that models all aspects of its stated mission.

Other comments about Tiffani Young:

- “Tiffani has worked over the years to ask what needs colleagues in Geology or Environmental Science might have that she could support. This has brought many areas together into a shared space, fostering cross-discipline conversations and collaboration. This not only impacts direct instruction, but also community-based events like Science Olympiad, which Tiffani works to support as part of her other duties.”
- “Tiffani is always professional, polite, respectful, and inclusive with everyone she encounters. It is clear Tiffani understands that all employees represent Clark College in their capacity at work, and that each of us has a direct impact on students and the climate we work in.”
- “Tiffani’s work area is exceptionally well organized and clean – something Tiffani took on immediately with her position. Her workspace is built around efficiency and safety. Having worked in that area in the past, the change is both dramatic and is a model for the campus.”
- “Her attention to detail and knowledge of chemical handling and packaging gave all labs she prepared a very professional appearance, each optimized around student use. For example, reagents for a lab experiment that once were just set out on a bench are now put together in well labeled kits. This ensures students have the materials they need and allows a greater focus on the procedural work vs. having the right chemicals or equipment. All chemical storage and waste bottles receive fresh labels each term, with the correct information displayed in compliance with state and local regulations. All student areas are well kept, tidied, and cleaned several times during the day.”

Summer 2018 Classified Excellence Award



Sherry Smith

Congratulations to **Sherry Smith**, recipient of the 2018 Summer Quarter Classified Staff Excellence Award!

Sherry Smith is the Administrative Services Manager B for the Science, Technology, Engineering, and Math (STEM) department. Smith shows exemplary work performance in many ways and is said to be the “go to” person in STEM for mostly everything. Smith has strong ethics, is extremely well-respected for her diligence and hard work, maintains good working relationships with people around the Clark campus, and often goes above the call of duty. Over the years, Smith has been both a supervisor and a colleague; and those she has worked with have observed her professionalism/integrity. She is resourceful and her high quality work performance at the college is outstanding and is creative with finding ways to solve problems and presents workable solutions for her staff and department. She wants

people to be successful and can simplify tasks so that they happen accurately and timely.

These are just some of the comments and highlights that are echoed by many staff, faculty and colleagues:

"She has handled her position with impeccable skill, resourceful determination, and intuitive propriety. In making decisions, she often gets a consensus of perspectives from several individuals, or group discussion participants, who have knowledgeable understanding of the topic at hand. Organization and planning are two subjects she has fine-tooled to achieve her objectives. In her daily operations and conversations, she sets a calm, cool-tone persona, when engaged with concise dialogue for key issues needing acceptable conclusions by all in a timely manner."

"Sherry exemplifies leadership, initiative, cooperative spirit and positive energy. She is able to share her perspective with others respectfully. She excels in a team environment in ways that make everyone feel respected and heard. She extends an understanding to students with whatever situation or question they may have, and puts them at ease so that progress can happen."

"Sherry is the pillar that supports the whole STEM Unit. She is always happy to assist students, faculty, and staff. When her staff have questions or concerns, Sherry is quick to respond and offer solutions. When students or faculty are directed to Sherry, they are in good hands and Sherry will do everything in her power to help them."

"Sherry is a real asset to the college and the unit. She is always positive and a pleasure to work with. Her extensive knowledge of Clark College has been critical to the staff and faculty's ability to do their jobs."

"Sherry's exemplary work ethic is also evident through her continued commitment to supporting students. While fostering a

welcoming atmosphere, she shows a genuine interest and ability in helping them with a multitude of issues. As a result, they are compelled to reach out to her. It is not out of the ordinary for Sherry to step out of the office for one purpose then return with an additional one; many times returning with students that needed assistance in tow. It seems that when students cross her path with an issue, she makes the time to ensure their needs are met rather than delegate the task to her staff, even though her schedule is always seemingly very hectic. Sherry understands that students are a very important element of her job, and she really does care about them. She is very aware that they are a critical component to the success of Clark College and the community.”

Congratulations, as well, to all nominees for the Summer 2018 Quarter Classified Staff Excellence Award:

- Heather Adams, Administrative Services Manager A
- Ian Beckett, Instruction and Classroom Support Tech 4
- Chris Chaffin, Interim Program Manager A
- Denise Deane, Custodial Supervisor

Heather Adams is the Administrative Assistant 4 to the Dean of Student Engagement for Student Affairs. In that role, she has provided administrative coordination the office of the Vice President of Student Affairs, as well as for the BITA, Title IX and conduct areas. She tracks budgets, makes travel arrangements, facilitates communication via email, phone and in-person with students and community partners, and has coordinated team meetings and special projects on behalf of the Dean. Adams is described as a high-performing, detail-oriented, global-thinking, and emotionally intelligent professional.

Other comments about Heather Adams:

- “Heather creates a positive, welcoming atmosphere for students and colleagues to stop by and ask questions, or to wait to meet with me regarding conduct issues. She has strong knowledge of not only the college community, but the larger Clark County community. She readily offers this information to coworkers and students who have questions that reach beyond the Dean of Student Engagement’s office. Heather engages students in a meaningful way even when her interactions with them, or theirs with our office, is brief. She continually provides information to students about how the Dean of Student Engagement, and Student Affairs, can be of assistance to the student’s individual success. One of my favorite things is when these students take Heather up on her offer to ‘stop by and say hi’ to our office even when they do not have a question or need; it is clear evidence that Heather excels at community-building and cares for Clark.”
- “Heather is continually looking for ways to interact with all levels of the Clark College community. She has become a valuable resource with her creative ideas and solid problem solving. Heather has taken on the role of co-presenter on various Student Care presentations – specifically within the areas of BITA, Conduct, and Title IX. Heather is regularly scheduled to co-present at the quarterly New Faculty Orientation meetings and other invitations that arise; she is a competent and engaging presenter who can easily take the reins if the other presenter is unavailable.”
- “Heather serves as investigator for student related Title IX cases by investigating alleged discrimination and/or harassment. In addition, she interviews complainants, respondents, and material witnesses; and obtains and review documents and other relevant materials from complainant and/or respondent. This work can be difficult and draining; she handles it professionally and efficiently.”

Ian Beckett is an Instruction and Classroom Support Tech 4 for the Art department and has provided outstanding service to the college community for over 17 years. Ian is described as a highly skilled professional, knowledgeable, polite, and respectful to all everyone that he works with who provides unparalleled customer service to the Clark College art community.

Other comments about Ian Beckett:

- “He has always been a fabulous help on short notice anytime and all the time for all my needs! Ian really reaches out to all students in all their needs and questions for assistance and guidance.”
- “Not only does Ian create a master schedule that staffs our labs fully with both employees and volunteers, but he is always there to help with any questions, conflicts, and concerns—whether school-related or not. I’ve heard him talk down crying students dealing with failing classes, going through breakups, and any variety of things that happen to students while in college. The bond he builds with his workers is lasting and many see him as a very supportive mentor. There is no way we could staff the building as we need to without the strong relationships that Ian builds with the people in our community.”
- “Ian is loyal, hard-working, consistent, of high integrity, and witty! We are so lucky to have him on our team.”
- “Ian is also innovative in resolving issues. An example is a need that came up in the ceramics lab. He worked with my theatre shop crew to design and build tables and shelving to resolve the issue in a cost effective way. I also view Ian as a resource for anything that might come up in the building that needs attention. He’s my ‘go-to’ guy.”
- “[As a photography student] my first interaction with

Ian was when I wanted to borrow a camera from Clark and emailed Ian for that. I was amazed by how willing he was to reply to my questions and help me through the process. Also after handing me the camera he said: 'Now you go and make some art!' I don't think any other staff member motivates a student as much as he did on the very first meeting."

Chris Chaffin is the Interim Program Manager A for Tutoring Services and is described as someone who shows passion and excellence in everything he does. He is highly active in many aspects of college life, dedicated to social equity on this campus, and an advocate for all employees and students who seek his council. He always makes time to make everyone feel heard and valued. Communication, both written and verbal, are perhaps Chris' greatest talent and is thoughtful and articulate in his interactions. Chris is (perhaps unknown to himself) a self-appointed ambassador of the campus community. He makes a point to meet everyone, file away names and important facts, and maintain positive relations amongst the faculty, staff, students, and public. He is always positive and welcoming to those entering tutoring spaces and regularly cannot trek from one space on campus to another without multiple interruptions from others seeking his council or simply wishing to touch base.

Other comments about Chris Chaffin:

- "Chris has a strong work ethic. He is very organized and likes things to be done correctly, the first time. He is not shy about asking questions for clarification or to provoke thought. One of his greatest skills is the ability to critically think and challenge others to do so as well. I have observed him doing this in a variety of settings, with students, faculty and staff. He serves on various committees and initiatives here at Clark. He is committed to a wide range of social justice issues and acts in a manner that so many find approachable and

supportive. He believes in equity for all while at the same time insisting on personal responsibility and accountability. He is the very first one to lend a helping hand, only after the individual has given it an honest effort to begin with."

- "I am very active in asking questions and sharing ideas/suggestions/concerns. Chris has always been gracious, accepting, and liberally gives me his attention and consideration. I feel safe and confident reaching out to him about anything on my mind."
- "Chris takes the time to talk with others on campus, gets to know them, finds out what they contribute to the campus community and leaves with better information to refer other students/employees to them or to a particular department."
- "Chris always makes sure employees are up-to-date on changes, and is always asking for feedback on how we feel, and if there is anything he needs to work on. He is constantly checking up on his employees and gives us confidence. Chris is always caring and understanding towards all of his co-workers and employees."

Denise Deane is the Custodial Supervisor in Facilities-Custodial and is described as someone who provides excellent customer service to people using the college campus for events. Though much of her work is behind the scenes, her passion for our custodial team to perform and provide clean facilities provides daily customer service to the entire campus. She works closely with groups and supports many of the activities on our campus. She encourages teamwork and cooperation for the custodial department.

Other comments about Denise Dean:

- "Denise has been involved in many departmental projects. She recently completed training manuals and worksite books to help the custodial staff in their organization and efficiency."

- “She will reach out to other departments to help coordinate events, special cleaning, and to ensure that we are providing a good service to the school.”
- “Denise has shown excellence consistently in her duties as the Custodial Lead Person. Recently she has seen a need, leapt into action, and started several projects to help the custodial team. This was all done behind the scenes to help ensure that others have the information that is needed to thrive in doing their work.”
- “Last winter, when the campus was hit with graffiti, Denise was here on a weekend in the cold rain helping make sure the campus was cleaned up and ready and looking good for Monday morning.”
- “She has been carrying an extra-heavy workload, being the only permanent custodial supervisor for the last year. Denise takes great pride in her work and excels in any task that are delegated to her. She ensures that events are set up as the groups outline and she will reach out to the events staff if there is something that she needs defined.”

Exceptional faculty



The 2018 Exceptional Faculty Award recipients are: computer technology instructor Bruce Elgort; English as a Second Language professor Sara Gallow; music professor Richard Inouye; mathematics professor Dr. Kanchan Mathur; and addiction counselor education instructor Don Wissusik.

During the 2018 Commencement ceremony, President Robert K. Knight announced the names of the recipients of the 2018 Clark College Exceptional Faculty Awards. The awards are presented annually to full-time and part-time faculty members. Nominations can be submitted by Clark College students, faculty, classified employees, administrators, alumni, Board members, and Foundation directors.

The awards are made possible through an endowed trust fund established by the Washington State Legislature and the Clark College Exceptional Faculty Endowment Fund, which was established in 1993. That fund provides recognition of exemplary work performance, positive impact on students, professional commitment, and other contributions to the college.

This year's Exceptional Faculty members are:

- Bruce Elgort, computer technology instructor
- Sara Gallow, English as a Second Language professor

- Richard Inouye, music professor
- Dr. Kanchan Mathur, mathematics professor
- Don Wissusik, addiction counselor education instructor

Bruce Elgort



If there is one word to describe computer technology instructor Bruce Elgort, it is probably “connected.” He stays connected to his students through email, social media, and online tools. “Never in the history of teaching has a professor been more available to his students,” raved one student in their nomination.

Elgort is also connected to local industry through his long career in tech, which includes high-level positions at major companies like Sharp and Underwriters Laboratories, as well as launching his own successful software company. And he creates connections in his community, regularly attending (and sometimes speaking at) conferences and inviting others to come with him. “I can’t count the number of events I’ve attended because Bruce posted something on Slack or Facebook—or gave me a digital nudge saying, ‘You should go to this!’” wrote another student.

Small wonder, then, that Elgort has gathered a significant fan base at Clark since beginning to teach here in 2012. Indeed, this is his second time winning an Exceptional Faculty Award at the college; the first time was in 2013. Elgort says that,

since then, he's become involved in numerous Clark committees and initiatives. In other words, he's become more, well, *connected* to Clark—and clearly Clark is all the stronger for it.

Sara Gallow



When Sara Gallow began her teaching career, she imagined it would be a way to travel the globe. But one day, while teaching English in Japan, she read a newspaper article about a program in the U.S. teaching English to immigrants and refugees; instantly, she realized that was what she wanted to do. Within a year, she was living in Portland and teaching ESL (English as a Second Language) at area colleges, including Clark.

Clearly, it was the right fit: Gallow was hired full-time in 1999 and has been here ever since. Currently, she serves as chair of the Transitional Studies division and has been described as the division's "consistency, vision, driving force, and backbone." Under her leadership, Transitional Studies has redesigned all of its ESL and basic education courses, as well as developed a new program serving inmates in the Clark County Jail.

Throughout her career, however, Gallow's first love remains teaching. "My students teach me strength, persistence, and humility," she says. "I've had doctors, lawyers, teachers, engineers, and musicians in my classes. I've had students who weren't able to finish elementary school and others who have escaped war. All of them came to this country for a better life, and for one quarter they trusted me to teach them English and help them reach their goals—it's truly an honor to be their teacher."

Richard Inouye



It's hard to imagine Clark College's exemplary concert band and jazz ensemble without their fearless band leader, music professor Richard Inouye. Since 2007, Inouye, who is retiring this June, has not only led the band but also raised its musical reputation in order to recruit top notch student musicians to attend Clark. Additionally, he has directed Clark's annual Jazz Festival, which has grown to attract more than 50 middle and high school bands from around the region.

Inouye has a long professional career in music, beginning with teaching band in Colorado public schools and followed by a 20-year career in the United States Air Force Academy Band as a saxophonist, music director, and band leader. He also served on the music performance faculty at The Colorado College for eight years before moving to Vancouver to begin teaching at Clark.

"Although Rich can come across as stern and direct, he's also got a soft heart, often coaching and mentoring students on his own time and with his own resources," wrote one nominator. "He believes in giving students second chances, within parameters designed to help them become successful."

"He wants us all to be responsible, of course, but he will lend a hand whenever needed," wrote one student. "He continues to push us to be the best we can be—in band and outside of band."

Dr. Kanchan Mathur



“I enjoy everything about math,” says mathematics professor Dr. Kanchan Mathur. “The clarity of thought it brings, the seemingly unrelated quantities that come together in a beautiful formula, the numerous applications of it, the elegant proofs of theorems, the history behind some of the most important developments—and, well, numbers in general.”

Dr. Mathur is all too aware, however, that not all her students feel the same way. “Math should not be intimidating, but it is, sadly,” she says. A tenured professor at Clark since 2008, she helps students overcome their math hurdles by making herself available outside of the classroom for one-on-one help with tricky concepts—and with other challenges they face.

“In addition to her dedication to our students’ academic success, she also genuinely care about their well-being,” wrote one nominator, point out that Dr. Mathur stocks a variety of snacks in the Mathematics Department office for hungry students.

In addition to her teaching duties, Dr. Mathur has served as the Mathematics Department’s scheduler. She also works with local schools to hold several math competitions and to get young students excited about mathematics and higher education. And she’s teamed up with other math faculty on many of the department’s math-themed events, like its annual Pi Day celebration and its “Read a Math Book to your Child” campaign on Bring Your Child to Work Day.

Donald Wissusik



For almost two decades, Donald Wissusik has made the long commute to Vancouver from Newberg, Oregon, to teach evening classes to students in Clark's Addiction Counselor Education (ACED) program. That he has done so on top of his full-time job as a clinical services manager in addiction medicine for Kaiser Permanente speaks to his dedication to teaching.

"The wisdom from his many years of experience, along with his gentle and kind demeanor, makes him very approachable and makes us students feel valued," wrote one nominator. "Don has made a huge impact on me, and I will carry his words of wisdom with me into my professional career."

Wissusik's own career is coming to a close, as he is retiring from Clark this year. (He retired from Kaiser in 2016.) But his legacy will continue at Clark through his many years as a volunteer on the ACED's advisory committee, which helps ensure the program's outcomes match employers' needs.

"I am very honored and amazed to receive this award," Wissusik says. "I have tried to be guided by being mindful of how I wanted to be mentored when I started this career over 40 years ago."

Photos: Clark College/Jenny Shadley

Spring 2018 Classified Excellence Award



Shelly Williams

Congratulations to **Shelly Williams**, recipient of the 2018 Spring Quarter Classified Staff Excellence Award!

Williams is a Program Coordinator in the Fine Art Division and is described as someone who brings “energy, enthusiasm, and dedication” to the Music Department. Her nominators said, “Her dedication to the department and college is an invaluable and immeasurable resource to Clark and the greater Vancouver community. The reputation the Clark Music Department and Clark College Jazz Festival holds throughout the nation clearly demonstrates the excellence Shelly demonstrates in her execution of her duties.”

Shelly has many noted accomplishments, one of which is her

role as the festival coordinator for the annual Clark College Jazz Festival. The three-day Clark College Jazz Festival is the largest community music event in Southwest Washington during winter. The festival showcases Clark College to over 1,200 middle and high school students as well as over 3,000 community audience members. The festival welcomed Shelly as an official member of the festival administrative team in 2015. One nominator said, "The organization, resourcefulness, and vitality she has added to the festival has helped bring exponential community awareness to Clark College, and her adept management of the student managers and volunteers adds another level of educational resource to the department, one that cannot be taught in the classroom."

Although scheduling and coordination of Music Department events and the festival are part of Williams's job, she goes above and beyond her required responsibilities because, nominators say, she sees the viability of this event to Clark College and the community.

Williams brings skills from her prior experience as business manager of the Columbia Symphony which have been invaluable assets when it comes to raising funds for scholarships and to recruiting and retaining students. "From her first month at Clark, Shelly's enthusiasm for raising awareness and funds for the various music programs was apparent," wrote Vivian Cheadle Manning, Director of Development at Clark College Foundation. "She wants the best for the students and is willing to work at making both fundraising and public promotion key to her duties—and fun for those of us who get to work with her. She understands the value of relationships, community involvement, and education."

Below are other supportive statements from faculty, staff, and students:

- "Shelly is one of the most generous and uplifting people I have had the pleasure to work with, but she is also a

true professional in her ability to take care of business. After running the jazz festival for a couple of years by myself, bringing Shelly on board as the coordinator was a blessing and her contributions have been integral to the festival's success. Working with her in the department, Shelly has the uncanny ability to see a need, develop strategies to fill the need, present her strategies to fill the need to the department, and successfully implement the strategy for the benefit of everyone. It is a privilege to work with someone of this caliber and I hope the committee will give her the consideration she deserves!" – Rich Inouye, Band and Jazz Festival Director

- "I have worked with Shelly for the last three years and she is wonderful to work with. She is a huge asset to the music department keeping everyone organized. Shelly assists with the details of the Jazz Festival, ensuring paperwork is submitted in a timely manner so participating folks get their stipends. She organizes the money and verifies that all is correct and accounted for. She is passionate about the students doing what she can to keep them engaged. The music department is honored to have such a wonderful and caring person supporting them." – Chris Plamondon, Foundation Accounting Manager
- "Shelly goes the extra mile for all of us. Her work with the orchestra in assisting to solicit ads for the program is tireless. She is always glad to help regardless of the request. She has frequently gone beyond the call of duty to assist in organizing such as the Faculty Recital to raise funds for applied lesson scholarships. Her cheerful nature is consistent no matter what the situation! When she is unsure of the answer to a problem or question, she does not hesitate to research for the solution. Her concern for the needs of our students is boundless in nature!" – Don Appert, Orchestra Director

- “Shelly Williams goes the extra mile for students here at Clark, reaches for that extra inch to make sure we have a bearable if not amazing college experience. I am amazed by her desire to help every student with something as simple as a pencil, to a ride to class when something goes wrong, and everything in between.” – band student
- “Shelly Williams is an extraordinary member of the Clark College music program. She goes out of her way and does everything she can to ensure smooth operation of the various bands. Shelly is genuine, and cares for the well-being of the many students here at Clark.” – dental hygiene student
- “Shelly Williams is an incredible individual who has exceedingly aided me in my endeavors, as well as those of my peers. Whenever you are stressed out, worried, or need somebody to talk to, Shelly is the person to help point you into the right direction.” – orchestra student
- “Shelly approaches every day with a positive outlook and a smile. Shelly is infallibly positive and is able to find the good in any situation. Her presence alone helps to uplift the morale of our team and the sweet treats she regularly shares only further increases our spirits. Shelly has demonstrated an increased awareness and has changed practices to accommodate budget, ethics, and diversity issues, as these are important issues on campus.” – Kate Ireland, SOFA Admin Services Manager
- “She’s always positive! She is the most positive and upbeat person I’ve ever met! She can find the bright side in any situation, and always sees the cup half-full and never half-empty. She genuinely cares for students and puts their needs first! With her, they can share their fears, needs, stories, jokes—the list goes on! Not only has she become their trusted confidant, but their friend, too. She has proved to be an invaluable and extremely dedicated member of the Music Department. It would be lost without her!” – Vanessa Meyer, SOFA Senior

Secretary

Congratulations, as well, to all nominees for the Spring 2018 Quarter Classified Staff Excellence Award:

Elizabeth (Beth) Ernst is a Secretary Senior for the Health & Physical Education (HPE) Division and is described as someone who is knowledgeable, involved, supportive, collaborative, and helpful. As the first line of contact with many students, Ernst is always eager to offer assistance. Her positive attitude and smile are contagious to all who come through the HPE department. In her time at Clark, Ernst has been described as “a pillar of strength for the HPE division.”

One nominator said, “Beth regularly goes beyond the call of duty to perform her daily responsibilities; she does so graciously while making HPE faculty feel supported and while being present and attentive to the needs of students and community members. Her consistency in excellence has been a tremendous addition to our work and student learning. Not only is Beth present and always in a good mood, she goes well beyond what is expected of her. We can think of numerous occasions when Beth has gone the extra mile to respond to community member or prospective student questions; when Beth has personally worked with individual students to help them navigate the college system; and when Beth has supported faculty/staff with quick proofreading, printing support, computer assistance, and project completion. In taking the time to recognize Beth’s outstanding customer service to the college, her support and dedication serve as an integral function in the day-to-day and long-term operation of the HPE Division and the college as a whole.”

Other comments about Beth include:

- “Beth has been a wonderful addition to our department since her very first day here. She has a calm and joyful manner when meeting and greeting students, faculty, and

anyone else who comes through her office door. She has become very knowledgeable with procedures, processes, and paperwork not only for our department but also across campus, with students needing enrollment paperwork, etc.”

- “An example of her excellent skill-set in dealing with people is exemplified in this student testimonial: ‘I was confused about what paperwork I needed to enroll in a class. I ended up in Beth’s office asking for help. Beth took the time to help me, asked me what I was trying to do, came from behind her desk, and showed me where the paperwork to do that was. She then gave me the proper form and gave me directions as to where to find the instructor who was teaching that class.’”
- “Her willingness to be committed to the many activities that we are involved in within the HPE Division, give us a central person who has a handle on supplies needed, supporting paperwork, and or the proper budget from which to access funds. This makes our lives as faculty easier, allowing our focus on teaching and the delivery of the information to the students.”
- “Her timeliness, her quality of work, her willingness to help faculty who are not as familiar with software, computers, and the like, has also been appreciated by staff members. They feel like her guidance has always been one that is positive, helpful and without judgement. This creates a peaceful, collaborative work environment, which has made the HPE Division more productive, friendlier and responsive to the college and the students served here.”

Thao Schmidt is a Human Resources Consultant 2 for the Human Resources Department and is described as someone who “consistently performs with a high degree of accuracy and professionalism. Often, Thao is quick to offer help, volunteer for projects and she contributes suggestions for improvement. She also helps the Human Resources department in maintaining a

positive, professional and service-oriented atmosphere.

Her nominator said, "One example of Thao's excellent work performance is the most recent seniority list. Due to some College Bargaining Agreement (CBA) changes, the format of the seniority list changed and it required extensive research on conversion from hours worked to dates and notification to employees. Thao sought clarification on the CBA language and followed guidelines provided by the appropriate parties, partnered with Information Technology Services (ITS) and oversaw the conversion from hours to dates. She documented changes to dates, resolved discrepancies, and provided a comprehensive, clear and accurate seniority list. In addition, she was efficient and conducted several meetings with ITS and HR Management to provide updates on the progress of the project and requested feedback. After several weeks of work, she conducted a detailed revision of the final seniority dates and submitted a comprehensive, clear and accurate seniority list."

Other comments about Thao include:

- "The new process that Thao developed has saved the department many work hours, and provides an effective way to produce the seniority list in years to come."

Sherry Smith is the Admin Services Manager B for Science Technology Engineering Math (STEM) and is described as someone who is respectful, positive, helpful, professional, collegial, and always ready and willing to assist. While fostering a welcoming atmosphere, she shows a genuine interest and ability in helping students with a multitude of issues. One nominator said, "On a couple of occasions on the way to meetings, I have watched her notice students struggling or looking lost and then immediately stop and help them or make sure they were okay. Sometimes when students were lost, she had even walked them to their classrooms."

Smith is also known as someone to ask if you need to learn about the proper college procedure to accomplish a task. No matter how busy she is, Smith is always willing to share her in-depth knowledge about how the college works.

Other comments about Smith include:

- “Sherry consistently shines in her attitude, teamwork, and support of others. She is the key employee for making sure that all operational aspects of the STEM Unit, the largest instructional unit at Clark College, runs smoothly. For example, she provides in-depth counsel and assistance to the deans, division chairs, department heads, adjunct coordinators, directors, and program managers in the areas of a) appropriate personnel practices and adherence to AHE and WPEA contracts, b) institutional policies and procedures, c) appropriate uses of the many different funding sources that support the STEM Unit, and d) STEM Unit procedures, practices, and history. The high level of work she provides goes above and beyond the call of duty. I often have a need with a short timeline turn-around, and she is always able to accommodate those requests. Lastly, she is creative and efficient in accomplishing tasks. Much of the last year we have been short-staffed for one reason or another, and she has managed these staffing shortages creatively and efficiently.”
- “Sherry Smith has been an employee at Clark College for 15-plus years. I have had the good fortune of working closely with her these past few years, which has given me the opportunity of witnessing her exemplary work ethic. One way that is evident is through her continued commitment to supporting students. While fostering a welcoming atmosphere, she shows a genuine interest and ability in helping them with a multitude of issues. As a result, they are compelled to reach out to her. It is not out of the ordinary for Sherry to step out of the

office for one purpose and then return with another; many times when she returned, she would have students who needed assistance in tow. On a couple of occasions on the way to meetings, I have watched her notice students struggling or looking lost and then immediately stop and help them or make sure they were okay. Sometimes when students were lost, she had even walked them to their classrooms. It seems that when students cross her path with an issue, she makes the time to ensure their needs are met rather than delegate the task to her staff, even though her schedule is always seemingly very hectic. Sherry understands that students are a very important element of her job, and I believe she really does care about them. She knows that they are also a critical component to the success of Clark College."

- "Sherry goes above and beyond the call of duty by taking the time to meet with each support staff on a weekly basis to enable them time to discuss projects, concerns and feel connected. She is a good listener, very supportive, and a team builder!"
- "Sherry has been my supervisor for 12 ½ years. She is absolutely AWESOME to work with. I can't imagine working for anyone else on campus. If I ever need assistance in resolving an issue, she is always there for guidance. She isn't a micro-manager. She has always been approachable and will always listen. She also leads by setting a good example and has a great work ethic. I admire and respect her as a person and a great supervisor."
- "Sherry is the 'go to' person in STEM for everything. Most importantly, when we were preparing to move into the STEM building Sherry took the lead. Sherry was the liaison for faculty and staff, making sure we had what we needed to make the processes as smooth as possible. This was an immense relief to faculty, as we knew with Sherry in charge nothing would get overlooked. Then once

moved in, she made sure to address any issues that came up and always checked in with us, caring about how everything was working. Sherry has strong ethics and is extremely well respected for her diligence and hard work. In one statement, the STEM unit would not function smoothly without Sherry.”

- “Sherry is a real asset to the college and the unit. Her willingness to solve problems and her extensive knowledge of Clark College has been critical to our ability to do our jobs. She is always positive and a pleasure to work with.”

Peggy Sweesy is a Program Assistant for Transitional Studies/BEECH Unit and is described as someone who “willingly tackles any task I hand to her, finding the best approach to complete it while continuing to provide a high level of service with her regular tasks.” Peggy is also known to be pleasant to work with as well as encouraging and caring. One nominator said, “I know if you were to ask anyone who knows her, Peggy’s positive demeanor and sunny disposition would be the first things they would mention. If I am having a tough day, she can help me see the positive side of things and make me laugh. She is truly one of the things that make Clark a great place to work for me!”

Other comments about Peggy include:

- “Peggy cares deeply about doing a good job. We know we can count on her stability and dedication, everyone feels safe and comfortable with her. She helps to create a positive atmosphere here.” – Jeri Kemmer, BEECH Unit Operations Manager
- “I wish I had more time to write all the things I appreciate about Peggy. I think foremost is her cheerfulness and willingness to listen to requests (even if they aren’t necessarily in her purview). I always feel comfortable communicating with Peggy. She listens with care/caring. On short notice and with many many

requests for help, she came through in a timely manner recently. This has happened on numerous occasions. She was careful about using a cardboard box she needed for moving things around from a classroom. Checking first to see if anyone needed it, and afterwards promptly replacing it. (she is very thoughtful and considerate)" – Jackie Allen-Bond, Transitional Studies Faculty

- "Great choice. Peggy is an amazing team player dedicated to supporting each of us so that we can serve our students well. I appreciate her dedication and support." – Sam May-Varas, Transitional Studies Faculty
 - "Peggy is the most positive, upbeat, always-a-smile, willing-to-help staff person I have ever worked with. She has excellent follow-through and always goes the extra mile. She is both very professional and very personable. Everyone loves her and she is an absolute joy to work with. She is a wonderful listener. " – Les Rivera, Transitional Studies Faculty
 - "Peggy always displays a high degree of integrity, responsibility, and positive energy. She is an inspiration to others and you always feel better after spending time with her. She is truly a ray of sunshine and a joy to work with." – Gayle Lee, Transitional Studies Staff
 - "I just want to say that Peggy is one of the most amazing ladies I have ever met. She is dedicated, respectful, and very friendly. It is simply a joy to work with her!!!" – Marilú DeYoung, Transitional Studies Office Assistant
-

Winter 2018 Classified Staff Excellence Award



Eben Ayers

Congratulations to **Eben Ayers**, recipient of the 2018 Winter Quarter Classified Staff Excellence Award!

Eben Ayers is a Campus Security Officer for Security and Safety and is described as someone who “consistently demonstrates a high level of professionalism and compassion for his fellow human beings” and “frequently looks for opportunities to help someone “have a better day.””

Ayers began his career at Clark College more than 15 years ago as an intern from the Clark County Skills Center (now Cascadia Technical Academy). While he has pursued other opportunities over the intervening years, he has spent many years working for Clark Security and Safety, first as a Parking Enforcement Officer and now as a Security Officer. In that role, Ayers serves as a member of the college’s Title IX team. He also has taken the lead on coordinating with leadership within the STEM Building to develop and communicate security protocols and operating hours of the computer labs that are housed within

the newest building on campus. Additionally, he serves as advisor for the Clark College Realm Runners Club.

One example of how Ayers applies compassion and professionalism to his daily duties took place last summer, when he helped the owner of a home across the street from the main campus that had caught on fire. Ayers escorted the homeowner to a nearby room where she and her dogs would be safe, then made sure that she had no immediate medical needs and helped her reach out to friends and family.

Another example can be seen in an article published in the Independent (and later republished in the Columbian) last October entitled "Clark after dark: a night with campus security," in which a reporter followed Ayers on his rounds and documented his compassion toward some transient visitors to the campus. One nominator noted, "Eben does not seek the spotlight and was reluctant to give the interview, but he felt that helping a student reporter and representing the security department, and ultimately the college, was a higher priority than his personal comfort."

Below are more comments from nominators about Ayers:

- "Eben is a very reliable, personable and friendly person. When Eben works security for any major events on campus, I find him to be steadfast and committed; always willing to go above and beyond to help with no questions asked. Clark is lucky to have Eben on the Security team!"
- "One of the most distinctive qualities about Mr. Ayers is that while he is very professional at his work, he also connects with people in a compassionate way. He works fervently in order to save the people dignity at the same time that he applies policies that need to be applied."
- "I have known Eben for over 15 years. All of those years have been in association with Clark. Eben first started

with our department as an intern through a program he was attending at the Clark County Skills Center. This was in conjunction with his high school course work. Eben has pursued different opportunities over the years, but has always returned to Clark Security. After his time as an intern, he returned as a Parking Enforcement Officer where his attention to detail, willingness to help others, and excellent work ethic, were put on full display. He easily became someone the department could count on."

- "When I first started at Clark College, Eben was an invaluable source of information on both practices in the department, as well as policies and procedures for the College community as a whole. Eben was able to help me answer difficult questions I had about my position and suggest innovative and creative solutions to some of those problems. In particular, his thoughts and insights on crafting a database to track authorized access for students and staff helped me greatly."
- "Eben ... is quick to follow up with open reports and always conscientious of the multiple departments that may be involved in cases. Eben approaches his work with a calm and clear vision for the potential outcome of a situation. He is thoughtful in his approach and thinks of the student/campus above all. Eben personifies what it means to be a Clark Penguin. He puts customer service at the forefront with the entire campus community including visitors. Eben has a calm sense about him and with that skill, he is able to deescalate situations that have the potential to go awry. In Eben's role as a security officer and club advisor, he is a great listener, communicator, and role model. As a member of the Title IX team, Eben is thoughtful in his approach to investigations and working with students and staff that may be involved in the situations he is working with."

Congratulations, as well, to all nominees for the Winter 2018

Quarter Classified Staff Excellence Award:

Heather Adams is the Administrative Assistant 4 to the Dean of Student Engagement for Student Affairs, a role that provides administrative coordination for not just the dean, but also for the teams handling Behavioral Intervention and Threat Assessment, Title IX, and conduct areas. Having recently earned her master's degree in Student Affairs Administration, Ayers has become an integral member of the Title IX team, investigating alleged discrimination and/or harassment. "This work can be difficult and draining," wrote her nominator. "She handles it professionally and efficiently."

Other comments about Ayers include:

- "She has strong knowledge of not only the college community, but the larger Clark County community. She readily offers this information to coworkers and students who have questions that reach beyond the Dean of Student Engagement's office. Heather engages students in a meaningful way even when her interactions with them, or theirs with our office, is brief. ... One of my favorite things is when these students take Heather up on her offer to "stop by and say hi" to our office even when they do not have a question or need; it is clear evidence that Heather excels at community building and cares for Clark."
- "Heather is continually looking for ways to interact with all levels of the Clark College community. She has become a valuable resource with her creative ideas and solid problem solving. Heather has taken on the role of co-presenter on various Student Care presentations – specifically within the areas of BITA, Conduct, and Title IX. Heather is regularly scheduled to co-present at the quarterly New Faculty Orientation meetings and other invitations that arise; she is a competent and engaging presenter who can easily take the reins if the other presenter is unavailable."

Allison (Allie) Fjeldheim is a Warehouse Operator 2 in Purchasing and Central Services. Her nominator praised Fjeldheim for her attention to detail and commitment to customer service. As an example, they recounted an experience of trying to track down a tool that had not arrived as ordered. "Allie was on the spot, knew exactly what order I was speaking of, and was able to provide specifics on the order," the nominator wrote. "Allie had already contacted the vendor and tracked the tool for us."

Other comments about Fjeldheim include:

"Recently, I ordered some student supplies. I received the package, but was short some of the items. In following up with Allie, I was informed that not only had she noted the discrepancy, but had already contacted the vendor and the shorted items were being shipped."

"It is really great to know that we've got Allie on our side when it comes to orders and tracking."

Jennifer Lea is an Administrative Assistant 3 in the Business Division, where, a nominator writes, she "manages an enormous amount of information with accuracy, efficiency, and ease."

"Responding to all requests on time and within the budget, she assists in planning faculty schedules; responds to catalogue requests; provides us with classrooms; oversees requests for book orders, supplies, travel, and equipment, along with any other number of office and managerial responsibilities," the nominator added. "In addition, she supports the Director of the Bachelor of Applied Science in Applied Management (BASAM) program, by sending out timely correspondence to students in two cohorts, making sure each term that their classes are accurately represented in the schedule, providing students with appropriate class registration codes, and tracking the students within the program, as they might move from the two-year schedule to the three-year schedule. Orientation letters

and materials prove to be accurate, and promotional/informational letters are always completed with expertise and professionalism. Jennifer provides logical and helpful advice in the completion of many of these tasks.”

Other comments about Lea include:

- “Jennifer is a central part of the business department. She daily guides us and responds to our needs. Her interactions with the students are always positive.”
- “Jennifer is patient and is always pleasant to everyone. When students go to her with questions, she either has the answer or finds the answer to their questions. This is also true of faculty. When we need accomplish something and we don’t know to do so, she figures it out or already knows.”
- “Jennifer arranges for BASAM orientations beyond normal work hours. She has everything well organized to include every detail; i.e. name tags, ordering all the food, has the room organized stays into the evening through the event and then cleans up. The first BASAM orientation there was a lot of food left over so she took it to a homeless shelter. In my mind, that is going beyond expectations.”

David (Dave) Mott is a Custodian 2 in Custodial Services. He was nominated by members of a department that he helps to maintain. They noted his “positive attitude, great customer service, friendliness, and willingness to help. “Even though we only see Dave a couple of days a week for a short time, he always asks if we need anything else, offers help and always displays a positive attitude,” said one nominator. “He takes the time to get to know you while getting his job done.”

Other comments from the team include:

- “On days when he has to vacuum and noise may be disruptive to the office, he is considerate and starts

on the areas that are less disruptive to our team. He also asks if there are other areas that need vacuuming that may not be part of his regular duties. “

- “Dave does a wonderful job of working quickly and efficiently, while still taking time to get to know his colleagues and build relationships with them. ... I always looked forward to having Dave come through the office in the mornings and having a quick chat with him.”
- “Dave always goes above and beyond to provide great customer service. For example, we put in a work order for tables to be delivered on a Friday for a going away party. Dave saw the work order and offered to take care of it sooner because he would already be in our building and had the right stuff to complete the order while he was also coming through to do his normal work. He always goes the extra step to make sure people are taken care of and get the things they need.”

Sherry Smith is an Administrative Services Manager B in the Science Technology Engineering Math (STEM) Division. She was instrumental in overseeing the move of the STEM Division into its new location at the STEM Building, which opened in 2016.

Comments about Smith include:

- “Sherry is the ‘go-to’ person in STEM for everything. Most importantly, when we were preparing to move into the STEM Building, Sherry took the lead. Sherry was the liaison for faculty and staff, making sure we had what we needed to make the processes as smooth as possible. This was an immense relief to faculty, as we knew with Sherry in charge nothing would get overlooked.”
- “If I have what seems to me to be a complex issue or question and pose it to Sherry, she graciously says she’ll look into it and get back to me. I am always surprised by a prompt and thorough response where she gets an answer and further helps me out by filling out necessary paperwork if needed. Usually all I have to do

is sign something and what seemed like a daunting problem to me is solved.”

- “In the years I have worked with Sherry, both when she was my supervisor, and also as a colleague, I’ve observed her professionalism and integrity to be accurate, resourceful and consistent in her work performance at the college. She is creative with finding ways to solve problems and presents workable solutions for her staff and department. She wants people to be successful and can simplify tasks so that they happen accurately and timely.”
- “Sherry is a real asset to the college and the unit. Her willingness to solve problems and her extensive knowledge of Clark College has been critical to our ability to do our jobs. She is always positive and a pleasure to work with.”

Mitchell (Mitch) Sott is an Engineering Technician 3 in Workforce, Professional and Technical Education. He was commended by a nominator for his work in setting up the new McClaskey Culinary Institute kitchens, noting that often he had to design and fabricate elements like shelving, splash guards, and stands himself.

“He has been a key player in creating a safer work environment,” they wrote. “Mitch checks on his work, making sure items are functioning safely and properly.”

Other comments about Sott include:

- “Mitch is a valuable member of the WPTE team – interacting positively with faculty, students and staff in the kitchens.”
- “He communicates clearly with faculty and staff in the problem solving and design stages of custom fabricated solutions.”

Victoria Walters (Ong) is a Program Coordinator in Advising.

Comments about her include:

- "Victoria is always asking questions, and listens to student with an open mind. She is excellent at prodding our students for additional information to ensure she is using a holistic mindset to help our students navigate college life. She tries to connect with other staff outside her department in an effort to avoid pinging students. She consistently provides outstanding service and always has the student's best interest in mind. She has contacted me on multiple occasions to confirm what the student needs in regards to appealing or requesting reinstatement. She has also provided students with my contact information directly in order to help the student navigate the complexities of financial aid."
- "I feel Victoria is consistent in providing excellent service to our students and goes above and beyond expectations by not pinging students and taking that extra time to evaluate the needs of our students and guide them in the right direction."

Shelly Williams is a Program Coordinator for the Music department. Her duties are wide-ranging, from ordering sheet music to handling much of the organization of the college's annual jazz festival, and from supporting faculty to promoting concerts. Outgoing band director Rich Inouye said, "Shelly is one of the most generous and uplifting people I have had the pleasure to work with, but she is also a true professional in her ability to take care of business. After running the jazz festival for a couple of years by myself, bringing Shelly on board as the coordinator was a blessing and her contributions have been integral to the festival's success."

Other comments about Williams include:

- "Her dedication to the department and college is an invaluable and immeasurable resource to Clark and the greater Vancouver community. The reputation of the Clark

Music Department and Clark College Jazz Festival holds throughout the nation clearly demonstrates the excellence Shelly demonstrates in her execution of her duties.”

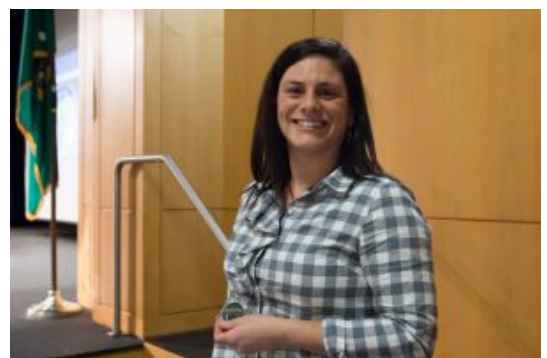
- From a student: “In all my four years at Clark College, Shelly is the most kindhearted and joyful staff member I have ever met. Her attentive spirit keeps music students (and faculty) organized and she develops a healthy and professional relationship with each student. With no favorites and a heart for music, she always finds a way to brighten up the music department and give weary music majors the tools to succeed.”
 - “She is the most positive and upbeat person I’ve ever met! ... She genuinely cares for students and puts their needs first. With her, they can share their fears, needs, stories, jokes—the list goes on!”
-

Presidential Coins



Sen. Al Bauer receives a presidential coin from President Knight at the 2018 State of the College Address.

Clark College President Bob Knight presented Presidential Coins to two Clark College employees and one Clark College alumnus during his 2018 State of the College address on January 18. They were:



Rachele Bakic

Rachele Bakic

Rachele Bakic began at Clark in 2012 as the program manager for the Health e-Workforce Consortium Grant. She accepted the position of Interim Director of Academic Services in September 2014. In 2015, she was named the Associate Dean of Instructional Operations, a role that involves overseeing many aspects of the college's curriculum and programs. Knight said Bakic played "an integral role" on the college's Curriculum Committee, Instructional Planning Team, and the Outcomes Assessment Committee, all of which help realize the college's academic strategy and ensure that classes meet the needs of students. He also noted her work on the Academic Calendar Committee and other groups around campus.



Armetta Burney

Armetta Burney

Armetta Burney has served as Director of Workforce Education Services (previously called Eligibility Services) at Clark College for five years. In that role, she has led the expansion of several programs serving students. The Basic Food, Employment, and Training Program (which provides federal funding for students facing barriers to education) served fewer than 20 students per quarter when Burney began her career at Clark; now it serves more than 300. Similarly, she

expanded the Passport to College program, which provides incentives to students for reaching specific academic milestones. She oversaw changes to the way the Opportunity Grant was administered, which led to student retention rising from 76 percent to 84 percent. And she launched an Emergency Grant program for students in crisis.

"She is committed to ensuring that she and her staff meet students where they are, and providing students with the support they need to be successful," Knight said.

Sen. Al Bauer

While former Washington State Senator Al Bauer is not a Clark College employee, he has a long and personal connection to the college, beginning when he first began taking classes here in 1948 after being laid off from a cannery job. Bauer has said that he expected Clark to refuse to admit him, and that the college's wholehearted welcome helped him to believe in his own capabilities. Bauer left Clark to join the Navy, but returned after his service to continue his education. He eventually earned a master's degree in education and taught in area schools for more than 20 years. His political career included nine years as a Washington State Representative and two decades as a state senator, during which time he earned the moniker of "the education senator." A staunch advocate for the institution that gave him his start in higher education, Bauer's significance to the college was made clear in 1988 when a building on the main campus was dedicated to him.

"Thank you for being who you are, being the leader that you are, and for caring about students as the education senator," said President Knight in presenting the coin to Sen. Bauer.

President Knight introduced a Presidential Coins at Clark College in 2007. They are given to faculty and staff members who provide exemplary service to Clark students, the college, and the community. In 2016, President Knight expanded the

coins' recipients to include exemplary supporters of the college. The honorees are decided by the president and are kept secret until the names are announced—generally on Opening Day in the fall or during the annual State of the College address in January.

Photos: Clark College/Jenny Shadley

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