

Summer 2019 Classified Excellence Award



Heather Adams

Congratulations to **Heather Adams**, recipient of the 2019 Summer Quarter Classified Staff Excellence Award!

Adams is an Administrative Services Manager A for Student Affairs and is described as someone who creates a positive, welcoming atmosphere for students and colleagues to stop by and ask questions, or to wait with before meeting with another Student Affairs staff member. She has strong knowledge of not only the college community, but of the larger Clark County community as well. She readily offers this information to coworkers and students who have questions that reach beyond the Dean of Student Engagement's office. Adams engages students in a meaningful way even when her interactions with them are brief. She continually provides information to students about how the Dean of Student Engagement, and the Office of Student Affairs, can be of assistance to the student's individual success.

Below are additional comments about Adams:

- "One of my favorite things is when 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 has provided administrative coordination for my office, 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.”
- “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 recently graduated with a master’s degree in Student Affairs Administration. To help Clark College and to utilize her training, she has become an integral member of the Title IX team. 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 reviews documents and other relevant materials. This work can be difficult and draining; she handles it professionally and efficiently.”

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

Tavish Bell’s role as a Program Specialist 2 for Student Affairs was primarily to implement and track the programs

related to the federal Office on Violence Against Women grant that Clark College received in 2017. (She recently took another position at the college in Workforce Education Services.) Bell has been tirelessly working with federal programmers to bring innovative training, promotion and support programs for prevention of sexual assault to the Clark College campus.

“This work is not easy or comfortable,” wrote one nominator. “Tavish has a grasp on the sensitivity of the work and the support that is needed for the continuation of the grant work here in our community. Tavish is quick to outreach to support services for students in need of that approach, [and] she is willing to connect with other campus departments to provide training and information around sexual assault topics.”

In her short time with Clark, Tavish has integrated the Bystander Intervention program into the Student Leadership Summit; worked with IT and Library to develop three “Defense Against the Dork Arts” workshops to provide tips on cyberstalking/surveillance prevention, digital bystander intervention, and understanding the impact of digital violence on the brain; and led many outreach efforts to students, clubs, Safety and Security, employees, and outside support groups.

Additional comments about Tavish Bell:

- “Tavish goes above and beyond in all aspects of her work. She maintains a presence on campus working with students, departments, and also managing community partners to spread the importance of this work. All of the work Tavish does is directly in place to support our students in prevention and survival of sexual assault, stalking, and dating/domestic violence.”
- “I wish I had this training in high school, the information is so useful and the peer educators showed that there is a way to talk about these things in a way

that isn't uncomfortable." – a student participant in one of Bell's workshops

- "After this class I feel like I understand consent much more clearly and also know how to help if I see someone who is uncomfortable/may need help." – a student participant in one of Bell's workshops

Layla Otey is a Budget Analyst 4 for Information Technology Services. She is described as someone who always keeps people smiling with her great sense of humor. In addition to spreading joy, Layla has completely revamped the department's budget tracking and improvement process, using her expertise to help the team understand the budget expenses and better manage the department's funds. She is creative in identifying numerous opportunities to save resources and has renegotiated contracts with ITS's major suppliers and develops excellent relationships with key vendors, making connections with sales reps and consultants to ensure that the college is well represented to the outside business community.

Otey also has demonstrated her commitment to customer service as a member of the Tech Fee Committee, constantly advocating for student technology improvements and ensuring that the Tech Fee is spent to maximize the benefit to students. She has reviewed the expenses and the budget thoroughly to ensure that the focus is on student achievement.

Other comments about Otey:

- "In addition to her humor, Layla introduced the ITS Project Management team to the 'Affirmators' cards, which encourages each of us to bring our best selves to the job and to constantly 'use our power for good.'"
- "Whenever I request data, software, or information, Layla always gets back to me promptly and provides me with what I need. Layla is very creative and uses different software tools and methods to get what I and other people are looking for or need help with. With so many requests coming from different directions, she is

prompt and professional in all her interactions, going above and beyond to ensure excellent technology service.”

- “One of the best things that Layla has done to demonstrate initiative is to act as a mentor to one of the ASCC Student Government leaders. This relationship has strengthened ties between the department and students and has demonstrated an excellence in collaborative and cooperative work.”
 - “Layla has completely revamped the department’s budget tracking and improvement process, using her expertise to help the team understand the budget expenses and better manage the department’s funds.”
-

College mourns loss



Lora Whitfield, *second from left*, celebrates receiving tenure in 2017 with her Early Childhood Education colleagues Debi Jenkins, Michelle Mallory, and Sarah Theberge. Whitfield passed away in July 2019.

Clark College lost a beloved member of their community on July 9, when early childhood education professor Lora Whitfield passed away.

“She was kind, warm, and supportive of those around her,” said Vice President of Instruction Sachi Horback.

Whitfield’s connection to Clark went back to her own days as a student, when she attended the college to earn her associate degree in early childhood education in 2002. Whitfield went on to have a successful career in the field, working for both the Southwest Washington Child Care Consortium and Albina Early Head Start. She earned her master’s degree in human development with a specialization in early childhood education and bicultural development from Pacific Oaks College in Seattle.



Lora Whitfield, *second from right*, stands with students and colleagues at this year's Commencement. *Photo courtesy of Rashida Willard.*

In 2014, Whitfield returned to Clark College to teach. She received tenure in 2017. At the time, she offered this statement on her teaching philosophy: "As an educator, I am committed to treating each individual with respect. I believe respect is paramount in creating environments that promote students' ideas, passions, and interest in a meaningful and organically wholesome way. I strive to provide settings where everyone can share their ideas without bias and be included in all aspects of learning."



Lora Whitfield, right, celebrates at Commencement with Interim Associate Vice President of Diversity, Equity, and Inclusion Rashida Willard. *Photo courtesy of Rashida Willard.*

Whitfield, who identified as Afro-Caribbean, was the second Black woman to receive tenure at Clark College. She actively worked to create networks of support for colleagues and students of color, participating in both the statewide Cross-Institution Faculty of Color Mentorship Program and Clark's Black Employees United Employee Resource Group. "She was an absolute joy to be around," recalled Interim Associate Vice President of Diversity, Equity, and Inclusion Rashida Willard. "She had a hilarious sense of humor and always made her work family laugh."

In addition to her work fostering inclusion, she was an active leader in her field, participating in the Clark College Early Childhood Advisory Council, the Early Childhood Teacher Preparation Council, and the National Association for the Education of Young Children.

On his last day as president of Clark College before his retirement, Bob Knight recalled his memories of Whitfield. "Because Lora began as a student at Clark College, she could relate very closely to the student experience," he wrote in a July 15 email to all college employees. "This made her a gifted instructor. She made Clark College a better place."

Services for Professor Whitfield have been scheduled for Saturday, July 20, with a viewing between 9:30 am and 10:00 am. The service will be from 10:00 a.m. to 11:30 a.m. The location will be at City Harvest Church at 8100 NW 9th Street, Vancouver, WA 98665. Funeral information will be on the Terry Family Funeral Home website.

Spring 2019 Classified Staff Excellence Award



Amanda Brown

Congratulations to **Amanda Brown**, recipient of the 2019 Spring Quarter Classified Staff Excellence Award!

Brown is a Library and Archives Paraprofessional 3 for Cannell Library. During her career at Clark College, she was promoted to a part-time supervisory position and then to her current full-time role. Colleagues say that few people know Clark Libraries operations as well as Brown does. Focused on customer service and students, she is committed to encouraging students whenever possible.

“From hiring to graduation, Amanda is an active participant in

our student workers' success," wrote a nominator. "She organized our department's participation in the Winter 2019 student job fair to broaden the applicant pool for the position. She spends weeks collecting nominations for OSWALDs for students because she is committed to encouraging them at every level possible. Amanda also makes sure to promote students to more-advanced jobs when there are openings in our department."

In addition to being student-focused, Amanda is someone who is seen as a resource in the library. "Many people pass through her office every day to ask her questions, which she patiently and thoughtfully answers," observed a colleague.

Amanda is also committed to advancing Clark College's mission and values by serving on various teams and committees such as the User Experience Committee for Clark Libraries, the Clark Art Committee, and the Clark College Community Emergency Response Team (CERT). One person said, "No matter the committee on which she serves, Amanda is quite simply a leader. Our department is lucky to have her, and so is Clark."

Below are additional comments about Amanda:

- "As an alumna as well as an employee of Clark, Amanda always looks for ways to contribute her time and skills to the community. In addition to her work on the User Experience Committee for Clark Libraries, Amanda also serves on the Clark Art Committee, CERT, and has been working with the administration on a comprehensive Libraries policy review. Her work on CERT especially has made her coworkers feel safer and more prepared to protect ourselves and our patrons in case of an emergency. As an advocate for Clark Libraries in these committees, Amanda makes sure that our department aligns itself with collegewide initiatives."
- "I also want to highlight how Amanda's creativity has specifically benefited the library. The Clark Libraries

Marketing Committee (on which she served for several quarters) recently designed an extensive set of templates to use for signs that are in line with the Brand Guide. Amanda was one of the lead creators of this project, and we print new signs from her templates almost every week. Additionally, every time I create promotional materials using the templates, I always check in with her because she knows just the expressive pop to make the sign really stand out, such as using the bold rather than standard font.”

- “Amanda actively looks for ways to go above and beyond to serve Clark students. Last week, a student came to the Check Out Desk to check out a course reserve and was clearly upset. Amanda asked them about their day, and they told her that they were checking out the reserve because they had left their backpack on the bus an hour ago. Amanda was able to find the right numbers for them to call and even offered to get in touch with her own contacts at C-TRAN to make sure they were checking in all the right places.”

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

Margaret (Peg) Estes is a Program Specialist 2 in Credential Evaluations. Among her other duties, she does all the diploma printing for Commencement.

Estes is described as someone who is not only good at her job, but is said to go above and beyond every day. One person said, “She not only does her job duties but she takes on new project whenever asked. Peg is amazing about just getting the work done, no excuses. Peg will stay overtime if asked, she has been helping with the build for the new CTC systems. Even when she has a lot on her plate, she still is very helpful with training and positive in giving directions. I really enjoy learning from Peg as a new employee. I think she is an amazing person and I look up to her work ethic!”

Additional comments about Peg:

- “Peg has saved a lot of students from having to take extra classes or having to move their files. She is very in touch with her students and helps them stay on top of graduation requirements. Peg puts the students first even if she has a lot of other projects to work on, she always make sure students question are answered or problem gets taken care of right away.”
- “Peg has great communication skills, she is very interactive with the faculty, staff, students and the public. She has shown me what a positive, hard-working employee looks like and she definitely goes above expectations on all her work.”

Darci Feider is a Program Coordinator for Student Life. She is described as someone who consistently goes above and beyond and is said to be a great team player. One person even said, “Darci is the best team player that I have ever had the joy of working with.”

Feider regularly manages the entire Student Life office on her own during the coffee rush, helps students fill out purchasing paperwork, and even sometimes puts together entire one-time funding request packets together on the student’s behalf when they are unable to do so on their own. Taking a student-centered approach, she is always helping with events, representing Student Life, and is said to be the “backbone” of any successful event that is sponsored by Student Life. It is said that “students (and the Student Leaders) always feel comfortable coming to Darci with questions because she never wavers with her helpful and cheerful nature.”

Additional Comments about Darci:

- “Recently, Darci has taken on the project of planning a new floorplan for Student Life that is more inviting for students, because some students think the front desk and

double doors are intimidating. This was a huge undertaking and she wasn't asked to take it on, but it looks like, thanks to her, we are working on getting a quote to see how much a remodel might cost. Since this is a huge obstacle for Student Life, this project is a game-changer for the office."

- "If ASCC or APB is shorthanded and she can catch a break from her 1000 other responsibilities, she will be there to lend a hand, especially with preparation and set-up which is the backbone of any successful event. Darci makes every student in the office, in clubs, or visiting Student Life feel welcome, respected, and valued."
- "Her door is always open so students involved in clubs and programs always have access to her wealth of knowledge. She always helps students navigate through the treacherous sea that is purchasing, travel, and one-time funding request paperwork."

Karina Gress is an Instruction and Classroom Support Tech 2 for Chemistry who colleagues say is a key contributor to the success of the Chemistry department. One person said, "She strives to ensure that students have the materials they need, that faculty are happy with the set-up, and that errors are corrected quickly."

Gress' work has a positive impact not just on her direct department, but on STEM as a whole. A nominator wrote that she "was a key contributor to the design and planning of the STEM Building. Karina learned how to read blue prints and schematic diagrams, and spent hours poring over them, ensuring that our labs and prep spaces had adequate power, storage, and experimentation space. She worked with movers and Facilities to coordinate moving equipment, chemicals, and materials while classes were in session during the summer 2016 term, to ensure that everything was ready for a busy Fall term in the new building." One person said, "Karina has been an important liaison between the chemistry department and Facilities

Services, ensuring that our students are experimenting in a safe and supportive environment.”

Additional comments about Karina:

- “Karina has stepped up again in the spring term, as the other lab technician has left Clark College for other opportunities. Although this time, she was able to transition into the additional workload, Karina is still facing similar challenges as before. As she had some warning, Karina has worked diligently to prepare materials for her main job early, to carve out time for the additional workload. This has benefitted many of our students, as they have been able to work on experiments early, allowing the students to manage their time and workload heading towards some large, culminating projects in their science lecture courses.”
- “During the winter 2019 term, Karina’s increased workload came with an additional challenge – the other technician was set to prepare equipment and materials for the Regional Science Olympiad (RSO). Again, with only few weeks to prepare, while performing regular fulltime duties of her own and of the other lab technician, Karina worked with the RSO coordinators and faculty to prepare chemical materials and equipment for this event, which is attended by middle and high school students across southwest Washington. This event is important to attract the next generation of Penguins to STEM at Clark College!”
- Another faculty member writes: “She is quick to respond to faculty needs when equipment fails, is ready to lend a helping hand, and replaces broken equipment and empty stock bottles when we call. She’s like the Batwoman of the chemistry lab – always there to answer the call.”

Jennifer King is a Program Coordinator in Advising Services. Jennifer is praised for her high commitment to the college, exemplary customer service, and great value to Advising

Services. Her contributions to the Clark College community include not just her technical ability, but also her customer service skills and her commitment to making Clark a welcoming environment.

One person said, "Recently we have been tasked with getting Insight, a new scheduling tool, up and running for Advising Services to pilot. This has been a daunting task and Jen has been instrumental in moving us to a place where we can be assured of a smooth roll-out. This took many hours of combing through the program, investigating all the options, syncing issues, and more. Jen developed a detailed training guide for advisors and another for support staff, making it easier to acclimate to this new program."

Additional comments about Jennifer:

- "Jen has been observed showing empathy for a student that was faced with personal difficulties that affected their education. She was caring and empathetic to the need and, as always, went the extra mile to facilitate a solution. This same attention is given to each student that Jen works with."
 - "Jen is not shy to give feedback or ask questions, both in our office or in meetings. She seeks clarity and understanding. The college benefits from her willingness to do so."
 - "Jen's previous experience working with Running Start students and parents has been a benefit to Advising since the move of that area to our shared offices. She has a vast knowledge and is very helpful to both parents and front staff who have Running Start questions. Support staff are appreciative of her willingness to assist."
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Clark College announces new Interim President



Dr. Sandra Fowler-Hill

The Clark College Board of Trustees voted unanimously tonight to offer the interim college presidency to Dr. Sandra A. Fowler-Hill.

She has accepted, pending completion of contract negotiations. The decision was made at a special board meeting Tuesday June 25 following a two-month process led by the Board of Trustees with support from a national search firm.

The successful candidate was selected after a series of interviews with faculty, staff, students, and trustees, as well as a collegewide open forum. "We received many comments through the process, which were all taken into consideration as we made our deliberations," said Trustee Paul Speer. "We had

three excellent candidates and we think Dr. Fowler-Hill will be a tremendous asset to our college during this year of transition.”

Dr. Sandra A.

Fowler-Hill is an experienced leader in higher education, having served as President of Portland Community College’s Rock Creek Campus from 2014 to 2018.

She has also served as Vice President of Instruction at Everett Community College and Dean for Student Learning at Cascadia Community College. She began

her career at Olympic College, where she worked for 19 years, beginning as

program manager of Women’s Programs, then moving into a tenured faculty position

before being named to the position of Dean for Social Science and Humanities. Since

retiring from PCC Rock Creek, she has served as a consultant for the

Association of Community College Trustees. She earned her bachelor’s degree in

Applied Behavioral Science from George Williams College in Downers Grove,

Illinois; her master’s degree in Human Development Counseling from the

University of Illinois at Springfield; and her doctorate degree in Community

College Leadership from Oregon State University.

Retiring

President Bob Knight will meet with the incoming President to help with the

transition, both before and after his planned retirement date of July 15, 2019.

“We are grateful to Bob Knight for his leadership. This marks

a major milestone in Clark's history. By appointing an interim president for the year, the college and the community will have ample time to recruit, screen, interview and interact with candidates for the permanent position," said Speer. "We want this to be a robust, inclusive and transparent process."

To read more about the presidential search process and next steps go to www.clark.edu/presidential-search.

About Clark College

Located in Vancouver's Central Park and serving up to 12,000 students per quarter, Clark College is Southwest Washington's largest public institution of higher education. The college currently offers classes at two satellite locations: one on the Washington State University Vancouver campus and one in the Columbia Tech Center in East Vancouver. Additionally, its Economic & Community Development program is housed in the Columbia Bank building in downtown Vancouver.

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

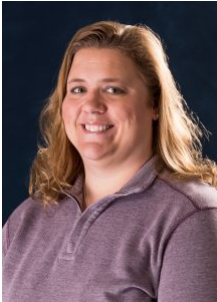
Nadine Fattaleh has taught chemistry at Clark College since 2002 and currently serves at the head of the chemistry department. She earned her bachelor's degree in chemistry from Scripps College in Claremont, California, and her master's degree in chemistry from Carnegie Mellon University in Pittsburgh,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

Kelly Love joins Clark



Kelly Love

Clark College has hired Kelly Love as the college's new Chief Communications Officer. She begins working at Clark on Wednesday, March 20.

"Kelly

Love is a proven communicator and leader with a strong connection to the

Southwest Washington community," said Clark College President Robert K. Knight.

"I look forward to the insight she will bring to our leadership team as we

communicate about a wide range of new initiatives here at the college and

market our programs to an increasingly diverse community."

Love

comes to Clark College with a wide range of communications experience. For the

past three years, she's worked at Legacy Health as a public relations

specialist at Legacy Salmon Creek Medical Center and Legacy Cancer Institute.

Prior to that, she served five years as CEO of the Greater Vancouver Chamber of

Commerce. Love also served as U.S. Representative Brian Baird's District

Director from 2005 to 2010. She began her career as a

broadcast news reporter
at KGW TV in Portland.

“I’m a
lifelong learner and have been fortunate to have such varied
jobs,” Love said.

“They share a core value: serving the community. I’m thrilled
to join the team
at Clark College supporting our students, faculty, and staff.”

A
longtime resident of Vancouver, Love is an alumna of Clark
College. She earned
her bachelor’s degree in communications from Washington State
University
Vancouver. She currently serves on the boards of The
Children’s Center,
Columbia Credit Union, and Pink Lemonade Project.
Additionally, she has served
on the boards of the Association of Washington Business,
Southwest Washington
Workforce Development, Leadership Clark County, Cascadia Tech
Academy and the
Council for the Homeless of Clark County Washington. Love is a
member of the
Public Relations Society of America (PRSA).

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 in 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 and 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.”