

Winter 2016 Classified Staff Award: Rebecca Kleiva



Rebecca Kleiva

Congratulations to **Rebecca Kleiva**, recipient of the 2016 Winter Quarter Classified Staff Excellence Award!

Kleiva has provided outstanding services to the college community for the past seven years. She manages the Worker Retraining Financial Aid program, positively impacting the lives of students, and has been a superb contributor to the Workforce Education Services team. She is regarded by her nominators as an “innovative thinker who always goes above and beyond the call of duty to support students.”

Nominators added that, due to Kleiva’s efforts and excellent work performance, Clark College has exceeded its Worker Retraining FTE target, which has resulted in the State Board allocating additional Worker Retraining funding to support the college and students. It has been Kleiva’s knowledge and eagerness to learn things outside her normal job responsibilities that have ensured the customer service she provides to the public, community and her co-workers is

exemplary. One of her Worker Retraining students said, "Rebecca is an amazing agent who goes above and beyond. She made enrolling in your program a piece of cake. She is very professional and has incredible patience and understanding. We are all very fortunate to have her."

Congratulations as well to this quarter's other nominees:

Sherry Smith has been an employee at Clark College for 13 years. She is described as thorough, patient and understanding; working hard behind the scenes to go above and beyond in order to fulfill faculty requests or tasks that at times can seem unattainable. While fostering a welcoming atmosphere, Sherry shows a genuine interest and ability in helping with a multitude of issues. Not only do the students look to her as a mentor, but staff do also. As one nominator explains it, "The STEM unit would not function without Sherry Smith. She is the heart of the unit. She is professional, collegial, and above all always ready and willing to assist. She knows the answer to any question, and keeps track of a plethora of information. I am so very thankful for Sherry Smith, and I know no one more deserving of this honor."

Manda Levie provides the sole staff support for the Communications and Humanities Division, which comprises nine separate departments. In addition, she supports the College Essentials Department, which serves faculty and students campuswide. Levie is commended for being a "strong and dependable addition to our staff team, who has made great contributions to process improvement and overall team workflow." Described as a problem-solver, Levie is known for her collaboration, creativity, friendliness and efficiency.

According to one nominator, "Manda deals with issues promptly, professionally and with a spirit that can only be described as positive. She is keenly aware of what's going on and repeatedly demonstrates her commitment to a good educational environment." Another nominator sums it up like this: "Manda's amazing!"

Presidential Coins



Prof. Kathleen Perillo receives a Presidential Coin from President Knight at the 2016 State of the College address.

In 2007, Clark College President Bob Knight introduced a new honor at Clark College: the presidential coin.

The coin is given to faculty and staff members who provide exemplary service to Clark students, the college and the community. 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.

Five Clark College employees received Presidential Coins during his 2016 State of the College address on January 21. They were:



Karen Driscoll, *left*, was congratulated by her colleagues from Economic & Community Development, Tracy Reilly Kelly and Bonnie Peterson. President Knight praised Driscoll as “a great mentor to so many people both inside and outside the Financial Aid Office.”

Karen Driscoll

President Knight characterized Financial Aid Director Karen Driscoll as “the best financial aid director in the state of Washington.”

Driscoll has earned praised as a leader not only at Clark College, but in the state. She has served as the president, vice president, treasurer, and legislative representative of the Washington Financial Aid Association; represented the state of Washington as the Western Association of Student Financial Aid Administrators board president; served as president and treasurer of the state’s Financial Aid Council; and is an active member of the State Need Grant Legislative

Group representing community colleges.

"She is an approachable and genuine leader and probably the only person I know who likes to read federal financial aid updates over her morning cup of coffee," said Knight.

Driscoll, who has led Clark's Financial Aid Department for eight years, is retiring later this year.



Maria Masson receives a round of applause with her Presidential Coin.

Maria Masson

Maria Masson joined Clark College in 2014 as Assistant Director of Human Resources and, in the words of President Knight, "hit the ground running."

Masson's role has included providing human resources services to the college community and leading the college's benefits team's efforts to comply with complex and ever-changing regulations. Recently, she was also named the college's Title IX Coordinator. She has also served the college as an adjunct instructor teaching Spanish.

"She is always willing to help where she is needed and approaches her work with a problem-solving attitude," said Knight.



Ken Pacheco, *right*, has served as Director of Security & Safety for 12 years.

Ken Pacheco

After a distinguished career in law enforcement in Portland, Ken Pacheco was hired in 2004 as Director of Security & Safety. Pacheco also serves on Clark's Behavioral Intervention and Threat Assessment Team, its Emergency Management and Planning Committee, as a Title IX investigator, and as the college's representative on the statewide Safety, Security and Emergency Management Council.

"He can always be counted on to respond quickly to any incident, day or night, and even on weekends," said Knight. "He is known for his calm, 'just the facts ma'am' approach to his job, as well as for being fair-minded in enforcing the College's policies and regulations."



Prof. Kathleen Perillo, center, with STEM Coordinator and biology professor Erin Harwood and Dean of STEM Dr. Peter Williams.

Kathleen Perillo

Biology professor Kathleen Perillo began teaching at Clark in 1999 and was awarded tenure in 2002. She presented on biodiversity in 2008 as part of the college's respected Faculty Speaker Series. She has worked with the Washington Department of Fish and Wildlife in support of western pond turtle recovery activities in the Columbia River Gorge and she is the co-founder and president of the Center for Eco-dynamic Agriculture, a nonprofit organization dedicated to promoting biodiversity in agriculture.

More recently, Perillo has been leading efforts on native-plant restoration on the main campus, as well as the development of a new environmental science degree.

"Most importantly, with members of the college and Ridgefield communities, she is leading the visioning for sustainability efforts at the North County site," said Knight.

Fall 2015 Classified Staff Award: Vanessa Meyer



Vanessa Meyer

Congratulations to **Vanessa Meyer**, recipient of the 2015 Fall Quarter Classified Staff Excellence Award.

Meyer is the Secretary Senior in the Behavioral and Social Sciences unit, and is the sole support for both divisions, which encompasses 10 departments, 21 full-time faculty, and 35 adjunct faculty. Vanessa was nominated with input from 23 Clark employees.

Meyer is described by her nominators as “friendly, helpful, efficient, knowledgeable, innovative and committed.” She is known to be a natural collaborator who lends her talents and skill sets to develop strategies that can replace outdated modalities and allow departments to function smoothly.

Nominators commend Meyer for treating everyone with the utmost respect and taking on challenges with humor and grace. As one colleague describes it, “I’ve worked with Vanessa Meyer for over 10 years and her exemplary work ethic has always

impressed me. She's organized, knowledgeable, and very efficient. She effectively meets the goals that are set for her, and completes all tasks in a timely manner. It appears that nothing is beyond her ability to accomplish."

Congratulations as well to this quarter's other nominees:

Linda Healy works as Program Support Supervisor for Advising Services and is called the "glue that keeps the office together." Linda is a caring and compassionate leader who leads by example and is the first to support new projects and initiatives. She engages colleagues and staff in sometimes difficult but important conversations; addresses challenges instead of ignoring them, and is a firm believer in continuous improvement. Healy acts as liaison between departments because she is highly respected and well-liked by her fellow colleagues. As one nominator explains it, "She has a way of bringing people together to get a job done. Linda isn't just a cooperative spirit, she is the spirit of compassion and good will and she is a pleasure to work with."

Dan Simonson works for Facilities Services as a Maintenance Mechanic, and is described as an "outstanding team leader for Facilities." He has a strong work ethic; is committed to whatever job he is assigned to; is never without his tools, and is always willing to help when he can. His nominators admire the quality of his work; his calm, steady demeanor, and find his cost-saving suggestions helpful. Simonson is considered to be efficient, knowledgeable and a pleasure to work with. One nominator wrote, "He has a kind heart and it shows in his everyday interactions with everyone."

As Maintenance Mechanic in Manufacturing Technology, **Mitch Sott** is termed "Resident Mr. Fix It" in the bakery. He is accessible and responsive to their needs, and deemed "indispensable" to the department. Sott is known for quality work and a consistently quick turnaround time for projects. He has saved the department money by being creative and willing

to tackle anything asked of him. The tag line in the bakery is “Don’t throw it out, call Mitch. If he can’t fix it, he’ll make a new one.” Sott’s work is not only functional, but also artistic. He is always pleasant and friendly, and he makes his customers feel valued.

Penguins march more than 27 million steps



Eighty-eight Clark Penguins got up and moving during the month of October for the first ever Walktober Challenge, a physical-activity challenge in which employees competed against the WSU Vancouver Cougs and the Lower Columbia College Red Devils. Some participants hiked, biked, or ran off-campus; others chose to take a fitness class or walk the Penguin Paths on the main campus walkways. Regardless of the activity, all steps added up to earn Clark College second place for the highest step average. Clark may not have taken home the trophy this year, but the college did have the highest number of participants, and collectively logged in 27,734,670 steps. Way to go, Penguins!

A big congratulations to the top three Clark Champions who logged the most steps and were each awarded a prize:

- **1st place at 679,836 steps:** Sally Demos, Library
- **2nd place at 663,350 steps:** Mark Bolke, Biology
- **3rd place at 647,902 steps:** Randy Givens, Nursing



Library and Archives
Paraprofessional
Sally Demos. *Photo
courtesy of Sally
Demos*



Biology professor
Mark Bolke. *Photo
courtesy of Mark
Bolke*



Nursing professor
Randy Givens. *Photo
courtesy of Randy
Givens*

Open Enrollment has begun for employee benefits



NEWS FROM HUMAN RESOURCES

PEBB Medical Flexible Spending Arrangement (FSA) and Dependent Care Assistance Program (DCAP)

If you wish to enroll in or continue your Medical FSA and/or DCAP, open enrollment is the time to do it. You must enroll or reenroll no later than November 30 for the January 1, 2016 coverage year.

The Medical FSA allows you to:

- Set aside part of your paycheck, before taxes, to cover qualified medical expenses for you and your family members.
- You may set aside as little as \$240 or as much as \$2,500 during 2016, which will be deducted from each paycheck in equal installments.

The DCAP allows you to:

- Set aside part of your paycheck, before taxes, for child

or elder care expenses.

- You may set aside up to \$5,000 per household (\$2,500 each if married and filing separate tax returns) which will be deducted in equal amounts from each paycheck.

Want to learn more about the FSA and DCAP? Live presentations on November 9, 2015, from 12:00 pm to 12:30 pm in PUB 161

Navia Benefit Solutions (formerly Flex-Plan Services) is offering webinars throughout the month of November. To see the webinar schedule, visit the Navia Benefit Solutions website.

In addition, Navia Benefit Solutions will have representatives available at the benefits fairs.

Shine a light on your medical plan options in 2016

Choose the best plan for you and your family – Choosing a medical plan is important. Many people think first about cost and which doctors and hospitals are in the network. There are other things to consider when choosing the plan that is right for you and your family.

Think about these questions as you review the 2016 plan options:

Providers:

- Are the providers I want to see in the plan's network?

Coordinated Care:

- Will my provider share information that helps the providers work in partnership to make decisions about my health care?
- Will I receive care by providers who are supported by a system with the goal of keeping me healthy and getting me the care I need?

Nurse line, online resources:

- Does the plan have access to a 24/7 nurse line or medical help line for after-hours support or to help me decide whether I need to see a provider?

All medical and dental plans that are currently available in 2015 remain available in 2016.

Exceptional Classified Staff Awards

Opening Day is traditionally the occasion for announcing the yearly Exceptional Classified Staff Awards, which recognize two classified employees for their contributions to Clark College. Recipients receive a glass plaque and \$1,000, funded through an anonymous donor's contributions to the Clark College Foundation.

For their "exemplary work performance, outstanding service to the college, a positive and cooperative spirit, and/or special achievements or contributions to the college," BEECH Unit Operations Supervisor Jeri Kemmer and Facilities Services Maintenance Mechanic Thor Tesdale were named the winners of the 2015-2016 Clark College Exceptional Classified Staff Awards.



Jeri Kemmer

Jeri Kemmer, BEECH Unit Operations Supervisor

Jeri Kemmer is the Unit Operations Supervisor for Basic Education, English, Communication & Humanities (BEECH) at Clark.

The following comment from one of her Secretary Seniors best summarizes Kemmer's exemplary work performance: "Jeri really does go above and beyond when it comes to working at Clark College. She doesn't just do her job. She is constantly exploring ways to make everyone's job easier and she's been instrumental in many changes that have happened within our unit and across campus. She won't simply accept the status quo. If there is a problem, she wants to find a solution that benefits everybody."

In her 19 years of working at Clark, Kemmer has served on numerous committees at Clark and has attended over 300 hours of professional development training in order to benefit herself, her job, and everyone at Clark. One office assistant wrote, "Jeri's work ethics are exemplary and she always has Clark's best interest in mind. She makes all of us better employees. I love working with her."

In addition to her work here at Clark, Kemmer runs an

international nonprofit called Strong Harvest International with her husband, Rick.



Thor Tesdale

Thor Tesdale, Facilities Services Maintenance Mechanic

Thor Tesdale is a Maintenance Mechanic in Facilities Services and has been with Clark College for more than 15 years.

Nominated with input from 10 Clark employees, Tesdale is described as someone who is “always smiling and willing to problem-solve.” One of his nominators remarked, “One of the things I admire most about Thor is his respect for all individuals. Thor’s personality is inclusive and he desires to work together to achieve the necessary job-related outcomes.”

Another nominator wrote, “His energy and enthusiasm are contagious. He creates a positive work climate.”

Other characteristics attributed to Tesdale’s outstanding work performance include responsiveness, collaboration, efficiency, creativity and communications skills. Nominators describe a colleague who responds promptly to all phone and email messages, is always on time for scheduled meetings, and makes

sure all involved individuals understand the decisions that have been made. They say his communication skills are critical to making sure jobs are completed correctly and on time. As one nominator explains, "Even when deadlines loom and tensions mount, Thor's calm and respectful personality is a beneficial addition to Facilities Services."

Other finalists for the award were:

- **Karmel Baldwin**, Secretary Senior, Life Science
- **Guisela Eberle**, Human Resource Consultant 1, Human Resources
- **Ernie Hafso**, Custodian 1, Facilities Services
- **Jeri Kemmer**, Admin Service Manager, BEECH
- **Marianne Luther**, Secretary Senior, Counseling & Health Center
- **Vanessa Meyer**, Secretary Senior, Behavioral & Social Sciences
- **Gail Robinson**, Secretary Senior, eLearning
- **Carmen Roman**, Program Specialist 2, Advising
- **Tia Schmidt**, Administrative Assistant 3, Nursing
- **Susan Taylor**, Program Manager A, International Programs
- **Thor Tesdale**, Maintenance Mechanic 2, Facilities Services
- **Lynn VanHoomissen**, Program Support Supervisor 1, Security & Safety
- **Heather White**, Program Support Supervisor 2, Disability Support Services

The Clark College Foundation instituted the yearly Exceptional Classified Staff and quarterly Classified Staff Excellence awards in 1997 to recognize exceptional staff members. Nominations may be submitted by classified, administrative and exempt staff; faculty; students; alumni; retirees; college trustees; and Foundation directors.

Join the Healthy Penguin Nation

As a member of Team Work Well, Clark College upholds Governor Inslee's statewide initiative to support healthy lifestyle behaviors for our employees. Research shows that healthier employees are happier employees. With that in mind, we are developing a comprehensive wellness program based on the feedback provided in the wellness survey sent out in May. Thank



you to those of you who participated! Your input has been a catalyst for this program as the wellness team plans activities, events and learning opportunities for the Clark College Community.

The mission of the Healthy Penguin Nation program is to engage, educate and empower our community members in adopting and maintaining healthy behaviors that will help improve their personal and professional lives. The focus of the program is the "whole-person" and encompasses more than eating and exercise habits. The Healthy Penguin Nation is a holistic program focused on the Six Dimensions of Wellness that studies show contribute to overall well-being:

- Emotional
- Environmental
- Intellectual
- Physical

- Social
- Spiritual

Here are some ways to actively participate in the Healthy Penguin Nation program:

- Visit the Healthy Penguin Nation webpage and educate yourself on the Six Dimensions of Wellness, and access tools and resources for healthier living.
- Complete a confidential, online well-being assessment and receive a customized report with action plan that will help you take steps to improve your health and well-being:
 - PEBB-subscriber employees – visit Smart Health
 - All employees – Visit MHN
- Join the Clark College Thompson Fitness Center and make your health and wellness a priority.
- Share your favorite healthy recipe and/or personal wellness testimonial with the community (send to kferguson@clark.edu).
- Participate in an upcoming wellness event:
 - **October** – Walktober (walking) Challenge (*individual prizes awarded plus a college challenge between Clark, Lower Columbia College and WSU Vancouver campuses!*)
 - **November** – Penguin Wellness Month (*Clark Benefits/Wellness Fair, Benefits Open Enrollment, NotMe Diabetes Prevention event, plus an array of educational sessions scheduled at various times and locations for your choosing*).
 - **January** – Biggest Loser Challenge through the Thompson Fitness Center
 - Monthly lunch and learn sessions – topics TBA.

We hope you will join us by participating in the Healthy Penguin Nation program! Participation is voluntary, but highly recommended for those who are interested in pursuing a healthy lifestyle, who have made some healthy changes and

would like support, or those who already lead a healthy lifestyle and would like to enhance and build on their personal wellness commitment.

All levels of health and fitness are welcome!

Summer Quarter Classified Staff Excellence Award



Congratulations to Thor Tesdale, recipient of the 2015 Summer Quarter Classified Staff Excellence Award!

Thor Tesdale is a Maintenance Mechanic in Facilities Services and has been with Clark College for more than 15 years.

Nominated with input from 10 Clark employees, Tesdale is described as someone who is “always smiling and willing to problem-solve.” One of his nominators remarked, “One of the things I admire most about Thor is his respect for all individuals. Thor’s personality is inclusive and he desires to work together to achieve the necessary job-related outcomes.”

Another nominator wrote, “His energy and enthusiasm are

contagious. He creates a positive work climate.”

Other characteristics attributed to Tesdale’s outstanding work performance include responsiveness, collaboration, efficiency, creativity and communications skills. Nominators describe a colleague who responds promptly to all phone and email messages, is always on time for scheduled meetings, and makes sure all involved individuals understand the decisions that have been made. They say his communication skills are critical to making sure jobs are completed correctly and on time. As one nominator explains, “Even when deadlines loom and tensions mount, Thor’s calm and respectful personality is a beneficial addition to Facilities Services.”

Also nominated this quarter was:

Guisela Eberle

Eberle is a Human Resource Consultant at Clark College and was highly commended by her nominator for her “exceptional service.”

Her nominator explains, “Guisela has met with me numerous times during this past spring and summer to help me understand, and appropriately fill out, the many complex health and retirement forms necessary for my successful retirement from Clark. She has been unfailingly patient, knowledgeable and helpful to me during these many meetings. In my experience, she is outstanding for her willingness to meet with me, sit patiently while I ask questions, and to answer all the questions until I understand. I have been very impressed with her and always leave her office with a smile on my face, which is nearly miraculous, given the complexity of the issues involved.”

Spring Quarter Classified Staff Excellence Award



Counseling and
Health Center
Administrative
Assistant Marianne
Luther

Congratulations to **Marianne Luther**, recipient of the 2015 Spring Quarter Classified Staff Excellence Award!

Marianne Luther is the secretary senior for the Counseling and Health Center and is on the “front line” for walk-in students in crisis.

Luther is described as “wonderfully calm, friendly, supportive, and compassionate to all students visiting the center.” She patiently speaks with students to find out what they need; researches resources and provides directions to services on campus and in the community.

Luther has independently transformed the CHC lobby, adding free herbal tea, calming posters, positive thoughts that can be torn off, puzzles, coloring books, and create-a-poem magnets. On her own initiative she created a “chill out” room where students can call crisis lines when counselors are unavailable.

Luther maintains a positive attitude and is very respectful and courteous to those around her by placing the needs of others in front of her own. One of her colleagues describe her as “by far one of the best administrative assistants I have ever had the pleasure of working with. Her warm demeanor, can-do attitude, compassionate tone, and friendly sense of humor have made her a huge asset to the Counseling and Health Center.”

Also nominated this quarter were:

Vanessa Meyer

“Vanessa Meyer was recently promoted to secretary senior in the Behavioral and Social Sciences Department, and has done everything needed to keep the place organized. She takes care of lockers, printers, and paper and ink cartridges as well as maintaining the mail room and keeping it free of clutter. She goes the extra mile to keep the break room tidy. Everything she does is orderly. When help is needed, Meyer takes prompt action and even delivers letters and books to faculty members who are less frequently physically present. The most important thing about her great customer service is her cheerful attitude. Vanessa displays a high degree of courtesy to her colleagues and others look forward to her services. Above all, this employee is polite and shows courtesy to the students, faculty and staff.”

Gail N. Robinson

“eLearning’s secretary senior, Gail N. Robinson, is a real cheerleader for success and will do anything to help all of

her coworkers be successful in their jobs. Gail takes pride in making everyone around her shine. When she sees a need she finds a way to help in any way she can. She considers each person's contributions and wisely considers all pieces for the best outcomes – she is very good at bridging gaps between biases and services. She respectfully communicates and advocates for those she supports. This is evident by the way she identifies events and opportunities for the eLearning staff, our Dean and other departments in the CLASS unit to reach out to and to support the college community. It is amazing how she organizes her time to accommodate so many staff so successfully. It is a privilege, to state the least, to have Gail as an eLearning team member.”

Thor Tesdale

“Thor Tesdale works for Facilities Services at CCW, as Maintenance Mechanic 2 and Painter. When Thor looks at a job, rather than saying it can't be done, he helps figure out ways to make it happen; and make it happen within financial limitations. He prioritizes jobs so that the most pressing deadlines are met first and schedules his work to minimize disruptions to students, faculty and staff. He also helps other co-workers complete tasks not related to his typical responsibilities. Thor is a team player! Many employees that work in facilities are not highly visible but their work impacts the college community in such a positive way. Thor is one of these people. His attention to detail is to be commended.”

Lynn VanHoomissen

“A former graduate of Clark College, Lynn VanHoomissen has worked in the Security Department as a parking checker, security officer, emergency communications operator, and currently as the program support supervisor. Lynn has always shown a dedication to the college and the Security Department. Recently Lynn assisted the Portland Police Bureau Crisis

Negotiation and Southwest Washington Regional Crisis Negotiation Teams in a joint training session. In recognition of the contributions, the negotiation teams presented the college with a framed Certificate of Appreciation. She is a member of the College Council, and a member of several committees, including On and Off Boarding and 25 Live. Lynn is also responsible for establishing the 'Bring Your Child to School Day' ID card, and participation in the initiation of the Whistle Program for students."

Winter Quarter Classified Staff Awards



Congratulations to **Jeri Kemmer**, recipient of the 2015 Winter Quarter Classified Staff Excellence Award!

Jeri Kemmer is the BEECH Unit Operations Supervisor and has been with Clark College for 19 years.

The following comment from one of her Secretary Seniors best summarizes Jeri's exemplary work performance: "Jeri really

does go above and beyond when it comes to working at Clark College. She doesn't just do her job. She is constantly exploring ways to make everyone's job easier and she's been instrumental in many changes that have happened within our unit and across campus. She won't simply accept the status quo. If there is a problem, she wants to find a solution that benefits everybody."

Jeri has served on numerous committees at Clark and has attended over 300 hours of professional development training in order to benefit herself, her job, and everyone at Clark. One office assistant wrote, "Jeri's work ethics are exemplary and she always has Clark's best interest in mind. She makes all of us better employees. I love working with her."

The College Community will celebrate all 2014-2015 nominees and recipients at the Annual Ice Cream Social held in September.

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

Other nominees for this quarter, with quotes from their nominations, were:

Karmel Baldwin, Secretary Senior, STEM

"Karmel shows excellence in work performance by staying on top of her work, completing assignments on time, and keeping paperwork organized, tracked, and moving through the system. Karmel strives to be the best at what she does, no matter where she is stationed. She has taken on significantly large workloads, supporting very large departments. She tracks budgets, paperwork, email, forms, new hires, evaluations,

faculty and an enormous number of students; all with an upbeat attitude and a smile. Karmel is always quick to offer her services, no matter what.”

Ernie Hasfo, Custodian 1, Facilities Services

“For 20 years Ernie has served as a custodian for Clark College. Over the years, he has taken on the tasks of window washer, hard floor specialist, and temp lead in addition to his regular custodial tasks. His co-workers can depend on him to be a team player and his positive and helpful attitude allow him to go the extra mile without being asked or complaining. Ernie is dedicated to outstanding service and excellence. Ernie is a good worker and supporter of the college. He cares about how his areas look and how he can improve the college.”

Carmen Roman, Program Specialist 2, Advising

“Carmen’s work performance is beyond exemplary and her work ethic is excellent. She is always prompt to meet with a student, and is mindful of their time. She provides concise and clear information that ensures students understand their pathways and goals. The information Carmen provides to students, faculty and staff is timely and accurate. She has an unmatched and unique ability to adjust to all modes and levels of communication. Carmen makes you feel comfortable with the entire student experience by her ability and manner of speaking and the respect given to her clients.”

Tia Schmidt, Administrative Assistant 3, Nursing

“When urgent and unexpected events occur, Tia has responded with creativity and unexpected solutions. She has often been the voice of reason and many times has been able to offer new perspectives, which have been invaluable when making hiring decisions. Tia is very considerate of new employees and goes out of her way to make them feel welcome. She goes above and beyond with her organization, attention to details,

explanations of college systems and in sharing her experiences. Tia leads by example, exhibiting professionalism with coworkers and is available to all her colleagues with an open door."