

Winter 2024 Classified Staff Excellence Award

Congratulations to Lucy Mackintosh, Library and Archives Paraprofessional, Access Services. Lucy is the recipient of the Winter 2024 Classified Staff Excellence Award.

Fall Classified Staff Excellence Award

A warm congratulations to Andra Spencer, Equity Professional Development Program Manager from the Office of Diversity, Equity, and Inclusion, as the recipient of the Fall 2023 Classified Staff Excellence Award.

Opening Day: Award Recipients

Clark College employees gathered on September 18 to kick off the 2023-24 academic year during Opening Day festivities at O'Connell Sports Center. During the event, the following staff members were recognized for their service to the college.

Spring 2023 Classified Staff Excellence Award

Congratulations to Cheryl Davenport, Library and Archives Paraprofessional 4, recipient of the spring 2023 Classified Staff Excellence Award.

Winter 2023 Quarterly Classified Staff Excellence Award

Congratulations to Manda (Jacqueline) Levie, Interim Unit Operations Manager, Social Sciences and Fine Arts, recipient of the 2023 Winter Quarter Classified Staff Excellence Award!

Opening Day 2022

Clark College starts the new academic year with its first in-person Opening Day since 2019.

President Edwards said that although she has been at Clark College for over 2 years, this was the first in-person opening day celebration, and she was loving it!

Winter 2022 Classified Staff Excellence Award recipient: Chris Chaffin

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

Spring 2021 Classified Staff Excellence Award recipient: Damon Grady



Damon Grady

Congratulations to **Damon Grady, Campus Security**

Sergeant, Security and Safety Services, recipient of the 2021 Spring Quarter Classified Staff Excellence Award!

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

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

Congratulations as well to the other Spring 2021 nominees:

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

Christy Lewis

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

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

Jennifer King

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

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

the emergent needs of students during an uncertain and stressful time.”

- “Jen’s commitment to creating an effective, efficient program has made a difference to hundreds of student emergency-grant recipients, many of whom report being homeless or at risk of homelessness.”

Jordan De Van

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

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

Kayla Escott

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

- “Every task that Kayla approaches is done with the student’s best interest in mind. She goes above and

beyond in all aspects of her position, whether that is intentionally meeting one-on-one with the staff she oversees, taking time to schedule an in-depth appointment with a student, or leading numerous project efforts within our office. Every project she tackles is done efficiently and thoroughly in spite of tight deadlines and competing priorities.”

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

Malissa Pierce

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

- “Malissa had grown the Open Doors program within one year from 10 students to almost 40. She is trying to volunteer with the Vancouver School District Truancy Board so she can understand her students’ needs better.”
- “Malissa actively engages in campus diversity strategies; supports recruitment, retention, completion efforts of students from diverse

backgrounds, participates in equitable hiring practices for Transitional Studies department, and Malissa is learning Spanish so she can better support our Spanish-speaking students.”

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

About the Classified Staff Excellence Award

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

Winter 2021 Classified Staff Excellence Award recipient:

Jenny Shadley



Jenny Shadley. *Photo courtesy of Jenny Shadley.*

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

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

Other comments about Shadley:

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

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

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

Damon Grady, Security Sergeant, Safety & Security

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

Other comments about Grady:

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

Darci Feider, Program Coordinator,

Student Life

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

Other comments about Feider:

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

**Summer 2020 Classified
Excellence Award recipient:
Connor Cantrell**



Connor Cantrell. *Photo courtesy of Connor Cantrell*

Congratulations to **Connor Cantrell, Library & Archives Paraprofessional 4, Libraries**, recipient of the 2020 Summer Quarter Classified Staff Excellence Award!

One nominator wrote, “Connor has helped the library become a welcoming and inclusive place by making improvements to services, procedures, and processes. The training Connor has done with employees has helped them use equity-based critical thinking when responding to complaints and/or observing biased based incidents.”

When the college shifted to remote operations, Cantrell established new interlibrary loan (ILL) processes to accommodate the need to work from home. She used her organizational skills to ensure all necessary staff had access to digital paperwork when needed and worked with each employee to make sure they had adequate support and the essential tools to perform their work during remote operations.

One colleague wrote: “Connor has shown outstanding customer service by listening to library patrons and adjusting normal procedures as needed to ensure each patron has the support to succeed. She worked with students to make sure they could register when they had fines and extended due dates when they required items longer for assignments.

“Connor’s dedication to ensuring our students have the best Clark College experience is one of the things that makes her a remarkable asset to the library. She listens to students when they are upset, confused, angry, and defeated and ensures that students are connected to needed resources.”

Another comment said: “Connor often leads by example and is always willing to offer a helping hand. Her ability to connect with people and provide clear communication while ensuring staff and patrons feel heard are some of her best attributes. Connor’s history of rising above and stepping into challenging issues while providing others the tools and knowledge to succeed and grow contributes to the best parts of the Clark Community.”

Congratulations, as well, to all nominees for the 2020 Summer Quarter Classified Staff Excellence Award (excerpts of their nomination forms included):

Chris Chaffin, Program Coordinator, Student Tutoring Services

“Chris has exceeded every expectation. His role has shifted with increased responsibility and duties because of his abilities and his passion for excellence in everything he does. Chris has made it his personal mission to not only excel at his tasks but also to cushion others from being stretched too thin. He works independently and proactively and does everything in his power to solve all problems that come his way, including always looking ahead and problem-solving for the next step. This is no small feat and speaks highly of his ability to prioritize complex problems and situations. Chris is highly active in many aspects of college life, dedicated to social equity on this campus, and is an advocate for all employees and students that seek his council. He always makes time to make everyone feel heard and valued. He faithfully attends speaker luncheons, trainings, festivals,

and other events whenever he can. He regularly donates to college initiatives such as the Backpack Program, Foundation, Penguin Pantry, and more. He is also regularly asked to serve on hiring committees and councils. He bravely accepted the task of being a speaker for the Queer Student Luncheon and bared his soul to all in attendance regarding his struggles, fears, and triumphs. Chris gives of his time, money, heart, and spirit on a daily basis.”

Dan Ellertson, Retail Clerk Lead, Bookstore

“Dan is a valued leadership team member at the Clark College Bookstore. His strong work ethic is consistently and clearly demonstrated on a daily basis. He performs his job with forethought, professionalism and accuracy. Dan’s positive attitude and his willingness to go above and beyond is apparent in all his interactions. There are days when he is pulled left and right; he deals with each situation, good or bad, with the highest degree of professionalism and a positive attitude. In his work, Dan looks for ways to improve efficiencies for the bookstore. Due to COVID-19, the bookstore changed their business model to serve students more efficiently while maintaining a high level of customer service. Dan collaborated with Web Services and management to implement an appointment tool, to schedule individual appointments for students to come into the bookstore for limited services, such as prepaid book pickup. Dan also has the innate ability to prevent difficult situations from intensifying. When a difficult situation arises with a customer, he de-escalates it by listening to their concern, communicating to them in a considerate manner, empathizing with them, and working with them to find a resolution. Dan is well respected, admired, and appreciated by fellow employees.”

Jeff Kaliner, Program Specialist 3, Security & Safety Services

“Since his hiring in August of 2018, Jeff has taken on leadership roles in unanticipated events such as free speech activities and a potential measles outbreak in Clark County. Beginning in March of 2020, Jeff’s knowledge, skills and abilities were tested as he was tasked with leading the college’s response to the COVID-19 pandemic. Jeff identified the potential for the disease to reach pandemic levels early and convinced college leadership to enter into a planning phase. Jeff revised the college’s Emergency Operations Plan.

“It might be an understatement to call COVID-19 a ‘special project’ but it certainly presented a unique set of challenges for Clark College. For an institution unaccustomed to managing an emergency of this size and complexity, COVID-19 could have been a completely destabilizing event. Fortunately, the College has Jeff Kaliner as our Emergency Program Manager – precisely the right person at the right time to lead us through this crisis.

“Former Interim President Sandra Fowler-Hill had this to say about Jeff: ‘Jeff performed exemplary in managing several crises confronting the college last year. I was very impressed as I saw him quickly rise to the challenge of the COVID-19 crisis. All of his experience and skills were an asset in managing the college community safely through the crisis and onto recovery.’”

Charla Kimball, Fiscal Technician Supervisor, Accounting Services

“Charla is always available and ready to help. It is often difficult for international students to admit that they are

having financial difficulty. It can be difficult for some cultures to ask for help. Charla always has the students' best interests at the forefront and always manages to be kind and understanding. Students often feel relieved and encouraged after speaking with her. She always goes beyond the task, offers alternative suggestions or new ideas on how to improve processes, and always follows-up when issues do not get resolved immediately. Charla has demonstrated exemplary work performance.

"A student wrote: 'Financing college studies is never easy and as a member in this department, she has been instrumental in delivering her duties, understanding, patient, and also prompt in answering questions of any concerns. Despite remote operations and workload, I personally have been helped by Charla in different circumstances making me feel safe and comfortable in seeking advice from her.'"