

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.”

Winter 2018 Classified Staff Excellence Award



Eben Ayers

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

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

Ayers began his career at Clark College more than 15 years ago as an intern from the Clark County Skills Center (now Cascadia Technical Academy). While he has pursued other opportunities over the intervening years, he has spent many years working for Clark Security and Safety, first as a Parking Enforcement

Officer and now as a Security Officer. In that role, Ayers serves as a member of the college's Title IX team. He also has taken the lead on coordinating with leadership within the STEM Building to develop and communicate security protocols and operating hours of the computer labs that are housed within the newest building on campus. Additionally, he serves as advisor for the Clark College Realm Runners Club.

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

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

Below are more comments from nominators about Ayers:

- "Eben is a very reliable, personable and friendly person. When Eben works security for any major events on campus, I find him to be steadfast and committed; always willing to go above and beyond to help with no questions asked. Clark is lucky to have Eben on the Security team!"
- "One of the most distinctive qualities about Mr. Ayers is that while he is very professional at his work, he also connects with people in a compassionate way. He

works fervently in order to save the people dignity at the same time that he applies policies that need to be applied.”

- “I have known Eben for over 15 years. All of those years have been in association with Clark. Eben first started with our department as an intern through a program he was attending at the Clark County Skills Center. This was in conjunction with his high school course work. Eben has pursued different opportunities over the years, but has always returned to Clark Security. After his time as an intern, he returned as a Parking Enforcement Officer where his attention to detail, willingness to help others, and excellent work ethic, were put on full display. He easily became someone the department could count on.”
- “When I first started at Clark College, Eben was an invaluable source of information on both practices in the department, as well as policies and procedures for the College community as a whole. Eben was able to help me answer difficult questions I had about my position and suggest innovative and creative solutions to some of those problems. In particular, his thoughts and insights on crafting a database to track authorized access for students and staff helped me greatly.”
- “Eben ... is quick to follow up with open reports and always conscientious of the multiple departments that may be involved in cases. Eben approaches his work with a calm and clear vision for the potential outcome of a situation. He is thoughtful in his approach and thinks of the student/campus above all. Eben personifies what it means to be a Clark Penguin. He puts customer service at the forefront with the entire campus community including visitors. Eben has a calm sense about him and with that skill, he is able to deescalate situations that have the potential to go awry. In Eben’s role as a security officer and club advisor, he is a great listener, communicator, and role model. As a member of

the Title IX team, Eben is thoughtful in his approach to investigations and working with students and staff that may be involved in the situations he is working with.”

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

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

Other comments about Ayers include:

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

Title IX. Heather is regularly scheduled to co-present at the quarterly New Faculty Orientation meetings and other invitations that arise; she is a competent and engaging presenter who can easily take the reins if the other presenter is unavailable."

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

Other comments about Fjeldheim include:

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

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

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

"Responding to all requests on time and within the budget, she assists in planning faculty schedules; responds to catalogue requests; provides us with classrooms; oversees requests for book orders, supplies, travel, and equipment, along with any other number of office and managerial responsibilities," the nominator added. "In addition, she supports the Director of the Bachelor of Applied Science in Applied Management (BASAM) program, by sending out timely correspondence to students in

two cohorts, making sure each term that their classes are accurately represented in the schedule, providing students with appropriate class registration codes, and tracking the students within the program, as they might move from the two-year schedule to the three-year schedule. Orientation letters and materials prove to be accurate, and promotional/informational letters are always completed with expertise and professionalism. Jennifer provides logical and helpful advice in the completion of many of these tasks."

Other comments about Lea include:

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

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

Other comments from the team include:

- “On days when he has to vacuum and noise may be disruptive to the office, he is considerate and starts on the areas that are less disruptive to our team. He also asks if there are other areas that need vacuuming that may not be part of his regular duties. ”
- “Dave does a wonderful job of working quickly and efficiently, while still taking time to get to know his colleagues and build relationships with them. ... I always looked forward to having Dave come through the office in the mornings and having a quick chat with him.”
- “Dave always goes above and beyond to provide great customer service. For example, we put in a work order for tables to be delivered on a Friday for a going away party. Dave saw the work order and offered to take care of it sooner because he would already be in our building and had the right stuff to complete the order while he was also coming through to do his normal work. He always goes the extra step to make sure people are taken care of and get the things they need.”

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

Comments about Smith include:

- “Sherry is the ‘go-to’ person in STEM for everything. Most importantly, when we were preparing to move into the STEM Building, Sherry took the lead. Sherry was the liaison for faculty and staff, making sure we had what we needed to make the processes as smooth as possible. This was an immense relief to faculty, as we knew with Sherry in charge nothing would get overlooked.”
- “If I have what seems to me to be a complex issue or question and pose it to Sherry, she graciously says

she'll look into it and get back to me. I am always surprised by a prompt and thorough response where she gets an answer and further helps me out by filling out necessary paperwork if needed. Usually all I have to do is sign something and what seemed like a daunting problem to me is solved."

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

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

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

Other comments about Sott include:

- "Mitch is a valuable member of the WPTE team – interacting positively with faculty, students and staff in the kitchens."
- "He communicates clearly with faculty and staff in the

problem solving and design stages of custom fabricated solutions.”

Victoria Walters (Ong) is a Program Coordinator in Advising. Comments about her include:

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

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

Other comments about Williams include:

- “Her dedication to the department and college is an invaluable and immeasurable resource to Clark and the greater Vancouver community. The reputation of the Clark Music Department and Clark College Jazz Festival holds throughout the nation clearly demonstrates the excellence Shelly demonstrates in her execution of her duties.”
 - From a student: “In all my four years at Clark College, Shelly is the most kindhearted and joyful staff member I have ever met. Her attentive spirit keeps music students (and faculty) organized and she develops a healthy and professional relationship with each student. With no favorites and a heart for music, she always finds a way to brighten up the music department and give weary music majors the tools to succeed.”
 - “She is the most positive and upbeat person I’ve ever met! ... She genuinely cares for students and puts their needs first. With her, they can share their fears, needs, stories, jokes—the list goes on!”
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Fall 2017 Classified Excellence Award: Jessica Beach



Jessica Beach

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

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

Being an active member of the college community, Jessica regularly participates on committees, serves in leadership roles, and takes advantage of a variety of professional development opportunities so that she can improve her skills as a supervisor. Jessica not only cares for her own training needs, but also the needs of her staff. Her nominator said, "Jessica ensures that she and her staff have the resources and training needed to meet the needs of everyone who seeks their assistance."

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

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

Below are comments from Jessica's colleagues:

- "Over the past year, Jessica has taken on the role of

BEECH's primary administrator for EvaluationKit, the online software for student evaluations. In this role, she set up 284 classes to be evaluated in 2016-17. The process is very complex and the data needed to be entered perfectly in order for the nearly 6,000 students in these 284 classes to be able to complete and submit their evaluations. Jessica has done an excellent job with EvaluationKit and I find that with her overseeing it for the BEECH Unit, I never have to worry about this contractual part of the faculty evaluation process being completed correctly and on-time."

- "Jessica has been a joy to work with because she is always available to answer questions and clarify a process (no matter how many times I ask). She responds quickly to emails and phone calls. Also, she is always available if I just stop by with a question. All my interactions with Jessica have been pleasant and helpful. I am able to focus on my job because she provides such wonderful support. She is amazing and truly a collaborative partner in Transitional Studies."
- "Jessica is always willing to help me navigate the paperwork involved with attending conferences, ordering supplies. She is very professional and timely and knows what she is doing."
- "Jessica has been an essential resource for me as a new faculty member in Transitional Studies. Her support and assistance have been excellent, and I have found her to be VERY timely in responding to my many questions. I'm happy to have her!"
- "I value Jessica's input at staff meetings and her willingness to volunteer. I enjoy her sense of humor when she is attempting to rehome furniture and other equipment."

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

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

Comments about Brown include:

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

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

Other comments about Eckman and Fankhauser include:

- “They have helped ensure scheduling for cashiers goes smoothly.”
- “Even during the crazy times, they were very creative in

finding ways to help students and faculty. Whether it is helping students with questions from other departments or covering for a sick co-worker, they were there.”

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

Many praised Hagen’s creative efficiency. Nominators said, “We especially commend her ability to stay focused and productive on strategic tasks, while at the same time being a calm, welcoming, cheerful presence to the many students who need her help,” said the nomination. “Audrea has to serve a large volume of students, faculty, and staff every day. She always offers exceptionally thoughtful, patient, and supportive service. A particular strength is working calmly with students who angry or upset. Her calm, helpful demeanor has helped defuse potentially difficult situations.”

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

- “Audrea displays an exceptional work ethic juggling large, strategic tasks such as tracking the math division budget, setting up new instructors with all that they need, keeping our division supplies stocked and finding ways to streamline and improve the workings of our large division.”
- John Mitchell wrote, “As a new division chair I was impressed with her diligence in her work, her knowledge of college systems and procedures, and her willingness

to help me with the many questions I had as I started out. She was invaluable in helping me adjust to my new role.”

- “Audrea has exceptional communication skills. She takes clear, concise meeting minutes that capture the spirit of the discussion. She articulates college policy and procedure in understandable terms when the division has questions. She has a remarkable ability to make complicated concepts clear and has unlimited patience for explaining. Because of her ability to really listen, she can quickly respond to our needs. This is a notable, and sometimes rare, characteristic that is very much appreciated by her division.”

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

Other comments about King include:

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

Jennifer Lea is Administrative Assistant 3 for the Business Division and is described as someone who is helpful and displays a collaborative attitude. Her nominator said, “Everyone in the business division thinks so highly of her and have expressed gratitude to her for all she does on their behalf.” Lea ensures that students feel welcomed and supported

in addition to making sure new adjuncts have what they need to contribute to student success.

Other comments about Lea include:

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

Photo: Clark College/Jenny Shadley

Summer 2017 Classified Excellence Award: Rebecca Udwary



Rebecca Udwary

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

Udwary is Secretary Senior for the Art & Theatre department and is described as someone who “demonstrates her commitment to the College Community in a number of ways.” Whether Udwary is serving on Clark College’s Safety Committee, assisting someone in need, coordinating usher coverage for all Clark College Theatre productions, applying data analysis techniques to find equitable practices that better accommodate the needs of students and her department, or greeting folks with a warm, friendly smile – she is seen as a “valued member of the Penguin Nation.”

Other comments about Udwary include:

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

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

Directly related to her job, Udwary models excellent work performance and outstanding customer service to the college

and broader community. A nominator mentioned, "Becky operates as a highly skilled professional, assisting the Art department with advanced administrative techniques and acumen. Each quarter, Becky compiles a spreadsheet that outlines all of the Art classes, class times, instructors, and class locations. This spreadsheet enables students and faculty to quickly determine the most efficient means of addressing their needs. It is an invaluable resource."

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

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

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

Additionally, nominators say, Beach goes above and beyond by

offering to take on additional tasks, contributing creative solutions, and extending her great customer service to other departments. One nominator said, "Jessica is thorough and efficient in the way that she supports 65 employees in the Transitional Studies Division (50 faculty and 15 staff). She is quick to respond to emails, phone calls, and in-person inquiries. When there are problems, she is an excellent researcher and digs into the details and stays with it until everything is sorted out."

Below are comments from Beach's colleagues:

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

do their job more easily.”

Roslyn Leon Guerrero is Administrative Assistant 4 for the Office of Diversity and Equity. Colleagues praised her support of the Office of Diversity and Equity as a safe space on campus for anyone who needs it. They also noted her “strong commitment and advocacy for students and coworker of color” and that she “is devoted to supporting those in the community who have been most vulnerable.” Always providing a welcoming atmosphere with a “warm and friendly face,” Leon Guerrero “helps to break down barriers, eliminates fears and helps students be successful while still honoring their authentic selves.” Recently, she received a full scholarship for the National Pacific American Leadership Institute (NAPALI) – Hawaiian word for “the cliffs” – to continue training as a Pacific American Emerging Leader. Additionally, in 2016, Leon Guerrero was appointed by Governor Jay Inslee to be a Commissioner for the Washington State Commission on Asian Pacific American Affairs. As a Commissioner, she is one of the 12 advisory board members appointed to be a voice for Washington’s Asian Pacific American communities.

Below are comments from Leon Guerrero’s colleagues:

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

Gayla Shanahan is a Grounds and Nursery Specialist 3 in the Grounds Department. She is said to go above and beyond in

working to keep the main campus in such great shape. The campus is often described as beautiful and lush, and Shanahan plays an important role in making that happen.

Below are comments from Gayla's colleagues:

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

Photo: Clark College/Jenny Shadley

Spring Classified Staff Excellence Award: Aleksandr Anisimov



Aleksandr Anisimov

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

Anisimov is an eLearning Systems Specialist for the eLearning department and is described as someone who is "admired, respected, and appreciated by his peers and those he works with."

Other comments about Anisimov include:

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

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

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

Described as someone who delivers a “high level of service,” Anisimov’s nominators say that he is “a highly valued member of the eLearning department and CLASS unit. He has a genuine enthusiasm for helping faculty and students. I often receive compliments from faculty and staff about the consistently high

level of service that they receive from Alex. Courteous, polite, thorough, effective—are all terms that I have heard frequently.”

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

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

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

- “She is always willing to help. If she sees something needs doing, she just does it with a very positive attitude.”
- “Kay is thorough, conscientious and a pleasure to be around.”
- “You can just tell she is a very dedicated worker and she is very much appreciated.”
- “She and her staff have been amazing in keeping our areas clean, our classrooms clean, our boards cleaned, etc. It is wonderful.”
- “She is very focused on doing her work right the first time and completing each task with expediency. In all my encounters with Kay she has always showed a smile and

a work ethic..."

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

Other comments about McAllister include:

- "I appreciate her graceful diligence, her proactive approach, clear communication and delightful demeanor. Her positive attitude and warm/personal presence diffuses our stress."
- "Reesa keeps us moving forward, keeps us honest, and keeps us super-organized and informed!"
- "Reesa demonstrates a cooperative spirit and does her part to make Clark College a positive environment for faculty, staff, students and all constituent groups."

Amy Tam works as a Program Specialist 2 for Enrollment Services. Tam is described as an "exceptional employee" who

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

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

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

Other comments about Tam include:

- “Amy is a people person who see the strengths in others, looks for opportunities to involve them, then allows them to lead.”
- “I have appreciated her professionalism and consistent commitment towards student success for some of our most vulnerable populations.”
- “Amy’s dedication to helping others succeed is [a] great gift to Clark College and our community.”
- “I have worked with Amy Tam since 2010 in some capacity and have never worked with a more consistently positive, upbeat, competent and helpful colleague!”
- Tam is overall described as someone who is “always doing what is best for the students and her co-workers. I could not ask for a better colleague than her.”

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

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

Other comments about Schmidt include:

- “Tia takes a creative approach and finds ways to make our projects fun. She has a knack for identifying opportunities to enhance teamwork and build positive relationships.”
- “She is highly organized and solves problems with a systems focus.”
- “She has helped our department build positive relationships with community partners through work on the WSUV/Clark College Preceptor Event, Hilma Speights Foundation events, and others.”

Clark College Wellness Team Walk Schedule



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

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

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

Penguin to walk with you!

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

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

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

Walk Schedule

Note: All walks start at the Chime Tower.

Monday, June 5

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

Tuesday, June 6

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

Wednesday, June 7

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

Thursday, June 8

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

Friday, June 9

- 12:00 p.m. – 12:15 p.m.

Winter 2017 Classified Staff Award: David Sims



David Sims

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

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

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

Being “extremely skilled in process and procedure,” Sims is

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

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

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

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

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

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

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

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

Fall 2016 Classified Staff Award: Carmen Roman

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



Carmen Roman

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

Nominators had the following to say about Roman:

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

“Carmen is a consummate professional who combines her advising expertise with genuine care and concern for the best interests of students and of the college. She works actively and diligently to learn about and to provide information about all corners of the campus (important dates, instructional departments, program requirements, pre-reqs, assessment, financial aid, etc., etc.). She exemplifies the team approach that is necessary for effective delivery of student services. Knowing that students often “don’t know what they don’t know,” Carmen seeks to provide the most relevant pieces of

information with the understanding that students' needs change and evolve as they progress through their programs of study. She is outstanding at giving the right service, in the right manner, at the right time – all with seemingly limitless patience and kindness.”

Congratulations as well to this quarter's other nominees:

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

Kay Martinez works as a Custodian in the Custodial Services Department. Nominators describe Martinez as someone who works hard and always maintains a positive attitude. Though Martinez works tremendously hard to keep the STEM building looking its best, she always takes a moment to be courteous and to greet faculty, staff and students. Many view her as someone who is excellent at her job, has a strong work ethic, and will go out of her way to assist others. In fact, “Kay's excellent work ethic and affability” come up in conversations with STEM faculty and staff. A nominator stated that Kay's “dedication to Clark College should serve as a model for others.”

Hanna Maxwell is a Student Recruitment Specialist for the Enrollment Services Department and is described as an “essential” on the team. Maxwell is seen as someone who

provides the best in customer service to students, parents, college partners, and community members while keeping a smile and positive attitude. A nominator stated, "no matter what the issue, she brings a determination to answer questions and find solutions in an accessible way." Another wrote that she "brings a supreme level of care to her presentation and style. She has explained to hundreds, if not thousands, of students over her six months at Clark the benefits of a college education, and has helped many take the first step to changing their lives."

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

Tia Schmidt is an Administrative Assistant in the Nursing Department and sees things from an optimistic viewpoint. Her nominators describe her as "professional, respectful, thoughtful, mindful, and intentional in the way she approaches her job and her coworkers." Unfailingly polite is how many view Schmidt's interactions with faculty, staff and students, and she always seems to keep her eye on "the big picture." A nominator wrote, "I have called on Tia repeatedly for assistance with a wide variety of needs/problems/challenges, and each time she has come through with information, guidance,

resources, clarification, and direct help. She doesn't complain or ask for any special acknowledgement—she just does her job to the best of her ability every day.”

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

Photo: Clark College/Jenny Shadley