

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

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."

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

Summer 2016 Classified Staff Excellence Award: Joanne Emel



Joanne Emel

Congratulations to **Joanne Emel**, recipient of the 2016 Summer Quarter Classified Staff Excellence Award!

First hired at Clark in 1997, Emel is the Program Specialist 2 for the Office of Instruction (OOI). She is known for her positive demeanor and her outstanding knowledge of Clark. In addition to her regular duties, Emel is an active member of the Emergency Response and Safety Team as well as part of the team preparing the college for the ctcLink transition. In addition, she recently assisted with the R25 conversion to 25Live.

Some of the following comments submitted on Emel's behalf by her colleagues reflect her positive spirit and team mentality:

"Joanne takes a moment to greet each and every person who

comes through the door, helping to ensure that the OOI is a welcoming space for the entire Clark community.”

“New staff members are enormously grateful for the way in which Joanne is always ready and able to assist when something is unknown or unfamiliar—she has been a huge help in the transition to Clark for new department members. We know we are able to approach her with questions, no matter how seemingly trivial, and she is consistently able to help even if the question falls outside of her work.”

“[She] is a cheerleader for Clark: She has encouraged new staff members to get involved with campus activities and is always able to provide positive anecdotes about the College.”

“Joanne’s long commitment to Clark, stellar work ethic and excellent level of service are inspiring to her colleagues, and this award is an ideal opportunity for these strengths to be recognized.”

Spring 2016 Classified Staff Award: Linda Healy



Linda Healy

Congratulations to **Linda Healy**, recipient of the 2016 Spring Quarter Classified Staff Excellence Award!

Nominated with input from seven Clark employees, the Advising Program Support Supervisor is described as someone who

exhibits an exceptional work ethic and flexibility, as well as the willingness to do whatever needs to be done. She has worked in the Advising Services Department for 10 years, and is commended for bringing a student-centered approach to the front-desk team, as well as a powerful combination of “clear personal investment, professionalism, and heart.” She actively engages in campus-wide events, leadership meetings and discussions, and Advising Services and Student Affairs activities – demonstrating excellence in her own performance and inspiring it in others. She is regarded for her responsiveness and follow through, and is known for her ability to make people feel noticed, valued, and welcomed. As one nominator explains it, “Linda is truly an ambassador for the Penguin Nation, demonstrating consistent, tireless commitment to the success of students, positive communication, collaboration, and personal investment in Clark College.”

Congratulations as well to this quarter’s other nominees:

Haley Gordon works as the Program Coordinator for the Event Services Department, juggling thousands of reservation requests every year with “ease and precision,” according to her nominator. Gordon is very involved in college activities, works closely with other areas of the college, and has been a key contributor in implementing several process improvements that have benefited the department and increased services to meet the needs of faculty and staff. Her nominator explains that Gordon “continues to impress students, staff and faculty” with her knowledge of campus space and features, allowing her to assist others in finding the right space for their needs. She is described as “gracious and kind,” with a driven and motivated work ethic that is unwavering. Gordon is praised by her nominator for going above and beyond the call of duty, and for her “hands-on” approach, tackling every challenge with a “positive, can-do attitude.”

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!”

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.

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."