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Fall 2019

Service Excellence Newsletter, Fall 2019

Rollins College Service Excellence Team

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SERVICE EXCELLENCE

NEWSLETTER



Department Spotlight: Hume House Child Development and Student Research Center

- **How would you describe the role of the Hume House/CDC on campus?**
We are a training ground for students, offering them a unique work experience prior to choosing

their career. Many students state the CDC lab or work study experience made their college careers most special here at Rollins. We serve dozens of students as a laboratory and community engagement site—nearly 2,000 hours last academic year. We provide excellent childhood education and care, and we also support faculty in their efforts to plan community engagement projects on campus.

- **How does your office/team add value to Rollins and its mission?**

Team members are excellent and well trained, but I think the real joy is in the collaboration and caring that make this place a second home for the teachers, director, and the 40+ children that we serve. Parents establish relationships with students as their children work with Rollins students in faculty community engagement projects. The special passion teachers have for the families and children allow staff and faculty utilizing the CDC to feel secure in placing their children within our care.

- **Is there any aspect of your office's role that might surprise the campus community?**

It might surprise people that we do so much research here, and that we have worked with nine different departments on campus. Because of our knowledge and professional experience, we can identify children's developmental concerns and work with families to get them the support they need. We do a lot of referrals and interventions here. The other surprising thing is how deep and enduring our relationships with student workers and families really become. Often, the experience establishes a life-long relationship.

- **What is the best part of the job?**

It's rewarding to see the fresh faces of the little learners as they each day. We form deep relationships with our students—both big and small. And of course, the creativity that teachers demonstrate and inspire in the children and students every day.

- **What is the most challenging part of the job?**

The CDC is a physically and emotionally demanding place to work. Everything matters so much when you work with people, especially children. It can be difficult maintaining staffing and realizing that with a human population, there comes huge responsibility. This job is never-ending problem solving and being cognizant of everyone's needs.

- **What does Service Excellence mean to you and how does your staff embody Rollins service standards?**

Service excellence means bringing your A-game every day—to the children and families, the undergraduates, and the faculty and students who see this place as a resource. It also means understanding the real lives of families and teachers, and offering each other the support we need. It means giving to others your best and most passionate effort every day, and always remembering that your professional knowledge and experience can support others in very personal and important ways.

What Service Excellence Means to Us

Rebecca DeCesare, Office of Campus Safety

- **How have you been able to maintain service excellence in the midst of the changes?** For our department, we face the daily challenge of continuing to provide service 24/7 despite the growing construction projects around our building and throughout campus. Although this has impacted our daily work, we have made a conscious effort department-wide to not let this effect our morale or attention to our work. We have adjusted some of our practices on how to get places on campus or provide services to students, faculty, and staff. While this can be frustrating

at times, we remind both ourselves and our community that the temporary pain of today will be rewarded with a beautiful new tomorrow. And how sweet will it be to have a parking garage right outside our front door?!

- **What advice would you give other offices who might also be impacted?** The best advice would be communication. Communicate with your staff, faculty, and students about changes in your service or delays they may experience. Remember that the campus changes are impacting every member of our community in one way or another. When you communicate and provide them insight, they will be grateful for the honesty and understanding when they experience their own challenges first hand.

Deborah Prosser, Olin Library

- **How have you been able to maintain service excellence in the midst of the changes?** Librarianship is a service profession, so library employees typically “step up” when challenges occur that may impact what we need to do for our students and faculty. The library is a large organization with the college, so many of our challenges have had to do with moving deliveries in and out of the building. To facilitate our new workflows we have had several team meetings, and many of our employees have offered creative and thoughtful solutions to how we need to work temporarily as the campus grows and changes.
- **What advice would you give other offices who might also be impacted?** If an office or team is impacted by change, I would say flexibility, good humor, positivity, and collaboration are the best approaches. Work together as a team so that everyone is consulted and as many individuals as possible can buy into the changes. Flexibility is important, because we often are set in our routines, and space changes can upset them. Remind everyone it’s temporary! Finally, reach out. In Olin, we have been very grateful for the collaboration and support of other areas such as Facilities and Grounds. Their departments have been impacted, too, but they have helped us. We also try to stay positive because we are all working toward a better future for our campus community.





On Thursday, October 17, Janette Smith from the Dean of the Faculty's office received a Big WOW!



On Thursday, October 31, the staff came out to the CFAM patio for a spooktacular lunch and costume party!

What Service Excellence Means to Us

Christopher Gonzalez & Valentin Vega Facilities Services

There was a Winter Park Institute event on October 17. The external AV team took an additional 2-3 hours to set up, leaving the Facilities Services team one hour to get the entire space set for the 700+ attendees for that night. This team somehow managed to get everything done in less than an hour and did it with smiling faces and a can-do attitude. They are the definition of service excellence. THANK YOU!

-Ally Stricker

Leila Fraser Rollins Dining

We wanted to have a pizza party for our student staff, but one of our students has a significant allergy to gluten, to the extent that nothing can touch something that has gluten. We asked about the cauliflower pizza (which is delicious!), and we were informed that the campus center is gluten-friendly, not gluten-free. BUT, they were going to supply a meal totally gluten-free from off-campus. Upon asking for the off-campus meal, her supervisor said that they would make sure that

Wall of WOW!

- **Ellen Atkins**, Hume House/CDC
- **Robert Burrows**, Facilities Services
- **Gavin Clark**, Facilities Services
- **Angela Dasch**, Institutional Advancement
- **Diane Doyle**, Hume House/CDC
- **Lauren Duhon**, Hume House/CDC
- **Juan Escobar**, Res. Life & Explorations
- **Hilary Falcon**, Registrar's Office
- **Sergio Funes**, Facilities Services
- **Michele Gelfert**, Hume House/CDC
- **Aida Guzman**, Facilities Services
- **Tina Hall**, Provost Office
- **Alex Hill**, Fraternity & Sorority Life
- **Wendell Joly**, Facilities Services
- **Laura Kern**, Marketing
- **Lorrie Kyle**, President's Office
- **Ashton Marshall**, Hume House/CDC
- **Son Nguyen**, Information Technology
- **Socky O'Sullivan**, English
- **Kayleigh Phinney**, Print Services
- **Sherine Squires**, Finance
- **Caitlin Strickland**, Hume House, CDC
- **Doug Shell**, Print Services

there was NO contamination and would specially make the cauliflower crust pizza to ensure it was not cooked on or placed on any surface that could possibly be cross contaminated. SO thankful to Leila and Rollins Dining for making one of our students feel included and special all at the same time.

-Tami Diebel

- **Jennifer Weisenburger**, Student Account Services
- **Robert Worth**, Information Technology
- **Eric Zivot**, Theatre Arts & Dance