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Fall 2020

### Service Excellence Newsletter, Fall 2020

Rollins College Service Excellence Team

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# SERVICE EXCELLENCE

NEWSLETTER

## **Doc Gallup Award for Service Excellence and the Thaddeus Seymour Staff Award for Community Engagement: Robert Whetstone**



### **From the Service Excellence Committee**

"We couldn't begin to quantify the number of students who Whetstone has mentored and supported at Rollins," says a representative from the committee. "To cross his path is to have your day made brighter. 'Mr. Robert,' as students and his colleagues affectionately refer to him, is Rollins, and Rollins wouldn't be the campus it is today without him."

### **What does Service Excellence mean to you?**

Service Excellence means serving others without expecting anything in return. Giving to make others life or situation better. My mother would always say 'treat others better than you would treat yourself.'

### **Quote to live by:**

"Things are not as bad as you think they are, they are just not as good as you want them to be."

*Read more on the [Doc Gallup](#) and [Thaddeus Seymour](#) award recipient on [Rollins360](#).*

## **Helen A. Ward Crossing Distinguished Service Award: Denisa Metko**

### **From the Service Excellence Committee**

“Denisa is known around campus for being one of the warmest, most welcoming, and thoughtful professionals around,” says one commentator. “She has worked at Rollins for over 12 years and in that time has established herself as someone people can go to for expertise, as well as someone to brainstorm with or confide in.”



### **What does Service Excellence mean to you?**

For me, service excellence is the practice of leaving people (and places) better than I found them.

*Read more about Denisa and the Helen A. Ward Crossley Distinguished Service Award [here](#).*

## **Rollins Wellbeing Champion Award: Amanda Vocks**



### **About the Rollins Wellbeing Champion Award**

The Rollins Wellbeing Champion Award recognizes a Rollins faculty or staff member for being a role model in the area of well-being. This award is granted annually to the individual who is an ambassador of the Rollins Wellbeing Committee’s mission to create and promote a healthy campus community in which to live, learn, teach, work, and visit.

### **What does Service Excellence mean to you?**

Service Excellence is a proactive, solution-focused, and caring approach to daily work. I feel successful when someone leaves an interaction with me feeling like all their questions have been answered and the interaction exceeded their expectations. I like to help people, I especially like to help people feel empowered, prepared, encouraged and supported and I try to infuse that into all the work I do at Rollins.

*Read more about Amanda and the Rollins Wellbeing Champion Award [here](#).*

## Presidential Award for Diversity and Inclusion: Mae Fitchett



### From the Service Excellence Committee

“Mae is a source of strength for all staff and faculty, and particularly those from underrepresented identities,” remarks one committee member.

### How has Service Excellence impacted the way you work?

I would like to believe that my work is defined by my character. I strive every day to do my best to help at least one person who needs encouragement, guidance, unconditional listening, and most of all to show empathy and compassion for those in need. Hope and faith are the pillars of my work ethic. It gives me great joy when I am able to help someone overcome adversity and achieve their goals. Helping heals my soul and strengthens my purpose in life.

*Read more about Mae and the Presidential Award for Diversity and Inclusion [here](#).*

## Service Excellence Departmental Award: Instructional Design & Technology



### About the Instructional Design & Technology (IDT) team:

One nominator said, “No matter how many times they were asked the same questions, they responded respectfully and competently. They worked to troubleshoot issues as they arose and were available whenever they were needed.”

### What does Service Excellence mean to your team?

Service Excellence means striving to be responsive and adaptive to ever-changing needs. It also means being resourceful and open to new ideas and solutions so that we can continue to grow and improve while providing the best possible support and experience for faculty, students, and staff.

*Read more about IDT and the Service Excellence Departmental Award [here](#).*

# WOW!

WALL OF



## What's a WOW?

The **WOW recognition** is one of the best ways to recognize staff members who are exhibiting our Service Excellence standards: responsive, respectful, collaborative, and competent. Simply put, we all should be paying attention to the good stuff and calling it out. By celebrating and calling attention to examples of service excellence, we are helping to grow the impact of this level of service. By using effective and meaningful praise within the “WOW” recognition card, we are directly tying the Service Excellence standards to the positive impact and results for our students. Here are some tips to provide the most effective “WOWs”:

- Make sure to give it close to the event or act to ensure its timeliness
- Be as specific as possible describing why you are recognizing the staff member
- Your description should detail the impact the service had on others, and where possible, tie directly to the impact on students and student experience

## Wall of WOW!

Kim Baker, Post Office  
William Bailey, Information Technology  
Alan Ballou, Institutional Advancement  
Liz Bernstein, Career & Life Planning  
Kristina Bracero, Admission  
Doragnes Bradshaw, Holt  
Barry Brown, Facilities Services  
Julie Brownell, Institutional Advancement  
Cassie Burns, Career & Life Planning  
Tiffany Cheatham, Career & Life Planning  
Nancy Chick, Faculty Development  
Lindsay Clark, Admission  
Denise Cordova, Career & Life Planning  
Juan Escobar, Residential Life & Explorations  
Jeffrey Force, Facilities Services  
Scott Garrow, Information Technology  
Lisa Gillean-Crump, Career & Life Planning  
Patti Haley, Olin Library  
Jonathan Harwell, Olin Library  
Leila Haddad, Information Technology  
Haley Huffman, Olin Library  
Ashley Kistler, Dean of the Faculty  
Myrna Kitmanyen, Information Technology  
Elizabeth Krebs, Institutional Advancement  
Caitlin McMahon, Olin Library  
Denisa Metko, Career & Life Planning  
Robin Millar, Admission  
Claudia Naranjo, Finance  
Myra Ngo, Human Resources  
John Overberger, Business Services  
Joshua Owens, Student & Family Care  
Christopher Pecoraro, Marketing  
Suzanne Powers, Finance  
Travis Ray, Information Technology  
Stephanie Rizzo, Marketing  
Blake Robinson, Olin Library  
CJ Robinson, Marketing  
Scott Roderick, Facilities Services  
Nancy Rodriguez, Facilities Services  
Steve Sanchez, Campus Safety  
Katie Sanchez, Information Technology  
Rob Sanders, Holt School  
Melissa Simon, Olin Library  
Trayce Smith, Financial Aid



### **(Wall of WOW, Continued)**

Janette Smith, Dean of the Faculty  
Amy Sugar, Information Technology  
Sherine Squires, Finance  
Chelsea Swearingen, Alumni Engagement  
Jason Wezgraj, Information Technology  
Luke Woodling, Marketing  
Riana Young, Alumni Engagement  
Genovefa Zendeli, Facilities Services

On October 30, 2020, John Sims (Facilities Services) presented Sandra Henry (Facilities Services) the Travelling Tommy!

### **Travelling Tommy**

#### **Service WOW Spotlights**

##### **CJ Robinson, Marketing**

"CJ always goes above and beyond to help -- beyond the scope of his own position. He is responsive and professional, collaborative, respectful and kind. CJ is definitely a team player - acting in the best interests of Rollins College."

*-Jo Marie Hebel*

##### **Riana Young, Alumni Engagement**

"Riana started at Rollins in the Office of Alumni Engagement in January of this year and we couldn't be more thankful for her commitment, sense of humor, and flexibility. She has continued to adjust to the many changes on campus and in our office all while fielding the many questions and inquiries we receive from our alumni and other internal and external constituents. We really value her efforts on the many new projects we are undertaking as well as her efforts to keep our office running smoothly with our current processes. Thank you, Riana, for



### 40 Years

Udeth Lugo, Institutional Research

### 30 Years

Patricia Haley, Olin Library  
 Toni Holbrook, Provost's Office  
 Lorrie Kyle, President's Office

### 25 Years

Darla Moore, Olin Library

### 20 Years

Chuck Bailey, Facilities Services  
 Amanda Callahan, Facilities Services  
 Julie Garner, Athletics  
 Bill Short, Finance

### 15 Years

Nour Bennani, Information Technology  
 Aida Guzman, Facilities Services  
 Venessa Kannemeyer, Crummer  
 Ann Ketteringham, Crummer  
 Ants Leinjarv, Facilities Services  
 Micki Meyer, Student Affairs  
 Ken Miller, Campus Safety  
 Fernando Rodriguez, Campus Safety  
 Alicia Schuck, Athletics  
 Jonathan Sjogren, Athletics

### 10 Years

Giselda Beaudin, International Programs  
 Francine Chase, Student Account Services  
 Lika Duni, Facilities Services  
 Eric Graveling, Facilities Services  
 Tina Hall, Provost's Office  
 Abby Hollern, Inclusion & Campus Involvement  
 Megan Roach, Scheduling & Event Services  
 Thomas Kienle, Athletics

### 5 Years

Dianelys Aguila, Facilities Services  
 Pam Arnold, Admission  
 Will Bailey, Information Technology  
 Kyle Baldwin, Graduate Counseling  
 Hind Berji, CFAM  
 Scott Bokash, Information Technology  
 Niaconor Clavijo, Facilities Services  
 Grant Cornwell, President's Office  
 Peg Cornwell, President's Office  
 Stephanie Davis, Graduate Counseling  
 Jessica Deese, Athletics  
 Lesa Duran-Daher, Institutional Advancement  
 Lovelyn Findley, Crummer  
 Brandy Fransen, Admission  
 Catherine Fuller, Education  
 Cristelle Garnier, Wellness Center  
 Maralyn Graham, Crummer  
 Elissa Jovita, Admission  
 Michael Kazazis, Crummer  
 Min Sum Kim, Edyth Bush Institute  
 Ian Lyons, Information Technology  
 Caitlin McMahon, Olin Library  
 Lauren Mickler, Human Resources  
 Robin Millar, Admission  
 Mark Perez, Holt School  
 Elizabeth Pinedo, Facilities Services  
 Victor Pinero, Campus Safety  
 Michael Plier, Facilities Services  
 Bayrex Rodriguez, Information Technology  
 Shalini Roy, Wellness Center  
 Marie Spinale, Institutional Advancement  
 Sherine Squires, Finance  
 Carolyn Turner, Crummer  
 Faye Tydlaska, Admission  
 Jennifer Weisenburger, Student Account Services  
 Amanda Wolters, Residential Life & Explorations

Luis Narvaez, Facilities Services  
Bill Rodriguez, Information Technology  
Sharon Williams, Olin Library  
Harralamb Zi, Facilities Services

***Acknowledge a Co-Worker!***

Submit a WOW Service Experience

Rollins College Service Excellence Team, Fall 2020 Issue

