

Rollins College

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Rollins College Service Excellence

All College Committees and Initiatives

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Fall 2021

### Service Excellence Newsletter, Fall 2021

Rollins College Service Excellence Team

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Dear Rollins Faculty & Staff:

The College's 137th academic year has officially started! I want to thank each of you for your hard work, which ensured the start of the academic year was successful. Campus was abuzz these past couple of weeks with our students moving onto campus, attending orientation, and attending their first days of class. And, of note, some of our students, faculty and staff are back after being virtual all of last year. To all, we say welcome back and welcome home.

On behalf of the Service Excellence Team, we wanted to share our newest service excellence newsletter, recognizing some of our amazing colleagues and welcoming those who are joining our community this year. Check out the list of new hires and promotions since June 1 below, as well as information on how to submit a service obstacle.

Fiat Lux!

Leon Hayner

Service Excellence Team, Chair

## Staff Award Recipients

Rollins College supports and encourages various types of recognition programs and tools to acknowledge and recognize the contributions and exemplary performance of our employees. Here are this past year's service award recipients:



### Doc Gallup Award for Service Excellence

**What does service excellence mean to you?** "To receive the Doc Gallup Award for Service Excellence is an incredible honor- to even be considered in the same stratosphere as Doc (he would have inserted a height joke here) is one of the most meaningful compliments I have ever received. For me, service excellence is going the extra step to benefit the College. My parents instilled in me that the "little" things are actually the big things—treating people with kindness, making everyone feel included, or just simply taking the time to listen to someone's story. The impact of those "little" things has the ability to change someone's entire experience."

**Abby Hollern, Director of the Center for Inclusion & Campus Involvement**

Division of Student Affairs

Learn more about the award on Rollins360 [here](#).



## Thaddeus Seymour Community Engagement Award

**What does service excellence mean to you?** “Service Excellence is the core of Rollins’ values. The Service Excellence standards of Responsive, Respectful, Collaborative, and Competent demonstrate who we are as a community and what we work to uplift and cherish in one another.”

**Trish Moser, Director of Student Affairs**

Division of Student Affairs

Learn more about the award on Rollins360 [here](#).

## Presidential Award for Diversity & Inclusion



**What does service excellence mean to you?** “The single most important leadership quality for any person is the ability to serve; up, across and down. It doesn’t cost anything to serve the others around you, it also doesn’t cost anything to lift others as you rise. So to me, service excellence means going over and beyond my duties and roles as a coach to best serve my community.”

**Kourtne Berry, Assistant Coach and Recruiting Coordinator**

Women’s Basketball, Athletics

Learn more about the award on Rollins360 [here](#).



**What does service excellence mean to you?** “For me, service excellence means treating others in the same responsive, kind, and thoughtful way that I would want to be treated. It takes just as much time and energy to treat people in that way as it does to not, but it can be so much more meaningful for those involved.”

**Mary Robinson, Assistant Director**  
Office of International Programs

Learn more about the award on Rollins360 [here](#).



### **Helen A. Ward Crossley Distinguished Service Award**

**What does service excellence mean to you?** “Service excellence at Rollins is our mission in action. It’s the process of centering people in each exchange and interaction by honoring their worth, value, and presence with our best self, work, and effort. Service excellence reflects our deep commitment to fostering a community of educators and professionals that’s build on trust, compassion, empathy, and relationship with one another.”

**Micki Meyer, Assistant Vice President of Community**  
Division of Student Affairs

Learn more about the award on Rollins360 [here](#).

## Departmental Service Excellence Award

### The Wellness Center and the Office of Student & Family Care

Includes those who provided dedicated support to these teams during the 2020-21 academic year.

Jemma Phillipus-Hodge

Megan Asmussen

Shyanne Auguste

Connie Briscoe

Nichole Fasano

Cristelle Garnier

Davey Olsen

Will Rentz

Shalini Roy

Denise Snyder

Renee Treviranus

Elena Wade

Lisa Wilkins

Maria Anguiano

Karen Chamberlain

Mae Fitchett

Carrie Glatting

Tina Hall

Miranda Jung

Karla Knight

Josh Owens

Janette Smith

Penelope Strater

Mary Kate Veal

Amalia Yount



### Service WOW Spotlights

**Katie Sanchez, Mark Schendel, and Dobby Spencer (from IT)** helped create a seamless process for vaccine scheduling, distribution and reporting to the state. This project has been in the making for months and with their support we have vaccinated over 800 individuals in a short timeframe and reported all the necessary data to the state. They have gone above and beyond with any request made by our team, making this process work for all involved. I have truly enjoyed working with them in this massive project in Keeping Tars Safe!

*-Denise Snyder, Wellness Center*

**Aspen Fox (from Residential Life & Explorations)** is amazing! I can't even begin to explain how hard she works on behalf of our incoming first year students to get them placed in their RCC classes and registered for their first semester at Rollins. From assigning their RCC to organizing all of their language and math score data, their course preference forms, and guiding faculty through the process of registering them, Aspen is the real leader of our RCC program. The great experiences our students have in their first year at Rollins is due to her hard work. I would not be able to do my job without her and I'm forever grateful for her dedication and partnership.

*-Ashley Kistler, Dean of the Faculty's office*

### Wall of WOW!

Nate Arrowsmith, Athletics  
 Giselda Beaudin, International Programs  
 Scott Bokash, IT  
 Karen Chamberlain, International Programs  
 Francine Chase, Student Account Services  
 Victoria Cherry, Alumni Engagement  
 Terrie Cole, Holt  
 Juan Escobar, Residential Life & Explorations  
 Aspen Fox, Residential Life & Explorations  
 Jeff Gabbard, Facilities  
 Alessandro Garabaghi, IT  
 Scott Garrow, IT  
 Sandro Giannini Garcia, IT  
 Eric Graveling, Facilities  
 Aida Guzman, Facilities Services  
 Meredith Hein, Student Affairs  
 Edwin Hernandez, Facilities Services  
 Bronwyn Holder, Fraternity & Sorority Life  
 Dave Ippolito, Facilities  
 Jeff Keene, Facilities  
 Brooklynn Lehner, IT  
 Trish Moser, Student Affairs

Suzanne Powers, Finance  
 Bay Rodriguez, IT  
 Fernando Rodriguez, Campus Safety  
 Katie Sanchez, IT  
 Skip Sargent, IT  
 Mark Schendel, IT  
 Betsey Shutts, IT  
 Andria Silva, Alumni Engagement & Annual Giving  
 Denise Snyder, Wellness Center  
 Dobby Spencer, IT  
 Marie Spinale, Advancement  
 Debbie Tatum, Holt  
 Teddy Tirado, IT  
 Jason Wezgraj, IT  
 Jeremy Williamson, Facilities Services

## Welcome and Congratulations!

We welcome our newest employees (since June 1) and congratulate members of the campus community who have earned recent promotions!

### New Staff

**Danielle Abdon**, External & Competitive Scholarships  
**Aubrey Ashby**, Hume House  
**Raymond Baker**, Facilities Services  
**Mary Balise**, Community Standards & Responsibility  
**Aliitasi Purcell Batista**, Athletics  
**Gabrielle Bell**, Residential Life & Explorations  
**Sarah Chadwick**, Hume House  
**Yuneisy Labrada Cobas**, Facilities Services  
**Timothy Cody**, Facilities Services  
**Zachary Crain**, Facilities Services  
**Michael Engels**, Facilities Services  
**Jay Friedman**, Athletics  
**Hannah Gonzalez**, Admission  
**Lemuel Gorion**, Information Technology  
**Laura Gustafson-Hullinger**, Environmental Studies  
**Sharon-Kaye Hector**, Information Technology  
**Ruth James**, Hume House  
**Donna Lee**, Student Affairs  
**Aisha Maddox**, Institutional Advancement  
**Daniel Meyer**, Information Technology  
**Rebecca Powell**, Crummer Graduate School of Business  
**Richard Roberts**, Campus Safety  
**Aisha Serrano**, Facilities Services  
**Clayton Smith**, Informational Technology  
**Jamie Souza**, Athletics  
**Victoria Teske**, Center for Leadership & Community Engagement  
**Frank Thomas**, Admission  
**Mayra Villamizar**, Admission  
**Alyssa Windsor**, Olin Library  
**Ashley Wood**, Hume House

**New Faculty**

**Molly Breckling**, Music  
**Robert Brodman**, Biology  
**Beatriz Canamary**, Business  
**Hannah Carlan**, Anthropology  
**Michael Carroll**, Business  
**David DiQuattro**, Philosophy  
**Angela Griner**, Education  
**Nahal Jamir**, English  
**Ja’Nva Jenoch**, Sociology  
**Ramon Mata-Toledo**, Mathematics  
**Sean Newman**, Business  
**Robert Phillips**, Business  
**Thais R.S. de Sant’Ana**, Global Languages & Cultures  
**John Shideler**, Business  
**Anna Szopa**, Social Entrepreneurship  
**Rene Tanner**, Olin Library  
**Ashwini Tiwari**, Health Professions  
**Tanja Vierrether**, Communication  
**Constance Vottero**, Global Languages & Cultures  
**Lixia Wang**, Mathematics  
**Mary Whitesides**, Business  
**Sydney Yeager**, Anthropology  
**Steven Zelenty**, Mathematics

**Staff Promotions**

**Amy Armenia**, Associate Dean of Advising, Dean of the Faculty  
**Norman Bateman**, Shift Supervisor, Campus Safety  
**Lauren Bradley**, Assistant Vice President of Communications  
**Cassie Burns**, Interim Director, Career Services  
**Maria Cardona**, Lead Ancillary Landscape Specialist  
**Francine Chase**, Assistant Registrar, Crummer  
**Aspen Fox**, Associate Director, Residential Life & Explorations  
**Juan Franco**, Associate Director, Residential Life & Explorations  
**Brooklyn Lehner**, Director, Instructional Design & Technology  
**Felysha Lenis**, Lead Teacher, Hume House – Child Development & Student Research Center  
**Elissa Jovita**, Sr. Associate Director, Admission  
**Jake Rakoci**, Associate Operations & Database Reporting Manager, Crummer School  
**Stacy Staggs**, Facilities Office & Project Coordinator  
**Clay Starrett**, Assistant Athletic Director of Operations, Athletics  
**Debbie Tatum**, Sr. Academic Advisor, Holt School

## Submit a Service Obstacle

The Service Obstacle System (SOS) at Rollins is an online problem resolution system designed for campus community members to identify obstacles that impede our ability to provide excellent service on campus that is Responsive, Respectful, Collaborative and Competent.

### **How does the Service Obstacle System work?**

Community members submit a service obstacle. An administrative committee will review submitted service obstacles and develop solutions for any issues identified. Status updates and solutions made towards resolving service obstacles will be shared and communicated.

When completing the form be sure to:

- Include at least one example of the obstacle and be as specific as possible.
- Describe impact on the customer experience and/or your ability to provide excellent service to the customer.
- Include which department(s) might be involved in helping to resolve the obstacle.
- Please be as specific as possible.
- Include any recommendations for solving the issue.
- Let us know if any action has already been taken in an attempt to mitigate the obstacle.

[Submit a service obstacle here.](#)

\*Your name and email will only be used to communicate progress on your service obstacle with you and not communicated to any third party without your permission.



Colleagues,

A little over a decade ago, we introduced Service Excellence (SE) at Rollins as a strategic initiative aimed at defining and improving how we deliver service to our students, stakeholders, and to each other. At the foundation of this strategy are four deeply held Rollins values – Responsive, Respectful, Collaborative and Competent – that have been thoughtfully integrated into our daily work behaviors, practices, processes, and structures to guide our approach to serving others. The data we have collected over five biennial stakeholder surveys shows that we have strengthened our service culture and are achieving the objectives of our service philosophy – “to inspire purposeful lives through distinctive, engaged learning and exceptional service.”

As part of a larger institutional strategy and efforts underway to be more consciously and intentionally responsive to our diverse student and stakeholder communities, President Cornwell asked the Service Excellence Team to reflect on our Service Excellence mission and objectives to identify ways in which our institutional commitment to principles of diversity, equity, and inclusion could be uplifted and further amplified as an explicit element of our service model. After deliberating on this charge, we recommended, and the Cabinet has approved, the adoption of a fifth service standard – “Inclusive.” Within the context of our Service Excellence model, Inclusive service will be defined as follows:

**Inclusive**

- Valuing diverse identities of those we serve
- Ensuring services are accessible, equitable, and inviting
- Serving with cultural awareness, humility, and sensitivity
- Eliminating barriers and biases that may produce disparate service outcomes

Going forward, Rollins will have five service standards: Responsive, Respectful, Collaborative, Competent, and Inclusive. The Service Excellence Team will now begin the work of incorporating the “Inclusive” service standard into our existing SE program framework to include its promotional materials, communications, website, training, surveys, recognition, etc. In addition, the new standard will be included in various College administrative materials and processes, i.e. job descriptions, job postings, appointment letters, new hire orientation materials, performance reviews, and the like. More information will follow from the Service Excellence Team as changes are incorporated and rolled out.

We believe this change will strengthen our service model and further improve the service experience of our students and many campus stakeholders. Thank you to President Cornwell and Cabinet for their support, and for all that each of you do to deliver Service Excellence at Rollins.

Fiat Lux,

**Leon Hayner**

Interim Dean of Students

Chair, Service Excellence Team