



Colleagues,

We are happy to share our fall 2022 Service Excellence newsletter with you all. We've been busy this semester offering different ways that we can build community and continually recognize each of you.

In September, we held our inaugural Coffee & Donuts at the Fox Den in Kathleen W. Rollins Hall, co-hosted by President Cornwell and the Service Excellence Team. We're thrilled that almost 70 people stopped by! We have our next Coffee & Donuts on Thursday, November 3, at 8:30 a.m. co-hosted by Ed Kania, VP of Finance, Business & Treasurer, once again in the Fox Den.

We hope you'll stop by.

Fiat Lux!

Jen Atwell

Associate Director of Internal Communications
Communications & External Relations
2022-23 Service Excellence Co-Chair

Mary Edwards

Director, Landscaping & Grounds
Facilities Services
2022-23 Service Excellence Co-Chair

ORIENTATION, RECRUITMENT AND TRAINING

THE MARSHMALLOW CHALLENGE



Every task has its marshmallow ... But if you have the courage to think outside the box and explore ways to incorporate service excellence into your work, you can make a rewarding impact. Bring your team and join the **Service Excellence Recruitment, Orientation, and Training Sub-Team** for the ultimate **Marshmallow Challenge** as we play, question assumptions and processes, and discover some exciting Service Excellence lessons along the way!

WELCOME NEW COLLEAGUES

- Lawrence Adderley, Facilities Services
- Kimberly Amaral, Admissions
- Jennifer Annan, Facilities Services
- Elisa Armenteros, Advancement Services
- Catherine Baldwin, Edyth Bush Institute
- David Berman, Campus Safety
- Corey Burlinson, Olin Library
- Phil Chinnery, Athletics
- Sarah Cooper, Olin Library
- Cynthia Cottrell, Information Technology
- Chrissy Cruz, Career & Life Planning
- Adeline Davis, Faculty Development
- Molly Dawson, Crummer/M&EE
- Olivia Demarco, Advancement Services
- Giuseppina Donia, Finance
- Elizabeth Fairall, Olin Library
- Latrice Fillmore, Finance
- Heidi Findlay, Advancement Services
- Chris Fusco, Development
- Jessica Gonzalez, Human Resources

- Sarah Holton, Admissions
- Jonathan Hooker, Admissions
- Noelia Irizarry-Roman, Rollins Museum of Art
- Jessica Jurado-Arroyo, Career & Life Planning
- Sam Justice, Leadership & Community Engagement
- Alyssa Knisley, Athletics
- Amanda Kuczo, Athletics
- Stacey Lopez, Wellness Center
- Lillian MacKnight, Olin Library
- Yasmin Maldonado, Scheduling & Event Services
- David Matteson, Rollins Museum of Art
- Dannielle McPherson, Facilities Services
- Zachary Mendez, Dean of the Faculty
- Diego Meza-Valdez, Marketing
- Annette Miller, Admission
- Cheyenne Morman, Career & Life Planning
- Stephanie Nieves, Olin Library
- Shameeza Noorhassan, Development
- Jazmyn Reed, Marketing
- Fredy Rodriguez, Facilities Services
- Katie Sanders, Edyth Bush Institute
- Andrew Smith, Edyth Bush Institute
- Ashley Smith, Athletics
- Marjorie Trueblood, Student Affairs
- Manuel Valentin, Campus Safety
- Syntyche Walker, Development

NAUTICAL NEWS: MEET SAM JUSTICE



In our newest segment in our newsletter, **Nautical NEWS** we will introduce you to a new hire!

Sam Justice (he/him) joined the Rollins College community as the Coordinator for the Center for Leadership & Community Engagement (CLCE) in September 2022. Within CLCE, Sam manages the Jump Bus reservation system to help Tars engage with the Central Florida community. He also co-advises the Student Support Foundation (SSF), manages the work-study students, and oversees the daily operations of his office.

SERVICE EXCELLENCE RETREAT



The inaugural Service Excellence Retreat on September 7 was created to bring all members of the Service Excellence Team, –both main members and sub-team members– together to discuss the goals of Service Excellence for the year and upcoming campus programming. It was a time for the members to get to know each other better and think through how we can best engage the community in the aspects of service excellence, with an emphasis on diversity, equity, inclusion, and belonging (DEIB).

We're thrilled to share this year's 2022-23 Service Excellence team members.

Katie Alonso
Miranda Arjona
Jen Atwell
Cory Baden
Robyn Bertram
Steve Booker
Peg Cornwell
Karen Crain
Wendy Diaz
Mary Edwards

Tysheika Fisher
Mae Fitchett
Aspen Fox
Carrie Glatting
Christopher Gonzalez
Matt Hawks
Leon Hayner
Jo Marie Hebler
Meredith Hein
Barbara Hughes

Marguerite Jacobs
Alexander Miller
Kate Kehrberger

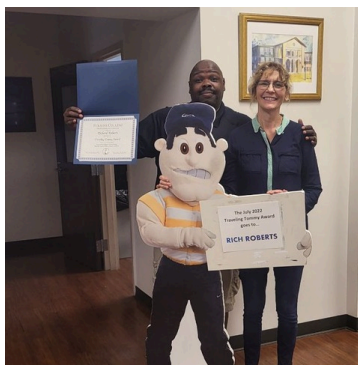
Natasha Luna
Lauren Mickler
Tracey Olaez
Stephanie Rizzo
Megan Joyner Roach
Cristina Sheridan

Stacy Staggs
Kendra Strode
Bet Tauscher
Victoria Teske
Frank Thomas
Jennifer Weisenburger
Jacque Parker Willever
Amanda Wolters
David Zajchowski

RECOGNIZING OUR COLLEAGUES & UPCOMING EVENTS (RECOGNITION & EVENTS)

TRAVELING TOMMY

A life-size cutout of Tommy Tar makes his rounds on campus recognizing staff and faculty for delivering excellent service. The Traveling Tommy recipients display the award in their office or workspace for a month, then nominate the next recipient to coordinate a surprise celebration to pass Tommy along!



Rich Roberts
Campus Safety
August 2022 recipient

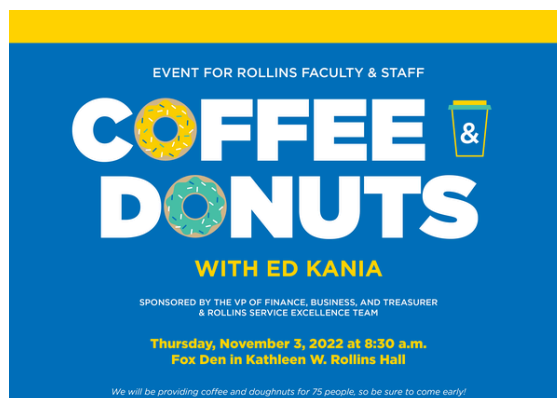


Patti Haley
Olin Library
September 2022 recipient



Dean Rob Sanders
Hamilton Holt School
Olin Library
October 2022 recipient

COFFEE & DONUTS



You're invited to Coffee & Donuts with VP Ed Kania and the Service Excellence Team on **Thursday, November 3, 2022 at 8:30 a.m. in the Fox Den in Kathleen W. Rollins Hall.**

We will provide coffee and donuts for 75 people, so be sure to come early!

ENTARELY THANKFUL FOR YOU EVENT



On October 11, Rollins staff gathered on a sunny, fall day to come together in community over food, music, and in recognition of all the hard work that has been achieved this year. The pumpkin competition resulted in some excellent pumpkins, from creepy and gross to Rollins-spirited and cute.

We are **EnTAREly Thankful** for those able to join us for the event or participate in the competition. We hope each of you were able to enjoy fall break, take a breath, pat yourselves on the back, and regroup after the storm.

WALL OF WOW!

- Nathan Arrowsmith, Athletics
- Charles Bailey, Facilities Services
- Sharon Bailey, Institutional Advancement
- Todd Force, Facilities Services
- Marlon Dragton, Campus Safety
- Lemuel Gorion, Information Technology
- Eric Graveling, Facilities Services
- Jen Herbert, Psychology
- Ann Ketteringham, Crummer
- Rylee Kramer, Campus Safety
- Vincent Lee, Registrar's Office
- Zach Mendez, Dean of Faculty's Office
- David Palacios, Student Media
- Richard Perez, Facilities Receiving
- Stephen Rawlings, Facilities Services
- Scott Roderick, Facilities Services
- Paolo Ruvolo, Facilities Services
- Mark Schendel, Information Technology
- Marie Spinale, Institutional Advancement
- Jeremy P. Williamson, Facilities Services

[Know someone who deserves a WOW recognition? Click here to share "R" story!](#)

NEW STAFF PROMOTIONS

- Raymond Baker, Facilities Services
- Hind Berji, Philosophy & Religion
- Kristina Bracero, Admissions
- Dwayne Broadnax, Institutional Advancement
- Gregory Cross, Facilities Services
- David Franqui, Information Technology
- David Ippolito, Campus Safety
- Teasa Mays, Admissions
- Katie Sanchez, Advancement Services
- Kylie Smith, Annual Giving

- Jessica Wensel, Career & Life Planning
- Brad Wilkins, Campus Safety

SERVICE OBSTACLE SYSTEM

The Service Obstacle System (SOS) 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, competent, and inclusive.

When completing the form be sure to be specific and:

- Include at least one example of the obstacle.
- Describe the 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.
- 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](#)

SERVICE MEASUREMENT & ACCOUNTABILITY SUB-TEAM

Reminder: Complete the Service Excellence Survey

The Service Excellence survey will close November 4. If you haven't done so already, please complete the survey. Check your email for the link.

Service Excellence Honorarium Visit

As part of a grant-funded service excellence initiative, Rollins has been sought out and chosen by the West Virginia Higher Education Policy Commission to serve as a host role model school for three West Virginia universities that are seeking to implement service excellence initiatives on their respective campuses. November 8-10th a team representing the three universities along with a consultant will visit Rollins to participate in meetings with the Service Excellence Team and a variety of campus departments to learn about our service improvement innovations, successes, and lessons learned along the way. This is an excellent opportunity to showcase Rollins and the culture of Service Excellence our community has embraced.