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SERVICE EXCELLENCE

NEWSLETTER

Colleagues,

As we begin our steady descent into Fox Day season (can you believe it?!), we wanted to share some ways you can continue to recognize and honor your colleagues' excellent work done around campus.

- **See something positive, say something positive:** [Submit a Service WOW!](#) A WOW takes no more than 5 minutes to submit, and those individuals/departments who are recognized are entered into a monthly raffle for a \$25 gift card to a location of their choice!
- **Big WOW:** Each semester, the Recognition & Events team determines a Big WOW candidate based on repeated recognition, or in the case of a major, out-of-the-ordinary event, in which a staff member goes above and beyond their expected responsibilities to deliver on Service Excellence. These can be submitted via a Service WOW and are reviewed by our team on an ongoing basis.
- **Exciting updates are coming:** read below for an update on Traveling Tommy and an important task we need your help with!



We are so thankful to each of you for the work you all do, and we want to thank each of you for making Rollins a great place to be.

Fiat Lux!

Katie Alonso

Assistant Director, Office of International Student & Scholar Services
[2022-23 Recognition & Events Sub-Team Co-Chair](#)

ORIENTATION, RECRUITMENT AND TRAINING

NAUTICAL NEWS: MEETING NEW ROLLINS EMPLOYEES



Meet Ashley Williams, Assistant Director of Health Promotions

Ashley Williams (she/her/hers) is a licensed Community Health Worker passionate about health equity and bridging the gap between community, business, and public health entities. Ashley looks forward to working with the Rollins community to promote the Nine Dimensions of Wellness across campus and beyond. Ashley shared what keeps her grounded daily, “Seeing students passionate about public health and promoting the Nine Dimensions of Wellness fuels me to continue to do the work I am passionate about. In addition, to stay grounded and peaceful, I travel, exercise, try new food places, and spend time with my family and close friends.”

- Kalynn Anderson, Facilities Services
 - Elisa Armenteros, Institutional Advancement
 - Michael Blackburn, Crummer Graduate School
 - Laura Blischke, Rollins Museum of Art
 - Bethany Bower, Grants & Sponsored Research
 - Ashley Dale, Communications Department
 - Elizabeth Fairall, Olin Library
 - Lauren Fowler, Pre-Collegiate Programs
 - Kathryn Gordon, Scheduling & Event Services
 - Alyssa Hanson, Olin Library
 - Anissa Kiralall, Olin Library
 - Valerie Mandel, Career & Life Planning
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- Zachary Mendez, Dean of Faculty
 - Shameeza Noorhassan, Institutional Advancement
 - Melanie Rodriguez, Crummer Graduate School
 - Lauren Slaughenhoup, Career & Life Planning
 - Anthony Tufano, Crummer Graduate School
 - Ashley Williams, Wellness Center
 - Tynika Williams, Residential Life & Explorations
 - Amalia Yount, Student & Family Care
 - Yu Zhao, Institutional Advancement

Meet Tynika Williams, Assistant Dean of Students/Director of Residential Education & Explorations

Tynika Williams (she/her) joined the Residential Life & Explorations (RLE) office in February 2023. She has worked in higher education and student affairs for over 20 years and has extensive knowledge of residence life, housing operations, and orientation. In 2002, Tynika served as a graduate hall director in Elizabeth Hall. As a UCF alum, she (a Pittsburg, PA native) is excited to call the "Sunshine State" home again!



UPCOMING EVENT: INCLUSION WORKSHOP



Save the Date for the Service Excellence Inclusion Workshop with Abby Hollern this May!

This workshop will provide a space to learn more about our newest pillar, Inclusive, as we continue to:

- Value diverse identities of those we serve
- Ensure our services are accessible, equitable, and inviting
- Serve with cultural awareness, humility, and sensitivity
- Eliminate barriers and biases that may produce disparate service outcomes

The workshop will be available to 30 people and will include a training, activity, and boxed lunch. A workshop registration announcement will be shared in April.

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! Congratulations to our recent recipients.

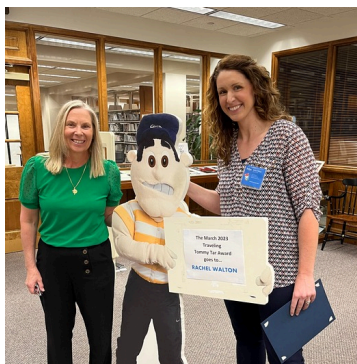
David Painter

Department of Communications
November 2022 recipient



Jo Marie Hebeler

Communications & External Relations
January 2023 recipient



Rachel Walton

Olin Library
February 2023 recipient

WE NEED YOUR HELP

WE NEED YOUR HELP!

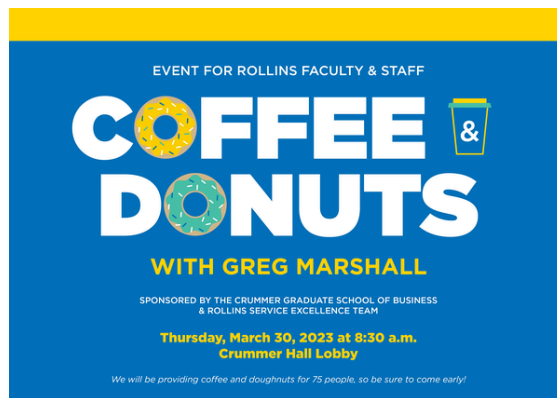
After years of dedicated service, Traveling Tommy is ready to retire to a life relaxing on Lake Virginia... The Fox has volunteered to help the Service Excellence Team recognize WOW service happening at Rollins, but first, the SE Fox needs a name, and they want your help!

Vote for your favorite name for the SE Fox. Polls will close 4/1.

Recipients of this SE award will display the life-sized Fox in their office or workspace for 2-3 weeks, then coordinate with SE to acknowledge the work of another coworker!

After years of dedicated service, Traveling Tommy is ready to retire to a life relaxing on Lake Virginia... The Fox has volunteered to help the Service Excellence Team recognize WOW service happening at Rollins, but first, the SE Fox needs a name, and they want your help! [Vote here for your favorite name for the SE Fox.](#) Polls will close 3/24. Recipients of this SE award will display the life-sized Fox in their office or workspace for 2-3 weeks, then coordinate with SE to acknowledge the work of another coworker. We look forward to your votes!

COFFEE & DONUTS: MARCH 30



You're invited to Coffee & Donuts with Crummer and the Service Excellence Team on **Thursday, March 30, 2023 at 8:30 a.m. in the Crummer Hall lobby.**

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

WALL OF WOW!

[Visit the Wall of WOW! on Human Resource's TeamDynamix site to read some of these WOW stories.](#) Those listed in blue were recipients in the monthly drawing for a \$25 gift card.

- **Jennifer Addleman, Human Resources**
- **Raymond Baker, Facilities Services**
- Danielle Bulla, Finance
- Cristina Cabanilla, Dining Services
- **Francine Chase, Crummer Graduate School**
- Brittany Cherrix, Information Technology
- Jessica Deese, Athletics

- Olivia Demarco, Institutional Advancement
- Scott Garrow, Information Technology
- Kyrene George, Admissions
- **Fazal Haniff, Dining Services**
- Veronica Hidalgo, Dining Services
- Mark Kaba, Dining Services
- Jazmine King, Dining Services
- Vincent Lee, Office of the Registrar
- Ian Lyons, Information Technology
- Taryn May, Institutional Advancement
- Lauren Mickler, Human Resources
- Ron Pease, Information Technology
- **Mark Perez, Hamilton Holt School**
- Richard Perez, Business Services
- Tim Perez, International Student & Scholar Services
- Tracy Perry, Crummer Graduate School
- Zack Poe, Alumni Engagement
- Suzanne Powers, Finance
- Bay Rodriguez, Information Technology
- Katie Sanchez, Institutional Advancement
- Skip Sargent, Information Technology
- Andria Silva, Institutional Advancement
- Marie Spinale, Institutional Advancement
- Sherine Squires, Finance
- Pablo Tovar, Facilities Services
- Stephen Velazquez, Campus Safety
- Jeremy Williamson, Facilities Services

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