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Fall 2023

Service Excellence Newsletter, Fall 2023

Rollins College Service Excellence Team

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R SERVICE EXCELLENCE

NEWSLETTER

Colleagues,

I want to thank each of you for creating amazing service experiences for our students and colleagues. In celebration of all our hard work, I hope you will join us for the staff end-of-year celebration **“Silly Sweaters and Jammin’ Jammies”** in **Rice Family Pavilion and Mary Jean Plaza on Friday, December 15 at 11:30 a.m.** The recognition and events sub-team has an amazing event planned (brunch, giveaways, and some sweet singing!).

As we approach the holiday break, I hope you will find time to relax, do something for yourself, and enjoy the time away. See you next week!



Warm Regards,
Jen Atwell
Associate Director of Internal Communications
2023-24 Service Excellence Team Chair

WHAT'S NEW

Service Excellence has fully migrated to MyRollins

Our website is no more! You can now find the Service Excellence Team on MyRollins for our Service Excellence standards, WOW! Submissions, upcoming events, and more.

Meet the Service Excellence Team



For our Service Excellence Retreat on September 18, teams were able to meet and get to know each other in a fun, theatrical, exercise aimed at team building.

We are currently creating campus programming, thinking 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 2023-24 Service Excellence team members!

Represented Division

Academic Affairs & Provost (including Crummer/Holt): 7 team members

Business & Finance: 7 team members

Communications & External Relations: 4 team members

Enrollment Management & Marketing: 4 team members

Institutional Advancement: 3 team members

President: 1 team member

Student Affairs: 5 team members



Meeting Dr. Danielle McKinnon

The Director of Staff Inclusion and Belonging within Human Resources

Meet our newest team member within the Human Resource department who spearheads our Diversity, Equity, Inclusion, and Belonging (DEIB) initiatives with unwavering passion and commitment.

At the forefront of this transformative journey, she sees herself as a change agent, driven by the belief in creating an equitable and inclusive workplace. Leading the charge alongside the Human Resources team, they find inspiration in the profound impact they make, fostering an environment where every employee, current and potential, can not only succeed but also thrive.

Beyond their professional role, Danielle values the importance of staying grounded in the midst of hectic workdays. She finds herself taking mental breaks, engaging in physical movement, savoring their lunch break, and finding solace in music or moments of laughter. Reflecting on gratitude and embracing spiritual moments are also integral to their routine. One piece of advice that sticks with Danielle is "Not everything that is faced can be changed, but nothing can be changed until it is faced."

Welcome to Rollins!

Please join us in welcoming our new hires since June

- Jordan Alfonso
- Prince Adu Gyamfi
- Kathryn Avagliano
- Sterling Bales
- Adrienne Benso
- Ian Biazzo
- Joshua Brown
- Teisa Brown
- Laura Crysel
- Lorena Del Favero Cascone
- Gina DeSouza
- Kelsey Eelman
- Kennedi Esteen
- Jessica Firpi
- Jennifer Fischer
- Robin Fitzgerald
- Jamie Friedman Donmoyer
- Katherine Glatting
- Ryan Godwin
- Cady Gonzalez
- Giancarlo Gonzalez
- Laura Hancock
- Alaa Hashim
- Arielle Haughee
- Madolyn Heinen
- Kasandra Holmes
- Kaitlyn Igo
- Smruti Jani
- Jasser Jasser
- Alexis Johnson
- Isabelle Karleskint
- Ayca Katun-Williams

- Saetbyeol Kim
- Carson Klaus
- Taylor Langley
- Caroline Layson
- Jae Lee
- Eldad Levy
- Jingyu Liu
- Lauren Logan
- Derek Malone
- Carley Matthews
- Sugeilee Martinez Mercedes
- Danielle McKinnon
- Christopher Minich
- Anil Menon
- Eunjung Noh
- Tyler Omundsen
- Daniel Ortiz
- Javier Pereira
- Alexis Perez
- Daniel Perez
- Michelle Perez
- Lissette Pichardo Taveras
- Jacob Potter
- Ryan Putzer
- Carolyn Rauch
- Ashley Reeves
- Osvaldo Reyes
- Nicole Richter
- Eric Rokni
- Jessica Santiago
- Sophia Sahr
- Jace Schacher
- Victoria Smith
- Nicole Solomon
- Jason Surian
- Zari St Jean
- Sirazum Munira Tisha

- Yoke Tassent
- Kaitlynn Thornton
- Ariana Villafane
- June Visosky
- Cassidy Watson
- Cheryl Wawrzaszek
- Jessica Worthington
- Yan Yan
- Poroshat Yazdanbakhshghahyazi
- Ruonan Zhang
- Yi Zhu
- Heidi Zissman

Congratulations!

Please congratulate our colleagues who have recently received promotions:

- Cory Baden
- Mary Balise
- Brian Barilone
- Doragnes Bradshaw
- Gary DiClementi
- Chester Dibas
- Stacey Dunn
- Elissa Jovita
- Karla Knight
- Sam Mackknight
- Bailey Morris
- Tracey Perry
- Maria Sanchez Delgado
- Rachel Strehlow
- Heather Surrency
- Francisco Vanegas

RECOGNIZING OUR COLLEAGUES

Thank you for being a Fantastic Fox!

Congratulations to this semester's recipients of the new Fantastic Fox, a life-size banner of the Rollins Fox that is passed around campus for recognizing staff and faculty who deliver excellent service.



Karla Knight
Office of the Dean of CLA
September 2023 recipient



Becky Hopkins
Communications & External Relations
October 2023 recipient



Sherine Squires
Finance
November 2023 recipient

[Wall of WOW!](#)

Please take a moment to thank your fellow colleagues for all they do in exemplifying service excellence in this semester alone! Those listed in blue were recipients of the monthly drawing for a \$25 gift card.

Know someone who deserves a WOW recognition? [Submit a WOW!](#)

- Amy Armenia, Academic Advising
- Raymond Baker, Facilities Services (twice!)
- Stephen Bozarth, Facilities Services (twice!)
- **Danielle Bulla**, Finance
- Ed Bustos & Mayra Villamizar, Admission
- Pablo Cabeza, Facilities Services
- Elizabeth Chastain, **Bethany Bower** & Devon Massot, Finance and Provost's Office
- Nancy Chick, Endeavor Foundation Center for Faculty Development (twice!)
- Hao Do, Instructional Design and Technology
- Sergio Funes, Facilities Services
- David Franqui, Information Technology (twice!)
- Josh Gales, Information Technology
- Katie Gordon, Scheduling and Event Services
- Eric Graveling, Facilities Services
- Leila Haddad, Information Technology
- **Alyssa Hanson** and Stephanie Nieves, Olin Library
- Meredith Hein, Center for Leadership and Community Engagement
- Veronica Hildago, Jazmine King, **Carolina Ossa**, Mark Kaba & Lyubov Varlova, Dining Services
- Chelsea Hilend, Annie Russell Theatre (twice!)
- Julie Kenes, Student Account Services
- Vicki Long, Psychology
- Jonathan Monti, Dir Community Stnds & Resp
- Donata Nutter, Computer Science & Mathematics
- Suzanne Powers, Finance
- Jorge Ramirez, Facilities Services
- Scott Roderick & Sean Krebs, Facilities Services
- Austin Reeves & Nick Manders, Rollins Museum of Art
- Shirah Salters, Catering
- Skip Sargent & Lemuel Gorion, Information Technology
- Liriam Tobar, Archives
- Barbara Van Arsdale, Crummer Graduate School
- Sam Vega, Student Center for Inclusion & Belonging

UPCOMING EVENTS

[Silly Sweaters & Jammin' Jammies Staff Celebration with Service Excellence](#)

**Friday, December 15, starting 11:30 a.m.
Rice Family Pavilion & Mary Jean Plaza**

[Add Event to Calendar](#)

[Learn how to Choose an App to Open Calendar Files \(Mac\)](#)