

**Finance and Business  
2014 Awards for Excellence Nominees**

<b>SPA Nominees</b>	<b>Unit</b>
Joe Gulick	Campus Enterprises
Mark Turner	Campus Enterprises
Hope E. Schardt	Environmental Health and Safety
William H. Stevenson III	Environmental Health and Safety
Cassandra Tucker-Daniels	Environmental Health and Safety
Scott Buffaloe	Facilities
Silas (Charles) Craig III	Facilities
Erin Ives	Facilities
Scott Jennings	Facilities
David Josephus	Facilities
Charlie O'Neill	Facilities
David Setser	Facilities
Lynn Swank	Facilities
Jake Terrell	Facilities
Horace Tomlinson	Facilities
Chris Wolfgang	Facilities
Jeannie J. Chen	Finance & Resource Management
Lisa B. Osborne	Finance & Resource Management
Michelle R. Anderson	Human Resources
Stephanie Davis	Human Resources
Todd Driver	Human Resources
Vance Prince	Human Resources
Michelle Phillips	Treasurer's Office

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Michelle Anderson

Work Phone: (919)515-4370

Email: [mranders@ncsu.edu](mailto:mranders@ncsu.edu)

College/Unit: Human Resources – Payroll

Position: Foreign National Taxation Program Manager

SPA

Supervisor's Name: Robin Nowlin

Supervisor's Work Phone: (919)515-2062

### **NOMINATOR INFORMATION**

Name: Jill Blitstein

Work Phone: (919)515-4518

Email: [jmguzman@ncsu.edu](mailto:jmguzman@ncsu.edu)

Relationship to Nominee: We are co-workers

Date of Nomination: 3/20/2014

### **CATEGORY**

Efficiency and Innovation

### **TEXT**

Award for Excellence Nomination for Michelle Anderson for Efficiency and Innovation  
(SPA Employee, Finance & Business – HR, University Payroll, Foreign National Taxation)

Over the last eight years, and especially over the past three, Michelle Anderson has almost single-handedly revolutionized the foreign national taxation program at NC State University. All foreign nationals (except for Permanent Residents) who are paid by the University through University Payroll must undergo a taxation assessment with Michelle's unit within Payroll (Foreign National Taxation, which is also one of the two components of the International Employment & Taxation unit within Central Human Resources (HR)). Foreign national employees are legally required to follow a different set of taxation rules than U.S. citizens or Permanent Residents. Previously Michelle met with each person individually to secure the required IRS paperwork to ensure that the University was correctly taxing these individuals and properly reporting the income and taxes to the IRS. Currently, the University has over 3,000 foreign national employees on its payroll (most of which are students or visiting scholars), so this is a significant undertaking. Until 2012, Michelle was a unit of one, with only one temporary

employee to assist her. In 2012, she received authorization to hire a permanent full-time assistant, so they are now a unit of two full-time employees, with periodic temporary support. Given that her unit is responsible for much more (which will be described below) than one-on-one meetings with over 3,000 individuals, Michelle has radically reimagined and recreated university compliance processes so as to better assist these employees and their hiring units more than ever before, creating a more pleasant, beneficial and efficient experience. These initiatives, which will be described in more detail below, are serving to “enhance organizational excellence by creating a culture of constant improvement,” which is Goal #4 of the University’s Strategic Plan (<http://info.ncsu.edu/strategic-planning/files/2012/02/ncsu-strategic-plan-flyer.pdf>).

When Michelle first started in the position of Foreign National Tax Specialist in 2006, the tax assessment process consisted of foreign nationals emailing or calling her for appointment times (a sort of “first come, first served” situation), and once they arrived, they had to spend 15-20 minutes manually completing forms to describe their prior immigration history, as it directly impacts their taxable income analysis. The process was lengthy and each meeting took 10-15 minutes per person with Michelle after they completed the necessary paperwork. This was frustrating for the employee and the hiring unit, given that they didn’t understand the importance of the process or why the employee had to be away from work. Michelle’s process was ultimately saving money for both the employee and the university (less taxes for both), but it was a cumbersome process that was poorly understood by the employees and campus at large.

Michelle took the initiative on her own to improve, update and streamline the tax assessment process in a variety of ways: the tax assessment forms are now online and can/should be completed by the employee in advance of the meeting; foreign national employees schedule their own appointments with Michelle and her team using the OIS Online technology tool, which is vastly more efficient than the old process of emailing back and forth to check schedules and find compatible times; Michelle and her unit schedule assessments out on campus for the increased convenience of the employees and students; Michelle has actively sought out more campus-wide venues at which to better explain why all foreign national employees are required to meet with her unit (and how doing so can financially benefit that person and the hiring unit), including such gatherings as HR Connections and the annual Grad Rep HR meeting each summer. Michelle has also offered and created customized presentations delivered on-site at individual campus units who typically hire large numbers of foreign national students, scholars or employees. Her new processes have reduced the standard appointment time from 30-45 minutes down to 10-15 minutes for the majority of employees.

In addition to increasing the visibility of her unit among HR reps and the critical compliance role it plays on behalf of the University by protecting it from the possibility of over hundreds of thousands of dollars in fines and penalties during taxation and/or immigration audits over the years, Michelle has also worked hard to develop strong and often times new relationships with other critical units on campus, including but not limited to the Controller’s Office, the Graduate School, Student Financial Services, SPARCS, the Office of International Services (which handles the foreign national student and visitor population), and of course the International Employment office within Central HR – along with the Employment Services unit, the HRIM unit and the EPA Administration unit. She understands the great value and benefit (monetary and

otherwise) to the University to create new partnerships with strategic units within HR and across campus to better improve services, function and efficiency as related to taxation and compliance requirements for our significant foreign national employee population.

In addition to all of this effort regarding the payment and taxation process of foreign national employees at NC State, Michelle continues to devote significant additional time to several other high-profile and important endeavors, including: being a co-founder and facilitator/speaker at NC State's annual state-wide Foreign National Taxation and Immigration Compliance Conference each fall (with plans to go beyond a state-wide audience for the first time later this year); working closely with the Office of State Controller to provide training and guidance to all state agencies on foreign national payment and taxation rules and procedures, and also as an Advisor to OSC for the renegotiation of our statewide contract with Windstar, the vendor providing our foreign national taxation database; serving as an accessible expert across the state to colleagues within the UNC system (there is currently no role exactly like hers within GA or our sister institutions) and also the Community College system; speaking at UNC HR, NCAIE (NC Association of International Educators) and local HR conferences and meetings; and most recently, serving as an Advisor to NCDOR (Department of Revenue) to provide expert guidance on the State's rules and regulations governing the taxation of foreign nationals. Michelle's efforts directly align with and support the University's Strategic Plan Goal #5, "Enhancing local and global engagement through focused strategic partnerships."

Michelle is a tireless, dedicated HR professional who has wholeheartedly embraced the concepts of efficiency and innovation within her unit to create new procedures, programs and strategic collaborations and partnerships within HR and across campus (and even across the State) to improve services and better protect the University and its reputation in its compliance efforts. She has become THE clear expert and "go to" person within the entire State of North Carolina for her unparalleled expertise in a very unique position requiring knowledge that cuts across the fields of taxation and immigration, HR and employment, accounting and payroll.

Michelle enthusiastically collaborates with all campus stakeholders related to her unit's mission, and she has grown and created a foreign national taxation program here at NC State that is the envy of all other UNC and State institutions. She eagerly offers training or extra guidance to anyone asking for her assistance, even when such assistance is over and above all that her unit is already doing and requires extra hours and effort. Michelle has truly created a new model for compliance and strategic partnerships within her unit, and willingly and cheerfully devotes countless extra hours to make her unit's mission successful for the University (and State) as a whole. Her innovative spirit has guided her to truly transform how her unit functions and supports the larger University mission, and has had the extra benefit of raising the University's profile state-wide in this very unique area. Michelle deserves recognition for her remarkable achievements in the area of Efficiency and Innovation.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Jeffery (Scott) Buffaloe

Work Phone: (919)513-3118

Email: [jsbuffal@ncsu.edu](mailto:jsbuffal@ncsu.edu)

College/Unit: Facilities – Building Maintenance & Operations-Centennial

Position: Facilities Maintenance Supervisor

SPA

Supervisor's Name: Mike West

Supervisor's Work Phone: (919)513-7170

### **NOMINATOR INFORMATION**

Name: Stephen Baxley

Work Phone: (919)515-7127

Email: [csbaxley@ncsu.edu](mailto:csbaxley@ncsu.edu)

Relationship to Nominee: We are co-workers

Date of Nomination: 3/21/2014

### **CATEGORY**

Outstanding State Government Service

### **TEXT**

Jeffrey "Scott" Buffaloe is an exemplary employee and supervisor. He has developed a team of hard-working professional building maintenance mechanics that effectively manage solutions and foster superbly sensitive relations with building tenants. His team has built highly-effective relationships of trust with the many University and corporate tenants co-mingled in buildings under is direct responsibility for daily operations and maintenance.

Scott leads by example as so aptly demonstrated during this winter season. Working almost every day during the winter break, Scott provided his employees with what family time they could afford, while not only protecting the buildings from weather related damage, but providing facility support to construction contractors renovating one of his buildings. His employees react to his dedication and caring approach, by emulating his behavior when working with each other and their myriad of customers.

He has often fixed design issues created by paid consultants, who claim they have the solution on paper, but when tested fail. Instead of letting their failures remain or their egos affect his

demeanor, he takes the initiative to reach out to the campus community, seek out answers based on proven methods, and implement those solutions. Scott is a master at “trouble shooting” problems, quickly getting to the root cause of the difficulty and targeting corrective action to that critical point. The results are shorter outages and cheaper repairs. In fact, his skills are so acute he is often asked to assist others when they have come to dead-ends.

We are fortunate to have a dedicated member of the NC State Facilities staff that is willing to go above and beyond to ensure our facilities are well maintained and comfortable. Thanks to Scott, our faculty, students, staff, and corporate tenants can come to work and concentrate on their responsibilities, and not be distracted by deficiencies in the operating of the buildings. What greater impact could he have?

Scott's expertise and dedication has resulted in others requesting his consultation on issues in other locations on campus. Always willing to help, with a firm commitment to this University, and a reserved self-confidence, Scott can always be relied on to deliver. He sets an example not just for his team, but for all of us.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Jeannie Chen

Work Phone: (919)515-1885

Email: [jjchen4@ncsu.edu](mailto:jjchen4@ncsu.edu)

College/Unit: Finance & Resource Management – Office of Cost Analysis

Position: Business Systems Analyst

SPA

Supervisor's Name: Ginger Burks

Supervisor's Work Phone: (919)515-6898

### **NOMINATOR INFORMATION**

Name: Amy Mull

Work Phone: (919)513-7982

Email: [ajmcneil@ncsu.edu](mailto:ajmcneil@ncsu.edu)

Relationship to Nominee: We are colleagues working in different areas

Date of Nomination: 3/19/2014

### **CATEGORY**

Human Relations

### **TEXT**

Jeannie is - unfailingly - a pleasant, considerate and conscientious colleague. Jeannie manages the Finance & Business Dashboard so that it is easier to use so staff and faculty across campus can quickly access it, find information for reports and assessment or better understand aspects of Finance and Business from the data and the glossary of terms. Jeannie is knowledgeable and a pleasure to work with; she exemplifies the intention of this category for human relations.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Silas Charles Craig III

Work Phone: (919)515-9778

Email: [sccraig@ncsu.edu](mailto:sccraig@ncsu.edu)

College/Unit: Facilities – Grounds Management

Position: Horticulture Specialist

SPA

Supervisor's Name: Samuel Owusu-Boateng

Supervisor's Work Phone: (919)515-9775

### **NOMINATOR INFORMATION**

Name: Horace Blue

Work Phone: (919)515-9876

Email: [hcblue@ncsu.edu](mailto:hcblue@ncsu.edu)

Relationship to Nominee: I am the nominee's supervisor or manager

Date of Nomination: 3/21/2014

### **CATEGORY**

Efficiency and Innovation

### **TEXT**

Over the past 3 years, Silas Charles Craig III has continuously contributed to substantially improving the effectiveness of the Grounds Management turf program. He has managed to not only drastically improve the appearance and performance of various turf areas around Centennial and CBC campus, but he has also significantly reduced the resources used for management of those areas.

Turf supply purchases, including fertilizer, seed and herbicides/fungicide have reduced annually for the past 3 years. This lessens environmental impact as well as saves financial and labor resources. Just this year he was able to cut supply costs by 25% as compared to last year. He plans his work efficiently so that the end result is optimal while using the least possible amount of time, labor and monetary resources. He actively participates in and attends turf conferences to maintain his education on the current trends and innovations within the turf industry. To accomplish this, he uses aeration, over-seeding, weed control and rerouting pedestrian traffic. He uses soil sample results to effectively administer appropriate fertilizer and fungicide/herbicide.

Silas takes a proactive approach to improving turf areas before damages, or a larger issue, occurs. At the Avent Ferry Courtyard, pedestrian paths were causing heavy wear and tear. Silas worked with the staff to create a functional “resting” schedule to allow the turf to rejuvenate itself with minimal interruption to student usage. At the Centennial Playfields, heavy play was causing major safety concerns regarding ruts and holes. Silas brought this issue to attention, proposed several options and then implemented an agreed upon plan. He and a handpicked crew rolled, aerated, top-dressed and filled holes on both fields to encourage growth, minimize further damage and ensure player safety. The team, led by Silas, worked late hours to meet scheduling needs that kept play time unaffected.

Improving the vigor of the turf has long reaching impacts on other grounds maintenance areas. Healthy turf discourages weeds, which means reduced hand-pulling and reduced spray applications. It also has resulted in less erosion and run off and at the same time improves and restores the soil. The improved visual appearance of the turf by Silas Charles Craig III delivers a great impression of Grounds Management, and the University, to all who visit the Centennial and CBC Campus. He continues to push our landscaping to reflect our academic ranking as one of the nation’s leading turfgrass universities.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Stephanie Davis

Work Phone: (919)515-6371

Email: [sskelber@ncsu.edu](mailto:sskelber@ncsu.edu)

College/Unit: Human Resources – Training & Organizational Development

Position: Senior Consultant for Training & Organizational Development

SPA

Supervisor's Name: Kevin Rice

Supervisor's Work Phone: (919)515-4285

### **NOMINATOR INFORMATION**

Name: Nikki Price

Work Phone: (919)513-7817

Email: [cnmcmill@ncsu.edu](mailto:cnmcmill@ncsu.edu)

Relationship to Nominee: We are colleagues working in different areas

Date of Nomination: 3/14/2014

### **CATEGORY**

Efficiency and Innovation

### **TEXT**

I consider it a great honor and privilege to nominate Stephanie Davis for the 2014 Award for Excellence. Stephanie's "normal" title is a Senior Consultant for Training & Organizational Development. However, in 2012 Stephanie took on an additional role as the Onboarding Center project manager with the University Business Operations Division (UBOD) that lasted into 2013 and she continued to serve as the UBOD employee development consultant.

In her role as the Onboarding Center project manager, she was tasked with creating a new Onboarding Center for campus. Lining up with the university's strategic goal of configuring support services for efficiency and effectiveness, the implementation of a center that would consolidate tasks that were decentralized at the time was a huge undertaking. She took this task on with great pride and dedication. Stephanie's expertise and background did not involve onboarding of new employees. She had to not only familiarize herself with all of the current NC State processes and action items involved in onboarding new employees, but also had to learn

how it could be done more efficiently and effectively. In addition to her research of campus processes, she took the initiative to research the processes at other institutions and networked with professionals involved in onboarding to understand the process. This research required her to take what she was learning about the other institutions and best practices and identify what components of each would work for NC State. She then set a goal for what the new Center could be. This allowed her to identify the key players from across campus to include on the implementation team. This team provided input on what the Center may consist of and how to make it happen. The impact of this project was university wide and directly impacts thousands of new employees each year (Faculty, EPA Non Faculty, SPA, Post Docs and non-student temporary).

As project manager, there were lots of balls that Stephanie had to juggle. Some of them were:

- Technical requirements: The implementation of this project required an assessment of technical capabilities and using technology wherever possible.
- Establishing partnerships: Stephanie established partnerships with multiple groups across campus in determining what items/process could be handled in the center, how these processes could be transitioned, and how they could be maintained over time. These partnerships are long term and had a great impact on the success of the project.
- Establishing a physical location: Stephanie assisted during the very short window (about 4 months) to identify the physical space needs of the new center, where the space may be, and how it should be laid out.
- New Employee Orientation: The partnerships that Stephanie established helped her in the redesign of New Employee Orientation (NEO). She was able to identify key components that should be included and shorten the NEO session from a full day to a partial day that now includes a guided bus tour of campus as well as lunch at a campus dining hall. She was also able to encourage the movement of some components online (such as benefits) to allow new employees an option of coming to a class session or accessing the information on their own schedule via a new Online Benefits Orientation.

This project required Stephanie to be flexible in her schedule and she was often working in the evenings and on the weekends to make sure all of the loose ends was tied up. It seemed like she was always connected to her computer or phone to stay on top of things.

Stephanie is often heard saying “we all work for the same institution” and she has great pride in helping to contribute to the greater good of the university. This mentality greatly contributed to her success of this project in many ways. She was willing to jump in to do whatever it took. She would move from a conversation around the technical components of a process, to reviewing the floor plans of the new space, to reserving a room for NEO, to scheduling an implementation

team meeting and setting the agenda, to getting lunch passes for NEO attendees, and all with a smile on her face.

Stephanie did all of this while continuing to fulfill her normal duties as a T&OD Senior Consultant. This included managing the implementation of the 15th running of the Pathways Leadership Program, facilitating her normal work load of professional development and leadership programs, delivering custom organizational services, and serving as a coach on several large management initiatives. This effort exemplifies Stephanie's attitude to selflessly serve the NC State family.

Thank you for considering Stephanie for this award, she is more than deserving of it.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Wallace (Todd) Driver

Work Phone: (919)515-7673

Email: [wtdriver@ncsu.edu](mailto:wtdriver@ncsu.edu)

College/Unit: Human Resources – Information Management

Position: Assistant Director HRIM

SPA

Supervisor's Name: Brian Simet

Supervisor's Work Phone: (919)515-4302

### **NOMINATOR INFORMATION**

Name: Vance Prince

Work Phone: (919)515-4292

Email: [vlprince@ncsu.edu](mailto:vlprince@ncsu.edu)

Relationship to Nominee: We are co-workers

Date of Nomination: 3/21/2014

### **CATEGORY**

Customer Service

### **TEXT**

I wish to nominate Todd Driver for an award for excellence for customer service because he exemplifies someone who provides exceptional service and creates a positive customer experience which continuously exceeds expectations and improves customer experiences. Todd is HR's go to guy for HR data. No matter how big, how small, how complex or the time period your HR data needs extend, Todd is the person within HR to go to. With a patient and attentive ear, he asks probing questions to find out exactly what you need and then goes to work quickly to get provide it. He can quickly search for, analyze and assemble HR, financial and in some cases student data to get you precisely what you need. He is never too busy to assist you and you never feel rushed in explaining to him exactly what you need. He will come in early, skip lunch and stay late to get you what you need. If it turns out, you did not really know what you were asking for, not to worry. Todd will provide you with report after report until you get exactly what you need.

What has been most remarkable about his customer service this past year is that he had to be out of the office on many occasions to care for his mother who had a terminal illness. During his time away from the office in between caring for his mom, he would jump on-line and get what

his customers needed and they never even realized he was not in the office.

He promotes fellowship and nourishment for the entire division by serving as the unofficial snack provider for the entire division. He treats everyone and he himself would like to be treated.

Here is a sample of some of the major initiatives for which he provided multiple reports within the past year.

- College of Science reorganization
- DASA Reorganization
- Assignment of pay ranges to hundreds of employees
- Implementation of OnBoarding Center

Some of the other special initiatives he was instrumental in accomplishing include the following...

- Imaging of faculty transcripts and education verifications and upload into Digital Measures for SAC accreditation review
- Development of an automated process for producing the form that must be sent to OSHR and OSBM to request approval of severance pay. He not only automated the process for preparing report but creating an algorithm so that the HRIM staff did not have to calculate the amount to be paid.
- Provides numerous on-demand reports and assists with improving integrity of HR Data for UNC System-wide HR DataMart
- Assignment of pay ranges and market reference rates for hundreds of employees

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Joseph Gulick

Work Phone: (919)515-2550

Email: [jjgulick@ncsu.edu](mailto:jjgulick@ncsu.edu)

College/Unit: Campus Enterprises – NC State Bookstores

Position: Assistant Director

SPA

Supervisor's Name: Patricia Hofmeister

Supervisor's Work Phone: (919)515-3817

### **NOMINATOR INFORMATION**

Name: Patricia Hofmeister

Work Phone: (919)515-3817

Email: [pathof@ncsu.edu](mailto:pathof@ncsu.edu)

Relationship to Nominee: I am the nominee's supervisor or manager

Date of Nomination: 3/14/2014

### **CATEGORY**

Outstanding State Government Service

### **TEXT**

It is with great pleasure that I nominate Joseph Gulick for recognition through the NC State University Awards for Excellence program. Currently serving as the Assistant Director of Operations for NC State Bookstores, Joe is an outstanding professional who brings to his job a high degree of energy, commitment, focused leadership, and exceptional organizational skills.

On a daily basis, Joe effectively contributes to the success of the Bookstore by ensuring that essential operational services are provided in an efficient, timely manner. He runs a tight ship as the manager of the Bookstore's shipping department, safeguarding the assets of the organization and continuously fine tuning processes and procedures. He is a hard taskmaster when it comes to accuracy, and the Bookstore's annual inventory shrinkage is one of the lowest in the college store industry due in great part to his exacting controls and diligence. He has persistently worked with freight carriers to negotiate discounts and lower rates that have saved the bookstore many thousands of dollars, and can always be counted on to step forward with solutions and ideas for resolving issues and challenges that invariably result in monetary savings for the Bookstore.

Joe is a master of logistics and planning; the most organized and detail oriented individual I have ever worked with. His knowledge, experience, exceptional organizational skills, and work ethic were invaluable as we vacated the Dunn Avenue bookstore building and moved to a temporary location at Harrelson Hall. He planned every detail of the actual move and physical reset at Harrelson, bringing all of the complexities of making this major change into focus; identifying and addressing even the smallest details. He guided the staff through this complicated process with a driven focus that produced a successful and seamless transition. During the last 4 years he has organized and supervised the move of the Copy Center (now Wolf Xpress) from Admin 1 to the Bookstore on Dunn Ave, from the Dunn Ave location to the Atrium, and most recently to its final home in the new Talley Student Union.

Joe is our resident expert in the area of facilities; he is totally tuned in to the needs and operation of the Bookstore's locations. Working closely with facilities, he has overseen the conversion of a stock room to a functioning Copy Shop. As the supervisor of the new The Pack Shop on Centennial Campus he worked with the project team to deliver a beautiful, functional store, and continues to ensure that his high standards are maintained. His keen eye does not miss the slightest detail when it comes to establishing a new facility or revitalizing an existing one.

I continue to be amazed at the number of tasks Joe is able to accomplish; he never makes excuses or misses a deadline. Joe is the ultimate planner, always examining a challenge from every angle and identifying the potential problems before beginning a task. He continuously seeks out new methods for improving the operational aspects of the Bookstore, and has formed positive working partnerships with the other members of the management team. He is the first employee here daily, opening the store and greeting the staff as they start their day, and I cannot recommend a more deserving employee to recognize than Joe Gulick.

Respectfully submitted,  
Pat Hofmeister  
Director, NC State Bookstores

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Erin Ives

Work Phone: (919)515-2084

Email: [seives2@ncsu.edu](mailto:seives2@ncsu.edu)

College/Unit: Facilities – Grounds Management

Position: Planner Scheduler

SPA

Supervisor's Name: Terry Price

Supervisor's Work Phone: (919)513-2629

### **NOMINATOR INFORMATION**

Name: Terry Price

Work Phone: (919)513-2629

Email: [terrymprice@ncsu.edu](mailto:terrymprice@ncsu.edu)

Relationship to Nominee: I am the nominee's supervisor or manager

Date of Nomination: 3/19/2014

### **CATEGORY**

Efficiency and Innovation

### **TEXT**

I would like to nominate Erin Ives for the Award for Excellence. Erin is a thinker and is enthusiastic about getting things completed in an efficient and effective manner. Taking the needed big picture view and coming to the best solutions. I call it the full view, in the box, outside the box, under the box, on top of the box. Sometimes if the solution isn't there, you have to create the best outcome. With her past experiences and self-development, she constantly looks for development and training opportunities to learn as much as she can. Since coming over to the Specialty Group she has been a great asset, not just to our small, yet big focus group but all of Grounds. She has been a quick learner, is very proactive, always works hard and doesn't mind stepping up, without being asked. I've been known to stretch a person, but in a good way I hope. She continues to pass the stretch test. She is always striving to make whatever she does the best it can be, even the simple things, which are important as well. She takes ownership and accepts all challenges and always wants to give it her best try. She is always looking for ways to improve what we do and how we do it. She has great work ethics,

displays the right attitude/perspective and seems to enjoy most of what she is doing or maybe she just smiles all the time. Whatever the reason, I can count on her to do her best and I think I speak for the people she helps support and serve, when I say she earns that recognition consistently. There are many that deserve to be recognized and she certainly is one of mines, Part of an effective and efficient service team.

Thank you for your consideration.

Sincerely  
Terry Price  
Specialty Services Manager

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Scott Jennings

Work Phone: (919)515-9884

Email: [stjenni2@ncsu.edu](mailto:stjenni2@ncsu.edu)

College/Unit: Facilities – Fleet Services

Position: Fleet Services Manager

SPA

Supervisor's Name: Sarah Ketchem

Supervisor's Work Phone: (919)515-9883

### **NOMINATOR INFORMATION**

Name: Sarah Ketchem

Work Phone: (919)515-9883

Email: [skketch@ncsu.edu](mailto:skketch@ncsu.edu)

Relationship to Nominee: I am the nominee's supervisor or manager

Date of Nomination: 3/19/2014

### **CATEGORY**

Efficiency and Innovation

### **TEXT**

Scott Jennings is an innovator by nature. He is constantly looking for the next good idea. What sets him apart is that he not only looks for good ideas, he implements them. Scott leads the Fleet Services unit for the University. This entails the management of 350 Facilities vehicles, 90 rental vehicles, a campus fueling station, an Auto Shop, and a fleet of 12 University buses used for the transportation of campus groups, academic outings and athletic events. It would be easy to manage these operations "the way we always have" but that would never satisfy Scott's drive to be the best, most efficient campus fleet services department in the country... maybe the world?

Efficiency and Innovation

Scott's drive for efficiency has led him to implement many innovative procedures.

Examples include:

- Implementation of a web-based fleet management system- This new user friendly system will allow vehicle owners to track preventive and scheduled maintenance,

vehicle age, and repair cost year to date. Additionally owners can track fuel usage by date, assisting with fuel reduction strategies. This information will allow users to make better decisions about needed repairs and help determine when a vehicle has outlived its usefulness. Prior to the implementation of this system users would either track this information on their own or would have to request paper copies of transactions.

- A Web-based rental reservation system- allows users to view available vehicles by class, making reserving a car, van or bus a snap. If you should need further assistance you will always find a helpful customer service person just a call away.

<http://fleetservices.ncsu.edu/>

- Petroleum Reduction Initiatives-NC State University has long supported the bio-fuel movement through our on campus fueling station and Scott has helped to lead the way. NC state has dedicated 2 Unleaded pumps (E10), 1 Bio-diesel pump (B20), 1 E-85 pump, and commits to purchasing only flex fuel vehicles as a part of the university's commitment to petroleum reduction.

- Oil Analysis Testing- allows for the testing of vehicle oil prior to replacement eliminating the need for unnecessary oil changes saving resources, money and time.

- Reorganization and re-striping of the Fleet Services lot. This allowed rental vehicles to be separated from other vehicles and improved parking options for customers of the Motor Pool. While this may sound simple- it involved collaboration with several shops, transportation and the movement of 100+ vehicles on a weekend.

- Electronic Vehicle Scheduling- Scott is currently working to initiate a touch screen calendaring system for fleet vehicles. This will eliminate paper calendars and will update in real time so that drivers are aware of last minute changes. A large screen on the wall of the shop will keep all employees up to date and ensure vehicles are clean and ready ahead of schedule.

-Smith Driver Safety Initiative- Fleet Services recently trained one of their drivers, Abe Jones, to be a certified safe driver trainer. This will be a benefit to the entire university. Classes will be small and involve hands-on training- decreasing the number of accidents and increasing safety on campus.

These are just a few of the numerous ways that Scott constantly seeks to improve the systems and procedures of this dynamic organization making the work environment better not only for the customers but also the staff of Fleet Services.

I highly recommend Scott Jennings for this award for his continuous dedication to improving and innovating the services of his department and the university.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: David Josephus  
Work Phone: (919)513-4643  
Email: [dajoseph@ncsu.edu](mailto:dajoseph@ncsu.edu)  
College/Unit: Facilities – Office of University Architect  
Position: Landscape Architect  
SPA  
Supervisor's Name: Thomas Skolnicki  
Supervisor's Work Phone: (919)515-8050

### **NOMINATOR INFORMATION**

Name: Thomas Skolnicki  
Work Phone: (919)515-8050  
Email: [tjskolni@ncsu.edu](mailto:tjskolni@ncsu.edu)  
Relationship to Nominee: I am the nominee's supervisor or manager  
Date of Nomination: 3/21/2014

### **CATEGORY**

Outstanding State Government Service

### **TEXT**

Dave Josephus has many talents. He is a first-rate campus planner, working on projects that set the stage to shape development of campus for years to come, including the Physical Master Plan, and the street tree master plan he created for Main Campus Drive. He is a masterful landscape architect, providing design guidance and construction detailing advice to staff, students, faculty and consultants, and taking time and care to ensure that our campus environment is safe, attractive, and able to be well-maintained. Although not formally trained as a graphic designer, Dave has filled the department's need for graphic design quite handily, showing initiative to learn the graphics software on his own and reaching out to graphic design professionals to understand key principles of the craft. He has created layouts and schedules for nearly every exterior sign ! that has been installed on campus in the past several years, and is now the person in charge of designing and producing the plan book for the 2014 Physical Master Plan Update, a document of over 100 pages and containing 16 design plans (maps) that will guide all development on campus for the next 7 years. Carol Nix describes her experience with Dave.

I've had the pleasure of working with David on two initiatives: the Physical Master Plan and the Hallowed Places project. David took those projects on with a full commitment to excellence, and reached out and formed teams comprised of designers, architects, typographers, etc. who have the expert-level skills needed to complete master projects like these and ensure optimal results. He had the vision to make each project the best it can be.

--Carol Fountain Nix, Director of Marketing Communications & Public Relations, College of Design

Dave led the effort to produce plaques to commemorate the university's 125th Anniversary, a high-profile project charged by Vice Chancellor Kessler. The project had an ambitious schedule to create, produce and install the plaques as part of a Founder's Day celebration, completing it on time.

Dave played a critical role in the placement of the Hallowed Places markers on campus. After an initial marker was placed at the Riddick Stadium site, Dave very patiently and respectfully worked with members of the 125th Anniversary Committee and other players on additional markers. He coordinated development of marker content and design, and he oversaw all communications with the vendor on fabrication and with campus facilities on installation. Through persistence but even handedness, Dave saw this effort through various hurdles, with the result that there are now very attractive markers designating seven Hallowed Places on campus, and they will have a lasting impact for generations to come.

--Todd Kosmerick, University Archivist, NCSU Libraries.

Through all of his efforts, Dave is a team player. He matches a strong desire to produce the best products and services with a natural gift to engage with and work with people from all walks of life, and at all levels of the campus community. Rick Hilburn describes his experience with Dave.

I have had the privilege of working with Dave over past 3 years and I have rarely come across a person who is so attentive to the minutest of detail. In meetings, he is always organized, prepared and ready for action. He never hesitates to take on any challenge and does so while maintaining a very positive and friendly attitude. Dave has a great working knowledge of plants and how they relate to their surroundings; which makes working with him so unique. He has helped raised the bar for plant diversity on campus and I have learned a great deal about varieties of plants, growing conditions and design methods from him. Many of his great ideas have been implemented on campus and I frequently hear praise about the designs, especially at Mary Yarbrough Courtyard and at the Chancellor's Residence. Dave's easy going and friendly nature allows him to work under pressure while creating a positive ambiance. Dave epitomizes all the good things in our organization. He keeps the mission of our department in mind and focuses on the clients we serve, the students, faculty and the larger community.

--Rick Hilburn, Manager, Landscape Construction Services

Dave's effect on campus is not limited to the duties that are part of his position at Office of the University Architect. For years now, Dave has volunteered many hours of his spare time at the JC Raulston Arboretum, giving back to the university.

David has been serving on the JC Raulston Arboretum (JCRA) Master Plan volunteer committee since April 2010. He was originally brought in to offer advice for a specific project in the design of the Arboretum master plan. The original intent was to have him come to offer some nuts and bolts information to the team of landscape architects and designers who had been working with the JCRA for years. His valuable insight quickly led us to realize that he would be a valuable addition to the committee where he has served ever since. David has become an integral part of the team helping make design decisions and helping the JCRA become more fully integrated with the entire campus. His creativity, skill, and pragmatism as a member of the Master Plan committee are reflected in the strides made towards realizing the plan. He is exceptionally enjoyable to work with, seeing opportunities instead of challenges and providing an even keel in our meetings which are composed of passionate, creative people - no easy feat.

--Mark Weathington, Assistant Director and Curator of Collections, JC Raulston Arboretum

In summary, Dave combines the qualities of an excellent work ethic and respectful interpersonal skills creating the effect of drawing out the best from those with which he works. His efforts are yielding results of a very high quality, and the manner in which he does his work is most worthy of recognition.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. Charlie O'Neill

Work Phone: 513-0214

Email: [cgoneill@ncsu.edu](mailto:cgoneill@ncsu.edu)

College/Unit: Facilities Division – University Housekeeping

Position: Housekeeper

SPA

Supervisor's Name: Carlos Gutierrez

Supervisor's Work Phone: 513-0214

### **NOMINATOR INFORMATION**

Name: Carlos Gutierrez

Work Phone: 513-0214

Email: [jcgutier@ncsu.edu](mailto:jcgutier@ncsu.edu)

Relationship to Nominee: Supervisor

Date of Nomination: 03/05/2014

### **CATEGORY**

Customer Service

### **TEXT**

Charlie is an outstanding housekeeper. He keeps the dorms up and running. Without Charlie, these dorms would be a mess, but that's why we have him here to establish a good environment.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. Charlie O'Neill

Work Phone: 513-0214

Email: [cgoneill@ncsu.edu](mailto:cgoneill@ncsu.edu)

College/Unit: Facilities Division – University Housekeeping

Position: Housekeeper

SPA

Supervisor's Name: Carlos Gutierrez

Supervisor's Work Phone: 513-0214

### **NOMINATOR INFORMATION**

Name: Ryan Kreuzberger

Work Phone: (814)312-8090

Email: [rmcreuzb@ncsu.edu](mailto:rmcreuzb@ncsu.edu)

Relationship to Nominee: I am a student nominating for excellent service.

Date of Nomination: 03/06/2014

### **CATEGORY**

Customer Service

### **TEXT**

Charlie is an excellent housekeeper for one of our residence halls here at North Carolina State University. He always has a smile on his face and takes pride in the job that he has. When I first met him, I did not realize how clean and spotless he was going to make our halls. The halls are the cleanest I have ever been around. We really need more housekeepers like him here on campus. His work effort and self-esteem really bring a new light here to the East side of campus.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. Charlie O'Neill

Work Phone: 513-0214

Email: [cgoneill@ncsu.edu](mailto:cgoneill@ncsu.edu)

College/Unit: Facilities Division – University Housekeeping

Position: Housekeeper

SPA

Supervisor's Name: Carlos Gutierrez

Supervisor's Work Phone: 513-0214

### **NOMINATOR INFORMATION**

Name: John Larson

Work Phone: (252)473-6578

Email: [jolarson@ncsu.edu](mailto:jolarson@ncsu.edu)

Relationship to Nominee: Student

Date of Nomination: 03/06/2014

### **CATEGORY**

Customer Service

### **TEXT**

Charlie is a fantastic worker. He performs his duties exceptionally well and creates a friendly environment for students

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. Charlie O'Neill

Work Phone: 513-0214

Email: [cgoneill@ncsu.edu](mailto:cgoneill@ncsu.edu)

College/Unit: Facilities Division – University Housekeeping

Position: Housekeeper

SPA

Supervisor's Name: Carlos Gutierrez

Supervisor's Work Phone: 513-0214

### **NOMINATOR INFORMATION**

Name: Kerry Long Jr.

Work Phone: (919)309-5280

Email: [kalong@ncsu.edu](mailto:kalong@ncsu.edu)

Relationship to Nominee: Resident

Date of Nomination: 03/06/2014

### **CATEGORY**

Customer Service

### **TEXT**

Charlie is a great and positive influence to me. He fun to talk to and knows how to cheer anyone's day up. From getting to know him for the past few years, I know that he likes to enjoy life and has a great sense of humor, but he's serious and knows how to handle situations when he needs to.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. Charlie O'Neill

Work Phone: 513-0214

Email: [cgoneill@ncsu.edu](mailto:cgoneill@ncsu.edu)

College/Unit: Facilities Division – University Housekeeping

Position: Housekeeper

SPA

Supervisor's Name: Carlos Gutierrez

Supervisor's Work Phone: 513-0214

### **NOMINATOR INFORMATION**

Name: Jeremy Evans

Work Phone: (252)578-3218

Email: [jkevans2@ncsu.edu](mailto:jkevans2@ncsu.edu)

Relationship to Nominee: Student in Syme

Date of Nomination: 03/06/2014

### **CATEGORY**

Customer Service

### **TEXT**

In the two years that I have lived here at Syme hall, Charlie has been one of the nicest employees I have met here at NC State. He is very friendly and always asks how you are doing. He jokes with multiple students in the dorm, and I have yet to meet a student who doesn't like Charlie. Charlie is one of those employees that genuinely enjoys doing what he does because of the people he works with and because he enjoys making the dorm a nicer places for residents.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. Charlie O'Neill

Work Phone: 513-0214

Email: [cgoneill@ncsu.edu](mailto:cgoneill@ncsu.edu)

College/Unit: Facilities Division – University Housekeeping

Position: Housekeeper

SPA

Supervisor's Name: Carlos Gutierrez

Supervisor's Work Phone: 513-0214

### **NOMINATOR INFORMATION**

Name: Ryon Barton

Work Phone: (910)603-3042

Email: [rwbarton@ncsu.edu](mailto:rwbarton@ncsu.edu)

Relationship to Nominee: We are colleagues working in different areas

Date of Nomination: 03/07/2014

### **CATEGORY**

Customer Service

### **TEXT**

Charlie has been a widely recognized part of the Triad for years. He interacts with students, other University staff, and the occasional parent in a unique and honest way, building a culture of transparency and togetherness. He has opened his heart and his kitchen to all members of the Triad.

Charlie creates positive change in the lives of residents. He encourages accountability and independence by speaking with students about the established systems, both for University Housing in general and the Triad particularly. He does not allow students to abuse or ignore the rules and regulations after he has spoken about them. However, he also goes out of his way to help students in need. He often acquires the necessary equipment to deal with malfunctioning beds and other furniture, helps students deal with delinquent laundry, and many other situations.

Charlie sets the standard for staff that he works with. He expects everyone to provide positive interactions with residents and University staff within his buildings, in addition to keeping the

buildings thoroughly cleaned and stocked. I know that residents and staff in other regions of University Housing are not lucky enough to work with Charlie, and I can only hope that his continued success at the University will enable him to work with larger numbers of the staff.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. Charlie O'Neill

Work Phone: 513-0214

Email: [cgoneill@ncsu.edu](mailto:cgoneill@ncsu.edu)

College/Unit: Facilities Division – University Housekeeping

Position: Housekeeper

SPA

Supervisor's Name: Carlos Gutierrez

Supervisor's Work Phone: 513-0214

### **NOMINATOR INFORMATION**

Name: Lisa Bogart

Work Phone: (919)622-4374

Email: [lhbogart@ncsu.edu](mailto:lhbogart@ncsu.edu)

Relationship to Nominee: We are colleagues working in different areas

Date of Nomination: 03/07/2014

### **CATEGORY**

Customer Service

### **TEXT**

Charlie always makes an effort to go the extra mile whether it's working or getting to know everyone. He spreads his good mood and cheers up the residence halls with his attitude as he's working. He treats the residence halls like his home and makes sure everything is in working order. It's always great to see Charlie around.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. Charlie O'Neill

Work Phone: 513-0214

Email: [cgoneill@ncsu.edu](mailto:cgoneill@ncsu.edu)

College/Unit: Facilities Division – University Housekeeping

Position: Housekeeper

SPA

Supervisor's Name: Carlos Gutierrez

Supervisor's Work Phone: 513-0214

### **NOMINATOR INFORMATION**

Name: Josh Stewart

Work Phone: (919)622-4374

Email: [jastewa3@ncsu.edu](mailto:jastewa3@ncsu.edu)

Relationship to Nominee: Student

Date of Nomination: 03/07/2014

### **CATEGORY**

Human Relations

### **TEXT**

Charlie has made my stay at NCSU extremely more pleasant. This is my 3rd year living in Syme and Charlie is well known in this dorm. He always checks up on everyone and stops by whenever he can to have a friendly chat. He is approachable and is more deserving of this nomination than I can describe. He is always in a good mood and puts everyone else in a good mood whenever he is around. I would nominate him 100 times if I could.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. Charlie O'Neill

Work Phone: 513-0214

Email: [cgoneill@ncsu.edu](mailto:cgoneill@ncsu.edu)

College/Unit: Facilities Division – University Housekeeping

Position: Housekeeper

SPA

Supervisor's Name: Carlos Gutierrez

Supervisor's Work Phone: 513-0214

### **NOMINATOR INFORMATION**

Name: Dylan Kramer

Work Phone: (910)262-2303

Email: [djkramer@ncsu.edu](mailto:djkramer@ncsu.edu)

Relationship to Nominee: Student

Date of Nomination: 03/17/2014

### **CATEGORY**

Human Relations

### **TEXT**

Charlie is a great guy, I have lived in the dorms for three years where he works and if I could only say one thing about him it would be that he truly cares about NC State and the students that go here. It's refreshing to see someone with such a big heart and I hope he gets this award because out all the employees that work here I think he really deserves it.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. Charlie O'Neill

Work Phone: 513-0214

Email: [cgoneill@ncsu.edu](mailto:cgoneill@ncsu.edu)

College/Unit: Facilities Division – University Housekeeping

Position: Housekeeper

SPA

Supervisor's Name: Carlos Gutierrez

Supervisor's Work Phone: 513-0214

### **NOMINATOR INFORMATION**

Name: James East

Work Phone: (704)512-0301

Email: [jdeast2@ncsu.edu](mailto:jdeast2@ncsu.edu)

Relationship to Nominee: We are colleagues working in different areas

Date of Nomination: 03/20/2014

### **CATEGORY**

Spirit of North Carolina

### **TEXT**

Charlie works in Syme hall, along with other buildings, as a housekeeper. He makes everyone whom he sees feel welcome, and brightens up the mood on the hall. He loves to cook for the residents of Syme and Welch and Gold. Word spreads quickly if Charlie is planning on cooking a meal, and hundreds of residents come to eat. There is always enough food and Charlie does an excellent job. He makes the hall a happy place to be, and his enthusiasm for his job and the campus is a morale booster.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Ms. Lisa Osborne

Work Phone: 515-7466

Email: [lbosborn@ncsu.edu](mailto:lbosborn@ncsu.edu)

College/Unit: Finance and Resource Management

Position: University Program Specialist

SPA

Supervisor's Name: Steve Keto

Supervisor's Work Phone: 515-9224

### **NOMINATOR INFORMATION**

Name: Angela Rackley

Work Phone: 513-0223

Email: [akrackle@ncsu.edu](mailto:akrackle@ncsu.edu)

Relationship to Nominee: Co-worker

Date of Nomination: 01/14/2014

### **CATEGORY**

Outstanding State Government Service

### **TEXT**

Lisa Osborne exhibits great dedication and hard work. Even though she has a lot going on outside of the office, she still gets her job done timely and efficiently. She is always there to help whenever you need her whether it is part of her job or not. She has been a great help to me on many occasions. One example is when she stayed late to help me put together conference materials that were needed. I cannot think of a time when I asked Lisa a question that she did not help me to find the answer. I think that she is very deserving of the Award of Excellence.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Michelle Phillips

Work Phone: (919)513-3552

Email: [mpphilli@ncsu.edu](mailto:mpphilli@ncsu.edu)

College/Unit: Treasurer's Division – Foundations Accounting & Investing

Position: Business Systems Analyst

SPA

Supervisor's Name: Mike Dickerson

Supervisor's Work Phone: (919)513-4303

### **NOMINATOR INFORMATION**

Name: Mike Dickerson

Work Phone: (919)513-4303

Email: [madicker@ncsu.edu](mailto:madicker@ncsu.edu)

Relationship to Nominee: I am the nominee's supervisor or manager

Date of Nomination: 3/19/2014

### **CATEGORY**

Efficiency and Innovation

### **TEXT**

For years now the University has experienced budget cut after budget cut, forcing all departments to 'do more with less'. In Foundations Accounting & Investing (FAI) we have implemented a 'continuous process improvement philosophy' that focuses staff on being constantly aware of our processes and procedures – always striving to become more efficient and effective in fulfilling our responsibilities to the University and serving our campus customers. This philosophy is formally maintained and documented, incorporated into work plans, and is reported on annually. Additionally, the process is part of our Department's SACS Accreditation components. Michelle Phillips is the person in FAI responsible for capturing and reporting on all FAI process improvements and serves as a 'watchdog' to keep the philosophy in the forefront of everyone's mind. ! And while this role is important, it is her involvement in the implementation phase that is most valuable. During the past two and a half years FAI has implemented 139 documented process improvements.

One of the most time and resource consuming processes that FAI is responsible for is the daily deposit of funds received from all of the University associated entities, including gifts, event income, and other miscellaneous receipts, and the monthly bank reconciliations for all of the different legal entities managed by FAI. This is a very high volume responsibility that is complicated by the sheer number of different legal entities (and therefore different bank accounts), the huge number of credit card merchant accounts (generally multiple accounts for each legal entity), and the fact that the associated entities have more than 8,500 active projects/accounts in Financials. Further complicating the process is the significant integration of two systems that must be kept in sync – Financials and ADVANCE.

Over the past year a number of significant process improvements have been implemented to automate some of the manual tasks associated with the deposit and reconciliation functions, which has saved countless hours of time. Specific examples include: 1) working directly with other FAI staff to identify financial queries that could quickly aggregate, sort, subtotal, or otherwise provide information to assist in reconciliation of accounts; 2) working with ADVANCE system programmers to develop a ‘Batch Summary Report’ that provides information that quickly identifies problems with gift batches... enabling much quicker resolution of discrepancies; 3) working with another business unit to identify process improvements that would reduce the number of batches; and 4) most recently, automation of the posting of daily Alumni Association membership deposits.

The examples above are only a representative list of some of the numerous improvements made in the last year. These improvements required Michelle to work directly with FAI staff to first understand the process as it exists and to identify steps in the process that could be simplified, streamlined, eliminated, or automated. Then, taking this knowledge, Michelle develops queries, proposes revised processes, or works with the ADVANCE programmers or Advancement Services Gift Processing staff or EAS programmers to develop system solutions, and finally is responsible for testing any programming changes and ultimately circling back around to internal FAI staff to train on the new process/procedure and ensure that everything is working as intended.

The University is likely to face continuing budgetary pressures, and to continue to be successful and to offer high quality customer service, FAI must continue to be diligent in evaluating our processes. Michelle’s unique skill set includes her ability to ‘dig in’ to processes and evaluate opportunities for improvement, the ability to communicate the desired outcomes to two different programming groups, her systems skills in both the ADVANCE and Financials systems that allow for the design and testing of solutions, and the ability and desire to ensure that all impacted parties are aware of, and satisfied

with, implemented solutions. Her efforts in the past year have resulted in significant time savings for FAI staff, as well as time savings for staff in other business units. These time savings have allowed FAI to be able to handle the significant volume increase in transactions (new gifts) without adding new staff, and is positioning the University to be able to handle the further increases in volume of gift receipts as a result of the upcoming \$1.5 Billion Capital Campaign. For all of these reasons Michelle Phillips is extremely deserving of the Finance & Business Award for Excellence as she builds and enhances value to the department, to other partner units, and to our campus customers.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Vance Prince

Work Phone: (919)515-4292

Email: [vlprince@ncsu.edu](mailto:vlprince@ncsu.edu)

College/Unit: Human Resources – Information Management

Position: Manager HRIM

SPA

Supervisor's Name: Brian Simet

Supervisor's Work Phone: (919)515-4302

### **NOMINATOR INFORMATION**

Name: Brian Simet

Work Phone: (919)515-4302

Email: [bjsimet@ncsu.edu](mailto:bjsimet@ncsu.edu)

Relationship to Nominee: I am the nominee's supervisor or manager

Date of Nomination: 3/21/2014

### **CATEGORY**

Customer Service

### **TEXT**

I wish to nominate Vance Prince for an award for excellence for customer service because he exemplifies someone who provides exceptional service and creates a positive customer experience which continuously exceeds expectations and improves customer experiences. Within the past year not only has he stepped into a new position as the manager of a unit, but he also assumed supervisory responsibility for 3 staff members. Within a few short months of taking on these new roles, he has quickly gained respect and notoriety as someone who works tirelessly to ensure that he meets or exceeds his customer's need regardless of the number of times they call upon him and provides unwavering support to his staff. No request is ever too small or too large for him, he is never too busy and never grows tired of answering his customer's questions. He takes the time to explain things and does so in a patient and informative manner. He always assists his staff when they are over-whelmed. He constantly looks for ways in which he can make improvements upon existing business processes to improve the service provided to his customers and make everyone's job easier. He has received and continues to receive numerous

accolades from the units he supports as well as his HR colleagues. HR reps seek him out for his help and advice

What has been remarkable about his commitment and dedication to providing excellent customer service over the past year is that in addition to taking on the responsibility for leading a unit, he has also accomplished the following over the past year:

- Taken on additional workload due to a staff vacancy in his unit and when one of his employees was off on an extended illness.
- Met with numerous units and individuals throughout campus to prepare them for the University-wide rollout of the KABA time collection system. This has included providing many face to face classroom style training sessions which on many occasions he brought on-site to the unit's location.
- Assisted with entering the hundreds of job actions required by the KABA implementation.
- Chased down issues encountered in HR System due to the applications of bundles which did not tune up during testing.
- Entered a myriad of test job actions in preparation for vendor provided bundles.
- Served as the point person to transition units from entering hundreds of flat rate assignments to entering temporary assignments
- Spearheaded the entry of hundreds of job actions to clean-up various HR data issues.

And he has done all this with a very patient and friendly demeanor that conformed to his customer that he was there to help them and helping them was his first and most important priority.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Hope Schardt

Work Phone: (919)515-3000

Email: [heschard@ncsu.edu](mailto:heschard@ncsu.edu)

College/Unit: Environmental Health and Safety – Campus Police

Position: Emergency Telecommunicator

SPA

Supervisor's Name: Kim Womble

Supervisor's Work Phone: (919)513-0591

### **NOMINATOR INFORMATION**

Name: Sara Warren

Work Phone: (919)515-3000

Email: [sewarren@ncsu.edu](mailto:sewarren@ncsu.edu)

Relationship to Nominee: Co-workers

Date of Nomination: 3/18/2014

### **CATEGORY**

Customer Service

### **TEXT**

As emergency telecommunicators, we deal with all walks of life. Each conversation we have with a caller is unique and takes special attention. Some calls take extreme patience and others make us really appreciate what we do for people. I have known Hope for many years and have recently had the pleasure of joining her at NC State Police Department. Hope makes me proud to work for this department because no matter what is going on she remains professional, polite, and calm which are very important characteristics to have in this profession. She is a leading example and I look up to her not only as a friend but as a co-worker and mentor. Telecommunicators are the first point of contact for those in need. It is our job to ensure the citizens of NC State are provided with the services and information they need. Hope provides a great face, or should I say voice, ! to the department and to the university as a whole. I think she is very deserving of this nomination for her enthusiasm and willingness to help others. This is such a thankless profession and Hope deserves all the thanks in the world.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: David Setser

Work Phone: (919)515-8125

Email: [dasetser@ncsu.edu](mailto:dasetser@ncsu.edu)

College/Unit: Facilities – Design and Construction Services

Position: Facility Construction Engineer I

SPA

Supervisor's Name: Willy Yamamoto

Supervisor's Work Phone: (919)513-0538

### **NOMINATOR INFORMATION**

Name: Melanie Rivera

Work Phone: (919)513-0470

Email: [msrivera@ncsu.edu](mailto:msrivera@ncsu.edu)

Relationship to Nominee: We are colleagues working in different areas

Date of Nomination: 3/21/2014

### **CATEGORY**

Efficiency and Innovation

### **TEXT**

David has managed several projects on Centennial Campus and we are always happy to learn when he is assigned one of our projects. Most recently he managed the installation of the new roof for the Poulton Innovation Center. As is typical with David, he organized the project very efficiently such that all the people involved were kept in the loop. That alone is no small task in a large university like ours, and especially so on Centennial Campus where there are so many additional stakeholders. He was able to adapt when a new tenant on the third floor began their construction project, requiring new scopes of work and coordination. He sees the coordination issues they occur, and proactively manages the project in order to save time and money.

David is consistent with communication and often times is able to work with the construction team to provide a more streamlined delivery of the final product than anticipated. With this project, several factors cropped up that potentially could have derailed the schedule further than the weather delays incurred. He takes ownership of a project, providing opportunities for the client to make decision in a timely manner to enhance the overall project quality.

David not only manages the project, but works to resolve any issues that he may find that may not be in the scope of work. Once the project is finished, David is also instrumental in continuing to pursue any warranty issues and hold people accountable until the proper repairs are made. We have seen this on the boiler replacement for the same building, where he continues to monitor the boiler well after the initial construction phase.

The work he does is priceless in that it would be impossible to quantify all the ways he has saved the University money, protected the University brand and act as a spokesperson on behalf of the University's interests. We enjoy working with David, and appreciate the dedication to each project that he brings.

Melanie Rivera and Brian Jones

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mr. William Stevenson

Work Phone: 515-6860

Email: [whsteve2@ncsu.edu](mailto:whsteve2@ncsu.edu)

College/Unit: Environmental Health and Safety – Public Safety Center

Position: University Fire Marshal

SPA

Supervisor's Name: Kenneth Kretchman

Supervisor's Work Phone: 515-6860

### **NOMINATOR INFORMATION**

Name: Kenneth Kretchman

Work Phone: 515-6860

Email: [kwkretch@ncsu.edu](mailto:kwkretch@ncsu.edu)

Relationship to Nominee: Supervisor

Date of Nomination: 03/06/2014

### **CATEGORY**

Outstanding State Government Service

### **TEXT**

I am nominating Mr. Stevenson under the category of outstanding service. Bill Stevenson, for years, has provided service to NC State University beyond expectations. This service has resulted in the prevention of property damage and/or loss as well as resolution of problems during construction projects that would have contributed to delays in acceptance of new buildings and associated slippage in schedules, or without his courage and diligence, resulted in the acceptance of substandard construction or equipment that is critical to life safety. Mr. Stevenson responds to campus in a prompt manner in response to a wide variety of calls for assistance. In multiple cases associated with flooding of university buildings occurring after normal work hours, it has been Mr. Stevenson has responded from home and shut off the flow of water which was flooding a building interior, causing damage on multiple floors. Bill has even purchased equipment such as wet vacuums, plastic drop cloths, mops, and other supplies to mitigate flood damage until additional help can arrive. This is just one example of the extra care and effort Bill applies to his job at NC State.

Here are comments from some of Bill's key customers, senior managers in Campus Housing who

...speak on behalf of themselves and our students...

“Bill Stevenson is a well-respected partner with University Housing. He has been instrumental in arranging the health and safety inspections of residence halls and campus apartments. We meet regularly to review our process and develop a system that educates and informs campus residents about safe living practices. Bill is always open to suggestions and strives to improve practices so that residents are not unduly bothered by the inspection but fully understand what impact their behaviors have on the greater community. University Housing staff appreciate the support that we receive from Bill's office and highly value his partnership with staff and students.” Susan Grant

“It is with great enthusiasm that I send a note of support for Bill Stevenson for the Award for Excellence. Bill and I have worked together for nearly ten years. Throughout that time, I have found Bill to be a pleasure to work with. First, Bill has been a student safety advocate. He is focused on the latest code issues, concerns, and mitigating risk at every turn. He and I worked to develop a grant proposal to showcase fire safety on campus, and even conducted a controlled burn to demonstrate how rapidly a room's contents can burn if open flames are present. Bill has helped us enhance our room evacuation signage in all residential locations. He and his team regularly walk projects with our team, and look at issues through a lens of what is necessary and practical. He offers suggestions before we have problems, and he advocates for practical expenditures. Bill has enhanced our Fire Safety education offerings in the residence halls by encouraging his officers to embrace every opportunity to be seen in the halls and conduct residential programming. In short, Bill helps our students by advocating for their safety at every turn.

For some, this may be enough. I can tell you that Bill goes the extra mile. It is not uncommon to see Bill stop by my office just to talk about how we can enhance our campus fire safety. Because of Bill, we have now automated the room safety check process. Through an initiative spearheaded by Bill, University Housing agreed to provide handheld communications equipment that allows officers to inspect rooms, and immediately share concerns with the Residence Directors instantaneously. This has reduced our reliance on the paper inspection form, saving time and money.

I can honestly tell you that Bill Stevenson makes a difference on campus at NC State on a daily basis. His passion for safety, his reliance on new technologies, and his wide knowledge base makes him a consummate professional in my book, and someone with whom I would entrust the safety and security of my own children. He is a stellar individual, and an all-around great man. I wholeheartedly support Bill's recommendation for the Awards for Excellence!” Barry Olsen

“Bill's dedication to our students is unparalleled. He and his team provide excellent response for everything from routine emergencies in our residence halls to resolving construction issues on a new building. Bill fosters a culture in his group that is uncompromising when it involves the safety of our students. He has the professional courage to tackle any life safety issue that he confronts and hold his campus partners accountable. As a facilities manager for Campus Life, I am confident that our residence halls are continually inspected with life safety in the forefront. I am also comfortable knowing that his group is closely inspecting our new residence halls to ensure they exceed the appropriate code requirements.” Peter Fraccaroli

Bill spends many hours at NC State, well beyond the typical 40 hour week and constantly goes the extra mile to make sure special events are handled safely, responds on and off hours to building fire and medical emergencies, and helps assure that our buildings are constructed with systems that meet all applicable fire codes and remain safe for our staff, students, and visitors with regard to life safety throughout their service life. It is not unusual for Bill to respond to campus from home on 3, 4 or 6 occasions during a single week. He maintains himself in a constant state of readiness and accessibility, representing perhaps some compromise to the quality of his private life, but has reaped many rewards over the years for NC State University.

I believe this award is well deserved in my eyes as his supervisor and in the eyes of his campus customers.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Lynn Swank

Work Phone: (919)513-4637

Email: [ldswank@ncsu.edu](mailto:ldswank@ncsu.edu)

College/Unit: Facilities – Design and Construction Services

Position: Landscape Project Manager

SPA

Supervisor's Name: Lisa Maune

Supervisor's Work Phone: (919)513-0400

### **NOMINATOR INFORMATION**

Name: Brian Jones

Work Phone: (919)513-3056

Email: [bljones5@ncsu.edu](mailto:bljones5@ncsu.edu)

Relationship to Nominee: Lynn manages projects for us

Date of Nomination: 3/21/2014

### **CATEGORY**

Customer Service

### **TEXT**

Lynn always provides a level of service for the projects that she manages that is above and beyond the normal scope of work. She is diligent in navigating the process of project delivery, and often times must charter new paths that may be unfamiliar or new given the complexity of issues and constituents that she is dealing with. When these new opportunities arise, Lynn is instrumental in researching the problems we face in order to provide a solution that works to provide a solid resolution.

Our projects continue to increase in complexity. One is the new entrance at Trailwood and Main Campus Drive. This particular project has involved the Design Team, Landscape Services, City of Raleigh, State Property Office, DOT, NCSU Real Estate, PSNC, Alumni Center, Friday Institute, Lonnie Poole, and the Middle School on Centennial. Lynn has worked hard to include all these important players, and been able to navigate this complicated process in an efficient and well thought out manner.

Lynn also brings a critical eye for design to each of her projects. Her advice keeps us moving forward, and ability to get to the heart of the design issue at hand is priceless. We appreciate the passion, knowledge, and attitude she brings to each project, and know it will be a success whenever she is involved.

Thanks Lynn!

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Jake Terrell

Work Phone: (919)513-7873

Email: [jmterrel@ncsu.edu](mailto:jmterrel@ncsu.edu)

College/Unit: Facilities – Capital Project Management

Position: Senior Construction Engineer

SPA

Supervisor's Name: Charlie Marshall

Supervisor's Work Phone: (919)513-7873

### **NOMINATOR INFORMATION**

Name: Charlie Marshall

Work Phone: (919)513-7873

Email: [crmarsha@ncsu.edu](mailto:crmarsha@ncsu.edu)

Relationship to Nominee: Supervisor

Date of Nomination: 3/20/2014

### **CATEGORY**

Customer Service

### **TEXT**

For his Outstanding Service, continued hard work and tireless efforts while serving as Senior Construction Project Engineer for the Facilities Capital Project Management (CPM) Construction Management Unit.

Jake Terrell epitomizes the Office of Finance and Business objective to provide excellent customer service and fiscal transparency while providing leadership for his project assignments. He routinely exhibits the division's core values of integrity, excellence, and respect while serving as an excellent steward of the University's resources in conducting his duties. As a Senior Construction Engineer, Jake serves as the University's single point of contact for managing capital project assignments.

During this past year Jake has successfully developed and orchestrated high performance teams comprised of numerous University departments, outside State & Local Agencies, and 3rd party design professionals and contractors to deliver the new Wolf Ridge housing development as well as renovations of Lee Hall. In addition to coordinating the numerous needs of University

Housing and Campus Enterprises, Jake ensured the many stringent requirements of these stakeholders were also satisfied:

- Building and Maintenance Operations
- Utilities and Engineering Services
- Repair and Renovations Shops
- Fire & Life Safety
- Storm water Management
- Security Applications & Technology
- Parking Services
- Wolfline Bus Services
- Insurance & Risk Management
- Centennial Campus Development Office
- OIT/COMTECH
- Office of State Construction
- City of Raleigh

To give one an idea of the enormity of Jake's success in navigating and satisfying this myriad of constituents to the finish line, the ambitious schedule requirements of the new \$136M, 1,200-bed Centennial Campus Housing (Wolf Ridge) project is unprecedented here at NC State. The Wolf Ridge project alone had to progress at a pace requiring over \$1,000,000 of work-in-place each and every week over the past year. To put this perspective, this type of effort required coordination of over 350 trade workers daily from 40+ different contractors. Concurrently, Jake also completely renovated Lee Hall, which houses another 755 beds, during the short window of the 2013 summer break. Additionally, he served as the University's liaison with the City of Raleigh for construction of the new water re-use infrastructure serving Centennial Campus (another first of its kind here at NC State) and frequently consulted on the Greek Village initiatives.

Jake continues to amaze me with his ability to manage all aspects of the more complex projects. From office work to field work, he brings a nice balance to his position. He puts in whatever hours needed to make sure his budgets and change orders are up to date and accurate. He also shows a real strength in the field, conducting inspections and developing strong relationships with the contractor, designers and end-users. Jake communicates very well with just about everyone he deals with. In fact, Jake had the opportunity to mentor two summer interns, who were assigned to his projects. His ability to train and productively engage young students on his projects resulted in both project successes and valuable personal experiences for the interns.

Jake Terrell gets the job done while protecting the University's interests, and always leaves behind a trail of satisfied customers. He is a true team player, and his perseverance and hard work are a testament to his devotion to the University. This quote from one of Finance & Business's largest customers sums it up best:

"Anybody who has worked with Jake will agree that he is a thorough and meticulous project manager. He has a unique ability to coordinate very complex projects and deliver them on time

and within budget. He takes the time to understand the needs of his campus partners and delivers a quality product that meets design specifications. Jake is forward thinking and his approach to project management ensures we learn from our mistakes and avoid costly change orders. Bottom line, Jake is a top notch project manager and one that Campus Life looks forward to working with in the future."

Peter D Fraccaroli, P.E., LEED AP  
North Carolina State University  
Campus Life  
Facilities Manager

Jacob Terrell is most deserving of this prestigious Award for Excellence!!

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Horace Tomlinson

Work Phone: (919)515-9852

Email: [hctomlin@ncsu.edu](mailto:hctomlin@ncsu.edu)

College/Unit: Facilities Division – Building Maintenance & Operations

Position: Maintenance Planner

SPA

Supervisor's Name: Alan Burcham

Supervisor's Work Phone: (919)513-8089

### **NOMINATOR INFORMATION**

Name: Allen Boyette

Work Phone: (919)513-0181

Email: [raboylet@ncsu.edu](mailto:raboylet@ncsu.edu)

Relationship to Nominee: Member of Senior Management

Date of Nomination: 3/18/2014

### **CATEGORY**

Outstanding State Government Service

### **TEXT**

Horace is a maintenance planner with Building Maintenance & Operations. In this role, he plans, coordinates, and schedules the preventive maintenance work for the Zone 3 Maintenance Shop. This effort includes managing and organizing the preventive work on over 6000 pieces of equipment in approximately 1.5 Million Square feet on campus including high-profile facilities such as Schaub Hall, Jordan & Jordan Addition, Butler Communications Building, Pulp & Paper Building, Biltmore, and the Carmichael Complex. Due to his organizational and technical abilities, Horace's area of responsibility achieved an average Preventive Maintenance Completion Rate of 95% during 2013.

In his role as maintenance planner, Horace also manages numerous building repair and maintenance projects. This past year he prepared the RFP, oversaw the bidding, and coordinated the work for the preventive maintenance of all of the large chillers in the department spanning 18 different campus buildings. As part of this effort, he also

coordinated all oil sampling and analysis to move the department towards a more efficient and effective predictive maintenance program for these large and costly pieces of equipment. His efforts led to the cost avoidance of \$25,000 of unnecessary chiller maintenance, allowing the funds to be utilized for more immediate priorities.

Horace also manages the departmental refrigerant program (both fluorocarbons and chlorofluorocarbons) and maintains usage records to reduce ozone depletion and greenhouse gas emissions. As a result of his efforts, the department has achieved 100% compliance with all State and EPA inspections.

During a 7 month period in 2013, Horace performed exceptionally well while serving as the Maintenance Shop Supervisor in an interim role. As the interim supervisor, Horace ensured that technicians performed the required equipment maintenance, completed repairs in a timely manner, and maintained good service with campus customers.

Horace is a true professional that consistently produces great results. He is well deserving of the University Award for Excellence.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Ms. Cassandra Tucker-Daniels

Work Phone: (919)515-1609

Email: [cntucker@ncsu.edu](mailto:cntucker@ncsu.edu)

College/Unit: Environmental Health and Safety – Transportation

Position: Customer Service Supervisor

SPA

Supervisor's Name: David Gregory

Supervisor's Work Phone: (919)515-1601

### **NOMINATOR INFORMATION**

Name: David Gregory

Work Phone: (919)515-1601

Email: [dwgrego2@ncsu.edu](mailto:dwgrego2@ncsu.edu)

Relationship to Nominee: Supervisor

Date of Nomination: 3/12/2014

### **CATEGORY**

Customer Service

### **TEXT**

Cassandra has always led the way in customer service. Her mannerism, knowledge and professional approach create a pleasant experience with her clients. She maintains a calm, mild approach when dealing with clients that may not be in the best behavior. She explains their options and policies.

She assists other Customer Service Representatives to help calm a client or explain policy and procedure. Her attention to responding to all request in a timely professional manner even when the answer may not be what the customer wants to hear, makes her one of the go to people in the Transportation office. Cassandra will also "Advocate" for a client if she feels the policy does not apply or an error was made within the department, but will turn around and "Advocate" for the department when the client is in error

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Mark Turner

Work Phone: (919)515-7117

Email: [mturner2@ncsu.edu](mailto:mturner2@ncsu.edu)

College/Unit: Campus Enterprises – University Dining

Position: Executive Catering Chef

SPA

Supervisor's Name: Kenneth Hemmer

Supervisor's Work Phone: (919)515-4254

### **NOMINATOR INFORMATION**

Name: Randy Lait

Work Phone: (919)515-6347

Email: [rmlait@ncsu.edu](mailto:rmlait@ncsu.edu)

Relationship to Nominee: I am a member of senior management

Date of Nomination: 3/21/2014

### **CATEGORY**

Safety and Heroism

### **TEXT**

I am nominating Chef Mark Turner for the Awards for Excellence for Safety and Heroism because of his actions to respond to a neighbor in danger in March of 2013.

Chef Turner is the lead chef for our Rave Catering production team, preparing amazing and outstanding dishes for large University banquet events, Chancellor's events, and a variety of important catering events in support of the University's mission. This requires not only a high degree of skill, but a dedication to service to be able to work long hours, evening and weekend hours, and meet deadlines and quality standards at every turn.

In this particular situation, Chef Turner selflessly acted to respond to a dangerous situation with a neighbor, and still was able to fulfill his work obligations.

Chef Turner arrived at campus at 4 am to prepare for 1800 meals to be served that day, then drove to Wilmington to compete in a chef's competition event where his team finished first, the event ending around 11 pm.

He drove back home early the next morning, still tired from working 19 hours the day before. Arriving at home at 7:30 am, he noticed smoke rolling through the back yard. As he looked to see where it was coming from, he noticed what appeared to be flames coming from a neighbor's house that he could see through his back yard. He stood, rubbing his eyes wondering if he was really seeing this. He called his wife over to ask "Does that look like fire to you, coming from the chimney?" As they stood together, the flames began to leap 20 feet into the air and they knew this was a real and dangerous situation.

Chef Turner jumped into his truck and drove around the corner to the house as fast as he could and knocked on the door. When my neighbor opened the door the house was filled with smoke and the smoke detector was blaring. He asked the neighbor if he was ok and asked him if he could step into the yard to show him the flames shooting out of his chimney.

By this time the cinders from the chimney were shooting all over the house filling the gutters which were overflowing with pine needles and there were several smaller fires in the gutters and along the roof.

Other neighbors stopped to ask if they could help and one called 911, and another helped Chef Turner carry water in buckets up a ladder they found in the yard, as the hose they found was not long enough to reach the roof. Chef Turner climbed onto the roof and started to douse the gutters and the roof fire as quickly as possible.

The fire trucks arrived about ten minutes later, just enough time for Chef Turner to get the small fires under control. When the firemen arrived Chef Turner was on the roof of the house pouring water on the hot spots. They extinguished the fire in the chimney in about ten minutes and thanked Chef Turner for helping out.

Chef Turner then went home, cleaned up and reported to work at campus, as there were catering "fires" of a different kind to put out that day.

Chef Mark Turner's actions to help in a dangerous situation, and his incredible dedication to his work before and after that event, qualify him for the Award for Excellence.

# Finance and Business

## 2014 Awards for Excellence Nomination

### **NOMINEE INFORMATION**

Name: Chris Wolfgang  
Work Phone: (919)515-2395  
Email: [mcwolfga@ncsu.edu](mailto:mcwolfga@ncsu.edu)  
College/Unit: Facilities Division – Repair & Renovation  
Position: General Shop Supervisor  
SPA  
Supervisor's Name: Richard Hassard  
Supervisor's Work Phone: (919)515-9901

### **NOMINATOR INFORMATION**

Name: David Josephus  
Work Phone: (919)513-4643  
Email: [dajoseph@ncsu.edu](mailto:dajoseph@ncsu.edu)  
Relationship to Nominee: We are colleagues working in different areas  
Date of Nomination: 3/19/2014

### **CATEGORY**

Customer Service

### **TEXT**

Chris has shown the unique ability to show consistent and exceptional customer service. Like Chris, my department works with many different university departments, institutes, and centers, and Chris leadership with his staff really is evident in his department's customer service. Whether the issue is a critical situation that needs immediate attention or a general work request, Chris has always shown excellent customer service in calm - we will get the job done for whatever it takes attitude. Chris is responsive not only to my department's needs, but also to our client needs. He is response has always been immediate, and his track record is that he follows through on tough tasks. In short, Chris's attitude is 'what can I do for you', first and foremost, and that is reflected by his staff. It is a pleasure to work with Chris, as many other of my colleagues have also noted when working with Chris, and I am proud to nominate him for this deserving award.