

# R SERVICE EXCELLENCE

SPRING 2018 NEWSLETTER

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## department spotlight INFORMATION TECHNOLOGY



▶ The Rollins Help Desk is the first point of contact for all technology issues at the College.

Last spring, the Rollins Informational Technology (IT) team was recognized for its consistently exceptional service with the 2017 Service Excellence Departmental Award. We recently sat down with Troy Thomason, the interim chief information officer and assistant vice president of information technology, to find out what makes the IT team tick.

**“We try to make everyone else’s job easier. Almost everything runs off technology, so if we do our job at a high level, it enables others to do their job at a high level.”**

**Q How would you describe the role of Information Technology on campus?**

**A** Information Technology’s role touches nearly every aspect of the College. It provides technology support for faculty, staff, and students, which enables the campus to fulfill its strategic goals and priorities.

behind the learning process, staff and support services, website, and behind-the-scenes support for what a student sees and experiences.

**Q What’s the most challenging part of the job?**

**A** This interconnectedness is also challenging. We know that the technology has to work and has to be fast in order to meet the needs of the campus. Often, issues are out of our control, but we strive to identify issues and restore systems quickly.

**Q How does your office add value to Rollins and its mission?**

**A** We try to make everyone else’s job easier. Almost everything runs off technology, so if we do our job at a high level, it enables others to do their job at a high level.

**Q What does Service Excellence mean to you and how does your staff embody Rollins service standards?**

**A** Everything we do is about the four pillars. The game changer for our department was when we started to realize that Service Excellence isn’t just about our work with our campus partners—it also applies internally. We made a concerted effort to embody it within our own department. For example, being responsive and respectful to each other. It’s easy to focus on being responsive to your customer, but many areas of IT don’t necessarily interface with the customer. However, these areas support the other areas of our department that impact the customer. It’s the trickle-down effect.

**Q Is there any aspect of your office’s role that might surprise the campus community?**

**A** IT is one of the largest employers of student workers on campus. We do our best to give them real-world career experience. IT was even the first department to emphasize the standards of Service Excellence in our student employee training.

**Q What’s the best part of the job?**

**A** The level of interconnectedness of the entire campus is exciting. We’re intertwined throughout what Rollins does. We’re the underpinning

## the SERVICE EXCELLENCE COIN



Everything you need to know about Rollins’ newest recognition tool.

**What Is It?**

The Service Excellence Coin is a token of recognition given to those who engage in acts that model our Service Excellence standards and uphold the College’s mission. Receiving

this coin means that you are being recognized for being a “Champion of Service Excellence.”

**How It Works?**

Once you receive a coin, keep your eyes open for fellow Rollins community members who are embodying one of the Service Excellence standards. If you witness someone in the act of being responsive, respectful, collaborative, or competent, pass on your coin in appreciation of their good works in our community. Don’t forget to remind them to pass on the coin as well!

**In Action**

In Action Mary Edwards, assistant director of landscape and grounds, passed her Service Excellence coin on to groundskeeper Robert McWilliams after he took time out of his day to help a student who was injured while crossing Fairbanks Ave. Robert showed a commitment to the Service Excellence standards by going above and beyond to ensure that the student felt cared for and supported during a difficult time. By passing on her coin, Mary helped to continue recognition for staying dedicated to the standards that make our community strong.

## what SERVICE EXCELLENCE means to me



**“Service Excellence is my opportunity to be solution-oriented and friendly and to demonstrate teamwork and align with institutional goals daily. The Rollins community fosters a rich history of tradition, leadership, and ongoing commitment to excellence, innovation, and continuous improvement. To be at Rollins is to continuously strive for excellence.”**

**- Zaire McCoy** Dean of Admission and Associate Vice President for Enrollment

# WOW!

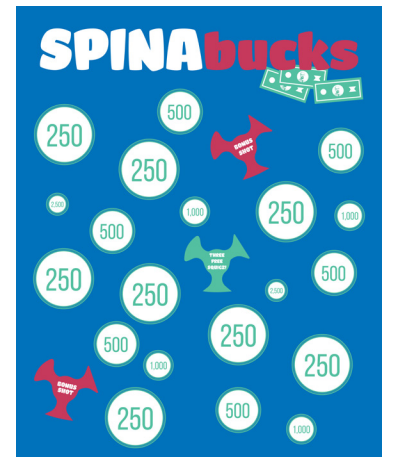
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## SPINA BUCKS

**Inside the homegrown game that has helped increase productivity and morale at the Rollins Help Desk.**

About four years ago, Joe Spina was looking for a way to recognize and reward his Help Desk team members for delivering exceptional service to the campus community. The result was Spina Bucks, a fun-filled game that's become a critical piece of the Help Desk culture and has helped boost productivity and morale along the way. We asked Spina, now the senior director of IT operations and support, to give us a behind-the-scenes account of the game's creation and lasting impact.



### Inspiration

"I wanted to find a way to recognize my team more often, because I don't think we focus enough on the good stuff. Recognition itself is great, but I wanted to create an extra bonus to reward my team for going out of their way to provide service excellence."

### Co-creation

"It's called Spina Bucks, but this isn't 'Joe's game.' I'm just the person who offers up the prizes. The entire team helped create the game and decide on the rules. I think that's a big reason why it's been successful. Since everyone helped create the game, there's more buy-in."

### How to play

"When a team member receives a WOW recognition or is otherwise recognized by a colleague, they earn six throws at the Spina Bucks board, which has circular targets with points that start at 250 and go up to 2,500. They can then cash in their points for a variety of prizes."

### What you win

"A coffee or happy hour drink is the lowest prize and it goes all the way up to a smoked rib dinner at my house. There's a Spina sandwich, which is an Italian sandwich that I make fresh at work. There's also a chicken parmesan platter and a jar of my homemade tomato sauce. The team helped pick the prizes, too, and everyone wanted food."

### Acknowledgment atmosphere

"Whenever someone shoots for Spina Bucks, I try to make it an event. I make an announcement to the group and make sure the whole team cheers them on. It's also part of the rules to play 'You're the Best Around' from The Karate Kid. We usually do it on Fridays at 4 p.m. right before we head out for the weekend."

### Part of the culture

"It's really become part of the culture at the Helpdesk and User Services. People would practice sometimes, and there's always this friendly competition amongst the team. It's a nice motivational, morale-boosting tool that has been really effective."

## acknowledgements

- Mamta Accapadi
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- Nick Clavijo
- Amanda Concelman
- Karen Crain
- Susan Curran
- Kathy Custer
- Jessica Deese
- Rebecca Dodson
- Juan Escobar
- Tysheika Fisher
- Mae Fitchett
- Brandy Fransen
- Danielle Frantz
- Cathy Fuller
- Julie Garner
- Christopher Gonzalez
- Gary Gorman
- Maralyn Graham
- Eric Graveling
- Gil Hall
- Sandra Henry
- Vicki Hurd
- Marguerite Jacobs
- Miranda Jung
- John Knopick
- Richard Kopatich
- Meg Kuecker
- Julia Larson
- Princessa Long
- Gloria Lopez
- Udeth Lugo
- Sofia Macias
- Cliff Manspeaker
- Pamela Mason
- Kathy Miller
- Darla Moore
- Jason Morin
- Son Nguyen
- Kathy Nichols
- Cristina Perez Diaz
- Richard Perez
- Jorge Ramirez
- Travis Ray
- CJ Robinson
- Ram'on Robledo
- Scott Roderick
- Maddie Rodnite
- Bay Rodriguez
- Fernando Rodriguez
- Katie Sanchez
- Skip Sargent
- Mark Schendel
- Tom Schulenberg
- Betsey Sharpless
- Doug Shell
- Julie Sparks
- Charlotte Stanley
- Teresa Sutton
- Debbie Tatum
- Teddy Tirado
- Aaron Trombley
- Joseph Tsotsos
- Alexa Ventrone
- Amanda Vocks
- Jennifer Weisenburger
- Laura Wentworth
- Robert Whetstone
- Brad Wilkins
- Heather Wilson
- Rob Worth
- David Zajchowski
- Vefi Zendeli

## what PEOPLE are saying

**Susan Curran**  
On a daily basis, I send Susan problems with records, some of which are very complicated by years of neglect. Sometimes I actually cringe when I send the fifth problem in a single day, but she has never failed to respond in a manner that was anything other than supportive, approachable, courteous, respectful, and collaborative. Many times she has responded when she was off work, home sick or otherwise occupied, even when I assured her there was no rush. She is incredibly competent and is a font of patience and information related to data, procedures, and the history of all things Rollins. This is all while balancing the integrity of data with the bigger picture of solving procedural problems, while keeping in mind the needs of both the end user and the institution. She is a consummate professional with a wonderful sense of humor, and I am grateful for her help and guidance.

*Lesla Duran-Daher*

**Doug Shell**  
My office needed to get tax documents out to students in a hurry but unfortunately our folder started giving us fits that morning. Doug immediately offered to handle them for us. He personally picked them up from our office. Once the job was completed, he personally delivered them to the campus Post Office for us! It really saved us a ton of time and ensured the students received their tax documents well before the deadline. This commitment to service was a way above and beyond and such a help to me personally.

*Mandy Booker*

**Betsey Sharpless**  
Betsey went above and beyond the call of duty when a colleague reached out on my behalf for IT support. Betsey not only dropped what she was doing and walked across campus to my building to address my technical issue, but she also offered to return to the classroom at 7:45 a.m. the following morning to ensure everything worked properly. The level of service she provided should be the gold standard.

*Jackie Brito*

**Maralyn Graham**  
Maralyn routinely provides outstanding service to the Rollins community but yesterday evening she truly went above and beyond her role. It began to pour outside right as Crummer classes were ending at 9:30 p.m. Maralyn was still in the building and getting ready to go home. Instead of leaving after what I'm sure was a long day at Rollins, she took the time to round up umbrellas and trash bags and personally shuttle a group of students to her car, which was parked nearby. She then drove each of them to the various places they were parked across campus. Thank you, Maralyn, for being responsive, respectful, collaborative, and competent.

*Cory Baden*

**Heather Wilson**  
Heather has gone above and beyond in assisting a student with a serious health concern by meeting with her and her family on a Saturday and giving a complete tour of the dining options on campus. Heather has shown a great deal of care and concern in honoring the students' needs and offering many individualized choices through the personal shopper service. She has demonstrated service excellence through making dining on campus an enjoyable and accessible experience for this student.

*Grace Moskola*

**Julie Garner**  
During the loading of buses at SPARC Day, Julie noticed that a student didn't have closed-toed shoes for her community service project. It was a requirement to get onto the bus. Not missing a beat, Julie literally gave the student the shoes off her feet! Julie consistently goes above and beyond for students across campus and this is just one more selfless way she continues to exude service excellence. Not to mention that Julie didn't slow down during the morning shift of loading the buses and cheering on the students while working in the parking lot in her bare feet.

*Steve Booker*

**Teddy Tirado**  
Teddy is my hero. Talk about responsive! He is so fast! I don't know how he does it, but it wouldn't surprise me to see him to walk in with new keys before a student lost them. Also, he is always willing to work with us to find creative solutions to our problems, even when it creates a lot more work for him. He always comes in to our office with a smile on his face and it's infectious. I am always happy to see him. Thank you Teddy for saving us over and over again!

*Amanda Wolters*

**Aaron Trombley**  
Aaron is ready, at a moment's notice, to help out wherever he can. This morning he helped the one facilities staff person who came to pick up the more than 100 boxes of books to be delivered to the warehouse. This is very behind-the-scenes work that is hardly noticed by those who enter through the back door of the library. These boxes are heavy and hard to move around. He helped put them on a dolly, wheel them over to the truck, and heave them onto the truck bed. He did it with his helpful spirit and a big smile, never complaining. By doing this, he exhibits care and collaboration with two departments and strength! I am so honored to work together with him to represent Olin in the best light!

*Sharon Williams*