

## 2014 WOW Service Recognitions

December 15, 2014

**To: Jill Norburn**

Jill Norburn came to us from UCF to direct our Rollins Center for Lifelong Learning. And boy are they missing Jill! In just 18 months Jill has moved the RCLL from 20 planned class in fall 2013 to 80 classes in spring 2015. And we have quadrupled our members to over 1,100 RCLL students. She has offered classes in Florida history, the Sistine Chapel, Shakespeare and much more. If you have any relatives or friends 50 and older give them a gift this holiday season of an RCLL class. I have been involved in older adult education for over 40 years and Rollins now has the best. Thanks Jill Norburn!!

**From: Bob McKinlay**

December 1, 2014

**To: Meg Kuecker**

During the week of November 17th, WPI, the Sustainability Program, and the Dept. of Environmental Studies hosted a TPJ speaker - Mitch Hedlund, Executive Director of Recycle Across America. Mitch had suffered a health issue prior to her scheduled arrival to the campus for a day of events with faculty, administration, students....culminating in her talk that night in the Bush Auditorium. I reached out to Meg to ask her advise on how to first see about a wheelchair, but then after talking it through with Meg, how to reserve a golf cart for the day so that I could move Mitch around all day from her townhouse on Maryland Avenue, the Alford Inn, the Faculty club and the Bush Science Center. Realizing that to get to the Alford Inn, that would require a 'street legal' cart, Meg asked throughout her department if anyone would need their event scheduling golf cart on Thurs, November 21st, or would they be able to give it up for the full day so that our guest would be accommodated! I can't tell you how thrilled I was with this generosity to help me, and to make Mitch's visit here to campus comfortable for her. Mitch was so very appreciative and just loved her visit to campus! I believe a lot of that had to do with the care of such employees as Meg Kuecker!

**From: Ann Francis**

December 1, 2014

**To: Mary Robinson**

Mary is responsive and has supported me in learning about the process of bringing speakers to campus. I really appreciate her willingness to help with this process!

**From: Anne Stone**

November 21, 2014

**To: Luke Woodling**

Luke has done an outstanding job redesigning and migrating the Service Excellence website to the new platform, and has been super responsive to multiple requests I have made. His actions exemplify our SE standards of Responsive, Collaborative and Competent. Thank you Luke!

**From: Matt Hawks**

November 20, 2014

**To: Peter Lienhard**

On behalf of the Major Gifts team we would like to highlight Peter in Advancement Services within the Division for Institutional Advancement for his exemplary work on behalf of our division and Rollins. Here are a few examples of how Peter models service excellence:

"Pete has always been willing to patiently and effectively help me navigate Argos, Sharepoint, and Nolij. Although I should be better at these systems by now, Pete remains patient and very responsive whenever I have a question or need guidance! I am very grateful he has the spirit to go above and beyond, and that he takes the time to listen to our needs and help create solutions that aren't always easily within reach."

"Peter has been tremendously responsive to the requests of our team— always ready to assist and guide. He is our "Go-To" when we need quick turnaround on a project, and he always has a smile on his face!"

"Just about 20 minutes ago, I called Peter and tried describing the problem that I was having over the phone. Before I knew it, he had dropped everything he was doing, had physically come up to my office, and did some magic on my computer that solved my problem within a couple of minutes. And this is just the latest in an extremely long line of service WOWs that Pete has done for me over the years. Pete rocks!"

"Peter has been extremely helpful in getting the EFM system up and ready for the endowment scholarship report process. There was a problem with the EFM system that Peter was able to identify and he fixed it in an incredibly short period of time. Twice he came over to my office: first to confirm what the problem was and secondly to walk me through the new process in downloading the photos for the reports. He is a pleasure to work with – always willing to go the

extra mile to make sure the systems are up and running. I should also add, I LOVE the new keyword search feature Peter added to the endowment registry! Peter well-deserves many WOWs from Rollins!"

**From: Amanda Hopkins**

November 14, 2014

**To: Cindy Bowman LaFronz**

I just love working with Cindy. I've had the opportunity to partner with her on various events from last semester's Youth Leadership Conference to this fall's Get on Board! event with SunRail and the upcoming Naturalization Ceremony. She is always so willing to help make connections and share her extensive knowledge. My work in CLCE is enhanced by her mentorship and guidance. Plus, she's just so friendly, kind-hearted, and fun! It is truly an honor to work alongside her here at Rollins.

**From: Marissa Corrente**

November 14, 2014

**To: Jen DeWitt**

I had the privilege of working with Jen on a social media video project around voting earlier this semester. As part of the Democracy Project, I approached her with an idea and she hit the ground running with it! I appreciated her enthusiasm, support, creativity, and follow-through on the project. The whole process from the brainstorming to the filming to the final videos was such a smooth, fun process! Thank you, Jen, for all your hard-work not just on this one project, but on everything you do!

**From: Marissa Corrente**

November 14, 2014

**To: Julia LeBoeuf**

Julia is just wonderful (as is the entire Scheduling & Events team)! This semester, I've worked closely with Julia on several different events though, and she is always so accommodating and thorough. Even when I reach out to her last minute with an idea or change in my reservation, she happily helps out. She is one of the most positive and approachable people here at Rollins and it's always such a pleasure to work with her. Thank you for all your help this semester, Julia!

**From: Marissa Corrente**

November 14, 2014

**To: Darla Moore**

I recently enlisted the assistance of Darla as I was creating a display on Rollins' history of civic engagement for the library lobby. She was beyond helpful! She took the time to pull different artifacts that were pertinent to our topic, and every question or request we had (and there were many!) she had the answer and took the time to help. Because of her creativity, care, and kindness, the artifacts we included in the display were awesome - and really taught myself and the students who worked on the project a lot! We really appreciated her thoughtful and timely help!

**From: Marissa Corrente**

November 7, 2014

**To: Bethany Bower**

Bethany has been the epitome of service excellence ever since she came to work with me in Rollins' Foundation Relations office in September 2013. But throughout September and October 2014, her service excellence went into overdrive as I had to go off on medical leave for those two months because of an accident, leaving her to hold down the fort in our office on her own. Not only did she "hold down the fort," but our office never missed a beat! Bethany kept us up to speed on all our grant proposal, grant report, and other fundraising deadlines, and provided top-notch service to all of our external and internal clients throughout the whole time. She also visited me several times in hospital, nursing home, and my own home throughout my convalescence from my surgery, and even brought me goodies! I am so thankful she is my colleague and friend, and all of Rollins College should (and probably does) feel that way, too!

**From: Joe Monti**

October 30, 2014

**To: Patrick Skelly**

Meghan said, "Patrick Skelly is an outstanding person who really cares. He is such a team player who you can count on. He always goes above and beyond to assist with things that are not part of his technology duties. He has a keen eye for events and often lets us know when something is out of place or needs to be changed. Recently, he called us because a setup looked odd and then assisted us in moving the furniture around until it looked right. He did not have to do this but went out of his way to make the event a success when others might have not done the same. He certainly exudes the four service excellence standards of respectful, responsive, collaborative, and competent. We want him to know that his fantastic

work does not go unnoticed so a big thank you to Patrick for all he does!"

**From: Meghan Kuecker**

**October 29, 2014**

**To: Teddy Tirado**

Everyone at Rollins has their specific role and people are often so busy that there isn't really time to heavily support outside of that scope – and that becomes the expected norm. And then every once in a while, someone steps outside of their silo in the name of collaboration in such a big way that we stop everything and stand inspired, reminded why we are all here. This happened to me in a big way during the summer of 2012.

A cross-campus committee was planning a big event to celebrate our new Changemaker Campus designation. In preparation, we wanted to ask students how they would be a key to change in the world, and thought, "why don't we put keys on every seat for all incoming freshmen during commencement!" Then we realized we somehow had to get our hands on 500+ keys. We divided and conquered, with over a dozen people out on the hunt for used keys. Naturally, several folks ended up calling the facilities department on campus and got in touch with Teddy. Now granted, Teddy is a key master but this project was way outside of the scope of his typical job.

As more and more people called him to ask if he had any old keys, he could have easily become calloused with a response like, "Look I have already been asked this three times and I don't have any extra keys around here. Please stop calling and asking." And that would have been reasonable... BUT he took an entirely different approach, and a rare one. He saw a clear need and an opportunity to be part of something bigger than himself or his "job".

A couple days after my conversation with Teddy, I got an unexpected call back from him and my jaw literally dropped. He explained that he had been approached by several people and I instinctively apologized to him but he stopped me mid-sentence, "I wanted to help and since I didn't have any keys here I went to a bunch of different hardware stores around town and have collected a bucket of well over 500 keys. Some of them were a little dirty so I hand-washed them all and just need to know who to take them to. They are heavy so I'll be happy to drop them off wherever will be most convenient."

I can't imagine an experience that better exemplifies the integrity of the Recognition Award. Teddy showed initiative and remarkable leadership not because anyone told him to or because he would receive any credit for it. To him, it was the right thing to do, but to me it was so much more than that. It would have been outside of his job scope to even help us brainstorm where we could go, but he didn't make a recommendation to us, he just did it himself and showed up with what we needed, as if he hadn't had to go through so much work to get it done. AND cleaned them AND hand delivered them. And his satisfaction came from purely knowing that he was able to contribute to something great – and automatically deemed himself as part of the extended team with the shared vision. And at the end of it all, he actually thanked me for my work on the event rather than look for any kind of recognition for his contribution to it.

I stand in awe and completely humbled, even as I write this – thinking of how often I could take the “Teddy approach” and instead I remain consumed with the business of my own work. I am grateful for strong authentic models of leadership, initiative, collaboration, and integrity like Teddy, who spur the rest of us on toward Service Excellence.

**From: Chrissy Garton**

**October 27, 2014**

**To: Julie Garner**

On October 27th the Service Excellence Team, joined by members of the Rollins College Women's Golf team, presented a Big WOW to Julie Garner. In August, Julie volunteered to make a roundtrip drive to Bradenton to ensure that the sibling of one of our students who had passed away this summer could be in attendance at her sister's memorial service held on campus. Although Julie did not know this young woman, she sacrificed the good part of a day and evening and missed an opportunity to practice with her team in order to be there for her. This act of kindness reflects the respectful and responsive service that exemplifies Rollins service philosophy. Thank you for your selfless and compassionate act of service on behalf of the Rollins community!

**October 24, 2014**

**To: Denisa Metko**

Every detail of our office says something about our team and the College. Everything our customers see, hear and touch impacts their experience in our office. Our customers may not consciously notice every detail, but subconsciously clues to our culture and how our team operates are being communicated. THANK YOU for reorganizing the forms and folders at the

HR front desk. Your actions will enable our team to provide better service to our lobby customers. Also, thank you for taking the lead to conduct monthly inspections of our lobby utilizing the “Everything Speaks” checklist. I appreciate your continued efforts and commitment to the mission and service philosophy of Rollins College!

**From: David Zajchowski**

October 22, 2014

**To: Cory Baden, Peter Lienhard, Katharine Sanchez, Cindy Pokrywa, Eric Scalamonti and Laura Pfister**

On October 22nd the Service Excellence Team, joined by President McAllaster, presented a Big WOW to Cory Baden, Peter Lienhard, Katharine Sanchez, Cindy Pokrywa, Eric Scalamonti and Laura Pfister for their efforts to redesign Foxlink and improve the user experience. Over the summer, professional staff from each division of the college formed a steering committee to collaborate on ways to simplify FoxLink and make it easier to use for our community. After several months of collecting input from across campus, as well as two student-led focus groups, their efforts resulted in a new layout. Most of the changes included in this initial re-launch primarily improved the services utilized by students. Their work on this project is a great example of a cross-functional committee collaborating and responding to the needs of students and living our service excellence standards.

October 21, 2014

**To: Kirk Hemphill**

Kirk went out of his way to accommodate a last minute request for an event. The lift was needed at the gym and had not been requested but he dropped what he was doing and found someone to find the lift and deliver it to the gym right away. He went above and beyond to make sure the situation was resolved when it was near the end of the day and his crew was leaving. Kirk exemplifies the service standards of respectful, responsive, collaborative, and competent. WAY TO GO KIRK! Also a big thank you to the facilities management team who helped out on this situation.

**From: Meg Kuecker**

October 17, 2014

**To: Luke Woodling**

Luke did an outstanding job of "pinking out" the rollins.edu web page. He was able to give me an alternative to my original idea that worked very well, and provided the draft in a timely

manner. The end result was a new Pink Out Rollins logo that looks great on the website. Thank you Luke for your consulting and partnership!

**From: Jennifer Addleman**

October 16, 2014

**To: Julia Larson**

Julia goes above and beyond to make sure that all of the students who come in and see her are taken care of. She pays attention to details, and really gets to know her students so that way she can provide the best service and recommendations for life planning. She is always a bright, smiling face to go and see in W. Fairbanks!

From: Kelly Johnson

October 6, 2014

**To: Ian Walters**

I am thankful for the service excellence demonstrated by Ian Walters from the IT department. My office has recently launched a new leadership initiative that coincides with the new general education curriculum and needed a lot of technical support to ensure its success. Ian has been instrumental in creating the application and has helped me continuously edit the documents. I could not do this part of my job without Ian's help. Thanks for embracing the spirit of collaboration, Ian!

**From: Alexa Gordon**