

**NC STATE**

**2020**

**Awards For  
Excellence**



## Congratulations to the Award Nominees and Winners



Colleagues,

Thank you for watching the 2020 Awards for Excellence ceremony. Because we need to follow physical distancing guidelines amid the COVID-19 pandemic, we are hosting a virtual ceremony for the first time.

The Award for Excellence is the most prestigious honor bestowed upon nonfaculty employees at NC State. Each year, colleges and units across the university nominate employees to be recognized as Awards for Excellence recipients in seven categories. This year, we will recognize the significant accomplishments of 56 of our colleagues. They were nominated for outstanding contributions in the following award categories:

- > **Outstanding State Government Service.**
- > **Customer Service.**
- > **Efficiency and Innovation.**
- > **Human Relations.**
- > **Public Service.**
- > **Spirit of North Carolina.**
- > **Safety and Heroism.**

The employees being honored today have demonstrated excellence not only in their profession but also in their individual departments and divisions, the campus community and the lives of others. Their tireless dedication, commitment to outstanding service and unselfish devotion to duty are unmatched.

In addition to celebrating all the nominees, we will pay special recognition to the 12 winners of the Awards for Excellence. They have been nominated, along with other award winners across state government, for the Governor's Awards for Excellence. Good luck to each of them, and congratulations to all of our 2020 honorees.

Marie Williams

Associate Vice Chancellor for Human Resources



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by clicking on the wolf



**“It’s important to recognize the vital role that staff has played and continues to play in NC State’s successes. We’re grateful that we can always count on you for the same level of excellence you have already shown on countless occasions, day in and day out.”**

Chancellor Randy Woodson

**NC STATE**

# **Profiles of the 2020 Nominees**



## NOMINEES FOR CUSTOMER SERVICE

### University of Advancement

Wesley Ardoin, Manager,  
Advancement Information Services

### College of Education

Mandy Blackmon, Director, Human  
Resources College of Education

Mark Williams, Director, Information  
Technology; Facilities Coordinator

### College of Engineering

Justin Lancaster, Director, IT

Anna Lumpkin, University Program  
Specialist

### College of Humanities and Social Sciences

Daniel Corn, University Program  
Associate

### Office of the Executive Vice Chancellor and Provost

Robert Chapman, Technical Operations  
Specialist

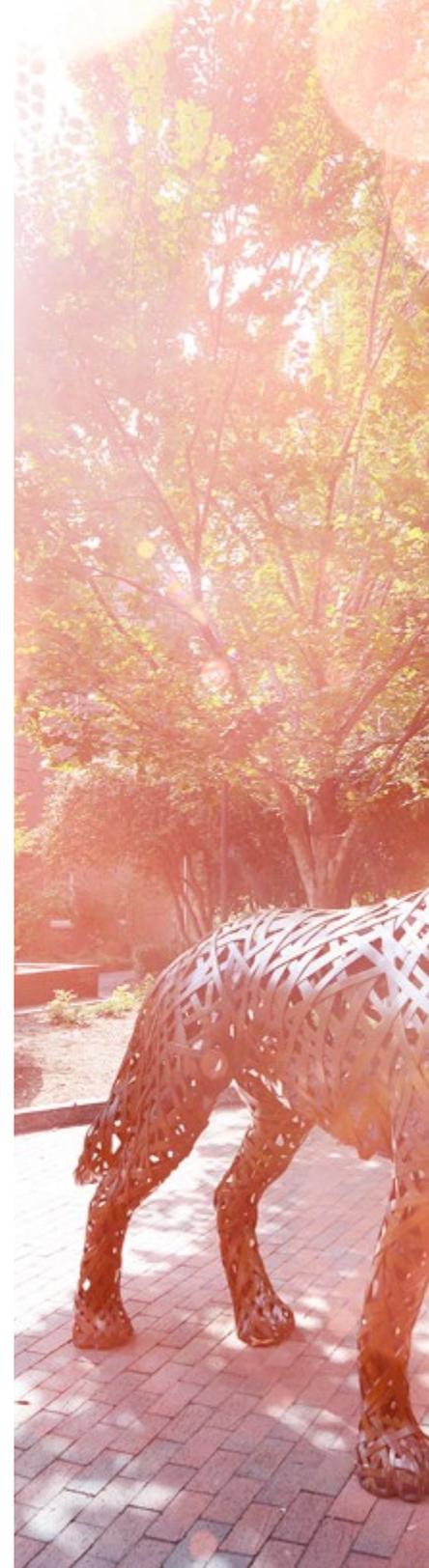
Charlene Pettitway, Technology Support  
Technician

ReGina Royster, Administrative  
Support Specialist

### College of Agriculture and Life Sciences

Jeff Gillikin, Research Specialist

Josh McIntyre, Program Specialist





### **Office of the Chancellor**

[Justin Lisk, Associate Director,  
Athletics Marketing](#)

### **College of Veterinary Medicine**

[Andrea Thomson, Research Specialist  
and Lab Supervisor](#)

### **College of Design**

[Felicia Womack, Assistant Dean for  
Finance and Administration](#)

## **NOMINEE FOR CUSTOMER SERVICE**

### **University Advancement**

#### **Wesley Ardoin, Manager, Advancement Information Services**

Wes and his Advancement Information Services team exemplify NC State's think and do mantra by providing reporting resources that make the university's advancement community more strategic and successful. Wes and his team were instrumental in the launch of Blackbaud FPM, a fundraiser-friendly mobile platform. They created more than 90 unique reports to provide the solicitation segmentations for Day of Giving 2019, which brought in more than 10,000 gifts and \$13.5 million, and post-day comprehensive reporting. Additionally, Wes has built several key interactive dashboards and reporting tools to help fundraisers and managers manage prospect portfolios and monitor fundraising activity. Those dashboards and tools are enabling NC State's advancement team to be more strategic, timely and effective in its work. Wes does all this with wit, humor and a calm demeanor that makes the crazy days in advancement just a little bit better.



## **NOMINEE FOR CUSTOMER SERVICE**

### **College of Education**

#### **Mandy Blackmon, Director, Human Resources**

Mandy is bright, articulate, hardworking and committed to her role. She has a keen sense of duty and loyalty to the College of Education. She is well-liked and respected by peers and administrators both within and beyond the college. Mandy is a forward thinker with a sharp analytical mind. She works until the job gets done, which means working long hours, yet she never complains. When people walk into her office, they feel welcome, and when they leave, they are confident that their problem or concern will be taken care of successfully. Mandy also takes her role as a mother very seriously. She balances work and family so she can participate in her child's activities and volunteer at her school throughout the year.



## **NOMINEE FOR CUSTOMER SERVICE**

### **College of Education**

#### **Mark Williams, Director, Information Technology; Facilities Coordinator**

Mark does so much for the College of Education that without his careful work, the college could not achieve its current level of educational success. He does such a significant amount of work in such a professional and quiet manner that one might not realize all the work he is doing. The truth, however, is that we could not fully perform our duties without Mark's work and support. Further, he does everything in an extremely efficient and timely fashion and with a sense of care that makes his co-workers feel supported. Mark is held in the highest regard when it comes to service in the College of Education and at NC State. He goes above and beyond the call of duty to meet and exceed customers' expectations.

## **NOMINEE FOR CUSTOMER SERVICE**

### **College of Engineering**

#### **Justin Lancaster, Director, IT**

Justin is the sole full-time information technology professional in the Edward P. Fitts Department of Industrial and Systems Engineering, making him responsible for all of the department's IT functions. That may seem like an overwhelming responsibility, but Justin is outstanding at his job, and as a result, he is well-respected by his colleagues. He is knowledgeable about new and current technologies, and he takes initiative and responsibility. Justin makes every effort to resolve issues immediately, treats everyone with respect and always goes the extra mile. His expertise has allowed him to build a number of systems, ranging from an immersive virtual reality lab to large driving simulators with cameras and sensors. Justin is the epitome of someone who provides excellent customer service. He has been instrumental in helping to plan aspects of Fitts-Woolard Hall, including the new Software Instruction Lab, the Collaboratory, a newly designed Visualization Lab and the building's communication strategy.



## **NOMINEE FOR CUSTOMER SERVICE**

### **College of Engineering**

### **Anna Lumpkin, University Program Specialist**

Anna consistently goes above and beyond in customer service by improving and innovating new customer-centric programs and interfaces. Anna is on the front lines with customers and presents them with a friendly and helpful demeanor. She goes beyond her role to implement new programming, enrich social interactions and act as a catalyst for community building. Her resourcefulness, can-do attitude and endless positivity make experiences and events much more effective. Anna has continuously innovated several systems and processes that support customers, including a dynamic website and social media campaign to promote opportunities, systems for customers to request training and instrument time, and systems to bill customers' projects. Since Anna joined the Analytical Instrumentation Facility team, facility use has grown by 25%, enabled in part by Anna's ability to continuously innovate new mechanisms that serve the facility's complex and growing customer base.

## **NOMINEE FOR CUSTOMER SERVICE**

### **College of Humanities and Social Sciences Daniel Corn, University Program Associate**

Daniel is professional, amicable and ethical. He helps students navigate the graduate application process, carefully and meticulously addressing the concerns of anxious applicants before and after submission. Daniel does the work associated with his job description and so much more. He also brings a sense of calm and collegiality to his work environment. Over the past few years, Daniel has assumed progressively more responsibilities related to the annual Social Work Symposium. He organizes each planning meeting, elicits participation and feedback, incorporates new ideas and consults with faculty and staff colleagues. The customer service that he demonstrates daily encourages those around him to do their best.



## **NOMINEE FOR CUSTOMER SERVICE**

### **Office of the Executive Vice Chancellor and Provost Robert Chapman, Technical Operations Specialist**

As the technical operations specialist for the McKimmon Conference and Training Center, Rob consistently goes above and beyond in providing audiovisual support for the more than 200 programs that take place at the center annually. Rob cares about the success of each program and does whatever he can to ensure the successful execution of the programs. Rob proactively communicates with instructors and staff and makes suggestions to streamline their AV needs. He is never condescending or impatient, and when an AV hiccup occurs because of an obvious human error, he demonstrates seemingly endless patience.

## **NOMINEE FOR CUSTOMER SERVICE**

### **Office of the Executive Vice Chancellor and Provost Charlene Petteway, Technology Support Technician**

What does it mean to be in the exclusive ranks of the LearnTech Elite? Charlene knows. She has earned this distinction several times for her outstanding customer service on DELTA's faculty help desk. Charlene is definitely the person to call on a Sunday night when in a panic about a technology problem affecting your course. Charlene, who joined DELTA in July 2014, has consistently performed her duties at a high level, providing instructional technology support to NC State faculty as they integrate an array of technologies into their teaching practice. She is one of two DELTA consultants who work during extended help desk hours. When interacting with instructors, Charlene demonstrates strong product knowledge and unparalleled professionalism. For her outstanding customer service to NC State faculty and her internal support of her DELTA colleagues, Charlene deserves to be recognized.



## **NOMINEE FOR CUSTOMER SERVICE**

### **Office of the Executive Vice Chancellor and Provost ReGina Royster, Administrative Support Specialist**

ReGina has worked at NC State for more than 24 years, exceeding expectations and enhancing the customer experience. Anyone who has worked in the housing field knows it is an environment of constant change in methods, procedures and people. ReGina has gracefully weathered repeated organizational and leadership changes. Through the challenges that accompany repeated change, she has served as an effective leader and a resource for peers, supervisors, residents and student staff. ReGina understands the impact she has on others, and that's why she continues to passionately develop our students and staff to be productive contributors to our city, state and society.

## **NOMINEE FOR CUSTOMER SERVICE**

### **College of Agriculture and Life Sciences**

#### **Jeff Gillikin, Research Specialist**

Jeff consistently goes above and beyond what is expected of him as a research specialist in the Department of Plant and Microbial Biology. In 2019, when research labs lost power, Jeff made sure the labs' freezers were connected to the backup power supply. When that failed about a day later, he reconnected them to the normal power supply. Jeff started managing a greenhouse renovation project on Method Road in 2019. The project went far beyond the skills and knowledge of the faculty involved, and the department was lucky it had Jeff to lean on for assistance. Jeff is also particularly helpful to new faculty members when they set up labs for the first time. Jeff doesn't just sit in an office behind a computer; he supports them through every part of the process.



## **NOMINEE FOR CUSTOMER SERVICE**

### **College of Agriculture and Life Sciences**

#### **Josh McIntyre, Program Specialist**

Josh is fondly known as the go-to person for most things in his department. He receives calls and emails daily from offices throughout the university looking for guidance related to research administration. Josh supports different areas of campus, ranging from housekeeping to contracts and grants. He possesses superior knowledge, skills and talents, along with a caring personality. He is an exemplary co-worker who provides excellent customer service to all. Josh is generous with his time and talents. He is always willing to lend a helping hand no matter what's on his list of things to do. Josh should get this award every year since he is always going above and beyond and for his valuable contributions to the College of Agriculture and Life Sciences' business office and the university.

## **NOMINEE FOR CUSTOMER SERVICE**

### **Office of the Chancellor**

#### **Justin Lisk, Associate Director, Athletics Marketing**

As associate director for marketing in NC State's athletics department, Justin is under constant pressure to produce, orchestrate and entertain, but he is always smiling, enthusiastic and happy to help. Consider his efforts to bring back the Education Day game for women's basketball. Justin coordinated with the Wake County Public School System and our College of Education to develop an amazing program for 2,000 fifth graders in 2018. The school system asked to have a repeat event, which Justin delivered this year for 2,500 students. What Justin created was more than a successful in-game event; he created lasting memories for many of these children who will undoubtedly point back to their fifth-grade Education Day as inspiration for attending college. They won't know Justin's name, but his efforts have left a wolf-paw-shaped imprint on all of their young lives.



## **NOMINEE FOR CUSTOMER SERVICE**

### **College of Veterinary Medicine**

### **Andrea Thomson, Research Specialist and Lab Supervisor**

NC State is fortunate to have an outstanding staff member like Andrea. What makes her stand out is the breadth of her responsibilities, her leadership and initiative when it comes to solving complex problems and her ability to build teams. Andrea also excels in a multi-investigator/multitasking environment. The outcome of her involvement in almost any project is increased expertise, productivity and satisfaction. Andrea embodies NC State's Think and Do motto, the state motto of "to be, rather than to seem" and the College of Veterinary Medicine's values, which are community, inclusivity, innovation and passion. She is worthy of consideration for an Award for Excellence, and CVM is lucky to have her.

## **NOMINEE FOR CUSTOMER SERVICE**

### **College of Design**

#### **Felicia Womack, Assistant Dean for Finance and Administration**

Felicia is a valued team member in the College of Design due to her exemplary customer service skills. Her love for the college and the people she supports can be seen in her work and drive. Felicia is extremely hardworking and goes above and beyond for the college's students, faculty, staff and volunteers. Felicia often takes on roles outside her own. When she does, she never complains. Felicia tries to assist everyone she can, the best way that she can. Her job isn't easy, but she handles it with such grace and dignity that it's hard not to recognize the impact she has on the college. Felicia is the ideal image of what an NC State and College of Design employee should be.

## NOMINEES FOR EFFICIENCY AND INNOVATION

### Office of Finance and Administration

[Catherine Phillips, Director of Operations, Analysis and Planning](#)

### Office of Information Technology

[Danny Davis, IT Service Manager](#)

[Tom Farwig, Technology Support Specialist](#)

### College of Agriculture and Life Sciences

[Laurie Edwards, Business Service Coordinator](#)

### College of Veterinary Medicine

[Bobbie Fox, Accounting Technician](#)

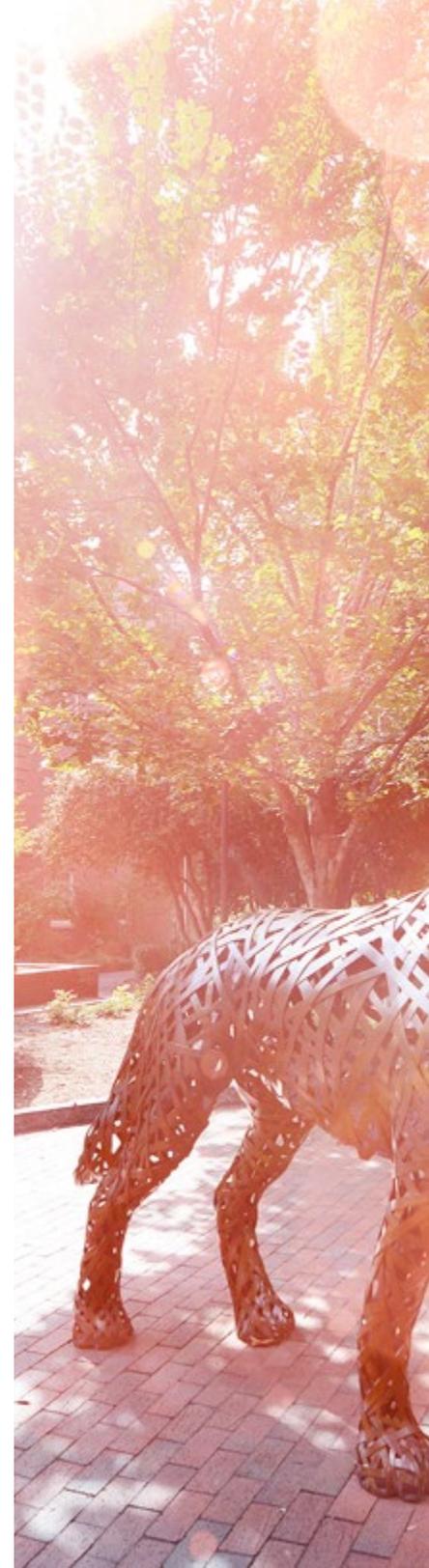
[John Freund, Clinical Sciences Research Specialist](#)

### Office of the Executive Vice Chancellor and Provost

[Katherine Frazier, University Library Technician](#)

### Wilson College of Textiles

[Bailey Knight, Lab and Studio Technician](#)





### **Office of Research and Innovation**

[Nicholas Leblanc, License Maintenance  
And Compliance Manager](#)

### **College of Engineering**

[Darlene West, Administrative Support  
Specialist](#)

### **Poole College of Management**

[Robert Sandruck, Director, Global  
Programs](#)

### **College of Design**

[Pam Christie-Tabron, Scheduling  
Officer / Administration Support  
Specialist](#)



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **Office of Finance and Administration**

### **Catherine Phillips, Director of Operations, Analysis and Planning**

Catherine promotes open, consistent and honest communications while she juggles high-turnaround requests, which is a testament to her ability to evaluate, comment on and respond to multiple assignments at the same time. She has a way of working with others that shows her passion and desire to be more efficient and innovative and for others to share ideas. Catherine spearheaded a monthly conference call that allows participants to ask questions and share information in a safe environment that is free of judgment. These open and honest conversations allow all participants to learn and benefit from the experience.



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **Office of Information Technology Danny Davis, IT Service Manager**

Danny has been instrumental in establishing a vision for IT Service Management, a unit under the Office of Information Technology. He has led the creation of a road map that has kept IT Service Management moving forward and making significant progress on its initiatives. He has been successful in working across units and organizational boundaries to establish key IT Service Management processes. Additionally, Danny has worked with corporate partners such as ServiceNow to get planning assistance that has helped IT Service Management maintain momentum. Danny's work is an outstanding example of the cross-functional leadership that makes OIT better and provides exceptional IT services to campus.



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **Office of Information Technology**

#### **Tom Farwig, Technology Support Specialist**

Tom plays a crucial role in designing the infrastructure for WolfPrint, the on-campus printing solution. Earlier this year, he was faced with making multiple complex and time-consuming changes to that infrastructure. As Tom always does, he carried out the project flawlessly, logically working through issues that arose and collaborating with several groups across the Office of Information Technology. OIT is very lucky to have someone like Tom. He has earned a reputation as a person who produces the results that keep things running smoothly at NC State.

## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **College of Agriculture and Life Sciences**

#### **Laurie Edwards, Business Service Coordinator**

Laurie is responsible for handling the employment appointments for all the graduate students in the Department of Plant and Microbial Biology — a significant task, considering that the students are split across three different graduate programs. She tracks graduate student appointments to ensure that no student experiences a lapse in their appointment. This process is challenging, particularly in the interdepartmental and intercollege microbiology program. This program provides funds to appoint students, and the principal investigators making the appointments are housed in several different colleges. Laurie realized that this set up a situation whereby we would not be notified if a graduate student's appointment was ending or if their funding situation was likely to change. To address this, she created a Google form principal investigators could use to quickly enter the appointment information needed, and she built a system to alert us when appointments need to be renewed. Her system also feeds into a spreadsheet database allowing us to see and quickly monitor the status of the appointments.



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **College of Veterinary Medicine Bobbie Fox, Accounting Technician**

Bobbie has developed innovative ways of tracking very complex budgets and expenditures since joining the Department of Molecular Biomedical Sciences in 2017. She created new spreadsheets that can easily be amended, expanded or extracted. She also created new categories for tracking funds that allowed the department to not only assess its spending in real time but also to create more accurate budget projections. She produced a remarkably clear and thorough PowerPoint presentation to help faculty better navigate the university's online accounting system. She offers faculty and their groups her unique "concierge" service, helping them one on one in weekly, monthly or ad hoc sessions. Bobbie is a model of efficiency and innovation, but she is also far more than that. She is generous and thoughtful, and she brings her tremendously positive attitude to everything she does.



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **College of Veterinary Medicine**

### **John Freund, Clinical Sciences Research Specialist**

In 2015, John began working in the Gonzalez Intestinal Regenerative Medicine Laboratory at the College of Veterinary Medicine. Since then, he has continued to prove his dedication to innovation and excellence as an educator. His efficiency, attention to detail and work ethic have been integral to the success of the laboratory. After a flawless inspection of the lab, NC State Environmental Health and Safety recommended nominating John for an Institution Biosafety Award. The lab safety protocols and standard operating procedure documents that John drafted have been used as examples at the College of Veterinary Medicine and by Environmental Health and Safety officers. John also has played an integral role in the training and oversight of students at the lab, and he is a critical part of the lab's research success.



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **Office of the Executive Vice Chancellor and Provost Katherine Frazier, University Library Technician**

Katharine, who works in the Collections and Research Strategy Department of the NC State University Libraries, is an outstanding colleague and contributor to the work of her department and the libraries. Katharine takes the initiative to recognize opportunities to solve problems. In just over a year, she taught herself programming skills and then used those skills to develop technical solutions that resulted in significant efficiencies for our projects and day-to-day work. Katharine's creative and innovative service and work ethic have been outstanding since she began working at the libraries in September 2018 and have contributed to expanding the capacity of our organization.



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **Wilson College of Textiles**

#### **Bailey Knight, Lab and Studio Technician**

Bailey has been a fantastic addition to the Wilson College of Textiles. She is always looking for ways to clean the college's labs and make them more professional. She works tirelessly to organize the fabric rolls, scraps and donations. Bailey also has an eye for sustainability and tries to find second and third uses for anything that would otherwise be thrown away. She is very knowledgeable about all of the college's lab equipment and has been an incredible resource for students. Lastly, she has a kind and helpful demeanor. Given all of these factors, Bailey is a pivotal member of the Wilson College of Textiles community.



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **Office of Research and Innovation**

### **Nicholas LeBlanc, License Maintenance and Compliance Manager**

In the role of maintenance and compliance manager for the Office of Research Commercialization, Nicholas is responsible for making sure NC State complies with regulations related to federally funded research. The university received more than \$300 million in federal research funding during fiscal year 2019. Nicholas also manages the data integrity of all licensing agreements, invention disclosures and patents, and he acts as ORC's database administrator. The database is used to make strategic and financial decisions, track licensee diligence, maintain federal research compliance and distribute royalties to NC State inventors. To better ensure data quality and control, Nicholas created a series of digital checklists through the website ProcessStreet. Nicholas is truly an exemplary employee and a huge asset to the university and the Office of Research Commercialization.



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **Poole College of Management**

#### **Robert Sandruck, Director, Global Programs**

For most of us, COVID-19 started affecting our lives in March. For Rob and his staff of four in the Poole College of Management's Office of Global Programs, COVID-19 started affecting their work in January. First, a summer program in China that students planned to participate in was canceled. Rob and his team moved swiftly to identify another program for the students. Next came word that students in Italy would need to return home, and students planning to go there for a summer program couldn't. With no summer program in Italy, Rob rallied his team to explore alternatives. Before they could finalize anything, all study abroad programs were canceled. The bottom line is that Rob led his group through each of those situations until there were no alternative options left to explore. Through innovation, efficiency, customer support and his never-give-up attitude, Rob has turned the Office of Global Programs into a powerhouse.



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **College of Design**

#### **Pam Christie-Tabron, Scheduling Officer/Administration Support Specialist**

Pam has made a significant contribution in improving the efficiency of student services in the College of Design, specifically through her engagement with stakeholders seeking to reserve and use the college's facilities. Pam receives requests multiple ways, including face to face and through emails. Pam has a wealth of institutional knowledge and will deftly head off problems by asking the right person the right question. Rather than demanding radical change for the sake of efficiency, Pam nudges the internal process to more efficiently support stakeholders. Pam's contributions to the College of Design have improved practices, resulting in increased efficiency in the use of the college's limited resources and outstanding contributions to our student services unit.



## **NOMINEE FOR EFFICIENCY AND INNOVATION**

### **College of Engineering**

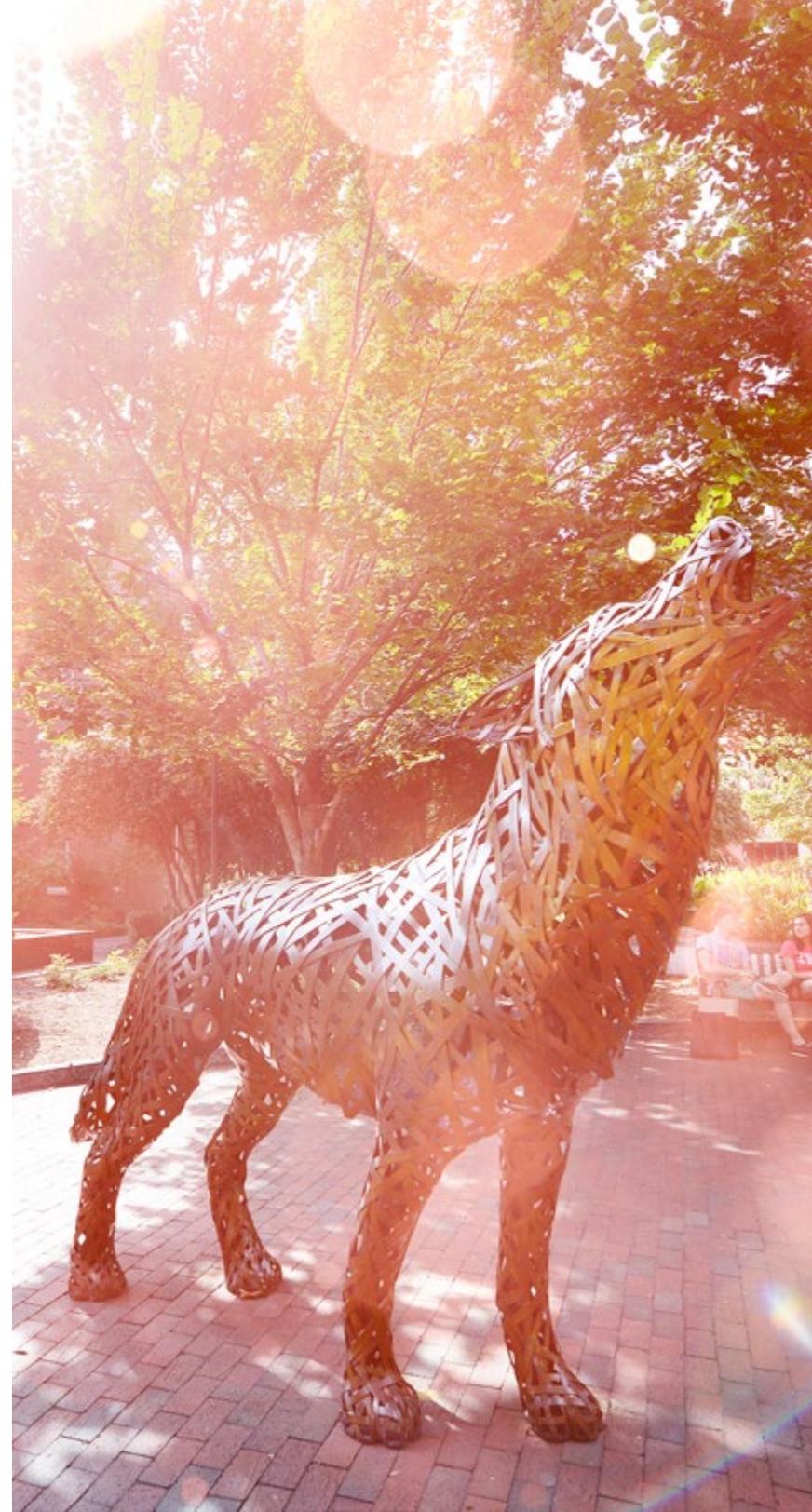
#### **Darlene West, Administrative Support Specialist**

Darlene is smart and efficient, and she takes great pride in her work and her efforts to keep the Joint Department of Biomedical Engineering running smoothly. She treats everyone at NC State and beyond with respect and makes sure they have the tools they need to succeed. Darlene wears many hats in her role and does an extraordinary job at each one. She revised the department's administrative systems in ways that substantially increased efficiency. Darlene is a fast learner and is well-organized, which is essential when managing a unique department such as BME, which is a partnership between NC State and the University of North Carolina at Chapel Hill. Darlene also is key in the reappointment, promotion and tenure process; she's critical in the department's recruitment process; and she always meets crucial deadlines.

## NOMINEES FOR HEROISM

**Office of the Executive Vice Chancellor and  
Provost**

[Elizabeth James, Director, Office of International  
Services](#)





## **NOMINEE FOR HEROISM**

### **Office of the Executive Vice Chancellor and Provost Elizabeth James, Director, Office of International Services**

How we respond to emergencies as individuals and organizations is very much influenced by our culture. NC State's global community encounters new and unforeseen circumstances every day, each of which requires unique responses and considerations. The ability to implement communications and protocols to reach and assist individuals from a variety of cultural backgrounds in a timely fashion is an invaluable skill that the director of an international office must have to lead her unit and the populations it serves safely through an emergency. Elizabeth has demonstrated this quality during numerous emergencies in her seven-year tenure as director of the Office of International Services. Without a doubt, her meritorious actions and decisions demonstrate outstanding judgment and serve to prevent personal injury and property damage for international students and scholars at NC State.

# NOMINEES FOR OUTSTANDING STATE GOVERNMENT SERVICE

## Office of the Executive Vice Chancellor and Provost

[Alison Edwards, University Library  
Specialist](#)

## Office of Finance and Administration

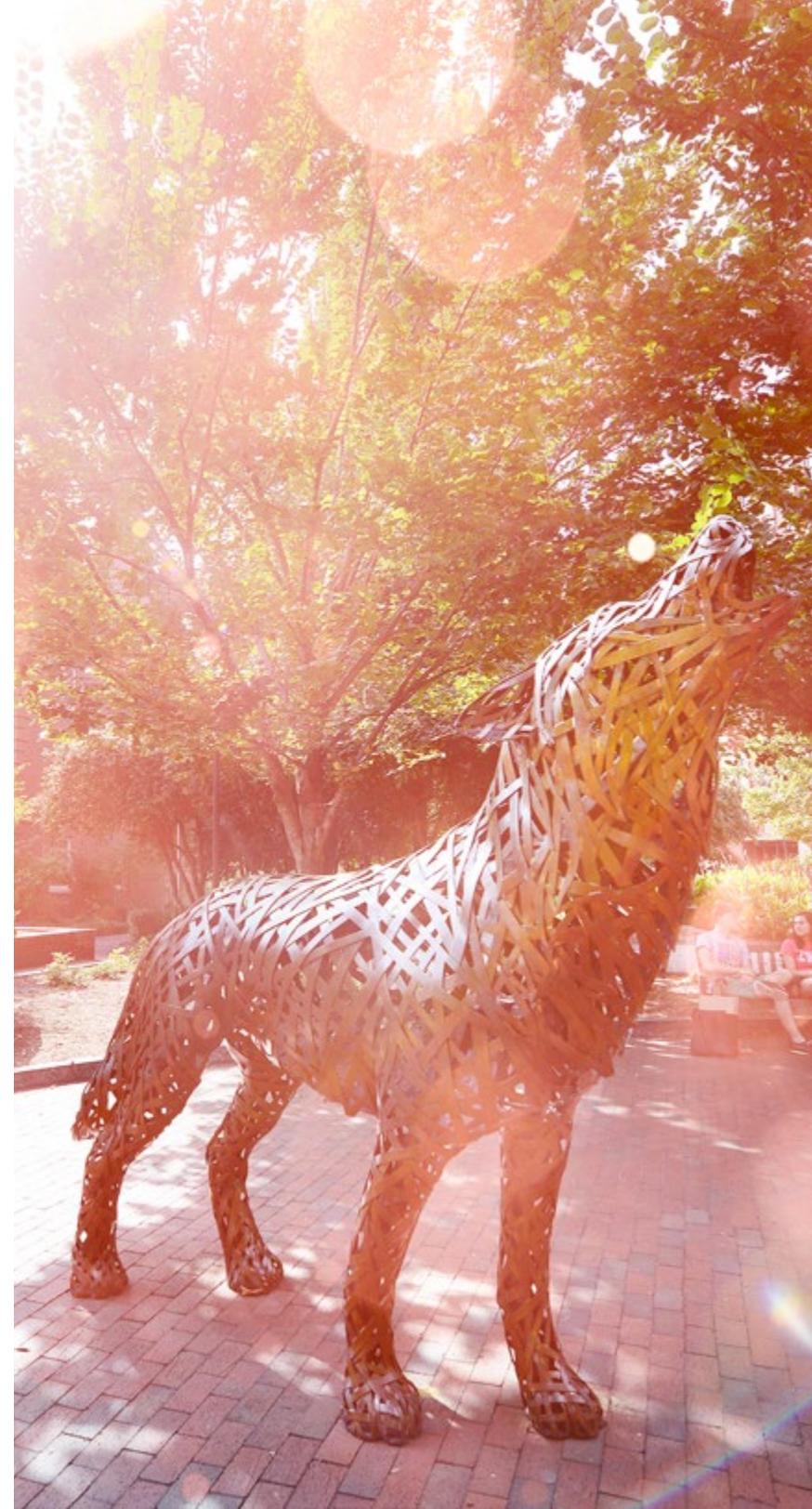
[Conner Hartis, NC State Police  
Detective](#)

## College of Sciences

[Andrea Hayes Pennix, Accounting  
Technician](#)

## Office of the Chancellor

[Cordella Rashid, Assistant Director,  
Grants and Finance](#)





## **NOMINEE FOR OUTSTANDING STATE GOVERNMENT SERVICE**

### **Office of the Executive Vice Chancellor and Provost Alison Edwards, University Library Specialist**

Anne Burk, the associate head of learning spaces and services at NC State University Libraries, loves to sing Alison's praises, and it's easy to understand why. Alison is committed to the success of students at NC State. From her work in the classroom helping students start their first research assignments, her role as a supervisor and mentor to dozens of student employees to her advocacy for open pedagogy, Alison places students front and center in her daily work. "Since Alison Edwards started working at the NC State University Libraries in the fall of 2015, I regularly find myself reflecting on our great luck to have her on our team," Burk, Alison's supervisor, wrote in a nomination letter.



## **NOMINEE FOR OUTSTANDING STATE GOVERNMENT SERVICE**

### **Office of Finance and Administration Conner Hartis, NC State Police Detective**

Conner is a dedicated member of the NC State Police Department. He is assigned to the department's new Threat Assessment Unit, an assignment he's well-suited for due to his empathetic and compassionate nature. Those characteristics are why Conner has a unique ability to develop a rapport with people. They are also why, when Conner is assigned a case, he never gives up, always striving for the best outcome. From active threats to domestic violence cases, Conner plays an instrumental role in ensuring the safety of the NC State community. For that, he deserves our gratitude.



## **NOMINEE FOR OUTSTANDING STATE GOVERNMENT SERVICE**

### **College of Sciences Andrea Hayes Pennix, Accounting Technician**

In the Department of Mathematics, Andrea has earned a reputation for effectively handling budget, transaction and reporting matters with a strong sense of grace. She streamlined and organized the entire process for how the department communicates with faculty job candidates. The streamlined process received positive reviews. She handled all sorts of tasks for the department's 130th anniversary celebration, working tirelessly from morning to late in the evening during the event. One faculty member wrote this about her: "Andrea's charming personality means I always look forward to stopping by her office, even if it relates to a mundane or tedious task. The Department of Mathematics is so lucky to have Andrea. She truly is a superstar."



## **NOMINEE FOR OUTSTANDING STATE GOVERNMENT SERVICE**

### **Office of the Chancellor**

#### **Cordella Rashid, Assistant Director, Grants and Finance**

Cordella goes above and beyond in everything that she does and is extremely unselfish. Last year, when she was dealing with her father's illness and death, Cordella showed so much strength and determination as she tried to keep things going. She is the type of person who puts the needs of others before her own. If she sees that you are having difficulty doing something, whether it's work-related or in your personal life, she will lend an ear, provide great advice and give you a hug. Cordella encourages others, is an excellent leader and loves to share her knowledge and experiences with others. From handling finances and grants for the Kenan Institute and Kenan Fellows Program to addressing issues and concerns, Cordella wears several hats daily and does an awesome job wearing each of them. She's always on top of things.

## NOMINEES FOR HUMAN RELATIONS

### College of Agriculture and Life Sciences

[Angela Brisson, Extension Assistant](#)

[Jami Hooper, COSS Administration Assistant](#)

### College of Veterinary Medicine

[Curtis Colwell, Operations Manager, EFAVC, HWC](#)

### College of Natural Resources

[Rachel Kasten, Graduate Student Services and Administrative Support](#)

[Kimber Tate Lunsford, Assistant Director of Undergraduate Programs](#)

### Wilson College of Textiles

[Heather Lyerly, Director, Academic Services](#)

### Division of Academic and Student Affairs

[Andrea Atkin, Academic Advisor and Lecturer](#)

[Ellen Meder, Public Communication Specialist](#)

### University Advancement

[Amy Feriozzi, Executive Director, Development Communications and Stewardship](#)



## **NOMINEE FOR HUMAN RELATIONS**

### **College of Agriculture and Life Sciences Angela Brisson, Extension Assistant**

Since Angela began working as an extension assistant in May 2018, she has made quite an impression. In her first year, she secured and managed a \$120,000 grant through the National 4-H Council. That money was used to fund 187 scholarships for children from vulnerable populations to attend camp for the first time and to replace cabin windows at Betsy-Jeff Penn 4-H Center. Angela cultivated an endowment from a private donor, and she led the effort to secure a temporary full-time environmental education AmeriCorps position through the Conservation Trust for North Carolina for the Eastern 4-H Center. As a result of Angela's work — the grant she administered and the marketing initiatives she implemented — summer camp enrollment in 2019 grew by more than 20% compared to 2018. The 4-H motto is "to make the best better." That's what Angela has been doing since she became an extension assistant.



## **NOMINEE FOR HUMAN RELATIONS**

### **College of Agriculture and Life Sciences Jami Hooper, COSS Administration Assistant**

During Jami's four years at NC State Extension's Craven Center, she has provided outstanding administrative support to her co-workers and significantly enhanced the office's professional image of the office. Jami is especially skilled at enabling staff members to accomplish more than they otherwise could on their own. She has earned the full confidence of the county's government, in part because of the leadership roles she accepted following hurricanes Matthew and Florence. In the aftermath of Hurricane Florence, Jami took on several responsibilities, including supervising volunteers and coordinating the distribution of supplies. She also partnered with the Farm Service Agency to provide information to farmers about a disaster assistance program. Whenever farmers visited her office and needed assistance, Jamie helped them with a smile — no matter what county they were from.



## **NOMINEE FOR HUMAN RELATIONS**

### **College of Veterinary Medicine**

### **Curtis Colwell, Operations Manager, EFAVC, HWC**

The customer service Curtis provides is very different from that seen in other parts of the university. His customer service is provided to pet and animal owners as well as the primary care veterinarians who refer cases to the NC State Veterinary Hospital. Because the veterinary facility is a teaching hospital, Curtis also provides customer service to the 400-plus students and 100-plus interns and residents who are training at the hospital. Curtis is an incredible ambassador for NC State and especially for the College of Veterinary Medicine and the veterinary hospital. His work ethic is incredible, he treats everyone fairly, and he completes all tasks — no matter how challenging — with a smile. Curtis does his job, acts as a role model and most importantly inspires the people around him to be team players.



## **NOMINEE FOR HUMAN RELATIONS**

### **College of Natural Resources**

### **Rachel Kasten, Graduate Student Services and Administrative Support**

Rachel has worked hard to make the Center for Geospatial Analytics more inclusive and diverse, going far above and beyond her position requirements. Her approach to inclusion is systemic. She developed a handbook for students that focuses on the whole student, providing advice for mental and physical well-being as well as resources for supporting marginalized students. Rachel converted an underutilized space in Jordan Hall into a lactation room. She began supplying feminine hygiene products for students in restrooms, an idea adopted by others on campus. She created content for Black History Month that was displayed throughout the college. Rachel also is passionate about recruiting and supporting students from historically underrepresented minorities. Rachel's positive effect on our community is amazing.



## **NOMINEE FOR HUMAN RELATIONS**

### **College of Natural Resources**

### **Kimber Tate Lunsford, Assistant Director of Undergraduate Programs**

Kimber has developed innovative ways to increase undergraduate student success in the Department of Forestry and Environmental Resources. She is a strong advocate for the department and for its advisors for first-year students. She has worked within the university community and with external partners to revamp the CONNECT program, an alternative pathway to admission and a second chance for promising students who were not originally admitted to NC State. Kimber is a road warrior who has strengthened recruiting partnerships with community colleges and with Tuskegee University. She is a team player whose primary concern is helping students and prospective students. She has gone beyond the normal scope of her professional duties to ensure that students feel connected and welcome at NC State. Kimber's energy and passion inspire others, and her achievements exemplify the best of the characteristics that the Awards for Excellence were created to honor.



## **NOMINEE FOR HUMAN RELATIONS**

### **Wilson College of Textiles**

### **Heather Lyerly, Director, Academic Services**

Heather has stepped up to provide oversight and management of Academic, Career and Student Services in the Wilson College of Textiles. She has organized yearly staff retreats that include sessions on strategic planning and implementation, team-building exercises and employee wellness activities. As a result of those retreats, she implemented biweekly staff meetings and monthly staff lunches. With these events built into her team's schedules, her team members are better able to support each other in daily tasks. Heather has also organized quarterly strategic planning sessions that streamline office processes and help her team identify areas where they can support each other or cross-train for tasks. Lastly, Heather is constantly making suggestions to improve not only internal collaboration but also the public appearance of Academic, Career and Student Services.



## **NOMINEE FOR HUMAN RELATIONS**

### **Division of Academic and Student Affairs**

#### **Andrea Atkin, Academic Advisor and Lecturer**

Andrea has been integral to Academic Advising Programs and Services for more than 20 years. This year, in particular, she has been exceptional in her role and as a leader on our team. Andrea consistently exceeded expectations, improving our operations and morale. She has always been an excellent advisor, but this year she was an exceptional colleague when we needed her support the most. Andrea also has improved our team's efficiency and the image of our programs to our external partners. She is a blessing to our department, the University College and the Division of Academic and Student Affairs.



## **NOMINEE FOR HUMAN RELATIONS**

### **Division of Academic and Student Affairs**

#### **Ellen Meder, Public Communications Specialist**

Ellen played a phenomenal role in spearheading a celebration of the 100th anniversary of Technician, NC State's student newspaper. To mark the milestone, students published a 100-page commemorative issue, and alumni gathered for a weekend celebration. Everyone, including Chancellor Randy Woodson, raved about the celebration event and the commemorative paper. Without Ellen, the celebration of the newspaper couldn't have gone any better. It was so well-received that alumni created an endowment named the Century Fund. Since the celebration event, the endowment has garnered nearly \$30,000 in donations and pledges. Because of that weekend and Ellen's outstanding work, our alumni are engaged and energized at a level that is unprecedented in Technician's history. Ellen was able to accomplish this without letting her other responsibilities falter one bit. She is the best role model a student journalist could hope for.



## **NOMINEE FOR HUMAN RELATIONS**

### **University Advancement**

#### **Amy Feriozzi, Executive Director, Development Communications and Stewardship**

As the leader of Development Communications and Stewardship, Amy is vital to the success of University Advancement. Simply put, Amy and her staff help others do their jobs better, exhibiting our capital campaign's Think and Do the Extraordinary spirit and increasing NC State's visibility. Amy is thoughtful, donor-centric, solutions-driven and kind when leading her team and working with units all across campus. She has a can-do attitude, is respectful of colleagues, encourages collaboration and exhibits grace under pressure.

Amy's leadership provides lasting impact to our UA team and donors every day. It says a lot about Amy that she has such a strong team to provide critical services on behalf of our donors and our advancement team. As a leader, Amy facilitates professional growth for her staff and encourages them to pursue creativity outside the workplace. Amy routinely sends her staff to conferences to further their growth while staying behind to hold the fort.

She does all this with no expectation of public recognition, which makes her all the more worthy of any accolades that come her way.

# NOMINEES FOR SPIRIT OF NORTH CAROLINA

## College of Engineering

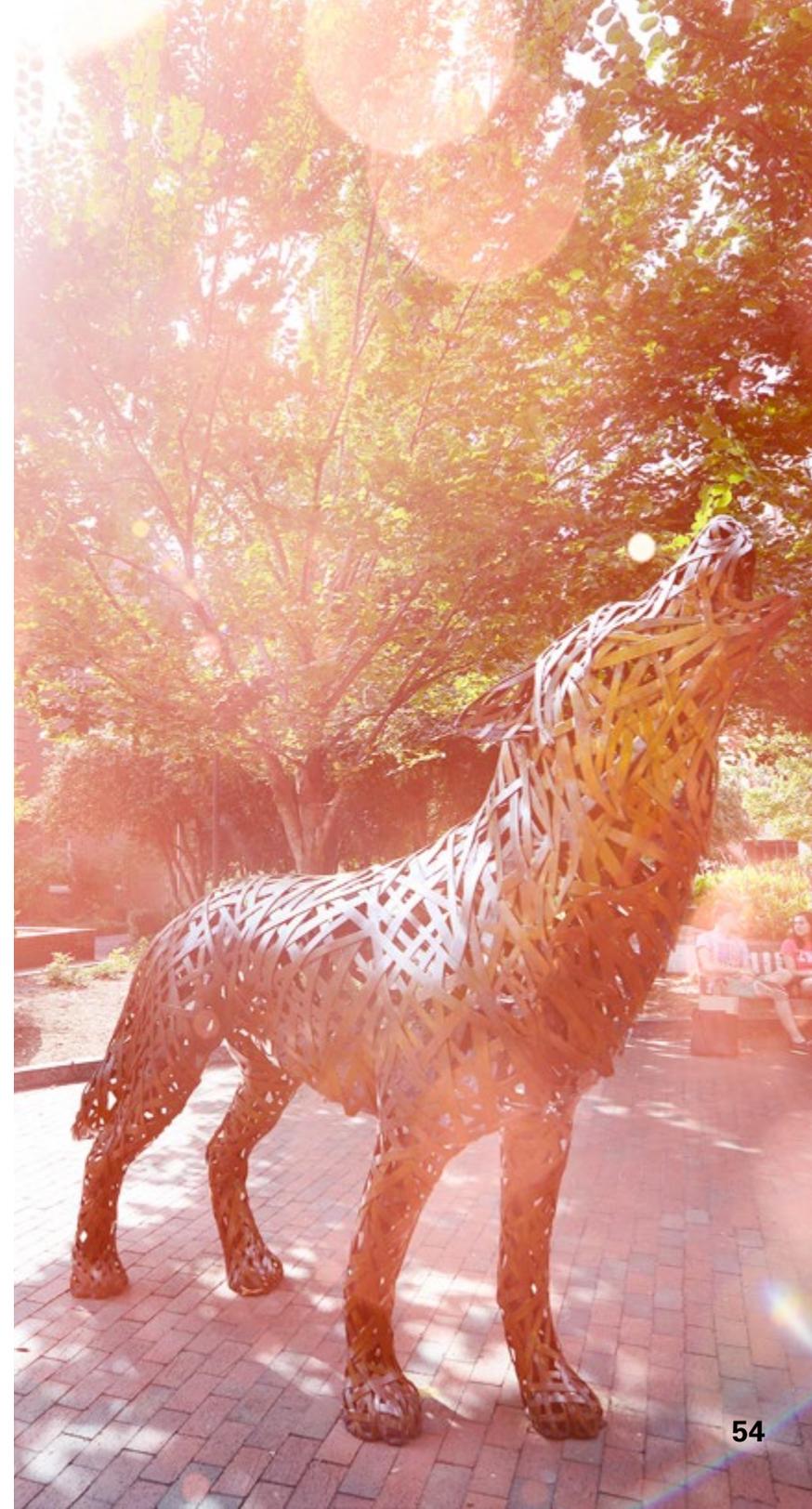
[Stefani Buster, Assistant Director,  
CNEC](#)

## Office of Research and Innovation

[Daniel Findley, Program Manager,  
Economic and Policy Assessment  
Group](#)

## College of Veterinary Medicine

[Mike Lowe, Medical Support  
Technician/Surgery Technician](#)





## **NOMINEE FOR SPIRIT OF NORTH CAROLINA**

### **College of Engineering**

### **Stefani Buster, Assistant Director, CNEC**

Stefani assists the Consortium for Nonproliferation Enabling Capabilities in creating and maintaining a \$25 million research organization, including managing physical space and equipment, budgeting and finances, outreach activities, human resources issues, monitoring compliance and required reporting. Stefani has built a rapport with various constituencies of CNEC and a level of trust and respect that allows her to manage CNEC's affairs with professionalism. She was NC State's ambassador to CNEC's sponsor and partners as well as the U.S. nuclear nonproliferation enterprise. Stefani was the lead coordinator for the American Nuclear Society and University Program Review. She has stepped in to serve as interim business officer for the Department of Nuclear Engineering while the current business officer is on leave. Stefani performs all activities with excellence, and she exhibits team spirit that is consistent with her capacity for growth and self-improvement. She is an invaluable asset to NC State.

## **NOMINEE FOR SPIRIT OF NORTH CAROLINA**

### **Office of Research and Innovation**

### **Daniel Findley, Program Manager, Economic and Policy Assessment Group**

Daniel inspires an unceasing passion and motivation for engineering, economics and civics through his university coursework, project leadership at the Institute for Transportation Research and Education, and meaningful collaborations. In 2020, he represented the university and the Economic and Policy Assessment Group as an ambassador for the NC State East Africa Higher Education Summit. Daniel helped our institute establish meaningful relationships with leaders from Makerere University in Kampala, Uganda. Under Daniel's tutelage, the Economics and Policy Assessment Group has secured new research from the National Academy of Sciences and new local and state sponsors. He also motivated our group to become a national leader in transportation economics. Daniel, who has authored or co-authored more than 20 peer-reviewed journal articles, has been a role model, a leader, a mentor and a tremendously successful state employee.



## **NOMINEE FOR SPIRIT OF NORTH CAROLINA**

### **College of Veterinary Medicine**

### **Mike Lowe, Medical Support Technician/Surgery Technician**

Mike serves as an operating room technician. He has been an amazing addition to the College of Veterinary Medicine, but we will soon be saying goodbye to him when he marks his 30th year of service. As a learned and experienced technician, Mike is the person you want to have assisting you during late-night emergencies. He is gifted with an anticipatory sense that a surgeon could only wish every assistant possessed, often opening tools onto the operating table prior to even being asked for them. As one of CVM's most experienced technicians, Mike is elemental in training student operating room technicians as well as new hires. He never complains and happily rushes to bring whatever tool is needed to provide lifesaving measures for patients.

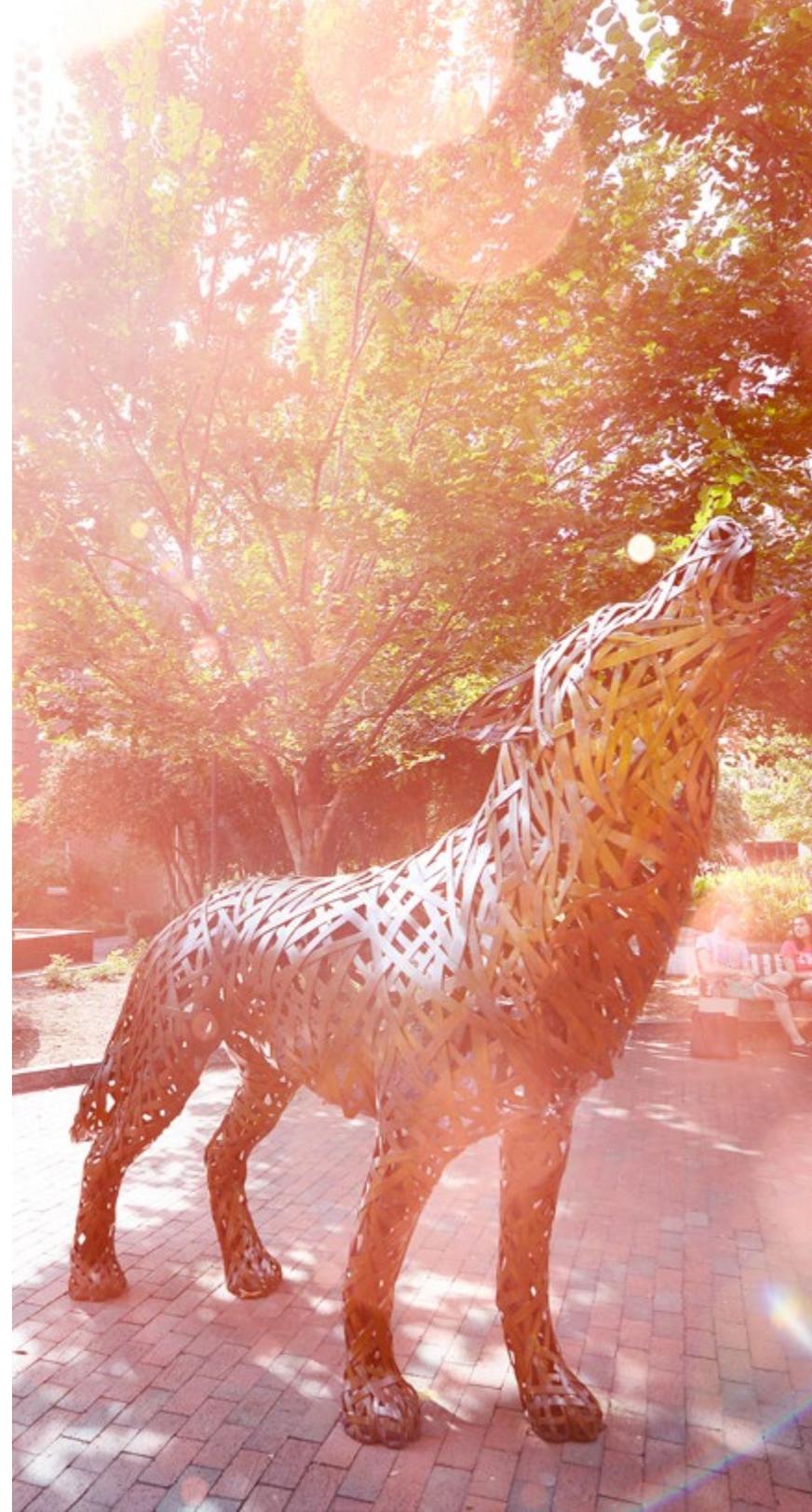
## **NOMINEES FOR PUBLIC SERVICE**

### **College of Agriculture and Life Sciences**

[Greg Bolton, Laboratory Research Specialist](#)

### **Poole College of Management**

[Terry K. Price, Student Records and Academic Programs Coordinator](#)





## **NOMINEE FOR PUBLIC SERVICE**

### **College of Agriculture and Life Sciences Greg Bolton, Laboratory Research Specialist**

People who work in North Carolina's seafood industry greatly respect Greg. He has conducted workshops, troubleshooting and ad hoc visits to various food processing operations in the state. When Greg's former supervisor, David Green, who was a professor and director of the Seafood Laboratory, retired in December 2016, Greg stepped up his service to the seafood industry. He single-handedly took care of all the industry's needs. Greg traveled to numerous companies, conducted studies for those companies, offered the companies advice and coordinated process validation tests for them. Greg conducted training sessions that were designed to ensure the safety and quality of seafood products before the products were put on the market for North Carolina citizens to consume.



## **NOMINEE FOR PUBLIC SERVICE**

### **Poole College of Management**

#### **Terry K. Price, Student Records and Academic Programs Coordinator**

Terry gives her life and heart to public service. At NC State, she participates in the Poole College of Management's Scholarship Committee, First in the Pack, Pack Promise, Feed the Pack and other groups. She also counsels and mentors many students. Despite all Terry does, she still handles her workload and is the first to volunteer to do more. She is involved in so many programs outside NC State that it is dizzying to think about. Those programs include Relay for Life of Harnett County, the Special Olympics of Harnett County, Alpha Kappa Alpha Sorority, the Think Smart Outreach Youth Center and The Love Center Next Teen Up Mentoring Program. Terry's excellence comes from the fact that she is involved in so much and so many places, and she selflessly dedicates herself to serving all of them.

**NC STATE**

# **2020 Awards For Excellence Winners**



## FOR CUSTOMER SERVICE

### Office of Information Technology Mark Harben, Technology Support Analyst

In October 2018, Mark took it upon himself to resolve the inequitable funding issue related to Adobe licensing on campus. Although Adobe was being heavily used throughout campus, only 30% of campus stakeholders were participating in funding it. Through numerous campus meetings and emails, Mark found common ground among the stakeholders. This enabled him to negotiate a compromise to share the financial burden. He then turned to colleagues in information technology to help with application building, distribution and support. Mark successfully launched the new licensing in July 2020.



## FOR CUSTOMER SERVICE

### College of Engineering

#### Justin Lancaster, Director, IT

Justin is the sole full-time IT professional in the Edward P. Fitts Department of Industrial and Systems Engineering, making him responsible for all of the department's IT functions. That may seem like an overwhelming responsibility, but Justin is outstanding at his job, and as a result, he is well-respected by his colleagues. He is knowledgeable about new and current technologies, and he takes initiative and responsibility. Justin makes every effort to resolve issues immediately, treats everyone with respect and always goes the extra mile. His expertise has allowed him to build a number of systems, ranging from an immersive virtual reality lab to large driving simulators with cameras and sensors. Justin is the epitome of someone who provides excellent customer service. He has been instrumental in helping to plan aspects of Fitts-Woolard Hall, including the new Software Instruction Lab, the Collaboratory, a newly designed Visualization Lab and the building's communication strategy.



## FOR CUSTOMER SERVICE

### Office of Finance and Administration Lesley E. Schatz, Research and Development Chef

When the nutrition and wellness director for NC State Dining retired, Lesley stepped into the roles of champion and leader. She logged many hours to ensure that Dining continued to maintain standards unlike any other college or university. Lesley also connected with students about their dietary needs. She made sure they had a wide variety of new menu items, ensuring a positive dining experience for the students.



## FOR CUSTOMER SERVICE

### **Division of Academic and Student Affairs Scott Wallace, Regional Facilities Manager**

Scott has made huge improvements to the services University Housing provides to students. He is a tremendous leader and has created a great working environment for the 20 mechanics who respond to work order requests in the university's residence halls and apartments. Scott is assisting with the university's response to the coronavirus. He supervised the establishment of a residence hall for students to use to self-quarantine. He coordinated the rapid completion of the renovations to the building and verified the facility was prepared to receive students. Scott is always willing to undertake the most difficult tasks. He is the type of employee who handles complex situations with little guidance and a high level of proficiency and professionalism.



## FOR EFFICIENCY AND INNOVATION

### Office of the Executive Provost and Vice Chancellor David Howard, Director, Instructional Innovation Services

Since joining DELTA in August 2002, David has worked tirelessly to create a culture of innovation there and has built a team of highly talented communication, media and instructional design experts. From novel mobile apps to award-winning virtual reality experiences, David's team creates learning objects in an environment where innovation and experimentation are encouraged. Along with being an innovative leader and a caring manager, David is a long-time advocate for reducing student course costs and is known for his work over the past two years in the open educational resources space. For his advocacy as a champion of open and low-cost course materials on our campus, David deserves this recognition.

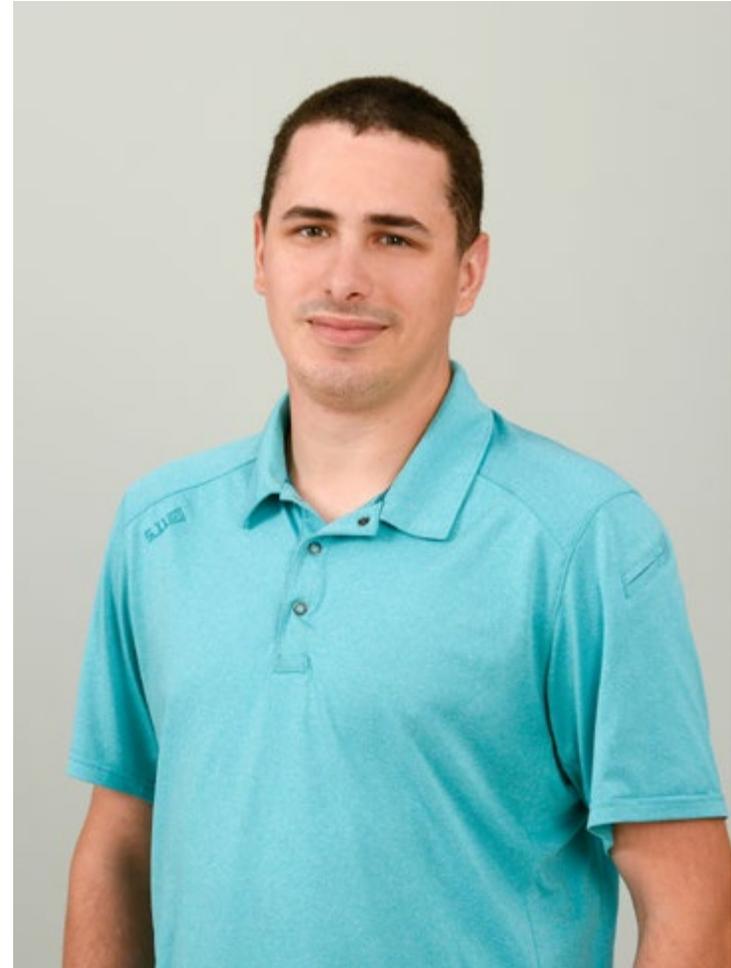


## FOR EFFICIENCY AND INNOVATION

### College of Sciences

#### Kirk J. Main, Systems Administrator II

Kirk is responsible for the maintenance of the Department of Mathematics' computing environment, which includes more than 2,200 computing assets and 64 licenses. Kirk has written several standard operating procedures, conducted root-cause analyses and initiated the hiring and training of a student support team. These measures and others resulted in the department reducing the average time to resolve an issue from 15 days to 31 minutes. In the words of one faculty member, "Kirk is the rare system administrator who, in the face of ever-mounting rules and regulations, provides the department with a state-of-the-art computing environment with a human-centered focus."



## FOR EFFICIENCY AND INNOVATION

### Office of Finance and Administration Santos Mendez, Vehicle Equipment Operator and Mechanic

Santos is part of the team that ensures the safe collection of trash bins on campus. Traffic, pedestrians, parked cars and narrow streets make the work extremely challenging and safety-sensitive. Santos led an effort to make the trucks that he and his colleagues operate safer. He and his team pitched an idea to add cameras to the passenger side of their trucks. The cameras reduce blind spots, giving drivers a broader view when backing up. After Santos and his team received approval to purchase the cameras, Santos led the effort to install the camera system in seven trucks, saving his department close to \$17,000.



## FOR EFFICIENCY AND INNOVATION

### Office of Research and Innovation Patti Mulligan, Director of Communications

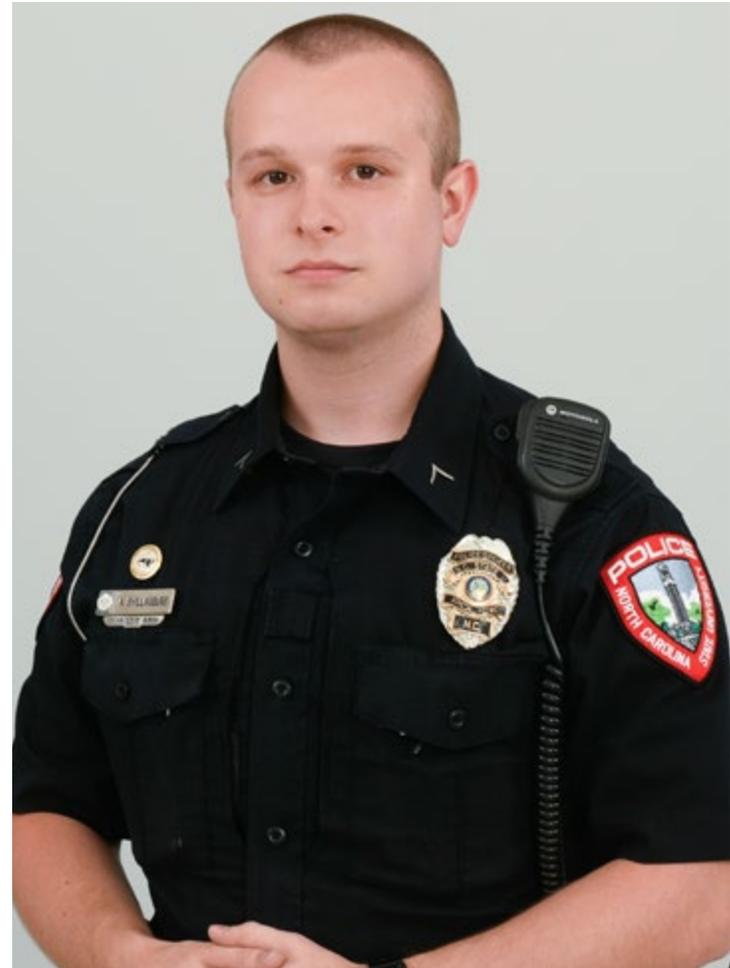
The Genetic Engineering and Society Center is extremely fortunate to have Patti on its team. Patti played an integral role in organizing the effort to bring author Margaret Atwood to NC State in 2019. Patti's well-crafted letter to Atwood and her booking agent moved Atwood to accept an invitation to speak at NC State. The price tag for bringing Atwood to NC State included much more than the author's \$50,000 speaking fee, but Patti didn't let the monetary challenge deter her. Due to Patti's optimism and her ambitious nature, the event — a fundraiser for the GES Center — was a success. A crowd of 1,100 people attended, and the center raised \$20,000. The center owes a great deal of its success to Patti's innovative, can-do spirit, her talents in the creative use of technology and her incredible efficiency in customer service.



## FOR HEROISM

### Office of Finance and Administration Andrew Shillingburg, NC State Police Officer

On a late night in September 2019, Andrew, an NC State University Police Department officer, risked his own life to save the life of a pedestrian. Andrew was dispatched to Gorman Street near King Courts after campus police received a call about a pedestrian being nearly hit by vehicles. After Andrew arrived on Gorman Street, he called out to the pedestrian and began to approach her, but she walked away. As she walked, a car approached her. Andrew ran after the pedestrian, wrapped his arms around her and pulled her out of the roadway. That approaching car turned out to be a police vehicle; the officer driving it was coming to help the woman. As a result of Andrew's quick thinking and selfless act, he prevented a tragedy.



## **FOR OUTSTANDING STATE GOVERNMENT SERVICE**

### **Division of Academic and Student Affairs Meghan Teten, Director, EcoVillage**

Over the past year, Meghan has been a vital team member in Residential Education, a unit within University Housing. During the summer of 2019 and through a significant portion of the fall term, two positions were vacant in Meghan's unit, including a supervisor position. Meghan graciously stepped up, took on additional responsibilities and effectively did the work of three people. Due to her unselfish commitment to her position and her department, Meghan worked tirelessly to ensure that her department maintained its focus on students. Despite administrative and personal changes, Meghan maintained the student experience as the driving principle behind all the roles she filled.



## FOR HUMAN RELATIONS

### **Office of Finance and Administration Hope Carolette Sidney, University Housekeeping**

Hope is a long-serving employee who goes above and beyond her normal job duties as a housekeeper. At Thomas Hall, Hope creates a welcoming feeling and brings life to the building. She grows and maintains all the plants on the second floor of the Thomas Hall lobby. Hope also provides decorations for Thomas Hall for every holiday. Her homemade decorations are magical. If you've been to Thomas Hall, you might be familiar with Hope's Halloween ghosts and giant spiders or her Valentine's Day hearts that are filled with reminders to be kind. Hope is honest, authentic and friendly, and she keeps the spirits of those around her high.



## FOR PUBLIC SERVICE

### **College of Agriculture and Life Sciences Dalton Dockery, Director, Columbus County Extension**

Dalton is proud to serve his community in Columbus County. When Hurricane Florence hit North Carolina in 2018, he volunteered to work with the Emergency Operations Center. After the storm, some residents were stranded in low-lying areas and lacked power. Dalton was part of a team of volunteers who were asked to devise a plan to get food to those residents. Dalton and his team partnered with the National Guard to deliver food three times a day.

In addition, Columbus County has had issues with racial, economic and political divisions over the past several years. To help address these issues, Dalton approached some of his friends, primarily clergy members, and engaged them in organizing an event called Unify Columbus. The event's purpose was to bring the citizens of Columbus County together and help them realize they have more in common than what's dividing them.



**NC STATE**

**Thank you**

