

RIT PRESIDENTIAL AWARDS FOR OUTSTANDING STAFF

Congratulations to the 2016 Nominees:

**Jennifer Barretta**

Senior Staff Assistant
KGCOE Industrial & Systems Engineering

Jenn has an uncanny ability to anticipate student issues and offer innovative solutions even before the faculty or student realizes there is, or may be, an issue. She has established an excellent rapport with the students and is able to address their needs in a trusted and confidential environment. Identifying the sweet spot between being supportive and requiring students to manage independently is her unique trait.

**Thad Billig, '04**

Database Administrator, ITS Application Dev.
Formerly, Director, Reporting & Analytics,
Development & Alumni Relations

Throughout Thad's time in DAR, he truly showed collaborative behavior. The system/processes he built for managing scholarship/donor reporting increased efficiency and accuracy. He worked collaboratively with peer universities as Chair of the Special Interest Group of one of our closest vendors, helping guide their decisions and benefitting RIT in the process.

**Tammy Brongo**

Assistant to the Director
Center for Student Conduct & Conflict Resolution

Regardless of Tammy's title, she is the center of our Center! She is the first person our students see when they come into the office. She navigates their often high emotions with patience and compassion. In addition, the scheduling of conduct hearings and Title IX hearings is a delicate and intricate dance that Tammy works on tirelessly to ensure the process happens without error.

**Belinda Bryce**

Director
Arthur O Eve Higher Ed Opportunity Program

Belinda's mentorship of undergraduate students outside of the classroom in ways that serve to enhance their understanding and promotion of issues that involve diversity is outstanding. She chooses to carry a caseload of students, although Belinda's role as director of HEOP does not require her to do so. Students confirm her ability to connect with them where they are and mentor them during their tenure at RIT.

**Marcia Carroll**

Senior Staff Assistant
CIAS School of Media Sciences

Marcia acts as a mentor and role model for students. She will often take student employees into the office who need to build confidence in their skills and abilities - the students who would most benefit from the opportunity. She contributes greatly to the purpose of the university to empower and engage students in their education.

**Fran Chinnock**

Senior Staff Assistant
CIAS School of Art

Fran is dedicated to helping everyone achieve the greatest success. Known as "The Fixer", she always finds solutions for students, whether it is scheduling, financial solutions, applications, graduations, paychecks, and perhaps most importantly, just listening. Fran has given up her evenings and weekends to support the students by attending their art exhibitions and openings and the students appreciate and remember that support for years after graduation.

**Katherine Clark**

Associate Director, Awards & Grants Mgt.
Sponsored Research Services

There is literally no subject that comes up in the course of the affairs of the university for which Kate's council is not sought. Known as "The Oracle", she knows all there is to know, is an amazing resource and an incredible advocate for RIT. She knows the letter of the complex and ever changing laws around sponsored research, but also guides people in following the spirit of the law, and ensures all parties involved are pursuing best practices in ethics and integrity.

**Gary Cole**

Academic Advisor
CHST Office of the Dean

Gary is highly respected by his students as well as the faculty members with whom he works. He is well versed in advising strategies and has the ability to identify the appropriate advising approach based on the individual needs of his advisees. He has developed an extensive understanding of university resources and works to connect students to the appropriate services as needed.

Kim CorbettFacilities Manager
CHST Office of the Dean

A hallmark of Kim's work is her dedication to an extremely high quality of service and attention to every detail. She oversaw the Gosnell Hall addition and the construction of CBET with the utmost of care and forethought. She is the first person you want on any initiative involving lab and operational support. Her wide breadth of knowledge includes not only lab construction and management, but also procurement, maintenance, and academics as a lab instructor.

Jodie CrowleyClinical Coordinator
CHST Diagnostic Medical Sonography

Jodie has provided the students with a cohesive and engaging first-year experience; promoted innovation; encouraged collaborative learning; and enhanced the program's advising infrastructure. She is a leader amongst her peers, and a person upon whom I and many rely for academic, professional and emotional support. She is always ready to offer her help to any individual, and tutoring to students even though this is not one of her job responsibilities.

Roseanne DiFlorioProgram Manager, Study Abroad,
International Education & Global Programs

Roseanne gave me the confidence to push forward with my dreams, and the assurance that she was committed to doing everything she could behind the scenes on my behalf. I am grateful to her for going the extra mile in providing inspiration and encouragement to her students to help shape an attitude of self-determined innovation within the community of students at RIT.

Rachel FlahertyProgram Coordinator & Counselor,
Arthur O Eve Higher Ed Opportunity Program

Rachel collaborated with the Study Abroad Office, the Office of Financial Aid and Scholarships, and the Multicultural Center for Academic Success to develop and deliver resources and a workshop highlighting more economical options for study abroad that would appeal to low income students. As a result, three students from programs within the Office of Diversity & Inclusion were selected for CIEE grants for fall 2016 study abroad.

**FMS Building Services B-Shift**Alan Anderson, Angel DeLaCruz, Alonso Harrison, Adam Helmer,
Doug Oliver, Cheryl Petersen, David Woodhams

The FMS Building Services team provides an exceptional level of professionalism and attention to detail. The top-notch assistance they provide with set up, break-down and on-site custodial support has been key to ensuring the success of our events. They always check in with me before, during and after events to make sure RIT shines for our guests. I've been an event planner for over 25 years and I am continually impressed by the FMS Building Services team's exceptional commitment to providing superior customer service.

Allison HealyLab Resource Coordinator
COS Thomas H Gosnell School of Life Sciences

Allison's position description is difficult to define in a few lines! Very simply, it entails organizing all the requirements for all the research and teaching needs in the Gosnell School of Life Sciences. The requirements are numerous as we run 40-50 laboratory sections each semester. All the faculty and staff I know highly respect Allison for how efficiently she performs this myriad of job responsibilities.

Denise HerreraAssociate Interpreter
NTID Access Services

Many people have observed Denise's commitment to learning and they strive to excel as she does. She thrives off of the entire learning process. Most importantly, she is always willing to help her peers and organizations educate others and teach others. Denise consistently finds opportunities for improvement, elevations and engagement. She is truly a gem to this community.

Jennie Liedkie

Lab Technician
 COS Thomas H Gosnell School of Life Sciences

Jennie is very quick to troubleshoot potential issues and to tackle problems when they arise. She understands the methods behind the work that instructors do with students in Life Science labs and is able to provide ideas and solutions that are very helpful. She goes above and beyond, exhibiting excellence in academics and laboratory skills/practice every day.

**Elizabeth Lockwood**

Senior Staff Assistant
 COS Center for Imaging Science

Beth manages the students as they conduct their duties for the department, but also becomes engaged with them and their lives, celebrating their successes and helping them through challenging times. After graduation, when these students return to RIT, Beth is one of the first people they seek out to talk and catch up with.

Autumn Madden

Senior Staff Specialist
 COS School of Chemistry & Materials Science

Autumn is the most amazing staff member I have known since I've been at RIT. She is an insanely hard worker, working extra hours on a regular basis and never quitting until her work is done. She is always around to help when you need it. Our department depends on Autumn; most of us are pretty expendable, Autumn is not. She goes above and beyond to accommodate both faculty and students.

**Stephanie Paredes**

Multicultural Program Manager
 Office of Diversity and Inclusion

When you walk up the stairs in the Student Alumni Union Lobby, the pallet shifts from dull concrete to a spectacle of vibrant art and energy – aptly named the MOSAIC (Making Our Space An Inclusive Community) Center. Welcoming you at the center is the dynamic Stephanie Paredes. The MOSAIC Center is just a cinder block room, like so many others on the RIT campus, but Stephanie gives it a life and makes it an experience.

Dianne Parker, '85

PC Systems Administrator, ITS Support

Dianne is a fierce advocate for student employees, ensuring that they receive the training, oversight, guidance, and opportunity that has become a cornerstone for ITS student employment. She has supervised approximately 2500 student employees over the last 35 years, several that have become RIT staff themselves. What has always impressed me is how many of that multitude she remembers by name. She is a great role model for a strong work ethic, integrity, and resourcefulness.

**Dan Rosica**

Executive Staff & Global Support Program Manager, ITS Support (Retired)

Dan answers calls/emails for assistance very promptly. He never makes you feel as though you are interrupting him or bothering him. No matter how silly you feel your question is, he never makes you feel that way. He answers technical questions in easy-to-understand language. He not only provides the technical advice you need, he follows up each time to make sure there is nothing else he can do to assist.

Kory Samuels, '07, '11

Executive Director
 Dining Services

Kory is the most enthusiastic and motivating staff member I have ever met in RIT. He treats every single person he meets, whether a student or a manager, like a family member and always inspires everyone around him to do their best and stay positive. He jumps at every opportunity to help or be of service to any person he encounters, whether or not it is related to Dining Services.

**Brenda Schlageter**

Operations Manager
 RIT MAGIC Center

The number of times Brenda encounters situations for which there is no policy, no rulebook, and no easy answer can be counted by the hour and the day, not a rare occurrence. She has shown remarkable agility in her ability to adapt from one operational workflow to another, from commercial standard to academic operation, and to translate high level objectives and goals into operational detail and functional practice.

School of Interactive Games & Media Staff

Jill Bray, Betty Hillman, Ed Huyer, Beth Livecchi, Amanda Scheerbaum, Kathleen Schreier Rudgers, Pamela Venuti, Ann Warren, Chad Weeden, Shameelah Wilson

Working with the IGM staff has taught me that our academic community is a connected system—the faculty, staff, and students all working together to create amazing games and interactive experiences. They bring a wonderful, balanced and professional perspective. They have this knack for balancing their many duties and still finding the time to listen and help. They often see things in ways that the rest of us miss. They excel at helping to facilitate greatness.





School of Physics & Astronomy Staff

Cynthia Drake, Cari Hindman

Cindy and Cari exhibit patience and strong interpersonal, organizational, and technical skills in their job. They frequently, and in many cases unasked, go beyond the call of duty to help with events or resolve problems. It is an enormous benefit to the SoPA leadership team to know, with absolute confidence, that Cindy and Cari can be relied upon to get things done with efficiency, minimal guidance, and with a friendly attitude.



Kiersten Shinrock, '07, '09

Director, NTID Student and Academic Services
Formerly Associate Director, Alumni Relations
Development & Alumni Relations

Kiersten embodies what it means to be an "RIT Tiger". Her love of RIT, her passion for students and their experience on campus, and her vision of keeping graduates engaged with the campus is exemplary. She generously gives her time way above and beyond her job requirements, taking the time to listen to student needs, provide mentoring, and lend a helping hand wherever she can.



Bryan Smith

Maintenance Mechanic I
FMS Maintenance Services

Bryan is called to respond to situations when things break or go wrong, which means our students aren't happy to start. He is always able to brighten the mood of the student and engage them in meaningful conversation. He always leaves the environment better due to his warm personality and because he is very good at what he does. Bryan isn't only there to fix a problem, but to improve the college experience by making the room or building safer and more comfortable.



Student Financial Services Senior Financial Counselors

Alex Berken, Karen Cavacos, Adelina Davin, Nancy Fico, Josh Hamlin,
Sherry Kelly, Renee Milliken, Valerie Pille, Bridgitte Thomas

The Student Financial Services staff gives exceptional customer service and support to students, parents, payers, internal customers, and corporate partners. They handle a tremendous volume of work. The critical importance of accuracy and correct information is reflected in their daily efforts. They receive calls and emails on a regular basis from parents and students wanting to highlight the great service they have received.



Derek Sylvester

Director, Building Environmental Services
FMS Building Services

Derek's door is always open to his 130+ staff. He listens to their ideas, concerns and suggestions. He promotes a team atmosphere because he understands that a strong team is the key to success. He has provided strong mentoring and coaching to the supervisors and staff in his area. He has also developed strong relationships with the individual college Facility Managers, collaborating with them to provide improvements in customer service and efficiency.



Randy Vercauteren

Director, Parking/Transportation/Shipping &
Receiving/Grounds, FMS

Randy was responsible for the development of a significant leadership and team development program that has been implemented in FMS. This program helped to develop the leaders of FMS to improve their understanding and demonstration of the core values of RIT. This development program has led to improved performance, improved employee satisfaction and improved customer service.



Thomas H Gosnell School of Life Sciences Staff

Gabrielle Crandall, Alison Healy, Jennie Liedkie

Jennie, Allison, and Gabby not only adapted to a recent reduction in team size, they flourished and used it as an opportunity to optimize job duties. Due directly to their own good judgement and as a testament to their dedication to delivering the highest level of support, their ongoing work has dramatically increased lab support efficiency, and faculty and student satisfaction. They have accomplished this seemingly impossible task with the highest degree of professionalism and collegiality I have experienced in my 18 years at RIT.



Elaine Whitehair, '83

Records & Customer Service Representative
Public Safety

Part of Elaine's responsibilities include tracking down owners of lost property. She routinely goes beyond the call of duty to assist our customers. In fact, I have seen her conduct research online in order to return class rings, wedding rings, wallets with money, and other items with great sentimental value. She makes a huge difference in others' lives when their lost jewelry, wallet, phone, or academic portfolio is returned to them.



Paula Zack, '85

Support Specialist
NTID Client Services

Paula consistently goes above and beyond to support the technology in the Spoken Language Learning & Practice Lab (SLLPL). She understands the important role our technology plays in student evaluation and instruction. Without her timely and successful intervention our instruction would certainly suffer. She is our "go to" person and we all appreciate her efforts.



Women of Color, Honor & Ambition (WOCHA) Council

Candi Boston, Natasha Dailey, Jeanette Frank, Venessa Mitchell, Stephanie Paredes, Tomicka Wagstaff, Devon Watters, Sandra Whitmore

The WOCHA Council is a cross section of RIT staff women who have worked collaboratively to establish an initiative that is creating a sense of belonging, while academically and socially connecting female students in ways that research suggests are essential for their self-efficacy, academic performance, persistence, and graduation. This work is not part of any of their roles and responsibilities at RIT, yet each member performs their respective roles within WOCHA with precision, passion, persistence, and patience.



Lisa Zimmerman

Senior Staff Specialist, KGCOE
Microsystems Engineering PhD Program

Lisa is passionate about service and performance excellence, and has consistently demonstrated exceptional commitment to RIT, our students, faculty, and fellow staff. She has set an incredibly high standard for herself that inspires others, and promotes and facilitates success in all those she serves.