

## 2023 Awards for Excellence Honorees

### Office of the Chancellor

#### **Morgan High**

**Director of Marketing and Communications, Office of Partnerships  
Nominated for Efficiency and Innovation**

Morgan High has served as the director for marketing and communications in the Office of Partnerships for over five years. She has made several significant contributions to the office. She conceived and led a LinkedIn ad campaign to generate prospective partner interest. She worked with University Communications and Marketing to develop the creative content and ad placement strategy for national NC State ads. Morgan maintains the website for the Office of Partnerships. She developed a new External Affairs, Partnerships and Economic Development website. Morgan tracks the analytics for the website to understand how users engage with the site, and she uses those metrics to improve content creation and delivery. Her work has led to an increase in users of the website and pageviews. Morgan also helps manage the Partnership Portal as a differentiated and unique partnering tool.

#### **Tonya Washington**

**Assistant Athletic Director for Student-Athlete Development  
Nominated for Public Service**

Tonya Washington leads initiatives to connect student-athletes with career preparation and job-seeking experiences. Each year, she is involved with organizing the Wolfpack First in Goal student-athlete career fair and resume review sessions. Tonya also leads the planning efforts with the Wolfies, the athletic department's yearly award celebration. She has a way of taking the energy and enthusiasm of student-athletes and directing it toward something truly meaningful. In the summer of 2020, student-athletes started PackUnited to create purposeful change on campus and in the wider community. Since then, they have donated \$11,000 to local organizations and facilitated a partnership with Adidas that funded a renovation at the Girls Club of Raleigh.

#### **Michael West**

**Building Environmental Technician, Department of Athletics  
Nominated for Human Relations**

Michael West is primarily responsible for landscaping and maintaining grounds for the Department of Athletics. He always goes above and beyond to maintain our outdoor spaces. Michael has an amazing perspective on what fans want to see when they attend events, and as a fan, he always cheers for our student-athletes. Michael is flexible, supportive and always focused on his job. He is happy to help out at athletic events and with other tasks. Michael always looks out for the best interest of our staff, students and fans.

## Office of Finance and Administration

**Bill Carlson**  
**Assistant Director for Materials Support**  
**Nominated for Public Service**

As a U.S. Air Force veteran Bill Carlson, knows first-hand the impact repeated deployments can have on the mental health of military members and their families. Because of that experience, Bill became involved with a nonprofit charitable organization that supports military servicemen and women and their families. He also is involved in a weekend marriage retreat that helps participants develop communication skills and overcome the unintended challenges that arise from multiple deployments. Bill and his wife have spearheaded a new program called Lights of Gratitude, which is sponsoring 20 decorated trees for military families. Bill's efforts are having a tremendous impact on countless families.

**Steve Johnston**  
**Business Systems Manager**  
**Nominated for Efficiency and Innovation**

Steve Johnston built a user-friendly, organized dashboard that compiles crucial information. Because of this dashboard, no one has to reproduce the information for distribution. The university is now able to quickly and accurately access a wide array of information, including financial, project status, assets and work hours. For example, by using historical data in the dashboard, the cost and time needed to repair a certain component in a specific building can be determined. Work teams can use the data to provide an innovative solution to a recurring problem or perform preventative maintenance, which is necessary to ensure minimal disruption at our research university. The countless hours that Steve dedicated to considering solutions also produced an automation capability that accurately determines work status and cost.

**Connor Jones**  
**Wolfline Transit Manager**  
**Nominated for Efficiency and Innovation**

Connor Jones has managed the day-to-day operations of the Wolfline bus system through challenging times. Connor started working at NC State shortly after COVID-19-related budget impacts required NC State Transportation to reduce the size of the Wolfline bus fleet from 45 buses to 35. In a very short period, Connor redesigned the bus routes and schedules to account for fewer buses and changing ridership patterns. Connor faced bus driver shortages head-on and implemented a variety of innovative approaches and strategies to mitigate the impacts of the shortage, including negotiating a significant raise in the hourly rate for drivers, using data and analytics to make daily decisions about which routes to modify and using social media to maintain transparency with customers. While the Power Forward project closed major bus routes on campus, Connor used data and ridership trends and analytics to develop route detours that would still guarantee high levels of access and service.

**Jeffrey Luz**  
**Engineering and Architectural Supervisor**  
**Nominated for Outstanding State Government Service**

Jeffrey Luz accepted additional responsibilities at work, including new projects to manage, when his unit experienced several retirements and resignations. While managing more than his usual number of projects, Jeffrey provided great ideas and insight for things outside his normal work duties. Managing facility modification and project requests kept Jeffrey busy, but his devotion to the university and his perseverance never faltered.

**Vince Rogers**  
**Material Process Coordinator**  
**Nominated for Customer Service**

Vince Rogers provides exceptional customer service to the departments, state agencies, nonprofit organizations and the members of the public who acquire surplus items from Restore. Vince knows his customers and learns what surplus items they might need. His work is a critical part of the university's landfill diversion efforts. Since Vince joined NC State, the number of repurposed surplus electronics has increased by 46%, and the surplus sales of electronics have increased by 113%. These increases are thanks to Vince's wonderful disposition and because he listens to questions customers ask and goes above and beyond to provide them with what they need. Vince's work ethic, dedication and passion for sustainability inspire him to provide excellent customer service.

**Annaka Sikkink**  
**Employee Engagement and Development Coordinator, Campus Enterprises**  
**Nominated for Human Relations**

When the university rolled out data security training for employees a few years ago, Annaka Sikkink recognized employees in Campus Enterprises would need support to accomplish this requirement. Annaka also identified other campus departments whose employees would need support to complete the training. Utilizing her former seat on the Staff Senate, she chaired a committee to explore this matter. Annaka's efforts led to the creation of the Digital Access and Inclusion Project. The project resulted in kiosk stations for employees whose access to computers is limited while at work. The kiosks included tutorials on how to access MyPack Portal and the benefits of the portal.

## **Office of Information Technology**

**Damian Boyce**  
**Technology Support Analyst**  
**Nominated for Outstanding State Government Service**

Damian Boyce mentors employees, listens to their needs and shares his wisdom with them. As a result of the pandemic, NC State adopted new technologies for asynchronous learning, and Damian quickly developed the skills needed to support those changes. Damian was an essential resource for his colleagues when problems arose with those technologies. His patience and technical expertise were vital.

**James Glover**  
**Technology Support Specialist**  
**Nominated for Customer Service**

James Glover provides exceptional customer service to every customer he encounters. He also is ready to help his team at the drop of a hat. Glover is one of the first team members to respond to requests for assistance or questions. He leads by example through his work and attitude. In the last year, James volunteered to help the College of Sciences for several months while still assisting teams in the Office of Information Technology. After his volunteer stint in the College of Sciences ended, James maintained relationships with colleagues in the college.

**David Wagner**  
**IT Integrations and Solutions Professional**  
**Nominated for Customer Service**

David Wagner was instrumental in ensuring that a help desk provided expert support to users. When the help desk began in 2022, there was a concern response time metrics might be negatively impacted by a multitude of projects and events. However, those things were nonissues due to David's performance. David resolved 1,800 questions from the 6,500 incidents generated from the alumni transfer project. He also resolved an impressive 9,500 tickets, which is

nearly one-fourth of all tickets for the year. That number does not include the countless incidents David helped other help desk staff resolve or the incidents he preempted by documenting much-needed knowledge for the alumni transfer project and other IT processes.

## **Office of Research and Innovation**

**Kim Dick**  
**Technology Specialist**  
**Nominated for Customer Service**

Kim Dick has worked tirelessly throughout her career to create websites and digital assets. Kim combined the Contracts and Grants website with the Sponsored Programs and Research Administration website to improve the research enterprise user experience. This massive undertaking required Kim to work with subject matter experts and stakeholders for hundreds of hours. The Research Administration and Compliance website has 182 pages, and Kim has touched every page in some fashion. She was a key player for 14 websites and one custom-coded page over the last 18 months. Kim is extremely detail-oriented and organized. Her positive demeanor with partners and team members makes everyone feel welcome and thankful to have her as an amazing asset in our organization.

**Ginny Moser**  
**Regional Director, Research Administration**  
**Nominated for Outstanding Government Service**

One thing has remained constant throughout Ginny Moser's career: She goes above and beyond to be sure research administration requirements are met for the clients that she represents as well as for the university and the state of North Carolina. Ginny does an excellent job being fiscally responsible and meeting grant requirements while also ensuring research teams have what they need to do great research. She also advocates for bringing together research administration professionals from across the university and nurturing new leaders in research administration. Ginny's persistence, compassion and dedication have helped make the Office of Research and Innovation what it is today.

## **Office of the Provost**

**Jiakaira Dixon**  
**Classroom Support and Learning Spaces Coordinator, DELTA**  
**Nominated for the Spirit of North Carolina**

Jiakaira Dixon proactively identifies problems and consistently turns around quick solutions when she finds them. She collaborates with directors and mentors staff and students as she resolves issues that impact team workflow. Jiakaira excels outside of work by being a member of the Audiovisual and Integrated Experience Association's women's council and regularly volunteering for Habitat for Humanity. Her dedication of herself to others is how she leads by example.

**Angela Hallman**  
**Human Resources Consultant, DELTA**  
**Nominated for Human Relations**

Angela Hallman has demonstrated consistent leadership in a time of significant change and the vision to develop and launch important human resources-related initiatives. Her steadfast advocacy for diversity, equity and inclusion has led to more equity across DELTA. Angela's focus on equity has allowed DELTA to address salary equity and market issues to retain very talented DELTA staff. She has also helped update DELTA's telecommunications standard of

procedures. Angela is responsible for DELTA's wellness program. Finding creative ways to prioritize wellness and team spirit when many employees are working remotely are just some of the ways Angela keeps the "human" in human resources.

**Jonathan Holloway**  
**University Leadership Program Manager**  
**Nominated for Efficiency and Innovation**

Jonathan Holloway consistently collaborates with university partners to create innovative and efficient programs for NC State. He led the development of the Faculty LEAD program. Jonathan worked with Learning and Organizational Development in University Human Resources to develop a cohort-based, year-long asynchronous leadership program for faculty. The free program has been filled to capacity since its inception. Jonathan partnered with the Shelton Faculty Fellows Program to create the Provost Faculty Fellows program. The Provost Faculty Fellows program addresses broad themes and issues related to global academic leadership.

**Melissa Edwards Smith**  
**Director, Education and Campus Engagement, Office for Institutional Equity and Diversity**  
**Nominated for Efficiency and Innovation**

Melissa Edward Smith reimaged and reintroduced the Inclusive Excellence and Strategic Practice unit in the Office for Institutional Equity and Diversity. As a result, she has been instrumental in several key initiatives, including the Inclusive Excellence certificate program, LinkedIn Learning and many others. She also created *DIY/DEI* and *TIPS* to provide accessible, comprehensive and quick bites of information to assist faculty and staff in the implementation of culturally responsive practices. Melissa is consistently moving OIED forward by providing our workforce with vital skills and competencies.

**Daniel Spencer**  
**Senior Research Scholar, DELTA**  
**Nominated for Customer Service**

Daniel Spencer exemplifies a commitment to assisting faculty and his DELTA colleagues in conducting empirical research that furthers the advancement of digital education, specifically research that informs what DELTA does to help students succeed at NC State. Dan has shown an unwavering commitment to helping faculty fulfill their digital education research and publication goals. He has taken the lead on the time-intensive task of assisting principal investigators with rigorous research design, data collection and data analysis gathered over the course of several semesters. Dan has helped 13 NC State faculty successfully copublish seven papers and nine professors present at four peer-reviewed professional conferences. Dan has also successfully co-published two papers with his DELTA colleagues and has presented at two academic conferences. Dan's support is clearly helping faculty and his colleagues further NC State's high standards nationally and internationally.

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

**Shannon DuPree**  
**Director, Wellness, Wellness and Recreation**  
**Nominated for Human Relations**

In addition to her day-to-day responsibilities of leading fitness, ThriveWell and marketing and communication efforts for Wellness and Recreation, Shannon Dupree has led numerous universitywide initiatives that support the well-being of employees and students. Shannon helped to organize the State of Wellness town hall that was held in November 2022. She serves as a liaison to all the Wellness Advisory Committee work teams and as a member of the Student Mental Health Task Force. She also coordinates mental health first aid training for NC State. Shannon's servant

leadership reaches far and wide across the university, but it has never minimized her impact and relationship-based leadership with her team in Wellness and Recreation. Shannon's role in supporting her team and campus partners has been extraordinary. She goes above and beyond to check in with her team and colleagues as they navigate tough times personally and professionally.

**Harley Jaycox**

**Lead Painter**

**Nominated for Customer Service**

Harley Jaycox oversees the maintenance of 3 million square feet of painted surfaces for NC State. Harley's dedication to providing the best service to students epitomizes the university's motto of "Think and Do." Harley routinely walks common spaces in the residence halls to find problems that no one has reported and works with his staff to fix those issues before they negatively impact the student experience. Earlier this year, a student experienced a water leak. Harley worked closely with the facilities manager to assess the leak and get the water-damaged plaster removed, repaired and painted so that the student could move back into her space to focus on her studies. This example is the type of exemplary service Harley provides to all customers.

**Jameco McKenzie**

**Residence Life Coordinator**

**Nominated for Public Service**

Jameco McKenzie is a strong advocate for student success and has high standards for his roles as a Residence Life coordinator, one of the leaders for the Black Male Initiative, chair of the Staff Senate Diversity, Equity and Inclusion Committee and an advisor for the Caribbean Student Association. He cares deeply about creating space for students of color to belong and find their voice on campus. Jameco has developed workshops and taught courses that focus on creating that space. He spearheaded the coordination of NC State's first Juneteenth Celebration, and his actions have led to experiences for the university community to learn about cultures, history and movements.

**Kevin Sutherland**

**Pest Control and Safety Manager**

**Nominated for Efficiency and Innovation**

Kevin Sutherland created and implemented a robust inspection and treatment plan for University Housing. He did an outstanding job communicating that plan to residents, staff and campus partners. Kevin also developed a drone program to address and diagnose problems, like issues with roofs and drain lines. Kevin manages the program and took the initiative to acquire his drone license for this project. Kevin's ability and desire to dive into complex problems are a true asset to the NC State community.

## **University Advancement**

**Jason Biddle**

**System Analyst**

**Nominated for Efficiency and Innovation**

Jason Biddle has diligently worked to expand University Advancement's data warehouse and prepare the division for a more holistic, data-driven future. His technical expansion has enhanced the division's ability to build quick and accurate reports and provide standardized data to its constituents. The projects Jason has completed have required sustained, high-level communication and collaboration with University Advancement staff across all units and a wide range of functions. Jason has a unique ability to explain highly technical processes in simple ways and take ideas and help colleagues dream big. Across NC State, Jason has served as a bridge to a more modern division.

**Jessie Blekfeld-Sztraky**  
**Assistant Director, Stewardship**  
**Nominated for Customer Service**

In the fall of 2022, Jessie Blekfeld-Sztraky went above and beyond her job responsibilities to lead scholarship reporting efforts for the College of Humanities and Social Sciences, the College of Natural Resources and the Poole College of Management. Jessie identified inconsistencies in existing reporting processes, found ways to fix those inconsistencies and volunteered to create several resources for university partners to improve NC State's overall reporting process. While her work may be less visible than that of frontline fundraisers, Jessie's impact on the scholarship and stewardship landscape of NC State is almost incalculable. In her drive to help her colleagues in their time of need — and her dedication to every detail of that work — she is exemplary of our Think and Do culture.

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

**Karen Blaedow**  
**Associate Extension Agent**  
**Nominated for Customer Service**

Karen Blaedow is known throughout the Southeast for her work with commercial vegetable and small fruit growers. She conducts an on-farm research program to provide growers with information to be competitive and sustainable. Karen has developed relationships with national experts and earned notoriety due to her work with tomato, bramble and grape growers. Karen conducted crucial training sessions for new grape growers as they grew from two to six wineries. Due to her great diagnostic skills, a clinic was installed to diagnose problems quickly. Karen is a leader who is highly regarded by county commissioners and the agricultural community for her dedication and expertise.

**Kionna Coleman**  
**Assistant Chief Communications Officer**  
**Nominated for Customer Service**

Kionna Coleman spent several months as the interim chief communications officer for the College of Agricultural and Life Sciences. Kionna led a team with numerous vacancies through a major transition. Her professionalism and devotion were the driving forces that kept the team's quantity and quality of work intact. The team rose to challenges because of Kionna's dig-your-heels-in mentality, which is respected by all. Her commitment and loyalty to the team, the college and the university have never wavered. Kionna's effort is undeniable, her strength is undefeatable, and her love is everlasting. She has positively impacted the team and college with the long-lasting effect of high-quality deliverables to clients.

**Catherine Freeman**  
**Executive Assistant, Department of Plant and Microbial Biology**  
**Nominated for Efficiency and Innovation**

Catherine Freeman is very proactive in her approaches to managing her human resources responsibilities for the Department of Plant and Microbial Biology. Catherine launched an Employee Resources website in September 2022 to clarify processes and improve the department's onboarding experience. The website centralizes departmental operations and HR processes for faculty and staff in the department. Catherine also noticed a lack of belonging among staff and faculty due to the COVID-19 pandemic and faculty and staff being spread across campus. To address this issue, she initiated a monthly newsletter. In addition, Catherine worked on strengthening alumni engagement, enhancing the social media presence and managing the creation of a new mentoring program. All of these examples show that Catherine goes above and beyond to support her department.

**Amanda Hatcher**  
**County Director and Livestock Agent**  
**Nominated for Human Relations**

When people think of Amanda Hatcher, they think of the caring, welcoming, passionate and giving person who supports the people she works with and develops close relationships with farmers. She is hands-on with county programs like the Farm to Table Camp for children ages 9-13. She is always happy to help improve programs and find creative ways to get additional funding for them. As a leader, Amanda is an advocate for self-care and the well-being of others. Amanda's colleagues are reminded of this quote when they think of her leadership: "Leadership isn't about authority, it's about influence. Great leaders inspire and motivate people to come together and serve a cause greater than themselves."

**Lisa Li**  
**Research Specialist**  
**Nominated for Efficiency and Innovation**

Lisa Li has trained students, postdoctoral scholars and staff in plant nematology methods and safety in lab and greenhouse assays. In 2013, her immediate supervisor became head of the Department of Entomology and Plant Pathology. Lisa assumed the majority of duties to keep the program of plant nematology solvent and productive. Lisa trained herself to run the plant nematology program and manage the expenses for salaries, services, materials and equipment to maintain a productive program. Lisa also trained herself in molecular biology and DNA analyses to the level of beginning to design experiments, and she designed an apparatus and method to test other areas. Lisa's ingenuity and productivity have resulted in her co-authoring more than a dozen peer-reviewed scientific research articles. Lisa's ability to be innovative and efficient has helped maintain a successful research program.

**Amy McKenzie**  
**Administrative Assistant, County Extension**  
**Nominated for Efficiency and Innovation**

Amy McKenzie has been extremely proficient at fielding phone calls and assisting clients with basic questions. Her efforts have resulted in county extension agents being able to spend time on other projects. Her help with the state and county budget has streamlined the budgeting process and led to reductions in operating expenses. Amy also implemented a new procedure to help agents track their available travel balances. As a result of that procedure, agents are using their travel funds more efficiently. Amy's high regard for integrity, accountability and exemplary work has done wonders to enhance the Stokes County Center.

**Irene Palmer**  
**Research Specialist**  
**Nominated for Public Service**

Irene Palmer is a consummate scientist and plant breeder. She constantly strives to implement efficiencies, make enhancements and launch innovations at the Mountain Horticultural Crops Research and Extension Center. She has been instrumental in the program adopting mobile-friendly technologies that allow for improvements in data collection. She uses her extensive expertise and broad knowledge base to lead complicated breeding projects from inception to commercialization. The center hosts over 200 events and welcomes over 8,000 visitors annually. Irene is the first person called on to step up for these opportunities. She is passionate and always willing to speak to others about the center. The mission of the center would be far less known without Irene.



## College of Design

**Alicia “Nikki” Shepherd**  
**University Program Associate**  
**Nominated for Customer Service**

Alicia “Nikki” Shepherd has exceptional customer service skills. Her knowledge and experience allow her to promptly solve problems and anticipate what needs to be accomplished to prevent future problems. Nikki is a resourceful learner who strategically explores ways to discover resolutions to problems. She frequently and tactfully assists frustrated customers with urgent, consequential matters. Nikki is reliable, mindful of due dates and appointments and available after hours, including weekends if needed. She also serves on important College of Design committees, including one that is focused on diversity, equity and inclusion. Her overall demeanor is respectful, calm, patient, determined, kind and consistently positive. When Nikki was asked what motivates her to do her job, she wrote “I live by the motto, ‘How can I help?’”

**Tih-Yuan Wang**  
**Director of Operations and IT**  
**Nominated for Efficiency and Innovation**

Tih-Yuan Wang’s wide breadth of knowledge about technology has benefited everyone at the College of Design. An example of how Tih-Yuan’s expertise has helped the college is when he taught a gaming and interactive design studio class, and students were sent home for the semester. A design software with specific computer requirements was needed for the class, but all of the students didn’t have it. Tih-Yuan set up a system for the students to remotely sign into a computer and use the software needed from the comfort of their homes. Tih-Yuan’s innovative thinking helped one of the students continue to use a 3D application, and the student landed a job as a result. Tih-Yuan’s leadership, availability and dedication in the IT space have helped the college “think and do” in more creative ways.

## College of Education

**Amanda Beller**  
**Director, Advising**  
**Nominated for Outstanding State Government Service**

Amanda Beller’s passion for the teaching profession shines through in her role as director of advising for the College of Education. She proactively builds relationships and systems of support for the college’s pre-service teachers and future educators. Amanda also has created an onboarding process for new College of Education staff members. She holds regular advising team meetings and seeks to collaborate with the college’s faculty. In addition to her duties for the college, Amanda serves on the university’s CARES team. She assists with reviewing cases and offers ideas on how to reach and support students experiencing challenges. Amanda’s impact on the state of North Carolina is felt every day our graduates go out into the community and teach.

**Diane Feller**  
**Director, Human Resources**  
**Nominated for Human Relations**

A staff shortage in the Human Resources department in the College of Education didn’t stop Diane Feller from achieving extraordinary accomplishments. Diane’s work output and quality remained at a high level, and she demonstrated exceptional leadership skills. She developed innovative strategies to manage the workload in her short-staffed department, managed the recruitment and onboarding processes for several exceptional employees and ensured all employees had access to the resources and support they needed to be successful. Diane has an unwavering dedication to the university’s goals and values.

## College of Engineering

**Ryan Barton**  
**Program Manager**  
**Nominated for Efficiency and Innovation**

Ryan Barton has spent countless hours over the past couple of years working to ensure his department's technology is up to date with that of the biomanufacturing industry. Ryan also is heavily involved in conducting hands-on courses for professionals, teaching students and frequently providing training for staff in the use of new technologies. His mindset and leadership style prioritizes the needs of others for the greater good of his team and the Biomanufacturing Training and Education Center.

**Susan D'Amico**  
**Coordinator, K-12 Outreach and Extension**  
**Nominated for Human Relations**

The programs Susan D'Amico coordinates impact 1,000 kids annually as well as teachers across North Carolina and around the world. She has helped develop camps and events for children across North Carolina. In 2019, the NC State engineering camps became the first collegiate camps at NC State and the first in the UNC System to receive the American Camp Association Accreditation recognition. This recognition is the highest accolade a camp can receive. Susan set a personal goal to make this happen for the program. Susan also coordinated efforts to make the engineering camps virtual due to the COVID-19 pandemic. Susan's accomplishments show how truly dedicated she is to her job and the university.

**Millie Gilmartin**  
**Accountant**  
**Nominated for Customer Service**

Millie Gilmartin works with faculty and research administrators at all levels of the university, including the College of Engineering. She manages finances for a diverse range of sponsored research projects, provides assistance with fiscal management and answers administrative questions about sponsored research. Faculty members consistently give positive feedback about Millie's performance, noting she ensures compliance with cost accounting standards, university spending guidelines, federal and state regulations and sponsor terms and conditions. Millie's sense of duty extends beyond her regular responsibilities, as evidenced by her recent action when an employee experienced a health crisis. Millie responded quickly and showed genuine care and concern for that employee. These examples demonstrate Millie's commitment to her job, the well-being of her colleagues and her diligence in protecting the public image of the university.

**Bernadine Premachandra**  
**University Program Specialist**  
**Nominated for Customer Service**

Bernadine Premachandra assumed additional responsibilities for research proposal development, which included preparing a complete volume for an \$8 million Defense Advanced Research Projects Agency program and helping to put together two \$7 million Department of Defense proposals with multiple subcontractors. In addition, she has learned how to prepare and submit auxiliary forms for National Science Foundation proposals and has trained other College of Engineering staff to do the same. This has removed an unneeded burden from other colleagues so they can focus on other critical tasks and responsibilities. Bernadine is an extremely valuable member of the College of Engineering family.

## **College of Humanities and Social Sciences**

**Christopher “Scottie” Mayes**  
**Technology Support Analyst**  
**Nominated for Customer Service**

Christopher “Scottie” Mayes provides outstanding technical support for the College of Humanities and Social Sciences. Staff and faculty rely on Scottie’s technical expertise to fix computer problems, update computer systems and advise on whether to purchase new equipment. Scottie is a skilled communicator and an excellent teacher who can explain solutions lucidly and simply. When Scottie answers questions, he is cordial, patient and kind. Even though the IT staff has faced an increased workload due to the pandemic, Scottie handles this heavy load with ease and good cheer. Without such superb IT support, faculty members could not do their jobs.

**Kathy Whaley**  
**Director, Donor Relations**  
**Nominated for Customer Service**

Kathy Whaley frequently goes above and beyond the call of duty and is a steady, reliable presence for everyone in the College of Humanities and Social Sciences. Kathy does everything she can to enable the Donor Relations team to be successful, but she rarely seeks recognition for herself. She provides top-notch care and expertise to constituents, the college and her coworkers. She is a problem-solver who always works to find a solution for CHASS and NC State. Kathy is adept at out-of-the-box thinking, yet she is pragmatic at the same time. She has held this department together through many changes and transitions with a can-do attitude. Her many years of invaluable service are remarkable.

## **Poole College of Management**

**Megan Grubb**  
**Assistant Director, Scheduling and Academic Programs**  
**Nominated for Customer Service**

Megan Grubb is responsible for creating the schedule for classes each semester for the Poole College of Management. This task requires a lot of organization and coordination and collaboration with professors. Megan has a can-do attitude and shows patience and grace when peers need her help. Not only is Megan dedicated to her everyday job responsibilities, she often volunteers at Poole College of Management events like the Career Fair, orientation and graduation. Her positive attitude and willingness to assist and explain things are greatly appreciated.

**Janet Rakes**  
**Assistant Director, Career Services**  
**Nominated for Customer Service**

As assistant director of Career Services for the Poole College of Management, Janet Rakes works tirelessly to advise students about career paths. But that is not all she does for the college’s students. Janet is a big advocate for student well-being. She launched a clothes closet for students whose financial resources are limited to have access to professional clothing. When Janet learned that students were experiencing food insecurities, she researched what programs and resources were available to students and educated students, faculty and staff about those options.

## College of Natural Resources

**Shelly English**  
**Administrative Support Specialist**  
**Nominated for Outstanding Government Service**

Shelly English embodies the standards expected of a winner of this prestigious award. Shelly has had a significant impact on the university due to her ability to support faculty and staff, collaborate with others and communicate with her peers and the public. Shelly's job requires her to fulfill duties related to business, finance and human resources, but she can manage extra responsibilities and get everything done by the set deadlines. Her organizational skills and knowledge of her job have resulted in an improved working environment for all.

**Kay Sun**  
**Implementation Professional**  
**Nominated for Customer Service**

In 2018, hackers attacked the website that houses BioResources, a scientific journal that staff in the College of Natural Resources produce, and caused a myriad of issues for the journal. Kay Sun came to the rescue by attempting several innovative options, including various newer versions of the website software. She advised the staff for the journal that the best solution was to install the most recent version of "Open Journal Systems" and guided the team through switching platforms on the fly. The transition was in mid-November 2022. Kay has had a huge impact on the journal. Staff considered her the scientific journal's "Person of the Year" for 2022.

## College of Sciences

**Jackie Hughes**  
**Accounting Technician**  
**Nominated for Human Relations**

Jackie Hughes performs financial transactions timely and accurately and proactively identifies and solves problems. She also provides personal customized training. Jackie's superb customer service skills help to ensure research activities are not adversely affected when vendor issues arise. Jackie's contributions to the College of Sciences are far-reaching. Her welcoming and positive attitude and her ability to step in and problem-solve issues that are not part of her job responsibilities are appreciated.

**Alan Porch**  
**Business Manager**  
**Nominated for Human Relations**

Alan Porch has one of the broadest roles in the college. He does his job so well colleagues often forget the difficulty and complexity of his position. Alan serves as a liaison between faculty and staff and many administrative units at the university, and he manages a myriad of budget and hiring challenges associated with a large and very active college. In addition to those duties, Alan serves as chair-elect of the Staff Senate. He has been very unselfish with his time in helping build a broader community across NC State and the College of Sciences.

## **Wilson College of Textiles**

**Barry Bright**  
**Business Officer**  
**Nominated for Human Relations**

Barry Bright's positive attitude and willingness to assist and listen to others make him personable. Barry's intentional follow-ups and check-ins to ensure the team is comfortable and understanding processes behind the job. Barry is very thorough and efficient when solving financial issues, which is why his wealth of knowledge on financial and business materials is valuable to the Wilson College of Textiles.

**Alyssa Jennings**  
**Academic Advisor**  
**Nominated for Public Service**

Alyssa Jennings demonstrated high compassion when she learned some members of the Wilson College of Textiles family were in need. Alyssa took the initiative to start a small food pantry for the housekeeping staff. The pantry included a small stock of shelf-stable food items and spices for students. As a member of the Pack Essentials Steering Committee, Alyssa contributes to an ongoing conversation at NC State about how to support the basic needs of students, staff and faculty. One of the college's strategic priorities is to enhance the quality of life for all, and one of its core values is compassion. Alyssa's action was a beautiful demonstration of both.

## **College of Veterinary Medicine**

**Gail Druley**  
**Research Technician**  
**Nominated for Efficiency and Innovation**

During Gail Druley's 35-year tenure at the College of Veterinary Medicine, she has contributed to the education of generations of veterinary students. Many of those students have become Gail's colleagues. In Gail's current position, she is the driving force behind the college's innovative Simulation Laboratory. The lab is where one can learn skills and procedures on non-biologic models before progressing to live animal procedures. The lab will allow the college to decrease the number of invasive, medically unnecessary procedures on live animals for the purpose of learning. A procedure that cost over \$10,000 for a veterinary class of 100 students was greatly reduced in price by Gail researching and creating a silicone bladder for students and clients to use safely. Gail is constantly looking for materials and techniques the college can use to more effectively train students to become high-quality, compassionate and competent veterinarians.

**Jonathan Hash**  
**Research Facilities and Equipment Manager**  
**Nominated for Customer Service**

Jonathan Hash is always friendly, approachable, responsive and a consummate professional. He goes above and beyond expectations to support researchers in the College of Veterinary Medicine. He gets things done promptly and often anticipates the needs of his colleagues. Researchers have stated that he gives them peace of mind due to his willingness to go above and beyond to help them with biosafety cabinets, reagents, space, nitrogen storage, freezers and other critical equipment. Jonathan's consistency and performance are testaments to his character. Without Jonathan, the efficiency, productivity and spirit at the College of Veterinary Medicine Research Building would not be at the high level they are at today.

**Annie Hogue**  
**University Program Manager**  
**Nominated for Customer Service**

Annie Hogue is an excellent example of a College of Veterinary Medicine staff member exceeding client expectations and providing excellent customer service. Annie has established a service coordinator role to help support specialty services, and she revitalized the welcome packages for clients. Annie has had a 100% resolution rate for client complaints over the past two years. Annie also worked with the technology team to develop a virtual "informed consent form" so clients do not have to be physically present. That change has helped maximize treatment efficiency.

**Kelsey Mills**  
**Research Technician**  
**Nominated for Efficiency and Innovation**

Kelsey Mills has played a key role in interacting with pig production companies and designing systems to track diseases in pigs. Her work has been a driving force to keep the workplace stress-free and everyone on track with team goals. Kelsey is a regular speaker at industry conferences and a sought-after mentor. Kelsey is a true asset to the College of Veterinary Medicine and her field due to her many contributions.

**Camilla Deanne Wilkins**  
**Accountant**  
**Nominated for Human Relations**

Camilla Deanna Wilkins goes above and beyond her job duties and comes up with creative, engaging and fun ways to brighten the workdays of those around her in the College of Veterinary Medicine. She has created and coordinated fun activities, including a door-decorating contest and a Family Feud game. Camilla has succeeded in engaging employees, cultivating laughter and reinforcing positivity in the college. Her colleagues cannot wait to see what fun ideas she generates next.