

# Fall 2021 – I AM COD Individual Nominees

## CRITERIA FOR I AM COD INDIVIDUAL AWARD

Core Values | Service Excellence | Exceptional Performance

## INDIVIDUAL NOMINEES

<b>Nominee</b>	<b>Nominator(s)</b>
Alice Paul-Paese (Cashier's Office)	Michelle Resnick (Accounts Receivable)
Ashley McLaughlin (Adult Education)	Wendy Garland, Kristy Tomaszewski, Cecilia Mika, Amber Molina, Katie Gargula, Josh Perez, Ruta Jonusaitis, Susan Blatt, Dan Deasy, Ellen Schumacher and Tine Kelly (Adult Education Team)
Cathie Walker (Liberal Arts)	Lisa Higgins (Liberal Arts)
Barb Groves (Office of the Provost)	Monica Miller (Business & Applied Technology)
Dirk Heid (Facilities)	Remic Ensweiler (Biology, STEM Division)
Eric Schultz (Conference & Event Services)	Lisa Orabutt (Screener)
Jordan Towne (Procurement Services)	Theresa Dobersztyn (Procurement Services)
Karyin Boulom (Campus Services)	Sally Fairbank (Business Technology)
Lori Patnaude (Testing Center)	Sherry Machacek (Testing Center)
Marie Tenzinger (STEM Division)	Tom Carter (Physics, STEM Division)
Molly Junokas (Theater)	Kimberly Morris (Theater)
Paul Thompson (Multimedia Services)	Jim Nocera & Ed Kuhs (Multimedia Services)
Robert Murr (Information Technology)	Raul Valladares (Police)
Susan Fenwick (STEM Division)	Richard Jarman (Chemistry, STEM Division)

Nominee	Nomination Submission Text
Alice Paul-Paese (Cashier's Office)	Alice is the epitome of the "I am COD award." Alice works tirelessly for the College, but she makes it look effortless. Every day she gives it her all and leads by example for her team, her colleagues, and our students. No matter the situation, Alice is always the first one to smile and exclaim, "We got this!" There are 3 examples from this past year that stand out the most. (1) Alice came to campus every week to help sort the finance mail, process checks, process deposits, and she went above and beyond to help in every way possible. (2) Alice was quick to adapt and come up with solutions for the nursing deposit process. The deposit previously had to be paid in person to complete the process of being accepted into the nursing program. Alice took the initiative to work with the nursing department to find a solution. (3) Alice's handling of escalated situations. There is no other way to describe how she handles as many challenging situations as she does besides using the term 'magic.' I know it might sound surprising, but students are not always excited to talk to the Cashier's Office. No matter the situation, Alice has a way of connecting to the student so that the student understands the situation, knows that they are valued, and that we are here to assist them.

Nominee	Nomination Submission Text
Ashley McLaughlin (Adult Education)	Ashley McLaughlin is not only an amazing manager, coworker and peer but also a true Chaparral. She soars in her dedication to the success of our Adult Education Program (both English Language Learners and Adult Basic Ed/High School Equivalency Students) through her positive attitude, organizational skills and hard work. With a bird's eye view, she manages the many facets of our staff (which has been especially impressive through the pandemic.) She has the wonderful ability to gracefully swoop in to help her staff when they're out sick, have a family emergency or just need an extra hand with the patience and knowledge of a true leader. It's truly impressive the many hats she wears! Additionally, as one of the only offices open on campus this past year, Ashley has not only helped OUR students, but as also flown in to help ANY COD student navigate their way through any questions or problems that come to her attention.

Nominee	Nomination Submission Text
Cathie Walker (Liberal Arts)	Cathie Walker is irreplaceable. Without her, so many things that we do would be more difficult. She is a wealth of knowledge about processes and procedures. She is a highly competent problem solver and will go the extra mile to make sure things are done exceptionally well. I have observed that she is a great manager of the staff in Liberal Arts. She is a kind person and gentle in her criticism or correction of others. She is someone that I turn to about so many things. She just knows so much about the functions of the college that she can answer (or find the answer) to virtually anything. During the remote situation, she has helped

	<p>me check on a large delivery on campus, answered my many stupid questions about Concur or teaching-related purchases and helped me sort out several course scheduling dilemmas. She is always calm even when others might panic. She has truly shown grace under pressure during the Covid-19 situation. She is always helpful and responsive. Cathie makes the nitty gritty of work pleasant and a pleasure. She deserves this award because she embodies the criteria of the award in her everyday attitude and performance. She is truly an important part of the backbone of the college.</p>
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Nominee	Nomination Submission Text
<p>Barb Groves (Office of the Provost)</p>	<p>This nomination is based on an overall commitment to the students and the College, not just one specific event. Barb Groves lives her work life as an example of a commitment to the College’s Mission, Vision and Values. Flipping to a completely remote work environment last year presented many challenges for the College community. Barb helped to ease that transition in many ways. While filling in or training temporary help in vacant positions in her area, Barb continued to serve, with excellence, the Academic Affairs department as assistant to the provost. The work she accomplished for our Division directly benefited students from her processing faculty and staff requests for work-at-home equipment and supplies to other requests that required the provost’s attention. Additionally, Barb entered requisitions for our Perkins funded purchases, some of which were complex capital equipment requests. My experiences with Barb were on behalf of faculty, staff and programs of the Business and Applied Technology Division, and a very small facet of what she does daily for the College. Though I know there are many aspects of her role for which my position does not interface, Barb’s commitment to students and the College’s core values models service excellence. She gives 110%. Academic Affairs Department is fortunate to have Barb Groves on our team.</p>

Nominee	Nomination Submission Text
<p>Dirk Heid (Facilities)</p>	<p>Dirk Heid consistently displays the highest moral character and ethical behavior in our interactions. No matter what the situation I need help with is, he acts in a truthful and trustworthy manner. Frequently, I ask Dirk to help with a difficult situation I am having or inquire about utilizing one of his tools. In each scenario, he is courteous and displays dignity toward me. Whenever I interact with Dirk, whether it is to help with a planting project or bounce ideas off him about paths or other such things; I am blown away by his effort, will, and work ethic. It is truly an inspiration to me and my work as a land manager, seeing how Dirk interacts with his mandate and his crew to promote student success.</p>

	<p>This year not only did Dirk help approve a planting project, but also took the time on a Saturday to come help plant. Also, I have initiated conversations with him about potentially converting some landscape on campus to something more sustainable. Instead of not getting support as was the response in the past, Dirk listened to the ideas and actually considered them I believe that Dirk exhibits core values, service excellence, and exceptional performance for the college.</p>
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<b>Nominee</b>	<b>Nomination Submission Text</b>
<p>Eric Schultz (Conference &amp; Event Services)</p>	<p>The impact of the COVID 19 pandemic caused hysteria and concern across the nation. College of DuPage, along with all schools across the nation had to close campuses, in order to keep employees, students and residents safe. As the pandemic began to come under control, College of Dupage began to slowly re-open, to welcome back some faculty and students who had to be on campus to finish their courses. They needed someone to head the re-opening, to enforce CDC procedures and standards, that would help keep faculty and students safe and comfortable. That employee was Eric Schultz. He hand picked his team of supervisors to put all elements into place and make sure they all properly worked. He picked his temp screeners and put them through proper training to help enforce CDC and College of DuPage requirements that helped keep the campus safe and COVID 19 free, as best as they could. He worked with his 40+ temp screeners crazy schedules and tried to be as fair as he could with disbursing hours, even after final schedules were made and an oops came up. He always tried to accommodate you, others to keep you happy. That is why I believe Eric Schultz is COD and fully shows why he is I AM COD. Without his energy or dedication, the transition back on campus may not have gone so smoothly, efficiently and safely.</p>

<b>Nominee</b>	<b>Nomination Submission Text</b>
<p>Jordan Towne (Procurement Services)</p>	<p>The Procurement Services Team was operating at only 60% capacity in 2020 during the Pandemic before a Buyer and Procurement Services Manager were hired. Jordan took on the added responsibility of Systems Administrator for the new ESM Purchase eProcurement System that will go live on July 6, 2021. This consisted of weekly vendor meetings to ensure the project implementation stayed on schedule for July 2021. Jordan is always very courteous and respectful, has an extremely calm nature when dealing with employees of all levels while troubleshooting issues as they arise. His calming nature provides a comfort level to employees that their issues will be resolved in a timely manner. Jordan makes himself available to provide assistance to his co-workers in order to ensure that the department is able to meet the needs of the employees while juggling multiple responsibilities. Jordan has exemplified exceptional performance in becoming the Procurement Services Technical Consultant for not only learning all of the required systems for the department, such as Mercury Commerce, Colleague and the new ESM Purchase eProcurement</p>

	<p>System, he effectively troubleshoots all of these systems when problems would arise. Th has been completed over and above his job responsibilities as Expediter. Jordan exemplifies the true qualities of what a dedicated, hard working and exceptional COD award winning employee. I am proud and grateful to have Jordan as a member of the Procurement Services Team.</p>
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<b>Nominee</b>	<b>Nomination Submission Text</b>
<p>Karyin Boulom (Campus Services)</p>	<p>I was hired in 2006 to develop a brand-new program at COD -an American Bar Association (ABA)- approved Paralegal Studies program. I achieved that goal in 2010, when our program became ABA-approved. We were re-approved in 2018, and this approval extends until 2024. Simply put, I could not have done this without the extraordinary assistance of Karyin Boulom.</p> <p>As a single-faculty Program Chair of a program with its own admission process and an outside approval body that requires close adherence to its guidelines, there is much for me to monitor and track, and Karyin helps me with all of it. She has been my loyal and hard-working behind-the-scenes ally as I have had to fill out complex reports (including a lengthy Interim Report to the ABA that we submitted in July 2020) track data, administer surveys, analyze results, complete job placement spreadsheets, review program admission files, write program admission letters, and contact alumni. Much of the required administrative work to maintain the program is tedious and time-consuming, yet Karyin does the work quickly, thoroughly, and uncomplainingly. When I ask her to complete a project for me, she does so promptly and willingly, and produces a product of the highest quality. One of the most challenging tasks that Karyin has had to assist with recently, in our COVID environment, is to organize our Paralegal Portfolio Expo as a virtual event. It has required an extremely high level of detail and even mathematical ability. Karyin created a chart that established evaluator teams for every student and devised a schedule so that evaluators rotated throughout the evening, meeting different students for set time periods, over a three-hour period, in Zoom breakout rooms.</p> <p>There are a lot of moving parts to planning such an event, which is akin to orchestrating a three-dimensional chess game, and Karyin handled it masterfully. I can always count on Karyin's help to produce accurate charts, neatly formatted, for program review reports. She designs beautiful PowerPoint presentations for the Advising Sessions for prospective new students that I host. Karyin helps me prepare for our biannual Advisory Board meetings and Paralegal Adjunct Faculty meetings by formatting meeting agendas and handouts to make them more readable and attractive. Similarly, she reformats my syllabi and class handouts so that they are more effective teaching tools.</p>

	<p>Karyin knows the Paralegal Studies program thoroughly and is as invested in it as I am. Karyin embodies the core values of COD. She has integrity and can always be trusted to keep her word and follow through with projects. She is honest and trustworthy, keeping information confidential and secure. She is respectful and professional with all her interactions with faculty and with students. She is reliable and responsible, often working late into the evening (as her email responses demonstrate), to finish projects with tight deadlines. I can't speak highly enough of her contributions to the Paralegal Studies program and to our students. We have a true gem of an employee in Karyin Boulom. It is my great pleasure to nominate Karyin for the I AM COD Employee Recognition Individual Award.</p>
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<b>Nominee</b>	<b>Nomination Submission Text</b>
<p>Lori Patnaude (Testing Center)</p>	<p>Lori is an outstanding employee who plays a vital role in the Academic Testing Center's ability to provide a variety of academic testing services, deliver great customer service and maintain the highest level of test security. Working during a global pandemic has been challenging but Lori quickly adapted to the work at home environment devoting long days, nights and weekends in order to provide academic testing services to students during this unprecedented time. Throughout the past year, Lori has spent many hours working with an outside remote proctoring service to provide Health Science students with a remote option for taking required tests. Unfortunately, many students encountered problems that resulted in a lot of stress and frustration. On several occasions, Lori arranged to proctor a few students herself, instead of asking them to reschedule with the remote proctoring service, in order to ensure successful completion of the test. Lori's dedication and compassion to providing students a better remote testing experience was never more evident. She is a role model for her employees and an exceptional person who truly cares about our students and their needs.</p>

<b>Nominee</b>	<b>Nomination Submission Text</b>
<p>Marie Tenzinger (STEM Division)</p>	<p>We have been short-staffed in the STEM division for an entire semester and Marie quickly stepped forward to cover all the needs. We couldn't have done it without her. But even more impressive than her work outside her area of normal responsibility is her ability to do with courtesy and respect. This is extremely important because to many students, Marie is the public face of the department. Marie is who they ask about the status of a class, need a form or want to make an appointment with the Dean. More than once, Marie has paused in the middle of pressing task such as getting the next semester's schedule submitted, to deal with a student concern about a class.</p>

	<p>Although the student concern may have been minor at the scale of the college, Marie understood that to that student, it was one of the most important things in their world. Dean Cumpston said it best when she said "students are always her first priority". A classic example of her dedication is that she worked over the Memorial Day weekend so that she could get summer faculty pay assignments in at the same time urgent changes needed to be made the fall class changes. Marie is an excellent team player and she has gotten new department members up to speed. Her strong institutional knowledge allows her to make suggestions to improve departmental workflow. She has made suggestions on the details of submitting book orders and inputting class schedule.</p>
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<b>Nominee</b>	<b>Nomination Submission Text</b>
Molly Junokas (Theater)	<p>Molly is the production coordinator for the Frida Kahlo Exhibit. She has kept us all together moving towards the goal of welcoming vast numbers of guests back onto the campus. Her organization, coordinator and overall pleasant and engaging demeanor is invaluable to this whole department but especially to the implementation of this massive project. She is always approachable and always either has the answer at her fingertips or knows who will. She is an excellent member of the team and I sincerely hope she will stay with us for a long time.</p>

<b>Nominee</b>	<b>Nomination Submission Text</b>
Paul Thompson (Multimedia Services)	<p>On behalf of the Multimedia Services department, I nominate Paul Thompson, Multimedia Writer/Producer/Director, for the I Am COD Award. Since starting as a student employee in 1987, Paul has brought his talents and dedication to College of DuPage as a member of Multimedia Services for 34 years. All three criteria for this award are present in every aspect of Paul's work, as demonstrated by a thorough and consistent commitment to the College. He is passionate about advancing the college's mission and core values.</p> <p>All of his interactions with clients, and the goals of his projects are enhanced by a strong sense of service excellence. The quality of his work, accountability and enthusiasm all account for consistently exceptional performance. All of this was most apparent in his efforts during COVID-19 campus closure. He recognized the need for immediate communications during the earliest weeks of the pandemic and used his creative skills as a seasoned producer to initiate and create several inspirational videos for students and the community. These were essential to increase messaging and overall support during the critical first months of campus closure.</p>

	<p>He produced widely viewed productions promoting the rescheduled Frida Kahlo exhibition, as well as directed and edited multiple New Philharmonic concerts. Keeping the MAC and the College connected to its patrons during times when live events were restricted, Paul went above and beyond what was necessary to produce high quality, culturally enriching arts programming to the community. He regularly works closely with the Foundation on several projects promoting scholarships and student success; continues to support internal communications with his involvement in In-Service events; and assists the Center for Student Diversity, Equity and Inclusion by promoting multiple events during Black History Month.</p>
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<b>Nominee</b>	<b>Nomination Submission Text</b>
<p>Robert Murr (Information Technology)</p>	<p>Robert Murr has been a key part of the COD Police Department since his arrival, and continues during the pandemic. He works countless hours both on campus and continues working when he gets home. He makes himself available for phone calls, even off hours, and does not hesitate to come in to support the PD or other departments on his own time. He was involved in much needed upgrades to various programs and systems from initial bid to installation to implementation.</p> <p>He played a major role in updating a CADS system that had not been updated in over 15 years, while also spending countless hours coordinating, facilitating, and troubleshooting the transition into Mobile Field Reporting. He oversees the installation and maintenance of over 1100 cameras on campus and over 100 cameras at the Regional Centers, which is a key component in making students and staff feel safe. He has also updated the Continental Card Access system, ensuring alarm points are functioning properly.</p> <p>He also ensures that the Police Department meets the State requirements for our LEADS access points. He was instrumental in the security upgrades to the renovated Cleve Carney Museum of Art in the MAC, which were necessary, in order for "Frida Kahlo: Timeless" to come to fruition for students, staff, and the community to enjoy.</p>

<b>Nominee</b>	<b>Nomination Submission Text</b>
<p>Susan Fenwick (STEM Division)</p>	<p>On behalf of other members of the STEM Scholarship team, Tom Carter, Cory DiCarlo, Marcia Frank, and Marci Rakestraw, I am nominating Susan Fenwick for the I AM COD AWARD. Susan is the Student Success Coach in COD's STEM Scholarship program, which is funded by a grant from the National Science Foundation. COD stands for student success and Susan pursues this in every aspect of her work. Susan embodies all of the values of COD and her performance has been exemplary, taking the role of the success coach beyond expectations in developing the program.</p>

In many respects, the success coach's role in the STEM Scholarship program mirrors that of the Navigator in Pathways. Susan has proved herself perfect for the position: she has a gentle spirit, a heart for service, and is empathetic, kind and patient with our students, particularly when they encounter difficulties. Students find it easy to relate to Susan. More often than not, she has been able to find solutions to keep students on track who might otherwise have dropped out. She is no doubt the biggest reason why our program has exceeded its goals in terms of student success each year.

Susan has demonstrated great leadership and innovative thinking in promoting the program in college events such as STEM Spotlight, Explore Engineering, Junior/Senior Night, and the college's Open House. Susan has made presentations to several student clubs and organizations, as well as faculty/staff groups. She arranges workshops that cover topics of importance to students such as resume writing, career development, overcoming test anxiety, and transfer.

Susan also organized and conducted a field trip to University of Illinois, Chicago to introduce students in the transfer process. Susan manages all aspects of the application process (around 100 students annually), including working with the Financial Aid office to determine applicants' financial eligibility. She meets regularly with students in person and via email, and manages academic monitoring of performance. Susan also organizes and creates agendas for the weekly STEM team meetings.

She collects and organizes multiple forms of data required for the project reports such as academic performance, hours worked, and analysis of student surveys. Susan has been of enormous value in preparing the annual project reports for the NSF. The onset of the pandemic last year created new and unexpected challenges for maintaining connections with the students. Susan demonstrated agility and ingenuity in maintaining the sense of community that is a feature of the STEM Scholarship program. Susan initiated a variety of opportunities for the STEM Scholar cohorts to stay connected. One project included creating an online student organization in the Blackboard platform. Students could access resources handouts, see a running list of STEM activities happening on and off campus, view recorded workshops, message one another and use the discussion board.

Analytics show students did take advantage of this opportunity to view materials on their own time. In an effort to keep students connected, Susan also identified several course sections that had multiple STEM Scholars enrolled, and started group emails for those courses so that students could network and find support despite a lack of the usual classroom interaction. Susan initiated periodic, optional STEM Scholar

Zoom meetings where students could socialize, find peer support, seek recommendations and ask questions. Susan has also represented the program and the college proudly in presenting our results at two important national scientific meetings.

The immense impact that Susan has had on the students in the program is evident in the many responses in the annual surveys of the STEM Scholarship program. Some examples are included to let the students have the final word.

“Ms. Fenwick is the best! She always is there to help me whenever I need it.” “Susan was so helpful and one of my biggest supports at COD. Support was the biggest thing I could ask for, she checked up on me during the right times and never bothered me in any way.” “My success coach did a wonderful job, and she kept constant contact with me about my activities and studies; she even recommended help centers and videos to watch if I'm struggling in certain classes.” “She's already being the best student success coach ever. She was always willing to help, and she sent out emails to every one of us to see how we're doing. She's awesome!” “Susan helped me so much. She was always there when I needed help and scheduled meetings with her very quickly. She is so amazing and knows so much about the program. I can't thank her enough for all the help and support I received throughout my STEM scholarship.” “Susan is AMAZING, she is great. She is always there for you and she is extremely helpful. I honestly believe she needs to get an award or recognition for her job”.