

## 2021 Years of Service Awards

### **1 Year Service**

Renny Boyd  
John Young  
Asia Randolph

### **5 Year Service**

Amy Anderson  
Katheryn Carbaugh  
Dana Cook  
David Harris  
Shanda Jenkins  
Natalie Keeling  
Christopher Kirby  
Richard Long  
Debra Loving  
Karen Lynch  
Keisha Matthews  
Krystle McMahon  
Jennifer Morey  
Edward Morris  
Jason Moulenbelt  
Olufunke Olangungu  
Nicholas Pierce  
Scott Reid  
Keisha Samuels  
Marshall Shuff  
Ian Taylor  
Roselyn Upshur  
Dorothy Wentworth  
Doreen Dougherty  
Tyler Curling  
Tyler Reeves  
Ronnie Best  
Katherine Bickley  
Donna Galganski-Pabst  
John Hansen  
Christopher Somma  
Richard Weneck  
Martha Haley  
Randy Trestrail

### **10 Year Service**

Billy Alvis  
Avery Canady  
Rimma Feygelson  
Jean Frank

Latasha Holmes  
S H Sathish Indika  
Elena Kuchina  
Sylvain Poosson  
Damond Pope  
Pamela Roberts  
William Scheepers  
James Tussing  
Mayra Vazquez  
Kristinia Washington-Bey  
Clarence "Rich" Wilcox  
Carolyn Holmes  
Suzanne Lindley  
Joelle Hariston  
Richard Chew  
John Dey  
Melanie Houle  
Toni Meranda  
Lisa Jones  
Laura Spencer  
Robert Michaels

**15 Year Service**

Michelle Alexander  
Sonia Burford  
Curtis Coleman  
Toni Colonna  
Anthony Fotinos  
Vicki Herzog  
Frank Johnson  
Michelle Manfred  
Michael Mann  
Jennifer Martin  
Barbara Mason  
Geraldine Mathey  
Kelvin Maxwell  
Kathy Shannon

**20 Year Service**

Jacqueline Blackwell  
Marla Latimer  
Daniel Plymate  
Thomas Rockson  
Lisa Smith  
Jason Vance

**35 Year Service**

**Ms. Terry Allen** started working at Thomas Nelson on January 1, 1989. She began in Student Assessment/Institutional Research, as a Policy Planning Specialist where she has served faithfully over the last 32 years. Prior to that, Ms. Allen served as an Institutional Assistant with the Management, Marketing & Real Estate Division at Northern Virginia Community College (NOVA) from February 1, 1986 to December 31, 1988, for a combined total of 35 years of service to the Commonwealth of Virginia.

**Ms. Lisa Bailey**, started working at Thomas Nelson on December 16, 1985. She began in Work Force Development/Continuing Education as an Educational Support Specialist III, and later transitioned to her current position as a Computer Operations Specialist II, in the Information Technology Department. She has served faithfully in both roles over the last 35 years.

## 2021 Gator Great Customer Service Awards

**Keisha Matthews:** This individual always provides great customer service with any inquiries that I might have regarding a student's enrollment into courses where the pre-requisite(s) in our catalog might differ from what the student has taken at their home institution. She will reach out to the appropriate program head on my behalf to help me with facilitating a student's registration inquiry. She always returns email inquiries in a prompt manner and will follow-up to make sure there are no other issues. In the years I have known her, she has always been polite and courteous and ready to help when asked.

**Leonid Lemberski:** This individual takes the time to get all the information from students who need math tutoring before he plans each tutoring session. He provides timely responses to all staff and students who have questions or need help. He cares about the needs of our students which goes beyond math tutoring. Furthermore, he meets the needs of other colleagues when they need assistance of any kind. He will go above and beyond his own work responsibilities to ensure a colleague is able to get their work accomplished. He has a quiet disposition, so he often goes unnoticed. However, Thomas Nelson has a great reputation for his excellent customer service within the college and externally, due to his hospitality, friendliness, and work ethic.

**Esther Alston:** This individual enjoys troubleshooting, resolving technical issues, and helping any person to navigate the IT world. She is so humble and productive that she never shares how much she contributes to make internal and system IT platforms and systems work. She provides insight on VCCS systems, develops protocols to help IT processes, and offers trainings to customers regarding IT and data requests. She is a master of breaking down complicated information into understandable terms and then she makes suggestions for other useful data reports. I can tell you from personal experience she is the most patient person and never makes me feel that what I am asking is bothersome even when it's her third time explaining it. Additionally, she often volunteers to support others in their work even when she has a full plate.

**Felicia Woodard:** This individual provides consistent and quality internal and external customer service, and she interacts courteously and professionally with customers. She also listens carefully and provides accurate and timely information. She has received numerous comments about her outstanding Customer Service skills on the phones in the Information Center. Several callers have made the effort to contact her supervisor to share their positive comments.

**Jason Vance:** This individual proactively resolves problems that directly benefit all employees, students, and the public. My interactions with him are invariably positive and I find him professional and dedicated

to the task at hand (typically involving help with Sociology course shells both for myself and several adjunct faculty). During the pandemic and the current period of getting 'back to campus' teaching, he always responds to email requests for help (or phone messages) in a timely manner. He has gone 'above and beyond' to 'save me' on several occasions. When it is time to get course shells set for the forthcoming semester, his efforts often roll over into the weekend and it is not uncommon to receive email responses from him on a Saturday or Sunday.

## 2021 CSSA Person of the Year

### **Julie Lambert:**

The awardee this year is described as dependable, efficient, and knowledgeable. They pay great attention to detail and have shown to be willing to take on difficult projects and assist others. This person projects a warm, cheerful attitude and handles difficult situations with patience and tact. This awardee demonstrates they care about our community, the mission of the college and they always present a positive attitude.

This year's award recipient diligently served the CSSA we thank them for their hard work and dedication over this past year. This colleague faced work challenges with COVID, position vacancies, many changes and merging responsibilities. This person is unrelenting in their dedication to the CSSA. Their actions and knowledge this past year have been the driving force that kept CSSA moving forward.

## 2021 Special Recognition of Accomplishments

**Christopher Harris** earned his Master of Professional Studies degree from the George Washington University in August of 2020. In October of 2020, Chris presented at the George Washington University's Ethics in Publishing Conference on the topic: An ethical examination of the rising costs of college textbooks and the emergence of open educational resources. Then, in May of 2021, he completed the Diversity, Equity, and Inclusion in the Workplace Certificate program through the University of South Florida. Finally, in September of 2021, Chris was elected to the Colonial Virginia Council of the Boy Scouts of America Executive Committee as their Vice President for Marketing and Public Relations. It's been quite a busy year for Christopher Harris.

**Officer Benjamin Holliday** has won a scholarship for one of the FBI Trilogy educational courses, The Supervisor Institute. Eligible scholarship candidates must be recognized by their agency as worthy candidates for leadership positions. The individual who alerted us of this honor had this to share:

Officer Holliday is a great asset to Thomas Nelson Community College Police Department. He demonstrates hunger in seeking information to make him a better Police Officer with the aspiration to advance in the Sergeant Role. Officer Holliday has put the Department needs before his personal needs on many occasions. Officer Holliday has completed the Field Training Officer Course, General Instructor Course, and Firearm Instructor. His dedication is unmeasurable. Officer Holliday has served in the United States Marines and started a Security Officer here at the college before becoming a certified Law Enforcement Officer. We are all excited to see him accomplish all his future endeavors and congratulate you on this achievement.

**Dr. Shanda Jenkins** has had an incredible year in her scholarship. She completed her doctorate in Education with an emphasis on Higher Education (ODU). She also earned a certificate in Community

College Leadership (ODU). She earned a certificate in Diversity and Inclusion (University of South Florida). She also presented research at the Council for the Study of Community Colleges (CSCC) last year. She had research accepted by the American Educational Research Association (AERA) on a pilot study for her dissertation on Impostor Phenomenon in Community College Students. She has applied to present her dissertation research at AERA next year and is preparing a proposal for CSCC also.

**Dr. Summer Davis** received the Master Certified Health Education Specialist (MCHES) certification. In order to receive the certification, Dr. Davis had to take an examination to indicate she mastered the seven competency areas for health educators.

**Will Moore.** Mr. Moore has recently completed his career certificate in Web Design here at TNCC!

## 2021 Outstanding Employee Awards

**Adjunct Faculty: Adrianna Hardage,** assistant professor in the STEM Division

This individual exhibits a high level of leadership and cooperation in working with students, co-workers, and the general public and consistently performs duties and responsibilities above expectations. This person fosters an environment of mutual respect and shared governance.

**Part-Time Staff: Doreen Dougherty,** administrative and office specialist for the Student Affairs Division

This individual has made significant contributions in support of the College's mission by performing many duties of a full-time salaried position as a P-14. When asked, they did not hesitate to step up to take over a critical position, with a very small team, which follows up on thousands of early alerts raised by professors for students at risk of failing or other challenges. Their performance has been exemplary in helping students resolve any issues that are interfering with their success in class. This position requires professional interaction with the team, faculty, administration and students. This individual is very organized and professional and is making the program work in order to help retain our students. This person has been dedicated for years on the front-line assisting students that bring to her any question you could imagine, helping students get access to the resources needed to do well at the college.

**Full-Time Classified Staff: Julie Lambert,** Education Support Specialist for the Academic Affairs Division

This individual creates innovations all the time, but especially during COVID. They created "How to Documents" for instructors linking to canvas with more than one roster; they have seamlessly and flawlessly handled schedule changes all throughout COVID going from face-to-face to all online, then different combinations 700 times over. They have had to schedule and then reschedule not just classes, but classrooms for instruction and events that best suit not only instructors, but outside contractors whose needs can be simple or complicated. They are a hub of communication, never keeping information to themselves but always sharing with relevant departments, divisions and staff in a timely and accurate fashion.

**Administrative / Professional Faculty: Myleah Kerns,** Associate Dean for the Arts, Business, Humanities, and Social Sciences Division

This individual consistently performs duties and responsibilities above expectations and consistently exhibits a high level of leadership and cooperation. They currently serve in a leadership role in the Arts, Business, Humanities, and Social Sciences Division. This individual consistently goes “above and beyond” to assist faculty and staff with division and department related matters. When working with them on numerous occasions, I have always found them dedicated, professional and cordial. They consistently demonstrate exemplary human relations skills and their committed service to the Division warrants this award.

**Full-Time Teaching Faculty, Shaheem Abrahams**

This individual fosters an environment of mutual respect and shared governance and consistently demonstrates dedication to the College, the Virginia Community College System and the Commonwealth of Virginia. This faculty member is an invaluable asset for the Biology Department, as well as the College. He truly supports his faculty and is always willing to help in any way he can. He is a true leader, and I am honored to be a part of his crew!