

FEBRUARY 18, 2020
Salomon Center for Teaching

BEAR DAY

Brown Employee Appreciation and Recognition Day



BROWN



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Brown Employee Appreciation and Recognition Day

A celebration of excellence and service at Brown University!

3 p.m.

Welcome

Barbara Chernow

BEAR Day Video Presentation

President's Remarks

Christina H. Paxson

Service Award Recognition

Excellence Award Presentations

4 p.m.

Reception in Sayles Hall, The College Green

There's still time to explore the campus and surrounding community from now through February 29!

Thursday, February 20 – Third Thursday at the RISD Museum

5 - 9 p.m. | 20 North Main Street

Experience art in new ways through hands-on art-making and encounters with contemporary artists, including a special performance of the Community MusicWorks Sonata Series at 7 p.m. in the Grand Gallery. Free and open to the public. Visit risdmuseum.org for more details.

Thursday, February 20 – Charting Your Course: A Financial Guide for Women

12 – 1 p.m. | South Street Landing, 350 Eddy Street, Multipurpose Room 499

Join TIAA to learn how to evaluate your financial health, set financial goals, make your money work for you, and put it all together in your personalized financial plan. Counts toward 2020 Wellness Rewards. Register on the Brown Wellness website. Visit brown.edu/go/wellnessprograms

Friday, February 21 – John Hay Library Special Exhibits

2 – 5 p.m. | John Hay Library, 20 Prospect Street

Visit the Lincoln and Napoleon Rooms every Friday in February from 2 p.m. to 5 p.m. and discover what strange artifacts, original manuscripts, and rare objects the collections hold.

Friday, February 21 – John Brown House Museum Tour

12 – 1 p.m. | 52 Power Street

Step back in time and walk in the footsteps of George Washington, Abigail Adams and others who lived in the founding days of our country at the end of the 18th century. Register in Workday Learning. Space is limited.

Saturday, February 22 – Books on the Square

9 a.m. – 9 p.m. | 471 Angell Street

Drop in for children's story hour at 11 a.m. Show your Brown ID and receive a 10% discount on your purchase.

Monday, February 24 – Flatbread Pizza

5 – 10 p.m. | 161 Cushing Street

Show your Brown ID and receive 20% off your dinner on Monday evenings. The discount does not apply to alcohol and cannot be combined with other discounts or promotions.

Tuesday, February 25 – Explore the Brown Landscape

12 – 1 p.m. | The Watson Institute for International and Public Affairs, 111 Thayer Street, Joukowsky Forum

Join Grounds Superintendent Patrick Vetere as he reveals how Brown University plans,

maintains, and stewards the incredible landscape on and around campus including the greens and hardscapes we use every day. Register in Workday Learning. Space is Limited.

Tuesday, February 25 – Giving and Receiving Feedback

9 – 11 a.m. | South Street Landing, 350 Eddy Street, Room 454

Using real world examples, this highly interactive workshop will provide participants with the tools needed to effectively give and receive feedback with clarity and confidence in a variety of situations. Register in Workday Learning.

Wednesday, February 26 – Brown University 40th Annual Juried Student Exhibition Opening Reception

6 – 8 p.m. | Perry and Marty Granoff Center for the Creative Arts, 154 Angell Street

Come see the innovative work of our creative students. This juried exhibition was open to all current Brown University students working in any medium. Free and open to the public.

Thursday, February 27 – Generating Momentum: For the Sedentary and Stuck

12 – 12:45 p.m. | 85 Waterman Street, Room 015

This class reviews the stages of change and helps participants identify barriers that keep them from changing. Learn ways to bring movement, motion, and play into your daily routine. Let's get unstuck and get moving! Register on the Brown Wellness website. Visit brown.edu/go/wellnessprograms

Thursday, February 27 – Tour the Cambridge Innovation Center!

12:30 – 1:30 p.m. | 225 Dyer Street

Discover the new Cambridge Innovation Center with a guided tour led by construction project manager Joanna Saltonstall. Register in Workday Learning. Space is limited.

Saturday, February 29 – Brown University Orchestra Winter Concert

8 – 10 p.m. | Sayles Hall, The College Green

Conductor Mark Seto leads the orchestra in a program that includes music by Ludwig van Beethoven, Florence Price, and Samuel Barber and will also feature violinist Jennifer Koh. Tickets: \$15 general, \$7 seniors, \$3 students.

Excellence Award for Citizenship and Environmental Stewardship



Diliania Inoa

SWEARER CENTER FOR PUBLIC SERVICE

Diliania Inoa is being recognized for her transformative work in engaging with local elementary schools, most extensively with the William D'Abate Elementary School in Olneyville, a K-5 school with approximately 400 children, where over 90% of families qualify for free or reduced lunch and nearly 40% receive bilingual education. Diliania mentors nearly 200 Brown undergraduates who serve at D'Abate each week, providing free after-school programming and in-class support through the Brown Elementary Afterschool Mentoring group (BEAM) and the Swearer Classroom Program, supported through a 21st Century Community Learning Center federal grant. BEAM, in particular, has been recognized for its impact on student attendance, absenteeism, and math and reading scores. Students typically score at or near the top of the district on standardized tests. These positive results are due in part to the program's interactive and engaging after-school curricula which includes quality programming in math, science, English, social studies, visual and performing arts, chess, student council, soccer, and more. Through BEAM, more than 200 D'Abate students receive an afterschool snack, recess, and homework help, as well as academic and social-emotional experiences. Diliania makes all of this possible by creating authentic relationships with the students and families at D'Abate. She attends Parent-Teacher Organization meetings, supports teacher professional development, and has previously served on the Providence School Board. She simultaneously builds deep mentoring relationships at Brown with her student volunteers, training them to build lesson plans, develop classroom management skills, and understand the context of public education in Providence. This is done with the support of the faculty and staff at D'Abate. Diliania has been a trusted advisor to generations of Brown students. Under her careful tutelage, Brown students gain a deep self-awareness and cultural humility, and D'Abate families have been given the opportunity to thrive. Diliania's dedication to exceptional programming at D'Abate, combined with her compassion, have resulted in a highly regarded and valued partnership for both the Swearer Center and Brown.



Erin Royal

OFFICE OF SUSTAINABILITY, FACILITIES MANAGEMENT

Erin Royal has made significant contributions to the University's commitment to building a sustainable, diverse, and inclusive campus. She has an unmatched passion for enhancing community engagement by developing and piloting new and innovative sustainability and waste-reduction programs. In all of her efforts, Erin seeks to involve the entire campus community, particularly with the Office of

Sustainability's student internship program which was comprised of mainly 80% white females and is now comprised 57% of students who identify as students of color, including 3 international students from China and Malaysia. In support of waste-reduction efforts, Erin designed and implemented the most robust donation program that Brown has ever undertaken. She identified and partnered with campus and local organizations, eliciting the support of over 35 student and staff volunteers. In its inaugural year, the program donated over 32,000 lbs. of items and incorporated Brown's first off-campus donation program for graduating students, successfully collecting over 3,500 lbs. of material in 4 hours! To improve campus waste-related infrastructure, Erin was key in developing both a formal e-waste collection program and a desk-side recycling program that have permanently altered how waste is collected at Brown. The e-waste collection program allows the campus community to easily recycle batteries, small ink cartridges, and other small, toxic e-waste in a series of strategically placed bins across campus. The Trash Buddy Program is a new desk-side waste sorting program that helps people sort their waste properly, reducing contamination in the recycling stream. The Trash Buddy Program has distributed educational materials and led trainings on proper waste sorting. It has since deployed over 4,000 bins across campus and has been adopted as a standard across campus. In all of these examples, Erin's commitment to citizenship and environmental stewardship is to be commended.

“Seize the opportunities that are offered [to you by working at Brown] and don't be afraid of reaching for more.”

Kathy Fonseca, Senior Event Catering Coordinator, Dining Services,

20 YEARS OF SERVICE



Tom Armstrong, Doug Baxendale, Francis Connell, James Cosby, Keith Damico, Tom Demanche, Jean-Pierre Fortin, Alfred Lienczewski, Paul Magan, Americo Maio, Chuck Manion, Dave Maynard, David Park, John Petarca (deceased), Bill Parrott

CENTRAL HEAT PLANT, FACILITIES MANAGEMENT

The Facilities Management Central Heat Plant is responsible for heating and cooling nearly the entire Brown campus. Working in shifts round the clock, the heat plant's stationary engineers, equipment mechanics, and technicians ensure that our libraries, offices, research labs, residence halls, and classrooms are comfortable regardless of the weather. In 2019, in addition to maintaining this rigorous schedule, the team undertook and completed phase two of the three-

phase Thermal Energy Efficiency Project, a large-scale heating system conversion project in line with the University's aggressive goals to cut greenhouse gas emissions by 75% by 2025 and achieve net-zero no later than 2040. When these sustainability goals were initially shared with the staff of the Central Heat Plant, the team was immediately on board. Over and above their regular duties, they willingly collaborated with engineers, consultants, and contractors throughout the Thermal Energy Efficiency Project's data collection, planning, design, and construction phases, often working long hours under tight timelines. As part of this project, the central heating plant was converted from a steam-powered high-temperature system to a high-temperature hot water system, and later will be converted to a medium-temperature hot water distribution system thereby eliminating all steam distribution. The importance of this heating system conversion is that it simultaneously eliminated the need for inefficient, fifty-year-old equipment while significantly reducing radiant heat loss, all of which will ultimately save the University over \$1 million annually in utility costs and, more importantly, reduce greenhouse gas emissions by 5,000 tons per year. None of this could have been achieved without the Central Heat Plant team's incredible dedication and commitment to sustainability efforts and tireless work.

Excellence Award for Diversity and Inclusion



Anne Kerkian

SHERIDAN CENTER FOR TEACHING AND LEARNING

Anne Kerkian's redesign of the Conversation Partners Program (CPP) has breathed new life into the program. The CPP now involves staff as key partners in the University's diversity and inclusion efforts, while helping international students more confidently navigate their educational experience, connecting Brown staff with international students and scholars for English conversation and cultural exchange. Students practice English and form ties with Brown staff members, and staff are able to engage with our rich and diverse international community and become active participants in building a more inclusive campus. The CPP was initially started as a program that connected students with native English speakers for regular language practice. However, it became apparent that simple language practice was not sufficient nor what was necessarily needed. Students could easily articulate very complex ideas and research results in English. What they struggled with were the colloquialisms of everyday interactions, such as ordering a coffee or making small talk at a conference. Because of this, Anne changed the program's focus to one of cultural exchange. She started to include Brown staff as mentors and has now grown the CPP by nearly 60%. In a survey about their experience, all student participants agreed that program participation made them feel more included on campus. The staff participants reported feeling that they were contributing to inclusion efforts on campus and that they were better equipped to be a resource for international students on campus. As the number of international

students at Brown continues to grow, programs such as this play a critical role in creating an inclusive and academically excellent learning environment.

Victoria Mealer-Flowers

ATHLETICS AND PHYSICAL EDUCATION

Victoria Mealer-Flowers has a warm and engaging approach to working with the athletic and recreational community at Brown. Over the last four years, Victoria has evolved into a staunch advocate and valuable resource for our student-athletes, coaches, administrators, and community, making herself available for questions or to simply lend a listening ear. Her efforts have also strengthened the University's partnership with the Vartan Gregorian Elementary school where Victoria organized an ambassador program that gives all thirty-eight competitive teams significant representation in the classrooms. This ambassador program has fostered a sense of responsibility and ownership for Brown's teams and its 900+ student-athletes who strive to give back to the community. In the same vein, Victoria has worked to implement an ambassador program within the Student-Athlete Advisory Committee, ensuring representation and a voice from all teams. Victoria has also continued to support and develop Brown's student-athlete affinity groups such as the Alliance for Multicultural Athletes (AMA) & Student-Athlete Gay Alliance (SAGA). Representatives from AMA and SAGA meet regularly with Victoria to voice concerns, discuss issues, and seek guidance on general topics surrounding their lives at Brown. Victoria helps these student-athletes to navigate the day-to-day stresses that arise, and she provides guidance on solving larger challenges. Her office is considered an inviting space for students to air concerns, brainstorm ideas, or just relax. Victoria's commitment to Brown's student-athletes helps them balance a rigorous training schedule with the demanding academic workload of an Ivy league institution. Brown University is fortunate to have an empathetic, caring, and compassionate individual to help our student-athletes find their voice and successfully navigate this complicated and nuanced space.



Excellence Award for Efficiency

Audrey Kydd, Linda McCormick, Ann Medeiros, Andrea Medeiros, Monique Robinette, Nicole York

CENTER FOR GERONTOLOGY

The administrative core at the Center for Gerontology & Healthcare Research supports 38 researchers and over 140 active grant accounts at that center as well as the Center for Long-Term Care Quality & Innovation, managing grants from pre- to post-award. In the past 10 years, they have seen an increase of 250% in funding and 150% in the number of researchers they support, which now amount to \$15M in annual funding. To accommodate this rapid growth, the team has put in place efficient processes that ensure that internal and external funding agency deadlines are continually met, and that researchers have the support they require, all while liaising with the School of Public Health and the University at large. However, as impressive as this is, it is not why they were selected for an Excellence Award this



EXCELLENCE AWARD
RECIPIENTS

year. Through 2018 and into 2019, this team oversaw the submission, acceptance, and execution of a \$53.4 million grant from the National Institute on Aging to build a national research incubator of pilot projects aimed at improving the quality of care for persons living with Alzheimer's disease and related dementias, as well as their caregivers, across all care settings. This grant is not only the largest in the University's history, but it also resulted from an incredibly complex submission process involving six working group cores and 37 subcontracts and consultants, requiring sustained, coordinated effort by this team. Securing this grant provides the Brown-led research team with an opportunity to inform the national research agenda for pragmatic research addressing dementia. The efforts of the Center for Gerontology will result in a transformational effect on research to improve care for the vulnerable population of people living with dementia.



Kathleen Gerlach

ROBERT J. AND NANCY D. CARNEY INSTITUTE FOR BRAIN SCIENCE

Kathy Gerlach managed the finances and administration of the Carney Institute for Brain Science through a period of dramatic change. After being awarded a \$100M gift in FY2019, the Carney Institute moved to the newly renovated 164 Angell Street in January 2019, and Kathy played a significant role in the success of both. She ensured that the non-traditional design and infrastructure of the new research space could efficiently handle the team's increasing demands, while continuing to provide individual researchers the support they need to be successful. Then, in a new role tracking and overseeing all Carney finances, including the gift funds, Kathy helped to implement a financial tracking and forecasting model and developed Workday tools and business processes to support this new model. With these tools, the Carney Institute is now able to accurately and effectively track spending, steward funding, and provide related faculty and department administrators with improved tools to monitor their own awards. The result is that the Carney Institute is able to manage its increasingly complex financial portfolio in an efficient manner and that their funding is professionally stewarded. Their track record of professionalism in managing philanthropic funds also aids in their efforts to attract new funding, fostering and growing a diverse and inclusive brain science community. Whether it's with financial management or department logistics, Kathy ensures that Carney has a strong underlying foundation to support and its many programs, including investing in new projects, graduate and undergraduate training, and infrastructure.



Brittany O'Meara

DIVISION OF PRE-COLLEGE AND SUMMER UNDERGRADUATE PROGRAMS

In Brittany O'Meara's short time at Brown, she has encountered immense change and challenge in two different divisions. However, she has managed these transitions with ease, quickly emerging as a leader who effectively leverages University resources and campus partnerships to maximize program success while working collaboratively with peers across the University. In Brittany's first role at Brown within the division of Campus Life, she was responsible for preparing for one of the nation's largest residential summer pre-college programs, navigating

significant staffing challenges that first year, all the while successfully moving toward solutions and emerging with innovative ideas for improvement. Soon thereafter, Brittany moved to the School of Professional Studies, now the Division of Pre-College and Summer Undergraduate Programs, where she immediately embarked on redesigning their entire summer residential program and also played a significant role in onboarding two new professional colleagues. In the absence of a director, Brittany did the work of almost four full-time staff for over six months. Despite the staffing shortage, that summer saw no significant residential staffing issues for the first time in three years, while student program evaluations showed significant improvement. Each summer cycle, Brittany oversees housing, student support, and student conduct processes for over 6,000 pre-college students and 3,000 sports campers. She has to maximize occupancy for each week of the summer, strategically contributing to significant revenue generation for the University. To manage the residential component of this large program, she is responsible for recruiting, onboarding, and supporting approximately 30 graduate student staff and 225 mostly college-aged seasonal staff, reading over 800 applications, and leading and organizing the review and final staff selection of a compensation budget totaling close to \$1M. In managing this workload, Brittany is steadfast in finding dynamic solutions to the complex problems she faces, whether it is restructuring staffing, building training programs, or creating and implementing new processes and policies within her division. Despite the scale of what she and her teammates manage on a regular basis, Brittany never shies away from it and instead seeks creative solutions to streamline, improve, and find efficiencies.

“Being here at Brown for such a long time, you make really good friends.”

*Arlene Bright, Accountant,
Controller's Office,
30 YEARS OF SERVICE*

Excellence Award for Innovation

Patricia Duff

FACILITIES MANAGEMENT

Patricia Duff, known to her colleagues as Trish, has been an indispensable resource in the development and maintenance of a custom-built dashboard for Planning, Design & Construction (PD&C) group projects called PIMS (Project Information Management System). PIMS allows PD&C full visibility and transparency into project history as well as the status of over 100 multi-stage, large-scale building projects, ultimately helping the team to deliver projects on time and on budget. Trish played a crucial role in the original system design and continues to manage ongoing enhancements, oversee system maintenance, and act as the lead trainer. Trish has been a key proponent in making the system into what it is today, continuing to create innovations and efficiencies. Her many recent accomplishments include: design and implementation of a benchmarking tool; standardization of monthly reports with automated delivery; creation of a robust estimating system; centralization of forms and reference materials, and; development of user checklists and construction contract tracking. Without Trish's expertise and extraordinary efforts, PD&C would have to look at expensive commercial alternatives which would need to be custom tailored to the specific



requirements of the PD&C department. She often makes her work look easy, humbly working behind the scenes. Her significant and continual contributions to the success of the PD&C team cannot be overstated.

Tanya Sullivan and Debra Walsh

HEALTH SERVICES

When given the opportunity and support to work to their full potential, nurses are educators, healthcare advocates, and innovators, and Dr. Tanya Sullivan and Debra Walsh, RN are two shining examples. At Brown Health Services, they have implemented an innovative clinical model that increases access to care for Brown students seeking screening and health education, enabling clinicians to expand their clinical services. Health Services is a busy on-campus clinic that coordinates over 36,000 visits annually and utilizes all 17 exam rooms at full capacity to meet students' healthcare needs. Due to this volume, sick and urgent visits are often overbooked, and students have had difficulty in scheduling same day appointments. In recent years, Health Services expanded primary care services to include psychopharmacology, gender care, HIV pre-exposure prophylaxis, and contraceptive procedures. To strive to meet the needs of students without hiring an additional full-time clinician, Tanya and Debra worked together to create a clinical model that utilizes existing nursing staff for wellness and preventative visits and allows clinicians to provide expanded services as well as same day sick visits. Tanya ensured that the initiative was in compliance with nursing regulations, and she developed the overarching policy and nurse training program. Debra coordinated staffing schedules, space, and technical equipment, and will train additional nurses as the program expands. Their first initiative, which launched in the fall of 2019, now provides full-service sexually transmitted infection screening and education to students which is consistent with guidelines for preventive care at a time where infection rates are on the rise locally, nationally, and worldwide. Prior to their program, this type of screening required a visit with a doctor, nurse practitioner or physician assistant. Shifting these appointments to trained specialty nurses already on staff has opened up appointments on clinician's schedules, and students get quicker access to the care they need. Not only did Tanya and Debra address an urgent health and wellness need at Brown, their program is projected to save the University an estimated \$100,000-\$160,000 annually in staffing. In the future, Tanya and Debra's model will also be modified to tackle additional health education and screening needs such as contraceptive management and travel medicine.



Excellence Award for Leadership

Jamie Jabeck

THEATRE ARTS AND PERFORMANCE STUDIES

In the short time that Jamie Jabeck has been at Brown, she has made a significant impact both in her department and with her colleagues and partners across campus. She has taken on projects of all shapes and sizes aimed at increasing

efficiency, cost-savings, and community building and willingly engaged in new initiatives when asked. Alongside CIS and other campus colleagues, Jamie recently played a part in the rollout of AudienceView ticketing on campus which will affect the entire campus community and thousands of external customers attending events at Brown. Jamie and the team were involved in the project from the request for proposals stage through to vendor selection and helped to match the system's underlying structure with Brown's needs. Through this project, Jamie worked to mobilize the affected departments so that their unique nuances were addressed in the finished product. Her efforts helped to keep the project on track, even at times when things seemed to lag. AudienceView launched in December 2019, and Jamie will continue to be involved in the software rollout through training and full implementation. While working on AudienceView, Jamie collaborated with campus colleagues in the Academic Managers Group to organize a half-day professional development session where department managers could share best practices and tips to others in similar roles. She also participated in a pilot group to create a new budgeting request process used to set realistic predictions in hiring and spending activities for the next three years. In all, "Jamie Jabeck is the leader I strive to be," says colleague Jen Vieira, Department Manager in Music. "The value of having Jamie as a trusted, knowledgeable colleague is immeasurable."

Timothy Shiner

STUDENT SUPPORT SERVICES

Since joining Student Support Services as their director, Tim Shiner has "single-handedly turned [the] office around," says Cynthia Ellis, Associate Dean of Student Support Services. According to Mary Greineder, Associate Dean and Assistant Director of Student Support Services, Tim has transformed the staff into "a well-functioning, organized and clearly defined office and team." Christine Rugg, Administrative Coordinator for Student Support, describes Tim as "incredibly energetic, compassionate and entirely devoted to our students and our department." Tim's leadership accomplishments have had broad and significant impact on Student Support Services, affecting not only his team but all of the constituencies they support. Tim was instrumental in overhauling the University's Medical Leave of Absence and Clearance processes, transforming them from something once mistrusted into a clear and transparent process. In retooling the Administrator-on-Call policies and procedures, Tim took a somewhat outmoded system and turned it into one where students, family members, and staff alike feel fully supported. Also thanks to Tim, the Student Support Deans now have a more clearly defined role, one that is sought out by an ever-increasing number of staff, faculty, students, and parents. Lastly, in the summer of 2018, Tim took it upon himself to create and host the first ever Ivy Plus Student Support Services Conference, starting a new tradition that our peer institutions have now wholeheartedly embraced. Georgetown hosted in 2019, and plans are underway for 2020. All of this is now clearly outlined in a handbook Tim wrote called, "Get to Know Student Support Services."



“It is hard to put into words the impact of his accomplishments here as they are many and far reaching,” adds Ellis. In short, “Our office runs smoothly, everyone understands their role, the morale is strong, and the respect for Tim is enormous,” summarizes Greineder.

Excellence Award for Rising Star

Kate Felder

DEPARTMENT OF PUBLIC SAFETY

In her short time in the Department of Public Safety (DPS), Kate Felder has become a vital asset to the department, streamlining data management and analysis, strengthening connections with the community, and creating redundancy and accountability within existing systems. Within a few months of her arrival, Kate had already identified areas outside of her job description where her skills could have a significant and immediate impact. She also achieved certification as a RAD (Rape Aggression Defense) instructor and has become part of the instructional team for Brown students and staff. In her first year, Kate helped to create a data management and analysis role for the department, including a training program to learn how to extract complex data from the department's computer-aided dispatch and records system; a plan to generate reports and produce maps, and, most importantly; a plan to use data in helping the department make more informed decisions. Kate's work in this area allows DPS to map crimes on campus and keep the campus community informed about crime prevention efforts. To further strengthen connections with the campus community, Kate took charge of the DPS community newsletter and social media outreach, creating fun, new formats and content with broader appeal to both students and staff. Newsletter subscribers increased from 400 to 3,200, and Facebook followers jumped from 700 to 2,300. Her efforts have significantly raised awareness about DPS activities and staff. Lastly, this past summer, Kate helped to form a committee in DPS to review all incident reports on a weekly basis and ensures that all crimes are classified correctly, report narratives are accurate, that Clery-reportable crimes are identified and logged, and that any required follow-through has been initiated. Kate chairs this committee, and DPS can now be confident that all incident reports from that week are 100% accurate. Kate is a shining example of how staff can take the initiative to shape their careers at Brown. She inspires people around her, including department leadership, and is a pleasure to work with. She truly is a rising star!



Excellence Award for Service



Karen Baptist, Kimberly Buxton, Margot Saurette, Mary Heather Smith

OFFICE OF INSTITUTIONAL RESEARCH

During 2018-2019, the staff in the Office of Institutional Research (OIR) played a critical role in the success of two major campus-wide surveys: the Campus Climate survey, administered to all students, faculty, and staff, and the Association of American Universities (AAU) Survey on Sexual Assault and Misconduct, administered to students at Brown and 27 other institutions. The data gathered from these surveys, which touch virtually every constituency on campus, are an integral part of efforts to ensure that Brown is a supportive and inclusive community. Results from the surveys will continue to inform policies and programming in the future as more assessment is completed. It is impossible to overstate the contributions that members of the OIR team made to the success of both of these surveys in the administration, analysis, and the distribution of results. OIR collaborated with multiple campus departments in developing and testing the Campus Climate survey instrument and methodology, helping to coordinate the timing, communications, and data collection, while working through multiple iterations in a tight timeframe. Then, when the administration of the Campus Climate survey began to wind down, work on the AAU survey ramped up, with OIR serving as the technical partner for that survey as well. Despite a challenging workload, the OIR team worked tirelessly and to a high standard of excellence. They collaborated effectively as a team, alternating with taking the lead on different tasks at different times as needed, supporting each other to balance the workload and successfully complete tasks on time. While the data analysis is ongoing, the results of these surveys have already provided important insights and have enabled the University to identify areas of strength as well as where improvement is needed. The contributions of the OIR team were absolutely crucial to the success of both projects.

“Working in [Brown] Facilities has provided me with wage equality. Working to keep everything running has provided me with friends, colleagues, a great sense of purpose and the belief [that] I do make a difference.”

*Catherine Murphy, Electrician,
Facilities Management,
25 YEARS OF SERVICE*



**Kerri Anderson, Amy Cardone, Mary Darby, Victoria DaRosa,
Carlotta Duarte, Jorge Munoz, William Murphy**

SERVICE RESPONSE TEAM, FACILITIES MANAGEMENT

The Service Response team is at the front line of communications for Facilities Management. Working 7 days a week, 3 shifts a day, they give directions, answer countless questions, and take the time and care to put at ease the minds of concerned faculty, staff, students, and parents alike. In so doing, Service Response typically processes over 65,000 work orders per year and responds to an additional 60,000 alarms, coordinating with the appropriate Facilities Management teams to address pressing, and often urgent, building, grounds, and maintenance issues. On top of their regular duties this past year, the whole team stepped up to support the impending launch of the University's new online service request and work order management system. Service Response team members participated in hours of testing and planning and also provided invaluable insights into the setup of the new system by sharing their years of institutional and departmental knowledge. In recent months, Service Response has also integrated a newly updated phone system into their workflow, helped to implement a streamlined key inventory process, and revamped weekly work order reporting. As if all of this weren't enough, Service Response has been operating without the leadership of their long-time team manager since May of 2019, still managing to coordinate year-end residence hall inspections, support a University-wide Commencement and Reunion weekend, and welcome new students both this past summer and fall. We hope you will agree that Service Response truly is one of the many unsung heroes of the University and, as such, very deserving of an Excellence Award in Service this year.



Joie Steele

STUDENT ACTIVITIES

For what may be a first in the history of the Excellence Awards, Joie Steele was nominated not by one individual, not by a group of individuals, but rather by the entire leadership team of each of the two main student governing bodies on campus: the Undergraduate Council of Students (UCS) and the Undergraduate Finance Board (UFB). According to them, it's not just her weekly check-ins with them or answering their endless questions or even her staying late to help facilitate meetings between students and administration. Rather, it is that she continues to go above and beyond to mentor them and advocate for a strong student voice

on campus. In her work with UCS, Joie has helped the board to improve team dynamics and communications and to create a set of goals which fostered a more open and collaborative environment and dramatically altered the culture of the group for the better. This is no easy feat with a leadership team of over 20 undergraduates, but it has made them more capable of advocating on behalf of the thousands of undergrads they represent at Brown. Joie has recently worked closely with UFB to help them understand the nuances of the unique financial issues they face and to ensure that they thoroughly consider every important angle in decision-making. They feel she truly listens to them and gives them guidance, but also appreciate that she stresses her role as a mentor and facilitator, encouraging them to determine for themselves what is best for the student body. Where possible, Joie intervenes on behalf of students and connects UFB and UCS with other University administrators in support of policy-making efforts. She helps guide them through the tough decisions they encounter in their leadership roles and is always a staunch ally.

Excellence Award Selection Committee

Special thanks to this year's Excellence Award Selection Committee who read over 125 nominations for more than 250 staff members representing 55 departments across the University. We could not have done this without their incredible insight, expertise, and hard work!

Tiffany Amaral

Center for Alcohol and Addiction Studies

Jeanne Carhart

Athletics and Physical Education

Sheila Coleman

Dining Services

James Downing

Provost's Office

Joel Hernandez

Facilities Management

Tracie Mederos

Pre-College and Summer Undergraduate Programs

Jonathan Nogueira

Student Financial Services

Michelle O'Brien

BioMed Human Resources

Tatum Ponte

Computing and Information Services

Mikele St-Germain

Facilities Management

Michelle Venditelli

University Library

Sarah Walker

Provost's Office

“I have this little philosophy that the longer you work at Brown, the longer it takes to walk across the Green, because you meet more and more people you know and want to talk with.”

*Susan McNeil,
Department Manager,
Modern Culture & Media,
30 YEARS OF SERVICE*

“If I were to talk to somebody who is new to Brown, I would say to them, ‘Realize how lucky you are.’”

*Dean Hudek, Laboratory
Physicist, Physics,*
30 YEARS OF SERVICE



40 Years of Service

Peter DiCamillo
Linda Leal
Maria Martins
Debra Souza



35 Years of Service

Chandra Alassah
Joan Boyles
James Chapin
Sharon Dillon
Mary-Ellen Flinn
Ronald Flynn
John Geleney

Jeffrey Hiris
Richard Marshall
John Murphy
Ebenezer Sowah
John Spadaro
Steven Vallot

“More than anything else, a sense of community stands out in my mind as the one thing that has had the greatest impact on me during my 30 years at Brown. Yes, Brown has given me much, much more than that, but the feeling of belonging to a community I love, with its people and values I hold dear, has made me feel I belong somewhere special.”

Sandra Patrick,
Research Associate,
Department of Neuroscience
30 YEARS OF SERVICE

30 Years of Service

Antonio Batista
Lisa Betcher
Arlene Bright
Kathleen Brobisky
Karen Burks
Cheryl Carberry
Manuel Dacruz
Lori Dalesio
Mona Delgado
John Demaria
Kathleen Dorion
Cynthia Dumin
Lynn Dupont
Mark Edmonds
Deneen Eugenio
Maria Faria
Fernando Ferreira
Sam Fulcomer
Norman Gonsalves
Bonny Gonzalez

Dianne Haritos
Carina Hermann
Robert Horton
Dean Hudek
Stuart Le Gassick
Gail Lee
Richard Marshall
Susan McNeil
Panetha Ott
Saundra Patrick
Mitchell Paulin
Anne Ponte
Dawn Reed
Anabela Ruprecht
Jane Tancrell
Tina Trahan
Richard Wilkinson
Michele Wise
Linnea Wolfe
Robert Zeleznik





25 Years of Service

Barbara Bennett
Rosanna Cabral
Peggy Chang
Paul Cooke
Stacey Ferreira
Jack Francisco
Tammy Glass
Larry Larrivee

Joseph Mancino
Catherine Murphy
Albert Pereira
Allen Pires
Karen Quinn
Maria Snead
Patrick Vetere

20 Years of Service

Denise Bayles
Maurice Bostic
Richard Cabral
Cindy Calabro
Carrie Cardoso
Diane Cazzarro
Jason Clapprood
John Cooke
Brian Daigneault
Eugenia De Gouveia
Pamela De Simone
Cynthia Ellis
Kathleen Fonseca
Maria Gomes
Dionne Gomez
Aaron Gregoire
Craig Grein
Michael Guglielmo
Liza Hebert
Benjamin Herman
Rabbit Hoffinger
Bart Hollingsworth
Dilania Inoa
Ana Janeiro
David Johnson

Kofua Kulah
Melissa Masquelette
Robert Medeiros
Peter Mello
Tiziana Milano
Russell Muron
William Parrott
Marisa Quinn
Maria Ramos
David Ray
Maria Rose
Henry Rose
Joanna Saltonstall
Julie Schmidt
Tun-Li Shen
Kelley Smith
Timothy Souza
Daniel Stupar
Gary Tait
Julie Taylor
Orlando Toro
Raymond Trinqué
Joseph Volante
Douglas Wilkie





15 Years of Service

Vincent Abbaticola
 Frank Alfano
 Nisabella Almeida
 Jose Andrade
 David Andrade
 Joseph Balasco
 Christopher Beattie
 Kendall Brostuen
 Vincent Carvalho
 Yolanda Castillo-Appollonio
 Nancy Ciminelli
 Lauren Clarke
 Patricia Davey
 Ana De Los Santos
 William DeBlois
 Allison DeLong
 Julia Depina
 Laura Dionne
 Heather Dominey
 Lisa Donham
 Dina Egge
 Robert Farizer
 Timothy Flanagan
 Alcinda Fontes

Jere Freeman
 Orisa Gamboa
 Kelly Garrett
 Kathryn Gearon
 Kathleen Gerlach
 Stephanie Gesualdi
 Patrick Giordano
 Manuel Gomes
 Jonathan Grzebien
 Sherry Gubata
 Kenneth Howard
 Natalia Ignatyeva
 Susan Jamiel
 Janice Jensen
 Laura Joshi
 John Kiernan
 Suncha Lee
 Michelle Leiber
 Helga Marques
 Courtney McCracken
 Joshua McCurdy
 Keely McDonald
 Bernadette McHugh
 Ronald McKay

Brendan McNally
 Peter Murphy
 Rosario Navarro
 Maria Noro
 Bernard O'Connor
 Bethany O'Hara
 Natalia Onufrieva
 Phirum Peang
 Becky Pellegrino
 Sidalia Piriquito
 Orlando Ramos
 Victoria Riccitelli
 Paul Rochford
 Michelle Rogers
 Erica Saladino
 Daniel Sequeira
 Bruce Shakan
 Emanuel Simas
 Kristie Sullivan
 Sharon Tetreault
 Katherine Vorenberg
 Linda Welsh

SERVICE AWARD
RECIPIENTS



“There was someone along the way who took a chance on me and it redirected my whole career at Brown. I’m so grateful for it.”

Carrie Gridelli, Human Resources Specialist, Biomed,
10 YEARS OF SERVICE

10 Years of Service

David Allsworth
Guiseppa Andreoli
Jacob Bliss
Deborah Brown
Phillip Burke
Thomas Canning
Ronald Cesario
Thomas Connolly
Jonathan Corey
Patricia Defazio
Jody Duhaime
Juliet Duyster
Daisy Ferreira
Carolyn Gridelli
Kerri Hayes
Ruby Ho
Elizabeth Jackvony
Matthew Killam
Patrick Laughlin

Jenna Legault
Karey Majka
Debra McEleney
Maria Mento
Tracy Miller
Sally Mitchell
Peter Newcomb
Julia Noguchi
Robert Noyes
Besenia Rodriguez
Michael Schmidt
Robert Sheldon
Justin Souliere
Mikele St-Germain
Erika Tavares
Roxanne Vrees
Tanya Waldburger
Paul Waltz
Brendan Whittet

5 Years of Service

Corey Allen
Justine Allen
Tiffany Amaral
Nicholas Amesbury
Eric Anderson
Baquilda Andrade
Sarah Aneyci
Julien Angel
Tracey-Jo Antaya
Araksia Avdalyan
Hillary Bacon
Peter Baron
William Battersby
Sarah Behn
Meredith Berman
Jessica Berry
Edward Bogda
Tiffany Borjeson
Abbey Botelho
Laura Bridge
Jennifer Brodeur
Cailie Burns
Joseph Campbell
Elsa Casado Gonzalez
Jennifer Casasanto
Cyrus Cephas
Jennifer Cohen
Andrew Creamer
Pat Cull
Ann Cunningham
Nichole Curley
Jennifer Daly
Daniel D'Amico
Stacy Davenport
David DePina
Barbara Dickinson
Mark Dirksen
David DiTusa
Nicholas Dow
Stewart Doyle
Susan Ennes
Peter Fay
Frederick Ferri
Michael Flint

James Foley
Michele Franco
Lamar Freckleton
Diagneris Garcia
Toolika Ghose
Gregory Godino
Alex Gonsalves
Lynisia Gonzalez
Kathleen Grant
Raymond Grant
Dillon Greene
Younes Haimoura
Roland Hall
Carlyn Hansen-Decelles
Alexander Haynes
Cathryn Henderson
Ariel Hoadley
Christine Huntley
Kevin Isherwood
Danielle Izzi
Colin Johnson
Michael Jurewicz
Theodore Kalaitzidis
Aixa Kidd
Kathleen Kirk
Shaira Kochubaeva
Kimberley Koper
Kate Kovenock
Casey Krawic
Patricia Krol
Nirva LaFortune
Joshua Lamont
Erin Lane-Aaronian
Brian Lavall
Helen Leffers
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“Today@brown [is] a wonderful way to... connect with the fabric of the university culture and form your own community or relationship to Brown's mission. [It's] also a good way to stay on top of changes to policy, operating procedures, or other administration that may affect your daily life.”

*Jenna Legault, Project Manager,
Annenberg Institute,*

10 YEARS OF SERVICE

“Thirty years has gone by really fast, and my favorite thing about my career here has been all the people.”

Mona Delgado, Department Manager, Italian Studies,

30 YEARS OF SERVICE

James May
Jennifer McKay
Jennifer McLean
Erin Meyers
Crystal Miller
Elisabeta Minca
Geoffrey Moran
Megan Murphy
William Nardi
Michelle Nevor
Kyle Nicholson
Emily Nolan
Jeanette Norris
Jessica Ogarek
JinWook Park
Emily Parker
Marc Peters
Tim Phanthavong
Michael Pimentel
Darcy Pinkerton
Jesse Polhemus
Jamall Pollock
Collin Polucha
Jessica Porter
Shankar Prasad
Derek Ramsey
Michelle Rea
Katrina Refsnyder
Rebecca Rex
Alexander Ripa
Cassandra Rodrigues

Michael Santoemmo
Katherine Scanga Anderson
Sarah Schultz
Hout Seng
Kathryn Sever
Katie Silberman
Kimberly Silva
Cheny Som
Joel Sowah
Eric Spencer
Jeanne Spinosa
Ramon Stern
Seth Stulen
Polly Talbott
Milindkumar Tandel
Rebecca Taub
Rosenny Taveras
Jessica Teitelbaum
Kathy Toro-Ibanez
Cassandra Valdez Delapaix
Katherine Vitug
Melissa Walsh
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