

Kudos 2018-2019

Eugene P. Gussenhoven, Director of Utilities and Engineering, Facilities

20 June 2019

Eugene and his team worked tirelessly to restore the bathrooms and water to the Education building and others. We appreciate the water and sewer systems working and not having to trek across campus to use these resources. Thank you to everyone for their valiant efforts in completing this huge task! Greatly appreciated! Twila Brown, Assistant to the Dean, College of Education

Jennifer Baillargeon-Hauk, Academic Support Specialist, English Department

10 June 2019

I work with Jennifer as part of her scheduling duties for the English Department. She is always very knowledgeable, confident, and good-natured. She serves as a liaison between English faculty and the rest of the university, which can be challenging since it requires juggling many different needs and priorities. And no matter how much is going on, she approaches every situation with a positive attitude and a desire to do the right thing. She is great to work with! Amy Kingston, Scheduling Coordinator, Registrar's Office.

Travis Gray, Fin & HR Systems Coordinator, Business Systems

16 May 2019

Travis is so responsive and helpful whenever there is a question, issue or request from the Budget Office. He takes care of the issue, often within minutes, making our jobs easier and enabling us to be more efficient. He is friendly, knowledgeable, and so appreciated. Thanks, Travis! Cheyenne Smith-Sarkkinen, Operating Budget Officer, Budget Office

Jennifer Burdin, Administrative Assistant, UI Boise

01 May 2019

On a daily basis, Jenny goes out of her way to provide outstanding customer service to everyone she comes in contact with. She is active in the U of I Boise's Climate & Culture Committee by providing support for and participating in events. Jenny has been very interested in professional development and provided leadership by coordinating all of the PD opportunities possible to U of I Boise. I have worked with the office of Professional Development & Learning to appoint Jenny to the Statewide Learning Partners Group. The bottom line is Jenny is always looking for ways to be of service. In addition to all of the above, I receive unsolicited kudos from U of I groups and non-U of I groups with whom Jenny interacts. Jenny is a truly valued U of I Boise employee! Stephanie Fox, Manager, Facilities and Operations, UI Boise

Shawna Bertlin, Academic Advising Specialist, Advising Services

16 April 2019

I contacted Shawna about an advising snafu that occurred in Coeur d'Alene after the sudden exit of a local advising specialist. Distance from our center did not prevent Shawna, a CLASS advising specialist in Moscow, from jumping into action to quickly resolve the issue at hand and initiating efforts within CLASS to prevent future problems. Shawna escalated the situation and championed resolutions, ensuring Coeur d'Alene staff and CLASS will be able to provide the customer service our students deserve. Thank you, Shawna, for your support! Kary Wells, Events & Communications Specialist, Coeur d'Alene Center

Daryl Power, Infrastructure Technician, Facilities

11 April 2019

I have needed a heater in my office hooked up for over 4 years; and I have also needed my fax machine to work for over one year. Last Friday I told Daryl, in passing, that I had put in requests for both of these quite some time ago, and he said he would make sure it would be taken care of. He felt I had waited long enough. He went back to his office and completed a bid for the work; and collaborated with Thad to do the electric work (heater) so when they pulled wires, it could all be done at the same time. They had my heater and fax machine up and running the next week (in two days). I was so amazed that they got this work done so fast, and so well. They even went above and beyond to make sure all receptacles worked in my office; and took the time to coil all of the computer, lamp, adding machine, etc cords and stowed them out of the way. All of the cords can be a visual nightmare for any office, but Daryl and Thad did a great job making my office look very professional. They are an amazing team. Cheryl Gardner, Business Manager, Admin Ops/Events & Support Services

Thad Gilkey, Electrical Lead Worker, Facilities

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Elmer Johnson, Water Systems Manager, Facilities

10 April 2019

Recently, inquires ask, why did we (U of I) perform so well in this recent storm, April 9,

2019? I would like to send "KUDOS" out to the UES Water Systems Team, specifically Elmer Johnson, Phil Livelsberger and Matt Ligman for their leadership and attention to detail, resilience and persistence employed maintaining stormwater structures across campus. While never perfect, their proactive efforts significantly reduced impacts of received stormwater to the broader campus. If you see these gentlemen across campus please say "thank you." They are unsung heroes. Clearing materials from the storm water structures is an annual effort, and while we recognize there are issues with the total stormwater collection system, the water systems team can make a difference by keeping the existing paths clear of litter, trash, debris, silt and maintenance of the integrity of the structures. Their efforts help significantly reduce stormwater damage and hence impending insurance claims to the campus aiding to reduce the cost of higher education. Eugene P. Gussenhoven, Director of Utilities and Engineering Services, Facilities

Phil Livelsberger, Water Systems Operator, Facilities

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Matthew Ligman, Stormwater/Water Systems Tech, Facilities

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education. Eugene P. Gussenhoven, Director of Utilities and Engineering Services, Facilities

Linda Keeney, Accounts Payable and Travel

05 April 2019

Accounts Payable and Travel is in the midst of moving our Travel processes to a new vendor - Chrome River. They just had their first session yesterday. I can see from that session that this was a substantial process and they have been working hard to get this ready. I wanted to show an appreciation of the handouts, with screenshots, and the website they have. Lots of great info and this will help as we transition to the new program. Nice work! Amy Kingston, Scheduling Coordinator, Registrar's Office.

Ramon Tafoya, Web Coordinator, UCM

04 April 2019

Ramon is always quick to respond to emails and help out. For example, I asked him for a picture that I needed one day, and he got it within 15 minutes! Or another time, he got the picture I requested and even went so far as to fix the lighting on it for me. He also is very knowledgeable about the website, and was able to create a feature on one of our pages that I haven't seen before, and one of my colleagues mentioned how impressed she was to see that as well. Mikyla Wood, Management Assistant, COGS

Janelle Thomas, Enrollment Specialist, Registrar's Office

04 April 2019

As someone at the front desk of the Registrar's Office, Janelle never knows who will walk through the door or what they will need. She treats everyone with equal respect and she has a bright, positive attitude that is truly contagious. She is a joy to work with and I appreciate the knowledge and helpfulness she brings to her position. Amy Kingston, Scheduling Coordinator, Registrar's Office

Steve Curry, Interiors Supervisor, Facilities

20 March 2019

This letter of thanks has been long overdue! The faculty and dance students of the Uofl Dance Program are extremely grateful for your support and contributions to the evolution of our dance lab spaces. Upon entering these spaces each day, we are overwhelmed by how these improvements have supported advancements in our teaching, learning and research endeavors. As we tour new and prospective students through our spaces we enjoy comments and looks of excitement. Our students value these spaces and regularly refer to these studio laboratories as their home. Thank you for impacting the work we do and the spaces where our community continues to grow and flourish. Melanie J. Meenan, Dance Faculty & Co-Program Coordinator

Derek Zimmerman, Interiors Technician, Facilities

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Justin Ross, Interiors Technician, Facilities

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Glen Cole, Interiors Technician

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Bradly Schenck, Machine Shop Supervisor

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Ryan Gray, Welder Fabricator

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Jordan McCutchen, Welder Fabricator, Facilities

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Bruce Pancheri, Plumbing Supervisor, Facilities

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Nate Spain, Plumber, Facilities

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Mark Brooker, Electrical Supervisor, Facilities

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Aaron Rice, Electrician, Facilities

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Eric Wilkerson, Generalist Technician Lead, Facilities

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Mark Stanton, Generalist Technician, Facilities

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Josh Manni, Generalist Technician, Facilities

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Elaina McIntosh-Perry, Building Trades Project Manager, Facilities

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UI Building Services Crew – IRIC

20 Mar 2019

The Building Services crew who take care of IRIC has gone above and beyond to keep the IRIC looking great. Which can be a challenge with all the glass! Specifically after the Invent Idaho Competition 3/1 & 3/2. IRIC saw a massive influx of visitors those days, including a large number of K-12 students. Russell McClanahan - IRIC Facility Manager, Office of Research Assurances

Suzanne Aaron, Sponsored Programs Administrator, Office of Sponsored Programs

14 Mar 2019

Suzanne helped me submit a grant to the Department of Justice. She was integral to the success of this process. I have never submitted a grant like this and thanks to Suzanne's knowledge, skills, and patience, it was submitted on time. I am so grateful for her attention to detail and for her patience with me! Bekah MillerMacPhee - OVV Project Director, Women's Center

Marc LaPointe & Rachael Guenthner, Academic Coaches, Academic Support Programs

12 Mar 2019

A huge kudos to Marc and Rachael for their outstanding customer service and friendliness! We recently presented to students in their INTR 101 courses, and they frequently checked in leading up to the presentation with details about the class and to see if we needed anything, offered to walk us up to the class, and all around were just fantastic to work with. Their level of customer service was outstanding. Eric Anderson - Associate Director, Career Development

Jesse Schauer, Endpoint Management Analyst 2, ITS

04 Mar 2019

We have several students that needed access to a piece of software off campus. We made the request from Idaho Falls and Jesse got saddled with finding and building the solution. He stuck with the project and we verified today that it is working. This was very important to a growing group of students and we greatly appreciate his determination. Thank you. David B Anderson - ITS Resource Manager - Idaho Falls

Sharon Jemes, Programmer Analyst, Registrar's Office

22 Feb 2019

We have been implementing a new scheduling software on campus the past six months and there have been some bumps in the road. Sharon has been instrumental in smoothing out the transition process. She is excellent at "translating" between the computer languages of the developers and the everyday language of the scheduling team. She has been a liaison between scheduling and ITS and she's always willing to sit in on calls with the vendor to share her expertise. She does all this without complaint, despite being incredibly busy with other projects. She rocks! Amy Kingston - Scheduling Coordinator, Registrar's Office

Kelly Boles-Johnson, Technical Records Specialist 2, Student Accounts

15 Feb 2019

I have had the pleasure of working with Kelly for over four years now. She is always so willing to help me with any request that I have for my department, including last minute requests for cash boxes and help filling out GRTs appropriately. It is awesome to have someone so dependable, helpful and positive in an office that makes such an impact on our Music events. THANK YOU KELLY!! Cari Espenschade - Administrative Coordinator, Lionel Hampton School of Music

Rose Graham, Printing Reprographic Supervisor, Creative Services

15 Feb 2019

Rose contributed her expertise to Thank-A-Thon, a signature university event. She is an excellent example of what it means to be a true team player and support colleagues from other units to support big picture Vandal goals. Rose, thanks for being so great!

Erin Rishling -Associate Director Donor Relations & Stewardship, Advancement Services

Sharon Jemes, Programmer Analyst, Registrar's Office

08 Feb 2019

Sharon is always very helpful and responsive when I have any questions or issues regarding degree audit. She even took the time to come down to my office and explain new features a couple of times to my coworker Lana and I, which I'm really appreciative of. She also is always willing to look into ideas for us and find ways to make our jobs easier. Mikyla Wood -Management Assistant - College of Graduate Studies

Jeff Robbins, Technology Solutions Partner - Region 7, ITS

29 Jan 2019

We are having a bit of an issue with students being able to run the video systems in Moscow during a class originating in Idaho Falls. I have sent a few emails where I got little response and one that told me we should have the students make an appointment between their 8 a.m. to 5 p.m. schedule to learn how to use the video system. I had worked with Jeff before and sent him an email asking if he could help. He called right back asking what was needed. He said he would be in the room to help the students understand the use of the equipment. Did I mention, the class time starts at 6 p.m. Pacific time. Thank you Jeff Robbins for helping the students. This is greatly appreciated. David B Anderson - ITS Resource Manager - Idaho Falls

Matthew Klug, Technology Solutions Partner - Region 6, ITS

18 Jan 2019

Our fairly new Office of Research and Faculty Development has relied on Matt to set up new work stations and problem solve as we expand our services across campus. We're very grateful for his knowledge, efficiency and prompt service, always delivered professionally and politely. My colleagues shared these comments about Matt: "Matt displays a staggering level of expertise, responsiveness, and customer service, and it's amazing to behold. I'm a new employee at the University of Idaho, and Matt has solved more computer and IT issues for me in thirteen days than my previous university's IT group solved in thirteen years!" "Matt is always willing to come fix our problems, big or small. Fast, efficient, and very knowledgeable!" "Matt goes above and beyond during a service call, and, importantly, he will come back following a service call to check that all is functioning as intended. Top-notch!" "Matt is knowledgeable, friendly, patient and always willing to help answer questions, troubleshoot software/hardware issues, and suggest fixes. No request or question is too small or mundane, and he always has a

smile to share." Thanks, Matt! From the RFD team in Morrill Hall. Nancy Holmes - Proposal Development Specialist, Office of Research and Economic Development

Jeremiah Miller, Team Cleaning Specialist, Facilities

17 Jan 2019

Jeremiah is such a gift to the library! He loves his work, is industrious, conscientious and helps to keep the Library in excellent shape. He always greets me with a big "Hello," positively interacts with the students, and maintains the kind of attitude that brings a smile to so many. Most importantly, he is in an asset that makes my job so much easier. I would not be able to do what do without the help of cleaning employees. Since Jeremiah has come on board I have noticed such improvement of the areas in and around our labs on the 1st, 2nd and 4th floors. His enthusiasm, maintaining a enthusiastic work ethic and attention to detail is not only refreshing, but I constantly see him going above and beyond. I have told him in person how much I appreciate his being a member of the library team where so many perspective students and parents can see the spectacular facility we have since the upgrade. It is a heavy use, front-facing facility and more challenging than all of my 18 other labs. Jeremiah does his best to embody the UI's Legacy of Excellence! Lisa A. Cochran - Depot Support and Student Computing Labs Technician

Brian Kelly, Web Coordinator, University Communications and Marketing

16 Jan 2019

Over the past 6 months, Brian has patiently, diligently, and efficiently worked with the Office of Research and Faculty Development (RFD) to create our web presence within the UI community. As a new office here on campus, with many new brand new programs, processes, and responsibilities, there has been MUCH work to be done, and many tasks were added Brian's already lengthy to-do list.

Jessica Fleener, Student Recreation Center Team Cleaning Lead, Campus Recreation

02 Jan 2019

Between Christmas and New Year's holidays, Jessica covered the entire building for custodial needs, shoveled the entrances, dispensed ice-melt & worked with the student staff to provide the best experience possible for our patrons. We normally have 2 male custodians AND Jessica to keep the building clean and operating fully. During the holidays, we were down a staff due to retirement as well as another custodian due to sickness. Jessica went well above and beyond in what is normally expected of her. She is a fantastic team player and her dedication to the SRC is outstanding. Brian Mahone - Associate Director, Campus Recreation

Kathy Duke, Assistant to the Dean of the Graduate School, COGS

05 December 2018

When submitting the final paperwork for my Master's thesis, I was already enrolled in a

Ph.D. program across the country and relied very heavily on my department and the graduate school to help me get everything turned in and where it needed to go. Kathy was so organized, positive, and supportive during this time and kept in constant contact with me making sure everything I needed to submit was taken care of, and she personally made sure that my documents made it to her and the copy center for processing. It is not required that she worry about students in my situation and offer as much help as she did and I never could have gotten everything turned in had it not been for her persistence and patience. Kathy, I hope you know how much you are appreciated. Dana McCurdy, Graduate Student AVS

Lana Unger, Graduate Student Services Manager, COGS

05 December 2018

Throughout the final portion of completing my Master's thesis, Lana was right there every step of the way. She made sure I had the proper forms filled out on time and that all my paperwork was taken care of between myself and all faculty members I was in contact with. She checked in frequently and offered exceptional advice when I had some uncommon struggles. I will always appreciate the extra care she gave me especially because she didn't have to do as much as she did to help me. Lana, I appreciate you so much. Dana McCurdy, Graduate Student AVS

Amanda Ferstead, Mental Health Program Coordinator, Vandal Health Education

06 November 2018

Amanda is enthusiastic and energetic about her work with students at the university. In addition to her regular job responsibilities, Amanda consistently volunteers to support the Green Dot program by facilitating overviews and full bystander intervention trainings. Over and over again, Amanda has stepped up to provide this training to students, staff, and faculty. When she engages with campus members, she is friendly, attentive, and thoughtful. She is an asset to our community. Bekah MillerMacphee, OVW project director, Womens Center

Michael Beery, Enterprise Development Team

25 October 2018

Creg did an outstanding job at diffusing a very tense situation with regard to important functionality that we weren't made aware would be missing with the Banner 9 go-live. He worked tirelessly and quickly to resolve the issues we were experiencing in a very professional manner. An extra shout-out to Michael Beery for his help in the process as well. Heather Nelson, Associate Director, OSP

Creg Empey, Enterprise Development Team

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CALS Financial Team, College of Agricultural and Life Sciences

25 October 2018

Cody and Robyn and the whole rest of the CALS financial team have been stalwart in working with OSP to provide reams of information to a particular sponsor of various research projects funded to UI. The workload was overwhelming at times and the minutiae requested was astonishingly detailed. We appreciate their working with the OSP team to get the job done! Heather Nelson, Associate Director, OSP

Justin Ross, Journeyman Painter, Facilities

12 October 2018

Justin has been doing a lot of painting for us in Morrill Hall over the last few months and has done an excellent job. He is always professional and has a great attitude and is extremely helpful. Thank you Justin! Lisa Snyder, Assistant to the Vice President, Research

Mary George, Director, Infrastructure Business Office

28 September 2018

"There seems to be a lot of angst on campus regarding the Chart V conversion. Our group, ESS, has been very fortunate in the Chart V conversion. We have a finance director, Mary George, who had been working pro-actively on this project long before it was due, so we were all engaged and prepared for the conversion. Truly, it was a seamless process for our unit, and me specifically, as I am the person who does all the EPAF's and all other financial transactions for our unit. Mary had sent me a spreadsheet, well in advance, with the Chart V indexes and comments attached for each new index. Our unit has 62 new Chart V indexes, and it has been very easy for me to transition from the Chart 9 budgets to the Chart V indexes. That is all because Mary George did such an awesome job in training us, and giving us the tools we needed to make the transition. The transition has been very seamless for me, as a finance person, because of Mary's diligence and training methods. She deserves a big kudos for all she has done for us. Cheryl Gardner, Business Manager, University Support Services

Kathy Haworth, Team Cleaning Specialist, Facilities

28 September 2018

Kathy is always attentive to any need. She has helped with light fixtures and given me information about how to get things fixed or done. She was gone for a bit, and it showed. Now that she is back, my carpet is clean as well as anything else that she is responsible for. Thank you Kathy for your work! Cynthia Piez, Senior Instructor Mathematics

Rachel Otto, Career Advising Liaison

28 September 2018

A huge kudos to Jen Smith and Rachel Otto for creating the Vandal Career Fair Guide, a new resource from Career Services that is going to help students be even more successful at our career fairs. It is a tremendous resource, both in publication, and online, and our students in one day already have had such an overwhelmingly positive reaction to it, they love it. Eric Anderson, Associate Director-Career Development, Career Services

Jen Smith, Career Advising Liaison

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Art and Design Professor's Coeur d'Alene Sculpture Encourages Marriage Equality Conversation

26 Sep 2018

Congratulations to Art and Design Associate Professor Casey Doyle whose sculpture of two giant diamond rings is standing tall in Coeur d'Alene's Riverstone Park in an effort to spark marriage equality dialogue. Set alongside the North Idaho Centennial Trail, Doyle's sculpture measures 16 feet tall and 30 feet wide. On June 25, 2016 — one year after the Supreme Court ruled same-sex marriage constitutional — Doyle gathered with friends, family, community members and now-husband to activate the artwork at the site. Doyle's sculpture was chosen in 2017 by the City of Coeur d'Alene's Arts Commission for the Arts Current Program, whose vision is "to build an exceptional collection of public art that defines the community" and improves the cultural environment of the city. This month, the city renewed Doyle's contract to maintain installation of his sculpture for a second consecutive year. Doyle's sculpture came out of a 2015 seed grant entitled "EQUALITY (on the Palouse)," awarded to him by the university. U of I's Seed Grant program is sponsored by the Office of Research and Economic Development to promote research, outreach and creative activities in all branches of learning that will result, among other things, in exhibitions similar to Doyle's.

Molly Patterson, Coordinator, Events & Support Services

13 September 2018

Molly is consistently a team player and is willing to do whatever is necessary to ensure that our department and the departments we work with are successful. Over the past 2 weeks, she has been filling multiple job responsibilities as we have been short an employee and another left on maternity leave. She has repeatedly solved challenges that have come up and has maintained a pleasant and friendly attitude. We are incredibly grateful for her in our department! Jeremy Barron, Associate Director, Events & Supports Services

Debbie Caudle, Idaho Falls Center

06 September 2018

This great team did a huge amount of the last minute prep, setup and delivery for the graduate student orientation last week. This allowed me to take the time off that I needed to recover from the flu (and not share the bug with the whole group!) They are always willing to pitch in and do what's needed but they went above and beyond this time. Thanks! Alice Allen, Idaho Falls Center

Lidiia Ostrom, Idaho Falls Center

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Effie Hernandez, Idaho Falls Center

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Misty Evans, Idaho Falls Center

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Carol Baldwin, Idaho Falls Center

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Daryl Power, Infrastructure Technician, Facilities

30 August 2018

Daryl went out of his way to help me find cost effective solutions to a technology

problem I was having. He found an excellent solution that fit into my budget, and managed to get the project done swiftly. He even completed it outside of my in office hours so as not to disturb my work day!

Travis Gray, Financial & HR Systems Coordinator, Business Systems, Business Systems ITS

29 August 2018

Whenever I have a system problem, whether it is in Travis' preview or not he is always very helpful. I recently contacted him regarding a Banner issue, which turned out to be in IT's domain. Instead of referring me on, he was the one that coordinated the work to solve my problem. Abigal Dallas, Financial Technician Student loans

Michael Beery, Enterprise ITS Developer, ITS

29 August 2018

At the start of the term, when everything is so crazy, we were experiencing a problem with the generation of loan forms from Banner. Michael was quick to respond by email and phone. He found a work around until the problem could be fixed, which he remedied quickly. The student body never knows of the staff behind the scenes like Michael that make their experience run smoothly. Abigal Dallas, Financial Technician Student loans

Jackie Bowles, Technical Records Specialist , Student Accounts/Cashiers

24 August 2018

A big shout out to the Student Accounts/Cashiers office, specifically Jackie Bowles this week and always. A very tough week for this team. They have gone above and beyond to make sure things are running smoothly, lines are as short as possible and that the students and faculty/staff are taken care of. Greatly appreciated team. Thank you for your patience, kindness and professionalism. Go Vandals! Twila Brown, Assistant to the Dean, College of Education

Chris Menter, Enrollment Services Coordinator, Registrar's Office

24 August 2018

A big shout out to the Registrar's office especially Chris Menter this week. They have gone above and beyond to make sure things are running smoothly and that the students and faculty/staff are taken care of. Greatly appreciated! Thank you for your patience, kindness and professionalism. Go Vandals! Twila Brown, Assistant to the Dean, College of Education

Heather Nelson, OSP

23 August 2018

Over the last few months, as we all know, there have been several changes to the accounting system. Heather no matter how busy she is, she is willing to help answer a question about the new system, or even listen to us complain. Today, I called about a

different reason, and she was there to help and actually be a voice of reason. She did not have to help, but did because she knows how passionate I am about making sure the grants I manage are managed properly. For that I am grateful we have Heather, to be the person who is willing to step in and say, hey can we please change and try it this way. For a person with her caliber to help a person much lower on the food chain, needs to be recognized. Thank you Heather!! Arvilla Daffin, Assistant to the director

Sharon Jemes Senior, Programmer Analyst, Registrar's Office

21 August 2018

The Registrar's Office experienced a loss of online transcript processing, an essential service of our office. Sharon has worked tirelessly to determine not only the cause of the problem but a resolution to restore our services to fully functional. While we are not there yet, she continues to take steps every day to make sure transcripts continue to be processed normally. Without her help and determination we would have serious impacts on our workload during one of the busiest times of the year. Chris Menter, Enrollment Coordinator Registrar's office

Debra Eisinger, Executive Assistant to the VP

01 August 2018

Events and Support Services is the largest student employer on campus, and as such, we complete a lot of EPAF's. I was recognized yesterday at the EPAF's Users Meeting for submitting the second most EPAF's for FY19 reappointments.. I have submitted 449, to date.. However, Debra Eisinger, the person who approves all of my EPAF's, was not recognized, and without her and the diligence she applies to her daily duties, I would not be able to complete these EPAF's in a timely manner, so I am sending this kudos to her to tell her how much I appreciate everything she does for me, on a daily basis; and for her to be acknowledged for all of the EPAF's we completed, together. Cheryl Gardner, Business Manager, University Support Services