

2009 Service Excellence Awards Nominees and Winners

Winning Individuals, Process Improvements and Team

Individual

- Darlene Hebert
- Frances Montgomery

Process Improvement

- Admissions Lean Team
- Faculty of Graduate Studies and Research's Business Process Review Team

Team

- CCS Web Project Team

NOMINEES

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Team Page 2

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Individual Nominees

Alana Barnes	Guy LaMadeleine
Allen Scott	Hana Jabi
Anant Nagpur	Jeremy Brzozowski
Caitlin MacGregor	Julie Bebbington
Cathy Gaffney	June Callender
Dan Brown	Lin Moody
Darlene Hebert	Lynn Murphy
Doug Huckvale	Margaret Haines
Etelle Bourassa	Mary Moore
Fran Craig	Mike Labreque
Frances Montgomery	Natasha Joukovskaia
Gerry Rondot	Paddy Mark
Greg Schmidt	Sandra Kirkpatrick
Guy Lacroix	Sandra Nelson
	Warren Thorngate

Team Nominees

Admissions Services and Undergraduate Recruitment Office

Andrew Breedyk	Kathy Cates
Andy Raeburn	Kristopher Waddell
Anshul Singh	Marcia AdamsAston
Ashley Heath	Marianne Ferguson
Ashley Reid	Marilla Bender
Barbara Baynham	Mike Schofield
Brenda Pledge	Paula Allen
Bruce McLennan	Paula Goodyear
Chantal Kennedy	Petr Srna
Christen Mamen	Robert Finlayson
Doug Huckvale	Saira Fitzgerald
Erin McLaughlin	Sarah Ramisch
Jackie Carberry	Shannon Sullivan
Janet Perras	Shaundel Agim
Janice OFarrell	Stefanie McLean
Jean Mullan	Stenley Philippe
Jen Sugar	Trevor Lewis
Judy Ryan	Valentina Mintchev
Karen Martin	Victoria Kalbfleisch
	Wanda Stubinski

Business Office

Clair Switzer	Kelli Thompson
James Matchett	Ryan Farrell
Jenna Roett	

CCS Robertson Hall Data Centre Renovation Team

Artur Oldak	Colin McFadyen
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CCS Service Desk Team

Andrew Yuill	Lloyd Barry
Bruce Clemmer	Mark J Brown
Corey Rattray	Scott Brown
Dan Benoit	Steve Skerlak
Deah LeBlanc	Wade Vienneau
Joe Winker	

CCS Web Project Team

Andrew Riddles	Natalie Graham
Ben Schmidt	Rebecca Boucher
Bi Shi	Sherry Crummy
Charlotte Bradley	Stacy Malloch
Dan Brown	Susan Nesrallah
Konval Matin	Taylor Smith
Mary Kathryn Roberts	

CDCE Employment Relations Unit

Allyson Buchanan Watson	Robin McLaughlin
Lorraine Anderson	

Convocation Ceremony Team

Bernie Esau	Mike Milne
Beth Gorham	Paul Heuthorst
Cayce Lubrun	Peter Noel
Dave Elliott	Phillip Shivkumar
George Semaan	Robert Lacroix
Janusz Bialy	Robert McNab
Jeff Cohen	Tim Cathcartblack
Jesse Plunkett	Wayne Whynacht
Lisa Runge	

Co-operative Education Team

Amanda Dobbie	Laila Lee
Cam Collins	Laura Paliani
Cheryl Cohen	Lynette Johnson
Darren Mundt	Pam Ramsay
Jennifer Redman	Petula Ryan
Julie Bebbington	Pia Chin
Karen Kedrosky	Trish Larson
Kathleen Hickey	Woodie Morley
Katie LeBlanc	Yvonne Collins
Kerry Eamer	

CUTV Team

Charles Singh	JoAnne McFarlan
Derek Saikali	John Frederick
Elizabeth Kingsbury	Kevin Burton
Frank Heney	Leanne DiCintio
James MacDonald	Maria Brocklehurst
Janusz Bialy	Matthew DiGiuseppe
Jeff Cohen	Nestor Querido
Jill Salley	Renea Free

Examinations and Scheduling Team

Jamie Carmichael	Phay Mui
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Examinations Benchmarking Implementation Working Group and Instructor Supervised Exams Working Group and Examinations Staff

Alan Steele	Marlyn James
Anne Richards	Naomi Cappuccino
Anne Young	Nick Rowe
Annemarie Lepine	Paddy Mark
Bruce Hamm	Pam Norris
Dan Begin	Rachael Wilding
Donald Russell	Shibu Pal
Huifang Ning	Smaranda Lungu
Jeff Cohen	Somei Tam
Judith Srna	Susan Whitney
Kathleen Nicholson	Zeba Crook
Maressa Rowland	

Geography and Environmental Studies Front-Line Team

Judy Eddy

Natalie Pressburger

Graphic Services

Allen Scott

Karen Johnson

Andrea Chastenay

Leo Gravelle

Andrew Slojewski

Louise Liberty

Bernie Lafrance

Melanie Gravelle

Brian Gamauf

Robert Allard

Catherine Dumont

Robert Tippins

Daniel Berthelet

Ronald Gagnon

Floyd Anderson

Scott Quennell

Jason Anderson

Terry Goodwin

Joel Garlough

Health Services – H1N1 Vaccination Team

Alana Kelly

Laurie Pelow

Diana Bond

Maureen Murdock

Frances McEvoy

Pat Eisenberg

Jane Hutchingame

Patricia Harman

Janis Vaillancourt

Patty Allen

Josee Ellis

Virginia Belding

Healthy Workplace Committee

BJ Miskelly

Maria McClintock

Bruce Marshall

Marija Gojmerac

Christa Pigeon

Maureen Murdock

Ed Kane

Steve Belanger

Greg Hedgecoe

Thomas Garvey

Irvin Hill

Valerie Pereboom

Laura Newton Miller

Instructional Innovation (Technical Support) Team

Dragana PolovinaVukovic

Patrick Lyons

Matthew DiGiuseppe

Ryan Kuhne

Registrar's Office

Amy Fraser

Lisa Ralph

Anne Young

Mary Au

Dina Elatawi

Monika StJean

Elizabeth Carrier

Patty Patrick

Jerrett Clark

Rebecca Hoskins

Student Awards Team - Department of University Advancement

Denise Mayer

Elizabeth DiSabato

Student Services Team

Brenda Pledge

Louise DeCristoforo

Deborah Casselman

Mary Au

Elizabeth Carrier

Melissa Staddon

Emma Kane

Paula Allen

Erika Strathearn

Susan Egan

Process Improvement Nominees

Admissions Lean Team

Barbara Baynham
Bruce McLennan
Chantal Kennedy
Jackie Carberry
Judy Ryan

Marianne Ferguson
Mike Schofield
Saira Fitzgerald
Wanda Stubinski

Electronic Offers Project Team

Brian Gillam
Dan Begin
Gerry Rondot
Jackie Carberry

Joseph Nelson
Petr Srna
Smaranda Lungu

Faculty of Graduate Studies and Research's Business Process Review Team

Ann Bold
Carol Corkran
Christina Noja
Courtenay Beauregard
Darlene Hebert
Glendy Wong
Jen-Lauren Comeau
Jessica McEvoy

Judy Bowman
Lee Hull
Marge Brooks
Maureen Varette
Natalie Pressburger
Pam Griffin-Hody
Pamela Poulson
Sheila Thayer

Petitions and Appeals Process for Undergraduate Students Team

Erika Strathearn
Julia Piatigorskaia
Pat Kenny

Rebecca Hoskins
Susan McConnell

Registrar's Office – E-grades

Anne-Marie Lepine
Brian Gillam
Dan Begin
Dina Elatawi
Janis Taylor
Jeff Wieser

Julia Piatigorskaia
Lisa Chow
Lisa Tsotroudīs
Lyly Vuu
Monika St.Jean
Pat Kenny

University Services Digital Signage System (USDSS)

David Townsend
Ed Kane
Graham Beard
James Lauzon

Kathleen Kelly
Kristin Weatherall
Sean Baker
Tim Munro