

PRESIDENT'S AWARDS FOR OUTSTANDING SERVICE IN 2015

LIFETIME ACHIEVEMENT AWARD NOMINEES

- 1. Marvin Gunderman**
Manager, Technical Services
Biology

Marvin Gunderman is the manager of technical services for the Department of Biology, but he is also a volunteer, the coordinator for the Ontario Universities Program in Field Biology and, most famously, an entomologist. As an entomology instructor and expert, and as curator of the 10,000-specimen Life Sciences Building Insect Collection, Marvin skillfully represents McMaster in media interviews, public seminars and lectures, and with organizations from Girl Scouts and Boy Scouts to McMaster's Venture Camp. He is listed in the worldwide *Insect Taxonomist Database* and on the international *Entomological Expertise List*.

In Marvin's regular duties, he oversaw the renovations of the Applied Learning Lab for Undergraduate Research Excellence (ALLURE) and the Undergraduate Cell Biology Lab. He also successfully solved a chronic problem with the lack of a reliable supply of deionized water for use in research labs.

Marvin is one of McMaster's active staff volunteers. He is his department's TMG representative to the Health and Safety Committee and the Space and Equipment Committee while also serving on the Joint Health and Safety Committee for the Faculty of Science. Over the years, Marvin has contributed to numerous University committees including the Job Evaluation (Rating) Committee, Joint Job Evaluation Steering Committee, Working at McMaster, the McMaster Annual Fund's Community Campaign, and the Changing Tomorrow Today Campaign Committee. He is a regular volunteer for events including Campus Open House and for departmental information sessions. Presently, he sits on two University wide committees: the TMG Total Compensation Redesign Sub-Committee and the Benefits Working Group.

***Denotes 2015 Award Recipient**

2. Doug Keller
Laboratory Manager
Chemical Engineering

Doug Keller joined McMaster's Department of Chemistry as a research assistant in 1976. In the years since, he assumed progressively more senior roles before becoming laboratory manager for the McMaster Institute for Polymer Production Technology (MIPPT) and the McMaster Centre for Pulp and Paper Research (MCPFR). In 2002, he added the Department of Chemical Engineering to his portfolio. He is responsible for the laboratories' space, resources, equipment and staffing and has also been responsible for planning and implementing key lab renovations. Doug has been recognized with a 2002 President's Award for Outstanding Service and the 2009 Veronika Czerneda Award from the Faculty of Engineering.

Doug has made significant contributions to the success of some of McMaster's highest-profile researchers including Bob Pelton who credits much of his research success to Doug's strong proposal preparation and management of complex budgets. Doug is also a key leader and mentor for both staff and students; all four members of Doug's staff team have received the President's Award for Outstanding Service under Doug's supervision and nearly 90 undergraduate students co-signed a letter of support for Doug's nomination this year.

Doug is an active volunteer across the McMaster campus by playing a key role annually in May@Mac and serving on the Joint Health and Safety Committee for the Faculty of Engineering. He was also a member of the search committee for the current dean of the Faculty and has served two terms on the Presidential Biosafety Committee.

3. Debbie Marinoff Shupe
Manager, Recreation Services
Athletics and Recreation

Debbie Marinoff Shupe has been an important member of the Athletics and Recreation team since 1987 when she started as aquatics coordinator and assistant varsity swim coach. In 1993, she became the manager of recreation services, a role that has seen Debbie make important contributions to Athletics and Recreation and to McMaster. She was the driving force behind the significant expansion of recreation program options, the development of summer camps and community programs, the enhancement of intramural and outdoor recreation programs and the growing variety of club sports. Highlights from this programmatic evolution include Sport Fitness School becoming the area's most popular summer camp and the addition of the McMaster Alpine Tower to the outdoor program.

Debbie has also played an important part in the development of new facilities beginning with the leadership role she had in the study, design, planning and creation of The Pulse fitness facility. She also assumed key leadership responsibilities in the planning and construction of the David Braley Athletic Centre (DBAC) and Ron Joyce Stadium.

With a strong focus on team building and outstanding service, Debbie has served on the Volunteer Resources-Alumni Development Committee, the Core Competencies for Managers Committee, the Central Joint Health & Safety Committee, the Campus Health/Wellness Amalgamation Planning Committee, the TMG Job Evaluation and Total Compensation Sub-Committees and the National Intramural-Recreational Sports Association (NIRSA) Canadian Leadership Team. Debbie has also been a valuable resource and active participant when McMaster has hosted university championship tournaments in sports like volleyball, basketball and soccer.

4. Susan Marsh-Rollo
Research Assistant
Psychology, Neuroscience and Behaviour

Susan Marsh-Rollo has been part of the McMaster staff cohort since 1999, spending the last two years as a research assistant with the McMaster Institute for Music and the Mind where she has a vast range of responsibilities.

A contributing author on 20 research papers, Susan has also supported her colleagues through exceptional efforts including putting herself on-call for 48 hours when a graduate student's hotel caught fire during a fieldwork posting or when she rescued a shipment of live tropical fish from a snowstorm. In 2013, Susan organized and led a two-month expedition to a remote site in Zambia. During the expedition, Susan helped coordinate a donation to a local school where a plaque recognizing McMaster's contribution still stands. She also strengthened relationships with multiple Zambian agencies and researchers. That experience reflected Susan's success on an earlier expedition when she travelled to Corsica at the request of the coordinating professor from Yale University.

Susan is extremely committed to her McMaster community as a member of the board of the McMaster Association for Part-time Students and of the Senate Committee on Student Affairs. She twice served on selection committees for the department chair and has made a significant volunteer commitment to the Hamilton chapter of the Canadian Association for Girls In Science.

Susan received the McMaster Graduate Students Association Award for Contributions by Non-Academic Staff in 2011 and was nominated for a Healthy Workplace Ambassador Award in 2010.

5. Barbara Nowacki
Clinical Research Nurse
Medicine

As a registered nurse working in both clinical and research settings, Barb Nowacki has been contributing to McMaster in different units since 1990. She is known for her skill as both a patient advocate and as a mentor to nursing students and residents in her areas of expertise including cardiology and thrombosis. Since 2002, Barb has provided exceptional clinical care and assistance with multinational research trials. In the clinical setting, she consistently makes herself available to patients to provide advice and support after hours. In the research setting, she has achieved remarkable participant retention rates because of her strong relationship-building skills and the effort she devotes to ensuring that all patients thoroughly understand their studies.

Just over a decade ago, Barb began to focus on tobacco treatment. She trained at the prestigious Mayo Clinic, CAMH (Centre for Addiction and Mental Health) and the University of Toronto, becoming a certified tobacco treatment specialist. Barb assisted in opening a specialized smoking cessation clinic that has since achieved an admirable success rate with its patients. She also devoted herself to helping Hamilton Health Sciences facilities go smoke free through the Breathe Easy initiative. Barb worked tirelessly and often on her own time to ensure that Breathe Easy strategies were implemented properly and that they were having the desired results. She became a frequent and thoughtful advocate for the program within the workplace and with local media. In 2011, her efforts garnered her a National Nursing Award from *Hospital News*.

6. Debbie Passa
Advancement Services Supervisor
University Advancement

Debbie Passa is the longest serving member of the University Advancement team, having started at McMaster in 1976 as a records clerk in the office then known as Development and Alumni. Now a supervisor in Advancement Services, Debbie has been a consistent source of expertise and professionalism as she and her colleagues have gone from managing a database of 30,921 to 177,686 alumni. She started her career in the era of paper address cards, was part of the first transition to computer records and has been involved in six database conversions since.

When the University created the Records group in 1987, Debbie was a charter team member, becoming the data entry supervisor in 1990 and the records supervisor in 2012 in what had by then been renamed the Advancement Services unit. In this role, Debbie guides the biographical updates of alumni and donor records as well as the processing of the more than 15,000 charitable gift transactions McMaster receives annually.

Debbie always goes beyond expectations, working extremely hard to ensure that alumni information is double checked and she manages donations by putting the needs and wishes of the donors above expediency. She handles sensitive situations, such as contacting relatives of deceased alumni, personally, bringing exceptional kindness and compassion to every interaction. Debbie has also designed and implemented processes that allow the Advancement Services team to keep up with peak giving periods. Part of that strategy involves recruiting and training student staff who often maintain their friendships with Debbie long after they graduate.

7. Barb Pegg
Academic Advisor, Student Experience
DeGroote School of Business

Barb Pegg began her career with McMaster in the Senate Secretariat in 1975 and moved to what was then called the Faculty of Business two years later. She remains there today as the academic advisor, student experience, always going above and beyond for the students of the DeGroote School of Business. As an academic advisor, she completed her own undergraduate degree while working full-time so that she could better relate to her students. She has personally assisted numerous students in crisis and has taken it upon herself to ensure that all DeGroote students who are eligible to graduate satisfy their degree requirements. Then, more often than not, she is backstage at Convocation offering her personal congratulations to Mac's newest alumni.

Barb has made important contributions to the School as a member of the Building Committee that guided the construction of the new DeGroote School of Business Building in the 1990s. She has served as an advisor/consultant on the School's Undergraduate Recruitment, Admissions, and Student Affairs Committee as well as with the SOLAR Working Group. An engaged member of the McMaster Academic Advising Association, she was a strong advocate for installing panic buttons for all advisors.

In 2013, Barb helped establish the Gary Waterfield Award for outstanding staff in the DeGroote School of Business. She also initiated the Angel Project to enhance the work culture in her office and has been a keen fundraiser for the annual United Way campaign. In 2014, Barb displayed her leadership qualities when she served as acting manager of her department.

8. Teresa Vallera
Division and Program Manager, Emergency Medicine
Medicine

Teresa Vallera joined McMaster's Division of Emergency Medicine in 1989. Twenty-seven years later, she has the dual responsibilities of division and program manager and has developed an invaluable network of relationships with partner institutions including local hospitals and other universities as well as organizations like the Canadian Association of Emergency Physicians. Teresa has also shown an enthusiasm for acquiring new skills that benefit her work. She has taken – at her own initiative – courses in web design, Photoshop, financial management and information technology. As a result, she has created greater efficiency and effectiveness for the division by, for example, managing the website in-house, creating a division Monaris account for processing conference fees and digitizing three decades of files.

Teresa plays an irreplaceable role in running effective postgraduate medical residency programs and the associated rotations that involve coordinating multiple moving parts across multiple organizations. She even volunteers to assist with the annual physician training registration to ensure the process runs perfectly.

As a founding member of the team that developed BEEM (Best Evidence in Emergency Medicine), Teresa helped create an innovative method for evaluating and disseminating current literature in emergency medicine. She also organized the content of BEEM courses at the Swedish Society of Emergency Medicine annual meeting in 2015.

Also in 2015, Teresa received an exceptional compliment when she was invited to be the only program administrator to serve on the Royal College of Physicians and Surgeons of Canada accreditation working group.

PRESIDENT'S AWARDS FOR OUTSTANDING SERVICE IN 2015

INDIVIDUAL AWARD NOMINEES

- 1. Marie Bailey***
Administrative Assistant
Pathology and Molecular Medicine

For more than three decades, Marie Bailey has been a key part of the success of the Department of Pathology and Molecular Medicine, providing administrative support to department chairs and program directors before becoming the office coordinator and administrative assistant for the McMaster Immunology Research Centre (MIRC). Marie frequently displays her professionalism and capacity for hard work, perhaps most notably when her contributions were critical to supporting the department through a significant change process.

Marie's commitment to service extends far beyond the requirements of her job and her colleagues frequently rely on her to provide exceptional support, as she did, for example, in assisting an international student who required, but had not sought healthcare because of his lack of familiarity with the Canadian system. Marie's intervention and ongoing support ensured that the student received the care he needed. Marie has also proven herself repeatedly to be a strong event organizer who helps the department's graduate students plan the annual Perey Lecture. Her event-planning abilities were also in full evidence in her role as a lead on the Translational Research Cancer Centers Consortium 2015 meeting held in Pennsylvania.

Marie has been a long-time leader in establishing a collegial work culture in her department by introducing health and wellness activities such as tai chi and yoga and volunteering with the McMaster Children's Party. As a result of these kinds of contributions, a number of students actually call Marie "mom."

*Denotes 2015 Award Recipient

2. Gerald Bierling
Instructional Assistant
Sociology

As an instructional assistant in the Department of Sociology, Gerald Bierling's primary role is to support large introductory-level courses by organizing and coordinating course materials and resources, while also serving as a sessional instructor. He has a tremendous positive influence on the department's teaching assistants as their trainer and he puts tremendous effort and emphasis on making Level I courses not just vehicles for learning, but opportunities to welcome new students, build a strong academic culture, and assure the department's students that they have the strong support of instructors, TAs and staff.

Gerald's contributions to instructional development extend well beyond his home department. He was quick to respond to the Forward with Integrity call for leaders of Communities of Practice (COP) a couple of years ago, and helped form a COP for instructional assistants. He has developed highly effective systems to support teaching assistants in collecting, grading and returning assignments, along with distributing marks and even checking for plagiarism.

Gerald's signature contribution to McMaster, however, is likely to be his role as a champion of active learning. He has been co-leading a working group of instructors interested in developing active learning classrooms for Social Sciences and Humanities. In 2013, he received a Forward with Integrity grant to establish a repository of resource materials related to active learning and he has used that opportunity to collect and make accessible information from other institutions, sample assignments and other relevant materials for instructors. Gerald's work has been vital in popularizing high-quality active learning in two faculties.

3. Dan Bosnyak*
Technical Director (LIVELab)
Psychology, Neuroscience & Behaviour

Dan Bosnyak has been a long-time research associate and instructor with the Department of Psychology, Neuroscience and Behaviour (PNB). With his strong background in signal processing related to brain imaging and in acoustic construction, Dan is a natural fit as technical director of LIVELab, a position he has held for the last two years.

Dan's expertise has been a critical component in making LIVELab a one-of-a-kind research facility and performance hall. The lab, which has received international attention and acclaim, incorporates a significant amount of Dan's design work along with the contributions of the team of technicians and researchers working with Dan. A key player in establishing the sold-out *10 db Concert Series*, Dan also created a number of memorable technical innovations for the lab including the "wand of power" that controls acoustics through conductor-like motions.

A frequent mentor to undergraduate and graduate student researchers and a co-author on 20 scholarly publications, Dan is a frequent volunteer for LIVELab's outreach activities including speaking at a McMaster Alumni Association event and participating in Hamilton Health Crawl where he encouraged female high school students to become interested in sound technology as a career. Dan's presentations demonstrate the active acoustic system he has done so much to build, maintain and enhance. One of his signature contributions to the LIVELab legacy is likely to be the newly commissioned piece he is working on with Abigail Richardson, composer-in-residence of the Hamilton Philharmonic Orchestra. The piece will involve real-time acoustic manipulations and the use of physiological measures.

*Denotes 2015 Award Recipient

4. Arlene Fajutrao Dosen
Manager, Strategic Recruitment and Enrolment
Faculty of Engineering

Arlene Dosen's diverse McMaster career included time with Career Services, Graduate Studies and University Advancement before she arrived in the Faculty of Engineering as an academic advisor. She is now the Faculty's manager of strategic recruitment and enrolment as she oversees recruiting activities for both graduate and undergraduate students. An exceptional storyteller, Arlene has built on her personal presentations and interactions to develop high-impact tools – most notably a series of broadly viewed videos – that tell the story of the Faculty and the University.

Arlene has developed a well-trained group of approximately 150 student ambassadors who participate in a range of recruiting and outreach activities and have become the hallmark of Arlene's recruitment strategies. Arlene developed recruitment programs that include the Dean's Excellence Scholarship interview day in which about 100 outstanding grade 12 students spend a Saturday with professors and staff from the Faculty. She has also devised and delivered a variety of special initiatives designed to attract larger numbers of young women to McMaster Engineering. Graduate student recruitment has been another of Arlene's focus areas and she is responsible for some of the first Faculty-wide graduate-student recruitment activities.

A partner who works extremely well with her fellow Mac recruiters from across campus, Arlene's enthusiasm has helped build a network of supporters who are actively engaged in recruiting for the Faculty of Engineering. That network includes the Faculty's Outreach and Community Engagement Team, professors, staff, students and Engineering alumni.

5. Jennifer Jury*
Research Lab Technician
Medicine

Throughout her 37-year McMaster career, Jennifer Jury has contributed to the success of numerous faculty as a research assistant and is now the senior research assistant and laboratory manager in the Farncombe Institute, a groundbreaking digestive health research enterprise that includes the only Axenic-Gnotobiotic Unit at a Canadian university. Jennifer's exceptional work is a key element of the unit's impact as she not only provides day-to-day excellence in her duties, but also innovates new processes in this state-of-the-art animal technology facility. In fact, Jennifer is the only research assistant in Canada performing some of the techniques she has developed. She has also contributed to 74 scholarly publications.

Jennifer's contributions to the institute are far more than technical, however. She is an active member of the institute's Social Committee and participates in and often leads staff fundraising efforts on behalf of organizations like Crohn's and Colitis Canada (CCC). In 2015, she was captain of the McMaster team that raised \$10,000 for CCC. She organizes team gatherings and team-building events such as a Zumbathon and International Food Day, as well as departmental volunteer outings to support organizations like Living Rock Hamilton.

Jennifer is a frequent mentor to biology and immunology students who need to perform mucosal permeability studies as part of their research projects and she is well known for building students' skills and confidence and for helping them develop the kinds of ambition and track records that lead them into more senior academic roles such as post-doctoral fellowships.

***Denotes 2015 Award Recipient**

6. Diane Lawson*
Program Coordinator, Respiriology and Administrative Assistant
Medicine

At McMaster, Diane Lawson is probably best known as the program assistant for the Adult Respiriology Residency Program and the administrative assistant to the director of clinical programs for Respiriology. Diane, however, is also well known in international respiriology circles for her work in connecting McMaster to partners including the Canadian Thoracic Society, the American Thoracic Society and the European Respiratory Society.

Diane is an accomplished organizer noted for her ability to schedule and run the complex regional rounds of the respiriology group, as well as for her leadership in initiating the transmission of the group's weekly rounds to other centres across the province via OTN. She also provided a time- and cost-saving solution to preparing notes and correspondence based on dictation provided by residents.

A great problem solver, Diane recently made significant contributions to the remediation plan for a trainee who was not meeting educational milestones. Diane worked with the Educational Advisory Committee to address sensitive issues with speed and confidentiality and ultimately helped the trainee achieve a new level of success. Diane was also a leader in revising the Respiriology Resident Training Program by undertaking a review of best-practices in policy and procedures from across the country and bringing those approaches to McMaster. Diane also rose to the occasion when McMaster's Dr. Whitehead became chair of the Ontario Respiriology Residents Education Program. Diane volunteered to join him as the administrative lead for the program and she has been tremendously effective in that role while continuing to excel in her McMaster duties.

***Denotes 2015 Award Recipient**

7. Ron Lodewyks*
Technical Services Coordinator
Mechanical Engineering

Ron Lodewyks has been part of the Department of Mechanical Engineering since 1989. As the technical services coordinator, he ensures that laboratory experiments are running properly, but he has also excelled as a mechanical design consultant, machine shop trainer and health and safety advocate. He has developed hands-on training that consistently produces students who are confident, ready for their labs and ultimately, ready for the workforce. One of the trademarks of his training is the series of pre-lab videos Ron wrote, directed, produced and starred in to help students arrive to their lab assignments knowledgeable and prepared. Ron has also secured more than \$400,000 in support for new equipment and lab expansion.

Ron has long been a champion and silent partner of student clubs that he has supported with equipment access, advice and inspiration as they work on projects like the McMaster Mini Baja Team and the McMaster Formula Hybrid Team. Similarly, he has always been an advocate for cooperation across Engineering departments and he has opened the department's 3D printing and laser cutter services to users from the faculties of Humanities, Social Sciences and Health Sciences.

Ron is well known for his commitment to his fellow staff. He has represented them as a member of the University's Board of Governors and of the McMaster University Staff Association's executive. His committee service includes the Undergraduate Lab Committee, Health and Safety Committee, the Faculty of Engineering Committee, the Board of Governors' Finance and Investment Committee, two departmental chair selection committees and a presidential search committee.

***Denotes 2015 Award Recipient**

8. Tracie Long*
Senior Associate Registrar
Student Financial Aid and Scholarships

Tracie Long was already a valued member of the McMaster staff cohort when she joined Student Financial Aid and Scholarships (SFAS) in 1998. Her responsibilities and titles have expanded over the years and she is now the senior associate registrar for SFAS. In her work with Student Financial Aid and Scholarships, Tracie developed the online bursary application and work study application, as well as the data tables necessary to download and upload Ministry financial aid data. She served on the McMaster Student Portal Committee and made a significant contribution to the McMaster RBS (Registration by Section) project. She also served as the financial aid project lead for the MOSAIC team. Each of these efforts has enhanced the operations of SFAS and improved service to McMaster's students.

Tracie has a strong track record of exploring the policies and practices of other Ontario universities and adopting their best practices at McMaster. She has also committed herself to supporting important segments of the McMaster student cohort. She identified, for example, that bursaries intended to support Indigenous students were not receiving the number of applications they should, so she partnered to communicate more effectively with eligible students. She also worked with Pathways to Education and the Poverty Initiative at McMaster to better support students facing significant financial obstacles to their studies.

An active member of the Ontario Association of Student Financial Aid Administrators (OASFAA) for many years, Tracie has served on the organization's Student Access Guarantee Sub-Committee, OSAP Modernization Committee, Procedures Committee and Systems Committee. She has also been the OASFAA secretary and its treasurer.

***Denotes 2015 Award Recipient**

9. Kirk McIlroy
Custodian, North Team
Facility Services

Kirk McIlroy has worked as a McMaster custodian since 2004, serving first on the night shift, but for the last nine years on days. He has had responsibility for a number of areas, focusing currently on Kenneth Taylor Hall and the DeGroot School of Business as part of the North Team. Those two buildings now benefit from the pride Kirk takes in his work and the dedication noticed frequently by his co-workers and customers.

Kirk's impact on the facilities he cares for is visible. The standards he sets for himself are among the highest on campus and students, staff, faculty and visitors remark on both the quality and consistency of his work. One of his areas of responsibility is the Innis Library, an area that is, of course, a quiet part of campus. Kirk is extremely sensitive to the library's users and respectful of their desire to work undisturbed. The library staff sincerely appreciate the way Kirk can be productive without causing distractions and Kirk often receives positive mentions in student social media forums. Kirk is also unfailingly ready to lend a hand when there is a way he can help, even if it involves an area that is not part of his daily responsibilities.

A previous recipient of the Facilities Services Award of Excellence, Kirk is an exceptional team player who regularly offers to help other members of the Facility Services team and, when they need help, his colleagues know they can depend on him to assist.

10. Rachel Nelson
Specialist, Events & Communications
Student Success Centre

Rachel Nelson began her career with the Student Success Centre in 2010 as a work-study student. Now in the position of specialist, events and communications, she plays a leading role in organizing Welcome Week and career development events that influence thousands of students. She is one of the key people delivering Hamilton's largest job fair, Connect2Careers, in concert with multiple partners and more than 140 employers. She has also developed a track record of outstanding McMaster events including the SSC Winter Open House where her innovations attract increasing numbers of students and have made the centre's Santa Claus a minor internet celebrity.

Rachel has helped build Dr. Deane's Welcome Week "handshake" event into a high-profile success and, in the process, earned the trust of McMaster colleagues and students while enhancing the reputation of the Student Success Centre. Never satisfied with status quo, Rachel has recently undertaken an analysis of how she organizes and responds to event requests. This review is influencing the development of a new model of triaging and consulting on event proposals. The end result will be greater efficiency, enhanced focus on student-learning impact and a reinvigorated program-design process.

Beyond her regular duties, Rachel has brought her strong event management skills to her volunteer participation in events including Doors Open Hamilton. She also volunteered to serve as a committee member for the University's Inspiring from Within conference to help support the growth and development of colleagues from across McMaster.

11. Karen Neumann*
Undergraduate Lab Coordinator
Chemistry & Chemical Biology

Karen Neumann has been the backbone of the undergraduate chemistry lab experience at McMaster for more than 30 years. While managing the logistics related to a diverse curriculum, she has implemented numerous lab upgrades and innovations and delivered consistently outstanding service. Karen has worked tirelessly to enhance the laboratory program and adapt to change, including a significant redesign of lab training, combining courses to create an integrated experiential learning environment, the development of new courses involving nearly three dozen new experiments, and the creation of a new vision for the undergraduate program. According to her colleagues, none of these changes would have been achieved without Karen's involvement.

An expert in the technical elements of her job, Karen is also a talented teacher who works directly with as many as 80 undergraduate students a year. She also works closely with almost every graduate student in the department as they execute their duties as teaching assistants.

Karen regularly volunteers her time in support of science outreach activities such as May@Mac, the Magic of Molecules, Mini University and Venture Camp. At each of these events, Karen provides technical expertise and coordination for the attention-grabbing special effects that amaze and often inspire young audiences. Karen has become the first point of contact for students and staff working with chemicals, related equipment or experimental procedures in almost any context. She is also an ardent supporter of both graduate student and undergraduate student societies.

***Denotes 2015 Award Recipient**

12. Nicole Sloss*
Research Administrative Coordinator
Psychiatry and Behavioural Neurosciences

As the research administrative coordinator, and previously as the manager for the Alternate Funding Plan (AFP), Nicole Sloss has made a number of significant contributions to the success of the Department of Psychiatry and Behavioural Neurosciences. As part of her AFP role, Nicole supported the Task Force on Department Finances and helped shepherd the process that started the department's financial recovery.

Now, Nicole has brought an innovative spirit to her research-related responsibilities. That spirit was on display as she revitalized and suggested a new location for Research Day so that the event could accommodate greater participation. In planning that day, Nicole's ongoing dialogue with partners like Mohawk College and St. Joseph's Healthcare Hamilton helped enhance the academic partnerships between the department and those institutions. She also coordinated a new learner symposium that featured a novel approach to judging abstracts and determining which presentations would make the final symposium roster.

Nicole makes significant and consistent contributions to the research culture in the department and quickly became recognized by faculty as an excellent source of advice and guidance in administering all aspects of the research enterprise. She has spearheaded the creation of new processes and templates that help monitor research progress and she has been heavily involved in the Research Advisory Committee and in the organization of a new series of research activities in the department, including Research in Progress sessions where faculty and learners receive feedback on their research.

***Denotes 2015 Award Recipient**

PRESIDENT'S AWARDS FOR OUTSTANDING SERVICE IN 2015

TEAM AWARD NOMINEES

1. **GMP (Good Manufacturing Practices) Testing Activity Team***

McMaster's Good Manufacturing Practices (GMP) Testing Activity Team had been providing high-quality test data and analyses to the pharmaceutical industry for more than a quarter century, but still saw an opportunity to do even more impactful work by obtaining a Health Canada Drug Establishment License (DEL) as a GMP-testing facility. This certification allows the holder to identify and analyze drug compounds and produce authenticated Certificates of Analysis, but obtaining the DEL was a significant undertaking that involved establishing a Quality Management System that incorporates extensive documentation, policy development, and systems implementation – all while maintaining the team's ongoing research program.

The license was awarded in January 2015, making McMaster the only university with that certification. This achievement puts GMP Testing Activity at the forefront of quality management within the academic sector, translating to high visibility for McMaster both academically and industrially. Members of the team have given presentations at international conferences and participated in workshops to comment on the certification process and impact. They have been showcased in the McMaster Daily News and in the *Canadian Chemical News*, and the new MACS (McMaster Analysis and Characterization Services: macs.mcmaster.ca) website launched recently to build the team's profile further.

The team is well known in the pharmaceutical community for its outstanding analytical services and a number of clients rely on the team for validation, impurity identification and quantification. The certified laboratory also provides a distinct advantage to McMaster students who can take the skills they learn on campus into the job market.

*Denotes 2015 Award Recipient

2. MAP (McMaster Academic Planner) Launch Team*

McMaster's Faculty of Science receives approximately 12,000 applications and admits 1,650 students each year. To integrate and enrich everything from recruiting to application to academic planning, the Faculty assembled the McMaster Academic Planner Launch Team to revolutionize that process. The result was the McMaster Academic Planner (MAP) mapsci.ca.

Working with the financial assistance of the Provost's Office, the team developed the MAP as a quick and easy, one-stop tool for students to use in planning for future academic and career goals. Interactive and filled with lots of content about the Faculty, programs, research and people, the MAP helps students make informed choices about their time at McMaster and beyond. The interactive subway system design allows students to plan from application to graduation with a choose-your-own-adventure approach. This tool is the first of its kind in North America.

The team worked with technical suppliers for over 30 months to coordinate content and gather information and input from a range of stakeholders. Originally conceived as a tool to help students plan their futures, the MAP has developed into a showcase for McMaster. The MAP Team built in plans to make the tool sustainable and to make updates as efficient as possible. The team members also developed a comprehensive communication, promotion and training program to help launch the MAP.

The team's work has positively impacted a number of groups at McMaster including the Registrar's Office and Student Recruitment Office, and it has inspired other faculties to pursue a similar approach to recruitment, retention and promotion.

***Denotes 2015 Award Recipient**

3. Registrar's Office Mosaic Implementation Team

When a happy student tweets that she has just registered at McMaster while attending a Mumford & Sons concert, that's a sign that someone is doing something right. The 'someone' in this case is the Mosaic Implementation Team in the Registrar's Office. The team was responsible for ensuring mission-critical functions – including meeting admission targets and distributing student financial aid – were successfully completed throughout the implementation of the Mosaic system.

Even before the implementation of Mosaic, the team needed to completely rewrite the Registrar's Office website, audit and understand the specific needs of McMaster's students, and devote significant time and effort to preparing colleagues for the transition. This latter point included developing and providing training on new procedures, drafting resource materials and providing ongoing support.

The Mosaic Implementation Team also invested in delivering powerful innovations as part of the new system. These new tools include the ability to process electronic transcript requests, helping students navigate new portal information, providing application status online, creating a new graduation process, instilling a new awards committee process and creating a new scheduling utility. One of the most important innovations was the integrated, online student aid form that has greatly improved the matching of students to awards. The new approach to class and exam scheduling also provides significant benefits to students who now have optimized schedules that reduce challenges like back-to-back exams. All of these benefits were the result of the commitment made by the members of the Registrar's Office Mosaic Implementation Team.

4. Pan Am Team**

A soccer team fields 11 players, so the 11 staff who made up McMaster's Pan Am Games team were a perfect match for the job they had in taking care of the athletes who were in Hamilton to compete for soccer medals in the largest international multi-sport event ever hosted in Canada.

The Mac team established an Athletes' Village that offered exceptional levels of service including customized lounge space, personalized high-quality "comfort food" from the athletes' home countries, medical services, an optometrist, therapists and testing clinics, just to name a few. Most impressively, the Pan Am team constantly adapted its services to meet the needs of the 12 different soccer teams and their unique meal, practice and game schedules.

The team's work met and surpassed the diverse and exceptionally high standards of the Games and received excellent feedback from athletes, officials, volunteers and Games organizers. In fact, a survey of Games participants found that they preferred the food and nutritional information provided by the McMaster team to those available at the main Athletes' Village in Toronto.

The team not only managed the Games' requirements for athletes, but they did all of this while maintaining summer operations that still included meeting the needs of their regular customers. As an added bonus, the Games experience inspired new service delivery options for the McMaster community, enhanced on-campus and off-campus partnerships, and also secured more than \$1.1 million in revenue for the University.

****Denotes 2015 Special Achievement Award Recipient**