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Sample winning Excellence Award nominations (*excerpted*)



2019 Team Award for Efficiency

Center for Gerontology & Healthcare Research,
Brown School of Public Health

*Audrey Kydd, Ann Medeiros, Andrea Medeiros, Monique Robinette,
and Nicole York*

“This administrative team, led by Audrey Kydd, consists of a core team of six highly-skilled, long-term tenured professionals who collaborate seamlessly to manage grants from pre- to post-award. While based in the Center for Gerontology & Healthcare Research, these individuals also support the Center for Long-Term Care Quality & Innovation. And while the total number of team members has not changed, the number of grants and faculty that they support continues to increase annually and now reflects \$15M in annual funding supporting 38 researchers -- 250% more funding and 150%

more researchers compared to 10 years ago. Last year, the team submitted 78 funding applications; they currently manage 140 active grant accounts.

Providing high-quality customer service to such a large number of researchers and funders requires incredible efficiency and attention to detail, as well as superb communication directly with faculty and when liaising with other offices in the School of Public Health and the University. Importantly, the processes that the team has in place ensure that internal and external funding agency deadlines are met with complete, accurate, and timely information. This is in part because the team functions as a cohesive, coordinated group with cross-training amongst individuals to provide seamless support, even when any one person has a competing deadline or is out of the office, and systems in place for everything from prompting researchers for needed information ahead of deadlines to processing invoices.

An outstanding example of the team's efficiency and success is the 2018 submission and 2019 execution of a U54 grant from the National Institute on Aging (NIA). At \$53.4 million, this grant is not only the largest in the University's history, but it also resulted from an incredibly complex submission that included six working group cores (each with separate requirements and materials) and 37 subcontracts and consultants. Preparing this submission required sustained, coordinated effort throughout the summer of 2018, all while continuing to provide pre- and post-award management and support to numerous other researchers. The submission had no errors -- almost unheard of when submitting a grant using the NIH submission system -- and ultimately resulted in the University receiving this award, which will have a transformational effect on pragmatic research to improve care for people living with Alzheimer's disease and related dementias.”



2019 Team Award for Citizenship & Environmental Stewardship

(award now known as Environmental Stewardship)

Central Heat Plant, Facilities Management

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 Petrarca (deceased), and Bill Parrott

“Facilities Management central heat plant staff worked tirelessly this past year in supporting Brown's strategic plan toward becoming a net-zero carbon emissions campus by 2040. Working toward this goal, Tom Demanche and his staff fully supported the efforts of the Thermal Energy Efficiency Project in the reduction of greenhouse gas emissions goal of 42 percent reduction from 2007 levels by 2020. FM staff bought into this project from the very first day it was shared with them and they were asked for feedback. FM staff have not only been supportive of all the changes, but in many cases have



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assisted in the final design and operations of the finished project. Tom and staff attended the various meetings and walk thru's during the planning and construction phases and were heavily involved in data collection and investigative work asked of them. FM staff worked side-by-side with the many consultants, engineers, and contractors on this project and shared current standard operating procedures and tribal knowledge to ensure the project was successful. Staff were eager to assist in any way asked.

As a result, this past summer the campus central heating plant was converted from a steam-powered high-temperature system to high-temperature hot water and will by the end of the project be a medium-temperature hot water distribution system, thus eliminating all steam distribution. In doing such a project, this has eliminated the need of nearly 50-year-old inefficient equipment. Initial savings from the project will result in the reduction of radiant losses and higher plant efficiency at these lower temperatures estimated to save the University annually over \$1 million in utility costs and reduce greenhouse gas (GHG) emissions by 5,000 tons per year. None of this work could have been accomplished in the tight time durations without the expertise and enthusiasm of facilities management and its stationary engineers, equipment mechanics and technicians."



2019 Individual Award for Citizenship & Environmental Stewardship

(award now known as Citizenship)

Diania Inoa, Swearer Center for Public Service

"For the past 20 years, Diania Inoa, '99, has quietly led the Swearer Center's engagement in elementary schools, most intensively at the William D'Abate School in Olneyville, where she manages close to 200 Brown undergraduates who serve at the school each week. D'Abate is a K-5 school with just over 400 children. In 2016-17, 94% of D'Abate families qualified for free or reduced lunch and 39% received ESL or bilingual education. Yet, the school's students typically score at or near the top of the district on reading and math standardized tests, in part due to Brown's involvement.

The after-school program at D'Abate is free, open to all students, and enables parents to stay at work until 5:30. More than 200 D'Abate students in the program receive an afterschool snack, recess, homework help and academic and social-emotional experiences. Working in teams of three, Brown students develop creative, interactive and engaging after-school curricula that is aligned to the school day. They provide groups of no more than 18 D'Abate students with quality programming in math, science, English, social studies, visual and performing arts, chess, student council, soccer and more.

Diania makes this all possible. She creates authentic relationships with students and families at D'Abate. Simultaneously, she builds deep mentoring relationships with Brown student volunteers, preparing them through multiple trainings to build lesson plans, develop classroom management skills, and understand the context of public education in Providence. Diania goes above and beyond, serving on D'Abate's School Improvement Team, attending Parent-Teacher Organization meetings, supporting teacher professional development and more. Last year, Diania built new connections in Olneyville with a Spanish speaking community theater organization and One Neighborhood Builders. Beyond D'Abate, Diania contributes to a stronger Providence, and has served on the Providence School Board and the RI Commission for National and Community Service.

Diania has a natural ability to connect with people and graciously balances many relationships with her generous, caring, and kind nature, as well as her high standards. She is a trusted advisor to generations of Brown students. Diania's dedication to exceptional programming at D'Abate, combined with her compassion, have resulted in a highly regarded and valued partnership for the Swearer Center and Brown.

Each week, 125 Brown students provide free, high quality afterschool programming at D'Abate through a Swearer Center Community Corps group called BEAM - Brown Elementary Afterschool Mentoring. Another 60 Brown students provide in-class support to teachers through the Swearer Classroom Program.

Diania is a highly respected link between the University and the Olneyville community. The school's principal often publicly remarks on the ways that the after-school program supports D'Abate's academic and attendance



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goals. Under D'Abate's mentoring, Brown students gain deep self-awareness and cultural humility and D'Abate families have the opportunity to thrive."



2019 Individual Award for Citizenship & Environmental Stewardship

(award now known as Environmental Stewardship)

Erin Royal, Facilities Management, Office of Sustainability

"Erin Royal has been with the Office of Sustainability for almost 4 years. In that time, and particularly in the past year, she has made significant contributions to the Brown community and beyond. Most notably, Erin has expanded the office's reach in light of the significant reorganization and staffing changes over the past year.

Erin, has an unmatched passion for enhancing community engagement and stewardship related to sustainability. She endlessly develops, researches, pilots, recommends, and implements new and innovative ways to reduce and divert waste, build an inclusive and diverse sustainability community, provide forums for learning, and improving waste-related infrastructure on campus to align with Brown's sustainability and diversity and inclusion goals. Her colleagues and ~14 interns highly endorse she receive an excellence award.

"..... She has been excellent at motivating students to produce valuable work for Dining Services and her willingness to collaborate and help in any way has always floored me..." – Jessie Curran, Assistant Director of Wellness & Nutrition

"I truly enjoy working alongside Erin as we work towards several initiatives to improve our Campus. Her dedication to completing projects is infectious and genuine as she truly believes the programs will make a difference, and not just doing it to "check off the box" – Donna Butler, Director, Custodial Services

"As a faculty member, Erin has been an incredible resource as a go-to for any student inquiry about sustainability at Brown. Not only does Erin take the time to talk with curious students, she is also always open to their ideas and requests to get further involved. From helping students find data for their class projects to graciously responding to the 50th student who has emailed her about why Andrews Hall uses disposable food containers, Erin is an invaluable asset to our sustainability community at Brown."

-Dawn King, Faculty Fellow/Senior Lecturer, Director of Undergraduate Studies - Environmental Studies and Sciences Institute at Brown for Environment and Society"



2019 Individual Award for Leadership

Jamie Tyrol, Theatre Arts and Performance Studies

"Jamie is the leader I strive to be. As Department Manager, she leads a team in Theatre Arts and Performance Studies (TAPS) and does a phenomenal job of that. I'm not writing, however, to sing the praises of her department management skills, but rather her drive and ability to inspire her peers.

In the short time she has been at Brown, Jamie has done more for the University than many of us have done in a decade. In this crazy year, Jamie has taken on projects large and small to try to increase efficiency, build community, and make sense of the changing data that is flowing to us every day.

Jamie, with her great work ethic and keen mind, is often chosen to be part of pilot projects. Even though that means more work for her, she takes them on with full gusto to assist other departments. Most recently she was tapped to pilot the new budgeting request process, tasked with looking back at actual spending and predicting a huge array of activities, hiring, and spending for the next three years. She also



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generously alerted me to areas that might be more difficult and suggested solutions, saving me precious time and energy.

The value of having Jamie as a trusted, knowledgeable colleague is immeasurable. Through phone calls and emails, she's helped me work out problems, follow correct procedures, and think through very complicated problems. I would be lost without her generous, funny, and kind presence on campus. I dare say that there are many other departments that would be almost as lost without her to turn to as well. I would love to reward her for those qualities that help us succeed behind the scenes."



2019 Team Award for Service

Office of Institutional Research

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

"During 2018-2019 Brown participated in two major campus-wide surveys sponsored by the Office of Institutional Diversity and Inclusion (OIED) and the Office of the President: The Campus Climate survey, administered to all students, faculty and staff, and the AAU Survey on Sexual Assault and Misconduct, administered to students at Brown and 27 other institutions.

The data gathered from these efforts are essential components of work to assess and improve the climate at Brown, and staff in the Office of Institutional Research played a critical role to their success.

In the fall of 2018, OIR collaborated with OIED in developing and testing the Campus Climate survey instrument and helping to coordinate administrative elements such as timing, communications and data collection; this involved working through multiple iterations in a tight timeframe. The survey was administered to students in November and to faculty and staff in January and February 2019. Even as the administration of the Campus Climate wound down, work on the AAU survey had already begun. OIR served as the technical partner to OIED for this survey.

It is impossible to overstate the contributions that members of the OIR team made to the success of both of these surveys, and the dedication, care, and good cheer they demonstrated throughout. Despite a challenging workload, they worked tirelessly and to a high standard of excellence. They also worked very effectively as a team, taking the lead on different tasks at different times and helping one another as needed.

While the data analysis is ongoing, the results of these surveys have already provided important information to the community about the climate of Brown, permitting us to identify areas of strength and where improvement is needed. It is difficult to provide precise quantitative measures of the importance of this work, which touches virtually every constituency on campus and is an integral part of efforts to ensure that Brown is a supportive and inclusive community. Results from the surveys inform policies and programming toward that end.

The Office of Institutional Research has played a key role in the successful administration, analysis and in the distribution of results of these important surveys. This has been time-consuming and highly precise work, often under tight deadlines. It has moreover been completed in addition to the annual cycle of work required of the office and with the dedication and professionalism that is characteristic of the OIR team. Karen, Mary Heather, Kim, and Margot do not ask for public recognition of their accomplishments but rather take pride in doing their jobs well. I hope in this case they receive the public recognition they deserve."