



## NEWS RELEASE

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### **Ferris selects Distinguished Staff awardees**

BIG RAPIDS – Eight staff members at Ferris State University have been honored as recipients of the 2005 Distinguished Staff Awards and the Distinguished Team Award.

Ferris employees chosen for the awards were: Karen Lobdell, secretary, University College; Gary Lutz, lead Technology Assistance Center (TAC) coordinator, Information Systems and Technology; Mandy Seiferlein, administrative assistant, College of Pharmacy (Kalamazoo); Paul Sullivan, director, Birkam Health Center; and LeRoy Wright, assistant director, Residential Life. The Janus Custodial Training Team, comprised of Sandra Werner, Barb Gilmore and Stephanie Patton, was honored with the Distinguished Team Award.

These outstanding individuals were nominated by their peers for their positive attitude and enthusiasm for Ferris, their interest in the success of students, cooperation with other staff, participation as a member of the Ferris community and their public service to others.

Lobdell has been employed at Ferris since 2000. Along with providing support to faculty and students, she provides support for Joan Totten, department head of developmental programs and curriculum; Shelly VandePanne, FSUS coordinator; and Christina Hollenbeck, SLA program coordinator. She is currently working on her bachelor's degree, and has maintained a cumulative 3.5 grade point average. In her spare time she volunteers for the United Way and Relay for Life, and she is a public notary.

“What I like most about my job is the people I work with and the students I interact with,” said Lobdell. “I like my job as much today as I did when I first started.”

Lutz is responsible for the successful coordination of the students and staff of the TAC, ensuring positive customer relations while trying to solve complex technical related issues quickly and efficiently. He has successfully transitioned from student apartment manager to part-time computer technician and full-time help desk manager to lead TAC coordinator in his seven years of service to Ferris. He serves on many committees at the University, is the Ferris men's volleyball club advisor and is an executive board member of the West Michigan Help Desk Institute serving as Web master.

“What really makes my day is when a frustrated customer calls and I am able to take ownership of the customer's problem and follow it through to a successful completion,” said Lutz. “I enjoy assisting all levels of people because each interaction allows them to learn more skills, and often I do too.”

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Seiferlein supports students by taking the time to know them and help them in any way she can, even if that means staying late to assist those who are finishing up their rounds. She also supports faculty and the entire department through a variety of activities including coordinating and taking minutes for monthly meetings, and she plays a strong role in the coordination of the faculty development program and faculty recruitment efforts. In addition to her full-time position, she is a full-time graduate student pursuing a master of public administration with a concentration in health care administration.

“It is so rewarding to me as a staff member to understand a student’s individual situation – what brought them to the College of Pharmacy, what they want to do when they’re done, who their families are,” said Seiferlein.

Sullivan has been employed at Ferris for more than 30 years. He began his service as a residence hall director, and returned five years later as the University’s psychological counselor. Over time he developed the center into a fully functioning counseling center, and in 1996 he assumed the role of director. As director he is responsible for staff, operation and services of the health center.

“I really like addressing the challenges and problems brought to me every day by these various groups from all over campus,” said Sullivan. “I am humbled and respectful of the extraordinary spirit and motivation which our campus students and employees possess as they succeed personally and academically,” adds Sullivan.

Wright is in his third year of employment at Ferris. He is responsible for supervising five residence hall directors, community development and programming, advising the Residence Hall Association, recruitment, selection and training of 16 desk services managers and 250-plus desk service assistants each year.

“Working with staff members at Ferris has allowed me to see how creative and committed we are to making the Ferris experience both rewarding and challenging when it comes to developing good citizens in our students,” said Wright.

Werner, Gilmore and Patton are credited with developing a new training program that merged several different cleaning methods into one program that meets the needs of two different custodial divisions. The team also assists in other ventures, including set up and preparation for the Custodial Equipment Expo held at the Granger Center for Construction and HVACR and promotes Ferris in a positive light to community members.

Distinguished Staff Award winners receive a one-time \$500 stipend and the Distinguished Team Award receives a \$1,500 stipend for equipment. All the winners will be formally recognized for their efforts at a Presidents Council luncheon on May 25.

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