November 8, 2018

2018 Staff Achievement Award Recipients

Innovation
Erica Lay
Since joining the Sustainability Office in 2012, Erica has utilized her extensive educational and professional background in facilitation and engagement, project management, and climate change and sustainability planning to scale ecological, social and economic sustainability across the University. Under the direction and leadership of Erica, her team designed and delivered the engagement process to develop a foundation for SFU’s next Sustainability Strategic Plan. This multi-stakeholder engagement process yielded SFU’s first ever community developed 20-Year Sustainability Vision and Goals. Erica is a truly engaged staff member who is driven, compassionate and dedicated to her work.

Leadership
Donna McGee-Thompson
Donna embodies the principles of servant-leadership: leading in a way that inspires and empowers the leadership of others. She consistently impresses her team with her ability to delegate responsibilities and share authority, ensuring not only that all the facets of the complex work environment are efficiently managed, but also that all members of her team know that they play a significant role. What is perhaps most impressive about Donna is that she guides with a light touch, and has accomplished this highest goal of servant-leadership (being a leader of leaders) through the trust that she invests in the staff who she leads. A work environment that inspires the leadership of every team member is fostered only where there is an exceptionally skilled and dedicated leader at the helm and that is Donna.

Leadership
Tracey Mason-Innes
Tracey leads from the heart and is deeply committed to leading and developing a department and residence community that is built on a foundation of student success, inclusion, equity and support. She is passionate about professional development and regularly connects her staff to opportunities that strengthen skill sets and knowledge bases, while also furthering career paths. It is clear from her regular day to day work ethic, and overall leadership style that Tracey is dedicated to offering the best University and work experience possible to her staff, students and the overall SFU community and is willing to go above and beyond to make sure this happens. Our SFU community is lucky to work with such a caring, connected, passionate, dedicated, and brilliant person.

Lifetime Achievement
Maria Mascarenhas
Maria retired on August 31, 2018, following a 29-year career with Student Services. She proved to be invaluable in her encyclopedic knowledge of procedures and system processes for managing undergraduate student records – from the time students are admitted and beyond graduation. Maria provided support for over 50 convocation ceremonies as the “go-to person”. Her patience and grace when dealing with students on their special day was very much appreciated by student and staff members alike. Maria’s retirement will leave a vacuum of knowledge and experience that cannot be easily replicated. Her 29 years at the University are a testament to her perseverance and dedication to the students, staff and faculty of SFU.
**Lifetime Achievement**  
**Eugenie Ko**
Eugenie has worked at SFU since convocating from the University in 1983. She has demonstrated ongoing leadership, devotion and commitment to the SFU community over the course of her 36 years of service. Eugenie is the type of colleague that you can always rely on for guidance and support. While much of her work is “behind-the-scenes”, she works tirelessly to serve SFU with a level of integrity and commitment that is unparalleled. She is generous with her time and expertise; her institutional knowledge runs deep and to say she is an asset is truly an understatement. Eugenie is simply THE person that everyone trusts—to be there when you need her, and to always getting the work done. A true #rockstar making us better as a whole because of all that she does for so many.

**Personal Achievement**  
**Andrea Barbera**
Andrea Barbera demonstrates the kind of courage, resilience, and determination one can only aspire to have in the face of personal loss.

There are moments in life that threaten to take us out, that can drop us to our knees. So many of us are made less by these experiences – less brave, less kind, less hopeful. Andrea is someone who, in the face of immense grief, immense sorrow and immense disappointment gets up and moves through the world ever braver, ever kinder and gives hope to everyone around her. She is an inspiration to all who are fortunate enough to know her.

**Student Service**  
**Lehoa Mak**
Lehoa is an exceptionally hard working, and compassionate person who has consistently gone above and beyond her job description to contribute to the happiness, success and productivity of any team she is involved with. She has initiated many projects that have greatly contributed to a sense of connection and belonging among both staff and students. For example in 2017, Lehoa was one of two SFU staff members to create the “Creative Collective” initiative with Health and Counseling Services and Student Engagement and Retention, designed to enhance students’ well-being and sense of connectedness through creative activities. Her primary concern in creating any program is that it meets students’ needs. Lehoa is always carrying a huge smile and positive attitude, and is the sort of empathetic, caring and understanding person who makes SFU and its staff stand out and be noticed.
Team Achievement
Melissa Luck, Steve Hillman, Stephen MacGregor, Adrian Homorozean, Jason Levis, Donald Mok, Abbey Deppiesse, Sally Arang, John Yang, Pat Chin, Andrew Leung, Graham Ballantyne, Keith Fong, Stephanie Stewart, Naomi Zhang, Jennifer Casey, Gabriel Lim, Keir Novik, Scott Wang, Sabrina Da Silva, Hongyin Cui, Mitch Chang, Randy Raine, Darlene Merlyn, Sergey Kosmachev, Jeff Bryer, Sandeep Sidhu, Al Murray, Diana Koyanagi, Shelley Sluggett, Mark Jutras, Sinisa Milosavljevic, Jovica Miodragovic, Rick Yoo, Idrissa Brathwaite, Don Seeley, Grant Dimock, Patrick Phang, Linnea Cudmore, Brad Renney, Ryan Granholm, Andrew Culp, Hans Tjandra, Richard Blackwell, Howard Leung, Brian Langdeau, Lee Greenough, Gerry (Luis) Lopez, Darrin Grund, Jasper Stoodley, Mike Church, Ravi Toor, Byron Henry, Denise Leech, Peter Chow-White, Kelli Whittle and Mark Roman

SFU Mail Project Team
The SFU Mail Project Team migrated over 50,000 University staff, faculty, retiree, and student email accounts to SFU Mail in 2018. This was a tremendous team effort involving staff from IT Services and technical support staff from faculties and departments across the University. They collaborated to ensure this project succeeded, and their desire to connect the human side of IT to the SFU community’s everyday experience of the transition was impressive. They achieved this through an extensive communication strategy that combined face-to-face and digital approaches. From day one, ensuring a successful transition to SFU Mail for each member of the SFU community was the team’s primary goal, and they truly humanized this technical transition by establishing a high-touch, “all hands-on deck” post transition support model that included reaching out to every member of the SFU community personally. They were a beacon of support and symbolized the teamwork and community-minded effort of a remarkable group. Well done, SFU Mail Project Team!

Team Achievement
Wendy House, Novia Chow, Sophia Gaba, Virginia Cheung and Olenka Myshko

Facilities Services, Customer Service Team
The members of the Facilities Customer Service (CS) team are an incredible group of professionals who are the first line of contact for students, staff, faculty, and members of the community who have questions or concerns regarding the physical aspects of the campus. They are instrumental in ensuring that the daily operations of maintaining and building the physical assets of the campus are seamlessly carried out. The CS team has worked diligently behind-the-scenes to improve customer service, accelerate departmental change, engage and support fellow employees, and strive to improve the sustainability of day-to-day processes. The Facilities Customer Services Team embodies the concept of “We Are SFU”.

Work Performance
Matthew Plotnikoff
Attitude, integrity, versatility, growth, and amazing productivity—these are the qualities that Matt displays. His work performance has been unparalleled, and his work ethic is unmatched over the course of his career. He is, quite simply, one of the most valuable members of the department, consistently performing above and beyond expectations. He has tirelessly furthered the positive experience of all members of the department, whether they be undergraduates, graduates, faculty or staff. It is beyond comprehension how Matt is able to do all the things he does, on time and with great care. Sometimes we wonder if he “has a twin”. He is unique, and he is indispensable.
Work Performance
Honman Wong
Honman is a person who responds quickly and effectively, selflessly spending hours of his time, paid or not, to ensure things are working as well as possible. He has worked countless evenings and weekends assisting with updates to many of the University’s applications. Honman has been a fabulous resource for improving the robustness of the services the department provides to the University. He has been outstanding in being able to talk through the issues, suggest possible remedies and then work with the client to come to a successful solution. Honman has proven himself to be an invaluable member.

Work Performance
Terence Ng
Terence is the go-to person of his department. As a problem solver and critical thinker, he welcomes all problems and strives to find a creative and fulfilling way to solve all aspects of the situation. He considers all points of views as important, never dismissing any opinions. Instead, he supports and explains how he arrives at the situation. This is a sign of a great leader, as he doesn’t simply give you the answer—he gives you the tools to grow and arrive at that same result yourself.

Work Performance
Tamra Morley
As an Event Coordinator, Tamra is responsible for planning and coordinating many of the University’s largest and highest profile events. She takes her role to the next level, ensuring the production of high quality events that offer memorable experiences. Tamra’s passion for her work also extends to the people who participate in the events. Whether it is a dedicated volunteer, a colleague, an engaged alumnus, or a loyal donor—she is often seen giving them hugs and spending a few moments to ask how they are doing. Tamra is exceptional at what she does and has made an undeniable, positive impact for SFU.

Work Performance
Eileen Oertwig
As one of the first points of contact for the President’s Office, Eileen acts as the “face” of SFU for many external stakeholders. She brings diplomacy and professionalism to all our interactions, ensuring we do not make errors in protocol. Eileen is a wealth of information and a source of knowledge and expertise that so many portfolios and units throughout the University rely on for advice. It is known by many at SFU that when you do not know who to ask, you ask Eileen. She has earned the trust, admiration and respect of colleagues with whom she works across the University. She demonstrates work performance that is consistently above and beyond the call of duty, and has done so continuously.