Celebrating staff success

2009
Celebrating Staff Success

Featured awards:

• Learning and Teaching Fellowships
• Professorial Conferments
• Sustainability Awards
• Equality and Diversity Awards
• Long Service Awards
• Apprentice of the Year
• Qualification Successes
• Customer Service Awards
It is our staff that make Staffordshire University special!
A warm welcome from our Vice-Chancellor and Chancellor
Professor Christine King CBE, DL and
The Honorable Lord Morris of Handsworth OJ

Last year we held our first ever annual ‘Celebrating Staff Success’ event and just short of the
Oscars, it really was an event to remember.

It was an opportunity for the University’s leadership to say a heartfelt thank you to the people
who make Staffordshire University such a great place to work and study – and to congratulate our
rising and shining stars for their fantastic work and achievements over the past year.

Once again it is a pleasure for us to be celebrating our exceptional staff.

Not every member can receive an award for the part they play in Staffordshire University’s
success. But, behind every individual success story are those who provide unstinting support to
our students, our colleagues and our community each and every day - and we’re sure you will
acknowledge this is in your applause and in your acceptance of these awards.

Our thanks go to each and every person creating the difference at Staffordshire University with
passion and professionalism – for you are, without doubt, our shining stars!
Programme

Wednesday, 30 September 2009

4.45pm  Arrival and Afternoon Tea Reception

5.30pm  Introduction
Paul Richards, Deputy Vice-Chancellor

Welcome and Background Remarks
Professor Christine King CBE, DL, Vice-Chancellor

5.40pm  Presentation of Awards – Part One
The Rt. Hon. Lord Morris of Handsworth OJ, Chancellor

Learning and Teaching Fellowships
Introduced by Gill Howland, Executive Pro Vice-Chancellor

Professorial Conferments
Introduced by Gill Howland, Executive Pro Vice-Chancellor

Sustainability Awards
Introduced by Neil Scott, Director of Finance

Equality and Diversity Awards
Introduced by Dr T Ramgopal, Pro Vice-Chancellor

Long Service Awards
Introduced by Ken Sproston, University Secretary

Apprentice of the Year - Customer Service Award
Introduced by Marj Spiller, Head of Professional Development

6.10pm  Interval including live performance

6.30pm  Presentation of Awards - Part Two

Qualification Successes
Introduced by Ian Blachford, Director of Human Resources

Customer Service Award Scheme
Faculty/School/Service Individual and Team Award Winners
Introduced by Ian Blachford, Director of Human Resources
Presented by Professor Christine King CBE DL, Vice-Chancellor

Overall Individual, Team and Cross University Team Awards
Professor Christine King, CBE, DL, Vice-Chancellor

7.30pm  Closing Remarks
Paul Richards, Deputy Vice-Chancellor

7.45pm  Disco/Bar

9.30pm  Depart
Learning and Teaching Fellowships

The Learning and Teaching Fellowship scheme recognises and celebrates excellence in the process of teaching and learning support. It is an annual award for which competition is high. To achieve this award, staff are expected to demonstrate a consistently high level of teaching and learning support, thereby having a positive impact on student success. On receipt of this award, staff are expected to disseminate their effective practice with colleagues through a number of different teaching focused activities and projects.

Dr David Douglas

David is a senior lecturer in the Business School where he has taught on a wide range of programmes. His present responsibilities range from teaching postgraduate research methods and supervising PhD students to chairing the Business School’s ethics committee. David’s research is in the areas of research methodologies, entrepreneurship and decision theory, which he has published widely. He continues to be active in seeking external financial support for applied research, particularly that related to the local economy and enterprise, and has with colleagues, been successful in securing such funds.

David’s Learning and Teaching Fellowship project will focus on developing a research e-portal. The rationale for the project is that across the University many academic colleagues are researching and teaching good practices in research methods. Being able to access and contribute to a research portal will offer the opportunity to share colleagues’ learning and teaching of the subject and subsequently give enhanced support to students through a wider range of research methodology.

Peter J Considine

Peter is interested in using dynamic simulations to overcome shortcomings inherent in the “traditional case study” method. The project is to further the work undertaken on his fellowship award from 2007 which involves integrating business strategy simulations into delivery and assessment and also supporting adoption of this approach in other subject areas such as Human Resource Management. Recently disseminated research has thus far established a richer more engaging learning experience for students.
National Fellowships

Each year, Universities are invited by the Higher Education Academy to nominate highly effective practitioners for the National Teaching Fellowship scheme. This award recognises individual excellence in teaching. It is a very prestigious award for which there are only 50 winners per year. In addition to the enhancement of their own pedagogic practice, each Fellow helps their institution by being eligible to lead bids for further teaching related project funding.

Professor Mike Clements

National Teaching Fellowship

Mike Clements is Professor of Enterprise Education in the Business School. His current interests range from curriculum developments in enterprise education to using technology to deliver enterprise education to support and develop new graduate business start-ups in the region.

Mike's National Teaching Fellowship, awarded by the Higher Education Association, recognises the contribution he has made to teaching and learning in the areas of academic leadership of the University’s enterprise economic streams, the development of enterprise and entrepreneurialism and the University’s engagement with employers. He intends to use his Fellowship to promote enterprise education through his learning and teaching research, to promote and share good practice in enterprise education and entrepreneurship with colleagues.

Professor John Cassella

Fellowship of the Forensic Science Society

John Cassella is Professor of Forensic Science Education in the Faculty of Science. He has a wide remit for teaching, research and Continuing Professional Development activity in forensic science in the Faculty.

John will use the Fellowship to continue to promote and develop the teaching of forensic science and his research activities into clandestine burial detection and digitisation/recording of rare skeletal material for research and teaching.

The Forensic Science Society is the main professional body for individuals working as forensic practitioners, academics, researchers and in related professions in the UK and is considered to be the ‘international voice of forensic science’. Fellowship of the Forensic Science Society is the most distinguished category of professional membership and is reserved for those individuals whose qualifications and experience are considered to be exceptional. Over the course of their career, Fellows will have shown a high level of achievement and provided outstanding contribution to their profession. Fellows will have established that their achievements and responsibilities rise above and beyond that expected of a career professional.
University Professorships

The award of Professor reflects the high standing of a member of staff in activities which support the University’s values.

Whilst the criteria used by the University is designed to recognise activity traditionally associated with professorial work in Higher Education, the assessment process gives equal weight to the skills and achievements of teachers, entrepreneurs and practitioners.

In order to secure a professorship, a candidate must be outstanding and have significant achievements in at least one of the following areas:

- Scholarship, research, knowledge transfer and professional practice,
- Teaching, curriculum development and pedagogic practice,
- Academic and/or professional citizenship and reputation,
- Academic leadership that has furthered the University’s aims.

At Staffordshire University, the award of professorial titles demonstrates the outstanding nature of staff achievement across a diverse range of activity.

Tarik Al-Shemmeri – Professor of Renewable Energy Technology, Faculty of Computing, Engineering and Technology.

The award of a professorship celebrates Tarik’s distinguished contribution to teaching, research, income generation, knowledge transfer and postgraduate supervision. His expertise in environmental technologies and renewable energy has been widely recognised and resulted in Tarik representing the University on two Regional Biomass schemes, both of which have secured substantial government funding. Tarik, who has been with the University since 1985, has conducted experimental and analytical research into many aspects of renewable energy technology and his publications on this subject have been well received.

Wilf McSherry – Professor in Dignity of Care for Older People, Faculty of Health

The University is delighted to recognise the work of Professor Wilf McSherry, Faculty of Health. Wilf was appointed Professor in Dignity of Care for Older People in 2008. This was a joint appointment with Shrewsbury and Telford Hospital NHS Trust. During April 2009, Wilf delivered a well received professorial lecture entitled ‘Treatment versus Care!’ Reintegrating Spirituality and Dignity, to an audience of academic colleagues and colleagues from the Shrewsbury and Telford Hospital NHS Trust. He has published widely on the subject of spirituality and health care and is the author of the book ‘Making Sense of Spirituality in Nursing and Health Care Practice: An Interactive Approach’.
The Sustainability Awards Scheme has been introduced this year to recognise outstanding practice in sustainability and celebrate the efforts of our staff in helping achieve sustainability improvements through education, research and the management of our estate. As a new category to the programme, these Awards demonstrate the significance of sustainability and the role we all have to play in helping deliver a positive contribution to a Sustainable University.

Sustainability Beyond the Workplace
 Winner - Christina Pinner, Estates

One of the many facets of Sustainability, is social interaction and improvements. Chrissie’s application demonstrated her pride in the locality and also a desire for the University to play an active role in how those associated with it, both students and other community members, could improve their immediate environment.

The basis of her application was the championing role she played, outside of her day job, to highlight the local problem of the accumulation of domestic waste in and around the Streets of Shelton and the College Road campus. Her persistence in this role lead to dialogue between the University and the Local Authority to implement a series of changes in waste collections schedules and awareness raising to improve the associated problems of dumped domestic waste.

18 months on and the changes implemented have become engrained in the local community, demonstrating how the persistence of one individual who valued how the University and its surrounding environment looked to others, has lead to an increased sense of pride and ownership in the local community with, aesthetically speaking, much cleaner and healthier streets surrounding the campus.

Sustainability Innovations in the Curriculum
 Winners - Rob Boast / Jon Fairburn / Fiona Tweed, Faculty of Sciences

The basic principles of sustainability advocates social, economic and environmental development to meet the needs of the present without compromising the ability of future generations to meet their needs, with education being an essential part of this. The Team nomination from Rob Boast, Jon Fairburn and Fiona Tweed introduced a Level 2 Sustainable Communities Module – ‘Embedding Sustainability into the curriculum through research-informed teaching’. This new module demonstrated a new solution/ approach linking academic theory and student research into real world sustainability challenges for both the University and the students on their award.

What particularly appealed to the judges is how the students, acting as consultants, engaged in dialogue with other students on campus and, more importantly, with senior management staff across Faculties/Services with regards to their own views on sustainability, what responsibilities they have and their barriers in engaging in this subject as managers. In addition, future plans for the module include the potential for the Geography students to be offered as a ‘consultancy-research resource’ to engage on sustainability matters within the wider community of Stoke-on-Trent and to explore whether the module format could be offered as a general option module, thus engaging other students from less traditional science based modules, such as AMD students working on marketing campaigns for sustainability, leading to cross curricula education for sustainable development.
Our staff play a vital role in ensuring that we continue to provide an inclusive and welcoming environment for students, partners, visitors and new employees. Equality of opportunity for everyone who studies or works at the University is a key part of our vision and we recognise that it is our diversity that helps to make us a robust, creative and vibrant community. These awards are a token of our appreciation for all the wonderful work that they do in promoting equality and diversity across the University and within the local community. Although there are only two awards available our thanks go to everyone who helps to make our University such a friendly and welcoming place to study and work.
Nominees

Ruth Chell
Work Experience Programme Project Manager, Schools and Colleges Team, Sales and Student Recruitment

Ruth has developed a half-day induction for school children on work experience placements at the University. This induction includes a strong emphasis on the range of legislation that applies in the workplace and on appropriate behaviour. This year she has undertaken this induction for 100 young people and has explained the importance of equality of opportunity within the workplace and particularly within the University where we have such diverse staff and student communities. This training has given these young people a valuable appreciation of equality legislation and an insight into how to conduct themselves appropriately in the workplace. This placement experience also impresses upon them that the University is a fair and inclusive employer with a wide range of work opportunities.

Guy Collins
Step Ahead Project Manager, Student Office

Guy project manages the Step Ahead Summer Schools, which prepare students for both the academic and social life at the University. Students who have no parental history of Higher Education, who have declared a disability, declared a care background or who are mature students are all invited to attend. There were over 500 places available this year and the courses cover a wide range of activities aimed at helping students to develop a personal 'toolkit' for academic working, social leisure and pleasure activities. As well as co-ordinating all the events Guy also appoints and trains a number of mentors to assist in the delivery of the programme. In addition to organising the lectures and workshops that form the basis of the courses Guy also provides an evening social events programme to enable students to meet each other before the start of term.

‘Step Up to HE’ Programme
Rose Taylor, Co-ordinator/Tutor and Brian Heathcote, Ambassador Liaison Worker, Sales and Student Recruitment

The ’Step up to H.E.’ programme provides opportunities for students who come from diverse and disadvantaged socio-economic backgrounds and minority cultures to experience student life and the facilities available to them within Higher Education. All the students involved are unemployed, many having been made redundant, and without the conventional academic entry qualifications. Approximately 20 members of staff are currently involved in the programme, which provides a life-changing, positive experience for the students, many of whom have experienced disadvantage, marginalisation and negative notions of education. The programme provides a taste of Higher Education for groups such as single parents and those from disadvantaged communities who would not otherwise be able to access entry into HE.

Childcare Assistants
University Nurseries, Student Office

During 2009 the Childcare Team co-ordinated a number of activities to actively raise the children’s awareness of diversity issues. All the children were given the opportunity to explore diversity issues such as learning about the Hindu celebration of Diwali through trying new foods, Henna hand painting and learning about the festival of lights. This is just one example of the types of activities that the nurseries organise in order to ensure that the children have an understanding of the diverse world in which we live.
Staffordshire University is a great place to work – and part of the evidence for this is the number of colleagues who have contributed to the development of the University throughout their careers, spanning over 25 years of loyal service. We are very proud of our long serving staff and are honoured that they have contributed so much of their lives to the work of the University.

**Long Service Awards**

**Angela Adams**  
Hospitality and Leisure Services

**Lynne Ashcroft**  
Faculty of Health

**Sheila M Bourne**  
Hospitality and Leisure Services

**Christine Faul**  
Information Services

**Peter Larkin**  
Faculty of Arts, Media and Design

**Tracy Ann Lewis**  
Faculty of Computing, Engineering and Technology

**Belinda Mattern**  
Hospitality and Leisure Services

**Robert A Mee**  
Student Office

**Professor Peter J Ogrodnik**  
Faculty of Computing, Engineering and Technology

**Alison J Pope**  
Information Services

**Janet Smith**  
Student Office

**Rosemary Smith**  
Estates
Where were you in 1984?

Our long servers were just starting out on their careers at Staffordshire University. A great deal has changed in that time – most notably the arrival of computers and the internet which now exist across every part of the University’s business.

Here, as a timely reminder, are listed some of the events, music, film and television programmes from 25 years ago.

About 1984

- Apple introduces the first Macintosh computer
- IRA bomb the Grand Hotel in Brighton. British Prime Minister Margaret Thatcher survives, but five others are killed
- Twelve-month long miners strike begins in March
- United Kingdom agrees handover of Hong Kong
- Sir Steve Redgrave wins his first Olympic Gold Medal during the coxed fours events in the Summer Olympics at Los Angeles
- Indian Prime Minister, Indira Gandhi, is assassinated
- Desmond Tutu is awarded the Nobel Peace Prize
- John McEnroe and Martina Navratilova win the Wimbledon singles finals
- Jayne Torvill and Christopher Dean score 12 perfect 6.0s for their interpretation of Ravel’s Bolero in the 1984 Winter Olympics in Sarajevo. They win the gold medal for ice dancing
- Terms of Endearment wins Best Picture at the Oscars
- Band Aid record the song “Do They Know It’s Christmas” in order to raise money for famine relief in Ethiopia
- British Telecom is privatised

Films

- Footloose
- Ghostbusters
- Indiana Jones and the Temple of Doom
- A Private Function
- A Nightmare on Elm Street

Music

- Dancing in the Dark – Bruce Springsteen
- Karma Chameleon – Culture Club
- Girls just wanna have fun – Cyndi Lauper
- Purple Rain – Prince
Apprentice of the Year

Customer Service Award

A year ago, the University recruited six apprentices as part of the Skills Pledge. This has proved to be an exciting venture, not only augmenting the training and employment opportunities for local young people but also helping the University to meet skills gaps in a number of different areas. The apprentices have also brought a fresh outlook and focus, and this award recognises and celebrates their ‘going the extra mile’ in order to provide an excellent level of customer service.

Chloe Griffiths

Before commencing as an apprentice at Staffordshire University, Chloe was working in Derby with three-day event horses. She had done this since leaving school at 16. Since starting at Staffordshire University in October 2008, Chloe’s work has rotated between the Law School and Business and Law Admissions. She has undertaken a variety of tasks within these areas, ranging from day-to-day administration, helping with the organisation of a large conference, and dealing with a diverse range of students and their queries. In Admissions she has also assisted the team with the large intake of students for Business and Law, such as processing applications and arranging interviews for potential students. Chloe feels that in her time so far at Staffordshire she has most enjoyed working with her colleagues. Being very new to office work, she was initially quite apprehensive, but all of her colleagues have made her feel very welcome and at ease.

Zoë Hargrave

Zoë has been an apprentice with the University since October 2008. Prior to this, she worked part-time at the Motorway service station whilst studying a BTEC National Diploma in Forensic Science at Stafford College. Throughout the year, Zoë has been working for the Faculty of Computing, Engineering and Technology and has been fortunate in being able to change departments on several occasions. Initially she was in the Placements Office answering the telephones and dealing with general student enquiries regarding placements, as well as welcoming companies eager to take on Placement students into the University. She then moved to the Recruitment Centre where she helped with the organisation and preparation of Open Days, as well as dealing with general enquiries and inviting prospective students for an interview. Finally she then moved to Quality and Resources where she helped with the organisation of GradEx09, the annual Faculty Graduate Exhibition. She has particularly enjoyed organising the Open Days and GradEx09 as it has given her great satisfaction in seeing all her hard work and the work of her colleagues coming together.

Rosemary Jackson

Rosemary has been working as an apprentice in the SURF and the Professional Development Centre. After completing her ‘A’ Levels and temporary job at Stafford College Rosemary decided to apply for an apprenticeship in order to gain a recognised qualification and expand her knowledge of business administration. Whilst working in the SURF Office and PDC, Rosemary has assisted with many general duties as well as updating the general course brochure, liaising with Marketing for the production of a SURF information poster and producing a poster from existing case studies using DTP software. Other tasks have included organising and supporting meetings and she has also undertaken research and analysis. Recently she has enjoyed assisting the Director of Educational Partnerships with a staff development project.
**Rowanne Walker**

Rowanne is an apprentice who has been working in the University Business School for the past year. Prior to the apprenticeship, she was with Staffordshire County Council and Staffordshire Moorlands District Council after leaving school from Thomas Alleyne’s High School, Uttoxeter. Rowanne has been fortunate in being able to undertake a variety of roles within the Business School, and the tasks she has learned have included photocopying, answering and transferring calls, data entry, filing, archiving, amending data, working with spreadsheets and general reception duties. What she has particularly enjoyed about this apprenticeship is the fact that she can learn, develop skills, and gain qualifications at the same time as working. This has allowed her to achieve an NVQ Level 2 in Business Administration along with other text and word processing qualifications.

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**Kieran Lally**

Kieran joined the University apprenticeship scheme straight from high school and has thoroughly enjoyed his first year here. He has been working in the Careers Centre within the Student Office, and has been busy updating employer records, helping out with events - such as “Careers on Tour”, Jobsfairs and Graduation Week, updating information in the Careers room, assisting students within the Careers Centre and much more. Kieran has gained valuable experience and knowledge of customer service within the University and has enjoyed the opportunity of working in a real office environment with very helpful and friendly colleagues. In order to further broaden his experience, Kieran will be joining a different team during the next year, and is looking forward to meeting new challenges.

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**Natasha Simanwe**

Prior to starting the apprenticeship, Natasha went to college to study her AS levels. Whilst at college, she also completed the Prince’s Trust Team Programme. During her first year at the University, Natasha has been working in Enterprise and Commercial Development where she has been given the opportunity to do a wide variety of different duties and projects. Some of the tasks have necessitated Natasha helping to organise an event in enterprise week, reception duties at the Business Villages and helping with the preparation for the SPEED and EFS Induction days. Natasha has particularly enjoyed working on different tasks that she has had the opportunity to do and also learning about the related aspects of business administration.
Staffordshire University is now a place of active learning for staff as well as students. In the move towards the enhanced professionalisation of many roles, the University continues to invest in its staff. Increasingly over the past few years, this has been towards the pursuit of accredited qualifications, either traditionally taught or by work-based learning. Through this process of development, the capacity of staff to face new demands is enhanced and their contribution to the organisation continues to grow. The University wishes to recognise and acknowledge the efforts of staff who have engaged in this process of professional development, thanking them for their commitment and hard work in achieving success.

Avid Qualified – Certified Avid Instructor

Anne Ramsden  
Faculty of Computing, Engineering and Technology

BA(Hons) Accounting and Business

Elizabeth Binns  
Business School

BA(Hons) Business Management

Nicola Smith  
Faculty of Health

BA(Hons) Business Studies

Alexandra Pownall  
Sales and Student Recruitment

BA(Hons) Childhood Studies, Early Years

Marie Copeland  
Student Office
Tracey Knight  
Student Office
Joanne Westwood  
Student Office

BA(Hons) English Literature

Jean Abbott  
Design Studio

Certificate in Counselling

Mark Jennings  
Faculty of Sciences

Certificate of Continuous Professional Development: Facilitating Learning

Laura Weston  
Faculty of Arts, Media and Design
Anne Burrows  
Student Office

Certificate of Continuous Professional Development: Working in Higher Education

Sharon Arnold  
Sales and Student Recruitment
Lisa Benson  
Student Office
Emma Berndt  
Business School
Ruth Chell  
Sales and Student Recruitment
Adam Hall  
Sales and Student Recruitment
Clare Harp  
Personnel Services
Amanda Holt  
Student Office
Alison McHugh  
Faculty of Arts, Media and Design
Kim Moody  
Estates
Hannah Murley  
Financial Services
Samantha Neal  
Business School
Janet Newey  
Student Office
Rachel Thompson  
Student Office

Certificate of Continuous Professional Development: Research Supervision

Graham Coulter-Smith  
Faculty of Arts, Media and Design
Naomi Ellis  
Faculty of Health
Jacky Forsyth  
Faculty of Health
Christopher Gidlow  
Business School
Wyn Jenkins  
Law School
Kristian Lines  
Faculty of Sciences
Rachel Povey

Certificate of Credit: Designing for E-Learning

Janet Nichols  
Business School

Certificate of Credit: Effective Teaching in HE

Alan Doig  
Business School
Sacha Oberweis  
Faculty of Computing, Engineering and Technology
Derek Pinches  
Faculty of Computing, Engineering and Technology
Daniel Thomas  
Faculty of Computing, Engineering and Technology
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<td>Linda Bickerton</td>
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**Graduate Certificate in Management Studies**

| Nicola Laurie | Student Office |

**HNC Business**

| Christine Culverwell | Sales and Student Recruitment |
| Diane Light | Law School |
| Susan Taylor | Business School |

**ILM Endorsed – Effective Practice in First Line Management**

| Sharon Arnold | Sales and Student Recruitment |
| Gary Baker | Information Services |
| Nicholas Ball | Hospitality and Leisure Services |
| Christine Clowes | Faculty of Arts, Media and Design |
| Heidi Crabbe | Faculty of Arts, Media and Design |
| Caroline Ferguson | Faculty of Arts, Media and Design |
| Steve Ganner | Information Services |
| Julie Gingell | Law School |
| Janet Graham | Law School |
| Esther Handy | Business School |
| Iain Mansell | Sales and Student Recruitment |
| Edward Matthews | Information Services |

**ILM Level 5 Coaching and Mentoring in Management**

| Sarah Tudor | Personnel Services |

**IOSH Managing Safely**

| Alan Barcroft | Hospitality and Leisure Services |
| Yvonne Boyko | Hospitality and Leisure Services |
| David Glover | Financial Services |
| Tracey Proctor | Vice-Chancellor’s Office |
| Fiona Roberts | Hospitality and Leisure Services |
| Carol Sutton | Hospitality and Leisure Services |

**Masters in Higher and Professional Education**

| Jayne Evans | Faculty of Health |
| Karen Griffiths | Faculty of Health |
| Andrea Wright | Faculty of Health |
Masters in Interactive Learning
Janet Nichols Business School

Masters in Counselling Psychology
Pavlos Filippopoulos Faculty of Sciences

Masters in Health and Social Care
Lisa Miller Faculty of Health

Microsoft Office Specialist
Johnathan Khoo Faculty of Arts, Media and Design

MSc Advanced Technology
Tim Dunning Faculty of Computing, Engineering and Technology

MSc Computer Games Design
David Edwards Faculty of Computing, Engineering and Technology

MSc Forensic Science
Liz Deakin Faculty of Sciences

MSc Health Psychology
Fern Basnett Faculty of Health

NVQ Level 2 Business Administration
Chloe Griffiths Law School
Zoë Hargrave Faculty of Computing, Engineering and Technology
Rosemary Jackson Sales and Student Recruitment
Kieran Lally Student Office
Natasha Simanwe Vice-Chancellor’s Office
Rowanne Walker Business School

NVQ Level 2 Cleaning and Support Services
Jackie Barker Estates
Sara Birkis Estates
Marianne Dickson Hospitality and Leisure Services
Sue Fellon Hospitality and Leisure Services
Sandra Heath Estates
Lynne Lowndes Estates
Samantha Perry Hospitality and Leisure Services
Karen Poole Estates
Julie Rankin Estates
Chaitanya Sunkara Hospitality and Leisure Services
Caroline Smith Estates
Mandy Swindail Hospitality and Leisure Services
Gillian Williams Estates

NVQ Level 2 Supply Chain Management
Emma Baker Estates

NVQ Level 4 Management
Cheryl Williams Student Office

PhD Computer Science
Chris Harding Faculty of Computing, Engineering and Technology
Claire Stanier Faculty of Computing, Engineering and Technology

PhD Education
Wyn Jenkins Business School

PhD Forensic Science
Sarah Fieldhouse Faculty of Sciences
Claire Gwinnett Faculty of Sciences

PhD Health Studies
Steven Suckling Faculty of Health

PhD Industrial Relations
Jenny Gale Business School

PhD Information Science
Geoff Walton Information Services

PhD Psychology
Stephen Gallagher Faculty of Sciences
Paul Jenkinson Faculty of Sciences

PhD Sport Science
Jamie Barker Faculty of Health
Naomi Ellis Faculty of Health
PhD Social Sciences
Jill McDonald      Faculty of Health

Postgraduate Certificate in Research Methods
Alan Piper      Business School

Postgraduate Certificate in Higher and Professional Education

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Catherine Read      Faculty of Health
Anja Rutton          Faculty of Sciences
Hannah Smith         Faculty of Health
Denise Tolson        Faculty of Health
Elizabeth Tomkinson  Information Services

Postgraduate Diploma in Higher and Professional Education

<table>
<thead>
<tr>
<th>Name</th>
<th>Faculty</th>
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<tbody>
<tr>
<td>Naomi Ellis</td>
<td>Faculty of Health</td>
</tr>
<tr>
<td>Peter Ingham</td>
<td>Business School</td>
</tr>
<tr>
<td>Sarah Peart</td>
<td>Faculty of Arts, Media and Design</td>
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</tbody>
</table>

Professional Certificate in Marketing
Sarah Clemson      Sales and Student Recruitment

Spreadsheet Modelling Techniques
Sarah Howe          Faculty of Arts, Media and Design

“Train the Trainer” Accreditation in the Apple Final Cut Series
Richard Mortimer    Faculty of Arts, Media and Design
Customer Service Awards 2009

The Customer Service Awards Scheme has been introduced to recognise and celebrate the excellent customer service that is provided to our customers - be they students, employers, staff from other organisations or workplace colleagues. Customer service is at the heart of all our decisions and behaviours and it is on this that our reputation is built and enhanced. These awards celebrate individuals and teams who have raised their game in the delivery of customer service to levels beyond those normally expected.

Each Faculty/School and Service selected the following winners from applications submitted:

Individual Awards

**Faculty of Arts, Media and Design**  
*Ruth Brown*  
Ruth has been awarded the individual customer service award for her contribution as Keeper of the Betty Smithers’ Design Collection.

**Business School**  
*Marie Barlow*  
Marie has been awarded the individual customer service award for improving the management and administration of quality processes within the Faculty.

**Faculty of Computing, Engineering and Technology**  
*Nia Wearn*  
Nia has been awarded the individual customer service award for her work with games technology students, together with her contribution to key faculty events such as GRADEX and open days.

**Enterprise and Commercial Development**  
*Janet Mortezazadeh-Daragheh*  
Janet has been awarded the individual customer service award for the continued development of her roles in promoting the University’s knowledge transfer offering.

**Estates**  
*Karen Brown*  
Karen has been awarded the individual customer service award for her contribution to Awards week, where she played a key role in the meeting and greeting of students and guests at the Trentham Estate.

**Finance**  
*Helen Holt*  
Helen has been awarded the individual customer service award for contribution and leadership on the re-design of the services provided by the Income Section.

**Faculty of Health**  
*Lindsey Barker*  
Lindsey has been awarded the individual customer service award for demonstrating exceptional skills in maintaining excellent working relationships with partner agencies and developing new contacts in her role as placement coordinator for social work students.

**Hospitality and Leisure Services**  
*Belinda Lowe*  
Belinda has been awarded the individual customer service award in recognition for her exemplary skills in dealing with both home and international students and for showing tenacity when following enquiries through.

**Information Services**  
*Karl Gimblett*  
Karl has been awarded the individual customer service award for his continued contributions within his role as an IT and Learning Support Analyst, providing exceptional customer service to others.

**Law School**  
*Julie Evans*  
Julie has been awarded the individual customer service award for her contribution to supporting both academic and administrative staff, epitomising collegiate working practices within the school.
Personnel Services
Sarah Tudor

Sarah has been awarded the individual customer service award in recognition of her contribution to a wide range of University professional development activities and supporting the ‘email free day’ events.

Faculty of Sciences
Judy David

Judy has been awarded the individual customer service award for her continued contribution in her role as Subject Area Leader in Psychology, in particular, the Five Year Undergraduate Psychology Academic Review and the re-accreditation of Psychology undergraduate awards by the British Psychological Society.

Sales and Student Recruitment
Rob Reeves

Rob has been awarded the individual customer service award in recognition of his contribution to the Care Leavers group, who have responded very positively to his workshops/individual meetings designed to encourage the number of people from care to progress to University.

Student Office
Lesley Mountford

Lesley has been awarded the individual customer service award for her continued contributions in her role as a Student Guidance Advisor and in particular her work with the Student Retention Sub Committee.

Vice-Chancellor’s Office
Julie Smith

Julie has been awarded the individual customer service award in recognition of her outstanding contribution to the University’s corporate events.

Each of the individual award winners receives a certificate, award and £100 voucher.

Team Awards

Faculty of Arts, Media and Design
Technical Support Team

Richard Allan    Joanne Allen
Paula Andrews    Manoubi Ben L’Amri
Warren Best      Mike Bowler
Jim Brindley     Matt Buckingham
Pippa Brady      Heidi Crabbe
Catherine Dineley Fintan Dineen
Dave Dowler      Stuart Hadley
Mark Hatton      Matt Hollinshead
Wendy Kearns     Liz Knight
Keith Jones      Pete Larkin
Richard Mortimer Tony Plant
John Platt       Alan Presutti
Sue Skinner      Malcolm Smith

The Technical Support Team have been awarded the team customer service award for supporting a range of developments throughout the Faculty, most notably the ‘Irresistible’ Art and Design Show 2009.

Business School

Post Graduate Business Support Award Team

Jill Dix
David May

Jill and David have been awarded the customer service team award for the significant improvements that they have made to a range of award board processes within the School, receiving recognition from external examiners and elsewhere within the University.

Faculty of Computing, Engineering and Technology

Partnerships Team

Cheryl Dimond
Karin Evans
John Fearns
Gill Groves
Liz Hathaway

The Partnerships Team have been awarded the team customer service award for their contribution to supporting franchise, dual and outreach programmes within the Faculty.
Enterprise and Commercial Development

\textit{External Projects Team}

Naomi Arblaster
Jose Beech
Emma Davies
Jenny Lawson

The External Projects Team have been awarded the team customer service award for their support to colleagues in developing project ideas and identifying bidding and partnership opportunities.

\textbf{Estates}

\textit{Domestic Assistant Team, Blackheath Lane}

Nicola Ward
Tracy Ward

Nicola and Tracy have been awarded the team customer service award in recognition of their exceptional commitment to the cleaning of the offices at Blackheath Lane, unwavering support to colleagues and willingness always to help others.

\textbf{Finance}

\textit{Income Team}

Carole Bailey
Ann Clowes
Diane Heath
Sharon Johnson
Lesley Perry

Melanie Cairns
Gill Garner
Helen Holt
Donna Morgan
Angela Ward

The Income Team have been awarded the team customer service award for major developments in the systems and processes of the income section, including developing the interface between the THESIS student records system and the Oracle financial system.

\textbf{Faculty of Health}

\textit{Sport and Exercise Post Application Open Day Team}

Jamie Cleland
John Erskine
Marc Jones
Gary Lowe
June Sampson

Doreen Dakin
Jacky Forsyth
Chris Lee
Justin Rich

The Sport and Exercise Post Application Open Day Team have been awarded the team customer service award for their excellent delivery of the sport and exercise post application open days.

\textbf{Hospitality and Leisure Services}

\textit{Chancellor’s Dinner Service Team}

Pam Bennett
Joanne Connor
Chi Man Dihn
Gill Hollins
Patrick Linehan
Yvonne Lycett
Michelle Thacker

Allyson Connor
Carol Crutchley
Sue Evans
Karen Jones
Rachel Lowe
Carole Oakes
Liz Thorley

The Chancellor’s Dinner Service Team have been awarded the team customer service award in recognition of their professional and exceptional delivery of service at this year’s Chancellor’s Dinner.

\textbf{Information Services}

\textit{Octagon IT Helpdesk Team}

Gareth Evans
Paul Lakin
Luke Peckett
Nick Willshaw

The Octagon Helpdesk Team have been awarded the team customer service award for their excellent customer service in support of the British Education Studies Association (BESA) conference held earlier this year.

\textbf{Law School}

\textit{Admin Team}

Judith Blackband
Julie Evans
Janet Graham
Diane Light

Sue Dawidczuk
Julie Gingell
Chloe Griffiths
Jo Whitehouse

The Law School Administration Team were awarded the team customer service award for outstanding support to students and academic staff, receiving recognition by external examiners and the LLB Validation Panel.

\textbf{Personnel Services}

\textit{Systems Support Team}

Jayne Brannigan
Spencer Clarke
Cynthia Cooper
Linda Knapper
Paula Lewis

The Systems Support Team were awarded the team customer service award for the development and rollout of greater functionality of the ResourceLink pay/personnel system.
Faculty of Sciences

Sciences Work-Based Learning Team

Graham Barlow
Sharon Crawford
Elizabeth Deakin
Jayne Francis

Members of Sciences’ technical team have been awarded the team customer service award for their determination and creativity in developing a course in Forensic Trauma Simulation, a key part of the Faculty’s work based learning portfolio.

Sales and Student Recruitment

Potteries Shopping Centre Team

Jo Burgess
Amy Winter

Jo and Amy have been awarded a team customer service award in recognition of their outstanding contribution to the Staffordshire University shop based within the Potteries Shopping Centre, Hanley.

Student Office

Careers Centre Front-Line Team

Vicky Cook
Diane Gadsby
Dina Lewis
Cheryl Williams

Members of the front-line careers centre team have been awarded the team customer service award for delivering new and progressive ways of working, including ‘JobZone’, ‘Careers on Tour’ and GradFairZ.com

Vice-Chancellor’s Office

Marketing Team

Graham Brown
Deborah Cooke

Debbie Cooke and Graham Brown have been awarded the team customer service award for the design and launch of the ‘Irresistible’ student recruitment marketing campaign, which has received praise from both internal customers and potential new students.

Each winning team will receive a certificate, award and voucher for £300.
Cross University Team
Customer Service Award

Nominees

Awards Week Team

The student awards ceremonies, held at Trentham Gardens are one of the highlights of our year. Whilst the Awards Week Planning Group oversees the arrangements for the annual student Award Ceremonies, there are a number of key individuals from across the University who work behind the scenes during the week, that make sure all the ceremonies and the overall event is a huge success. Without the individual contributions, their commitment and dedication the event would not be nearly as successful. These staff have ‘gone the extra mile’ to ensure that every graduate and their family has had a truly memorable day.

Alison Mutimer
Marjorie Woodhouse
Helen Ferneyhough
Janine Holdway
Linda Degg
Geoff Bridgwood
Skip Edwards
Julie Smith
Maria Scrivens
Judy O’Brien
Tim Deville

Cross University Education Team

The student experience is central to the success of the University. The Cross University Education Team is a team of staff that support over 1000 students across a range of teacher training and professional education awards that operate across the Business School and Faculty of Computing, Engineering and Technology. The teams focus is to ensure that all students, regardless of award or Faculty/School receive a high quality experience that transcends organisational structures, geographical distance and across organisations. The success of this team and their commitment has been highlighted in two successive reports from Ofsted, specifically commenting on the pivotal role of the administrative team in supporting the academic provision.

Dawn Kane
Elaine Knox
Cath Hickling
Candice Poole

Central Student Recruitment Team

Student recruitment is one of the most important areas of our organisation. During the academic year 2008-2009, a new central student recruitment team was created, replacing the separate faculty/school based recruitment activity. This change in approach required staff from Faculties and Schools to physically relocate and converge into a new cross university team to oversee all student recruitment activity. Not only did the staff continue to undertake their existing duties, but were also involved in the early stages of designing new customer focused services for our students.

Given the enormity of the restructuring, all members of staff must be applauded for their approach to the changes, the smooth integration of the new team and their continual focus upon our customers at a time of personal uncertainty. Throughout this period of transition, the team continued to display the utmost levels of professionalism in order to deliver a more efficient and effective service for the benefit of our customers.

Chris Alcock
Helen Thurstan
Sarah Clemson
Stacey Bailey
Geraldine McKinnon
Jane Howe
Marjorie Collaco
Christine Culverwell
Karen Owens
Gill Horwell
Susan Steele
Karen Hawley
Alex Pownall
Carol Bragg
Sharon Arnold
Becky Patten
Ellie Newman
Rob Reeves
Anne Smith
Nicky Griffiths

Lynne Tolley
Jo Bradbury
Catherine Cook
Abi Jones
Hilary Dicken
Karen Wootton
Maggie Burned
Sharon Hemmings
Debbie Dudley
Julie Alcock
Yvonne Sutcliffe
Angela Glover
Ann Grainger
Maureen Button
Marie Leese
Tim Fuller
Adam Hall
Craig Evans
Angela Tappin
Pat Buxton

The winning Cross University Team will receive a certificate, award and voucher for £500.