Celebrating staff success

24 September 2008
A warm welcome from our Vice-Chancellor

Professor Christine King CBE, DL

Staffordshire University is ever more successful year on year. We have only to listen to the stories during Awards Week to get some measure of the difference we are making to peoples lives.

This success is due to the very exceptional staff team that we have here at Staffs.

Not every member of staff can receive an award but our story is the story of every colleague who is committed to and enthusiastic about our students and their success. Our thanks and congratulations go to each one.

Tonight our congratulations go especially to our award winners. Without doubt, they are our stars.

Christine E King
Featured awards:

- Learning and Teaching Fellowships
- Equality and Diversity Awards
- Professorial Conferments
- Long Service Awards
- Qualification Successes
- Customer Service Awards
Celebrating Staff Success: introduction from the Chancellor
The Honorable Lord Morris of Handsworth OJ

In July I attended the annual Awards Week ceremonies which celebrate student success. This special occasion never fails to inspire me, and I always have a sense of pride in the achievements of our graduates.

I am also aware that behind the University’s many success stories is a community of dedicated individuals who combine their professionalism with a real passion for what they do.

As a University we recognise that it is our people who create a difference by making sure that the Staffordshire experience is built on excellence at every level. Therefore it is only fitting that we recognise their contribution by holding an awards event to celebrate staff success across the organisation.

‘Celebrating Staff Success’ is the first event of its kind to be staged by the University and promises to be an exciting evening honouring a wide range of achievements and standards of excellence.

Congratulations to those who will receive special recognition this evening, but an even bigger thank you to all staff at Staffordshire University – as one dedicated team you are our biggest success story.

[Signature]
Programme

5.00pm  Arrival and Light Refreshments

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 1
Lord Morris of Handsworth OJ, Chancellor

Learning and Teaching Fellowships
Introduced by Marjorie Spiller, Head of Professional Development

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

Professorial Conferments
Introduced by Dr Steve Wyn Williams, Director of Academic Development

Long Service Awards
Introduced by Ken Sproston, University Secretary

6.10pm  Interval including live performance

6.30pm  Presentation of Awards - Part 2

Qualification Successes
Introduced by Ian Blachford, Director of Human Resources

Customer Service Award Scheme
Faculty/School/Service Individual and Team Award Winners
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
Learning and Teaching Fellowships

The introduction of Learning and Teaching Fellowships within the University has enabled recognition and reward for staff who make a significant impact to the student learning experience. These Fellowships are essentially awarded for excellence in the processes of teaching and the facilitation of student learning. Moreover the Fellowships endorse the Higher Education sector’s drive to raise the status of teaching as a valued and professionalised activity. Members of staff who receive a University Fellowship are required to show sustained commitment and support to students; making a difference by the way they enthuse and inspire them on their journey through Higher Education. The University is therefore proud to award Fellowships to another cohort of staff this year and looks forward to their continued efforts to ‘raise the game’ through high performance in learning and teaching.

Jacky Forsyth

As a senior lecturer in sport and exercise, Jacky's particular teaching specialism is in exercise physiology. However her Learning and Teaching Fellowship project will focus on graduate employability, investigating the skills and qualities that employers seek. To achieve this aim, former students who have already gained employment will be invited to:

- be part of an annual conference on sports-related careers, to talk about their experiences since graduating
- assist with the development of a web-based learning resource, which current students can access for relevant information on job opportunities within the sector.

The project will not only benefit current students within sport and exercise, but will also model the use of ex-students as a resource to raise awareness on employability.

Jackie Hartley

Jackie is a Careers Adviser who works part-time at the Stafford campus and teaches career management skills on a range of courses within the university. Outside the university she runs her own publishing company through which she writes and publishes a wide range of careers resources for schools, colleges and careers companies.

Her Learning and Teaching Fellowship project is entitled ‘Exploring the suitability of Articulate Pro Presenter as a package to create Career Management Skills on-line learning materials’. She intends to produce Career Management Skills modules using this package, working with colleagues in the Careers Service, in support of the university goal of embedding Career Management Skills more widely across the university.

Julie Hulme

Julie is a senior lecturer in psychology, with particular interest in biological psychology and cognitive neuropsychology. She is Course Director for the MSc Teaching Psychology and is very active in providing CPD for post-sixteen psychology teachers. Her research focuses on teaching and learning in Higher Education, specialising in feedback provision for undergraduate students and she currently holds HEA Psychology subject network funding for a mini project on the effectiveness of feedback for undergraduate Psychology students. Julie’s Learning and Teaching Fellowship project, entitled “Facilitating student reflection on skills through assessment feedback,” reflects this interest. Findings from the project will inform undergraduate feedback delivery and PDP strategies in Psychology, and in the wider context of other disciplines.
Wyn Jenkins

Wyn is a senior lecturer in strategic management, corporate social responsibility and business research methods, and actively researches in these areas. Wyn’s teaching builds on his industrial experience in diverse organisations where he led a number of successful teams in developing products for use in the automotive, furniture and building industries. He is the joint author of a textbook on strategic management and has just completed his doctoral thesis on student retention and achievement in further education.

Wyn’s Learning and Teaching Fellowship project will focus on understanding the differential student performance within Staffordshire University postgraduate management programmes. This will be used to raise awareness with colleagues of the complexity involved in adult learning on post-graduate professional programmes.

Christopher Lee

As a senior lecturer in sport and exercise, Christopher specialises in sports coaching and education. He has a particular interest in creating opportunities for students to gain practical experience in sports coaching in order to translate theory into practice.

Christopher’s Learning and Teaching Fellowship project is entitled ‘A case study that evaluates the effectiveness of a continuing training and experiential learning programme to enable university students to become qualified multi-skills coaches to be utilised in the local schools network.’

This not only mirrors Christopher’s commitment to facilitating practically based coach education for our students but also provides local primary schools with a much needed coaching resource, further embedding the University’s links with Local Education Authority and schools.

Lee Pardy-McLaughlin

Lee is a senior lecturer in social work and advice work, with particular interests in safeguarding vulnerable children and children in care. He is Award Leader for the Post Qualifying Social Work Award Children’s Pathway and is very active in the development of technology-assisted learning. Lee’s Learning and Teaching Fellowship project will investigate the possibility of incorporating PebblePad as a mechanism for the delivery of e-portfolio across the social work placement provision. This will include an assessment of the strengths and weaknesses of the current pilot e-portfolio. Outcomes from the study will inform teaching and learning strategies and the future use of e-Portfolios both within the Faculty of Health and the wider professional community.

Ian Wilson

Ian is a senior lecturer in business studies and has not only taught on a wide range of marketing modules at undergraduate, postgraduate level and on professional courses but has also managed two Knowledge Transfer Programmes. He has written two marketing books and a number of journal articles but his current focus is on International Marketing and he is co-writing a book on the subject. Ian has recently conducted research in China and Russia, in support of his teaching.

Ian’s Learning and Teaching Fellowship project will focus on improving learning outcomes for foreign students. The idea behind the project is to accelerate the process by which foreign students can get to grips with our learning and assessment strategies in order to become successful.
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

Andrea Darcy  
Public Relations and Events Coordinator, Students’ Union
Andrea has been nominated by the Students’ Union for her work in celebrating diversity within the community. Some of the events she has organised include Eid, Diwali, Christmas celebrations and the hugely successful Diversity Fashion Show where people from various communities came together to showcase their unique, colourful cultures. Through her dedication she has involved all staff and students who work within the Union, encouraging them to ‘go the extra mile’ and thus enabling students and the organisation to shine and develop a culturally aware practice.

Phil Nicholls  
Academic Support Manager, Faculty Disability Officer, Faculty of Arts Media and Design
Phil has been nominated by Ann Parry, the Dean of the Faculty, for his work in organising the Faculty’s support systems for over 300 disabled students. This includes supporting the students for their whole lifecycle in the Faculty, by providing the correct structures through which staff operate, building the understanding that allows colleagues to fulfil their responsibilities and counselling both staff and students. The award of a Scarr-Hall Prize this year, to a student from Crafts who is deaf and dumb, is evidence of the level of care and attention the Faculty is committed to - such commitment arises through the culture created by Phil.

Janet Hetherington/Penny Vincent  
Senior Lecturer in Civic Engagement and Regeneration, Faculty of Arts Media and Design
Janet and Penny, who job share, have been nominated by Mark Webster, Joint Manager in the Creative Communities Unit, for their work in delivering teaching, courses and projects which meet the needs of the local community by ensuring that they are confident and able to play a role in decisions affecting their lives. Together they encourage people to access the University through their courses which involve people who work in local community, voluntary and statutory organisations, students, people with learning disabilities and local residents.

Sandie Hope-Forest  
Senior Lecturer, Sociology, Faculty of Arts Media and Design
Sandie has been nominated by Dr Peter Beaney, Dr Pam Cotterill, Dr David Gatley and Ruth Waterhouse (Sociology teaching staff) for her involvement in a number of areas of social diversity including women’s issues, young people, gay rights and disability. She has been active in organisations that support gay, lesbian and bi-sexual people, women, asylum seekers and refugees and has provided short courses on challenging homophobia. Sandie has taught on Women’s Studies awards and more recently succeeded in validating the Foundation Degree in Youth and Community Work.

Kate Read  
Senior Lecturer, Faculty of Health
Kate has been nominated by Denise Tolson, Sarah Hill and Professor Bernard Moss (staff from Social Work) for her work with the Social Work Users and Carers Group. This group consists of people who use or have used social work and health services, for example, those with learning disabilities, mental health issues or physical disabilities, older members of the community and those who care for people with additional needs and therefore have needs in their own right as carers. Kate has also been involved in encouraging young people who have been in care to participate in designing and promoting our Post Qualifying Awards in social work.

Rob Thornton  
Social and Diversity Group Co-ordinator, Law School
Rob has been nominated by Helen Fox, LPC Award Leader and the entire LPC team for his work as Social and Diversity Group Co-ordinator for the Legal Practice Course. This group provides a vital opportunity for the many minority ethnic and international students on the course to socialise with other students, to air any concerns and to engage in local social activities. Rob provides support and advice to students on available services and clubs and has great practical input, not only with the students, but also ensuring that the LPC team is up to date with current diversity and equality issues.
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.

Applications are considered by the University’s Professorial Conferment Committee, which advises the Vice-Chancellor on professorial awards. The award of professorial titles demonstrates the outstanding nature of staff achievement across a diverse range of activity.

Penny Booth – Professor of Child and Family Law

Penny’s award is verification of her significant achievement in scholarship, research, citizenship and professional practice. As Professor of Family Law, Penny will raise the Law School’s profile further in Child and Family Law, encourage greater staff engagement with research and scholarship, promote postgraduate research degree supervision, continue to research and publish on Family Law and develop further the research culture within the Law School.

Eleanor Bradley – Professor of Healthcare Research and Evaluation

A professorship has been awarded to Eleanor in recognition for her excellent work on a range of funded, collaborative research projects, a strong publications record in the area of healthcare practice and mental healthcare and involvement with a range of local and national organisations. Eleanor also provides advice to a number of expert bodies and is a member of the Board of Reviewers for a number of nursing and healthcare journals and publishers. As a University Professor, she will support the formation of a Centre for Practice and Service Improvement and within the new Centre encourage and support funding bids and collaborative work. Eleanor intends to develop a portfolio of work, which will focus on practice improvement in mental healthcare.

John Cassella – Professor of Forensic Education

The professorship awarded to John acknowledges his extraordinary achievement in research, scholarship, professional practice, postgraduate supervision, consultancy, collaborative work, teaching and innovative pedagogy. His work in Forensic Education has been recognised through national and international awards and grants. As Professor of Forensic Education, John will promote and enhance innovative learning and teaching, increase third stream income and raise further the University’s research profile in Forensic Science.
Dave Cheshire – Professor of Design Technology

This professorship recognises Dave’s distinguished record in teaching, curriculum development, pedagogic practice, scholarship, research and professional practice. Through his involvement with Knowledge Transfer programmes, Dave has influenced and strengthened the design capability of the local pottery industry. He has made a substantial contribution to the content of MSc and undergraduate programmes, has a strong postgraduate supervision record and has secured significant external funding. As Professor of Design Technology, he will put forward several bids for external funding to support design education projects, run further Knowledge Transfer Programmes, support the formation of a Rapid Prototyping Centre and continue to publish on design technology issues.

Nachi Chockalingham – Professor of Clinical Biomechanics

Nachi’s professorship recognises the remarkable nature of the research he has undertaken in the area of Clinical Biomechanics and Musculoskeletal Podiatry. Within the Faculty of Health, he has helped develop the University’s reputation as a centre of excellence in clinical biomechanics. As a Professor, Nachi will promote the growth of research, scholarship, learning, teaching, postgraduate supervision and entrepreneurship in clinical biomechanics.

David Clark-Carter – Professor of Psychological Research Methods

The award of professorship recognised the impressive nature of David’s work on the application of research methods and statistics to psychology. David is the author of internationally esteemed books and has served as the editor of the British Journal of Mathematical and Statistical Psychology. His contribution to teaching in psychology and mental health is widely regarded. As Professor of Psychological Research Methods, David will develop further the provision of postgraduate research methodology support through the greater use of technology and distance and work-based learning.

Mike Clements – Professor of Enterprise Education

Mike’s award commends his significant contribution to enterprise and entrepreneurship education. He has used technology to deliver enterprise education in a way that both widened participation in Higher Education and advanced the national economic agenda of promoting enterprise. Mike has been at the forefront of curriculum development in enterprise education and has encouraged the use of e-learning for teaching, learning and assessment. Following the conferment of the title Professor of Enterprise Education, Mike will continue to provide academic leadership to support the continued growth of the University’s enterprise economic streams, further develop enterprise and entrepreneurialism and extend the University’s engagement with employers.
University Professorships

Helen Dent – Professor of Clinical and Forensic Psychology

Helen’s successful professorial application demonstrated her outstanding achievements in the field of clinical psychology. As an academic leader, Helen developed and ran the Doctorate in Clinical Psychology and serves on several national bodies relating to clinical and forensic psychology. Helen enjoys an international reputation as Forensic Researcher. Following the award of her professorship, Helen plans to develop a Centre for Psychological Intervention and support collaboration between the University and local Healthcare Trusts on projects focusing on improved access to psychological therapies.

John Dover – Professor of Ecology

This award is a testament to John’s achievement as a researcher, author, communicator and teacher. His specialist area of expertise is the distribution and dispersal of species. John has been invited to deliver keynote speeches at a number of national and international conferences. As Professor of Ecology, John intends to raise further the University’s profile in this subject area through research, publications, the development of networks and funding bids to external bodies.

Jean Mangan – Professor of Education Economics

This professorship is in recognition of Jean’s outstanding achievements in teaching, learning, scholarship, research, supervision, collaboration with industry and academic citizenship. Jean has built up a substantial portfolio of publications and projects and has influenced the recruitment policies and practices adopted by the Government’s Economic Service. As Professor of Education Economics, Jean will continue to develop innovative and flexible approaches to teaching and learning, support the further growth of postgraduate research degrees programmes and extend current research on widening participation and access.

James O’Kane – Professor of Operations Management

James’ award reflects outstanding achievement in scholarship, research, knowledge transfer, professional practice, teaching, income generation, collaboration with industry, curriculum development and pedagogic practice. As Professor of Operations Management in the Business School, he will lead on research, enterprise and corporate education and develop further the research and enterprise culture within the Business School. James proposes to increase the number of active researchers and the quality and quantity of research outputs.
Torfeh Sadat-Shafai – Professor of Physical Electronics

Torfeh’s outstanding achievements in research, scholarship, teaching, curriculum development and pedagogic practice led to his professorial award. As a researcher, Torfeh collaborates with a number of national and international universities and bodies and holds a visiting professorship at the Technical University of Hamburg. Torfeh’s standing within the academic community has resulted in his membership of several prestigious national and international bodies concerned with the future growth of engineering as a subject area. Following the award of his professorship, he will lead on a number of substantial projects, including the future growth of work base learning, the development of new postgraduate programmes within the Faculty and a number of international collaborative research projects.

David Sanderson – Professor of Ceramic Design

David’s professorship was awarded for his significant contribution to industrial ceramic design. Through his leadership of the MA Ceramic Design course, David has established an impressive reputation as a teacher and supervisor. Under David’s guidance, the MA programme has secured international recognition and has enhanced the local economy and the University’s reputation as a centre for design education. Within the Arts, Media and Design Faculty, he has been responsible for the development of enterprise and industrial networks, collaborative consultancy work, Knowledge Transfer Partnerships and international trade exhibitions. As Professor of Ceramic Design, David will undertake research and scholarship that supports curriculum development, increase research and scholarship activity and increase the Faculty’s enterprise income streams.

Fiona Tweed – Professor of Physical Geography

The successful outcome of Fiona’s professorship application reflected her accomplished record as a researcher, author and teacher. Her research is both original and highly relevant as it explores the hazards presented by glacial outburst flooding. Fiona is widely regarded as an innovative teacher and her work on the development of student-centred field research projects was welcomed by the Quality Assurance Agency. As Professor of Physical Geography, Fiona will lead and encourage the growth of research in the Faculty of Sciences, disseminate good practice in teaching and learning across the University and continue to produce high quality research.

Lorna Uden – Professor of Information Technology

The successful outcome of Lorna’s professorship application highlights her notable achievements in scholarship, research, membership of editorial boards, curriculum development, knowledge transfer and professional practice. As Professor of Information Technology, Lorna will focus on curricula development, the growth of generic and lifelong learning skills, income generation, widening participation and the flexible delivery of courses, the formation of a Service Science research group and conduct further research into employability and entrepreneurship.
Staffordshire University is a great place to work - and part of the evidence for this is the number of colleagues who stay with us for most of their working lives. The Long Service Awards recognise those 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

Julie Alcock  
Faculty of Arts, Media and Design

Paul Bailey  
Faculty of Sciences

Peter Barnes  
Faculty Of Computing, Engineering and Technology

Helen Boote  
Personnel Services

Mick Britton  
Faculty Of Computing, Engineering and Technology

Shirley Carrigan  
Estates

Ronald Corbett  
Estates

Pam Dunning  
Information Services

Nicholas Dyson  
Faculty Of Computing, Engineering and Technology

Skip Edwards  
Estates

Selwyn C. Gordon  
Information Services

Joy E. Harding  
Faculty Of Computing, Engineering and Technology

Dawn E Harvey  
Student Office

Corinne Meys  
Information Services

Prof. Dr. T. Sadat-Shafai  
Faculty Of Computing, Engineering and Technology

Chris Shaw  
Estates
Where were you in 1983?

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 1983

- US President Ronald Reagan unveiled his Star Wars plan for militarizing space!
- Derby winner Shergar was stolen in Co.Kildare, Eire
- Vanessa Williams became the first ever Miss Black America
- Wheel Clamps were first used by London police
- Polish Solidarity lead Lech Walesa wins the Nobel Peace Prize

Films

Octopussy
Return of the Jedi
Educating Rita
Terms of Endearment (Best Film Oscar)
Monty Python’s The Meaning Of Life
Trading Places

TV

Black Adder
Newhart
Cheers
Don’t wait up
Just good friends

Charts

<table>
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<tr>
<th>Month</th>
<th>Top Tracks</th>
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| January | Phil Collins ‘You Can’t Hurry Love’
          | Men at Work ‘Down Under’                       |
| February| Kajagoogoo ‘Too Shy’                           |
| March   | Michael Jackson ‘Billie Jean’
          | Bonnie Tyler ‘Total Eclipse Of The Heart’      |
          | Duran Duran ‘Is There Something I Should Know’ |
| April   | David Bowie ‘Let’s Dance’
          | Spandau Ballet ‘True’                           |
| May     | New Edition ‘Candy Girl’                        |
| June    | Police ‘Every Breath You Take’                  |
| July    | Rod Stewart ‘Baby Jane’
          | Paul Young ‘Wherever I Lay My Hat’             |
| August  | K C & The Sunshine Band ‘Give It Up’            |
| September| UB 40 ‘Red Red Wine’                           |
| October | Culture Club ‘Karma Chameleon’                  |
| November| Billy Joel ‘Uptown Girl’                        |
| December| Flying Pickets ‘Only You’                        |
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 by encouraging a positive engagement with the process of professional development. 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.

### Qualification Successes

**Member of the Faculty of Travel Medicine (MFTM) Royal College of Physicians and Surgeons of Glasgow (RCPSG)**

- Sharon Graham  
  Faculty of Health

**BSc(Hons) Applied Computing**

- Helen Ferneyhough  
  Student Office

**BSc Nursing Studies**

- Dawn Suffolk  
  Faculty of Health

**Certificate of Credit - Contemporary Issues in HE**

- Ben Scoble  
  Academic Development Institute

**Certificate of Credit - Designing for E-learning**

- Jonathan Ranford  
  Faculty of Sciences  
- Katherine Vigurs  
  School of Business

**Certificate of Credit - Effective Teaching in HE**

- Abbas Daragheh  
  Faculty of Computing, Engineering and Technology  
- Paul Gallimore  
  Faculty of Sciences  
- Christina Handford  
  Faculty of Arts, Media and Design  
- Glyn James  
  Marketing  
- Jaspal Kalsi  
  Student Office  
- Vanessa Knibbs  
  Faculty of Sciences  
- Justin Rich  
  Faculty of Health  
- Siobhan Richards  
  Faculty of Health  
- Sarah Rose  
  Faculty of Sciences

**City and Guilds Code of Practice for In-Service Inspection and Testing of Electrical Equipment**

- Alan Barcroft  
  Hospitality and Leisure Services

**Computerised Accounting Levels 1 and 2**

- Debbie Boone  
  Hospitality and Leisure Services

**NVQ Level 2 Customer Service**

- Hazel Batheu  
  Hospitality and Leisure Services  
- Jo Bourne  
  Hospitality and Leisure Services  
- Allyson Connor  
  Hospitality and Leisure Services  
- Val Handley  
  Hospitality and Leisure Services  
- Sue Kelsall  
  Hospitality and Leisure Services  
- Yvonne Lycett  
  Hospitality and Leisure Services  
- Chi Mahn Dinh  
  Hospitality and Leisure Services  
- Margaret Simm  
  Hospitality and Leisure Services  
- Naz Smith  
  Hospitality and Leisure Services  
- Barbara Woolwich  
  Hospitality and Leisure Services

**CYMCA Level 2 Certificate in Fitness Instructing**

- Warren Backhouse  
  Hospitality and Leisure Services  
- Leanne Plummer  
  Hospitality and Leisure Services

**Doctorate in Sports Science**

- Paul McCarthy  
  Faculty of Health
Fellows

Chartered Fellow of the Chartered Institute of Personnel and Development

Marjorie Spiller Personnel Services

Senior Fellow of the Higher Education Academy

Bernard Moss Faculty of Health

Foundation Degree in Business Information Technology

Vicky Cook Student Office

European Computer Driving Licence - Part 1

Rose Arnold Student Office
Sue Benson Personnel Services
Anne Burton Student Office
Nichola Edwards Academic Development Institute
David Hallam Estates
Alison McHugh Faculty of Arts, Media and Design
Jamie Smith Vice Chancellors Office
Samantha Watts Information Services

Health and Safety in the Workplace Certificate

Donna Hayes Hospitality and Leisure Services

HNC Business

Yvonne Boyko Hospitality and Leisure Services
Lisa Jones Faculty of Arts, Media and Design
Thulani Mkwenya Faculty of Arts, Media and Design

ILM - Introductory Certificate in FLM

Paula Andrews Faculty of Arts, Media and Design
Deborah Cooke Marketing
Elizabeth Guy Hospitality and Leisure Service
Susan Halsall Faculty of Arts, Media and Design
Lisa Jones Faculty of Arts, Media and Design
Rolando Madera Hospitality and Leisure Services
Janet Mortezaadeh
Daraghesh

ILM Effective Practice in First Line Management

Lynne Ashcroft Faculty of Health
Stacey Bailey Sales and Student Recruitment
Marie Beddow Faculty of Computing, Engineering and Technology
Achen Bowers Faculty of Sciences
Jo Bradbury Schools of Business and Law
Patricia Bryant Hospitality and Leisure Services
Benedict Cambridge Student Office
Shirley Carrigan Estates
Joanne Connor Hospitality and Leisure Services
Catherine Cook Sales and Student Recruitment
Doreen Dakin Faculty of Health
Rob Davis Faculty of Computing, Engineering and Technology
Julie Gair Faculty of Health
Janice Halpin Schools of Business and Law
Wendy Hankey Student Office
Pat Holdcroft Schools of Business and Law
Jenny Lawson Enterprise and Commercial Development
Sue Lee Information Services
Lyn Longhurst Personnel Services
Alasdair Macdonald Faculty of Computing, Engineering and Technology
Angela Middleton Hospitality and Leisure Services
Gary Monk Hospitality and Leisure Services
Dave Morris Hospitality and Leisure Services
Lesley Mountford Student Office
Val Nixon Faculty of Health
Dani Payne Enterprise and Commercial Development
Helen Thurstan Sales and Student Recruitment
Nick Turton Information Services
Peter Wild Estates
Andrew Worden Faculty of Health
<table>
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<tr>
<th>Qualification</th>
<th>Name</th>
<th>Department/Unit</th>
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<tr>
<td>ISRM Supervisory Management Certificate</td>
<td>Rob Scrivens, Andrew Weston</td>
<td>Hospitality and Leisure Services</td>
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<tr>
<td>Masters in Buddhist Studies</td>
<td>Mark Savage</td>
<td>Faculty of Health</td>
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<td>Masters of Philosophy</td>
<td>Nevil Wyatt</td>
<td>Faculty of Health</td>
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<td>Masters in Fine Art</td>
<td>Charles Walker</td>
<td>Faculty of Computing, Engineering and Technology</td>
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<td>MBA Education</td>
<td>Alison Maguire</td>
<td>Schools of Business and Law</td>
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<tr>
<td>MEd - Master of Professional Education</td>
<td>Nicola Armstrong</td>
<td>Faculty of Health</td>
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<tr>
<td>Microsoft Office Specialist</td>
<td>Shaun Kelley, Sarah Sutton</td>
<td>Faculty of Arts, Media and Design, Personnel Services</td>
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<tr>
<td>MSc Clinical Podiatric Biomechanics</td>
<td>Robert Bradshaw-Hilditch</td>
<td>Faculty of Health</td>
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<tr>
<td>MSc in Computing</td>
<td>Seevali Kirindage</td>
<td>Information Services</td>
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<tr>
<td>MSc in Professional Education in Health Care</td>
<td>Barry Wardle</td>
<td>Faculty of Health</td>
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<tr>
<td>MSc in Professional Computing</td>
<td>Graham Mansfield</td>
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### Postgraduate Certificate in Higher and Professional Education

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<tr>
<th>Name</th>
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<tr>
<td>Carl Barton</td>
<td>Faculty of Computing, Engineering and Technology</td>
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<td>Jennifer Cole</td>
<td>Faculty of Sciences</td>
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<td>Helen Combes</td>
<td>Faculty of Sciences</td>
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<td>Paul Hammett</td>
<td>School of Business</td>
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<td>Alex Jackson</td>
<td>Faculty of Computing, Engineering and Technology</td>
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<td>Catherine Kennedy</td>
<td>School of Law</td>
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<td>Markus Klingelfuss</td>
<td>Marketing</td>
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<td>Neil Lamont</td>
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<tr>
<td>Lawrence Madden</td>
<td>Faculty of Arts, Media and Design</td>
</tr>
<tr>
<td>Rachel McHaffie</td>
<td>Faculty of Arts, Media and Design</td>
</tr>
<tr>
<td>Gregory Penninck</td>
<td>Faculty of Computing, Engineering and Technology</td>
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<tr>
<td>Annemarie Ramsden</td>
<td>Faculty of Computing, Engineering and Technology</td>
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<tr>
<td>Bhuphinder Reehal</td>
<td>Faculty of Computing, Engineering and Technology</td>
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<tr>
<td>Louise Reynolds</td>
<td>Faculty of Arts, Media and Design</td>
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<tr>
<td>Janet Spence</td>
<td>School of Law</td>
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<tr>
<td>David Thomas</td>
<td>Faculty of Computing, Engineering and Technology</td>
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<tr>
<td>Judith Tilson</td>
<td>School of Law</td>
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<tr>
<td>Adrian Tooth</td>
<td>Faculty of Arts, Media and Design</td>
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<tr>
<td>Nia Wearn</td>
<td>Faculty of Computing, Engineering and Technology</td>
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### Postgraduate Diploma in Higher and Professional Education

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Kim Sutton</td>
<td>Faculty of Health</td>
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### PhD in Electronic Engineering

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Mohammed</td>
<td>Faculty of Computing, Engineering and Technology</td>
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<tr>
<td>Abdel-Maguid</td>
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### PhD in Disabled Social Workers, Contributions and Difficulties

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Rhoda Castle</td>
<td>Faculty of Health</td>
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</table>

### PhD in Computer Science

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Justin Chapmion</td>
<td>Faculty of Computing, Engineering and Technology</td>
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### PhD in Organisational Psychology

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Carole Williams</td>
<td>School of Business</td>
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### Postgraduate Certificate in Education

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Jayne Evans</td>
<td>Faculty of Health</td>
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</table>

### Postgraduate Certificate in Leadership and Management

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Emma Holdham</td>
<td>Personnel Services</td>
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<tr>
<td>Sarah Tudor</td>
<td>Personnel Services</td>
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</tbody>
</table>

### Postgraduate Certificate in Academic Practice

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Sharon Graham</td>
<td>Faculty of Health</td>
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### Prince 2 Foundation and Practitioner Project Management Practice

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Geoff Bridgwood</td>
<td>Estates</td>
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<tr>
<td>Beebe Chen</td>
<td>Marketing</td>
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<tr>
<td>Ian Embury</td>
<td>Hospitality and Leisure Services</td>
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<tr>
<td>Alison Phillips</td>
<td>Information Services</td>
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<tr>
<td>Liz Simcox</td>
<td>Information Services</td>
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<tr>
<td>Glenys Spraggett</td>
<td>Marketing</td>
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### Professional Doctorate in Health Sciences

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Susan Dapaah</td>
<td>Faculty of Health</td>
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### NVQ Level 2 Team Leader

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Pauline Currin</td>
<td>Hospitality and Leisure Services</td>
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<tr>
<td>Carole Oakes</td>
<td>Hospitality and Leisure Services</td>
</tr>
<tr>
<td>Kay Thorley</td>
<td>Hospitality and Leisure Services</td>
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</table>

### Train the Trainer Final Cut Pro (London)

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Richard Mortimer</td>
<td>Faculty of Arts, Media and Design</td>
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### University Certificate Continuous Professional Development - Facilitating Learning Award

<table>
<thead>
<tr>
<th>Name</th>
<th>Faculty/Department</th>
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</thead>
<tbody>
<tr>
<td>Heidi Crabbe</td>
<td>Faculty of Arts, Media and Design</td>
</tr>
<tr>
<td>Vanessa Knibbs</td>
<td>Faculty of Sciences</td>
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### University Certificate of Continuous Professional Development - Research Supervision

<table>
<thead>
<tr>
<th>Name</th>
<th>Faculty/Department</th>
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<tbody>
<tr>
<td>Agnieszka Chidlow</td>
<td>School of Business</td>
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<tr>
<td>Patrick Cossey</td>
<td>Faculty of Sciences</td>
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<tr>
<td>Barbara Kennedy</td>
<td>Faculty of Arts, Media and Design</td>
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<tr>
<td>Rosemary Shepherd</td>
<td>Faculty of Health</td>
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<tr>
<td>David Trigg</td>
<td>Faculty of Computing, Engineering and Technology</td>
</tr>
<tr>
<td>Jennifer Yorke</td>
<td>Academic Development Institute</td>
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### University Certificate of Continuous Professional Development - Working in HE

<table>
<thead>
<tr>
<th>Name</th>
<th>Faculty/Department</th>
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<tbody>
<tr>
<td>Elaine Bird</td>
<td>Marketing</td>
</tr>
<tr>
<td>Carol Bragg</td>
<td>Faculty of Computing, Engineering and Technology</td>
</tr>
<tr>
<td>Nichola Edwards</td>
<td>Sales and Student Recruitment</td>
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<tr>
<td>Patricia Holdcroft</td>
<td>School of Business</td>
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<tr>
<td>Michael Latham</td>
<td>Information Services</td>
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<tr>
<td>Diane Light</td>
<td>School of Law</td>
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<tr>
<td>Naomi Lovekin</td>
<td>Enterprise and Commercial Development</td>
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<tr>
<td>Shaun Oldham</td>
<td>Faculty of Computing, Engineering and Technology</td>
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<tr>
<td>Tracey Proctor</td>
<td>Academic Development Institute</td>
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<tr>
<td>Julie Rimmington</td>
<td>Faculty of Health</td>
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<tr>
<td>Deborah Scott</td>
<td>School of Law</td>
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<tr>
<td>Sally Smith</td>
<td>Student Office</td>
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<tr>
<td>Tracy Walker</td>
<td>Marketing</td>
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<tr>
<td>Helen Wells</td>
<td>Information Services</td>
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<tr>
<td>Andrew Worden</td>
<td>Faculty of Health</td>
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</table>
The Customer Service Awards Scheme has been introduced this year 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

**Academic Development Institute**  
Meg Goodwin

**Law School**  
Julie Gingell

**Faculty of Arts, Media and Design**  
Rosemary Hambleton

**Marketing and Corporate Communications**  
Sharon Dawson

**Business School**  
Jean Goldstraw

**Personnel Services**  
Jane Harrison

**Faculty of Computing, Engineering and Technology**  
Steve Perry

**Sales and Student Recruitment**  
Lisa Barnett

**Enterprise and Commercial Development**  
Susan Semple

**Faculty of Sciences**  
Graham Barlow

**Student Office**  
Alison Mutimer

**Estates**  
John Hanna

**Finance**  
Helen Holt

**Faculty of Health**  
Rosemary Shepherd

**Hospitality and Leisure Services**  
Jane Gimbert

**Information Services**  
Selwyn Gordon

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

Academic Development Institute

Quality Improvement Team

- Julie Aldridge
- Mary Furness
- Meg Goodwin
- Chris Gray
- Andrea Jones
- Liz Plumb
- Nick Revell

Enterprise and Commercial Development

Enterprise Team

- Rachel Baker
- Ally Jephcott
- Dani Payne
- Sylvia Rowe

Estates

Senior Cleaners (Stafford Business Village)

- Susan Johnson
- Judith Kelly

Finance

Oracle Finance System – Operational Team

- Lynn Coburn
- Jonathan Davis
- Keziah Dewing
- Julie Evans
- David Glover
- Helen Holt
- Davina Infanti

Faculty of Health

Admin Team for Lifelong Learning

- Julie Gair
- Michelle Lewis
- Helen Sutton
- Jayne Williams
- Margaret Williams

Hospitality and Leisure Services

Residences Porters (Stoke campus)

- Jonathan Allcock
- Paul Baggaley
- Martin Barrow
- Paul Langley
- Rolando Madera
- Rod Rathbone

Faculty of Arts, Media and Design

Media Production Team

- John Holden
- Dan Hopkins
- Benjamin Johns
- Nigel Moore
- John Rosie
- Nick Stubbs

Business School

Education Team

- Dawn Kane
- Elaine Knox
- Debbie Scott

Faculty of Computing, Engineering and Technology

West Midlands Mobile & Wireless Project

- Tony Bowers
- Jas Bhatia
- Mohammad Habibi Tanha
- Guy Peters
- Steve Silk
- Sarah Wheeler
Information Services

Electronic Information Management Team

• Julie Adams
• Matthew Bagshaw
• Derek Sheward

Law School

Business and Law Recruitment Team

• Joanne Bradbury
• Maggie Burndred
• Christine Culverwell
• Marjorie Collaco
• Sharon Hemmings
• Karen Owens

Marketing and Corporate Communications

Web Development Team

• Beebe Chen
• Chris Goostry
• Jenny Qian

Personnel Services

Healthy Lifestyle Event

• Helen Boote
• Iain Bracken
• Suzanne Leech
• Pauline Mahon
• Candice Poole

Sales and Student Recruitment

Admissions Team

• Catherine Cook
• Hilary Dicken
• Jane Howe
• Geraldine McKinnon
• Karen Wootten

Faculty of Sciences

Schools Liaison Team

• Carol Austin
• Sue Bird
• Louise Bonner
• Rosie Duncan
• Sarah Fieldhouse
• David Flatman-Fairs
• Paul Gallimore
• Pauline Gowland
• Ian Hopkins
• Jon Ranford

Student Office

Disability Advisory Team

• Dave Allman
• Liza Aspell
• Alison Bottrill
• Neil Ferneyhough
• Lisa Harris
• June Leake
• Carol Moore
• Verity Marshall
• Jenny Stephens
• Mike Wilbur

Each winning team will receive a certificate, award and voucher for £300.
In addition, one individual and one team has been selected by the Vice-Chancellor’s Office as the overall winners at University level - our customer service champions! The winners will be announced on the evening.

The Vice-Chancellor’s Office have also considered the nominations for the Cross University Team Award - a team comprising people from across different faculties/schools and services who have worked across the organisation to create a difference. This award will also be announced on the evening.

Cross University Team Award Nominees

Award Ceremony Planning Group

Margaret Bennett - Public Relations
Geoff Bridgwood - Estates
Tim Deville - Marketing
Skip Edwards - Estates
Francesca Francis - Student Office
Janine Holdway - Student Office
Alison Mutimer - Student Office
Dr Teeranall Ramgopal - Vice-Chancellor’s Office
Julie Smith - Public Relations
Ken Sproston - Vice-Chancellor’s Office
James Tallentire - Public Relations
Paul Taylor - Estates
Tracy Young - Vice-Chancellor’s Office
Fiona Wood - Students’ Union

Education Admin Team

Cath Hickling - Faculty of Computing, Engineering and Technology
Dawn Kane - Business School
Elaine Knox - Business School
Deborah Scott - Business School

Oracle Finance System Development and Implementation Team

Michelle Burgess - Information Services
Peter Butler - Information Services
Lynn Coburn - Finance
Jonathan Davis - Finance
Keziah Dewing - Finance
David Glover - Finance
Helen Holt - Finance
Davina Infanti - Finance
Peter Moss - Information Services
Robert Oakes - Information Services
Alison Philips - Information Services
Bernard Shaw - Information Services

Business Systems Group

Matthew Bagshaw - Information Services
Beebe Chen - Marketing
Debbie Cooke - Marketing
Chris Goosty - Marketing
Matthew Mason - Information Services
Matthew Morgan - Information Services
Susan O’Reilly - Information Services
Bernard Shaw - Information Services
John Wheeler - Faculty of Sciences

Stafford Business Village Team

Sue Boden/Kay Williams - Enterprise and Commercial Development
Nick Helm - Information Services
Sue Johnson - Estates
Judy Kelly - Estates
Joe Rutherford - Enterprise and Commercial Development

Care Leavers Group

Liza Aspell - Student Office
Yvonne Boyko - Hospitality and Leisure Services
Rachel Broster - Students’ Union
Linda Burgess - Sales and Student Recruitment
Rosie Jones - Sales and Student Recruitment
Paulette Morgan - Student Office
Lee Paridy-McLaughlin - Faculty of Health
Robin Reeves - Sales and Student Recruitment
Lynne Tolley - Sales and Student Recruitment
Sue Totton - Student Office

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