

# Inside ASU

## Staff Appreciation Issue



Christian receives customer service award

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### THE CHAIRMAN'S CORNER



Alexander Hawkins

## A celebration day for staff

It's that time of year again.

Just like Christmas, once a year the ASU Staff Council prepares a day to celebrate the achievements and services of our dedicated staff employees. This day is one of my favorites because it is meant to highlight ASU employees from all departments of the institution. On this day, we don't intend to overlook any employee.

We aim to recognize the importance of all staff worker, no matter what his or her job description, education or length of service. The council has worked diligently putting together what I believe is an exceptional program for staff enhancement and enjoyment. Don't let this

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# Albany State set to kick off annual Staff Appreciation Day

"Wow! A day just for me?"

That's right. If you are an ASU staff member, Staff Appreciation Day is just for you.

Workshops, food and camaraderie will be the order of the day as the Albany State University staff presents the annual Staff Appreciation Day at HPER gym. The program, set to begin at 8:30 a.m. Friday, May 7, will feature a continental breakfast, a team building exercise, a fiscal affairs update, lunch, a physical fitness/pilates session and a finance 101 module.

Staff Council President, Alexander Hawkins, is optimistic about the program.

"We will have lots of fun activities planned, door prizes, team building, and campus updates as we appreciate and celebrate our staff here at ASU," he said.

Vickie Grant, chair of the Staff Appreciation Day Com-

mittee expects the event to be educational and entertaining.

"Interactive icebreaker sessions are planned to engage staff in getting to know each other better," Grant said. "Staff will have an opportunity to role play scenarios on building positive relationships in the workplace and to express their feedback. The purpose of the activity is to provide a session for mutual interchange of encouragement."

Staff Appreciation Day, an annual event at ASU since 2006, was created as a way to recognize the valuable contributions of ASU staff members to the success of the university and to offer programs that aid in improving staff development and morale.

Hawkins said he would like to see each ASU staff member participate in some portion of Staff Appreciation Day.

"Come out and get the 411



Antonio Leroy, CAAM executive assistant, conducts health and wellness activity during last year's Staff Appreciation Day.

on what you need to know here at ASU," he said.

He believes that the entire university will benefit immensely if large numbers of staff employees participate and show unprecedented support for this year's program.

"Teamwork makes the impossible possible," he added.

## Want reasons to attend Staff Appreciation Day?

Some staff members who have never attended Staff Appreciation Day may wonder how attending the program can help them. Well, below is a list of potential employee questions that will be answered during Friday's Fiscal Affairs Update session:

- "Why can't I get a travel advance?"
- "Why can't I get the full amount of the travel advance I requested?"
- "Why can't you just tell me the per diem rates? Why do I have to go to [www.gsa.gov](http://www.gsa.gov)?"
- "What are the current mileage reimbursement rates?"
- "How do I get my money back when I travel for ASU?"
- "What are the limitations on the use of my p-card?"
- "Why do I have to have a background and credit check for a p-card?"

Remember, the Fiscal Affairs Update is just one part of the entire day's activities. Come out and gain knowledge while having a good time in a relaxed environment.

## InsideASU

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# Albany State employee receives outstanding customer service award

By Joseph West  
Publications specialist

An Albany State University staff employee was recently honored by Governor Sonny Perdue for providing exceptional customer service to the citizens of Georgia. Reginald Christian, a media utilization specialist in the University Communications Office at ASU, received the Governor's Quarterly Commendation for Excellence in Customer Service in Atlanta on April 29.

"It was an honor to represent the school," he said. "The ceremony was good. It was my first time ever meeting the governor."

The award recognizes Christian's actions and accomplishments that enhance the public image of customer service and improve the way customer service is provided in a way that directly benefits the citizens, customers and employees of the State of Georgia and, in particular, Albany State University and the University System of Georgia.

"Mr. Christian regularly goes far above the call of duty in service to Albany State University and its students," said Clifford Porter, vice president for Institutional Advancement at ASU. "He doesn't just work at Albany State. For him, Albany



State is a way of life." ASU's Reginald Christian joins Gov. Sonny Perdue and other award winners in Atlanta for the Governor's Quarterly Customer Service Commendation program. The program was held April 29.

Deborah Scott, University System of Georgia Customer Service Champion, wrote in a letter to Christian, "This is a significant honor which speaks highly of your accomplishments and impact on your institution."

Christian said, "The award means a lot because it shows that all of my extra hours and working weekends were recognized and didn't go unrewarded."

Porter said, "He is one of the most dedicated employees on the campus and always rises to the occasion. His willingness to step in when and wherever needed is evident most days on campus. You may find him run-

ning the PA system, PowerPoint for a presenter, or even setting up chairs to make university guests and others have a good experience while on campus."

Christian, a native of Albany, Ga., has been employed at the University since 1994. He was nominated for his knowledge, responsiveness and uncompromising efforts to improve the quality of service provided to ASU customers by the Office of University Communications.

"He (Christian) knows no limits to his service and that's why he is a stellar example for the governor's customer service award," Porter said. "I'm proud to have him as part of the ASU family."

## Staff Member of the Year added to Honor's Day program

This year, for the first time, at ASU's annual Honors Day program the University announced a staff member of the year. Annually ASU has recognized the teacher and researcher of the year, but 2010 will go on record as the year that the ASU staff council completed a goal it set back in 2005, to have an outstanding staff member recognized at the Honor's Day program.

"Getting to this point took a lot of work," said Alexander Hawkins, president of the ASU Staff Council. "It is something we knew should have

been a part of the program years ago."

Joseph West, chair of the Staff Member of the Year Committee, said "It took a lot of work on the part of both the committee and the staff council to ensure the award would be given this



Gloria Drake

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**DRAKE** continued from page 2.

year, but we were able to get it done. What is most important is that we were able to prevent another year from going by without honoring the contributions of an outstanding staff member.”

Gloria Drake, the ASU staff member who received the award, has been employed for 10 years as secretary to the department chairperson in Natural Sciences. Drake was selected for her exceptional performance, dedication and superior customer service.

“I couldn’t believe it,” Drake said, of the moment they announced her as the ASU staff member of the year. “Little me! Wow!

What an honor!”

A native of Baker County, Ga., Drake is a graduate of East Baker High School in Newton and Albany Technical College.

“I just want to thank the ASU staff for bestowing such an honor on me,” Drake said.

Drake is married to Rev. Dr. McKinley Drake, and they have two adult children, Crystal and Courtney. Their daughter Crystal is married to Calvin Crumbley and they have two children, Calvin, 4, and MacKenzie, 1.

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day go by without you telling at least one ASU staff member, “Thank you. I appreciate what you do.”

Encourage all of your office mates to attend at least some portion of either the morning or afternoon activities.

*Alexander Hawkins is president of the ASU Staff Council.*

*Calling for  
100% Staff Participation!*

## **FREE ICE CREAM & BROWNIES**

**Compliments of ASU Staff Council**



**Departments with 100% participation at Staff Appreciation Day are eligible to receive these treats by special delivery on a convenient date and time for staff members. Winners will be notified the week of May 10.**

**Staff are welcome to attend the morning session from 8:30 a.m. to 12 Noon or the afternoon session from 2 to 5 p.m.**



**STAFF APPRECIATION DAY  
MAY 7, 2010**

**HPER BUILDING**

## Upcoming events for the ASU Staff Council

- School Supply Drive – July 2010
- Back-to-School Yard Sale – August 2010
- Annual Statewide Staff Council Conference at Valdosta State – October 2010
- Refreshment Table – Homecoming, October 9, 2010
- Fountain City Classic Fundraiser – November 2010
- Food Drive – November through December 2010
- Fall Commencement – December 2010
- Staff Employee of the Year Nominations – January through February 2011
- Statewide Staff Council Meeting, location TBA – February 2011
- Honors Day – March 2011
- Founder's Day – April 2011
- Spring Commencement – May 2011