



100 GPC Employees caught providing Excellent Service to students, colleagues, and visitors!

Thanks to the following **100 GPC staff, faculty, and students** who, during the Summer 2015 Semester, were “*Caught Doing Something Right*” or received all “*Excellent*” ratings on the customer service surveys that are available at the bright yellow boxes installed throughout all campuses.

Six of those individuals’ names were drawn randomly from the 101 entries and soon will be highlighted in *Thank you for providing excellent service* ads showing on the GPC TVs and other locations. Watch for email notification when those ads are showing.

How can you get involved in feedback and recognition?

1. **Keep the customer service surveys at your desk.** Before you assist students, offer them survey cards and ask them to rate your service after you’ve finished assisting them. If you need survey cards, please contact the student services dean at your campus for customer service survey cards or contact Fran Mohr at [Frances Mohr](#).
2. **Add the following Service Survey link in a tagline under your email signature information.** *How is my customer service? Please let me know. Complete a [Customer Service Survey](#).* The survey can be found on the GPC Customer Service (GPC Serves) website at gpc.edu/gpcserves.
3. **See or experience a colleague providing excellent service or going the extra mile to assist a student, a visitor, or you?** Thank them. Then report them immediately using the [Online Employee Recognition](#) form found on the GPC Customer Service (GPC Serves) website at gpc.edu/gpcserves. Don’t let excellent service go unrecognized!

Again, a special congratulations and thank you to . . .

Lashanda Thomas-Lambry - Enrollment and Registration Services - Alpharetta

Kishina Geathers – Records - Clarkston

Cania Harris - Accounting Services - Decatur

Regina Daniels – Recruitment - Dunwoody

Bonita King - Financial Aid - Lakeside

Officer Joshua Brown - Public Safety - Newton

. . . and the following leaders of service excellence who were recognized for Making A Difference during the Summer 2015 Semester.

Adelaide Richardson - Career Services - Dunwoody
Adrian Graham - Library Services - Decatur
Adrienne Whitaker - Financial Aid - Clarkston
Aiesha Brown - Contact Center - Lakeside
Alesia Johnson - Learning and Tutoring Center - Decatur
Andrea Smith - Financial Aid - Dunwoody
Lt. Andrew Moore - Public Safety - Newton
Angelique Crowder - Financial Aid - Clarkston
Anita Williams - Contact Center - Lakeside
Anthony Maddox - Plant Operations - Clarkston
Anteneh Kimbret - Learning and Tutoring Center - Decatur
Beth Harris - Scheduling Services - Lakeside
Betsy Hardy - Marketing and Communications - Decatur
Bruce Porter - Cafeteria - Decatur
Cheryl Abrams - Enrollment and Registration Services - Alpharetta
Cheryl Pharr - Learning and Tutoring Center - Dunwoody
Cheryl Sessoms - Advising, Counseling, and Retention Services - Alpharetta
Claire Mguyen - Learning and Tutoring Center - Decatur
Constance Fickenschner - Science Department - Dunwoody
Dan Bowles - Evening Dean - Clarkston
Danny Bellinger - Admissions - Lakeside
DeAndra White - Contact Center - Lakeside
Deatrice Willis - Testing Services - Newton
Dede Weber - Enrollment and Registration Services - Clarkston
Deevis Crawford - Student Accounts - Clarkston
Denise Rixter - Admissions/Recruitment - Decatur
Embrella Neal - Admissions - Lakeside
Officer Eric Aguiar - Public Safety - Clarkston
Etenesh Giday - Student Accounts - Dunwoody
Fredrick Holloman - Social Media Strategies/Complete College - Decatur
Gail McCain - Learning and Tutoring Center - Dunwoody
Hattie Greer - Enrollment and Registration Services - Decatur
Officer Heather Crisp - Public Safety - Newton
Hieu Tran - Learning and Tutoring Center - Decatur
Ilene Davis - Enrollment and Registration Services - Clarkston
Iris Christie - Accounting Services - Decatur
Jason Gladman - Testing Services - Clarkston
Officer Jerry Keefer - Public Safety - Newton
Officer Jesse Wheat - Public Safety - Newton
Jill Heft - Math/Science - Newton
Jill Jackson - Logistical Services - Clarkston
John Douglas - Military Outreach Center - Clarkston
Officer Johnny Freeman - Public Safety - Newton
Jonell Myers - jCard ID Services - Dunwoody
Julie Locicero - Dual Enrollment - Newton
Kay Harrison - Dual Enrollment - Alpharetta
Kelly Marshall - Academics-Math - Dunwoody
Ken Cruise - Financial Aid - Decatur
Khole Paul - Advising, Counseling, and Retention Services - Dunwoody
Kim Mays-Hutton - Testing - Clarkston
Kirt Moore - Student Accounts - Alpharetta
Laura Meyer - Military Outreach Center - Decatur
Leeola Brown - Bookstore - Clarkston
Officer Leroy Reed - Public Safety - Decatur

Leslie Drost - Library Services - Alpharetta
Linda Fields - Enrollment and Registration Services - Clarkston
Lori Payne – Testing - Dunwoody
Lynda Bourne - International Admissions and Advising - Clarkston
Marian Adomakoh - Advising, Counseling, and Retention Services - Clarkston
Mario Chavarria - OIT Tech Support - Clarkston
Mark Eister - Military Outreach Center - Clarkston
Marsha Cole - Public Safety - Newton
Mary Hickman-Brown - Student Services Dean - Decatur
Mischelle Standifer - Accounting Services - Decatur
Nadra Williams - Enrollment and Registration Services - Dunwoody
Natascha Nichols - Military Outreach Center - Clarkston
Natasha Webb - International Admissions and Advising - Clarkston
Oniequa Timothy - Contact Center - Lakeside
Ortilia Perez-Harris - Disability Services - Dunwoody
Pamela Coleman - Advising, Counseling, and Retention Services - Newton
Pat Allen - Library Services - Decatur
Pat Kemp - Kinesiology and Health Department - Dunwoody
Patrice McElhaney - Testing Services - Dunwoody
Phillip King - Testing Services - Dunwoody
Quynh Truong – jagSPOT - Decatur
Rufus Larkin - Personal Counseling - Newton
Shabria Caldwell - Advising, Counseling, and Retention Services - Clarkston
Sallie Booker - Enrollment and Registration Services - Newton
Shane Vandecruize – jagSPOT - Newton
Shawnte Guiden - Contact Center - Lakeside
Simone Clay - Financial Aid - Decatur
Staci Satterfield - - ID Card Services – Newton
Susan Manaskie – Testing –Dunwoody
Susan Soper - Enrollment and Registration Services – Alpharetta
Tacoma Robinson - International Admissions and Advising –Dunwoody
Tamara Boseman - Student Services - Clarkston
Sgt. Tim Harvey - Public Safety - Newton
Officer Todd Wood - Public Safety - Newton
Tommy Crisp – jagSPOT - Newton
Tonya Andrews - Faculty Services - Decatur
Trae Johnson - Financial Aid - Clarkston
Tuyen Hoang - International Admissions and Advising - Clarkston
Tyla Moore-Gulley – Admissions - Decatur
Valerie Hamm - Student Accounts - Clarkston

Thanks for the difference you make every day to promote student success and strengthen the GPC community.

Ms. Fran Mohr

Director of Customer Service - CN2308

For positive GPC news, recognitions, and updates, join the "GPC Serves" JagList at <https://jaglists.gpc.edu>.

Caught a GPC Co-Worker Doing Something Right? Report them immediately to gpcServes@gpc.edu. They deserve recognition!