



Award Winners &  
Nominees



October 2025



"Truthfully, Dr. Samantha Byrd exemplifies more than one Service Excellence Goal. However, what stands out about her the most is the spirit of excellence she carries as she operates competently and compassionately. Samantha fosters meaningful relationships with not only her MSW students and colleagues, but also across her broader community. In addition to teaching in the MSW program, Samantha volunteers within the CU Counseling Center, plays a key role in the management of child welfare trainings offered through Title IV-E and IV-B grants at CU, serves on the board of a local Child Advocacy Center, and hosts her own foster parent support group. Samantha is always willing to lend a helping hand, uplift those around her, and offer any resources she can. Anyone who has the pleasure of knowing Samantha knows that she is fueled by her passion for learning and serving others - she truly embodies CU's motto of *Come to learn, Go to serve.*"



Dr. Samantha Byrd

Associate Professor of Social Work &  
Training Manager

Social Work Department



Exemplifies Competent & Courteous Service



James Blankenship  
Career Service Coordinator  
Student Success

“James exemplifies all five goal areas of service excellence. He is dedicated to providing our students with resources so they can adequately prepare to apply for jobs after graduation and even work-study jobs. He asked if I could assist in a mock interview with a student. This was my first time doing that, and I was a little nervous about coming up with questions tailored to the job. James had already created questions, provided some pointers, and it was a rewarding experience to see one of our students so driven. James truly wants to see alumni, current, and future students succeed.”

“James has come into this position with a to do list that will take years to realize! He is making huge strides in finding employment for current students on campus as well as preparing our students to be successful in the "real world" through job shadowing and internship opportunities. He is a student advocate that is an asset to our university.”

Exemplifies Career-Mindedness &  
Reliability, Responsiveness & Safety





**October 2025**

Madison Hollis

Student

Student

“Madison is a student in one of my classes. One day at the beginning of class, another student came to our classroom door who was blind and unable to read a notification that was on another classroom door about a change in class location. The notification was read to him and he responded with frustration about how it was going to be challenging to find the new room in a different building and walked out. Madison quickly asked if she could go help him to find the appropriate building and room, and went after him to help him get where he needed to be, then returned back to our classroom. He did not ask for help finding the room, but she quickly saw that he was concerned and was eager to assist him. I was greatly impressed with this encounter, and feel that she exemplifies goodness and kindness through her actions.”

Exemplifies Inclusiveness



December 2024



“In her role as Faculty President, she consistently goes above and beyond to support colleagues and elevate team performance. Her collaborative spirit is evident in every aspect of her work. Whether working cross-functionally or leading a team, she brings together diverse perspectives, creates an environment of open communication, and ensures all voices are heard.”



Exemplifies Collaboration



Adriana Falco

Associate Professor of Psychology

Department of Social Sciences

December 2024



Eric Jewell

Assistant Director of the  
Physical Plant

Maintenance Department

“Since I arrived on campus this year, I have continually been impressed by Eric Jewell. Not only is highly competent in his job, but he always does it with a smile and positive demeanor. There is not a job too big or too small for him to handle and he is always happy to help.

People are what make any organization effective and efficient. Eric is a shining example of why Concord is such a great organization to be part of and a wonderful place to work.”

Exemplifies Competent &  
Courteous Service





“As the Resident Director of Wilson Hall, Haven Chapman goes above and beyond to ensure his staff, students, and residents needs are met. In terms of reliability, Haven is always eager to assist in any situation even when not on duty to make sure our staff and residents are constantly heard and have support. Haven is always open to work long hours to communicate with students and staff to ensure we are putting our needs first and maintaining a healthy mindset. He is always responsive to every situation we have and excels at fostering a supportive, open community. Haven has made sure to not only make us feel like a successful staff but also a family. He is there for our staff and residents no matter where, when, or why. His open demeanor comforts us to know that we will always have someone to talk to no matter what. Not only do we know this but he has proven this to us this semester so far. Haven is a huge team player and will ensure that whatever task we are doing that he would do it too and usually offers a lot of support when needed. Haven takes initiative to work with us as a group and treats us equally as opposed to us being beneath him as his employees. Though Haven expects us to work and do a good job, he does not overload us and delegates tasks effectively. This is not just a job to Haven, he is personally invested in our staff, residents, and Concord's well-being. Haven Chapman's efforts toward going above and beyond not only qualify him for this nomination but also adds a positive asset to Wilson Hall, staff/residents lives, and Concord University.”

Mr. Haven Chapman  
Resident Director

Housing and Residence Life

Exemplifies Reliability,  
Responsiveness & Safety





October 2024



Lori Pace

Assistant Professor of  
Criminal Justice

Department of Social Sciences

“Mrs. Pace goes above and beyond for all of us. She is by far my favorite professor. She is encouraging and kind. She’s always ready to help anyone if they need it. She has been an amazing person to look up to.”

“Mrs. Pace is great! She takes her time and lets her students adapt to her class, and makes sure we are all on track before moving on. She is an excellent teacher and explains stuff to her students in a way to help us really understand what she is teaching. She always puts us first and makes sure to help us in anyway possible by going above and beyond to get us the teaching we need.”

Exemplifies Competent &  
Courteous Service



March 2024



“Miranda is always going above and beyond to assist other departments across campus to the point she puts her own job on the back-burner, dropping what she's working on, to help others. She deserves the recognition where possible and I thought this was the perfect opportunity to highlight her efforts!”



Miranda Martin

Director of Institutional Research  
& Data Services

IT



Exemplifies Collaboration

March 2024



Library Staff

Marsh Library

“Elizabeth Chandler and her staff are always willing to collaborate on projects. They go above and beyond, doing whatever they can to help. They are each efficient at what they do and work quickly to get the job done”

Exemplifies Collaboration





AWARD





October 2025



“Hillary went above and beyond this year for the Foundation audit. This is important as the Foundation audit needs to be completed prior to the University's audit. This was done in a record time this year, being completed before Labor Day. Hillary is a kind and welcoming part of the Advancement Office and a wonderful part of the staff at Concord University. She is very deserving of this award, and we are grateful for her.”



Exemplifies Reliability, Responsiveness & Safety

Hillary William  
Foundation Controller  
CU Foundation



Blake Farmer

Director of Alumni  
& Donor Relations

Advancement

“Blake Farmer is a dedicated professional and constant advocate for Concord. In the past few months, he has gone above and beyond to ensure Dr. Meighen is introduced properly to key external constituencies for Concord, including some that are often forgotten. Blake is often a hidden figure in the background ensuring things are completed and presented in the most professional way. He is an important part of the Concord staff and deserves recognition for his good work.”

Exemplifies Reliability, Responsiveness & Safety

October 2025



“As someone who hasn't been to college in over 10 years, he has been my inspiration to keep pushing forward, no matter what. If every professor shows inclusiveness like he does, there is no doubt I'll stay on track to get my bachelor's degree in as little time as possible. I am thankful for the encouragement he shows each and every student every day.”



Kyle Moore

Exemplifies Inclusiveness

Instructor of Foreign Language  
Department of Humanities

October 2025



Maizy Talbert

Resident Director  
Student Affairs

“Maizy is committed to service excellence through her genuine empathy for students, guiding them toward success in campus life and studies, and she's always quick to step in with care and support (which is her job technically, but she goes above and beyond in these ways). She has walked in "our" shoes on this campus, and understands how to respond in given situations because of this experience. She makes her residents feel safe!”

Exemplifies Reliability, Responsiveness & Safety



October 2025



“Kayla always keeps our environment the cleanest and safest, along with April, Margaret, and the others who do their work often when we are not around. I stopped Kayla in the hall and shared that my window was smeared horribly and asked if I could have some window cleaner. She stepped in and cleaned it within the next ten minutes and would not let me. I so appreciated her time and attention so that my office could feel clean.”



Kayla Graham

Custodial Services

HES

Exemplifies Reliability, Responsiveness & Safety

October 2025



Hunter Sutherland  
Lead Cook  
Aramark

“Hunter makes sure to make you laugh and is overall a good employee!”

Exemplifies Competent & Courteous Service

October 2025



“Dr. Browning always does his best to ensure he helps any student in need. You can tell he truly cares about the wellbeing of each and every student.”



Dr. Logan Browning

Associate Professor of Accounting  
& VITA Co-Coordinator

Department of Business

Exemplifies Collaboration



Jamie Brinkley

Plumber & HVAC

Maintenance

“Jamie works tirelessly to ensure that the campus runs smoothly and safely, often going above and beyond to solve problems quickly and lend a hand wherever he’s needed. His reliability, strong work ethic, and genuine care for the Concord community make him not only an outstanding employee but also a true example of service and commitment.”

Exemplifies Reliability, Responsiveness & Safety





Colton Lively

Assistant Director of Student  
Activities & the Student Center

Student Affairs

“Colton has a positive impact on both students and the campus community. He is an amazing and funny leader who goes out of his way to help anyone, no matter the situation. As part of Student Activities, Colton works hard to make sure students are engaged and enjoying their time on campus. He brings energy, creativity, and a sense of humor that makes events fun and welcoming for everyone. Beyond just planning activities, he takes the time to listen, support, and encourage students, which shows how much he truly cares. Colton’s dedication, kindness, and commitment to creating a positive student experience make him very deserving of this recognition.”

Exemplifies Competent & Courteous Service



Shannon Hilling

Assistant Professor of Nursing  
Department of Nursing

“This professor has made a huge difference in my life in many aspects. She is there when any of us need her the most. She has made my journey throughout my prerequisites easier and has encouraged me to not give up even before I started the nursing program.”

Exemplifies Competent & Courteous Service

October 2025



“Caeley is currently a Senior at CU who is reliable, competent, inclusive, open minded, kind, and caring. She is always exploring new artistic styles, experimenting with different materials and creating masterful art pieces. She is always inclusive with critiques and responds when asked a question; she’s not afraid to ask for help when needed or help her peers when they are in need. She is also trained in the medical field in First Aid and CPR. In an emergency situation she can be helpful if there is no one else more qualified.”



Caeley Cook

Fine Arts Student

Exemplifies Reliability, Responsiveness & Safety

October 2025



“Andrew is extremely student focused. He attempts to offer Intramural and Outdoor Recreation events that appeal to a variety of students. He is willing to step out of his own comfort zone to include activities student groups suggest in order to get more students involved. He is also always looking for ways to bring in additional revenue to the University through Summer Conferencing. He attempts to make the Fitness Center a space that attracts students to meet their fitness goals.”



Andrew Barbera

Director of Campus Recreation &  
Summer Conferencing Coordinator

Student Affairs

Exemplifies Competent & Courteous Service





**Christi Lamb**

Director of Enrollment  
Operations  
Admissions

“Christi Lamb is the true meaning of service excellence. She is the go-to person in Admissions because of her wealth of knowledge, her desire to help others, and her respect that she shows everyone. Christi has a way of calming down situations with students and parents, and because of this, they often come back to her when additional help is needed. Christi is also dedicated to advancing the Admissions Office and puts a lot of time into creating reports to achieve this. She will be the first to say "I am just doing my job" but she goes above and beyond what her job entails and deserves to be honored for giving great service to us all.”

**Exemplifies Competent & Courteous Service**

October 2025

“Always does an excellent job and is very friendly. She goes above and beyond to ensure things are correct!”

Exemplifies Reliability, Responsiveness & Safety

CONCORD 



Peggy Christian

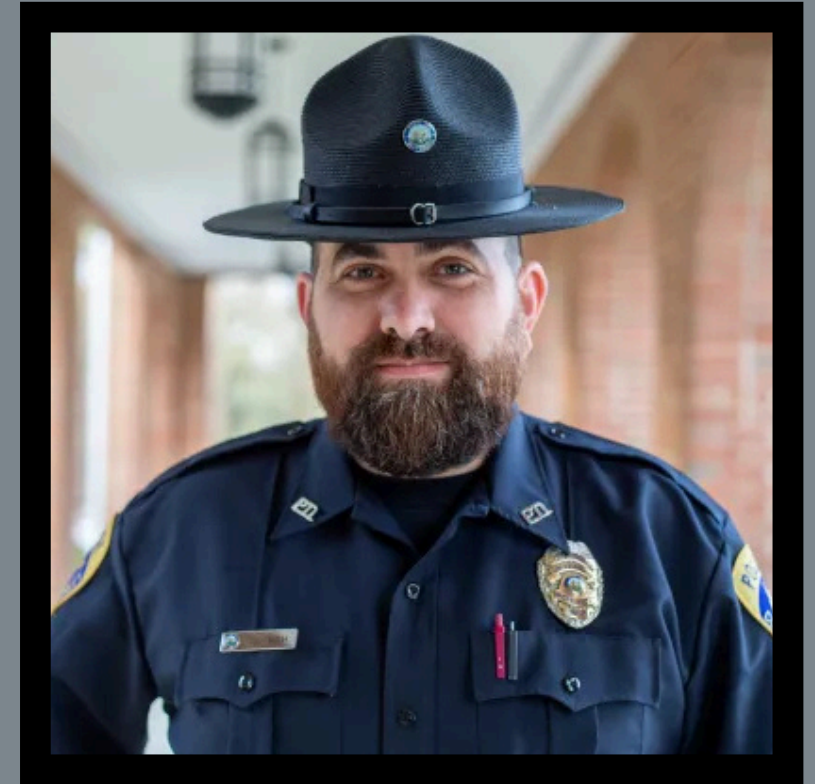
Aramark

Aramark

October 2025



“Josh is an impressive individual. Army Veteran, Police Officer, a Dad, and I just learned an author. Not only a good police officer, but also in going out of his way, to help students, faculty, or staff. I watch multiple times, as Josh will be driving through Athens in the mornings into work, in his own car, slow to a student walking towards campus, and he gives them a ride. I have seen him do this multiple times.”



Josh Bish

Campus Police Officer

Public Safety

Exemplifies Competent and Courteous Service

October 2025



Colton Lively

Assistant Director of Student  
Activities and the Student Center

Student Activities

“Colton goes above and beyond to help students and staff alike. He is patient and is willing to do whatever is needed to assist with events and meetings, questions and problems, requests and demands!”

Exemplifies Competent and Courteous Service



October 2025

“Josh is not only extremely competent at his job, but is the most involved, caring supervisor I have ever had. He really fosters an environment built on collaboration. Our whole office works as a team and that is all because of the leadership of Josh. He deserves to be recognized for his excellence!”

Exemplifies Collaboration



Josh Cline

Executive Director of Advancement  
Advancement



Dr. Karen Griffie

Distinguished Professor of  
Psychology

Department of Social Sciences

“Dr. Karen Griffie makes the  
learning environment fun and  
engaging.”

Exemplifies Collaboration

October 2025



“Dr. Bean is such a great Professor. He is reliable, smart, kind hearted, and courteous. I think he is the best person to be nominated.”

Exemplifies Reliability, Responsiveness & Safety



Dr. Michael Bean

Associate Professor of Education &  
Director of Culture & Engagement

Department of Education



Dr. Susan Williams

Distinguished Professor of Marketing

Department of Business

“Susan provided bagged popcorn for my Criminology students from the business office's Innovators program which they enjoyed while viewing a documentary. I asked the day of and not only did she provide, she delivered to my office before the afternoon class. Susan was over the Erma Byrd HEC during some of my time there and she is consistently collegial, supportive, communicative, excellent with students and the best ambassador of CU!”

Exemplifies Competent & Courteous Service



December 2024

“Bonnie is the first person you see when you walk into the cafeteria. She always greets everyone with a smile on her face. I love getting to have a conversation with her because she listens and genuinely cares about whatever we are talking about. She also remembers everyone's name, making them feel valued.”

Exemplifies Competent & Curteous Service



Bonnie Kelley

Cashier  
Aramark



Nola Gum

Assistant Professor of Social Work

Social Work Department

“Nola stands out for her exceptional ability to inspire and mentor students, instilling in them a deep sense of purpose regarding their professional journeys. She actively engages with students to identify their strengths, passions, and career goals, offering tailored advice and resources that empower them to make informed decisions about their futures. Whether through one-on-one guidance, group Zoom sessions, or supervising field placements, Nola goes above and beyond to ensure that students not only gain technical knowledge but also develop critical career skills to help them grow.”

Exemplifies Career-Mindness



**December 2024**



**Bayleigh Meadows**

**Front-End Web Developer**

**IT Department**

“Bayleigh consistently demonstrates exceptional dedication and commitment to providing outstanding service to our faculty and staff. Her positive attitude, valuable skills, quick turnaround time, and willingness to go above and beyond make her an invaluable asset to our team. She consistently receives high praise from our employees for her friendly and helpful demeanor. She is truly so deserving of this and Concord is lucky to have her on our staff!”

**Exemplifies Reliability, Responsiveness & Safety**

October 2024



“She is exceptional at managing her various duties as Director of the Counseling Center in addition to connecting with students across campus at every opportunity, hosting and participating in student events to foster connections with students and other faculty/staff, supporting other organizations and programs across campus, educating and equipping faculty and staff with relevant information and trainings that will help them better meet student needs, and the list goes on. Marie can also be found seeking out grant opportunities to promote student mental health across campus. She has secured and managed multiple grant opportunities just this fiscal year already, with goals of promoting a sense of belonging among students and promoting overall wellness. Marie secured the BetterMynds partnership this year, which launched Sep 16, 2024, allowing students additional mental health services for free through BetterMynd's telehealth programs. Marie also teaches clinical social work courses in the MSW program. She always goes above and beyond to engage students, provide quality counseling services, and continuously looks for ways to improve student wellbeing across campus. Marie is devoted and exceptionally hard-working. Her presence on campus has positively impacted many.”



Ms. Marie Newcomb-Lewis

Counseling Center Director

Student Affairs

Exemplifies Collaboration



October 2024



“Dr. Chambers volunteers every year during check-in to assist students who are moving into the residence halls. He works tirelessly to carry belongings and warmly welcome our students to campus. He is dedicated to our University and our students. He exemplifies what it means to be a true mountain lion.”

“This professor goes above and beyond for every student he comes in contact with. With my experience I feel that deserves a reward that describes how a professor helps when it's not his job to. With leading many groups such as PATCH and helping the nursing students which isn't his department.”



Dr. David Chambers

Professor of Biology

Department of Biology

Exemplifies Reliability, Responsiveness & Safety



Dr. Kim Chambers

Associate Professor of Biology

Department of Biology

“Dr. Chambers volunteers every year during check-in to assist students who are moving into the residence halls. She works tirelessly to carry belongings and warmly welcome our students to campus. She is dedicated to our University and our students. She exemplifies what it means to be a true mountain lion.”

Exemplifies Reliability, Responsiveness & Safety

October 2024



“Ms. Sears serves as SGA president at Concord University. As president, she has done a phenomenal job of making sure students voices are heard. She has put many hours into ensuring that student government runs smoothly. She is always there to hear peoples problems and takes her role very seriously.”



Ms. Madison Brooke Sears

SGA President

Student

Exemplifies Competent & Courteous Service



Mr. Colton Lively  
Assistant Director of Student  
Activities and the Student Center  
Student Affairs

“Colton is always encouraging a variety of programs and activities that cater to student interests which always makes people feel included and valued. He also promotes leadership skills by empowering students to take active roles in executing events. He also actively seeks feedback from students and colleagues, using that to improve programs and service.”

Exemplifies Competent and Courteous Service



October 2024



"Dr. Smith has the reputation of being a committed, knowledgeable, inclusive member of CU's community. Dr. Smith designs and implements course materials to uphold social work values and competencies and to enhance student knowledge and understanding. Students report that Dr. Smith holds a high standard, however, he is generous, respectful, and students report feeling heard and valued in their encounters with Dr. Smith. Dr. Smith can be considered a role model within his department; he often reminds colleagues of the importance of inclusion, collaboration and upholding the ethics of the social work profession. Dr. Smith will happily volunteer to enhance programs, policies, and student groups in our community. He is a safe person that students seek out if they need help or support."

"Professor Ray is always available. I often work late and have to support my family on top of work. Usually, I cannot get to my homework until late. Professor Ray responds to my questions quickly and will often meet with me outside of what one considers normal hours to talk me through things. I think he would do this for anyone in his class, but I wanted to "send a shout out because he does if for me."

Exemplifies Competent & Courteous Service  
& Reliability, Responsiveness & Safety



Dr. Raymond Smith

Assistant Professor of Social Work

Social Work Department



Elizabeth Chandler

Library Director

Marsh Library

“Elizabeth always goes above and beyond by collaborating with our department on resources and events for students and the foster parents we serve on the IV-E grant.”

Exemplifies Collaboration

October 2024



“Tiffany Everette exemplifies the University Service Excellence Goal of competence and courtesy. She has a thorough body of knowledge in the field and is able to provide accurate information and share real-world experiences with both students and her peers in the social work department. In addition, she often provides small acts of kindness to the campus community and genuinely cares about the welfare of her students, University staff, and her fellow faculty. Her caring and compassionate nature are a source of strength to all who know her.”



Tiffany Everette

Instructor in Social Work

Social Work Department

Exemplifies Competent & Courteous Service

October 2024



“Despite the many challenges that Nola faces, Nola always interacts in the most professional and courteous manner possible. She is always there for support and guidance when interacting with me, and supporting my role as a junior faculty member. She goes above and beyond to support her students, colleagues and the CU community as a whole.”



Dr. Nola Gum

Assistant Professor of Social Work

Social Work Department

Exemplifies Competent & Courteous Service





Dr. Shawn Allen

Associate Professor  
of Social Work

Social Work Department

“Shawn Allen's commitment to Service Excellence at Concord University is demonstrated through his dedication to enhancing student opportunities and academic success. His focus on securing student-centered grants, such as those that support initiatives like CU in Schools, shows his drive to ensure students have the resources they need to succeed. This program allows students to access scholarships to cover their education, receive stipends, and gain job placements in school settings after graduation, bridging the gap between education and employment. In addition to his grant work, Shawn is deeply involved in teaching and mentoring students in the MSW (Master of Social Work) program, ensuring they receive both academic and practical knowledge that prepares them for real-world challenges. His commitment extends to working collaboratively with colleagues on key university projects, such as reaccreditation efforts, which ensure that Concord University maintains high educational standards.

Moreover, Shawn actively shares his expertise by presenting at conferences and events, furthering the university's mission and contributing to the broader academic and professional community. His multifaceted approach—combining student support, academic collaboration, and professional outreach—reflects his dedication to service excellence and continuous improvement at Concord University.”

Exemplifies Career-Mindedness

October 2024



"I have attended Concord University since my Sophomore year (2022). Derrick has helped me with so much throughout my years as a student such as any question, problem with my courses, stress, anxiety, or even counseling. He has made a huge impact on me as a student. He never fails to go above and beyond to help me and I noticed he does the same for the other students. If he doesn't know the answer to what I need, he always points me in the right direction. He has helped me become a better student academically and personally. His office is always open and he is someone I can talk to about anything."

Exemplifies Collaboration



Mr. Derrick Scott

Director of Student Success

Student Affairs



Ms. Teresa Frey

RBA Academic Advisor

Provost Office

“Teresa has been that one person I needed to meet at the perfect time to propel me in pursuing my RBA. She has helped me with figuring out my electives and required courses, teacher information, avenues of testing based on previous learning, etc. A true Godsend! I would not be as far as I am in the program without her. What was looking to be a two-year process has turned into one and I cannot express enough how much she is appreciated.”

Exemplifies Competent & Courteous Service

October 2024

“Allison is all of these but the most important in any business is collaboration. She works with many different departments and takes all opinions and ideas into consideration. She works hard for not only students within her programs but all students who seek her out for help. She is very respectful of everyone that she comes into contact with and I feel privileged to be able to work with her daily.”

Exemplifies Collaboration



Dr. Allison Bean

Assistant Professor of Business

Department of Business



October 2024

“Bethany exemplifies the service excellence standards at CU. She frequently meets with folks outside of our office to collaborate regarding all of the events that she coordinates. She volunteers to assist other areas to increase school spirit on campus as well as help with their student activities. She is warm, open, welcoming and a wonderful team player. Bethany has worked with the student workers in our office to make it a more welcoming place for visitors and guests. She is always looking for additional ways to make Concord a more welcoming and helpful place for all of our constituents.”

Exemplifies Collaboration



Ms. Bethany Breeden

Student Special Events Coordinator

President's Office



Ms. Denise Phillips

Custodial Services

HES

“Denise Phillips is amazing at what she does. She always make sure everything is spotless and well taken care of, and it really shows. On top of that, she’s one of the nicest people around—always friendly, helpful, and easy to work with. She’s always so nice to talk to whether i’m on my way to class or studying.”

Exemplifies Competent & Courteous Service

October 2024



“Jamie Brinkley goes above and beyond here at Concord. He helps at all the football games, comes out in the middle of the night to help get power back on, and is always willing to help a fellow coworker with whatever they need done. He’s an amazing worker .”



Mr. Jamie Brinkley

Exemplifies Reliability, Responsiveness & Safety

Plumber & HVAC

Maintenance Department



Miranda Martin

Director of Institutional Research &  
Data Services

IT Department

“Effective communication. Miranda is always reachable, even when she's away from her desk or if it's after hours. She's one of the most dedicated people to the job I know! Focus on teamwork & supporting our teams: People from many different departments reach out to Miranda regularly for her help on various things that aren't even in her scope of work. If the request is something she's not informed about, she does her research to help the requestor as much as possible! Overall, she's a very hard and dedicated employee to CU and deserves some recognition!”

Exemplifies Collaboration