

January Star Awards



Andrea Roush, Admissions & Outreach

Andrea has helped the Educational Opportunity Program (EOP) download all of their EOP Admissions Application forms from WebAdmit/Cal-State to CMS and helped them Batch Code students who don't meet program eligibility. Assisting in identifying the EOP Applicants for Fall 2022 has speedup the review process for EOP counselors to review applications. She has helped with downloading and uploading the EOP applications since 2018 when the office transitioned from CSUMentor to WebAdmit/Cal-State. She gets reports completed in a timely matter. Andrea has always been a collaborator working with outside departments and with staff to help improve their CMS processes. She has been working with the Division of Student Affairs for all of the COVID-19 checklists and holds for the last two terms. Andrea is an asset to the university and Admissions & Outreach.

January Nominees

Susana Carrilo, Financial Aid and Scholarships

Susana began in Financial Aid and Scholarships as a student assistant, and was later hired as a full-time Systems Analyst. Since joining the Systems team, Susana has expertly streamlined some of their most challenging and time-consuming processes. For example, she was instrumental in the successful posting of hundreds of Cal Grants after they received an unprecedented number of new awards from the California Student Aid Commission. In January 2022, she took on the task of automating State University Grant awarding, and successfully awarded over \$5 million in funds. Her tireless efforts have helped the department save time and minimize errors. Susana discovers ways to enhance operations that were never thought possible. She has become a tremendous asset to the department, and they are fortunate to have her on their team.

Luis Gomez, University Housing Services

Luis has been instrumental in making sure the new COVID-19 test pick up location in Riverview Hall would be successful. He was able to work with Student Affairs staff to set up the lobby area, assist with any questions and be a resource for all students and staff. Luis was able to welcome our campus partners to housing and able to work with them on set-up. He continues to provide excellent customer service to all students as well as Student Affairs staff working in the lobby.

Tracy Hale, Financial Aid & Scholarships

Tracy is always willing to help new employees, and the way she empowers those around her is remarkable. She makes everyone around her feel welcomed and important. Tracy goes out of her way to check on co-workers and finds commonality with everyone. Even when she is having a bad day she will still make time for others. When someone is not understanding something, Tracy will take the time to explain how to complete the task in many different ways, and she'll sit there until everyone understands.

Ashton Hinkle, Office of the University Registrar

Ashton is coming upon their 1-year anniversary with the Office of the University Registrar and has, since early on, demonstrated a commitment to serving our students and campus community through the lens of inclusivity. Ashton's background in working with SSWD prior to joining the office helps bring our office's attention and focus to issues of accessibility, specifically with modes of communication to students and the internal/external training materials that our office develops. Ashton brings ideas for technical, accessible interventions as well as a sharp sense of humor and a joy for people to our office.

Kate Lockwood, Career Center

Kate has always been an amazing colleague and critical member of the Employer Relations team at the Career Center. Since the pandemic, what Kate has taken on is amazing. Before getting into work contributions, for perspective, there have been the many Zoom meetings with Kate holding an infant, then a toddler on her lap, sometimes from a different location as she was also displaced by a fire and experienced family illnesses. Fast forward to this year, and this past month, with staff leaving for other opportunities, Kate has taken on the Social Media and Event Coordination, which are outside of her actual role, and all require collaboration with others. She has done so thoughtfully, skillfully, and with grace. She has stepped up to learn new things that she admittedly states are outside of her comfort zone.

Amy Yu, Academic Advising Center

Amy Yu goes above and beyond. She provides great service to students, is very thorough and ensures students understand their requirements. Among staff, she creates a cohesive community and is very welcoming/approachable to new staff members. She offers to assist others and makes herself available to students and staff. We can always count on Amy and feel very fortunate to have her on our team!