

Arkansas Northeastern College
Pauline Linam-Parks
CPI Director
1999 to Present

Pauline has excelled in advising and coaching disadvantaged students, in designing student and community employability curriculum and workshops, and in using her creativity to recruit students into Career Pathways and to ANC. Pauline is appreciated for the creative, colorful, and contagious enthusiasm that she brings to the field of career development. Without question, she is a unique leader with the grit and determination needed to forge new pathways to success, leaving no stone unturned when looking for students to help succeed.

Arkansas State University Beebe
Jennifer Trujillo
Student Development Specialist
2012 to Present

Jennifer Trujillo is a Student Development Specialist for Student Support Service's TRiO program. She has been employed at ASU-Beebe for seven years, previously working in the Financial Aid Office, and is a recipient of the Staff Vanguard Traveling Award. Jennifer, a TRiO alumna, advises for the ASU-Beebe TRiO Leadership Council, assists students in achieving academic and professional goals, and commits her time to other efforts that help students succeed. Jennifer believes that we must create meaningful relationships to help create student success.

Arkansas State University Mid-South
J.R. Underwood
Assistant Director of Maintenance
2017 to Present

J.R. is part of an outstanding team of professionals in ASU Mid-South's Maintenance Department. He is always the first to come running any time there is a problem, and he's generally the last one to leave. His work ethic and can-do attitude are second to none. Recently, in the midst of our many end of the year events on campus, J.R. and his crew rearranged their already overloaded schedules to create a safe space on our campus for a co-worker who had lost a beloved son and a community experiencing the tragic loss of one of its best and brightest.

Arkansas State University Newport
Vicki Frans
Academic Coordinator
1984 to Present

Vicki's warm smile and positive attitude serve as the face of the ASU Newport Applied Science Division. She is, in every way, an outstanding employee whose commitment to her team and student success is evident every day. Vicki is an excellent organizer and communicator – always jumping in to help, participating in problem-solving, and keeping her team on track. Vicki holds herself accountable, is dependable, and works with dignity and integrity. She also regularly plays an active role in community events. ASUN could not ask for a better representative on its campuses or in the community.

Black River Technical College
Trent Ingram
Director of Physical Plant
2008 to Present

An employee of Black River Technical College since 2008, Trent Ingram was chosen as our Outstanding Staff member because of his unwavering dedication to getting the job done. As the Director of the Physical Plant and one of the few employees considered to be on call 24/7, he works tirelessly to ensure facilities and grounds are well maintained. When an issue arises, Trent is quick to respond and resolve it. BRTC is fortunate to have such a selfless and devoted employee on staff.

College of the Ouachitas
Dana Brownfield
Grants Analyst and Assistant to the Vice President for Academic Affairs
2000 to Present

As Grants Analyst, Dana provides financial oversight for Perkins and Title III; she is also Assistant to the VP for Academic Affairs. Dana spearheads COTO's efforts in providing area youth opportunities to participate in STEM activities by organizing the annual Science Olympiad. "Ms. Brownfield has an extraordinary work ethic, a dedicated employee who gives her very best effort every day, even when called upon after hours." A graduate of Ouachita Technical College (now COTO) and Franklin University, Dana was selected as COTO's 2014 Outstanding Alumni. She is married to Jason, and they have two sons.

East Arkansas Community College
Diane Anderson
Administrative Specialist
2006 to Present

Diane Anderson is a hard worker, and when you think of the words organized, veracious, and self-starter, she comes to mind, especially when it involves keeping records. She is always willing to help in any situation that arises, whether it involves finding information for a student or a faculty, staff, or community member. She takes pride in her job and is conscientious of her time, her responsibilities, and the many library patrons. She exhibits compassion and understanding towards all she meets daily and always has the students' best interests at heart.

National Park College
Diane Meredith
TRiO ETS Program Director
2007 to Present

Diane is a graduate of National Park's Leadership Academy Class I and was nominated to participate in Leadership Hot Springs. She serves on NPC's Data Core Group, Financial Aid Appeals Committee, and is co-chair of the HLC accreditation project. A colleague stated, "Even while traveling for work, she was available to her team and students. I overheard her efforts to help several high school students find prom dresses, even offering to take them shopping to ensure they had everything they needed for their special day. It was heartwarming to see a co-worker so dedicated to helping others in need."

North Arkansas College
Shari Holt
Purchasing Officer
2012 to Present

Shari is always willing to go that extra mile to help with purchasing questions and problems. She is quick to offer assistance to coworkers, is a joy to work with, and projects a positive image for Northark. Her dedication, attitude, and knowledge make her an outstanding employee. Shari says, "I am honored and humbled to receive the Outstanding Staff Award as there are so many others who are deserving. Northark is an exceptional place to work because of the dedicated and exceptional people who work there." She is definitely an outstanding member of the Northark family.

NorthWest Arkansas Community College

Allan Benson
Academic Advisor
2016 to Present

Allan was chosen for the position of Academic Advisor while he was Special Events Coordinator. In this role, he provided outstanding service to the campus community. He is a true example of servant leadership. Allan goes above and beyond his duties and is always willing to lend a hand to fellow colleagues. Allan has served on Staff Council and participated in NWACC Leadership. He displays commitment and support for a diverse community.

Ozarka College
Zeda Wilkerson
Senior Director for Enrollment Services
2006 to Present

Zeda Wilkerson is a credit to Ozarka College and represents the best of the institution. Wilkerson was first hired as Ozarka's Admissions Director and has served as Registrar for the past 10 years. She is a champion for Ozarka students, an effective and knowledgeable Registrar, and was most recently promoted to Ozarka's Senior Director for Enrollment Services. Wilkerson is most deserving of this accolade as she goes the extra mile in all facets of her role and exemplifies excellence in all she does for Ozarka College.

Phillips Community College of the University of Arkansas

Terry Turner
Supervisor for Institutional Services
1012 to Present

Well-known for his energy, cheerfulness, and effectiveness, Terry Turner is often the first person you will see when you enter our administration building. Turner joined our campus as a custodian five years ago and has since moved to Supervisor for Institutional Services. He is relied upon daily for the smooth functioning of the college switchboard, custodial services, and processing of all campus mailings. He attended the University of Arkansas at Pine Bluff and joined PCCUA in 2012. In his spare time, he enjoys hobbies like cooking, fishing, working on cars, gardening, and listening to music.

**South Arkansas Community College
Benjamin Cagle
Instructional Technology Coordinator
2015 to Present**

Benjamin Cagle earned his Masters of Geology from the University of Connecticut and has four years of instructional design experience at SouthArk that includes training faculty in the adoption and adaptation of Open Educational Resources, such as learning objects, how-to videos, simulations, and assessments that align with course objectives. In addition to being the LMS administrator, Mr. Cagle has acquired several Blackboard and Quality Matters certifications while applying his skills in the development of online courses and the transition of face-to-face courses. Mr. Cagle is an invaluable asset to our students, faculty, and staff.

**Southeast Arkansas College
Tikeecha Spikes
Tutoring Cordinator
2013 to Present**

Upon graduating in May 2013 with an AAS in Office Administration, Tikeecha Spikes was immediately hired in the Southeast Arkansas College Library as a Library Support Assistant. After one year in that role, she was promoted to Library Technician. As she continued to prove to be a dedicated, supportive, and hardworking employee, she became Tutoring Coordinator in our newly inaugurated Tutoring Central located in the campus library. That is where you can find Tikeecha, lending a helping hand to students while displaying her ever-present, million-dollar smile.

**Southern Arkansas University Tech
Paula Doss
Administrative Specialist
2011 to Present**

Paula Doss' dedication and commitment to students far exceed anyone in her position. She gives countless hours of her personal time to help SAU Tech and its students. She never complains and always meets every task with her beautiful smile and positive attitude. She is a true team member, always taking the initiative to help. She also affords students the opportunity to learn, involves them in student activities, and teaches them the importance of volunteerism. Paula's hard work and dedication to the students of SAU Tech is why she is so deserving of this award.

University of Arkansas Community College at Batesville
Tiffany Guinnip
Administrative Assistant to the Vice Chancellor for Academics
2016 to Present

Tiffany Guinnip serves as the Assistant to the Vice Chancellor for Academics and supports faculty and staff in that division. She joined the college in June 2016 and earned her Associate of Applied Science degree in Business Services. She earned her Bachelor of Science in Organization Leadership from UA Fort Smith in December 2018. In her nomination letter, a peer wrote, "Tiffany has quickly become indispensable to the college." Another wrote, "She has saved me numerous times. More importantly, I have seen her serve above and beyond for UACCB in many ways."

University of Arkansas Community College at Morrilton
Jason Collins
Network and Systems Coordinator
2017 to Present

Jason has done an exceptional job of helping to keep the IT department going this past year during recent downsizing. He goes above and beyond and is always friendly and accommodating. Jason has worked long hours and taken on a myriad of additional duties in order to facilitate changes in the department. He has been a breath of fresh air.

University of Arkansas Cossatot
Debbie Gatlin
Benefits Advisor
2010 to Present

Debbie Gatlin acts as a benefits advisor, assisting the HR Department with its many tasks, and is always ready to answer any questions her co-workers may have about leave, benefits, or pay. Debbie has always been a dependable, hard-working, and conscientious employee caring about every person who enters her office. Her love of helping others shows daily. She loves working at UA Cossatot and enjoys the feeling of family that exists within its halls. Outside work, Debbie hopes to receive her Administrative Assistant Associates soon and enjoys being a grandmother, jogging, and crafting.

University of Arkansas Hope-Texarkana
Gene Ward
Maintenance Assistant
1998 to Present

Gene takes pride in his work and does not shy away from a challenge. He comes in early, stays late, and takes night and weekend calls without complaint. When colleagues needed time off, he came to work on scheduled vacation days to help. He always volunteers to work events outside normal working hours and demonstrates a commitment to excellence in all areas of service to the college. When the Physical Plant department experienced a shortage of half of its full-time staff for several months, he took it upon himself to ensure that the campus remained both functional and beautiful.

University of Arkansas Pulaski Technical College
Lennon Parker
Digital Communication Specialist
2004 to Present

Lennon's colleagues describe him as a "selfless and dedicated" employee who is "knowledgeable, suggests working solutions, and is constantly looking at ways to improve." He "never lets anyone down and always does a fantastic job with a smile on his face." He serves on two HLC committees, serves on Staff Senate, works very closely with Disability Support Services, and is a student mentor, all while responding to website work requests quickly, efficiently, and professionally. Outside of work, he volunteers for children's charities regularly.

University of Arkansas Rich Mountain
Terry Francis
Associate Vice Chancellor of Student Affairs
1994 to Present

Terry's journey into higher education started as a non-traditional student in 1987. She graduated with an Associate of General Studies in 1991 and went on to earn her Bachelors of Education from Henderson State University, then earned her Masters in counseling. Her employment with UA Rich Mountain began as a tutor in Student Support Services in 1994. Terry excelled as a tutor and advanced to becoming the SSS Program Coordinator. She was then promoted to Director of Student Success Initiatives and, ultimately, Associate Vice-Chancellor for Student Affairs.