



CONNIE SKERSTON MEMORIAL AWARD FOR SUPPORT STAFF DISTINGUISHED SERVICE

2026 Nomination Form

Nominee's Name: Kelli Shan

Nominee's Department/Job title: Health Professions / Administrative Assistant II

Nominator: Amber Knowlton

NOMINATION CRITERION: An IVCC employee may nominate only one support staff person for the award. In the boxes below, use the criteria to supply statements that provide ***specific examples that are distinctive to the nominee and that are in direct correlation*** to the nominee's work performance, interpersonal characteristics, and their overall commitment to IVCC. All support staff employees who were employed by IVCC during the preceding calendar year will be eligible to receive the award. Once an individual has won the award, they will not be eligible for nomination for three years.

WORK PERFORMANCE:

Criteria examples may include (but are not limited to) quality/pride of work, team participation, positive movement toward goals, and/or initiative.

Service excellence demonstrated during daily work hours

Our nursing secretary exemplifies service excellence every day through her unwavering support of students and faculty. She is often the first point of contact and consistently provides accurate information, timely assistance, and a welcoming presence. Her commitment to helping others, even during high-stress or high-volume times, reflects her dedication to the success of our nursing program and the people within it.

Projection of teamwork, attitude and participation

She consistently projects a strong sense of teamwork, a positive attitude, and active participation in daily operations. She collaborates effectively with faculty, staff, and students, contributing to a supportive and efficient work environment.

INTERPERSONAL CHARACTERISTICS:

Criteria examples may include (but are not limited to) pleasant personality, positive attitude

toward work and co-workers, overall good character, dependability, and/or cooperative disposition.

Commitment toward excellence

She consistently demonstrates a strong commitment to excellence through high-quality work, attention to detail, and dedication to supporting the nursing program's daily operations. Her commitment to excellence is evident in the care, consistency, and pride she brings to her work each day, ensuring students, faculty, and staff receive outstanding support.

Contribution to raising staff morale

She makes a meaningful contribution to raising staff morale through her positive attitude, supportive nature, and willingness to assist colleagues. Her kindness, encouragement, and positive outlook significantly contribute to high staff morale and a supportive workplace environment.

LOYALTY, RESPECT AND COMMITMENT TO IVCC:

Criteria examples may include (but are not limited to) loyalty to the college and/or the community, respect for the college and its people, commitment to the college mission statement, and/or being an ambassador for the college in their personal activities.

Notable contributions to the nominee's department, IVCC and/or the community

She has made significant and notable contributions to the department by ensuring smooth daily operations, supporting faculty and students, and serving as a dependable resource for the nursing program. Many of her contributions occur behind the scenes, where her attention to detail and proactive support ensure the department functions efficiently and effectively.

Notable awards/recognition on or off-campus *(Spirit awards, Certificate of Leadership completion, degree completion, etc.)*

Much of her impact is demonstrated through daily service, she has earned consistent recognition and appreciation from faculty, staff, and students for her reliability, professionalism, and positive attitude.

OTHER:

Criteria examples may include any additional information that would support the nomination.

She serves as a consistent and trusted point of contact for students, faculty, and staff, often addressing concerns before they escalate. Her professionalism, discretion, and

ability to remain calm under pressure make her an invaluable asset to the nursing department. She represents the department with integrity and reflects the institution's values through her daily interactions.

She plays a key role in supporting student success by providing guidance, timely communication, and reassurance during high-stress periods of the nursing program. Her approachable demeanor and willingness to help contribute to a positive student experience.

She contributes to a positive departmental culture by modeling professionalism, teamwork, and mutual respect. Her presence positively influences morale and fosters a collaborative work environment.



CONNIE SKERSTON MEMORIAL AWARD FOR SUPPORT STAFF DISTINGUISHED SERVICE

2026 Nomination Form

Nominee's Name: Kelli Shan

Nominee's Department/Job title: Health Professions / Administrative Assistant I

Nominator: Heather Knoblauch

NOMINATION CRITERION: An IVCC employee may nominate only one support staff person for the award. In the boxes below, use the criteria to supply statements that provide ***specific examples that are distinctive to the nominee and that are in direct correlation*** to the nominee's work performance, interpersonal characteristics, and their overall commitment to IVCC. All support staff employees who were employed by IVCC during the preceding calendar year will be eligible to receive the award. Once an individual has won the award, they will not be eligible for nomination for three years.

WORK PERFORMANCE:

Criteria examples may include (but are not limited to) quality/pride of work, team participation, positive movement toward goals, and/or initiative.

Service excellence demonstrated during daily work hours

She works very hard and keeps things organized and running smoothly. She is quick to respond when I email her with questions and is always professional

Projection of teamwork, attitude and participation

She is always so cheerful. She jumps up and readily offers assistance when you walk in

INTERPERSONAL CHARACTERISTICS:

Criteria examples may include (but are not limited to) pleasant personality, positive attitude toward work and co-workers, overall good character, dependability, and/or cooperative disposition.

Commitment toward excellence

She sets a good example for others with her work ethic and attitude

Contribution to raising staff morale

Very cheery and bubbly

LOYALTY, RESPECT AND COMMITMENT TO IVCC:

Criteria examples may include (but are not limited to) loyalty to the college and/or the community, respect for the college and its people, commitment to the college mission statement, and/or being an ambassador for the college in their personal activities.

Notable contributions to the nominee's department, IVCC and/or the community

She was very active in her community as an EMT until her recent retirement from that. She participates in community events like the holiday decorating contest. She decorates her work area for the holidays and makes "goodie bags" for the workers in her department for things like nurse's week or Christmas

Notable awards/recognition on or off-campus *(Spirit awards, Certificate of Leadership completion, degree completion, etc.)*

I don't know what degrees she has or if she's won a spirit award, but she always has a great attitude

OTHER:

Criteria examples may include any additional information that would support the nomination.

none



CONNIE SKERSTON MEMORIAL AWARD FOR SUPPORT STAFF DISTINGUISHED SERVICE

2026 Nomination Form

Nominee's Name: Kelli Shan

Nominee's Department/Job title: Health Professions / Administrative Assistant II

Nominator: Heather Seghi

NOMINATION CRITERION: An IVCC employee may nominate only one support staff person for the award. In the boxes below, use the criteria to supply statements that provide ***specific examples that are distinctive to the nominee and that are in direct correlation*** to the nominee's work performance, interpersonal characteristics, and their overall commitment to IVCC. All support staff employees who were employed by IVCC during the preceding calendar year will be eligible to receive the award. Once an individual has won the award, they will not be eligible for nomination for three years.

WORK PERFORMANCE:

Criteria examples may include (but are not limited to) quality/pride of work, team participation, positive movement toward goals, and/or initiative.

Service excellence demonstrated during daily work hours

Kelli consistently demonstrates exemplary service excellence that far exceeds the expectations of her role and has become instrumental to the success of the CNA program and the Health Professions division as a whole. She has assumed a leadership presence that extends well beyond daily responsibilities and is widely regarded as a pillar of the division—someone students, faculty, and administrators rely on with confidence and trust.

Projection of teamwork, attitude and participation

Kelli consistently exemplifies outstanding teamwork, an exceptional attitude, and meaningful participation that elevates both her colleagues and the broader campus community. She is the embodiment of collaboration—proactively supporting students and coworkers alike, often anticipating needs before they arise. Her willingness to adjust her schedule to meet student needs, including opening the office as early as 7:00 a.m. or

staying late to accommodate work and class obligations, demonstrates a deep commitment to shared success and collective responsibility.

INTERPERSONAL CHARACTERISTICS:

Criteria examples may include (but are not limited to) pleasant personality, positive attitude toward work and co-workers, overall good character, dependability, and/or cooperative disposition.

Commitment toward excellence

Kelli consistently demonstrates an extraordinary commitment to excellence through her exceptional interpersonal skills, unwavering dependability, and collaborative spirit. Her pleasant demeanor and positive attitude are evident in every interaction with colleagues, students, and staff, creating an environment that is welcoming, respectful, and supportive. Kelli's presence sets a tone of professionalism and care that positively influences those around her.

Her character is defined by selflessness, resilience, and an unyielding dedication to high standards. Kelli consistently prioritizes the needs of others, often going above and beyond to ensure that students and colleagues receive the support they need. Her commitment to excellence was especially evident during a period of personal adversity. After sustaining a broken wrist that required extensive surgery, Kelli adapted her daily practices and workflows to ensure that all responsibilities were met without disruption to students or program operations. Throughout this challenging period, she maintained her characteristic positivity, professionalism, and attention to detail.

Kelli's ability to persevere, adapt, and uphold exceptional standards—regardless of circumstances—speaks to her reliability and deep sense of responsibility. Her actions consistently reflect a cooperative mindset and genuine care for others, embodying the qualities of an exemplary team member. Kelli's selflessness, resilience, and drive to exceed expectations make her a model of professionalism and a truly deserving candidate for recognition through this award.

Contribution to raising staff morale

Kelli plays an extraordinary role in fostering high morale and cultivating a workplace culture where individuals feel genuinely valued, included, and supported. She is widely regarded as the heart of the campus community, consistently bringing warmth, positivity, and a sense of connection to every interaction. Her lighthearted humor and welcoming

personality create an atmosphere of camaraderie that strengthens relationships and enhances daily work experiences.

LOYALTY, RESPECT AND COMMITMENT TO IVCC:

Criteria examples may include (but are not limited to) loyalty to the college and/or the community, respect for the college and its people, commitment to the college mission statement, and/or being an ambassador for the college in their personal activities.

Notable contributions to the nominee's department, IVCC and/or the community

Kelli demonstrates unwavering loyalty, respect, and commitment to Illinois Valley Community College's mission, vision, and core values in every aspect of her work. Her contributions have had a profound and lasting impact on her department, the institution, and the campus community at large. Most notably, Kelli has played a critical role in the success of the CNA program, where her expertise and dedication are essential to student onboarding, compliance, and program continuity.

Notable awards/recognition on or off-campus *(Spirit awards, Certificate of Leadership completion, degree completion, etc.)*

Kelli's nomination for the IVCC Spirit Award in October 2024 and December 2025, submitted by both a faculty member inside and outside of her division, is a powerful testament to the breadth and visibility of her impact across the College. This recognition underscores her consistent embodiment of IVCC's core values—particularly compassion, respect, and excellence—and highlights the trust and admiration she has earned from colleagues campus-wide.

OTHER:

Criteria examples may include any additional information that would support the nomination.

Kelli enhances every day at Illinois Valley Community College through her exceptional kindness, dedication, and unwavering positivity. She consistently goes beyond the expectations of her role, ensuring that students and staff alike feel supported, valued, and included. Her ability to manage complex responsibilities with efficiency—while simultaneously cultivating a joyful, welcoming, and respectful environment—is truly unmatched.



CONNIE SKERSTON MEMORIAL AWARD FOR SUPPORT STAFF DISTINGUISHED SERVICE

2026 Nomination Form

Nominee's Name: Kelli Shan

Nominee's Department/Job title: Health Professions / Administrative Assistant II

Nominator: Kora Jones

NOMINATION CRITERION: An IVCC employee may nominate only one support staff person for the award. In the boxes below, use the criteria to supply statements that provide ***specific examples that are distinctive to the nominee and that are in direct correlation*** to the nominee's work performance, interpersonal characteristics, and their overall commitment to IVCC. All support staff employees who were employed by IVCC during the preceding calendar year will be eligible to receive the award. Once an individual has won the award, they will not be eligible for nomination for three years.

WORK PERFORMANCE:

Criteria examples may include (but are not limited to) quality/pride of work, team participation, positive movement toward goals, and/or initiative.

Service excellence demonstrated during daily work hours

Kelli exudes excellence in everything she does! She is accessible, reliable and always willing to go the extra mile to make things easier for us. Always the first to offer a helping hand.

Projection of teamwork, attitude and participation

Kelli always has a smile (you can even sense it through her emails and phone calls) and encouragement for our division to be the best it can be. She is our Chaos Coordinator and we would be absolutely lost without her!

INTERPERSONAL CHARACTERISTICS:

Criteria examples may include (but are not limited to) pleasant personality, positive attitude toward work and co-workers, overall good character, dependability, and/or cooperative disposition.

Commitment toward excellence

Kelli takes pride in her work and approaches every interaction with genuine kindness, respect and a team-first mindset.

Contribution to raising staff morale

Her positive attitude is contagious! Have you seen her Halloween costumes or outfits for dress up days? She brings smiles, laughter and a sense of community to not only Health Professions, but IVCC as a whole.

LOYALTY, RESPECT AND COMMITMENT TO IVCC:

Criteria examples may include (but are not limited to) loyalty to the college and/or the community, respect for the college and its people, commitment to the college mission statement, and/or being an ambassador for the college in their personal activities.

Notable contributions to the nominee's department, IVCC and/or the community

Aside from her administrative assistant role at IVCC, Kelli is a Paramedic/EMT, offering her skills and helpful heart to the community.

Notable awards/recognition on or off-campus (*Spirit awards, Certificate of Leadership completion, degree completion, etc.*)

OTHER:

Criteria examples may include any additional information that would support the nomination.

Kelli's overall character, strong work ethic, and ability to uplift those around her make her an invaluable member of the Health Professions team and a truly deserving candidate for the 2026 Connie Skerston Memorial Award.



CONNIE SKERSTON MEMORIAL AWARD FOR SUPPORT STAFF DISTINGUISHED SERVICE

2026 Nomination Form

Nominee's Name: Kelli Shan

Nominee's Department/Job title: Health Professions / Administrative Assistant II

Nominator: Lyndsey Beetz

NOMINATION CRITERION: An IVCC employee may nominate only one support staff person for the award. In the boxes below, use the criteria to supply statements that provide ***specific examples that are distinctive to the nominee and that are in direct correlation*** to the nominee's work performance, interpersonal characteristics, and their overall commitment to IVCC. All support staff employees who were employed by IVCC during the preceding calendar year will be eligible to receive the award. Once an individual has won the award, they will not be eligible for nomination for three years.

WORK PERFORMANCE:

Criteria examples may include (but are not limited to) quality/pride of work, team participation, positive movement toward goals, and/or initiative.

Service excellence demonstrated during daily work hours

Kelli consistently demonstrates outstanding service excellence in every aspect of her daily work. She approaches each task with a high level of professionalism, accuracy, and pride, ensuring that all responsibilities are completed thoroughly and on time. She is exceptionally dependable and can always be trusted to follow through, even under tight deadlines or changing priorities. What truly sets her apart is her willingness to go above and beyond her assigned duties to ensure that students, faculty, and staff are supported. Her work directly contributes to the smooth operation of the Health Professions division, and her dedication reflects a genuine commitment to excellence.

Projection of teamwork, attitude and participation

Kelli exemplifies teamwork and collaboration through her consistently positive attitude and her readiness to assist others whenever needed. She is approachable, kind, and patient, which makes her a trusted resource for both new and experienced colleagues. She

actively contributes to a supportive team environment by sharing her knowledge, offering help without being asked, and maintaining a calm and solution-focused demeanor. Kelli looks ahead and comes to me offering help, before I am even aware I may need it. I adore her for this!

INTERPERSONAL CHARACTERISTICS:

Criteria examples may include (but are not limited to) pleasant personality, positive attitude toward work and co-workers, overall good character, dependability, and/or cooperative disposition.

Commitment toward excellence

Kelli demonstrates an unwavering commitment to excellence in every aspect of her role as Administrative Assistant for Health Professions. She takes great pride in her work and consistently holds herself to the highest standards of accuracy, organization, and professionalism. Whether she is supporting faculty, assisting students, or managing complex administrative processes, she approaches each task with care, efficiency, and attention to detail. She does not settle for “good enough”, she actively looks for ways to improve processes, anticipate needs, and ensure that everything she touches reflects quality and integrity

Contribution to raising staff morale

Kelli has a remarkable ability to positively influence the morale of everyone around her. She consistently brings a warm, welcoming presence to the workplace and treats every colleague with kindness, respect, and genuine care. Her positive attitude is contagious, and even during stressful or high-pressure times, she remains calm, encouraging, and supportive. She takes the time to listen, offer reassurance, and celebrate the successes of others, which helps create a work environment where people feel valued and appreciated. She participates in every dress up day and has the best costumes. You cannot help but smile when she is around.

LOYALTY, RESPECT AND COMMITMENT TO IVCC:

Criteria examples may include (but are not limited to) loyalty to the college and/or the community, respect for the college and its people, commitment to the college mission statement, and/or being an ambassador for the college in their personal activities.

Notable contributions to the nominee’s department, IVCC and/or the community

In her role, Kelli is often the central point of coordination for faculty, students, and administration, ensuring that processes run smoothly and efficiently. Her behind-the-scenes work supports academic programs, accreditation efforts, student success

initiatives, and daily operations that are essential to the mission of the College. She consistently demonstrates a strong commitment to the values of IVCC by representing the College with professionalism, integrity, and respect in every interaction.

Notable awards/recognition on or off-campus (*Spirit awards, Certificate of Leadership completion, degree completion, etc.*)

While Kelli may not always seek recognition for her work, her dedication and excellence are evident to everyone who works with her. She is widely respected for her professionalism, dependability, and positive attitude, and she is frequently recognized informally by colleagues and supervisors as an essential member of the Health Professions team. This is not the first time I have nominated her for this award. Kelli is amazing and I cannot think of anyone else who deserves this more.

OTHER:

Criteria examples may include any additional information that would support the nomination.

Throughout my work navigating the accreditation process for the Dental Hygiene program, Kelli has been an invaluable source of support and stability. Accreditation is an intense, high-stress process that requires constant attention to detail, organization, and deadlines, and she consistently ensured that nothing was overlooked. During some of the most demanding moments, she was always there with exactly what I needed—often before I even realized I needed it.



CONNIE SKERSTON MEMORIAL AWARD FOR SUPPORT STAFF DISTINGUISHED SERVICE

2026 Nomination Form

Nominee's Name: Kelli Shan

Nominee's Department/Job title: Health Professions / Administrative Assistant II

Nominator: Laura Block

NOMINATION CRITERION: An IVCC employee may nominate only one support staff person for the award. In the boxes below, use the criteria to supply statements that provide ***specific examples that are distinctive to the nominee and that are in direct correlation*** to the nominee's work performance, interpersonal characteristics, and their overall commitment to IVCC. All support staff employees who were employed by IVCC during the preceding calendar year will be eligible to receive the award. Once an individual has won the award, they will not be eligible for nomination for three years.

WORK PERFORMANCE:

Criteria examples may include (but are not limited to) quality/pride of work, team participation, positive movement toward goals, and/or initiative.

Service excellence demonstrated during daily work hours

Kelli comes in early and stays late- it's been many years since I saw such work ethic. Kelli's professionalism is top-notch.. she truly beliefs in customer service and shows everyone great respect..

Projection of teamwork, attitude and participation

Kelli is not afraid of tackling any job- she doesn't see the project as her job or your job- it's a job that needs to be done and she will volunteer to take it on. She's truly a gem. I have called her emailed her and text her. - she responds immediately.

INTERPERSONAL CHARACTERISTICS:

Criteria examples may include (but are not limited to) pleasant personality, positive attitude toward work and co-workers, overall good character, dependability, and/or cooperative disposition.

Commitment toward excellence

As I mentioned previously, her professionalism is top-notch. I've heard her deal with very difficult situations with grace and understanding. She believes in customer service.!

Contribution to raising staff morale

Kelli is extremely positive and upbeat "all the time"

LOYALTY, RESPECT AND COMMITMENT TO IVCC:

Criteria examples may include (but are not limited to) loyalty to the college and/or the community, respect for the college and its people, commitment to the college mission statement, and/or being an ambassador for the college in their personal activities.

Notable contributions to the nominee's department, IVCC and/or the community

Kelli is a first responder and truly believes in the community spirit IVCC

Notable awards/recognition on or off-campus (*Spirit awards, Certificate of Leadership completion, degree completion, etc.*)

Kelli is also a part of the community outside IVCC and is a part of the Oglesby ambulance service.

OTHER:

Criteria examples may include any additional information that would support the nomination.

We were lucky to get Kelli! Very knowledgeable with spreadsheets, payroll, and our contracts with our clinical partners. Kelli is very proactive and always ahead of the game.



CONNIE SKERSTON MEMORIAL AWARD FOR SUPPORT STAFF DISTINGUISHED SERVICE

2026 Nomination Form

Nominee's Name: Kelli Shan

Nominee's Department/Job title: Health Professions / Administrative Assistant II

Nominator: M'Kenzee Smith

NOMINATION CRITERION: An IVCC employee may nominate only one support staff person for the award. In the boxes below, use the criteria to supply statements that provide ***specific examples that are distinctive to the nominee and that are in direct correlation*** to the nominee's work performance, interpersonal characteristics, and their overall commitment to IVCC. All support staff employees who were employed by IVCC during the preceding calendar year will be eligible to receive the award. Once an individual has won the award, they will not be eligible for nomination for three years.

WORK PERFORMANCE:

Criteria examples may include (but are not limited to) quality/pride of work, team participation, positive movement toward goals, and/or initiative.

Service excellence demonstrated during daily work hours

Always reachable and compassionate

Projection of teamwork, attitude and participation

Works as a team member to make things run smooth.

INTERPERSONAL CHARACTERISTICS:

Criteria examples may include (but are not limited to) pleasant personality, positive attitude toward work and co-workers, overall good character, dependability, and/or cooperative disposition.

Commitment toward excellence

Fulfills our mission

Contribution to raising staff morale

Always positive and goes above and beyond

LOYALTY, RESPECT AND COMMITMENT TO IVCC:

Criteria examples may include (but are not limited to) loyalty to the college and/or the community, respect for the college and its people, commitment to the college mission statement, and/or being an ambassador for the college in their personal activities.

Notable contributions to the nominee's department, IVCC and/or the community

Makes it run smooth

Notable awards/recognition on or off-campus (*Spirit awards, Certificate of Leadership completion, degree completion, etc.*)

OTHER:

Criteria examples may include any additional information that would support the nomination.



CONNIE SKERSTON MEMORIAL AWARD FOR SUPPORT STAFF DISTINGUISHED SERVICE

2026 Nomination Form

Nominee's Name: Kelli Shan

Nominee's Department/Job title: Health Professions / Administrative Assistant I

Nominator: Sue Smith

NOMINATION CRITERION: An IVCC employee may nominate only one support staff person for the award. In the boxes below, use the criteria to supply statements that provide ***specific examples that are distinctive to the nominee and that are in direct correlation*** to the nominee's work performance, interpersonal characteristics, and their overall commitment to IVCC. All support staff employees who were employed by IVCC during the preceding calendar year will be eligible to receive the award. Once an individual has won the award, they will not be eligible for nomination for three years.

WORK PERFORMANCE:

Criteria examples may include (but are not limited to) quality/pride of work, team participation, positive movement toward goals, and/or initiative.

Service excellence demonstrated during daily work hours

Kelli consistently demonstrates outstanding service excellence in her daily work. She goes above and beyond at all times, including outside of scheduled work hours, to ensure that students, staff, and faculty feel supported and cared for. She is attentive to the needs of those around her, keeps the team organized and on schedule, and approaches every task with professionalism and kindness. Even when managing a demanding workload, she takes time to assist others and ensure nothing is overlooked. Her commitment to excellence is evident in everything she does.

Projection of teamwork, attitude and participation

Kelli is a model team player who brings a positive, collaborative attitude to every situation. She is consistently kind, polite, and thoughtful, and she approaches challenges with optimism and flexibility. She actively participates in multiple committees and

contributes meaningfully to group efforts. Her ability to work seamlessly with others, while maintaining a cheerful and supportive demeanor, strengthens the entire team.

INTERPERSONAL CHARACTERISTICS:

Criteria examples may include (but are not limited to) pleasant personality, positive attitude toward work and co-workers, overall good character, dependability, and/or cooperative disposition.

Commitment toward excellence

Kelli's commitment to excellence is evident in her reliability, attention to detail, and willingness to step in whenever help is needed. She takes pride in her work and holds herself to high standards, ensuring that students and colleagues receive the best possible support. She is proactive, dependable, and continuously seeks ways to improve processes and outcomes for those she serves.

Contribution to raising staff morale

Kelli has a remarkable ability to lift the morale of those around her. She creates a welcoming and positive environment through her kindness, encouragement, and genuine care for others. Small but meaningful gestures—such as offering candy, checking in with colleagues, or taking time to listen—make a significant impact. Her positivity and warmth help foster a sense of community and belonging among staff and students alike.

LOYALTY, RESPECT AND COMMITMENT TO IVCC:

Criteria examples may include (but are not limited to) loyalty to the college and/or the community, respect for the college and its people, commitment to the college mission statement, and/or being an ambassador for the college in their personal activities.

Notable contributions to the nominee's department, IVCC and/or the community

Kelli makes significant contributions not only within her department but also across IVCC and the surrounding community. She is highly involved in community volunteer efforts, supports local EMS, and serves as a first responder on campus, responding to nearly every call. In these moments, she calmly triages individuals, reassures patients, and prioritizes health and safety. She also supports students outside of work hours by attending events, offering guidance, and providing a compassionate ear when students need support.

Notable awards/recognition on or off-campus (*Spirit awards, Certificate of Leadership completion, degree completion, etc.*)

Kelli has received Spirit Awards in recognition of her dedication, positive attitude, and outstanding service. She is deeply committed to student success and finds joy in watching students grow and progress throughout their time at IVCC. Her passion for supporting others, both professionally and personally, makes her highly deserving of continued recognition.

OTHER:

Criteria examples may include any additional information that would support the nomination.

Kelli is amazing and awesome!



CONNIE SKERSTON MEMORIAL AWARD FOR SUPPORT STAFF DISTINGUISHED SERVICE

2026 Nomination Form

Nominee's Name: Kelli Shan

Nominee's Department/Job title: Health Professions / Administrative Assistant

Nominator: Samantha Whiteaker

NOMINATION CRITERION: An IVCC employee may nominate only one support staff person for the award. In the boxes below, use the criteria to supply statements that provide ***specific examples that are distinctive to the nominee and that are in direct correlation*** to the nominee's work performance, interpersonal characteristics, and their overall commitment to IVCC. All support staff employees who were employed by IVCC during the preceding calendar year will be eligible to receive the award. Once an individual has won the award, they will not be eligible for nomination for three years.

WORK PERFORMANCE:

Criteria examples may include (but are not limited to) quality/pride of work, team participation, positive movement toward goals, and/or initiative.

Service excellence demonstrated during daily work hours

Kelli demonstrates excellent work, all day and every day! She is ALWAYS on top of emails, answering my questions right away, so chipper on the phone, so handy with whatever form I need and help filling it out. I cannot think of any other employee I know who is SO nice, and SO on top of their work, ALL the time! She even broke her hand a while ago and was having to type basically one handed and I swear that didn't even slow her down, plus she was still all smiles! She makes administrative work a pleasant experience! SO much pride in her work, so much initiative in anything she participates in and she is so kind to everyone she meets.

Projection of teamwork, attitude and participation

When our former health professions admin left, I thought oh my gosh, there's no way anyone can come in replace her--and Kelli DID! With ease! I often think there's NO way I could do her job, as well as she does and with such a pleasant attitude. I think I'd just

quietly drown in paperwork. But Kelli really excels. She's always happy to do whatever the team/division needs, with the best attitude. She's always involved in college and division projects, happily. She is just a real pleasure to be around and to work with. She makes our division run like a well oiled machine!

INTERPERSONAL CHARACTERISTICS:

Criteria examples may include (but are not limited to) pleasant personality, positive attitude toward work and co-workers, overall good character, dependability, and/or cooperative disposition.

Commitment toward excellence

Whoops, I definitely reiterated this in my previous sections! She's always dependable, ready to go or help with whatever anyone needs. I couldn't imagine a more pleasant personality on anyone!

Contribution to raising staff morale

Kelli definitely raises staff morale, just by her presence, alone! Whenever I'm around her, it raises MY morale! She's so happy and chipper and just ready to go and do and help. She's seriously the best!

LOYALTY, RESPECT AND COMMITMENT TO IVCC:

Criteria examples may include (but are not limited to) loyalty to the college and/or the community, respect for the college and its people, commitment to the college mission statement, and/or being an ambassador for the college in their personal activities.

Notable contributions to the nominee's department, IVCC and/or the community

I don't know that Kelli has made any

I'm confident that her presence alone is a notable contribution to our department and IVCC, I cannot imagine how we'd survive without her.

Notable awards/recognition on or off-campus *(Spirit awards, Certificate of Leadership completion, degree completion, etc.)*

I don't know that she's won any awards, but if she hasn't I'd be amazed--she absolutely deserves one and I hope she gets this one!

OTHER:

Criteria examples may include any additional information that would support the nomination.

Please please please let Kelli win--she's so deserving! :-)