

B. Tech Support Team*

Team Members:

Omar Danta
Barb Eftekhari
Grace Ferracuti
Alicia McGregor
Shirley Verhage

The successful move of the Bachelor of Technology program accompanied simultaneously by a significant increase in the size of the program was a risky and stress-inducing endeavor. The B. Tech Support team pulled this off by working together very effectively and by going well beyond reasonable expectations.

This team has been instrumental in the implementation of the vision of the Bachelor of Technology programs- to be the best of the College and the University, and provide hands on education with superior training in interpersonal and problem solving skills. In particular, this group was the key force in ensuring that we were ready to begin classes this September in a new, state of the art building on site at the McMaster University campus. This was no small accomplishment, the building is a spectacular vision of engineering education, now and in the future, the coordination of building schedules with academic class schedules for the fall 2009 semester required this team to work tirelessly over the summer to ensure that classes would be able to run on time in September.

Not only did they get the program up and running by September, they did so in such a way to enable the University to offer the students a high quality program from the outset. This move not only involved setting up numerous new classrooms and laboratories, many for courses that had never been given before. It is also involved transitioning students from the Mohawk campus to McMaster and working with the Faculty of Engineering student services office to provide a seamless interface.

* Denotes 2009 Special Achievement Award Recipient

Continuing Health Science Education Team (CHSE)

Team Members:

Wanda Harmon
Sinead Irvine
Angela Silla
Lori Rexworthy
Jacquie McMeechan
Rose Galano

The CHSE Program team members have been ambassadors for McMaster University by each contributing in the ongoing development of exceptionally high caliber continuing professional education programs that reach local, national and international attendees/audiences from multiple health disciplines.

The team moved from a paper based registration model to an online/web format, offering registrants (local/regional/international) choices in how they wish to register for programs at a time/date that suits their schedule. The CHSE team has worked hard at changing its' business model from a full paper based program to paperless online syllabus and using USB keys for registrant packages reducing our carbon foot print. The team seeks suppliers that advocate fair trade as well as recycle and reduce and reuse event lanyards, signage and materials. Past participants can access their educational transcript online anytime that suits them to validate their attendance at any accredited educational offering that is approved by the CHSE Program. This is the only University CHSE program that advocates accountability to its participants.

The CHSE Program staff assists our colleagues in lifelong learning. They work with professionals throughout the Faculty of Health Sciences, our colleagues across campus and the public and industry partners to make these opportunities possible. Their professionalism and expertise are an example for all to emulate. Often working behind the scenes, they have succeeded in setting the highest educational and operational standards for continuing education not only within the University but also for other educational institutions provincially and nationally. Their methods of continuing professional development have been recognized and adopted by our counterparts in other academic and professional organizations across the country. They have taken ownership of the CHSE Program and become leaders in Continuing Education. They represent the finest of our University's personnel and their work truly embodies the spirit of this award.

Philosophy Department Team

Team Members:

Daphne Kilgour

Kim Squissato

Both Daphne and Kim have created positive relationships with organizations outside of the University. They are great at establishing connections with others which has helped McMaster University's reputation by being such positive spokespeople when dealing with other organizations.

Daphne and Kim each bring their own creative ideas to the promotion of the Philosophy Department. An important innovation of Kim's is a bi-weekly staff-and-Chair meeting, at which we review deadlines, and share ideas. Daphne initiated a scholarships workshop for graduate students in 2009. They have both actively supported conferences such as the Canadian Bioethics Society annual conference and the upcoming international graduate student conference in Philosophy of Law. Both Kim and Daphne "go the extra mile" without being asked, putting the good of the Department front and centre, and both rightly see its successful operation as a reflection of their own professional and personal contribution. They have transformed the administrative hub of the Philosophy Department into a welcoming community where they tirelessly and cheerfully care for others interests and promote the University's academic mission.

McMaster University Quits Talking Trash: Sustainable Solutions *

Team Members:

Teresa Basilio
Glynis de Silveira
Angelo DiLettera
Susan Jack
Don Leyland
Sue Moorcroft
Todd Murray
Susan Rankin
Kate Whalen

The value of this team's results are truly University-wide! This is not so surprising considering the composition of the team and the consultative process that the team used to develop its strategy. After setting a clear goal to reduce waste across campus, this diverse set of nine managers worked with various faculties and departments to develop the strategies that would both achieve their goal and be embraced by the community. By setting clear goals, supported by thorough research, effective consultation, and excellent communication, this team has had a transformative effect that can be seen at different levels across the organization. Its success requires the concerted efforts of all departments to take an enlightened attitude towards sustainability and eliminate silo-based approaches to purchasing and receiving office supplies and paper.

The project results include: reducing supplier deliveries from 3,200 to 100 per year, consolidation of deliveries on campus, delivery of office supplies in reusable containers, reduction in the carbon footprint, reduction in the amount of landfill waste by eliminating cardboard waste, and an increase in the purchase of eco-friendly products.

This team has provided an excellent and transformative service to the McMaster community. The effects of their work are felt across campus where there is significantly less truck traffic, consequent increase in the safe movement of pedestrians and cyclists, and decreased air pollution. More importantly they have created within each sub-division that orders supplies, a consciousness about the need to order products that have a high sustainability quotient. This team has proven to the campus community that it can make a measurable difference by working together towards common goals.

* Denotes 2009 Award Recipient

Titles Bookstore Clerks

Team Members:

Carol Theal

Jan Lloyd

McMaster University is the centre of enhancing knowledge, from which textbooks and other course-related books are centre-stage. With the numerous amounts of different course materials, organization and excellent customer service is essential to the success of the bookstore. Carol and Jan work hard to keep the bookstore in functional order and have excellent knowledge of the textbooks needed for each and every single course on term to keep the bookstore alive. Having a great bookstore is a crucial element in a world-renown University and Carol and Jan make this possible.

Without their continuing and never-ending work-ethic, the bookstore would not be in the organized and working-order it is today. Carol and Jan have consistently shown excellent customer service and welcoming smiles for the new temporary staff hired every rush term. Carol and Jan have dedicated their time to the overall operation of the Tank bookstore for many years. Their work ensures the efficient and optimal operation of the Tank, especially during the extremely busy time of September and January. Their passion for customer service and advance knowledge in textbooks help create a wonderful environment for students, staff, and faculty members. They are an integral part of the McMaster University experience.

Textbook Team: Titles

Team Members:

Ted Allaby
Sue Hockridge
Rick Beith

The Textbook team's mandate is to deliver course materials to students as cheaply as possible. They operate what is considered the best USED book program in Canada. Recently, they have been promoting AAOE (Adopt an OLD Edition), whereby they actively search the USED book market to obtain sufficient copies of requested titles; they then ask individual professors to consider using the older texts rather than recent ones which can cost 2-3 times as much as used versions.

This team has helped greatly to make McMaster a student-friendly place. In particular, the undergraduates know that there are people on campus working to get books for them at the most reasonable prices. This group is innovative in the marketing of used textbooks and has established partnerships with three of the largest used book companies.

The Textbook team work's very hard to be judicious in their orders and they walk the extra mile when there are not enough books or when there are too many books, they do everything possible to ensure that they will find readers. The genuine care and concern that this team has for each and every one of their customers is very impressive. It is that kind of positive attitude that makes a difference to a community.

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