

**BRIGHTER  
WORLD**



# President's Awards

**FOR OUTSTANDING SERVICE IN 2022**



**Nominees and Recipients**

# PRESIDENT'S AWARDS FOR OUTSTANDING SERVICE IN 2022

## INDIVIDUAL NOMINEES

- Krzysztof Adamczyk\***  
**Senior Systems Administrator**  
**Family Medicine**

Krzysztof Adamczyk joined the Department of Family Medicine in 2004 and became the lead of the department's Information Technology team in 2006, overseeing the group that does everything from providing IT assistance for 300 people, to managing a Tier 3 data centre, to building custom apps and tools. Kris regularly anticipates and prepares for emerging needs across the department, including in rapidly changing areas like cybersecurity. His diverse expertise allows him to provide services that would typically require outsourcing. This enables the department to undertake custom technology builds while also realizing significant savings.

McMaster's Department of Family Medicine is the birthplace of OSCAR, one of the leading electronic medical records (EMR) systems in Canada. Kris made significant contributions to this achievement as his work was a key ingredient in attaining ISO 13485:2003 certification for OSCAR. Kris was also at the forefront of designing a new Faculty Relationship Management database which has formed the basis of a new and comprehensive database being implemented across the Faculty of Health Sciences. He was also a key contributor to pivoting the resident interview and selection process from an in-person approach to one that was fully virtual.

Kris has long been generous in the support he offers to other family medicine clinics, particularly in developing countries, related to the design, implementation, and maintenance of EMR software and IT systems.

*\*Denotes Individual Award Recipient*

**2. Andrea Armstrong**  
***Research Scientist***  
**Nuclear Operations and Facilities**

Andrea Armstrong has worked for Nuclear Operations and Facilities since 2009. As a research scientist, she has displayed a remarkable ability to connect with people who are not experts in her field. She guides reactor tours that dispel myths and offer fun facts. She works with the Nuclear Waste Management Organization (NWMO) to help educate communities that are potential sites for deep geological nuclear waste repositories. Back at McMaster, she helps with Nuclear Science Week by planning events, delivering talks, and demonstrating experiments. She also supports the McMaster chapter of NAYGN (North American Young Generation in Nuclear). Andrea has even been a strong advocate for the University in speaking about the McMaster Nuclear Reactor's global leadership in medical isotopes at the Organization of Canadian Nuclear Industries and the Canadian Nuclear Isotope Council.

Andrea has proven her dedication to pushing for and adopting state-of-the-art approaches on a number of fronts, including her work with Drone Delivery Canada. This project will help improve the logistics of dispatching highly perishable medical isotopes from their source – like McMaster's reactor – to clinical settings such as hospitals where patients benefit from isotope-enabled treatments. Andrea also played a key role in McMaster's development of a new method for generating a "no-carrier added" isotope that creates less production waste and reduces the amount of radioactive material required to achieve the same clinical benefit.

**3. Lindsay Bolan\***  
***Director, Outreach and Community Engagement***  
**Faculty of Engineering**

Lindsay Bolan started her McMaster career in 2012 as a recruiting and promotion coordinator in the McMaster-Mohawk Bachelor of Technology program. After four years in three different roles, she moved to the Faculty of Engineering, eventually becoming the director of outreach and community engagement for the Faculty in 2021. In that role, she restructured the department, established a strategic vision, and built a high-performing team. She oversaw a website rebuild that is enhancing the Faculty's brand and recruitment while also expanding the Engineering Co-op and Career Services unit.

With Lindsay's guidance, the Engineering Alumni Relations team has experienced a renaissance. It developed a comprehensive awards nomination program and rejuvenated the Faculty's annual Applause & Accolades event. It established a large-scale multi-year reunion, developed a new alumni mentorship program, and generally enhanced the connection between Engineering alumni and students. Lindsay's team also launched several innovative programs for the Faculty including the Random Acts of Kindness Campaign, Mac Eng Reignites, the Applicant Challenge and the revival of the Dean's Advisory Board. She supported the inauguration of the first-in-Canada Early Engineers program to promote STEM to pre-school aged children and Lindsay also developed an innovative Engineering leadership team trip to Silicon Valley that combined alumni visits, development calls, an alumni event, co-op site visits, corporate partner visits and teambuilding into one trip.

*\*Denotes Individual Award Recipient*

**4. Jacob Brodka**  
***Academic Department Manager***  
**School of Interdisciplinary Science**

Before joining the School of Interdisciplinary Science (SIS), Jacob Brodka held a number of roles at McMaster including executive assistant to the Dean of Science, sessional instructor, coordinator for the Interdisciplinary Minor in Sustainability, quality assurance specialist for academic program reviews, senior assistant to the associate vice-president (faculty) and research assistant for the Provost's Task Force on Future Directions for the Faculties of Humanities, Social Sciences and Science. Now, as academic department manager for SIS, Jacob has contributed to the school's strategic planning and navigated the school through the pandemic, a student enrollment bubble, labour disruption and the design and construction of new office and lab spaces. In 2022, Jacob was the lead on the Life Sciences Program anniversary celebration which included in-person and online events as well as a digital media campaign.

Jacob helped revolutionize a number of the school's key processes and procedures. He led the development and launch of the SIS Equitable Admissions for Black Applicants process — a first in the Faculty of Science — and streamlined the process for hiring teaching assistants and instructional staff. He also proposed creative solutions to challenges such as the need to move the largest-ever cohort of Life Sciences students through labs while allowing for physical distancing. Jacob has also been an enthusiastic participant in McMaster's United Way campaign fundraising events and a regular volunteer for Mac recruitment events.

**5. Christina Bryce**  
***Assistant Graduate Secretary***  
**School of Graduate Studies**

Christina Bryce joined the School of Graduate Studies in 2011 as a thesis coordinator and is now assistant graduate secretary. She coordinates the Institutional Quality Assurance Process for the school, including adapting the original in-person process for a virtual review during the pandemic. Christina's other core activities include coordinating the Graduate Curriculum Policy Committee, supporting the Graduate Council, and doing exceptional work in developing the School of Graduate Studies Calendar into a navigable and valuable resource.

Christina is also known for her commitment to supporting her colleagues. She did excellent work assisting the Fees Committee and the Graduate Studies records team, for example. She played key roles for the school in special projects related to the introduction of MacCheck and the vaccination mandate. At the same time, Christina was one of the key personnel in the school's response to program delivery during the COVID-19 pandemic. Her efforts facilitated the transition to remote work, particularly as the person spearheading the adoption of Microsoft Teams as the school's primary online collaborative tool. She was instrumental in leading the conversion of key processes to the new online/remote format and, in many cases, was able to improve on existing models. That included building out a new program tracking system that serves as a checklist to ensure all new programs follow a rigorous development process.

**6. Helen Buac**  
***Scheduling and Examinations Officer***  
**Office of the Registrar**

In nearly two decades of work with McMaster, Helen Buac has made significant contributions to Facility Services and then the School of Nursing before joining the Registrar's Office in 2012. Starting there as a course scheduler, she is now the scheduling and examinations officer for undergraduate programs. In 2015, during the launch of Mosaic, Helen expertly created course schedules while navigating the challenges of system implementation. Five years later, as McMaster shifted to online exams during the pandemic, she developed a new reporting system that improved instructor support for student accommodations and streamlined internal processes. Two years after that, Helen shaped McMaster's return to in-person exams and was particularly successful in stewarding the casual exam staff as they returned to work.

Helen is well known for her ability to innovate in her portfolio. She devised a system to compress the exam schedule, use fewer rooms, enhance security, and accommodate a smaller casual staff team during the return to in-person exams. She was able to achieve these kinds of results in part because of the strong relationships she has established with on-campus partners from academic departments to Facility Services. Recently, she also spearheaded the acquisition and deployment of new scheduling software that streamlined the transition of manual and paper tasks into digital and online formats, thus reducing errors and accelerating workflow.

**7. Laura Childerhose**  
***Research and Faculty Relations Officer***  
**School of Rehabilitation Science**

Laura Childerhose joined the School of Rehabilitation Science (SRS) in 2015 as a grants specialist, later becoming the school's first research and faculty relations officer. In that position, Laura supports research and the tenure and promotion process while also making significant contributions to the school's Research Committee as well as its Anti-Racism, Anti-Bias, Anti-Oppression (ARABAO) Committee. Laura was the primary author of the SRS ARABAO reporting resources, into which she successfully incorporated a wide range of feedback and institutional consultation. She is also a key contributor to grant writing and financial reporting. She was vital to the development of the Departmental Report for the School of Rehabilitation Science 2018-2022. At 56 core pages and 3,000 pages of appendices, the report was a herculean task of organization, collection, and collation.

Laura's contributions also stood out during the transition out of the pandemic as she volunteered to take on more in-person work early in the process to ease the transition for her colleagues. Displaying a similarly selfless approach, she supports the school's faculty by providing exceptional assistance to new faculty members and to those navigating processes like contract renewal or tenure. Laura also spearheaded the creation of the research coordinators' group within the School of Rehabilitation Science to build connections and cohesion and to advance more efficient, effective, and universally applied processes.



**8. Michael Clarke**  
***Instrumentation Technologist***  
**Chemical Engineering**

Michael Clarke started at McMaster in 1991 as a lab technologist for Engineering Physics. After several years in the private sector, he returned to the University in 2016 as the instrumentation technologist for undergraduate teaching labs and graduate research labs in the Department of Chemical Engineering. In this role, Mike is responsible for instrumentation, electronics, data hardware/software and process control for lab courses as well as instrumentation and computers for the department's research groups.

Mike develops exceptional novel experiments for the teaching labs while also creating bespoke equipment for researchers. For example, he designed and built the experiments used in the instrumentation lab course and developed a sophisticated system to allow remote participation in teaching labs. A number of teaching and research activities in Chemical Engineering are only possible because of Mike's creative solutions. He built data acquisition systems, computer interfaces and process-control hardware that enable a wide range of new approaches. Then he interfaced those tools with the industry standard software so students would be familiar with the systems they will be using in their workplaces after they graduate.

Mike serves as a volunteer technical advisor to McMaster's Chem-E-Car team, develops interactive displays for May@Mac and has also prepared activities for LEAP (Learning Enrichment Advancement Program) and Venture Academy for students in elementary and secondary school.

**9. Omar Danta\***

***Facilities Manager***

**W. Booth School of Engineering Practice and Technology**

As facilities manager for the W. Booth School of Engineering Practice and Technology (SEPT) since 2014, Omar Danta leads the team that manages and maintains computer and IT facilities in computing labs in the Engineering Technology Building (ETB), McMaster Automotive Research Centre and the Learning Factory. Omar's work in transforming several labs in ETB was exceptional as the project involved moving floor panels, rerouting power, and rearranging workstations. He did similarly strong work in setting up facilities for the new biomanufacturing graduate program. Omar also championed and personally implemented lab enhancements to accommodate students with hearing impairments.

Omar played a key role in SEPT's response to the pandemic. He worked tirelessly to establish a production centre for online teaching materials, then facilitated curbside and remote pickup of equipment for online teaching. He even ordered and personally delivered office equipment when required. He provided the innovative solution that allowed instructors to remain on Microsoft Teams while moving through the lab where students were working remotely. Then, when it was time to return to campus, Omar led the committee that prepared the SOPs that guided a smooth re-opening. Omar recently received the Veronica Czerneda Award for outstanding contributions by a member of the staff in the Faculty of Engineering.

***\*Denotes Individual Award Recipient***

**10. Joao Firmino**  
***CALM Facility Manager***  
**Faculty of Science**

Joao Pedro Bronze de Firmino has been the facility manager for the Centre for Advanced Light Microscopy (CALM) since 2021. Joao oversees new-user training, equipment installation and maintenance, finances and the technical staff related to 16 individual instruments worth more than \$10 million along with a cell culture CL2 laboratory, a microfabrication suite, and an image analysis laboratory. He coordinates CALM's annual C2 Discover Image Competition and the Microscopy Summer School.

Joao regularly surpasses quantifiable goals such as training more than 200 users and raising more than \$200,000 through outside training and user fees. He monitors user satisfaction closely and translates feedback into action such as when a simple change in chairs improved the experience for half of CALM's users. He also developed a highly effective new approach for training novice users in fluorescence microscopy.

Beyond his core responsibilities, Joao was the lead organizer for the GTA Microscopy Facility Manager's Meeting at CALM and for image analysis workshops at the Canadian Cytometry and Microscopy Association. He guided CALM's partnership with the Canadian Centre for Electron Microscopy to provide image analysis workshops for a worldwide audience. Joao has also volunteered with the Brockhouse Institute for Materials Research Seminar Series, the Microscopical Society of Canada Annual Meeting and even with the Department of Chemistry and Chemical Biology to upgrade display cases in the A.N. Bourns Science Building.

**11. Aaron Geekie-Sousa**  
***Program Manager***  
**Midwifery Education Services**

Aaron Geekie-Sousa is the inaugural program manager for McMaster's Midwifery Graduate Program. Assuming that role in 2021, he guided the development and launch of the first Canadian Master of Science in Midwifery the following year. After preparing the program on a tight timeline, Aaron was then responsible for marketing that program and recruiting a suitable number of qualified applicants. A keystone part of that process was developing the relevant admissions policies and procedures while also working with faculty members to coordinate and launch the program's first courses.

Before joining the Midwifery program at such a crucial juncture, Aaron worked at the Michael G. DeGroot School of Medicine's Waterloo Regional Campus where he founded the Waterloo Regional Simulated Patient Program (WRSP). Under Aaron's leadership, the program earned recognition for its innovative use of healthcare simulation methodology, its novel approaches to virtual simulation, its queer-inclusive simulation methodology and the expansion of the role of simulation into new fields such as faculty development and optometric education. In addition to his work at the WRSP, Aaron became a Certified Healthcare Simulation Educator and an active member of the Association of SP Educators Curriculum Development and Advancement Committee. He has also represented McMaster several times to national and international audiences of simulated patient experts by delivering conference workshops on innovations in simulation methodology.

**12. Mary Kiriakopoulos\***  
***Executive Assistant***  
**Office of the Dean and Vice-President, Faculty of Health Sciences**

Mary Kiriakopoulos's McMaster career began 35 years ago in the Department of Pathology. She later moved to the Office of the Dean of the Faculty of Health Sciences, then became an executive assistant in the Faculty's Human Resources Office. In 2019, Mary was hired as executive assistant in the Office of the Assistant Vice-President of Health Sciences. To that role, she recently added administrative responsibilities for the Juravinski Research Institute.

Mary's unwavering professionalism has made her one of the most trusted staff in the Faculty and as such, senior leaders regularly ask her to support strategic projects and planning. Fittingly, she has developed a system for tracking the elements of these kinds of complex initiatives and, at multiple points in her career, she has installed these systems where there has previously been none.

A frequent mentor to new staff, Mary is well known for her ability to help colleagues acclimatize to new roles. That welcoming approach also serves McMaster well with visiting scholars and dignitaries. One recent example exemplifies Mary's commitment to establishing these kinds of strong relationships. When asked simply to help a guest from Australia feel welcome, Mary took it upon herself to create a detailed full-day schedule for the visitor and ensure that he was able to get exactly where he needed to be when he needed to be there.

*\*Denotes Individual Award Recipient*

**13. Abbie Little<sup>+</sup>**  
***Community Engagement Coordinator***  
**Faculty of Engineering**

After working on short-term contracts that she helped fund through grant applications, Abbie Little began her permanent role with the Academic Sustainability Programs Office in 2021. As community engagement coordinator, Abbie manages the Interdisciplinary Minor in Sustainability Student Committee that she founded in 2018 as well as the Sustainability Ambassadors Program, a co-curricular initiative now involving more than 200 students and 14 student organizations. Both of these student-focused programs are the product of Abbie taking the initiative to develop better ways to serve identified student needs.

Abbie's commitment to the environment and to McMaster students has been exceptional. She supported the student founder of the Native Bee Project, expanding it to the point where it has installed 50 bee homes around campus. In 2020, Abbie began working with McMaster's Centre for Climate Change, Nature at McMaster and Trees for Hamilton to develop McMaster's Carbon Sink Forest. This past November, the team led its largest planting yet with 300 trees and 100 volunteers. In 2021, Abbie helped launch a student proposal for a community fridge on campus. It is now the largest university-based community fridge in Ontario. As a result, Abbie frequently consults with other universities across Canada on their own similar projects and she was a key leader in the development of the resource *Implementing a Community Fridge: A Guidebook for Campuses*.

*+Denotes Early Achievement Award Recipient*

**14. Lina Liu\***  
***Research Engineer***  
**Chemical Engineering**

Lina Liu has been with the Department of Chemical Engineering since 2004, working in the C20/20 Innovation Hub as a research engineer in one of the world's leading ophthalmic laboratories. While running her own projects, Lina also maintains the overall lab, works closely with students, and develops new research methods. For example, Lina created a novel synthesis process to overcome an issue the lab had with the scalability of a particular manufacturing method. She also played a key role in developing a device that simulates the ocular environment to test drug delivery.

Lina regularly takes on extra work, particularly if it helps students. That kind of commitment helped earned Lina a McMaster Graduate Students Association Award for Contributions by Non-Academic Staff in 2009.

At the start of the pandemic, Lina led the collection and donation of personal protective equipment while preparing the lab spaces for the possibility that they might be repurposed to support pandemic research efforts. Lina then worked onsite throughout the pandemic on research projects to support COVID-19 mitigation efforts. She also plays a big role in establishing the social and philanthropic culture of the lab. She rode in and raised money for Cycle for Sight and helped inspire donations for Fighting Blindness Canada, an organization that raises money for eye disease and vision research.

*\*Denotes Individual Award Recipient*

**15. Daniel Manns**  
***Career Development and Relationship Manager***  
**Faculty of Science**

Daniel Manns assumed the role of career development and relationship manager with Science Career and Cooperative Education (SCCE) in 2021. While supporting co-op students with job search strategies and job readiness, he also builds connections with employer partners. In the 2022 winter and summer terms, Dan helped achieve 100% employment. He also initiated and leads his department's collaboration with the Student Success Centre to support international co-op students.

Through his willingness to take on new tasks and his desire to innovate, Dan has had a significant impact on his colleagues and programs. When staff transitions created a temporary vacancy, Dan volunteered to teach the Skills for Career Success in Science program and began teaching himself the course content and course administration requirements. He was so successful in the role; his students achieved an unprecedented 100% completion rate on their assignments. Dan displayed his innovative character through his work with a partner employer in providing additional training for actuarial and financial math students in their first work terms. He developed the pilot program Advancing Tomorrow's Actuaries to help train students while also attracting \$23,000 in funding to SCCE. With a planned expansion of this program and onboarding of additional partner employers, this initiative is on its way to becoming a significant revenue stream for SCCE.



**16. Christopher Neill\***  
***Gardener***  
**Facility Services**

As a gardener with the Grounds Department of Facility Services, Christopher Neill maintains the gardens, trees, and outdoor grounds of the McMaster campus. His role also includes related tasks including planting trees and shrubs, servicing garden machinery, pruning and monitoring the health and growth of the horticultural areas of campus. During the winter, Chris is part of the essential service team for all winter-related operations needed around the University.

Chris regularly distinguishes himself through his hard work, particularly in his willingness to support his colleagues. He contributes to the other Grounds Department sub-teams whenever possible – including helping with mow crew maintenance – and provides exceptional leadership to summer students who are always excited to work with Chris. He also attends horticulture certificate courses to help enrich his work and improve the impact of his efforts around campus. As he acquires new knowledge related to his areas of expertise, he shares it with anyone who can benefit from what he has learned. For example, Chris brought a new approach to trimming large grass areas to McMaster. After training the appropriate crews in the technique, Chris' innovation allowed the Grounds Department to trim significantly more surface area while saving on materials and time. Chris is also always ready to rise to the demands of special events such as McMaster Community Days.

*\*Denotes Individual Award Recipient*

**17. Diana Parker**  
***Project Manager***  
**Office of the Vice-President, Operations and Finance**

Diana Parker was part of the McMaster staff team for more than 35 years, working with Security & Parking Services and then Financial Affairs where she was highly involved in the implementation of Mosaic. Most recently, Diana was project manager in the Office of the Vice-President, Operations and Finance where she was a key member of the Crisis Management Group throughout the COVID-19 pandemic. Diana also played important roles with the Power BI Community, the Continuous Improvement Networking Group, the Tech Round Table, and the SharePoint Community of Practice. In 2017 and 2018, Diana represented McMaster as a member of the CAUBO Conference Planning Committee for the Finance Track.

One of Diana's signature contributions to McMaster was her leadership of the UniForum program from conception through its first six years of use. UniForum is a global network of universities that involves extensive data collection, benchmarking and collaboration designed to facilitate more effective management processes. Diana delivered six consecutive collections with 100% respondent submissions; an achievement made more remarkable by an exceptionally tight timeline in the first year of implementation. Diana's work on UniForum influenced every administrative area at McMaster and has been a foundational element of, for example, the HR Review, the Finance to Go project, departmental budget planning and various organizational redesign efforts.

**18. Lisa Reid**  
***Director of Administration***  
**Radiology**

Lisa Reid was hired to her first position at McMaster – manager of the Radiology Department in the Faculty of Health Sciences – in 2021. She was subsequently promoted in 2022 to the role of director of administration. Lisa is responsible for administrative and operational leadership for all departmental functions from strategic planning to faculty recruitment. She has strengthened the department’s relationships with its partner hospitals, an effort that has resulted in initiatives like the joint recruitment of a new division chair and city-wide chief of Nuclear Medicine. That partnership-building skill also extends to Mohawk College – McMaster’s partner in the Centre for Integrated and Advanced Medical Imaging (CIAMI) – and to organizations including the Ministry of Health and the Hamilton Academic Pediatric Association. One of the key results of Lisa’s work is the Pediatric Radiology Alternative Funding Plan that she helped develop and implement. One external partner described Lisa as the “cornerstone” of that complex process.

Lisa chaired the Clinical Directors Committee that connects all clinical academic departments in the Faculty of Health Sciences and is also making significant contributions to the departmental re-organization and strategic plan. The impacts of these efforts include a renewal and revitalisation of the department’s academic practice plan, a new departmental scorecard to measure performance against strategic plan commitments and the development and implementation of the new academic leadership structure.

**19. Tracy Rerecich\***  
***Laboratory Technician***  
**Biology**

Tracy Rerecich, who has been part of the McMaster staff team for nearly three decades, has been a laboratory technician in the Department of Biology since 2017. She is responsible for the laboratory component of the 1,500-student BIO1A03 course, a cornerstone of the largest entry-level program in the Faculty of Science. Tracy prepares the lab daily, but also designs and tests experiments, anticipates student issues and seeks feedback from students, faculty, staff, and teaching assistants. Tracy has a lead role in hiring and training TAs as well as in designing and launching the extracurricular Level 1 science workshops. To accommodate students facing illness or life circumstances, Tracy opens the lab an extra day a week to help students re-do laboratory exercises. She also co-chairs the Joint Health and Safety Committee for the Faculty and is a frequent volunteer for high-school recruitment events and outreach efforts including the STEM Engagement Project.

During the COVID-19 pandemic, Tracy worked with the BIO1A03 instructional team to develop innovative at-home lab kits. She personally assembled and shipped the kits to thousands of students in a process that involved securing supplies, making, and labelling thousands of tubes/solutions and then packing and addressing the kits. To complement the kits, Tracy developed videos that guided students through the experiments, allowing them to build their technical skills at home.

*\*Denotes Individual Award Recipient*

**20. Nicole Smith**  
***Assistant Academic Department Manager***  
**Biology**

Nicole Smith joined the Department of Biology in 2021 during the COVID-19 pandemic. As the academic administrative assistant at the time, Nicole was responsible for advising and assisting current and prospective Biology students in course enrollment and a variety of related topics. She was also integral to improving the processes for course planning, scheduling, and programming. Nicole played a key role in addressing a critical challenge for the Faculty of Science which was excess demand for enrollment in key research specialization courses. Nicole used her data management and curricular mapping talents to launch new core programs for in-demand subjects, thus providing lab-intensive research specializations for more students.

During the pandemic, as virtual connections and communication became paramount, Nicole led the departmental adoption of Microsoft Teams. She also guided the department through the challenge of hosting the annual Ontario Biology Day undergraduate research celebration as an online, conference-style event for the first time. The effort resulted in record participation and widespread positive reviews. She has also been part of the Department of Biology and Faculty of Science team that has inspired increasing applicant demand for the Life Sciences Gateway through involvement with recruitment events including Fall Preview, May@Mac and the Ontario Universities' Fair. All of these achievements led to Nicole's recent promotion to the role of assistant academic department manager for Biology.

**21. Steven Spencer\***  
***Instructional Facilities Engineer***  
**Electrical and Computer Engineering**

For 40 years, Steven Spencer has been a valued member of the Department of Electrical and Computer Engineering. He has been a research engineer, laboratory engineer and now, an instructional facilities engineer. In that role, he supervises 14 undergraduate labs that accommodate more than 1,000 students annually, a number that has grown four-fold over the last several years. Steve's work has been vital to advancing laboratory capacity to match that enrollment. In particular, his ability to implement new computer systems, train the staff and students using those systems and then debug challenges as they arise has been key to this process. In summer 2022, when there was a complication in the usual process for preparing labs for the fall term, Steve did exceptional work to ensure that the labs were ready for the students in September.

Steve has also made his mark as an irreplaceable programmer. Earlier in his McMaster career, he created an interactive graphical geometry editor and graphical representation of results from numerical analysis codes, as well as documentation and user manuals for each. He also wrote a vital post-processor for the commercial finite element package used in one of the industrially funded projects. When Steve was a laboratory engineer, he even wrote a program to manage the swipe card system for several thousand students in the Faculty of Engineering.

*\*Denotes Individual Award Recipient*

**22. Trish Sullivan**  
***Senior Associate Registrar, Strategic Enrollment Initiatives***  
**Office of the Registrar**

Trish Sullivan began her McMaster career in 1988 with the Faculty of Health Sciences. Since then, she has been manager of residence admissions; assistant registrar, services; senior associate registrar, records & systems; senior associate registrar, undergraduate admissions and now, senior associate registrar, strategic enrollment initiatives. Over the years, Trish has been instrumental in navigating the 2008 Brandon Hall fire, implementing multiple new systems including Mosaic, spearheading e-ticketing for convocation and leading the Repeat Rules Project Team that earned a President's Award for Outstanding Service in 2020.

In the early days of the COVID-19 pandemic, Trish transformed the paper-based process of admissions assessments into the digital realm and implemented the University's first customer relationship management (CRM) system, Slate. She has also been a champion of data and digital technology more generally, with great impact. Trish implemented new dashboards that facilitate application tracking for Faculty-based staff who are now able to see the total number of applications and admits daily. She also developed a new process for applicants to request special consideration due to life or health circumstances. Beyond supporting the applicants with this new process, Trish also provided appropriate supports for the admissions staff who would need to respond to the submissions. The result is a system that is useful, simple, and respectful to both McMaster's staff and its applicants.

**23. Jennifer Tran**  
***Coordinator, Communications and Community Engagement***  
**Undergraduate MD Program, Niagara and Waterloo Regional Campuses**

Jennifer Tran joined McMaster in 2017 as an administrative assistant, moving a year later to a community engagement and development position with the Waterloo Regional Medical Education Campus. Now, as the coordinator, communications, and community engagement for both the Waterloo and Niagara regional campuses, she is known for building positive relationships with staff, students, faculty and community partners. Working with organizations including Doctors 4 Cambridge and the City of Kitchener, Jennifer has secured financial support for events like the Welcome Gala and Faculty Awards Gala while also creating unique partnerships such as the MacGIC School Bus and Stethoscope programs which connect Mac students with local elementary and secondary students.

Jennifer fostered stronger connections with the Hamilton campus to create consistency, share best practices and support various initiatives across McMaster locations. She initiated a virtual tour project for both regional campuses and played a key role in revamping the MacFacts system, working closely with her colleagues to guide faculty through the new process. She also invested a tremendous amount of her own time to review archived rotation checklists from a variety of specialities. By manually cross-referencing these documents with the data stored in the MacFacts system, she was able to identify a number of instances where rotations had not been credited properly. She then corrected those inconsistencies – a massive undertaking.



**24. Chantall Van Raay**  
***Manager, Strategic Communications, Awards and Distinctions***  
**Office of the Dean and Vice-President, Faculty of Health Sciences**

Chantall Van Raay, a member of the McMaster staff team for more than two decades, joined the Office of the Dean in the Faculty of Health Sciences in 2014. In her current role as manager of strategic communications, awards and distinctions, she navigates the often-complex nomination processes for internal and external awards, coordinates the Faculty's Community of Distinction and oversees initiatives and donor stewardship reports that engage and recognize the Faculty's top principal donors. She provides strategic counsel for the Faculty's Awards and Nominations Committee, established the Faculty's Nominations Network and developed a more collaborative awards approach that has generated exceptional results.

During Chantall's time overseeing the awards process, the success rate on nominations of faculty members for external awards has increased by nearly 50%. Consequently, McMaster's reputation has benefited from a list of awards that includes 15 Order of Canada investitures, five Royal Society of Canada fellowships, four Canadian Medical Hall of Fame inductions, seven inductees into the Royal Society of Canada and two Rhodes Scholarships. The Faculty's Community of Distinction has also evolved under Chantall's leadership, becoming more diverse and working with a better-organized selection process.

Chantall has made other significant contributions to the Faculty, such as strategic communications planning on projects that are aimed at bolstering the success, reputation and ranking of the institution. These include a historical display and a train display at the David Braley Health Sciences Centre, participation in the 50th-anniversary celebrations of the MGD School of Medicine, and marketing and branding to support the first annual Zeidler Evans Lecture.

**25. Basem Yassa**  
***Instructional Assistant***  
**Faculty of Engineering**

Basem Yassa joined the Faculty of Engineering's Experiential Learning Office (ELO) in 2018 as an undergraduate teaching assistant. He then became an instructional assistant intern in 2019 and an instructional assistant in 2020. Basem's work with courses including ENGINEER 1P13, 2PX3 and 3PX3 involves responsibilities like coordinating student employees, completing technical tasks like debugging robots, answering student questions, and designing laboratory schedules, just to list a few. He has earned the admiration of students and faculty alike while ensuring that a course like ENGINEER 1P13 could grow to 1,000 students without significant logistical setbacks. In fact, Basem devised a grading system that provides grades for those 1,000 students within 24 hours of the completion of their exams – just one of several automated tasks he has established to save time and money while simultaneously improving the student experience.

When Basem joined the Experiential Learning Office, the Faculty of Engineering was on the verge of launching the Pivot, a sweeping change in course offerings and teaching philosophy that would chart the Faculty's future path. Then the COVID-19 pandemic radically changed how students experienced learning, particularly experiential learning. Through these simultaneous and profound changes to the work of the ELO, Basem was integral to the office's ability to deliver courses in three different formats – online, hybrid and in-person – in three consecutive years.

# PRESIDENT'S AWARDS FOR OUTSTANDING SERVICE IN 2022

## TEAM NOMINEES

### 1. **Bring Your Own Bottle Working Group<sup>^</sup>**

With the mission to promote water bottle refilling on campus, the Bring Your Own Bottle (BYOB) Working Group began operating in January 2022, reporting to the McMaster Okanagan Committee (MOC) and McMaster Sustainability Advisory Committee. The BYOB team has since successfully engaged key champions at the University's highest levels, secured funding through the McMaster Okanagan Special Projects Fund, hired a sustainability student to help lead the initiative, created an interactive map displaying more than 200 refill stations, created the BYOB webpage, created and installed new signage, developed communication programs to market the initiative and even developed procedures for water quality sampling and water filter replacement. Then, throughout the entire process, the working group has been dedicated to seeking, receiving and responding to user feedback in order to improve the quality and impact of the system.

The working group also engaged with a variety of student initiatives to strengthen the BYOB project and create experiential learning opportunities. One undergraduate student conducted a research project on strategies for reducing single-use water bottles while another investigated data collection and analysis. A different student group focused its attention on implementing engagement strategies. With these successes and impacts, the BYOB initiative established McMaster as a leader among Canadian universities in this area and earned the program a feature in the University's *2021-22 Sustainability Report*.

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### **Team Members**

Leah Allan  
Lynn Armstrong  
Megan Bieksa  
Adrianna Diab  
Shelir Ebrahimi

John Hemmer  
Monica Palkowski  
Alicia Westfall  
Kate Whalen

<sup>^</sup>*Denotes Team Award Recipient*

## 2. ICES Analytic Epidemiologists

In 2022, the ICES McMaster team of five analytic epidemiologists supported more than 55 research projects for 45 researchers producing 23 published manuscripts – results that continue the upward trend in work and output since the founding of ICES McMaster in 2016. While the traditional role of analytic epidemiologists focuses primarily on high-quality technical outputs, McMaster’s ICES team is also heavily involved in knowledge translation, in stakeholder engagement and in developing novel methods for identifying information that might not otherwise be incorporated into datasets including individuals’ places of residence, health conditions and types of healthcare use.

As the pandemic slowed the overall pace of research at McMaster, the ICES team actually increased its workload to support researchers working on COVID- and pandemic-related projects. Despite new pressures and changing work conditions, the team kept its research projects on track, on time, on budget and even added new research projects to support frontline clinicians and researchers who were less available due to the pandemic. Most critically, this work enabled research related to urgent pandemic issues including long-term care, suicide and self-harm, pregnancy, and virtual care.

A recent satisfaction survey of ICES researcher clients revealed that 100% of respondents would refer other researchers to ICES McMaster, with the team’s efficiency in producing outputs, technical understanding and communication skills all recognized for their exceptional quality.

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### Team Members

Glenda Babe  
Josh Cerasuolo  
Ana Gayowski

David Kirkwood  
Francis Nguyen

### 3. Science IT Team

The Science IT Team played a central role in the success of the Science Champions online campaign, a program celebrating the McMaster students, alumni, faculty, and staff who volunteer to advocate for science through efforts as diverse as organizing speaker series to writing op-eds. The Science IT Team created a website ([sciencechampions.ca](http://sciencechampions.ca)), video resources and 75 social media posts that surpassed expectations in both design and impact. The team built profiles for all 62 champions, incorporating them into the website with additional features including a tip sheet for science champions and an article on the importance of science literacy.

Building these resources demanded patience and precision as the team worked through multiple rounds of revisions and the late-stage addition of new features. Fortunately, the team built the website on a platform that allowed communications staff to make edits simply and quickly. The team even managed to make all of the champions' photographs – taken by two photographers in different sessions – look the same by correcting lighting and backdrops accordingly.

The Science Champions website earned 11,845 views in just two months while the social media posts generated 110,381 impressions and 4,573 likes and shares on Instagram alone. Approximately half of the champions responded to a follow-up survey, with 100% of those respondents agreeing that the campaign had done a good job of recognizing their efforts.

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#### Team Members

Greg Atkinson  
Jessica Blackwood

Jamie Kaushal  
Jacob Sloots

#### 4. The Buttery Team<sup>^</sup>

In 1951, Alumni Memorial Hall (AMH) opened with a dining venue called The Buttery. The Faculty Club – later the University Club – took over operations of the AMH dining facility in the 1960s. In 2022, the University tasked Hospitality Services with creating a new and broader dining experience for the venue. Senior manager Catherine Young and executive chef Paul Hoag led the project with chefs David Fisher and Chris Beltrano. The team conceived of and delivered a fine-dining experience with a strong connection to McMaster tradition through its reclaimed name: The Buttery.

The team remade the dining room visually, began using local products, emphasized culinary excellence and elevated service levels. Sustainability was a key mission, supported by tactics including upcycled furniture, beverages provided exclusively by local companies and the cultivation of a kitchen garden. The restaurant has applied for and should receive the LEAF designation afforded restaurants with the highest standards of environmental responsibility.

These approaches also contribute to the exceptional dining experience at The Buttery. Early positive reviews have helped drive strong event bookings which have more than doubled operating revenues. At the same time, the fine dining venue provides Hospitality Services staff with culinary experiences like bread making, chocolatier work, pastry work and butchery to diversify their skills beyond those provided by the typical on-campus dining experience.

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#### Team Members

Chris Beltrano  
David Fisher

Paul Hoag  
Catherine Young

*<sup>^</sup>Denotes Team Award Recipient*