Titan Excellence Awards

The Titan Excellence Award recognizes staff members who have demonstrated overall excellence by providing outstanding service to the university. The award committee bases its decisions on the recipients' creativity, initiative, leadership and/or teamwork, promotion of the University's image in the community and special contributions to their work area. Please join us in congratulating the awardees on their achievement.

<table>
<thead>
<tr>
<th>Robert Botzheim</th>
<th>Corporation</th>
<th>University Police</th>
</tr>
</thead>
</table>

Robert joined Cal State Fullerton in 1992 and has been awarded the Titan Excellence Award for his demonstrated persistence, creativity, and initiative in solving crime on campus. He employs new investigative techniques to uncover and close cases, relentlessly pursues identity theft cases, assumes as many roles as needed to accomplish a task, and shares his knowledge. Robert's professionalism and commitment to his position are assets to University Police and the University.

<table>
<thead>
<tr>
<th>Joyce Cross</th>
<th>University Collections Supervisor</th>
<th>Student Financial Services</th>
</tr>
</thead>
</table>

Joyce joined Cal State Fullerton in 1980 and is recognized as a Titan Excellence Award recipient for her service in a variety of capacities including collections, student accounts, and disbursements in the Student Financial Services department. Joyce uses her combined experience to creatively and proactively solve student account and systems problems and to ensure requirements of the Perkins Loan program are met. Since 2007, Joyce has used her initiative and creativity to successfully collect more than $14.2 million out of $14.5 million in student debt. Joyce provides value-added direction and guidance to management, peers, staff, and students.
Marilyn dela Cruz
Financial Assistant
Physical Plant

Marilyn joined Cal State Fullerton in 2007 and was nominated and chosen as a Titan Excellence Award recipient for the significant improvements she made in how purchasing, customer billing, and recharges are handled in Physical Plant and for her success in navigating through the CMS financial system to conduct budgeting and accounting activities. Marilyn is organized and creative and embraces new approaches to solving problems. She has taken the initiative to work in the test database within the FAMIS purchasing module and expand her knowledge of system functionalities. Overall, Marilyn's expertise and commitment have resulted in better management of the University's resources.

Dawit Haile
Accountant
Student Financial Services

Dawit joined Cal State Fullerton in 2007 and is recognized as a Titan Excellence Awardee for consistently identifying, researching, and resolving accounting issues regarding financial aid programs and accounts. Dawit took the lead to update audit forms and documents early in the A-133, FISAP, and GAAP audits so he could provide management with clear, concise, and actionable information. He also refined the scholarship processes to ensure students receive their funds in a timely and efficient manner. Dawit's patience, consideration, and professionalism in his everyday dealings with constituents contribute to the Student Financial Services department and the University.

Thao Nguyen
Systems Analyst
Administration & Finance, IT

Thao joined Cal State Fullerton in 2000. Thao was nominated and received a Titan Excellence Award for offering technical solutions to diverse challenges. Not only does Thao provide technical "fixes" to problems, but he demonstrates creativity and commitment by listening to questions, understanding the intricacies of an issue, and providing multiple solutions. Thao is a conscientious model of good customer service and a team
player focused on providing superior service. He is generous with sharing his knowledge and intentional about outlining options available, being sensitive to cost, efficiency, and long term usability. Thao exemplifies the improvement approach to work that our Division and University strive to institutionalize.

Christine Quach
Accountant
Student Financial Services

Christine joined Cal State Fullerton in 1990 and received her nomination and Titan Excellence Award for exhibiting a strong personal commitment to ensuring that student financial transactions are in compliance with Federal, State, CO, and campus policies and procedures, and that data integrity was not compromised in the conversion of student accounts during the implementation of the CSUF Campus Solutions project. She has worked to solve issues inherent with the new system, to reconcile millions of dollars of refunds and Cal Grants, to streamline disenrollment communications and processes, and to document processes that will serve to facilitate training down the line. Her sense of determination, professional development, teamwork, and dedication continue to serve Student Financial Services and the University.

Barbara Scarpa
Analyst Programmer
Administration & Finance, IT

Barbara joined Cal State Fullerton in 1998 and was nominated and chosen as a Titan Excellence Awardee for her active involved in implementing a number of significant campus technology initiatives. Most recently, Barbara was responsible for leading a two-person Administration and Finance IT team responsible for converting all campus forms from informed filler to eforms. As a direct result of Barbara's efforts, campus users were given opportunities to participate in eform focus groups, training sessions, and user meetings, and more than 100 Human Resource forms have been converted and rolled out to the campus. Barbara consistently finds ways to think creatively and explore opportunities to make technology easier for individuals to use, improve effectiveness and efficiency, and simplify processes.

Please contact Marian Sherman or x5107 if you know of additional staff who received an award and were not recognized.

The Division of Administration and Finance Communication Editorial Board looks forward to improving communication within and from the Division and welcomes your suggestions and feedback. Please contact any of the following board members with your thoughts and ideas.

Division Communication Editorial Board:
Chair Naomi Goodwin

Scott Bourdon
Clara Bowman
Ann Ehl
Mary Ellen Frazier
Gwen Hooks
Rachel Junn
Verna Raun
Marian Sherman
Margie Titular
May Wong