

Recognizing Outstanding Service Excellence



Judy VanArtsdalen
Center for Learning & Development

Nick Pearson-Wood from Service Excellence submitted the following service category nomination . . .

I would like to nominate Judy VanArtsdalen for the Golden Rose Award for her outstanding contribution to the Service Pillar. During the months of July and August I was teaching weekly classes to fellow OHSU employees. I had to register and train over 300 employees. Being that this was my first “teaching” experience, there were some unforeseen hurdles to overcome, such as getting everyone registered. My plan was to field individual telephone calls and emails until I had registered each person. Judy, whom I had never even met before, quickly recognized what a daunting task this could be and jumped in to help. The day after I announced the schedule for classes at the monthly manager’s meeting, Judy called me and volunteered her services. She informed me that she had experience setting up online registration forms, and would be glad to help me create one for my class. I was delighted, but had no idea how much Judy’s offer for help truly entailed. She almost immediately set up an online sign-up sheet. She then created a PDF file with directions that could be given to every person before they signed up, and passed those along as well. She even put her name and contact information on the bottom so that people with questions could contact her. I’m not sure she knew what she was getting herself into by doing so, as she began to receive numerous calls and emails from people with questions about how to sign up. But she never skipped a beat. She graciously fielded several questions herself, despite not being involved in the teaching at all, and passed on those she couldn’t answer to me.

Fast forward to the day before my first class. While I was preparing my materials and thinking about what I needed to have ready for the following day, I received an email from Judy with a spreadsheet attached that had the names of every person that was attending my classes that day, and what time slot they were in. In my haste, I hadn’t even thought to create a sign-up sheet, but *Judy* had. She continued to send me a sign-up sheet for each of the 32 classes I taught during those two months.

Judy’s help with registration for these classes was invaluable. To think that she did this for someone she had never even met truly astounds me. I think her service is certainly deserving of a Golden Rose Award and I hope that you feel the same.



Award Recipient - September 2008