

INDUSTRY LEADERSHIP AWARD

This level of acknowledgement by NACUMS is presented for outstanding leadership and must extend beyond the boundaries of the individual's college or university. The recipient must be a NACUMS member in good standing and has made significant contributions to the mailing industry.

This award is made up of three primary characteristics (Excellence, Innovation and Integrity)

- **Excellence: The recipient must have set an example of excellence in the work they have completed in either regional or national events. This must be demonstrated in some activity which has helped this person exceed beyond normal standards within the industry, and in many ways helped others achieve excellence.**
- **Innovation: The recipient must have gone beyond the normal day-to-day work activities and established a method of personal and professional development. This innovation could be in programs they have established or ways to overcome adversity while accomplishing goals.**
- **Integrity: The recipient must be beyond reproach in their professional lives, be of high moral standards and place those standards above personal gain.**

2017

Jean Good

University of Virginia College at Wise

NOMINATION: Jean Good, Manager of Mail Services and College Identification Card

She has been employed at The University of Virginia College at Wise for 30 years; she has been the Mail Manager for 28 of those 30. Initially she was hired as the Bookstore Assistant Manager before she began managing the Mail Center in 1989. She also managed Central Stores from 1989 – 2002. She also serves as the Contract Administrator between the University and The Supply Room Companies.

1. Excellence: How has the candidate set an example of excellence in the work they have completed in either regional or national events? This must be demonstrated in some activity that has helped this person exceed beyond normal standards within the industry, and in many ways helped others achieve excellence.

Jean has been a member of NACUMS since 1995. She has been elected three times to the two-year position of NACUMS Board Membership Director. She also served as Regional Board Member for CUMSA in 2007 and 2008. She chaired the Professional Resources Committee 2011-2012, 2014-2015, Co-Chair 2015-2016 and currently is the Chair for 2016-2017. She chaired the NACUMS Membership committee for the years 2012-2013.

And, Recently Jean was out on medical leave for an extended period. She still continued to participate on at least one NACUMS Board conference call and has reached out to the PRC regarding speakers and scheduling. She has been very active in the planning and organizing of the sessions.

She has been a member of CUMSA from 1993 through 2011. She continues to support CUMSA. She Chaired the Membership Committee and the Education and Awards Committee for many years and was President of CUMSA 2007-2008 and the Treasurer in 2006-2007.

2. Integrity: The candidate must be beyond reproach in their professional lives, be of high moral standards, and place those standards above personal gain. How would you explain your candidate's integrity? Please provide examples

Jean was recognized by her peers at UVA-Wise through the Outstanding Employee Recognition program in 1997, 1999, 2000 and 2003. In 2003 she was recognized by CUMSA and awarded the CUMSA Mail Manager of the Year award. In 2008, she was recognized at The University of Virginia and a recipient of the Outstanding Contribution Award. In 2010 she was the recipient of the prestigious NACUMS Excellence in Management Award.

At UVA-Wise Jean has chaired the Employee Relations committee during two separate terms and she has served as Staff Council Chair.

At UVA – Wise she chairs the Chancellor's Campus Spring Clean-Up. As a member of the Keep VA Green campaign she works closely with the Wise Co. Litter Control office for supplies to keep funding down to a minimum.

As a member of the local PAWS of SWVA chapter for animal safety and wellness. She chairs an annual Pet-Distress during final exams for UVA Students, Faculty, and Staff.

Also, Jean enjoys volunteering and giving back to her community. She works diligently with the local Keep VA Green litter control office. She picks up litter all along the county, rivers, lakes, streams and inland camp grounds. She volunteers for the Red Cross as a case worker during times of flooding. In her spare time Jean loves to garden, fish, ride her bicycle and she instructs Aerobics/ZUMBA Gold Classes at the local gymnasium twice a week.

She recently had a complete knee replacement but is back to work full time and instructing her exercise classes. Jean's motto: "Never surrender; never give up. You can't keep a good girl down."

3. Innovation:

a. How has the candidate gone beyond the normal day-to-day work activities and established a method of personal and professional development?

Jean has always been brainstorming to come up with new and creative sessions for the education at the NACUMS conferences. Always watching for dynamic speakers and closely watching the Cunimail list-serv to gather ideas on sessions that should be offered.

In 2002 she was given the responsibility of Telecommunications Coordinator between the University, Verizon and VITA (Virginia Information Telecommunication Agency). She managed that position along with her Mail Management duties until 2012 when the University began the process of turning the phone system over to VOIP and the Office of Information Technology. During that interval Jean was instrumental in closing the contract with VITA and establishing the Direct Service Provider contract with Verizon. It was a two year process and Jean worked closely with the IT department until the completion of that project in 2014.

In 2012 Jean was asked to manage the College Identification System (CAVS Card) in addition to the mail services. She readily agreed seeing an opportunity to learn and expand her skills. She continues to manage both mail services and CAVS ID for all students, faculty and staff.

During her tenure at UVA-Wise she assisted the architects and UVA-Wise construction department with the design of the current Mail Services. She organized and implemented the move in October of 2003 from the old location into the new location.

b. What programs have they have established or in what ways has the candidate overcome adversity while accomplishing these goals?

As stated, she has been out on medical leave more than once over the past few years. Each time, she has continued to be involved with getting the sessions scheduled and speakers lined up. She has continued to look at ways to be able to attend conferences, even under extremely restricted travel for the state of VA. Regardless, she is always thinking of those that can attend and what they will get out of it.

In 2009 she had requested the purchase of a package tracking system with the contract renewal of the Postage Machine. The request was turned down due to budget constraints. She recognized the need was great and she turned to the university's Software Engineering department. She was successful in providing documentation for an in-house package tracking system to be created for the Software Engineering seniors CAPSTONE project. Bottom line the in-house version saved the university thousands of dollars while at the same time establishing the great need for a tracking system.

She contributes both through verse and photography in the UVA-Wise Language and Literature "Jimson Weed" book published twice yearly. She was honored in 2014 when her photography submittal was chosen for the cover. As fate would have it the photo was taken at a NACUMS Conference held in Albuquerque New Mexico. She designed and published the CUMSA Membership brochure that was used for many years.

Nomination submitted by: Kathy Waters, Madison Area Technical College and Peggy Smith, Washington University in St. Louis