

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

July 15, 2015

Re: SPaRC Outstanding Service Award Nomination for Jialing He

Dear 2015 SPaRC Retreat Committee:

I nominate Jialing He for consideration for the SPaRC Outstanding Service Award. Jialing has served in the field of research administration for over 13 years, first at the University of Texas at Austin and then for the last close to 10 years with University of Illinois, Grants & Contracts Office. She currently serves as Senior Coordinator, Private Awards and handles the post-award administration of a select group of complex privately-funded programs, including but not limited to all foreign funded sponsored projects and the UC Berkeley BP EBI program. Jialing models outstanding service in every area, most notably through her customer focus, teamwork and professionalism, job knowledge and continuous improvement, communication skills, and commitment to her position and those she serves.

Customer Focus

Jialing immediately responds to all requests and places the highest importance on serving the needs of both the University and its sponsors. She views everyone as her customer and takes ownership of all requests, regardless of source or type. Jialing just as eagerly helps locate a file or document, as she does prepare a complex financial report or provide payment detail to a sponsor. Furthermore, her approach to service extends far beyond her own desk assignment, as evidenced by her willingness to take on additional tasks to ensure customer needs are met. Jialing voluntarily takes on extra duties due to volume fluctuations and staff transitions to meet overall service needs, such as timely award setups in Banner and to meet invoice and report deadlines.

Teamwork and Professionalism

Jialing promotes cooperation through her willingness to offer assistance to others. She forms positive relationships with her departmental and OSP counterparts in an effort to best serve these individuals, their faculty, and sponsors. Jialing regularly collaborates with departmental staff to obtain expense documentation and prepare highly-detailed financial reports. She maintains a pleasant, helpful attitude in all interactions with others. Furthermore, Jialing tactfully handles differences of opinion with openness and respect. She freely assists staff within her section team, both as subject matter expert and as needed during increased workloads and leaves.

Job Knowledge and Continuous Improvement

Jialing exhibits a high level of job knowledge and oversees a complex desk assignment. As a result, both GCO and departmental staff regularly seek her guidance in all areas of sponsored project administration, which she gladly provides. Furthermore, she eagerly pursues opportunities to advance both her personal and unit effectiveness. Jialing advocates continual

learning and takes time away from daily duties to attend relevant development and training sessions. She most recently completed the SPaRC'Ed Certification Series and has also attended NCURA conferences. Jialing has taken advantage of numerous opportunities to attend University discussions and presentations on topics such as cost share, effort, and cost principles. She also takes a special interest in discovering and sharing best practices and sponsored project policies at other institutions.

Communication Skills

Jialing communicates effectively with all those she serves and seeks to fully understand the needs of others. She overcomes language, cultural, and other obstacles through her expert interactions with foreign sponsors. Jialing also has an awareness of PI challenges, which enables her to better understand and meet PI needs. She readily shares information with colleagues, and takes a strong interest in mentoring new staff. Jialing also recognizes when requests may be best handled by phone versus email, depending on the nature of each situation. She frequently makes note of previous solutions in order to provide quick and consistent answers.

Commitment

Jialing never waivers in her commitment to those she serves and regularly works extra hours to ensure all needs are met. She provides thorough assistance and completes high-quality work, which in turn has fostered trust in others that all requests will be carefully handled with attention to detail. Jialing's discipline and focus provide an example to all. Unless assisting others, she typically is found head down, attentively at work. Jialing always considers timing of monthly and annual work needs when requesting leave time. She prioritizes any requests for assistance above all else and dedicates herself to finding answers to even the most difficult issues.

I do not know of anyone more deserving of this achievement. Jialing exemplifies service; she does so naturally and without personal goals in mind. As illustrated above, she actively represents the standards this award reflects. Please consider her for this significant honor. In addition, I would gladly discuss her qualifications with you in more detail at your request.

Sincerely,



Alison G. Morgan
Assistant Director, Private Awards
Grants & Contracts, Post-Award

UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN

Institute for Genomic Biology
1206 West Gregory Drive
Urbana, IL 61801



July 23, 2015

Alison Morgan
Assistant Director, Private Awards
Grants & Contracts Office, Post-Award Administration
University of Illinois at Urbana-Champaign
1901 S. First St, Suite A, MC-685
Champaign, IL 61820-7406

Dear Ms. Morgan,

I am writing to support the nomination of Jialing He for the SPaRC Outstanding Service Award. It is my great honor and privilege to do so.

Jialing is clearly an outstanding professional and colleague. Her understanding of University research policy shows how active she is at making sure she is fully educated in matters pertaining to her position. Also, if she doesn't have the answer herself, she will obtain it for us instead of passing us on to someone else to obtain the answer ourselves. Her dedication to this campus is evident by her willingness to work as many hours as it takes to accomplish the task at hand. Jialing has demonstrated these qualities throughout the years I've been working with her.

Finally, I must comment on Jialing as a colleague. Jialing has always made herself available to my office anytime we've had questions, and has never made us feel like we're a burden. It seems she's always in a good mood and her greetings are super friendly. Jialing has long exemplified a level of customer service to my office that can serve as a model for others.

I know of no one more deserving of this award, and I would be happy to answer any questions. Thank you.



Rochelle R. Bilbrey
Assistant Director for Budget and
Resource Planning, SRA
Carl R. Woese Institute for Genomic Biology
University of Illinois at Urbana-Champaign

UNIVERSITY OF ILLINOIS
AT URBANA - CHAMPAIGN

Department of Mechanical Science and Engineering
College of Engineering
158 Mechanical Engineering Building, MC-244
1206 West Green Street
Urbana, IL 61801-2906



July 17, 2015

Dear SPaRC Awards Committee,

It is my pleasure to write this letter of support for Jialing He's nomination for the SPaRC Outstanding Service Award. I work in the Mechanical Science and Engineering Grants Office with department-level research administration. I work directly with Jialing on a number of sponsored research projects, but most extensively on the post award administration of the I²CNER grant through Kyushu University in Japan.

I am constantly impressed by Jialing's responsiveness to my requests and inquiries. I am often presenting Jialing a short timeline with my requests, and she always responds quickly. Jialing always has a positive, can-do attitude when we are challenged by a post award situation. She is a wealth of knowledge and a wonderful person to work alongside.

Working with the I²CNER grant presents an abundance of post-award obstacles to overcome. Jialing provides excellent guidance and assistance with these issues. Her experience working with international awards proves to be very beneficial to the management of our Japan-based center in Mechanical Science.

I feel that Jialing He is a very deserving candidate for this award. Please feel free to contact me if you would like to further discuss Jialing's qualifications for this award.

Respectfully,

A handwritten signature in blue ink that reads 'Yvonne Shaw'.

Yvonne Shaw
Grants and Contracts Coordinator
Department of Mechanical Science and Engineering
Phone: 217-244-2220
Email: shaw14@illinois.edu

UNIVERSITY OF ILLINOIS
AT URBANA - CHAMPAIGN

Department of Electrical and Computer Engineering
306 North Wright Street
Urbana, Illinois 61801



To: 2015 SPaRC Retreat Committee

From: Nancy Martinkus (Electrical and Computer Engineering Post Award Grants Administration)

Subject: Nomination of Jialing He (Grants and Contracts Office) for SPaRC Outstanding Service Award

Dear SPaRC Retreat Committee,

I write to ask your consideration to grant the 2015 SPaRC Outstanding Service Award to Jialing He who is employed in the Grants and Contracts Office handling post award responsibilities for privately sponsored awards.

As I work out in a large department, I work in tandem with nearly all of the folks at UIUC Grants and Contracts, calling upon them frequently for their assistance with questions about extending an award, invoices to our sponsors, deadlines for deliverables, budget revisions, unallowable purchases, anticipation account numbers, overdrafts, cost certifications, supplements to our awards. The list goes on. It's absolutely imperative to have a good working relationship with the people at Grants and Contracts. As I review the list of the thirty or so GCO people who provide all these services to me and my department, Jialing He stands out as the one employee in that office who provides such top-notch service, that I feel it would be a huge loss should we ever not have her quality expertise available to us.

Some folks simply do not like being thought of as "service providers" They would much prefer to be known as the "customer". Jialing He provides service to all the people out in the departments and one can readily tell that she takes great pride in her work. For many years now I've been able to count on Jialing to get back to me when I call her with issues that need to be handled quickly. She has a keen understanding of the problems that can arise in dealing with contract language, rules, regulations, and how to move forward to resolve complex issues.

Research Administration at UIUC has the excellent reputation it has today in large part because of the outstanding service contributed by Jialing He. And the one quality she has that stands out above all others (and in my opinion is simply not a teachable quality), is her demeanor. One can be an expert about rules, regulations, extensions and deadlines. You can work with someone who is prompt and knowledgeable. You know the job will get done. That is all fine. But Jialing has a rare quality of kindness and cheerfulness when she works with people. It's hard to explain, but she just leaves you feeling very grateful that such a cheerful and kind person was there to help you resolve research administration issues.

Please give your serious consideration to Jialing He for the 2015 Outstanding Service Award.

Sincerely,

Nancy Martinkus
Nancy Martinkus

Morgan, Alison Gene

From: Mikel, Mark A
Sent: Tuesday, August 26, 2014 10:49 AM
To: He, Jialing
Cc: Hernandez, Alvaro Gonzalo; Weaver, Janis
Subject: Fwd: Invoices for Agreement

Jialing, Thanks again for your continued miraculous efficient assistance! We are so appreciative of you going the extra mile for us!

Mark

Mark A. Mikel, Ph.D.

Associate Director, Roy J. Carver Biotechnology Center
Adj. Assistant Professor, Crop Sciences
2608 Institute for Genomic Biology
1206 W. Gregory
Urbana, IL 61801
Phone (217) 244-0144
Fax (217) 244-0466
mmikel@illinois.edu

For a unified list of campus seminars, news, and bioinformatics workshops sign up to our Biotech ListServer at <http://www.biotech.illinois.edu/news>

Begin forwarded message:

From: "Hernandez, Alvaro Gonzalo" <aghernan@illinois.edu>
Subject: RE: Invoices for Agreement ..
Date: August 26, 2014 at 10:42:01 AM CDT
To: "Weaver, Janis" <jlweaver@uillinois.edu>
Cc: "Mikel, Mark A" <mmikel@illinois.edu>

Jialing is the best at GCO. Thank you Janis for coming up with the idea of sending the invoice + quote, I hope that makes it! I just sent them an email to make sure they have everything they need and hope they just send the money and we can move on.

Thanks for all the help!

Alvaro

Alvaro G. Hernandez, Ph.D.

Director of DNA Services
University of Illinois at Urbana-Champaign
Roy J. Carver Biotechnology Center / W.M. Keck Center
1201 W. Gregory Dr Room 329