

Sponsored Programs Administration
University of Illinois at Urbana-Champaign

Office of the Vice Chancellor for Research
1901 South First Street, Suite A, MC-685
Champaign, IL 61820
217-333-9272

July 28, 2017

Re: SPaRC Outstanding Service Award Nomination for Susan Canfield

Dear 2017 SPaRC Retreat Committee:

I nominate Susan Canfield for the SPaRC Outstanding Service Award. Susan acts as an essential source of expert support, as evidenced throughout her six-years of dedicated service to sponsored programs at the University of Illinois. Due to her exceptionally high service level and skills, Susan quickly achieved promotion to her current role of Private Awards Senior Coordinator within two years of joining Sponsored Programs Administration (SPA) Post-Award, then the Office of Grants and Contracts. Susan exhibits outstanding service in all aspects of her performance, and most notably through her customer focus, communication, professionalism and teamwork, job knowledge and continuous improvement, and commitment to her role and those she serves.

Customer Focus

Susan's consistently pleasant demeanor combined with her accurate guidance foster strong working relationships with her department counterparts. She earns further customer confidence through capably prioritizing requests in a way that communicates her understanding of the timeliness of each need. Susan's customers regularly express trust that even the most difficult and sensitive award issues will be handled with the highest level of expertise and tact, such as actions needed to address a PI leave of absence and sponsor requests for expense justifications. She proactively notifies units of notable award terms up-front and suggests various administrative options to prevent foreseeable complications and better meet faculty needs.

Communication

Susan always makes time to fully understand customer needs and provide the best solution for all parties involved. Often found on the phone in conversation on a sponsored award matter, she asks effective clarifying questions to ensure her complete comprehension of problems and to provide individualized solutions. She successfully communicates with faculty, staff, and sponsors on a wide array of issues ranging from budget revision requirements to PI departure considerations. Furthermore, Susan utilizes an educational approach, as she thoroughly explains possible compliance concerns and cites examples to help clarify the reasoning behind post-award policies and best practices.

Professionalism and Teamwork

Susan models the utmost level of professional service, as evidenced by composure and discretion in the treatment of internal and external issues, even when tensions may be high. She builds partnerships with sponsor contacts thorough timely deadline submissions and responses. Likewise, Susan eagerly works side-by-side with departmental and SPA colleagues to address joint issues, such as the development of subaward language to meet unique prime sponsor financial reporting requirements. She fully researches issues prior to asking for clarification or assistance from faculty, staff, and sponsors, which creates a high confidence level in her ability to administer sponsored program funds appropriately.

Job Knowledge and Continuous Improvement

Susan's excellent award administration guidance and decisions display mastery of the varied, complex areas of privately funded award administration. She further demonstrates her deep knowledge level through her successful post-award role in several significant programs, such as the Center for Nutrition, Learning, and Memory (CNLM) and the National Atmospheric Deposition Program (NADP). Both unit contacts and SPA staff regularly seek her input as a trusted advisor on the most challenging topics, such as the proper administration of complicated cost share arrangements and potential Banner solutions to meet special financial requirements. Susan stays well informed of the constant changes in sponsored program regulations and procedures and serves researchers and staff through timely, adaptive responses to change. As graduate of the 2014-15 SPaRC'Ed Certification Series, she has also committed to co-facilitate a program course this spring.

Commitment

Susan independently holds herself to the highest standards of service and performance. For example, she willingly takes on additional duties as needed and works extra hours to meet customer needs. In addition, Susan takes full ownership of problems and sees them through to full resolution. Despite heavy workload demands and competing priorities, Susan reliably submits accurate complicated financial reports and invoices within required timeframes. She always considers monthly and annual workflow and priorities in requests for time away from the office, to best serve her colleagues and research at the University.

Please consider Susan for this significant honor. As her supervisor, I am fortunate to experience the mutual respect and partnerships Susan builds through outstanding service. She represents Sponsored Programs and the University in an extremely positive manner through her professional and courteous interactions. I fully support and recommend Susan for this award.

Sincerely,



Alison G. Morgan
Assistant Director, Private Awards
Sponsored Programs Administration



National Atmospheric Deposition Program

NADP Program Office

Illinois State Water Survey
2204 Griffith Drive
Champaign, IL 61820-7495
Phone (217) 333-7871

Fax (217) 333-0249
Web: <http://nadp.isws.illinois.edu>
E-mail: nadp@isws.illinois.edu

July 28, 2017

Dear SPaRC Outstanding Service Award Committee:

It is my pleasure to submit this letter of endorsement for Susan Canfield for the Outstanding Service Award. I cannot think of a more deserving person to receive this award.

I began working with Susan in late 2011 when she became my Grants and Contracts contact for NADP's private awards and have always found her dependable, efficient, and unfailingly punctual. In fact, I have never worked with a person who gives as much attention to detail as she does. Also, her willingness to help me with anything I ask of her has repeatedly impressed me over the years. Susan's skills do not end with her "official" work. She projects a warm, cheerful attitude no matter what. I have seen her resolve conflicts and handle difficult situations with remarkable patience and admirable tact.

Over the past 6 years she has been responsible for setting up my new awards, preparing and sending out NADP's quarterly invoices, working with me on closing out old awards and luckily for me, being my overall grants and contracts "go to" person. During the past 6 years I have been impressed by the exceptional quality of service she provides to not only me, but to my sponsors when they request something of her. If I have a problem or issue and am not sure where to go – I always reach out to Susan, even if it is not necessarily related to a private award because I know she will help me and point me in the right direction. With Susan, outstanding service is not a one-time thing – it is what she provides every single day, no matter what you ask of her.

I feel that Susan Canfield is very deserving of the 2017 Outstanding Service Award. Her dedication and commitment to her job exemplify what I believe this award represents.

Sincerely,

Lisa A. Volk
Business & Financial Coordinator
National Atmospheric Deposition Program
Prairie Research Institute

UNIVERSITY OF ILLINOIS
AT URBANA - CHAMPAIGN

Beckman Institute for
Advanced Science and Technology



405 North Mathews Avenue
Urbana, IL 61801

July 21, 2017

Alison Morgan
Assistant Director, Private Awards

SPaRC Award Nomination Committee

Dear Alison and Committee members,

I am writing to support the nomination of Susan Canfield for the SPaRC Outstanding Service award. It gives me great pleasure to do so.

Susan has been instrumental in monitoring and providing outstanding service for our research projects in the Center for Nutrition, Learning, and Memory. This interdisciplinary research is in partnership with Abbott Nutrition. These projects have unique requirements and have required a great deal of time and effort from Susan. I have certainly appreciated her thorough review of the spending and the contractual components on each award. She listens to problems and offers sound financial solutions. These research projects involve several subcontracts through other universities. She is instrumental in the processing of invoice materials, collection of sponsor payments, and resolving contractual issues. Her contributions have significant impact on the success of our program.

As a fellow professional, Susan has a great personality and is always courteous and professional. She provides wonderful customer service in the fact that she is very responsive to phone calls and is always willing to answer and discuss issues at any time, if unavailable she returns my phone calls within hours. This is very important from the department perspective in order to resolve issues for faculty in a timely manner.

Susan is very dedicated to her role as a Private Awards, Senior Coordinator and is always willing to go above and beyond to accomplish the job.

Sincerely,

Lori S. Butler

Lori S. Butler
Grants and Contracts Coordinator
Beckman Institute for Advanced Science and Technology

UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN

School of Chemical Sciences
106 Noyes Laboratory, Box D-5
505 South Mathews Avenue
Urbana, IL 61801



July 12, 2017

Dear SPaRC Committee-

I'm writing to support the nomination of Susan Canfield for the 2017 SPaRC Outstanding Service Award.

In the five years that I've worked in grant administration at the School of Chemical Sciences, Susan has been an invaluable resource for the private awards that I manage in post-award. If I ever have any questions or concerns, she does not hesitate to answer my questions, and is always more than willing to go the extra mile to find answers to those tough situations that inevitably come up during post-award. Her knowledge of post-award administration is a tremendous asset not just for our department, but for this campus.

Susan has a positive outlook and will always try to find the best solution to any issue that comes her way. Sometimes those solutions have to come with a short response time, but I never doubt that a deadline will not be met. She is extremely organized and is proactive when it comes to any reporting needs for the awards that she is responsible for maintaining.

I feel that Susan is a very deserving nominee for this award, and I would be happy to answer any additional questions regarding her qualifications if needed.

Thank you,

A handwritten signature in cursive script that reads "Susan L. Mynatt".

Susan L. Mynatt
Sponsored Research Business Analyst
School of Chemical Sciences