

## Staff Profile

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### Christopher Norfleet

If your department hires student employees, then you probably know Christopher Norfleet. He is an assistant director of financial aid and the student employment coordinator.

A native of Sand Springs, Oklahoma, Norfleet moved to Boston in 2005, deciding to join a friend who was making the move.

After brief interludes at Staples and Crate & Barrel, Norfleet worked in high-end furniture sales at Design Within Reach. Next, he worked in e-commerce at CSN (later renamed Wayfair). He helped launch the company's website [allmodern.com](http://allmodern.com). His time in e-commerce was cut short by the economic downturn.



Norfleet took the opportunity to transition into the nonprofit sector. Having worked on campus during his undergrad years, he looked at job postings at area colleges and applied for and was offered the position

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## Staff Profile cont.

of student services advisor at Emerson. Last year, he was promoted and took over the student employment program.

In short, he “makes sure students get paid.” More than 1,000 students work at the College each year. Some work on campus, either through Federal Work Study or Emerson employment; some work off campus at one of five partner agencies: Tutors for All, Jumpstart, Lyric Stage Company, Music and Youth Initiative, and Jewish Vocational Services.

Norfleet assists supervisors in posting job openings every semester. Once students are hired, they submit a number of forms, such as I-9s; then, Norfleet manually inserts the

students’ information into BANNER. Finally, he authorizes and activates the students’ time sheets in eCommon.

The College employs students at Kasteel Well and in LA as well. At the castle, students are hired to be drivers or to run a recycling program. An employment program is currently being built up in LA. Norfleet is helping LA staff create new positions and assign supervisors.

Norfleet greatly enjoys working with student employees throughout their time at Emerson; he himself employs two student workers. He also calls his coworkers “fantastic” and explained that they are always willing to come together and help each other when necessary. He finds his work rewarding because he is often called upon to use his creative problem solving skills.

Norfleet has a bachelor’s degree in design, housing, and merchandising from Oklahoma State University. He also graduated from Emerson’s graduate program in Integrated Marketing Communication last year.

Outside of work, one of his favorite hobbies is collecting furniture. He especially likes chairs and has more than 30 in his collection. Most of them are in storage, and he rotates their use in his apartment.

He lived in Allston, Massachusetts, for years and currently lives in Dorchester, Massachusetts.

# Staff Profile cont.

## Student Employment Department Profile

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### How many people work in your department?

One staff member and two student workers

### Where is your department located?

216 Tremont, Fourth Floor

### What are your department's major functions?

Student payroll, processing of employment paperwork, supervisor training, Federal Work Study reconciliation

### What population does your department work with?

Students, staff, faculty, and external organizations

### What do you think is the most interesting facet of your department's contribution to the Emerson community?

Student employees contribute so much to the College. Their contributions can be felt throughout various departments on each of our campuses and in the community through our off-campus partners.

### Has your department recently accomplished a goal (or does it have one in the works) that may be of interest to the community?

Student Employment has made great strides in making sure students are paid fairly and accurately and that employers have the right people in the right jobs.

We worked with Payroll to make online direct deposit a reality. Using feedback from students and supervisors, we are working with Web Services to improve our online hiring processes. We are helping supervisors at Emerson Los Angeles develop opportunities for student employees there.

Goals in the works include transitioning the rehire process into a paperless online process and expanding our off-campus Federal Work Study agencies. We also plan to work on our student-centered communications and engage in additional cross-departmental partnerships.

# Staff Notes

## New Faces

- Abigail Erle, Assistant Director, Student Conduct, Housing and Residence Life
- Jennifer Gasbarro, Senior Administrative Associate, Marketing Communication
- Devin Kanabay, Staff Clinician, Counseling and Psychological Services
- Martika Mercer, Traffic Coordinator/ Receptionist, WERS
- Francisco Hernandez Salgado, Admission Counselor, Undergraduate Admission
- Aaron Shield, Post-Doctoral Research Associate, Communication Sciences and Disorders
- James Vachon, Programmer, Engagement Lab
- Tonya Walker, Services Coordinator, Human Resources
- Mary Yaeger, Development Communications Manager, Development and Alumni Relations

## Service Excellence @ Emerson

*Want to say thanks to a colleague for a job well done? Email [people@emerson.edu](mailto:people@emerson.edu)!*

The WLP Department would like to thank Nicole Martignetti for being the driving force behind the WLP Faculty/ Alumni Reading Series.

Nancy Howell would like to thank Sarah Teczar for helping her create new web pages.

## Announcements

The following holiday drives are occurring around campus:

### Max Mutchnick Campus Center Food Drive

Drop off non-perishable food items at the Campus Center's Information Booth through December 17. The food drive will benefit the Greater Boston Food Bank. The drive is also sponsored by the Office of Student Life, the Division of Student Affairs, and Imagine.

### President's Office Pajama Drive

Donate new pajamas at the Holiday Reception on December 10. Donations will benefit The Pajama Program.

# Staff Notes cont.

## Halloween Pets

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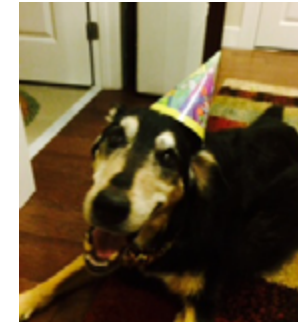
Princess Anna  
(Ashley Tarbet DeStefano,  
Elma Lewis Center and Gvt.  
and Community Relations)



Stella  
(Anna Feder, VMA)



Dexter  
(Colleen Woods,  
Financial Aid)



Mr. Frumples  
(Melanie Matson, Violence  
Prevention and Response)



Eloise  
(Christina Harrington,  
Office of the Arts)



Marshmallow  
Fluffernutter  
(Christina Harrington,  
Office of the Arts)



Reggie  
(Christina Harrington,  
Office of the Arts)

# Staff Notes cont.

## New Faces Spotlight

Devin Kanabay has returned to Emerson as a full-time staff clinician in Counseling and Psychological Services (ECAPS), after having interned in the department during his doctoral program.

Kanabay, along with four other full-time clinicians, does individual and group counseling sessions with full-time undergraduate and graduate students. He logs approximately 25 clinical hours per week with a caseload of 30–40 students.

Kanabay received a BA in psychology from Connecticut College. After graduation, he worked at Natchaug Hospital in Connecticut and also conducted research in the psychiatry department at the University of Connecticut in Farmington. He moved

to Massachusetts in 2009 to enroll in the doctoral program at Massachusetts School of Professional Psychology (MSPP). He finished the program in clinical psychology in November 2013.

MSPP students start clinical work in their first year. Kanabay interned at ECAPS during the 2010–2011 academic year, which was his second year of study. His next internship was at Boston University (BU), and he remained there to do post-doctoral work as well. For his dissertation, Kanabay measured the validity of the results from BU's participation in the Healthy Minds Study.

Kanabay says that his time at Emerson was his favorite year of training. He was thrilled to return to campus because he finds the students "interesting and fun to work with."



A native of Storrs, Connecticut, Kanabay lives in Brighton, Massachusetts. Recently, much of his free time has been spent studying for his upcoming licensing exam. Once the exam is behind him, he looks forward to getting back to some of his favorite hobbies: reading and hiking.



# Staff News

## Staff Get Playful with Planning

More than 120 staff members played a month-long campus-wide civic engagement game called Community PlanIt: Emerson UnCommon, which began in late September and ended in mid-October. Designed by Emerson's Engagement Lab, Emerson UnCommon featured question-based missions that allowed students, faculty, staff, and alumni to share ideas about the goals that President Pelton has set for the College. Donna Heiland (President's Office), whose office sponsored

the game, believes Emerson is the first college ever to go online with a game seeking feedback on a strategic plan.

During the game, players were asked to describe their personal experiences at Emerson and to suggest ways in which Emerson can further its community impact, among other thought-provoking questions. Once a player answered a question, the response became public and other players could "like" it or comment. Trivia questions

could be answered to win virtual coins, which players were able to pledge toward campus and local causes and initiatives. The three causes that earned the most coins received \$1,000 from the College. An initiative to bring therapy dogs to campus around final exam time to reduce student stress won the most votes. The other winning causes were a student movement on immigration and an interactive online history of the College.

Responses could potentially help Emerson create new courses, enhance advising, and shape its curriculum. "It's a radically inclusive conversation," Heiland said.

Nearly 1,000 players registered for the game, with more than 500 active players responding to at least one challenge. Of those active players, staff and

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President Pelton welcomed attendees to the finale event.



## Staff News cont.



**Donna Heiland (President's Office) and Kelly Bates (Elma Lewis Center) presented a check to Student Immigrant Movement rep Carlos Rojas at the finale event.**

undergraduates were the most engaged, with staff members leaving 3,492 challenge responses and earning 108,980 coins. Staff members represented all five of the top coin-holders at the end of the game. These top players were: Cate Hirschbiel (Iwasaki Library), Christopher Connors (Instructional Technology Group), Natalie

Hebshie (Instructional Technology Group), Dennis Levine (IT), and Maureen Tripp (Iwasaki Library).

Most of the staff engaged in the game had no prior participation in a community planning process. Heiland says that this kind of strategic planning has an immediate return. "A lot of

people will understand the work we're doing at a level of detail that might not have been available to them otherwise."

At an upcoming meeting open to the entire campus, the ideas to advance the strategic plan will be discussed further, and Heiland looks forward to even greater staff participation.

Players were invited to a finale event on November 4 in the Beard Room, during which the top players and winning causes received recognition. Attendees were also able to view extensive game data on iPads set up around the room. This data can be found under "Post-game Resources" at [communityplanit.org/emersonuncommon/](http://communityplanit.org/emersonuncommon/).

*By Diana Potter, Development and Alumni Relations*



## Staff News cont.

### Emersonians Take Part in Boston Blooms

On October 24, 19 staff members and 15 students, dressed in jeans and carrying shovels, planted 750 daffodil bulbs on Boston Common. The event was part of a city-wide effort called Boston Blooms, which is sponsored by the Boston Parks and Recreation Department. The group worked so hard that the planting project took fewer than four hours.

Volunteer Cheryl Schaffer (Media Services) said, "I loved planting these bulbs, knowing that in the spring they will bloom and brighten the Emerson neighborhood."

Facilities staff member John Vanderpol, a landscape architect, contributed his gardening know-how to the project. He planned out where and how to dig the holes for the bulbs. He also was present throughout the day to answer any questions and advise the volunteers.



"He was really a huge help," said Ashley Tarbet DeStefano (Elma Lewis Center and Government and Community Relations).

Along with Facilities, which provided shovels and supplies, the Office of Government and Community Relations was a key sponsor. Mary Higgins was the liaison to the Mayor's Office and Tarbet DeStefano organized the volunteers.

Emerson also participated in the Boston Blooms daffodil planting project in 2012. For more than a decade, organizations working with the Boston Parks and

Recreation Department through Boston Blooms have planted hundreds of thousands of daffodil bulbs in public spaces throughout the city. In October 2014, 25,000 daffodils were planted along Boston's public ways, including sidewalks, medians, and paths.

Look for the daffodils, across from the Walker Building on Boylston Street, when they bloom in April.

*By Jill Davidson, Academic Affairs*

# Tech Spot

## Emerson IT Project Center

The [Emerson IT Project Center](#) enumerates IT's ongoing projects, which we discuss in our weekly Change Management meetings.

Some recent examples include upgrading 82 outdoor security cameras on the Boston campus, modernizing campus telephones with a new IP-based communications system, and installing a new video teleconferencing system in classrooms for distance learning.

If your department has a project request, you can submit it through [it.emerson.edu/project/request](http://it.emerson.edu/project/request). Our Change Management team will review it and contact you by email. You are also welcome to attend any of our Change Management meetings, held in Ansin 301 every Wednesday at 9:00 am.

For more information, contact Hugh Gilbert at ext. 8935 or [hugh\\_gilbert@emerson.edu](mailto:hugh_gilbert@emerson.edu).

# Upcoming Events

## November 20–December 7

Times vary

*The Trip to Bountiful*  
ArtsEmerson Production

## December 2

7:00 pm

*Lakshmi*

Bright Lights Series, Co-sponsored by the Office of International Student Affairs and Violence Prevention and Response

## December 5

12:00–1:00 pm

Brown Bag Lunch with the Artists of *The Trip to Bountiful*  
Sponsored by ArtsEmerson

## December 10

5:30–8:00 pm

Staff and Faculty Holiday Reception

## people@Emerson

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