



Maggie Caldwell exemplifies the principles of Our Common Ground in everything she does at the University of Vermont. Maggie joined UVM in 2003. She has served in Training and Development, the PeopleSoft implementation project as an HR subject matter expert, the HRS Management Consulting Team, and finally moved to the Business Process Re-Engineering Team. For over a decade, the University has benefited from the Maggie's wealth of institutional knowledge, her calm perseverance, and her commitment to excellence.

Maggie always goes above and beyond in her work by showing respect for her colleagues, proposing innovative solutions to difficult challenges, and taking responsibility for getting things done. She believes in doing things correctly and in a sustainable fashion. Her attention to detail, her strong work ethic, her patience, and her caring have contributed significantly to the successful implementation of many projects related to Benefits Administration.

As a Human Resources subject matter expert, Maggie accepts personal responsibility to ensure the completion of critical projects for the University. She does this with exceptional intelligence and perseverance. She is willing and able to study the necessary technical language, develop a complete and detailed understanding of the regulations, and translate them into concepts others can understand. In two recent projects Maggie served the campus community, helping implement critical and complex business processes. These included building an interface to inform insurance providers of any changes to employees' health coverage and creating custom reports to support compliance with the "Affordable Care Act", which help determine insurance eligibility for employees at the University.

Maggie values teamwork, collaboration, and openness. She always strives to keep everyone informed who may be impacted by aspects of her work, while also seeking input from all stakeholders. She writes detailed memos documenting her work and noting action items so that her colleagues know exactly what has been done and what needs to be done next. Her open and effective communication strategies are especially important because she is one of very few people on campus with detailed knowledge of certain aspects of Benefits Administration processing in our Human Resources & Payroll enterprise software system. This willingness to carefully document her work is extremely critical and demonstrates the respect she has for the University and her colleagues.

The campus community has truly benefited from Maggie's dedication, and we are deeply grateful for her many contributions.