

# Chase Jarvis – 2011 Customer Service Nomination

The JMU Department of Police & Public Safety would like to nominate Mr. Chase Jarvis for the Division of Administration & Finance's 2011 Customer Service Award. Chase has been the Information Technology Specialist for the James Madison University Department of Police & Public Safety since March of 2007. Prior to that he worked for the JMU Art Department and JMU PC Services.

From the first day he walked in the door he has impressed our staff with his knowledge and skills but more importantly with his positive attitude, his sense of dedication to getting the job done right, his pride in his performance and his commitment to meet the needs of everyone who comes to him for help.

With a title of Information Technology Specialist, there are many assignments you would not expect to receive however, Chase has always been willing to step up and accept new challenges and even a few curve balls that get thrown his way. Some may be in IT specific areas or whatever serves the needs of the Department or the University through projects for the President's Office, the Board of Visitors, JMU Athletics, or many other members of the JMU community through program review committees, broad based software system implementations, and cell phone interfaces. Some have been assistance provided to other local, state and federal agencies with digital evidence recovery, media conversion, emergency notification systems evaluation, while others have been non-traditional tasks such as the escort vehicle driver on graduation day, property destruction witness, event videographer, child finger print clinic assistant and the list goes on.

Chase's reputation has gotten around to many other law enforcement agencies, internal offices, and even vendors that we have working relationships with and we routinely get requests asking "you think your IT guy could help us out with this..." from other internal and external constituents because of his expertise and demeanor. Two specific examples have been his requested IT support for the Task Force following the Springfest 2010 riot through assistance with execution of technical search warrants with HPD/CWA's Office, online evidence gathering, and image printing. Also related to that were many hours of assistance provided to the local Virginia State Police supervisory staff with the compilation of data, formatting, revisions and publication of the Comprehensive Springfest 2010 After Action Report submitted by the Virginia State Police to the Governor's Office and the Secretary of Public Safety for Virginia. We are proud to have him represent JMUPD in such a positive manner to the outside world.

Chase has been and continues to be an invaluable asset to JMUPD. As you can tell his talents have been shared with many in the JMU Community, his work ethic, attitude and skill set will open many doors for him in the future. We hope they will all be at our institution but are fully aware that many agencies, many of whom we can't even list there abbreviations would love to have his talent to serve our nation in a greater capacity. Great Job Chase! Thanks for all you do and God Speed!

Major C. S. Coverstone  
Deputy Chief of Police