Academic Web Team, UCM 7 September 2023

Jessica Fleener - Mill Manager 14 September 2023

## 20 September 2023

Too often, when I think of having to deal with any parking office staff, my anxiety rises. Ben Bridges in U of I's Parking and Transportation Services office breaks the mold. I get to coordinate parking options at the Idaho Water Center and the College of Law's Boise location. Parking in Boise's downtown is very expensive and hard to find. Ben is continually willing to work with us on ways to improve our parking permit purchase options, personally opening the portal to sell one or two permits, creating new permits for employees and students and the list goes on. Ben is always kind, patient and makes time for us. We couldn't do this without him. Thank you, Ben!

## Nikolas Schwartz - Customer Service Lead 26 September 2023

Nik was extremely patient and helpful in assisting me with an odd issue encountered by a fine student. He was able to help us navigate the situation in which they found themselves in and provide us with specific steps needed to attempt to rectify the situation. Nik's knowledge, efficiency, and easy demeanor helped me get the correct information I needed to assist our student in need, ultimately leading to their continued academic success and proficiency of navigating life on our campus.