

Staff Employee of the Week

Joyce S. Vest

JOB TITLE: Academic Advisor

HOME DEPARTMENT: Industrial and Systems Engineering

COLLEGE OR VP AREA: College of Engineering

NOMINATED FOR: President's Award for Excellence and Governor's Award for Customer Service

NOMINATED BY: Eileen M. Van Aken, Associate Department Head, ISE

VIRGINIA TECH HIRE DATE: June 13, 1988

SUMMARY

Joyce Vest began as the ISE Academic Advisor in September 2005, after more than 18 years of service to Virginia Tech in other positions. Joyce is directly responsible for serving our large ISE undergraduate student body (approximately 370 students) to provide course advising, career counseling, enrollment services, coordinating scholarship allocation, and recruiting event management. Joyce has led many important improvements to our advising processes and tools, including checksheet redesign, developing a course planning worksheet, and creating an advising log system to keep track of student issues/questions over time. These all were done to make it easier for students to navigate the ISE curriculum and develop more user-friendly tools. Based on evidence from our annual Undergraduate Student Survey, students have expressed very high levels of satisfaction with academic advising from Joyce (an average of 4.99 in Spring 2006 on a 6-point scale to 5.38 in Spring 2008, based on more than 200 responses each year; this is a statistically significant improvement). Joyce created and launched a new ISE Ambassador Program in which students serve the department on a volunteer basis to assist with recruiting events, as well as other improvements to the undergraduate program such as curriculum changes, web site updates, and recruiting materials. Joyce truly exemplifies Ut Prosim; we in ISE can no longer imagine the department without her.