

## *Staff Employee of the Week*

### **Brenda Harris**

**NAME:** Brenda Harris

**JOB TITLE:** Registration and Program Specialist

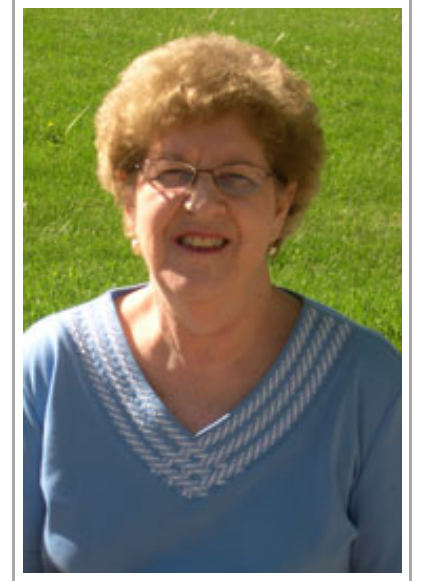
**HOME DEPARTMENT:** Graduate School

**COLLEGE OR VP AREA:** VP and Dean for Graduate Education

**NOMINATED FOR:** President's Award for Excellence

**NOMINATED BY:** Sheila Steele

**VIRGINIA TECH HIRE DATE:** October 1, 1989



### **SUMMARY**

Brenda is dedicated to the Graduate School, graduate students, and Virginia Tech. Through her words and actions, Brenda demonstrates her commitment to Virginia Tech's Principles of Community. As a long time employee of the Graduate School staff, she is often referred to as the face of the Graduate School. Each day finds Brenda answering the phones and answering questions from students from her cornerstone position on the first floor. Graduate students stop by her desk, email, or call her for assistance, advice, or assurance because they know she will either have an answer or find the answer for them. Brenda assists parents, staff, and students, not only with helping them get grades corrected, registrations completed, and withdrawals processed, but she's able to support and advocate for them with her practiced trouble shooting skills. Brenda greets a lot of the graduate students during their first week on campus and then congratulates them at their graduation. She is very dedicated and takes the responsibility of her position very seriously. She is not only dedicated to her role but she constantly performs with a positive cheerful manner. Brenda serves as an example of excellent customer service for students, parents, and staff.