

Staff Employee of the Week

Pam McAlexander

JOB TITLE: Data Integrity Manager

HOME DEPARTMENT: Office of Undergraduate Admissions

COLLEGE OR VP AREA: Sr. Vice President and Provost

NOMINATED FOR: Staff Leadership Award

NOMINATED BY: Dee Perkins

VIRGINIA TECH HIRE DATE: October 1, 1986

SUMMARY

As Data Integrity Manager, Pam's role is very unique to the University and to her office. She helped develop a web-based admissions decision screen that contributed to more consistent and accurate admissions decisions. This timesaving initiative has been one of the most creative applications ever developed for Undergraduate Admissions. She traveled to Fredericksburg, VA and demonstrated this new process at the "Mid-Atlantic Banner User's Group" last October. Pam was the key employee in this office to help set up and implement a program named Commerce Manager. This program has allowed students to pay their matriculation payments on-line, withdraw their applications and accept offers of admission. This has dramatically reduced the work load for the New Student Processing Team and they no longer need to send out response letters to the students. By not including the response letters, the workload for the data entry staff has been reduced and the quantity of mail received has been reduced. Pam provides data support to anyone on campus that needs information from Undergraduate Admissions. She monitors an amazing amount of work and is brilliant at quality control.

Pam is a wonderful example of someone who is a team player and there is never a time that she doesn't go out of her way to help whenever called upon. Pam puts the needs of others before herself. No matter what the request, she will make sure it is completed in a timely manner. She helps every college gather data and generates reports as needed. She is basically on-call 24 hours a day, seven days a week. It is very rare that she ever gets a day off even when she is sick and she never complains. She is extremely flexible and knowledgeable and as such understands fully the work of admissions and contributes a great deal toward department goals. She has respect of everyone she comes in contact with and makes sure all procedures are understood and communicated clearly. Pam is truly a leader with the sweetest demeanor.