

## *Staff Employee of the Week*

### **Karen Fraley**

**NAME:** Karen Fraley

**JOB TITLE:** Education Support Specialist III

**HOME DEPARTMENT:** Biological Sciences

**COLLEGE OR VP AREA:** College of Science

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

**NOMINATED BY:** Richard Walker



#### **SUMMARY**

Karen is the Office Manager for the Biological Sciences Undergraduate Advising Office. Her duties are many and varied over the course of each day and year, from providing advising information to students to scheduling over 100 sections each semester to creating class schedules for approximately 500 freshman and transfer students each year to ensuring student and faculty success is recognized at graduation. In addition to keeping the office running efficiently and effectively, she also provides exceptional customer service to a range of “clients”.

Since Biological Sciences is the largest undergraduate major and teaches several classes required by other majors, the demand on her time is extremely high and constant. However, Karen is committed to helping each student succeed to the best of his or her ability and is always willing to put in the time to help students achieve success. Karen utilizes a unique combination of organizational and people skills to ensure that students still receive personal attention. For many students, she is the “face” of the department and her understanding and compassionate approach is critical for the success of the department and our students.