

## *Staff Employee of the Week*

### **Natasha Smith**

Natasha Smith, joined the Department of Engineering Education in 2010 as the director of enrollment management, and has since become an integral part of the Virginia Tech community.

One of Smith's biggest accomplishments involves the design and implementation of an automated process for determining completion of required coursework for students wishing to declare a major in the College of Engineering. Aside from the large number of students wishing to declare an engineering major each year, there were several deficiencies within the dated system that made it difficult to process change of majors within the college for current Virginia Tech students.



"In 2012, Smith took the initiative to design and implement a new, more effective system that would expedite the change of major process," said Jenny Lo, chair of the Department of Engineering Education's Faculty Honorifics Committee. "The new system allowed a process that previously took weeks to complete to be performed in a single day, while eliminating paper applications all together and significantly reducing costs and human error."

Smith's colleagues admire her ability to creatively solve problems while enhancing the department's efficiency on a day to day basis. Because of her outstanding initiative and desire to "Invent the Future," the Department of Engineering Education has successfully processed over 4,500 change of major applications since its launch in 2012. Despite the continued success of the new system, she continues to explore ways to streamline the process with hopes of reducing the application processing time down to a halfday.

"Smith has become an essential part of the Department of Engineering Education and is considered an exemplary employee and role model by her colleagues. Her efforts have resulted in the drastic improvement and overall efficiency of the department, and have made a positive impact on the thousands of students who join the College of Engineering each year."