



Tina Beddall

Our Service Excellence Award goes to Ms. Tina Beddall, our campus Registrar. Tina was singled out for this award based on her commitment to ensuring the integrity of student records, her focus on precision and her commitment to improving services to students, staff and faculty. Specifically, she was applauded for her work to develop the automated grade substitution process and for streamlining the process for changing majors. Both of these changes have had significant benefits for both faculty and staff – but especially students. Tina was also praised for navigating through the many changes in her office involving implementing waitlist functionality and overcoming challenges in the disenrollment process.

Tina is consistently cited for providing excellent customer service to other departments, and especially to students. Her consistent ability to assist students in crisis by providing friendly, equitable and courteous treatment – even to those who are not friendly, equitable and courteous in return – have made her a worthy recipient of our first Service Excellence Award. She represents the highest customer service ideals and the Service Pledge of Student Affairs. Congratulations Tina!

**DIVISION OF STUDENT
AFFAIRS**



**SERVICE EXCELLENCE AWARD
2007-08**

