

## *Staff Employee of the Week*

### **Sandra Ross**

**NAME:** Sandra Ross

**JOB TITLE:** Program Support Technician

**HOME DEPARTMENT:** English

**COLLEGE OR VP AREA:** College of Liberal Arts and human Sciences

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

**NOMINATED BY:** Carolyn Rude

**VIRGINIA TECH HIRE DATE:** December 10, 2005



### **SUMMARY**

“Hi! How are you doing today? Can I help you?”

These are words often spoken by Sandra, who is the heart and soul of the Virginia Tech Writing Center. At the writing center, Sandra works hard to greet all the undergraduate and graduate students who wonder into Shanks Hall for help with their writing. As Fadel Megahed, an international graduate student and regular client, comments, “Sandra never forgets to wish me the best of luck with my writing and sends me off with her famous smile.”

Not only does she work hard to keep the writing center running smoothly, she also provides invaluable support to the English Department. In 2009 when the English Department lost two staff members and two others were on medical leave, Sandra quickly assumed many additional responsibilities and learned new skills to compensate for their absence. She provided invaluable support for three graduate-level programs, course registration, and study abroad programming. Her ability to do so much beyond her job description enhances her role as a key contributor to the English Department and to the university community.