



### **2016 President's Award for Excellence in Clerical Service: Jan Felt**

Jan Felt works in the Registrar's Office as an Office Assistant 3. Jan provides innumerable services to our many students.

Jan's service to the student population has always been exemplary. One of her main duties is the New York State Tuition Assistance Program (TAP) certification process, which often involves compassionately listening and dealing with difficult situations. Jan utilizes her caring demeanor and willingness to help students find alternative avenues for any loss of their TAP award.

Jan is often educating herself on the constantly changing general education and degree requirements in order to remain a useful resource for students. She is student focused and will work diligently to find an answer to their question.

Jan is not afraid to take on new challenges as evident in her work to help implement BANNER. She worked directly with professional and clerical staff across campus, including computer programmers, to help set up the system, to prepare the College community for the transition, and then to troubleshoot issues.

Jan has also been a member of many committees and groups on campus. Some of these include the Degree Works Implementation Team, the Web Registration Group, the Banner Testing group, as well as several others.

In recognition of her exceptional skills and personable approach, SUNY Potsdam presents Jan Felt the 2016 President's Award for Excellence in Clerical Service.