



The 2017 President's Award for Excellence in Professional Administrative Service – Faye Lamar

Faye Lamar's commitment to students is evident in her extensive career as an Academic Counselor/Tutor Coordinator in the TRiO Department. This experience, coupled with her strong ties across campus, makes her especially effective in assessing and addressing student needs. She fosters an approach that encourages face-to-face meetings as opposed to a standard email. Personal contact is her hallmark, the true sign of how much she cares and how committed she is to helping students succeed.

Faye has created many procedures and protocols that have revolutionized the way in which TRiO works, which is especially evident in her role as Tutor Coordinator. TRiO averages at least 350 requests for

one-on-one tutoring every year. Not only has Faye been able to consistently meet 98% of all requests annually, she has always spent less than the amount budgeted.

For the past several years, Faye has been the only coordinator of one-on-one tutoring services on campus, and often provides support and guidance to other offices that provide academic support and tutoring services. She readily shares resources, provides lists of potential tutors, and makes sure that all students are served.

Her personality, demeanor, wisdom, and wit enable her to have frank, difficult conversations with students and her approach often motivates them into taking positive actions. She bridges a gap between faculty and academic support staff by collaborating to provide students with tutoring that best complements a specific course or professor.

In recognition of her exceptional service to the College, SUNY Potsdam presents Faye Lamar the 2017 President's Award for Excellence in Professional Administrative Service.