

# September 2023 Star Awards



## Tyler McCoy, Student Service Center

Tyler has been exceptional since joining the Student Service Center team. He started off as a student assistant in the department during his undergraduate career and excelled in the customer service aspect of the job. He was (and is) student-focused and provided a holistic approach to the services we offered in our department - to ensure that the students we assisted were cared for regarding their overall wellness. Tyler also fosters an inclusive environment for anyone and everyone who walks through our doors. He welcomes everyone and makes them comfortable talking about the academic or personal challenges they are facing.

Tyler has been such an amazing addition to the SSC team! He impacts student lives in positive ways by providing exceptional advising and student services in person and over the phone -- very thorough and caring. He contributes to retention and graduation rates by supporting our home office with SAP appeals and Admission Herkybot campaigns! He's reviewed over 100 SAP appeals and wrote scripts for the Herkybot campaign for over 1K prospective students encouraging them to apply to Sac State! While juggling these projects, he assists with campus operators and scheduling to ensure we have coverage on the phone lines. He has put in time after hours to ensure appeals are met so students can be funded for school. He constantly surprises me every day with his support within our office and campus partners!

In addition to his student-focused work ethic, Tyler is also a great collaborator in the work that we do in the Student Service Center, specifically ChatBot. He works with our Marketing and Communications Analyst, Ling Luc, to answer questions from the ChatBot and send out campaigns to students to provide important updates. Tyler proposes innovative ways to improve our communications and our approach with students to ensure clarity and student-friendly language. All this is to keep the integrity of the department and the entire university when it comes to delivering timely reminders or notices to students.

Overall, Tyler is a great worker, and he deserves to be recognized for his continued efforts to improve our approach and processes.