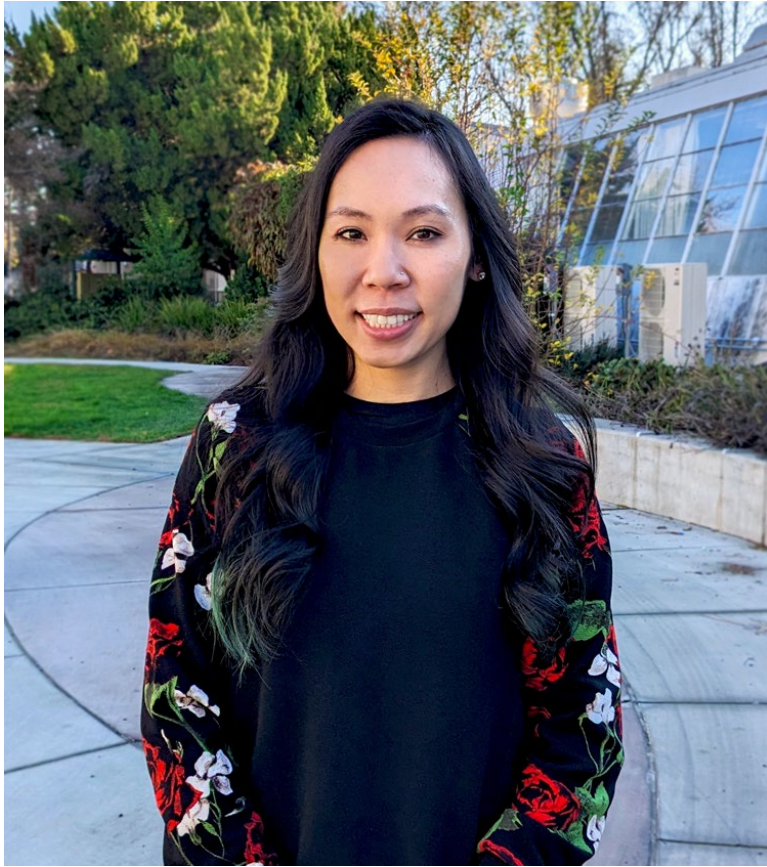


Excellence in Student Service – Individual 2022



Ling Luc, Student Service Center

Nomination #1: Ling has been an excellent source of support not only for the Student Service Center but for other departments in the Division of Student Affairs. Ling currently holds the Student Engagement Coordinator role in the Student Service Center where she creates various types of communications to students on different platforms, such as email, text, and call campaign information. She also assists the Student Affairs division with drafting important and urgent communications to students and makes the process efficient in a way that is done in a timely manner. Most recently, Ling took on the university chatbot project where she became one of the main pioneers of launching the program on our website where students can ask general questions and receive immediate answers by providing information, webpages, links, and resources. Her innovative mind and creativity in putting together this chatbot show how students, current and incoming, are utilizing the program to get their inquiries answered. All of this speaks to Ling’s amazing work ethic and continuous efforts to provide support to our students and staff. Her focus is always to provide exceptional customer service, increase

retention and inspire students to reach their goals. She strives to make a change in the lives to all who come to the Student Service Center and the division.

Nomination #2: There is no one more deserving of this award than Ling. In April of this year, Ling started working on a virtual communication for Sac State known as chatbot. Ling has created several outlines which addresses students' inquiries related to the offices working with the Student Service Center. Additionally, chatbot services are efforts that include Student Affairs and Academic Affairs. The chatbot serves students, faculty, and staff across the entire campus. Ling often receives compliments for outstanding customer service, knowledge, and dedication to our students. Ling also works with all the departments within the Student Affairs to help write, review, and publish information from offices like Admissions, Financial Aid, and Registrars. Ling's exceptional attention to detail and her care to ensure that students receive easy to read information has been helpful for the students and the organization. For this reason, I nominate Ling for the Excellence in Student Service Award.

Excellence in Student Service Individual Award Nominees

- Gwen Adao, Student Service Center
- Geniel Bratton, Services for Students with Disabilities
- Eric Espejo, Student Service Center
- Tracy Hale, Financial Aid & Scholarships
- Ashton Hinkle, Office of the University Registrar
- Trev Neeley, Academic Advising Center
- Angelica Perez, Guardian Scholars Program
- Trinh Pham, The Pride Center
- Andrew Reddish, The WELL