

Professional Faculty Leadership Association

Oregon State University

Deb Weitzman, President

University Conference Services | 100 The LaSells Stewart Center

Corvallis, OR 97331 | Phone: 541-737-7725

Our Hero for April 2016 was awarded to Jennifer Grant, Information Coordinator in the Office of the Vice Provost for International Programs by the Professional Faculty Leadership Association. The prearranged surprise presentation delighted Jennifer and her colleagues as they were in on the secret. Jennifer received the PFLA signature Our Hero mug filled with chocolates and the certificate of recognition. In addition, her colleagues had refreshments to further celebrate Jennifer's recognition.

Dawn Moyer, College of Agricultural Sciences in her nomination of Jennifer shares, "She is both a technology facilitator and a great teacher, who is patient and consistently helpful for those of us working with the OSU GO portal information system, which is where we track international opportunities for OSU students. When I have questions or challenges with the OSU GO, I contact Jennifer and she is quick to respond, and is always helpful in developing manageable systems for me to use. She is always willing to teach me how to use this system, which benefits me in my day-to-day work.



Jennifer has made a complicated and inefficient system, of different application processes, much more approachable to students. She allowed me to customize OSU GO for better access by students and those involved in teaching students about their program abroad. Recommenders also use this system, and these can be internal or external users, but online access is required to enter recommendations via the portal, which Jennifer maintains and customizes.

Jennifer's customers are students, faculty, staff, and external recommenders who support a student's opportunity to go abroad. She has infinite patience with application managers as the system has a steep learning curve. Jennifer developed a customized 'user guide' for me, arranged multiple occasions for us to meet and review the needs of my college, my position and student/end users. She has taken all of my feedback and worked very skillfully and thoughtfully to tailor this tool to meet my needs, while also allowing for future adaptations.

Jennifer Grant is, frankly amazing. I appreciate her calm demeanor, her thoughtful and timely responses, and her unwavering kindness when responding to my zillions of questions.

The Professional Faculty Leadership Association congratulates Jennifer Grant as the Our Hero award recipient for April 2016.

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