



# Student Employee of the Year

**Submitted:** February 3, 2023

**Nominator**

Raymond Elder

Campus Copy/Print Center Supv

801-427-4483

**Nominee**

Alexa Fox

Campus Copy Centers

Student Manager

**Communication**

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Alexa is a great communicator. She prepares our training and presents a training boot camp (onboarding) at the start of every semester. Her public speaking skills are fluent and articulate, and she demonstrates this every month at our employee meeting, where she gives a presentation on work, life, and how we can improve ourselves. In addition to this, Alexa wrote our current mission statement, created our training manuals, and assisted our supervisors in updating our signage across our various copy centers.

**Digital Technology**

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Alexa is fluent in the Adobe Suite and is our main resource for creating wedding invitations, printing envelopes, and other formatting needs. As the head of all employee training, she understands and teaches everyone how to use the different machines (printers, laminators, cutters, drills printing programs, etc.) and knows how to perform basic repairs on most machines. She has also drawn up a mockup for development of a program meant to organize our order pick-up system.

**Problem Solving**

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As student manager, Alexa has completely changed the customer experience at Cougar Creations, bringing our business from 1.4 stars to 4.3 stars on Google. In addition, Alexa's dedication, innovation, and intuition has brought Cougar Creations up from a nearly \$90,000 deficit to over a \$30,000 profit. Alexa constantly works with the development team at the University Press Building to improve their online system and is our greatest advocate in fighting for an independent website—something Cougar Creations has needed for over a year now. She also formed her own development team together to create brand-new, easy-to-use software to streamline the shelving process for jobs here at Cougar Creations, showing an attention to detail. Most importantly, Alexa is a woman of action. She comes in to fix printers that I cannot or comes in my stead if I am ever overwhelmed. She gives presentations to my employers at the University Press Building on different things we need, be it printers

or our quest for a website of our own. If there is ever a problem Alexa cannot fix, she always seems to know who to call and never hesitates to reach out. She sees the people she needs to solve the problem and has the charisma to unite them under the banner of Cougar Creations. For example, the development team that Alexa formed to create custom software was formed from friends Alexa has made throughout her college career.

## **Professionalism**

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Alexa is always in communication with her coworkers, both electronically and in person, and is always updating them with the most recent information we have about jobs, machines, and new policies. Like I mentioned earlier, Alexa always makes presentations for our training and monthly meetings, which have helped us train more efficiently than ever before. A mix of clarity, entertainment, and fun group assignments provides my staff with effective learning opportunities that are enjoyed more than endured. Alexa's demeanor is professional but encouraging, and she always carries herself with confidence while teaching others and sets an example to the staff to be professional in all they do. Alexa is one of the hardest workers I know. While she was interning full-time in California, Alexa was still helping at Cougar Creations for 12 hours a week, working on a new and improved employee handbook, answering questions for staff, and attending meetings with me and others during our hiring process.

## **Intercultural Fluency**

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Alexa has always tried to cultivate a space of belonging, respect, and inclusivity for our customers. Her greatest accomplishment in creating that environment is the empathy training portion of our employee training bootcamp. Through her instruction, my employees have learned how to think outside themselves and to think about coworkers and customers in a kinder light. The understanding and patience my employees have developed under this training is part of what took our business to the next level, specifically with the RaYnbow Collective and greater LGBTQ community on campus. Alexa is great at managing all the various tempers we have here at Cougar Creations. She listens to employees and customers and makes sure she understands the situation before she resolves it with confidence and care. We have had more than our fair share of customers frustrated over accidents and setbacks that she has negotiated and worked with to maintain customer satisfaction as well as the dignity of her coworkers. Alexa instituted and teaches a training about Diversity, Equity and Inclusion once a semester. Likewise, she helps other employees to increase and further their careers as they work here and creates a way for employees to apply what they learn to their lives. While she is a great teacher, she is also always looking for feedback on any way she can to improve.

## **Career Management**

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I have seen Alexa's managerial skills and creative confidence first-hand over the time she has been employed with me. It was an easy decision to promote her to student manager. She is very knowledgeable in all aspects of business and design, which has come through her dedication to her degree in Experience Design and Management (ExDM). Alexa sees all her experiences as opportunities to learn and later apply in her future career. In addition to her own aspirations and goals, Alexa has made it a priority to help her coworkers learn how to prepare themselves for their futures and careers. By instituting Mentor Meetings, Alexa helps each of my staff better prepare themselves for their futures.

## **Leadership**

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Alexa has 5 supervisors, 6 team leads, and 45 students that report to her and she assigns each new student to a

team lead during training. This has helped improve the quality of our training by providing a more one-on-one experience. Furthermore, she has developed and delegated specific tasks to each of the leads and she constantly works with me and these employees to further progress their leadership. Often, Alexa shares their needs and how we can better help each student develop into a leader. She also makes sure each supervisor and shift lead has specific roles that correlate with actual business positions in the world and typically corresponds with their own career goals. Alexa is the best student manager I could have asked for, and certainly one of the hardest workers I have ever had. While she humbly says that the success of this business is attributed to the whole—and she's correct—it is impossible to deny that the change started with Alexa.

## **Teamwork**

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Alexa has expanded the vision of Cougar Creations and has led her coworkers in creating a satisfying, fun-filled customer experience and a family-friendly environment. She knows her coworkers' strengths and provides them opportunities to use their gifts for the benefit of customers, Cougar Creations, and their own resumes. Her training bootcamp at the beginning of the semester also helps staff develop a strong sense of community as they learn and practice work skills and empathetic customer service. As a student, Alexa easily relates to the other student employees and customers. She handles conflict resolution in an assertive, yet non-confrontational manner. Her constant dedication to helping and encouraging her coworkers has improved both the quality of service of each employee and Cougar Creations.