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2013 Extraordinary Customer Service

MIRIAM CAMPO

Miriam Campo is the director of sponsored programs in the Office of Research. In the five years since she joined the office, Campo has taken a service that many faculty members saw as a roadblock to success and transformed it into a crucial source of support. Based on feedback from the faculty and staff, Campo phased in the use of an electronic system to create and track proposals. Submitting research proposals and negotiating contracts is stressful work, but Campo has created an atmosphere of excellent customer service to the campus community. Through training programs, tireless effort, and constant two-way communication, Campo led the charge to change the culture in Sponsored Programs, and the result benefits the entire university. She's impressed even the toughest scientists. An administrator from the College of Arts and Sciences states in the nomination letter: "Your replies are always so encouraging, positive, and helpful. It's clear that you are completely dedicated to helping us succeed with our efforts to secure funding for our work. A big thank you!" Another faculty member writes, "I appreciate your quick resolution on this issue. I only wish we had more of you at UT." And a UT distinguished scientist writes, "In my opinion, this is exactly the way the research office should function."



Extraordinary

Customer Service award is bestowed to staff members who excel in their jobs and in their working relationships. The majority of university employees are caring individuals who get along well with visitors, students, and co-workers. Some staff members surpass even that standard, so UT acknowledges the standouts with the Extraordinary Customer Service award.

2013 Honors

- Highest Honors
- Diversity and Campus Environment Awards
- Outreach and Service Awards
- Research and Creative Achievement Awards
- Student Awards
- Teaching Awards

Previous Winners

- [2012 Award Recipients](#)
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- [2010 Award Recipients](#)
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- [2008 Award Recipients](#)
- [2007 Award Recipients](#)

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