

Remarks made by  
Dr. John Waterbury  
President

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## **Zakiyeh Deeb**

Zakiyeh has been working as a secretary for the Civil Engineering Department since 1993. She has been doing an outstanding job as indicated in her performance rating. Zakiyeh was nominated by current chair of the Civil Engineering Department, and her nomination was endorsed by three former Chairs' of the CEE department. This is a clear attestation to the continuity of her outstanding performance over a long period of time. Zakiyeh was also nominated by many students, which an attestation to the diverse nature of her customer service.

According to her supervisor, Zakiyeh sets an exemplary level of performance and dedication to the department. "Faculty and students alike, along with her colleagues have consistently reported a high level of professionalism, courtesy and patience. She regularly goes beyond the duties assigned to her demonstrating an initiative and a high degree of responsibility in completing tasks more typical of a seasoned administrative assistant. Zakiyeh took on the challenge of data collection, course assessment filing, compilation and analysis of some data and elements related to the CEE department accreditation drive (ABET) currently under way. She is creative within the scope of her responsibilities: She was instrumental in the development and design of the students' manual and a sheet that she developed for monitoring and documenting course files for accreditation. She also upgraded the filing system and procedures in the Office."

Zakiyeh was featured in "Outlook" in October 2005, where she was described as the most helpful and friendly employee of FEA. When the committee interviewed some FEA students, a very large number of them openly attested to her assistance in various circumstances. Their comments always refer to a high degree of knowledge, clarity in communication, positive attitude, extreme patience and perseverance.

For this outstanding performance sustained over a long period of time,

Zakiyeh deserves the President Service Excellence Award. I would like to thank her for her efforts and wish her continued success.

