



**Division of Student Affairs  
Hallmark Awards 2012-2013  
Service Excellence Award**

**ROBYN GUTIERREZ**

This year's recipient of the Service Excellence Award is Robyn Gutierrez, Veterans Benefits Coordinator with Admissions and Records. Though there are many dedicated individuals on our campus who serve our students with their heart and soul, Robyn Gutierrez is one that stands out as a person with true drive and passion for our veteran students. Ms. Gutierrez is keenly aware of the challenges and obstacles that our veterans face once they are discharged from the military. She makes every effort to see that their transition into civilian life and their pursuit of higher education are smooth and without complications.

Robyn serves as the resident expert regarding eligibility for veteran's benefits and she is always eager and willing to provide veteran students with the information they need to pursue their dream of attaining a college degree. As soon as a veteran student enters our campus, they immediately meet Robyn and she becomes their first and constant point of contact for information. She serves as an advisor, counselor, mentor and, perhaps most importantly, a friend to our veteran students.

Robyn's efforts go well beyond just certifying students for their educational benefits. In military terms, she goes well "beyond the call of duty." An example of this can be found in her willingness to be an advisor to the Fresno State Student Veterans Organization, and she helped organize their march in the Veterans Day parade and even marched with them. She and the Student Veterans Organization also organized a special campus Veterans Day tribute to honor and remember our service men and women. Robyn also assisted the Continuing and Global Education Office with the new Veterans Education Program.

In addition, Robyn participates in the job resource fairs held throughout the year and donates her time to the annual "Operation Stand Down" and is a key representative for the troops who are transitioning from military to civilian life. Early this year, Fresno State was recognized as a "veterans friendly campus" in the United States by GA Jobs magazine. This was a direct result of Robyn's devotion to our veteran students. Robyn Gutierrez is a person who truly cares about our veterans and their success and is a worthy recipient of the Service Excellence Award.