

Vanderbilt University Service Recognition Awards



Vanderbilt University has upheld a tradition of recognizing significant achievements and contributions through the presentation of recognition chairs. **These chairs serve as meaningful retirement gifts, program graduation mementos, and service awards, with each department customizing their approach to honor recipients.** This practice has been a cherished institution at Vanderbilt for decades, reflecting the university's commitment to celebrating its community members.

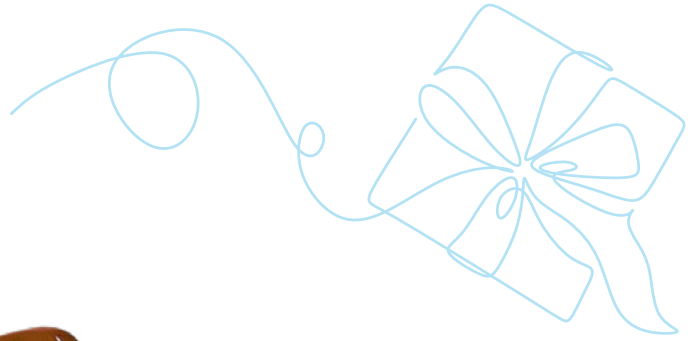


Goal

Vanderbilt sought to streamline the process of providing these *symbolic awards* across its various departments, ensuring each recipient received a *high-quality and meaningful recognition item* while maintaining cost efficiency for the campus.

Solution

Follett worked with multiple departments to understand their goals for recognition chairs, then **developed a curated selection catering to Vanderbilt's unique needs.** The chairs offer **competitive pricing** and can be **personalized for recipients**, and departments can choose between stationary or rocking chair styles. The program also offered a dedicated custom chair order form to ensure a seamless ordering process for all departments through an **easy-to-use online portal.**



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“At Follett, we’re proud to support Vanderbilt’s long-standing tradition of recognition through our tailored chair program. It’s always rewarding to see how these awards bring value to both the departments and the recipients, strengthening the campus culture year after year.”

—
Phil Puryear

General Merchandise
Market Leader, Vanderbilt
Bookstore

Results

The program strengthened Vanderbilt’s culture of recognition by providing a **meaningful and consistent way to honor service milestones**. Follett’s competitive pricing model allowed departments to **remain within budget while delivering high-quality awards**, while the streamlined ordering process improved Vanderbilt’s experience and ensured **timely fulfillment of orders**.

Impact Highlights

The program **strengthened engagement and morale across campus**, and reinforced Vanderbilt’s commitment to recognizing its faculty and staff by **preserving a cherished recognition tradition**. The initiative’s success also demonstrated Follett’s ability to provide tailored and cost-effective solutions for campus traditions.

This case study illustrates how Follett continues to support Vanderbilt’s values and culture through high-quality and thoughtful solutions.