

March 10, 2018

Dear NACADA Outstanding New Advisor Committee:

I am writing in full support of [REDACTED]'s nomination. This award is very fitting for her and the newly created position for her at [REDACTED] University. Through our interactions, I have watched her engagement with me and others and know that she is very well qualified for this work as an advisor and for this award as well.

To understand the reason for this letter, you must also understand the relationship. For the near 20 years I have been advising, and the 10 that I've worked in engineering, the place that I find the most sense of community in the profession is at the national NACADA conference each year. In 2016, I attended my favorite part of the conference: the STEM Commission Meeting. I was introduced to a young engineer who was a bit shy and new to this whole advising thing – but who had been tasked with the job of 'enhancing the student experience' at her university. We talked for a long time and became quick comrades and stayed in touch after the conference. That young engineer was [REDACTED].

In short time, [REDACTED] was coming to visit [REDACTED] to learn more about how STEM advising is done at a major research institution. With two days full of meetings, she was able to observe, learn, and evaluate processes, situations, people, and positions to assist her in developing her own strategic goals and initiatives at [REDACTED]. The visit was phenomenal, for both of us. From that visit came an idea that we should present on this collaboration at the next national conference.

Over the next year, we worked diligently together, sharing ideas, scheduling Skype meetings ([REDACTED] ever patient with my challenged lack of technological savvy) and discussing new ideas and methods to create a captivating and interesting presentation for NACADA 2017. Each meeting was well organized, a skill that [REDACTED] certainly brings to the table. She always had all the pieces for our meeting ready and functioning – including the technology. She was always open to hearing ideas and inquiring about new theories of practice that I'd been using for a number of years.

Some people may find working with a new advisor a challenge, simply due to their lack of experience in the profession. This was never the case with [REDACTED]; she always handled herself with extreme professionalism and often asked questions that a seasoned advisor would never think to ask, which challenged me to process information in a way that I hadn't in a long time. [REDACTED]'s newness to the profession created a great opportunity for learning and engagement for her and a great opportunity for reflection and teaching for me.

All students need a safe place where their academic progress is valued and their emotional status is appreciated. Students need to have people that they can lean on and grow with in their academic worlds; [redacted] seems to be that type of person for the Mechanical Engineering students at [redacted] University.

I am pleased to have made the connection with [redacted] through the NACADA network. I am ever grateful to her for pushing us to a submission and a presentation at the national conference and I know that our friendship will continue as well as her growth and development as an advisor at [redacted]

[redacted] is leading a culture shift in the way that advising has been viewed historically at her university; I can think of no better candidate for an Outstanding New Advisor Award. She is motivated to learn, inquisitive about strategies and theory, and open to new opportunities. I am pleased to wholeheartedly support her nomination.

Sincerely,



Director of Advising & Student Services

3/3/18

Recommendation for [REDACTED]

It is our pleasure to nominate [REDACTED] for NACADA's Outstanding New Advisor award. In just two years, [REDACTED] has left an indelible mark on our department and how it operates. She has developed a new position at [REDACTED] - Department Student Coordinator: a person who optimizes the undergraduate and graduate experiences for our students. She has been critical in rethinking how we do business, developing proactive measures to ensure student success. Like all good researchers, she first "read the literature," going to numerous conferences to get a better handle on what other institutions are doing. Upon finding out that [REDACTED] was a little behind its peer institutions, she set about improving our system. She brought in new (and more capable) advising software, developed digital versions of all forms and form submissions, started student and alumni newsletters, built up our internal marketing so that students learned what the faculty research, supported student-faculty events, and has generally acted as an ombudsman, listening and helping resolve student issues. She has done this always with a smile, enthusiasm, and passion. Below are thoughts from various department members. It is telling that almost the entire department responded in 24 hours that they would like to help nominate her for this award.

[REDACTED] - Department Chair in ME

As department chair, I am very thankful for [REDACTED] and all her help and ideas. Without her, the department would be a very different (and worse) place. Her endless enthusiasm, creativity, and total reliability to complete everything she starts has made a major change in the department. Both students and faculty have repeatedly praised her work. She is a tireless worker and advocate for the students (with emails being answered at all times day and night). I cannot imagine my job without her.

[REDACTED] - head of SOE curriculum committee and professor in ME

In her role as departmental advising coordinator, [REDACTED] has been a remarkable asset not only to the Mechanical Engineering Department, but also to the School of Engineering. She coordinates closely with Undergraduate Dean of Advising [REDACTED], and that together they have been able to improve advising practices dramatically over the past two years. Students actively seek out [REDACTED] because they've learned she is both easily accessible and knowledgeable; this in turn relieves a substantial advising burden that would have otherwise flowed to [REDACTED] office. The School of Engineering advising mission has also been streamlined by [REDACTED]'s introduction of several software tools. The result has been a reduction in paper forms, a change which

makes it dramatically easier for students, faculty, and advisors to track academic details (changes of advisors, declaration of majors, course selection notes).

[REDACTED] - head of the graduate committee in ME

[REDACTED] has been an excellent resource for graduate student advising. She has been extremely valuable in keeping track of the many issues students are facing, advising them on the best course of action, and taking all the needed steps administratively. The number of different types of cases she handles is large; everything from petitions for the human factors and mechanical engineering graduate programs, visa issues for international graduate students, course transfers from other institutions, advising for 5-year BS/MS students as they reserve and double-count courses, and helping students switch advisors and switch degree programs. The list goes on. [REDACTED] also is proactive, and can anticipate potential problems before they happen, allowing us to make helpful suggestions to students about courses to take, plans to make, or changes to their graduate plans before things become a problem. [REDACTED]'s intelligence, organizational abilities, technical skills, and interpersonal skills have been extremely valuable to graduate student advising.

[REDACTED] head of graduate admissions in ME

Yet another example of [REDACTED]'s devotion to our Department is her role in the Graduate Admissions process. First, she is especially knowledgeable about the admissions process at [REDACTED] and the Slate software used to manage it as she was previously an undergraduate Admissions Counselor. Additionally, she has without a request by our faculty, taken over all aspects of administering our process, e.g., managing master spreadsheets, TA nominations and RA nominations. This has allowed the faculty to better focus their time on reading the applications and recruiting. She regularly helps us with the admissions process, as with other work, outside of regular office hours, an admirable trait that not all Tufts staffs are amenable to.

[REDACTED] professor in ME

I think [REDACTED] must have an identical twin who shares her job, because I can't imagine just one person accomplishing the number of things she does with such skill, punctuality, and attention to detail. I sometimes feel like the faculty do not devote enough time or attention to student needs, but [REDACTED] picks up 100% of the slack and does even more. She seems to know details about the lives and academic careers of every single student in the department, and I never worry about students slipping through the cracks anymore because I know she is looking out for them. Beyond her advising job, [REDACTED] participates in a large number of department initiatives and activities. When I have worked on events with her, she has been helpful and has shown uncommon initiative in planning and coordinating things even if they have very little to do with her official job description. Because she works with us, the ME department runs more smoothly, the faculty have far less administrative burden, and most importantly, the students get better care. I think she plans to apply for business school next year or the year after, and

obviously I wish her well, but a small, selfish part of me hopes she won't get in because my job will become so much harder if she leaves!

[Redacted] - former department chair in ME

[Redacted] is an exceptionally innovative and helpful person. [Redacted] worked extensively with [Redacted] after she volunteered to be one of the official note takers for ME 80. Prior to teaching ME 80 in 2013 the official note takers for his courses would modify skeleton notes that that provided to the class. He would collect them at the end of each week, scan them, and post them on the course web site. When [Redacted] discovered that [Redacted] directly edited the pdf files on her iPad, he became very excited and offered to pay her to modify the notes over the summer. She created updated skeleton notes and corresponding completed notes that he uses to this day. In the fall, [Redacted] did the same for the notes for ME 180. Now each page of the notes for ME 80 and for ME 180 have "[Redacted]" on them—[Redacted] is [Redacted]'s coauthor, and she continues to assist him in updating these notes even as she works as the ME Department Student Advisor.

[Redacted] - Director of the Human Factors Engineering program

[Redacted] is amazing. When I arrived at [Redacted] just over a year ago I quickly realized that I faced numerous complicated and confusing tasks. The Human Factors Engineering (HFE) program (and its parallel program in Engineering Psychology - A&S) are interdisciplinary programs that run across departments and across schools. The programs attract a wide range of students with vastly varying interest, dreams, and life-trajectories. In some sense every HFE/EP student is on their own life-journey. In a very real way the aspirations of these programs deeply mirror the core values of [Redacted] to provide transformational educational experiences for our students. While this sounds good on paper, actually making this all *work* is amazingly complicated. It has only been through the tireless efforts of [Redacted] that we have been able to get the program "firing on all cylinders." Some examples of the wonders she has brought about include: developing new degree sheets, organizing advisory panels, helping in the development of a new Certificate Program (in Medical Technology), getting courses listed (and cross-listed)(and seats reserved for A&S students), helping provide marketing support, and serving as a shepherd and guide to some of the most complicated student issues. In all these activities [Redacted] demonstrated a clear commitment to excellence and professionalism. She always gets things done on-time and to an amazingly high standard. As others have noted, when you leave a task in the hands of [Redacted] you leave a task in safe/brilliant hands. In addition to her academic and administrative excellence, she also exemplifies other [Redacted] values. For example, her active work to build a greater community within the department and within SOE (via events and internal communication) demonstrates her desire to build social cohesion. And, of course, her willingness to make time and be the understanding shoulder and mentor for students in need is strong evidence of her commitment to

humanism. [REDACTED] truly exemplifies the core values of [REDACTED] -- she is an unbelievable asset to the department/school and is highly deserving of being recognized by NACADA's Outstanding New Advisor Award.

[REDACTED] *head of undergraduate committee in ME*

[REDACTED] is an exceptional individual! She has been in our department for less than two years, but her contributions reverberate in everything we do. She helps in so many things in our department that it might take a full page to list them all.

Just to mention few highlights. She is GREAT with all our students especially the undergraduate population for which she acts as advisor for many of their day-to-day issues. She is really keen in trying new things and implementing new technology to make everyone's life easier from helping develop web page contents, research videos for faculty, introducing a new great advising software that give students and faculty an easier interface for planning course and keeping track of the progress towards graduation.

[REDACTED] is not only a great asset for our department for her work-related contributions but also for her kindness, smile and willingness to help any way she can. From personal experience, she is always ready to lend a hand and listen whenever I need advice. It has just been great to work with her and she is very much deserving of NACADA's Outstanding New Advisor Award.

[REDACTED]

[REDACTED]

Professor & Chair, Mechanical Engineering

[REDACTED]

[REDACTED]

Student Testimonials:

I'm [redacted], a senior at [redacted] University majoring in Mechanical Engineering and Engineering Management at [redacted] University. [redacted] has been my advisor for the past 2.5 years, as well as being my employer for a semester, when I helped the Mechanical Engineering department prepare the ABET (Accreditation Board of Engineering and Technology). Thus, I can say I've worked with her in both a professional and academic context.

[redacted] is the best advisor I've ever had in my whole academic career. She is thoroughly knowledgeable about the curriculum, classes offered and professors in the department as well as across the School of Engineering. I've taken many classes outside the Mechanical Engineering curriculum because of my interdisciplinary interests, and [redacted] helped me optimize my schedule to get all my credits in before graduating. She is able to answer any question about degree sheets, classes, and possible concentrations in the major very well.

[redacted] also works in a very organized, efficient way. I have never seen her fail to deliver on any task — when she says she will do something, it will get done. For my ABET internship, I helped her prepare a report she was tasked with completing. It was a very complex project, requiring bringing together many pieces of information from many different people. She set herself a timeline for the year, assigning due dates for milestones of the project, and effectively met all of these deadlines. I also took note of how well she worked with people — she knew how to kindly ask people to provide information, and when setting her timelines made sure that she left a margin of error, in case someone doesn't do what they're supposed to do within the given time (e.g. professors not sending in their CV's by the due date).

[redacted] is also a leader of change in the Mechanical Engineering department. When she sees something that can be improved, she takes the initiative to change it. Students and advisors have long struggled with checking graduation requirements and whether they have met their credit requirements, as this was previously all done on paper, with old degree sheets getting mixed up with updated ones, and advisors having to have a meeting with students every time they drop/add a class to rearrange their degree sheets.

led the efforts for bringing Stellic, an online degree sheet/requirement tracking platform, to the Mechanical Engineering Department. This helped streamline the process of filling out degree sheets, saved advisors and students a lot of time they would've otherwise spent trying to re-figure out degree sheets, and ensured that no gaps in the degree sheet were escaping the eye and everyone could graduate on time. I believe the other Engineering departments are also moving to adopt this system in the near future.

is also a great advisor in everything career-related. As a very interdisciplinary person who loves working with people, I didn't want to be an engineer, but had no idea what I was supposed to do. She encouraged me to look into consulting as a possible career path and connected me to people from her huge network, that ultimately allowed me to get a job at a consulting company. If it weren't for her, I would've never even realized how good of a fit consulting was for me or known about the companies that I ended up applying to.

This also goes to show how actually knows her students very well. I have other friends whom helped apply for master's programs. I have a friend, an engineer with a mind for business, to whom suggested applying for Harvard Business School. This friend of mine realized that it was indeed what he wanted to do and is now successfully finishing up his application to be submitted soon. Additionally, is also always up-to-date on what people are doing and is always more than willing to celebrate their successes. I'm on the varsity track team, and our captain, who is also a senior Mechanical Engineer and does research with the MechE Department, went to the National Championships, winning an All-American Honors Award. Very soon after her win, sent her a congratulatory message, and got her accomplishment published on the front page of the School of Engineering website. This girl is an incredibly smart and athletic, but humble person – she doesn't like telling people about her accomplishments. As you can imagine, she was beyond happy and grateful for this recognition.

Furthermore, has an incredible network across all disciplines. Whatever career path you're looking into, you can be sure that she knows somebody in the field and help connect you to them. She is always up-to-date with the Boston tech scene, as an addition to knowing where most students end up doing after graduation.

Finally, [redacted] is a great person to have around. Her door is always open, and she always greets people with a smile. I can't imagine the Mechanical Engineering department without her — she has a very positive presence, even when she herself is stressed out. This may be a bit personal, but I know [redacted] lost her father this past semester. Even with that grief, she took a little time off, and came right back to work with her usual smile and positivity.

I have read through the criteria, and I strongly believe [redacted] deserves this award in every way. She is an incredible advisor and mentor, and her positive contributions should definitely be recognized.

[redacted]
Hi [redacted]

I'm very glad you liked my letter! As I wrote [redacted] is an incredible person and I can't imagine the department without her, so it was definitely worth the time and effort.

Hopefully the friends I reached out to will also send you some writing from their perspectives, soon.

Once again, thank you so much for putting all of this together! Have a great week.

Best,
[redacted]

Hi [redacted],

[redacted] has been a huge help to me in many ways these past two years. I've never been one to have an easy time making life decisions, but [redacted] has been there for me through every big scale question I have had. From helping me on a weekend to figure out my courses in South Africa, to helping me fit Modern Physics, a class that I really wanted to take, into my overpacked schedule she's mentored me through each one of my difficult questions through my college career. Further, she's helped me start my own club and provided me with several resources when I needed them. She's helped me petition other courses into my schedule, and achieve what I want out of my education.

No matter the question I have, [redacted] has been and I believe will be there to help me through all of the difficult decisions that await me in the future. I couldn't make it through each semester without her.

Best,

To whom it may concern:

As a senior mechanical engineering student at [redacted] University, I am writing to support [redacted]'s nomination for the NACADA Outstanding New Advisor award.

[redacted] has been a fantastic addition to the Mechanical Engineering Department. Before she started her advising position at [redacted], I found myself taking on incredibly heavy course loads, and struggling with time management throughout those semesters. Over the last couple years, [redacted] has been able to help me design a balanced course load every semester, allowing me to keep improving my GPA and make timely progress on my degree as I juggled internships, athletics, and music.

Her first-hand experience, as a graduate of [redacted] Engineering, combined with her willingness to help and listen has made her a very approachable resource for students.

During the fall semester as seniors were applying for graduation, [redacted] broke down the confusing process into clear, manageable steps for us. I found myself less stressed and more on top of the deadlines than classmates in other majors. Additionally, she has worked to implement a new, electronic scheduling tool that helps mechanical engineering students plan out their courses and keep track of credit distribution.

Whether it is planning far in advance or very last minute, I know [redacted] is always someone I can reach to. She truly represents what it means to be an outstanding new advisor.

Sincerely,

[redacted]
Laegan Williams

Hi [redacted],

[redacted] has been very helpful in guiding my [redacted] experience. She always makes herself available to answer any questions, whether they are related to academics or not. Though she has many students she works with, she is always aware of each individual student's situation. I hope she is able to be recognized for her hard work!

Thanks,

[redacted]

Hi [redacted],

I would love the opportunity to support [redacted] for this award! (sorry for the last minute email)

[redacted] has been a significant help in choosing classes, making advising more accessible, and answering any course related questions. Not only have I gone to her for help with classes, but I have also used her as a resource for SWE, seeing as she used to be the President, and she has helped me immensely throughout this year! [redacted] definitely

deserves to be recognized for all of the hard work she has put in to helping the ME undergrads, and I cannot think of anyone better to receive this award.

Best,

[REDACTED] S

Dear [REDACTED] in,

I would like to support [REDACTED]. Here is what I wrote. Please let me know if I can do anything else.

Thank you,

[REDACTED]

[REDACTED] has been an excellent supporter and advisor for me. She is always welcoming me dropping by to her room and answer my questions. She always listens my problems and gives me advice. She also has been with me through my meetings with Student Affairs. Finally, she offers me good advice and she is always optimistic helping me solving my problems. I would not imagine having a better and more insightful advisor!

University Senior Survey 2017 Significant Impact Nominations

- Mechanical Engineering

"Please identify up to 3 individuals (faculty, administrators, staff) who contributed significantly to your intellectual and/or personal development during your time at Tufts."

Office of Institutional Research & Evaluation

Comment(s)

Focusing on the students in the department

Over the last year or so, [redacted] has been an excellent resource for the human factors students in the engineering school.

She's been very responsive and willing to help students when they run into any administrative trouble.

So helpful in getting courses figured out and communicating with the faculty

So willing to help and figure out administrative paperwork, bureaucracy, etc. so students will be up to date on paperwork.

*This description is not intended to be all-inclusive.
Employee may perform other duties as assigned to meet the ongoing needs of the organization.*

Minimum Required Experience, Education, Background, And Certifications/Licenses

- Bachelor's degree in science, math or engineering preferred
- Experience in academic advising, mentorship or education

Additional Preferred Experience, Education, etc.

- Master's degree in STEM or Education disciplines

An employee in this position must complete all appropriate background checks at the time of hire, promotion, or transfer.

Physical and Mental Requirements:

The Americans with Disabilities Act requires employers to make reasonable accommodations for a person with a disability. The information below is needed to assist the university in meeting these regulations.

Click all that apply:

PHYSICAL DEMANDS:

- | | | | |
|---|---|---|--|
| <input type="checkbox"/> STANDING | <input type="checkbox"/> LIFTING | LBS. | <input type="checkbox"/> PUSHING/PULLING |
| <input checked="" type="checkbox"/> SEEING | | | |
| <input checked="" type="checkbox"/> WALKING | <input type="checkbox"/> CARRYING | LBS. | <input type="checkbox"/> SQUATTING/KNELING |
| <input checked="" type="checkbox"/> HEARING | | | |
| <input checked="" type="checkbox"/> REACHING | <input checked="" type="checkbox"/> WRITING | <input type="checkbox"/> DRIVING | <input checked="" type="checkbox"/> SPEAKING |
| <input type="checkbox"/> CLIMBING | | | |
| <input type="checkbox"/> OTHER: CLICK HERE TO ENTER TEXT. | | <input type="checkbox"/> OTHER: CLICK HERE TO ENTER TEXT. | |

PHYSICAL ENVIRONMENT:

- | | | | |
|---|--------------------------------------|---|---|
| <input type="checkbox"/> CHEMICALS | <input type="checkbox"/> CARCINOGENS | <input type="checkbox"/> DIRT | <input type="checkbox"/> ANIMAL TISSUE/FLUIDS |
| <input type="checkbox"/> BIO HAZARDOUS MATERIALS | | <input type="checkbox"/> TOXIC CHEMICALS | <input type="checkbox"/> RADIATION |
| <input type="checkbox"/> OTHER: CLICK HERE TO ENTER TEXT. | | <input type="checkbox"/> OTHER: CLICK HERE TO ENTER TEXT. | |

MENTAL DEMANDS:

- | | | | |
|---|---|--|--|
| <input checked="" type="checkbox"/> DETAILED WORK | <input checked="" type="checkbox"/> READING | <input checked="" type="checkbox"/> FREQUENT DEADLINES | <input checked="" type="checkbox"/> FREQUENT INTERRUPTIONS |
| <input checked="" type="checkbox"/> PERIODS OF CONCENTRATED ATTENTION | | <input checked="" type="checkbox"/> FREQUENT CONTACT WITH PEOPLE | <input checked="" type="checkbox"/> MULTIPLE |
| CONCURRENT TASKS | | | |
| <input type="checkbox"/> OTHER: CLICK HERE TO ENTER TEXT. | | <input type="checkbox"/> OTHER: CLICK HERE TO ENTER TEXT. | |

OCCUPATIONAL EXPOSURE:

- | | | | |
|---|---|---|-----------------------------------|
| <input type="checkbox"/> RESEARCH/LAB ANIMALS | <input type="checkbox"/> DOMESTIC ANIMALS | <input type="checkbox"/> LIVESTOCK/HORSES | <input type="checkbox"/> WILDLIFE |
| <input type="checkbox"/> OTHER: CLICK HERE TO ENTER TEXT. | | <input type="checkbox"/> OTHER: CLICK HERE TO ENTER TEXT. | |

WORKING CONDITIONS: (CONSIDER EXCEPTIONAL WORKING CONDITIONS, TRAVEL REQUIREMENTS, NON-STANDARD WORK SCHEDULE, ETC.)

UNIVERSITY MISSION: Tufts is a student-centered research university dedicated to the creation and application of knowledge. We are committed to providing transformational experiences for students and faculty in an inclusive and collaborative environment where creative scholars generate bold ideas, innovate in the face of complex challenges and distinguish themselves as active citizens of the world.

TUFTS COMPETENCIES: Tufts competencies describe the knowledge, skills and behaviors required to effectively perform a job in the university:

Expertise: Requisite skills for the position; sharing of expertise; support of others in learning and skill building; pride in work; commitment to professional development.

Interaction with Others: Demonstrated communication skills; openness to different viewpoints; respect shown for others; collaboration on joint projects and decisions; ability to give and receive candid and helpful feedback.

Continuous Improvement: Measurable improvement made in systems or processes; system efficiency; innovation and creativity; commitment to generating new solutions and ideas.

Customer Focus: Attention to and focus on customer satisfaction; effective and appropriate relationships with customers; successfully anticipate and meet the needs of both internal and external customers.

Resourcefulness and Results: The ability to work effectively in a variety of situations; demonstrating good work habits, flexibility and initiative; using multiple resources to achieve desired results; seeking input and assessing risks when decision making; committing to getting things done.

Leadership: Model desired behavior for position; act as catalyst for change through positive energy. (For management positions, refer to the Leadership Competency Model.)

MANAGEMENT APPROVER NAME:	TITLE:	DATE:
Click here to enter text.	Click here to enter text.	Click here to enter a date.
HR/COMPENSATION APPROVER NAME:	TITLE:	DATE:
Click here to enter text.	Click here to enter text.	Click here to enter a date.