



Ms. Lisa Diekow
Awards and Recognition Committee Chair
Southeastern Association of Housing Officers

Dear Lisa,

It is with a tremendous amount of pride that I offer a letter of support for Glenn Gibeson's nomination for the *Humanitarian Recognition Award*. However, that pride is tempered by a profound sense of sadness and loss for the tragic event that spotlighted Glenn's exceptional response to our residents and the larger global community.

Glenn and his wife Charlotte moved into a Family/Graduate apartment in 2004. Glenn was an undergraduate student, having served in the military and work world prior to his wife's acceptance in graduate school at LSU. He decided to pursue a second Bachelor's degree in Psychology to complement his first degree in Sociology. While I typically don't hire undergrads as Resident Managers for this graduate community, Glenn's personal qualities-qualities that stood out in my interactions with him as a resident-tweaked my interest in him as a potential staff member. He is extraordinarily calm, centered, collected, easy-going, and open-minded. I watched him handle problems and obstacles with tact and politeness, yet he was assertive and confident. The most impressive thing I saw in Glenn was his uncanny ability to make people from 57 countries comfortable. He completely engaged, yet listened carefully with respect and discretion.

I hired him; he finished his second degree and entered a Master's program. All of those qualities and more have made him an outstanding member of our team. After Hurricane Katrina, he worked tirelessly to reassure his residents and their families, and then spent endless hours volunteering at the Red Cross shelter set up on campus.

I was on a fishing trip in Florida when I received the call about the double homicides in the apartment closest to my office window, occupied by a PhD student who was more to me than "just" a resident.

He is a part of my heart. My first question was, "Which RM responded?" The answer was "Glenn."

I immediately calmed because I knew without pause or a second's doubt that my residents were in the best possible hands for such an unthinkable, incomprehensible, senseless act.

This is a **student** staff member who immediately responded to screams, felt for a pulse in his resident's body and prepared to administer CPR. Calmly and methodically, he was able to put aside the unspeakable horror of a resident *friend* with a bullet in his head, lying in a pool of blood with his pregnant wife sobbing hysterically over her husband's body. Then he found the second body in the bedroom...

He followed every procedure; every process, dotted every "I" crossed every "T"- just like in the training manual. What training can't teach is how individual staff will respond to the immediate aftermath once the police and upper administration take over. No training can really teach that. They either have it or they don't. The genuine caring and concern for their fellow man. The respect for different creeds and cultures. The ability to put one's personal grief aside and "be there" for residents because they are a leader of the community. The leader to whom residents go with overflowing toilets or overflowing fear and concern; broken pipes or broken hearts.



Glenn was "there" for all of us...walking the complex with the police to reassure residents as the officials gathered vital information. Making coffee all night long for the swarm of officials who were in and out of the office. Organizing a memorial "wall" for our grieving residents to write on with tables for them to place flowers upon. He was there dealing professionally with media. He was there for a resident who suffered an emotional breakdown in front of the deceased student's apartment while the widow was entering their apartment for the first time since the murder of her husband. Glenn sat in our office for over an hour listening to the schizophrenic and wandering dialogue of this student until Mental Health could arrive. Calm, centered, compassionate. Immediately after the ambulance took the resident away, Glenn walked back to his apartment and passed a German resident standing outside in the parking lot. The German student was visibly upset because the taxi hadn't appeared to take him to the airport so he could go home for the holiday break. He was worried about missing his flight. Glenn put him in his car and took him.

There is nothing more important to Glenn than striving to be a good human being. He is living, daily proof that we are never too young or too old, too small or too big to make a significant difference in our world by taking the opportunity to reach out and impact those in need around us.

One of the questions I ask during Resident Manager interviews is, "If you could demonstrate leadership qualities like anyone else, who would it be and why?" He answered, "My grandfather. He is a WWII veteran then a captain with the Kansas City police. Then he was recruited as a special agent in the Secret Service. I asked him why? He certainly could have retired. His answer was that we are here on Earth to serve others with compassion, dignity, integrity and honor. That's what guides me, what keeps me going."

This remarkable young man has set an example for me that I can only hope to emulate. I hope that the committee finds his actions worthy of receiving this prestigious award.

Sincerely,

Lori Patterson
Assistant Director
Residential Life
LSU