



Department of Residence Life
Carrollton, Georgia 30118-4450
Division of Student Services

January 23, 2010

Dear SEAHO Awards Selection Committee:

My name is Michael Brown and I have served as a Residence Life Coordinator (RLC) at the University of West Georgia for nearly three years. I am writing today to talk with you about my interactions with the student described in UWG's nomination for the SEAHO Humanitarian Award. I am currently the RLC of the University Suites community and in that role supervise the service desk/call center where the student involved in this situation is employed; she is also a resident in my community.

While the student came to be a resident and employee in my community under personally, physically and financially challenging circumstances, in a very short time, she has become an integral figure in the community. Prior to coming to the University Suites, the student had always lived in a single room and was not well connected to Residence Life staff. Since moving into the Suites, the student has formed a tight bond with her suitemate and has become well connected to her RA and the desk staff.

The student has also adjusted well to working at the desk and I count on her as one of my most reliable and resourceful staffers. She is a "go-to" staffer – always willing to pick up shifts for others. She also seeks out additional training opportunities beyond what was required; she recently organized some additional computer training so that she could do her job more effectively. Even when she's not completely sure what to do, such as when faced with an unpredictable situation, she is quick to ask the right questions of the right people in a timely manner to move the situation to resolution. She is calm and easy to communicate with during crisis situations. She has been a valuable addition to the desk staff and employment at the desk seems to be building her self-confidence.

I hope that I have highlighted for you the outstanding progress this student has made in moving past the challenges she experienced in her prior residence hall community. This is truly a case where overcoming adversity has built character and self-esteem. Thank you for your time.

Sincerely,

Michael Brown
Residence Life Coordinator
University Suites
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