



UNIVERSITY OF KENTUCKY

January 13, 2009

Office of Residence Life
Student Affairs
537 Patterson Office Tower
Lexington, KY 40506-0027
(859) 257-4783
Fax: (859) 323-4941
www.uky.edu

Dear Selection Committee:

This letter is in support of Dave Pace's nomination for the SEAHO STAR award. I have known Dave for about four years. During that time, I have been his colleague and a customer. I'm a live-in staff member and have had to call on Dave for resolution of maintenance issues in my apartment on several occasions. In addition, I work with Dave to execute fire drills for our residence halls, and other emergency issues that arise.

Dave is consistently one of the most considerate staff members I've encountered in ANY department. In performing his duties, I have seen him confronted by hostile and rude students and parents, and have NEVER seen his tone waiver at all. He always diagnoses the problem, explains what he's going to do to address it, and why, and then takes care of things. One thing that I really appreciate about Dave is that even when a student is being rude, he will explain what he can or can't do to help, and then he always expresses empathy! For example, I saw him tell a student once that "I understand you're frustrated about your sink, and it'll be a hassle to brush your teeth, and we'll get it fixed as soon as we can."

Now that I sat down to write this, I feel ashamed that I haven't bothered to say anything sooner. Dave Pace is truly an asset to our community, and I feel fortunate to work with him, and know he's there to help out. As a live-in staff member, my kids even know that when Mr. Dave comes, whatever the problem is will get taken care of, and that they will probably learn something too, because he's so good about explaining what he's doing.

Please feel free to contact me if I can provide additional information.

Sincerely,

Dana Macaulay
Assistant Director
Office of Residence Life