26 January 2010

Gay Perez

Chair Person SEAHO Awards & Recognition Committee

Dear Ms. Perez:

One person who has enhanced my on campus living experience at Louisiana State University was Karen Marrolli. Over the past semester Karen has not only been my boss, but she has also been a friend. She is one of those people that I know I can trust and go to if I have any problems with my academics or if I need a shift covered at the front desk of my dorm where I work.

Dedication is probably the best word to use when someone is describing Karen. She always takes work first and tries her best to satisfy her employees so that we may work to our highest ability. Karen is currently conducting dissertation research in the School of Music. Even though she is in such an important and time consuming moment in her academic career, she still manages to find time to host the activities and programs that the dorm in which she works, Herget Hall, has. She will do whatever it takes to make all of her residents have the best first year experience possible.

Karen is also the co-moderator of the Community Council which I am a member of. An excellent moderator must be ethical and inspirational. Karen has both of these features. When the Community Council goes off track and loses sight of our goal Karen is the one that gets us back onboard. She is also straight-forward and sets clear expectations.

Karen has put a new meaning to the phrase “customer service.” She always thinks of her residents first and wants to send them away happy. She is open to any feedback that a resident or staff member may have. She will then take that feedback and use it to improve Herget’s policies so that her “customers”, or resident, are satisfied. She is always helpful and never expects anything in return.

I am supporting the nomination of Karen as The Graduate Student of the Year because she is the definition of a good leader. She provides motivation, is committed to results, is always on task, and she can picture the future. She is loved by her staff and residents because of her hard work and dedication to the community.

Sincerely yours,

Garet Edwards