**Division of Student Affairs** PO Box 112100

Housing and Residence Education Gainesville, FL 32611-2100

352-392-2161

352-392-6819 Fax

houinfo@housing.ufl.edu

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Steve Stauffer

Chair, 2009 SEAHO Awards and Recognition Committee

Dear Committee,

It is with great pleasure that I send this letter of nomination for Jen Gresley, Springs Complex Residence Director at the University of Florida, for the James C. Grimm Outstanding New Professional Award. From September to December 2008 I had the good fortune to supervise Jen. Her previous supervisor left our institution so Jen worked for me until a new supervisor could be hired. While I had known Jen from her days as a graduate student at UF, and her reputation was excellent, it was not until I supervised her did I really understand how great of a professional she is. The Springs Complex where Jen lives and works is comprised of approximately 30% student athletes and in particular those athletes hale from football and men’s basketball…two of UF’s more popular sports. As one might imagine this provides unique challenges and opportunities for Jen and her staff. In my three months of supervising Jen I was truly amazed at how she handles everything in her area, especially with the wonderful demeanor that she keeps on her every day. I would like to highlight two specific situations that really highlight Jen’s unique style and professionalism.

The first major issue that came to my attention from Jen was regarding a student who was disabled, specifically quadriplegic. While the student had a single room, he shared a bathroom with another resident. Because of the resident’s physical limitations, many conflicts arose between the two suitemates. These conflicts lead to not only disputes between the residents, but also the parents. On more than several occasions Jen was on the phone with the parent of the suitemate. Jen handled the sensitive nature of the student’s issues with great care and professionalism, even when the mother would yell on the phone. What truly amazed me about Jen in this situation was her ability to be a strong advocate for the services that her resident needed but also the ability to maintain a strong professional presence and help the resident understand his responsibilities for the bathroom, bedroom, and general cleanliness of the residence hall room. Almost every day Jen was visiting with either one or both residents to ensure they were following through on what was required of them. Her time and dedication to resolving this and the sensitivity she showed speaks volumes to who Jen is as a person and professional.

The second major issue Jen dealt with in my time of supervising her was the breaking of a sprinkler head in one of her complex’s buildings. The sprinkler head was broken because of the actions of one of her residents, which as one might imagine truly upset the other residents that were affected by this large flood of water. But once again, Jen’s professionalism and compassion for her students stood out. It would have been very easy for Jen to take a poor attitude with the student responsible for this situation, but she never did that. She was very concerned not only for the other students who had property damage and were disrupted, but specifically for the responsible party. She took extra time with that student to ensure he was ok and he understood the mistake, and that this situation was not the “end of the world”. While the resident had to pay for damages caused, Jen was able to help him understand what had happened and how his actions should be different in the future.

Without question Jen is one of UF’s best Housing professionals. She has proven this everyday through her care of our residents, staff, and colleagues. Jen is committed each and every day to ensure that we provide the best residential facilities and experiences for our residents. What is all the more amazing is that she is only in her second year for full time professional housing work. She truly is amazing and worthy of the James C. Grimm Outstanding New Professional Award. If the committee would like to further discuss Jen please don’t hesitate to contact me at [rogerb@housing.ufl.edu](mailto:rogerb@housing.ufl.edu) or (352) 392-2171, ext. 10560.

Sincerely,

Roger Becks

Assistant Director of Housing for Residence Life – East Campus