

April 18, 2019

To Whom It May Concern:

This letter is to serve as employment verification for Terry (Hee Won) Kim, who served as a student clerical formatting assistant with a pilot project.

As a Formatting Assistant, her work entailed formatting documents (PDFs, Word, PPTs, etc.) to ensure accessibility. Given that it is a clerical job, there's little guidance or interaction with other team members as each person is busy with his/her own work tasks throughout the shift. She worked independently, checked documents with attention to detail, proofed other team members' jobs, and helped peers if her tasks were finished and they needed assistance. Other responsibilities include working within Blackboard Learn (LMS) and creating different graphic material for the Teaching and Learning Technologies (TLT) department.

The most challenging aspect of the job is communication between team members because most of them worked different times and days. Terry and her peers needed a clear way to keep track of who had done which tasks to be able to effectively work around each other, and ensure quality content was delivered on time. As a team, we struggled in this aspect at first, but all members improved rapidly and streamlined our processes to better communicating both with faculty and each other in our daily work.

Accessibility as a whole is related to Terry's web development major since it is considered best practice to make websites accessible. Additionally, it is connected to her graphic design/UXD interests, as she helped the team by designing flyers and digital badges for client stakeholders.

Should you have any questions about Terry's role or time working as a student clerical formatting assistant, please feel free to contact me.

Sincerely

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