

June 5, 2023

Association of Community College Trustees
1101 17th St NW #300
Washington, DC 20036

Dear Committee Members:

With great enthusiasm, and on behalf of the [REDACTED] Board of Trustees, we respectfully nominate Executive Assistant to the Board of Trustees and the President [REDACTED] for the Professional Board Staff Member Award.

As a trustee for more than 20 years, including three as chair, I have come to rely upon [REDACTED] in countless ways - including related to her preparation, diligence and commitment to the institution. [REDACTED] represents a consummate professional with a positive disposition and "can-do" attitude, frequently juggling many tasks and responsibilities - executing all with precision and grace.

[REDACTED] frequently goes beyond the regular call of duty to ensure satisfaction of the trustees, president and counsel. In a very real way, this meticulousness has not only impacted our work as college officials, but the institution as a whole. Simply, [REDACTED], and her conscientiousness, has become a pillar of our college. We rely upon her unlike any other staff member at the institution.

From managing the complexities of a visit by First Lady Dr. Jill Biden or preparing meeting agendas, [REDACTED] has the unique ability to successfully oversee macro- and micro-level projects. This ability makes her invaluable to [REDACTED] - [REDACTED]'s No. 1 college for associate degree graduates.

In closing, we have nominated [REDACTED] not just in recognition of the work she completes on our college's behalf; we have nominated [REDACTED] because she represents an unsung member of the community college world that has provided immeasurable support of our sector's mission. It remains fashionable to say "student success is everyone's business." [REDACTED] embodies this mission every day. From helping students navigate challenges in registration, providing a sympathetic ear or simply by smiling, [REDACTED] encourages students and helps them on their individual journeys. This impact, not reflected in her official responsibilities as a board secretary, solidifies her candidacy for this prestigious honor.

Without hesitation, we, the members of the [REDACTED] Board of Trustees fully endorse [REDACTED]'s candidacy. Please do not hesitate to contact me to discuss her nomination in greater detail.

Sincerely,

[REDACTED]

██████████
Executive Assistant to the Board of Trustees and the President, ██████████
Re: Professional Board Staff Member Award Nomination - Responses

In what ways has this staff member demonstrated a service leadership role toward the members of the board of trustees, administrators, faculty, students and community?

For 10 years, ██████████ has provided model service leadership for ██████████. ██████████'s commitment to the College remains evident in her performance, actions and communication.

Despite her significant responsibilities, ██████████ remains courteous in her interactions, ensuring each inquiry from a trustee, elected official, student or member of the public receives a professional and pleasant response. Her collegiality reflects well upon ██████████ and the College as a whole. Her disposition paints a warm and inviting depiction of the board and president - an incredibly important message as part of an inclusive and diverse college community.

██████████ also plays a significant role in special events such as the institution's commencement ceremony, serving as the liaison for most of the College's external officials and guests. She excels in this role due to her preparation and knack for solving issues. These qualities served her well when the federal government selected her to work as one of two reception assistants for a January 2022 visit to the College by First Lady Dr. Jill Biden and U.S. Secretary of Education Dr. Miguel Cardona.

She also helped lead the organization and execution of the College's first "Black Women's Maternal Health Summit," an important effort in the institution's expanded diversity, equity and inclusion initiatives. ██████████ supported the event in countless ways, ensuring dozens of first-time minority mothers would take part in an experience that offered them assistance and guidance.

It should come as no surprise that ██████████ has received countless formal commendations from individuals such as ██████████ Gov. ██████████, letters of appreciation from parents and even flowers from a student who appreciated ██████████'s attention to a summer class concern.

How does this staff member demonstrate performance in support of the board/CEO team?

Among her primary responsibilities, ██████████ serves as the point-of-contact for the College's trustees and as the liaison between them and President ██████████, Ph.D. College counsel also relies upon ██████████ to serve as the conduit between the aforementioned as well.

██████████ not only fulfills the basic expectations of this role - setting agendas, ensuring compliance and preparing correspondence - but offers exemplary leadership in all facets of her work. Both the trustees and president rely upon ██████████ for her diligence when it comes to organizing meetings, gathering financial reports and ensuring order for even the most complex of scenarios. ██████████ also provides significant support for trustee committee meetings, which requires the preparation of materials, interfacing with the trustees, taking minutes and coordinating final approvals. The trustees know ██████████ will ensure every travel arrangement, appointment file or government request will reach completion correctly.

How has this staff member assisted the board/CEO team in developing or initiating innovative projects for your institution?

Prompted by changing dynamics in technology, an interest in increasing efficiencies and a desire to improve the College's approach to sustainability, [REDACTED] initiated the College's transition from paper-based correspondence to electronic. [REDACTED] launched this initiative by assessing the needs of the College through discussions with the trustees/president, researching software programs and meeting with vendors.

Ultimately, the College selected Nasdaq Directors Desk, a software solution for paperless meetings and business processes. The software not only moved the College into a digital environment, but ensured the security of proprietary data. The software simplifies the sharing of critical information between individuals and provides a meeting app that allows board business to take place virtually.

This work, which took place in advance of the pandemic, uniquely positioned the institution to effectively manage the complexities of a digital transition to remote operations.

What professional development activities at the national and/or state level has this staff member pursued?

College leadership has prioritized [REDACTED]'s development through sponsorship in programs and conferences led by the Association of Community College Trustees, American Association of Community Colleges and Ellucian. In total, these development programs have raised [REDACTED]'s awareness in the critical issues facing community colleges and fostering her skills within the sector.

What other continuing education activities has this staff member pursued?

Given [REDACTED]'s frequent interaction with College counsel, [REDACTED] has taken a keen interest in improving her knowledge of the law - especially as it relates to federal and state employment code. As such, [REDACTED] has enrolled in courses such as Employment Law Fundamentals and Workplace Law Essentials offered through ed2go.

What recognition has this staff member received for his/her leadership or involvement in the college or community?

[REDACTED] has earned the distinction of the Academic Dean's Award for the [REDACTED] College of Business Administration at [REDACTED] University and entry into the National Honor Society in business administration.

[REDACTED] has also received countless letters of support from community members, students, faculty and staff. Among them, they have said:

- "I appreciate your professionalism, your helpful attitude in dealing with all of my inquiries, and your 'grace under pressure.'"
- "She has consistently exceeded expectations by promptly answering questions and inquiries and pleasantly yet efficiently addressing issues that need to be resolved. My experience of working with [REDACTED] has been unfailingly positive and I believe she is an exemplary person for service leadership."
- "[REDACTED] was very professional and sympathetic to our needs."
- "[REDACTED] is always professional, cheerful and willing to assist or point me in the right direction. I truly appreciate her insight and her uncompromising work ethic."

What outstanding characteristics motivated you to nominate this staff member?

██████ maintains five core values: learning, excellence, integrity, respect and creativity. ██████ represents the embodiment of these values.

Throughout her career, ██████ has demonstrated a desire to learn and continuously improve. This inherent curiosity has fostered a deep knowledge base that has directly contributed to her overall excellence in her role. ██████ fulfills these responsibilities with integrity, valuing honesty and fortitude, while developing creative solutions to problems.

More than any other value, however, ██████ gives respect. No matter the scenario, or individual, ██████ treats people with care. For these reasons, ██████ has earned the respect of the College community. ██████ values ██████ and the manner in which she carries herself each day.

██████████
Executive Assistant to the Board of Trustees and the President, ██████████
Re: Professional Board Staff Member Award Nomination - Narrative Statement

In my role, I provide high-quality administrative, office leadership and foundational support of the College community to ensure the success of the Board of Trustees and Office of the President. I am a dedicated, conscientious professional adept at partnering with diverse audiences, including my colleagues and the public at-large, to successfully implement business operations at ██████████. My commitment to the College remains unwavering and I take great pride in my ability to support this institution.

During my time at ██████████, I have developed skills related to judgment, diplomacy, discretion and confidentiality that allow me to excel. I have not developed these skills and performed at this level to earn recognition - I have done so as a reflection of my work ethic and appreciation for the College and its mission. I truly believe the work I complete in support of ██████████ can change lives. I thank you for your consideration.