

# Letters of Support Examples

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## International Undergraduate Admissions

It is with great enthusiasm that I write this letter of support for the International Undergraduate Admissions Team for the 2010 Award for Excellence & innovation. The International Undergraduate Admissions Team, comprising of Shumi Muinde, Ernald Furxhi, and Akiko Barnes, has made a significant contribution to the University, going above and beyond the normal call of duty, delivering exceptional results and providing superior customer service to our students.

The International Undergraduate Admissions Team has been extremely successful in increasing international undergraduate student enrollment this year. The projected increase for both freshman and transfer international undergraduate new students has significantly increased. As Director of Transfer & Part-Time Admissions, this is no small feat given the state of world affairs, the difficulty in securing a visa to study in the United States, and being short one team member during the review cycle.

This unprecedented increase is due to the extraordinary efforts put forth by Shumi, Ernald, and Akiko; this Team is fully committed to their work. This team never works a normal 8am-5pm schedule. Working late is not an exception, but the norm for this Team. The travel schedule is intense with 30 weeks of travel per year. Multiple team members are on the road simultaneously and more than once only one person was on-campus to "hold down the fort" which consisted of reviewing applications, answering hundreds of emails and phone calls, being available for walk-ins, and ensuring necessary written correspondence was mailed.

The International Undergraduate Admissions Team is fully committed to providing superior customer service and this is evident in the numbers. They review files within 24 hours of becoming complete. They stay up late to return phone calls to students in different time zones. They phoned every accepted student from China to offer condolences, support, and prayers on behalf of the University in response to the tragic earthquake in China this spring. Due to this superior customer service, the International Undergraduate Admissions Team maintains close contact with returning students expanding the Dragon Mentor Program as well as having students serve as "ambassadors" in their home countries talking about the wonderful opportunities available at Drexel.

As stated earlier, the International Undergraduate Admissions Team's excellent work has made a significant contribution to the University. This Team has stepped up to the challenge on many occasions and has been more than successful every time. This Team is unequivocally dedicated to the University and their exceptional work is an example of this, and therefore, without hesitation I fully support their nomination for the 2010 Award for Excellence & Innovation.

Sincerely,  
Vanessa Thomas  
Director, Transfer & Part-Time Admissions  
Office of Enrollment Management  
Drexel University

## **Bob Esmond**

Bob is a very hardworking employee who goes beyond the call of duty on a regular basis. Bob is an encyclopedia of knowledge regarding the areas he works in. Bob works in the Shipping & Receiving department as the group leader and has for years. The Shipping & Receiving Department's main roles are to receive packages, equipment and deliveries; send out packages, equipment and deliveries; deliver these items to university offices/employees; oversee the university equipment storage room; and provide supplies on a daily basis to other union employees to allow them to do their day to day work.

Due to the nature of the Shipping & Receiving department duties, Bob has gotten to know a lot of employees and offices across the university. And on a daily basis he is impacting the fabric of the university by making sure the Shipping & Receiving Office flows like a well oiled machine. Bob also has made it a point to get to know that customers he works with, he know the employees and treats them with a friendly and respectful demeanor.

Lastly, Bob has always helped whenever I called or asked him for support. If he wasn't the right person, he always was able to point me in the right direction.

Bob is a behind the scenes person who allows Drexel to thrive on a daily basis.

Please let me know if you have any questions or need additional information.

Thank you,  
Kyle Kephart  
Director of Quality Services  
Student Life & Administrative Services