

February 10, 2014

I am writing in support of the nomination of Alex B. Criswell for the Outstanding Student Employee of the Year Award at Purdue University Calumet. Since 2011, I have had the pleasure of interacting with Alex in the Office of Instructional Technology (OIT). I currently teach within the undergraduate and graduate nursing programs, with courses either completely web based or web supported for on-campus offerings. I am a frequent visitor to the OIT and interact with Alex on a regular basis. He is extremely knowledgeable, reliable, professional, and consistently goes above and beyond my expectations when providing assistance. As faculty, I am a content expert, not a technology expert! Alex provides explanations that are clear, concise, and facilitates actions leading to success in the development of course materials. He is intuitive and provides recommendations leading to greater clarity in the delivery of course content. He takes the initiative by researching options available to facilitate the delivery of course content.

Alex has not only provided assistance within his assigned hours at the OIT, but extends himself to offer "after hours" telephone or email support when I have literally panicked due to an IT problem experienced by either myself or a student. During a recent on-line graduate exam, I had 5 panicked students that contacted me after 7 pm, explaining that they had been "kicked out" of their exam! I was not able to open the exam back up for them and sent out an email to the OIT staff; I was literally praying that someone would be monitoring their email and reach out to provide assistance! It was not long when Alex contacted me and was able to talk me through what was needed! The students were then able to complete their exam! This is not the only time this has occurred! Over the past three years, Alex has responded to more than a few "panic" responses on a week end, during the MLK holiday, and after office hours! This is definitely going above and beyond the expectation of a student employee! I am now more than a little concerned to learn that he will be graduating! While extremely happy for him and this well-deserved accomplishment, I recognize that not all student workers have the work ethic and level of professionalism consistently displayed by Alex. It will be difficult to replace him!

Interprofessional collaboration is a requirement when successfully designing and offering courses within a web-based environment. Over the past few years, I have found that I can depend on Alex for consistent, high-quality work. I can think of no other student that is more deserving of the Outstanding Student Employee of the Year Award!

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