

March 29th, 2021

WSU Administrative Professional Advisory Council (APAC)

2021 Administrative Professional (AP) Contribution Award

Re: Linda Loos

Dear APAC,

Navigating the administrative and business processes within a university system can be challenging for even the most seasoned faculty. Knowing what forms should be submitted for what process during what timeline is often confusing and intersecting. As someone new to not only Washington State University, but also academia, I was (and sometimes still am!) overwhelmed and confused about the procedures I needed to follow for nearly everything. The administrative professional who served my Community and Economic Development Program Unit was willing to answer questions but was a state-length away from my me. I, however, was fortunate to find myself in the same office space as Linda Loos. To call her – and the support she provides – a lifesaver, is not an inflated statement. The service she has provided to not only me, but countless others, has been invaluable.

Regardless of the question, or how many times I have asked it, Linda has never been too busy to assist. This is despite the fact that she is responsible for addressing the myriad of administrative needs of more than 130 faculty, administrative professionals, and other staff. She is endlessly patient and willing to respond to my requests and queries. Linda takes the time to explain how a process works and communicates the complicated aspects in a clear and concise manner. Oftentimes, I would find the form or link already waiting in my inbox by the time I walked back down the hall to my desk! While I appreciate being reimbursed for travel expenses in a timely manner, more crucial to my success at WSU than any business procedure tip, was her assistance through the promotion and tenure (P&T) process. Linda, with the full support of her unit lead, was a flawless guide as I was advancing through P&T. And, it must be noted, that all of this has occurred despite the fact that I do not even sit within the Youth and Families Program Unit!

Being in the same office, I have seen firsthand the level of support Linda provides to the more than 130 faculty and staff in the unit she serves. I have also heard others state their appreciation for her work and expertise. The combination of her many years of experience, the wealth of knowledge she has built and retained over the years, and her commitment to help everyone – both within Youth and Families Program Unit and beyond – makes Linda a powerhouse asset to WSU and cannot possibly be overstated. She is truly the epitome of an exceptional administrative professional employee and I can think of no one I have worked with at WSU more deserving of the 2021 AP Contribution Award than Linda Loos.

Sincerely,

Rebecca Sero, Ph.D.

Evaluation Specialist & Associate Professor

WSU Extension, Community & Economic Unit

March 29, 2021

Dear Committee Members,

I am writing this letter in support of Linda Loos' nomination for the Administrative Professional Contribution Award. I have worked with, learned from, and respected Linda throughout the nearly 25 years I have work in Extension. Linda currently serves as the Program Administrative Manager of the very large Youth & Families Extension Program Unit.

Ms. Loos brings nearly 30 years of experience and skill to her position. She has coordinated and administered operations and programming support to County Extension Directors, District Directors, Extension Administration, and Program Unit Directors over the years. Linda not only fulfills her job duties with a standard of excellence that is unmatched, but she also continuously exceeds what is expected of her to ensure the continued success to the Youth & Families Unit. Ms. Loos is often able to pull off mini miracles because of the strong relationships she has forged across the university. Linda is one of the significant reasons her Unit is so successful.

Linda performs in exemplary fashion, juggling an immense number of responsibilities which amount to a very heavy and stressful workload. Despite this, Linda freely and willing steps up to share her vast depth of experience and institutional knowledge. Her assistance is often sought after by those in other Extension Units and programming. Linda is highly respected among her colleagues and has developed a positive reputation for herself, and for Youth and Families among Extension employees throughout the state.

Linda takes on leadership naturally, is self-motivated, and a very knowledgeable resource to many. The recent transition to Workday has not gone as smoothly as we all hoped it would. To assist with this transition, Linda has been a driving force in setting up and participating in daily Extension Workday Support Zooms. These meetings bring together the Unit managers for ANR, CED and its Centers (Ruckelshaus, DGSS, Food Systems, and Metropolitan Center), 4-H, the Energy Program, CAFRU, EFNEP, SNAP Ed, and the Western Center for Risk Management. This has been an extremely productive group that has supported and taught each other Workday skills that were not easily found in the modernization trainings or Knowledge Base.

Much of Linda's work takes place under stressful time limitations. This includes activities that are very important to all employees, but also in support of faculty career advancement. These responsibilities include payroll, annual reviews, and other HR responsibilities, but also includes supports to faculty and their directors in the promotion and tenure process. In response to these stressful time-limited activities, Linda has created efficient workflows, guides, and checklists which have benefited many. Despite those added efficiencies, Ms. Loos consistently puts in many extra hours each month that have amounted to countless extra hours over the years.

I honestly do not know how she does it all or what we would do without her. Linda goes above and beyond her duties to mentor many employees in their careers. To me, Linda has been an amazing and lifesaving (or so it feels like at times) resource. Linda is truly a dedicated WSU employee who takes pride in her work. I find it a pleasure and a privilege to work with her. Linda is an impressive individual with a unique combination of background and extensive experience. She is extraordinarily worthy of the Administrative Professional Contribution Award.

Please feel free to contact me if you have questions or would like additional information.

Thank you for your time and considerations.

Sincerely,

A handwritten signature in blue ink that reads "Cheryl Rajcich". The signature is written in a cursive, flowing style.

Cheryl Rajcich
Assistant Director,
WSU Extension Community and Economic Development

509.432.9836
cherylr@wsu.edu

March 30, 2021

Dear Administrative Professional Advisory Council,

Please accept this letter in support of Linda Loos as a very worthy recipient of a 2021 Administrative Professional Contribution Award. She exemplifies the definition of an Exceptional Administrative Professional.

Linda has eased the burden on all of us during a very hard year. She regularly goes above and beyond what should be expected of her, providing the foundational support to the Youth and Families Unit. She is the glue that keeps us together moving forward. If someone has a question regarding personnel, Workday, or any administrative function, Linda is the first person they think of who is both knowledgeable and helpful. She gets to every request as quickly as possible, and in super-human fashion. I do not know how she accomplishes all that she does.

Linda also serves a key role in supporting me and the SNAP-Ed program I oversee. As part of the Youth and Families Unit, SNAP-Ed is a \$5,000,000 annual grant made up of many parts. Administrative support for SNAP-Ed rested in Puyallup for many years. When the funder shifted the program to a regional model, that Puyallup hub of support was dissolved and many of those processes were moved to the CAHNRS Business Center. The key word here is many. Not all processes that happened in Puyallup were picked up by the Business Center. Linda immediately stepped in to fill the gap. This meant directly supporting 80+ SNAP-Ed program employees who need to be reappointed every year. This was on top of the work she was already doing.

Linda has been on the edges of the Workday rollout. During this time, she has acquired more Workday knowledge than anyone I know. She uses that knowledge to reduce the frustrations that many of us are experiencing. Each problem she solves feels like a mini-victory in this massive transition process. She gives us all hope.

These are the words I would use to sum up Linda: loyal, knowledgeable, patient, kind, supportive, determined, tenacious, unselfish, and humble.

She so deserves this award.

Thank you for your consideration

Lee Anne Riddle, MEd.
SNAP-Ed Administrative Manager
WSU Extension, Youth and Families Unit



WASHINGTON STATE UNIVERSITY
EXTENSION

WSU Extension Youth and Families Program Unit
COLLEGE OF AGRICULTURAL, HUMAN, AND NATURAL RESOURCE SCIENCES

March 30, 2021

Dear Committee Members,

I am writing this letter in support of Linda Loos' nomination for the Administrative Professional Contribution Award. I began working at WSU two years ago and she has been the most amazing mentor. I came into the position not knowing any of the WSU systems and she has taught me everything I know with the most positive, calm and humble attitude. She is always so willing to share her incredible knowledge with me and has made me feel valued and appreciated for all that I have taken on.

As the Program Administrative Manager of the Youth & Families Extension Program Unit, Linda continues to exceed what is expected of her which has made her unit one of the best. She juggles so many different responsibilities for the unit including managing the payroll, managing the faculty and staff annual review process, grant management, coordinating dept and state wide meetings, creating efficient processes, and training others. All of this is done with such high quality and strong attention to detail.

Having worked at the University for so many years Linda has built strong positive relationships with staff and faculty on campus and throughout the state. She is able to make things happen and get results quickly due to these strong relationships.

Linda has been a real superstar with the Workday transition. She spent many hours training and learning about the system before we even launched. She was instrumental in bringing several unit admin managers together on a daily basis so that we could share our knowledge and work through scenarios together. This has been so beneficial for all of us.

I have never known someone who works as hard as Linda. She continually works more than a typical work day ensuring nothing falls through the cracks. She is always going above and beyond her duties. She has been an incredible mentor and she deserves the College's AP Contribution Award.

Please feel free to contact me if you have questions or would like additional information.

Thank you,

Robin Scarlett

Robin Scarlett

4-H Youth Development Operations Manager

140 South Arthur, Suite 500, Spokane, WA 99202
509.358.7960 | Fax: 509.358.7979

Dear Administrative Professional Advisory Council Award Committee,

It is my pleasure to provide a letter of support for Linda Loos for the WSU APAC Administrative Professional Contribution Award. Linda is the Administrative Manager for Extension's Youth and Families Program Unit. I have known Linda since she began working with the unit in 2015, first in my role as a department-based Extension specialist and now as interim unit director. My prior impressions of and experiences with Linda of the support and leadership she provides to the unit have only been further reinforced by my interactions with Linda in my new role. In this letter, I would like to highlight Linda's exceptional contributions supporting unit functions, processes, and personnel and how these contributions support Extension efforts across the state.

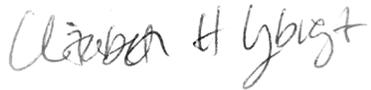
Linda really serves as the "grease" that keeps the unit functioning well. Her historical knowledge of WSU systems and operations paired with her network of colleagues across the university means she is the go-to person not only for the Youth and Families unit, but for employees across Extension. She is exceedingly competent in her ability to manage day to day operations and navigate challenges in areas including personnel (hiring, renewals, reviews, promotion, tenure); fiscal (set-up, compliance, management, and oversight); and other systems (e.g., Workday transition.) But Linda's contribution isn't limited to these tasks and skills. She has a broader picture in mind of what processes could and should look like to be more efficient and effectively articulates that picture to those around her. She has been invaluable during my transition into the unit director role and able to fill in the history and context around how and why the unit operates the way it does. Due to this, I would argue that Linda's role is more important than mine. At some point, the unit director will turnover to someone new but likely Linda will remain, ensuring consistency and continuity of unit operations.

I could fill pages with the skills and abilities Linda possesses. But it may be more effective to share a recent example. Although we are all looking forward to the possibilities of Workday, we knew the transition would be challenging. As expected of someone in her role, Linda has been actively engaged in modernization meetings and updates and effectively translates those for personnel in the unit. The structure within Extension is logistically more complicated than a typical department due to factors such as multiple funding streams and complex reporting structures. So not only did Linda need to understand how Workday would operate in general, she needed to understand how it would operate with all the nuances of Extension. As Workday came online, she increased Workday-related communications. She updated via email but also began updating at monthly Youth and Families unit meetings. As the need for Workday training and the number of questions increased, she moved to standalone Workday zoom meetings for the unit. Other units quickly learned of these meetings and we began to see participation from across all of Extension. Frequently, Linda will send out Workday-related messages to the unit that are used as a template for other units. This is just one example of how Linda has gone above and beyond what is expected of someone in her role. At this point, in my opinion, Linda is providing

leadership for all of Extension on the transition to Workday. This isn't something that was requested of her, but rather a need she saw and proactively addressed.

When I pull back and look at the big picture, Linda is more than deserving of the Administrative Professional Contribution Award. The unit director and personnel would not be able to do their job without Linda being as good as she is at her job.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth H. Weybright".

Elizabeth H. Weybright, Ph.D.
Interim Director, Youth and Families Program Unit
Associate Professor, Human Development