

March 29, 2021

Dear APAC Award Committee:

This letter is to support the nomination of **Lauren Jasmer for the Administrative Professional Contribution Award**. I have had the opportunity to work with Lauren in several of her positions within CAS. Whether as part of the Dean's office, the School of Language Race and Cultures and most recently in her role as the CAS Scholarship Coordinator, I have enjoyed the opportunity to work with Lauren. Regardless of the role she has approached her work with enthusiasm, dedication, and a team focus approach to make the product of each project and task the best possible.

When the decision was made to standardize the scholarship across CAS to bring a more even scholarship experience to both students and donors, we needed to find just the right person to help design and implement the program. During the interview process it was quite apparent that Lauren demonstrated the background experience with scholarships, strong CAS relationships, and desire to improve the scholarship process that she was the right candidate. In the almost two years since she started working with CAS scholarships full time I continue to be impressed by her dedication, problem solving skills, and zeal to continuously improve the scholarship process.

With all major changes there has been some bumps in the road and some individuals who were resistant to the new process. Lauren learned a lot and continues to improve the process and has maintained as a tireless champion of the students. She has developed relationships with the WSU Scholarship office that has resulted in processes that provide the schools and departments greater flexibility in how they support students with both scholarship and fellowship dollars. It has been impressive to see Lauren's growth in both her mastery of the scholarship process in CAS and at the WSU level, and her growth in working with her colleagues across campus. Lauren continues to take feedback from colleagues and takes the time to not only explain the process, but the reason behind the changes. She was able to navigate this largescale change in process even as the pandemic was impacting the entire University. While the response to the pandemic did cause delays and certain challenges Lauren's steady hand on the entire scholarship process allowed CAS to weather the storm and to show a dramatic year-to-year improvement in the number of scholarships awarded, percentage of available scholarship dollars utilized, and the number of students impacted. It truly is remarkable that she was able to lead such a largescale change to procedure with a positive outcome despite the challenges provided by the pandemic.

While not as easy to quantify we have heard from several donors that they greatly appreciated the improved student thank you letters and general communication regarding their scholarships. This came about by Lauren working closely with Denise Chaffins, CAS Events and Stewardship Development Coordinator. Together they are poised to have CAS lead the University in an overall scholarship donor experience. We are confident this improved donor satisfaction will lead to increased giving for CAS. This

will be measured over the years to come by looking at the expected increase in gifts to existing scholarship accounts.

I can think of no one more deserving of the Administrative Professional Contribution Award than Lauren Jasmer. I continue to be impressed by Lauren's skill, dedication, and enthusiasm for her work. I look forward to witnessing Lauren's career continue to grow. She truly is an example of a dedicated staff member who works tirelessly to make a positive impact for CAS students.

My best,

A handwritten signature in blue ink, appearing to read "Don Shearer", with a long horizontal flourish extending to the right.

Don Shearer

Sr. AVP, Constituent Development Units
Washington State University Foundation