

Carly Winetrobe

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Discipline | Empathy | Responsibility | Developer | Individualization

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To Whom it May Concern:

With almost seven years of experience in an academic learning center, I am a qualified higher education professional. In the future I would like to apply my experience and knowledge to a higher role within academic support -- specifically coordinating a first-year success program while supervising and helping to train team members. I am dedicated to supporting students achieve their goals. I know and understand there is so much more to being a successful student than going to class and completing homework. I embody crucial strengths that make me a successful academic coach and supervisor such as effective coaching strategies, reliability, and organization. I employ critical strategies in my interactions with students and staff that help foster a welcoming, productive environment. In addition to supporting students, I have helped to hire and train 12 other academic coaches on my team.

Through rapport building, active listening, empathy, and effective questioning techniques, I build and maintain thoughtful relationships with my students. Because of these skills, my students continue to meet with me. The students I work with have me as their academic coach for their entire first year, but I always let them know I am available for support beyond that. Over the years, over a dozen students reached out to meet with me beyond their first year. Follow up and follow through is very important to me. For example, if a student and I discuss a website or resource during our meeting, I will make sure to email them within 24 hours with the information we discussed. This action helps demonstrate my responsibility and reliability, but ultimately my commitment to student success.

In Spring 2018, I selected as the Learning Specialist hiring committee chair member. We were looking to hire nine new team members. As a very detail-oriented and organized individual, I was able to manage and prepare myself and the committee for numerous phone, virtual, and in-person interviews. The hiring process was extremely time consuming as it spanned about three months. Then, following hiring, all official documents needed to be filed and submitted to our Human Resources department. Because I maintained clear documentation and organization throughout the hiring process, the exchange of confidential materials was seamless.

My breadth of job knowledge and organizational skills were used again to pilot a new intervention/outreach initiative in February 2019. Based on students' scores from their first math exam in intermediate algebra, we collaborated with the math department to create an outreach plan. Students who received a D or E would be given the opportunity to replace an exam score by meeting with an academic coach (me) or one of two instructional specialists. To help coach and mentor the instructional specialists in effective strategies, I created a brief reference guide with critical competencies (like questioning techniques) and scheduled, organized, and facilitated an hour training with interactive components to help teach, model, and apply the skills.

I look forward to continuing the use my proven strengths of effective coaching strategies, reliability, and organization in my work at a public four-year university. In the future I would like to play more of a role in coordinating a first-year support program with supervising students and professional staff while planning and facilitating various trainings.

Thank you for your time and interest.

Sincerely,



Carly Winetrobe