

*Letter of Verification Example*

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# **JONES COMMUNITY COLLEGE**

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123 Evergreen Lane

Anytown, IN 12345

555/555-1234

October 16, 2004

Board of Trustees Bachelor of Arts Degree Program  
Western Illinois University

To Whom it May Concern:

I submit this letter to verify Ima Student's education, training and experience in management and organizational behavior in support of the prior learning portfolio she is submitting for Management 349, Principles of Management. I have known and worked with Ima throughout her entire career at Jones Community College. During this time, I held positions of District Director of Data Processing; Associate Vice Chancellor for Administration; Vice Chancellor for Student Services/President of Scott Community College; and Vice Chancellor for Academic Affairs/President of Jones Community College. Ima worked directly or indirectly for me as I served in several of these positions. I received my Bachelor of Arts and Master of Science degrees from Indiana State University in 1979 and 1982, respectively, and my Ph.D. in Higher Education from Indiana University in 1991. I retired in December 2003 after 35 years of service with the Western State Community College District. My last fifteen years were as President of Jones Community College.

The District and College committed to Continuous Quality Improvement (CQI) in 1992. We provided training for all full-time employees and followed with training for all new hires. The classroom portion included the theoretical basis (Deming, Crosby, Juran and others), teamwork, customer-driven quality, strategic quality planning, CQI tools (flowcharts, work process charts, pareto charts, data collection check sheets, nominal group techniques, etc.), empowerment, customer satisfaction and employee recognition. Application was through cross-transactional teams for the District and for each of the Colleges. Ima and I were participants in this training program and I found it to be effective and complete.

The District became a charter member of the Continuous Quality Improvement Network (CQIN) with twenty participating community colleges. Annual conferences provided seminars, sharing of experiences and a support network. Western State Community College District always sent a team of college and district personnel to these conferences and these team members then presented a seminar at one of our staff development workshops. Ima always participated in staff development workshop activities.

Ima fully participated in the Continuous Quality Improvement activities at Jones Community College. She conducted satisfaction surveys for her areas of responsibility (bookstore, business office, printshop and food service). She used CQI techniques to improve services and customer satisfaction in all of these areas. An example is the reorganization and remodeling of the bookstore facility to be more customer friendly and more efficient to operate. She also opened bookstore facility at our downtown Anytown location to provide better access to students at that location. This facility resulted in increased student satisfaction and revenues.

The District provided a management and supervision program for all employees who had supervision responsibilities. This program (Front Line Leadership Training) was the same program that the District provided for business and industry. The program covered a time period of about six months. Topics included planning, organization, and control Subjects such as employee motivation, employee recognition, effective communications (including listening skills), and conflict resolution provided a general understanding of the many skills required for supervision and management. Again, Ima and I were both participants in this program. I am aware that she applied the knowledge gained in her work as Manager of Auxiliary Services. She supervised about 10 employees in this position and was the college contact person for contracted food services.

Ima participated, as a member of the college council, in planning activities of the college. Goals were established, process was defined, responsibility was determined, and follow-up on activities was then done on a twice per year basis. An annual report of goals and accomplishments was made by the president to the faculty, staff and administrators of the college.

Ima attended numerous other seminars, staff development activities, and conferences of the National Association of College Auxiliary Services.

Ima worked with me to purchase and install new telephone systems for the three colleges of the District. This involved user surveys to determine needs and desires and to identify any problems with the current system; requests for proposals from vendors; interviews with vendors and review of their proposal; selection of a vendor and system; system installation and user training. Ima was responsible for this project with some guidance from me. She did a great job resulting in tremendous improvement in our telephone communications and savings of thousands of dollars in telephone costs. She attended classes on the operation of the phone system we implemented, provided user training, served as the District contact person for telephone services, and programmed the system to meet our needs.

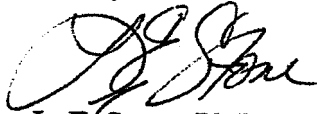
Ima managed services such as the bookstore, business office, and printshop. She served as the liaison with company that provided food service and as the district contact for telephone services. She scheduled building usage for events other than regularly scheduled classes and supervised the evening college assistant. She was involved in hiring, training, and evaluating personnel within her areas of responsibility. She maintained the emergency readiness plan for the college and conducted fire and tornado

drills each semester. She was responsible for budget development and control for her areas of responsibility.

Ima was a member of the District Ancillary Services Council, the College Council, and the Student Services Council. She also served on various committees at the college. Participation in these councils and committees was an excellent way to learn different management styles and different approaches to problem solving and decision making.

Ima has attained a high level of knowledge in the management and leadership area. She demonstrated her skills in the day to day operation of auxiliary services and in her participation on the councils and committees. Her planning and organizational skills are excellent. Ima was very committed to Continuous Quality Improvement and it was this commitment and dedication from Ima and other employees that resulted in the District receiving the State Excellence Award in March of this year. The Western State Community College District is the first college to receive this prestigious award.

Sincerely,

A handwritten signature in black ink, appearing to read "L. E. Stone". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

**L. E. Stone, Ph.D.**