

## **Veronica Abreu**

Student Services Advisor 3

Academic Affairs: Computer Science and Engineering

I am very proud to nominate Veronica Abreu for the Exemplary Employee of the Year Award. It is not hyperbolic to say that Veronica is among the most dedicated people I have ever worked with and a true stalwart of the population she serves. As the Undergraduate Affairs Manager in the CSE, Veronica has demonstrated extraordinary leadership in cultivating a unit that consists of a hardworking team motivated by common goals and shared values of student success, diversity, and inclusiveness. From, CSE Vice-Chair Christine Alvarado: "I cannot say enough amazing things about Veronica! Her initiative, commitment, organizational skill, and passion for the student experience has fundamentally changed our student affairs office, and her influence is felt throughout the department...I particularly admire her ability to work with faculty. She's not afraid to stand her ground when she knows what's best for students, and always brings the appropriate parties to the table and (somehow!) achieves consensus."

Veronica's reputation in the department is impeccable. She is regarded by faculty and staff as a fountain of knowledge, and she is considered a "go-to" resource among her colleagues, due to her encyclopedic knowledge of not only established policies and procedures, but also nuances, quirks, and subtleties that are unique to CSE. Scheduling and enrollment management are herculean efforts in CSE, due to our massive size (each academic year, CSE schedules upwards of 440 grad and undergrad courses with total enrollment in all CSE undergraduate courses exceeding 26,000) and the complicated logistics of appeasing myriad faculty requests for an array of instructional components. Veronica seems to have total recall of instructors' preferences and attributes that are unique to specific courses. Veronica's capacity for retention and her ability to intuit instructional and enrollment needs vastly reduces business process time and enhances our department's efficiency. As faculty member Mia Minnes describes it, "Veronica consistently surpasses all expectations...in addition to solving monumental scheduling and advising tasks each quarter, she finds time and energy to envision, invigorate, and promote programs that see students holistically and support their development on many levels."

Veronica's talent transcends "transactional" advising. Veronica and her team have taken the initiative to develop a mission statement for the undergraduate affairs unit, and they are working towards establishing advising outcomes and assessment methods. Veronica's prodigious talent and predilection for data analysis and assessment translated into her winning one of just ten nationally-awarded scholarships for the 2018 NACADA Assessment Institute. Veronica also received a scholarship for the Lean Six Sigma Green Belt Course at UC San Diego Extension for her commitment to efficiency and reducing waste in business processes.

Beyond her accomplishments in the realm of academic advising and student services, Veronica is also a distinguished leader. Intake advisor, Lindsey Adams, says, "Veronica is an example of not only a great leader but an amazing person. From my very first day here, she has worked hard non-stop to improve the department for our students and the staff. Veronica inspires the team to push for greatness, her compassion shows in her work and I am honored to have worked with her for these past few months." Intake advisor, Ana Lopez, notes, "Veronica always looks out for her staff's best interest in a very caring and loving way, I personally have experienced the extent of her kindness and will always be thankful for her support." Undergraduate advisor, Mary Angell, says that she has "never had a harder working, better supervisor before."

Undergraduate advisor, Courtney Campbell, perfectly encapsulates what makes Veronica exemplary: "Veronica has worked tirelessly from the moment she walked on campus...combined with absolute integrity, compassion, and creativity. The undergraduate advising program was in a state of chaos when she took her position...and she designed ways to provide students with the information they need to successfully navigate the university. She is constantly a champion for social justice - finding creative ways to better serve our underrepresented and first generation students. She is the kind of supervisor that encourages you to explore projects you are interested in or areas where you want to grow professionally. It is a little bit of a struggle to articulate how phenomenal Veronica is - I'm afraid it will sound like an exaggeration, but it's not."