

Nomination for Faculty Senate Staff Service Award.
Whitney Milliken, Academic Advising

It is my great pleasure to recommend for the FS Staff Award Ms. Whitney Milliken. Whitney has been in the Freshman Advising area at APSU for seventeen years. She is a consummate professional who is not only passionate about her work, but also has enormous compassion for our students.

Whitney regularly puts the good of her unit ahead of her own personal good. She shows up for after-hours events, comes in on Saturdays, she is always quick to offer help for anyone who needs it. She has frequently called me to ask for extra information about a student whom she is trying to help.

Whitney also expends enormous energy by providing personal, one-on-one help for students. I am not talking here about her regular advising appointments, although in those as well, she makes an extra effort to find out as much as she can about each student's situation before she begins the advising conversation. As one example of how far beyond Whitney is willing to go, I recently called her about a student who was experiencing some difficulties outside of school. Whitney met with the student not once but twice. The second time I was also in the meeting, and I had the opportunity to see firsthand Whitney's enormous compassion. The two of us sat with this student for about an hour trying to talk her through some very tough issues. In the end, the student left feeling much better, and is now committed to continuing her education here at APSU. Without Whitney taking the time to extend that helping hand, this high-achieving student would have left the university.

Honors and PELP students have priority registration, and Whitney has helped me with getting students set up to register well in advance of the deadline for priority registration. She is always happy to take a look at a transfer student's transcripts, for example, or speak with a graduating high school senior who is concerned about understanding how degrees are structured. Whitney is always ahead of the game.

In terms of unit activities, Whitney always contributes in meetings of the staff for University College. She regularly offers to take the lead on situations when someone has to step up and get the job done. Her comments in meetings provide a glimpse of a sharp intellect that is clearly focused on helping students succeed. Sometimes her suggestions deal with ways to improve the smoothness of the operation of the unit, but of course ultimately, those suggestions also benefit our students.

I cannot count the number of times that Whitney has called me for more information on a student who needs a little extra attention. She doesn't understand why anyone would do the minimum. I have worked multiple Saturday registration events in her room, and I have seen her constantly exceed expectations in dealing with students. Time and again at those Saturday registration events (formerly Govs ROW), she has stayed beyond the allotted time to work with

that one student who just needs a little extra TLC, a little more patience, a little more attention to get that registration locked in.

Whitney is one of the kindest, most patient, compassionate people on campus, and far too few people know that. Her diligence and attention to detail provide a model for all of us. Her thoughtfulness and regular attempts to circumvent problems before they arise demonstrate her passion for helping students find a path to success. Finally, I can't imagine a person with a more congenial demeanor! Whitney is really quick-witted, loves a good joke, and shares her smile with all those whom she encounters. She understands the significance of APSU and its mission to provide a great education to all those who walk in the door, be they high-achievers, first generation, or opportunity admits. She is definitely an Ultimate Gov!

For all these reasons, it is my great pleasure to nominate Ms. Whitney Milliken for the Faculty Senate Staff Service Award for 2024.

Sincerely,



Timothy F. Winters, Ph.D.
Director, The Honors Program and
The President's Emerging Leaders Program



Mickey Wadia, Ph.D.
Professor of English

Dametraus Jagers, Ph.D.
Executive Director of Student Success

