



*Susan Mickhail*  
*Student Staff Member of the Year*  
*Oakland University*

GLACURH RLC 2017  
University of Wisconsin LaCrosse  
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## Profile (About Susan)



*Nicknames: Mom, Susie, or Biscuit Cheeks*

*Major: Sociology*

*Netflix Choice: White Collar*

*Disney Movie: Moana*

*Daily Starbucks Order: Quad shot venti caramel Macchiato with extra Caramel drizzle and no foam.*

*Favorite Insta filter: #nofilter*

*Favorite Hashtag: #myawkwardlife #keeps scrolling*



## Home (Job Description)

*Making the halls Home with door decs, builtin boards, and love  
Acting as a mentor for residents with academic, personal, social,  
financial or other concerns*

*Spending a maximum amount of time on the floor, including each  
night in RAs own room*

*Fostering a community that is supportive to all residents by promoting  
acceptance and understanding of diverse backgrounds*

*Responding to situations at any time of the day and night*

*Planning and implementing programs to foster community and to  
educate residents on issues pertinent to their development*

*Participating in opening and closing the residence halls during all recesses*

*Holding regular floor meetings and assist with getting residents to building meetings*

*Supporting and enforcing all university and residence halls policies*

*Participating in an ancillary committee as assigned and assist with committee projects*



# Story (Above and Beyond)



*Susie's residents quickly become her family. They, as well as the campus community at large, call her mom because they know they can come to her for everything, from needing a heart to heart, a snack, to a shoulder to cry on. She has an open door policy and loves when residents come to her and talk to her about everything that is going on in their lives.*

*Susie has implemented a programming collective. Her Adulting 101 programs helped her freshman year students significantly with getting through their first year. These programs taught students about how to be smart with money, do their taxes, change tires, be smart with sex, and other things that you need to know when becoming an adult.*



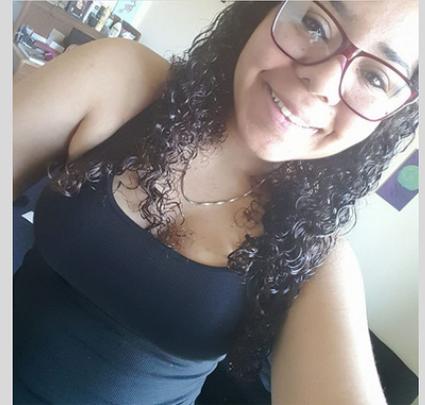
*Susie is very flexible with her staff and with her residents. She has no problem changing duty nights to help out a co-worker. She has also been known to schedule the times of meetings, programs, and floor dinners to fit into the schedules of the most residents. Furthermore, she will change program curriculum to whatever it is her residents feel they need to know more about.*



# Slide in them DM's (Impacts)



*Susie is making an lasting impact on housing by being the human resources development intern. In this position she co-runs a recruitment team that finds qualified undergraduate, graduate, and professional candidates to work for housing next year.*



*"Susan had helped me with all of the stress and complications with classes and roommates. I had never felt more secure in my place of residence than I had with her in charge of the floor, and with her available for help whenever I needed it...If it were not for Susie bringing us together on the floor, I wouldn't have made lifetime friends with almost everyone who also lived there. Susie helped us become not just a community, but a family as well...Susan Mickhail was an absolutely incredible RA and she inspires me to be a better person, and maybe one day become a Resident Assistant as well. One thing is for sure though: no one can do it as well as she can"*  
-April Sonnenberg

*Susie is great RA 10/10 would resident again*  
-Caleb White



## Verified (Awards)

- Susie has written campus winning OTM's for NRHH*
- Received The Heartbeat Award*
- Received the Leads From the Middle of the Pack Award*
- Received the Most Spirited Staff Member Award*



# Likes (Letter of Recommendation)



October 13, 2017

Dear GLACURH Regional Board of Directors, NCC's, NRHH-NCC's,

I am writing this letter to support Susan "Susie" Mickhail for the GLACURH Staff Member of the Year award. During this semester I have had the honor of getting to know Susie and supervise her in her role as a Resident Assistant at Oakland University. Susie regularly displays enthusiasm, passion, drive, and an innovative nature in the work that she does to serve her residents and peers.

Despite Susie preparing to complete her final year at Oakland University, she has taken on great responsibilities. One of the projects that I am currently working on with her is Undergraduate Recruitment for University Housing. Watching her work with her peers and her demonstration of confidence in the presence of senior staff members makes me proud to be able to work with her. Susie also is known to lead by example and push her peers to challenge themselves both in her assigned building and throughout the University Housing Department.

Susie has shown integrity and commitment to the goals of Oakland University Housing. Throughout our campus and beyond she is seen as an ambassador for the work that we are doing. While I am new to this department, it was made very clear across campus that Susie was a model student and employee of Oakland University. What I admire most about Susie is that she is supportive of her peers. Susie is always sharing advice on everything from running floor events to practicing self care and we appreciate her for that.

It is my pleasure to recommend Susan "Susie" Mickhail for the GLACURH Staff Member of the Year Award. I take joy in knowing that Susie will be one of the world changers in the field of Higher Education. Please do not hesitate to reach out to me if you have further questions about the great work Susie is doing at Oakland University.

Daisy L. Patterson  
Residence Director, Vandenberg Hall  
Oakland University