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ate Ford's rare combination of common sense, logical thinking, good judgement, enthusiasm, creativity, and great humor have been apparent since the beginning of her tenure at UVM.

As Office Manager in the Department of Residential Life, Kate handles all administrative aspects of the Marsh/Austin/Tupper residential complex. Kate has shown great attention to detail, a wealth of innovative ideas and a strong commitment to supporting our residents, while serving as the bridge between the many groups involved in those goals. Marsh/Austin/Tupper is unique because it is the only location operated year-round to provide housing for academic students, and because it assumes the immense task of mail

forwarding for all residential students during the summer months.

Additionally, Marsh/Austin/Tupper is the home of the Global Gateway Program (GGP), which began in 2013. New groups of international GGP students arrive three times each year with varied confidence in their verbal and written English abilities, in their skills navigating a complex bureaucracy in a second language, and in their comfort making friends across cultures.

For students sleep-deprived from travel and nervous about a new experience, walking into a confusing housing situation can be the last straw. Kate is welcoming, troubleshoots snags quickly, and is well organized to support students arriving to campus. Kate started taking Mandarin Chinese classes in order to communicate better with GGP students from China. A sign on her office door (in Chinese, of course) says, "I am learning Chinese. Please talk to me in Chinese." It's great to see how much these students appreciate her attempts to speak Chinese, even as they laugh and tell her—bluntly—that she's got a long way to go. Kate is a tireless advocate of "plain English" to help communicate more effectively with everyone, whether English is a person's first language or their third.

Kate has been the catalyst for innovation and improvements to better serve customers of our department. Kate has provided the department with the drive and energy needed to effectively handle a changing residential landscape through her time here. Her understanding of the UVM mission is proven by her commitment to serve the diverse student body that relies on her. Demonstrating Our Common Ground values of respect, integrity, innovation, openness, justice, and responsibility, Kate has a positive impact on her UVM colleagues and, most importantly, on our students.