

TO: University Community
FR: Ken J. Gilson, University Registrar
DATE: 14 January 2005
RE: Academic Service Representatives to Serve IL & FL
Degree Completion Students

In an effort to better serve our degree completion students and increase persistence to graduation, the Registrar's Office has established a five-person team of Academic Service Representatives (ASRs). Our Academic Service Representatives are Dawn Renta (drenta@nl.edu), Marianne Zurow (mzurow@nl.edu), Tiffaney Reynolds (treynolds@nl.edu), Joyce Wright (jvwright@nl.edu), and Sylvia Placek (splacek@nl.edu).

ASRs will be assigned to groups of degree completion students at the beginning of their program and remain in contact with them throughout their NLU experience, pro-actively assisting with course selection and ensuring that all degree requirements are met. ASRs will also work with our current degree completion groups in the same manner.

Students who wish to contact their assigned Academic Service Representative are encouraged to e.mail them at the addresses above. Students who wish to call should dial 847.947.5718 and the Registrar's operator will connect them with a representative, or log the message in our call management system for a return call.