

## *Student Safety Programs Briefing Memorandum*

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**TO:** SEOTY 2011 Committee  
**FR:** Sergeant Daniel Kolosovsky  
**DA:** 14 February 2011  
**RE:** Letter of Recommendation for: Travis Huhn

To Whom It May Concern:

Prior to recommending any student to this committee, I feel it incumbent upon me to give you insight into the challenges of and expectations for those who work at Student Safety Programs. This is especially of those those students working on the level of my Supervisor Team. The following paragraphs attempt to do this.

SSP is unlike any other student campus job opportunity at Marquette. SSP employs around 100 fulltime *students*, but only two fulltime employees (a program coordinator and myself). Students safely transport & escort over a quarter million individuals annually (almost 300,000 in 2010). Students answer phones, dispatch vans, and ensure that the Public Safety fleet & equipment is presentable and in good working condition. Students supervise and oversee daily (7am-6pm) and nightly (5pm-3am: to 4am on academic Fridays & Saturdays) operations, 7 days a week, including holidays & breaks. Students interview, hire, train, and recommend other students to work at SSP.

That having been said, my student employees are not just office assistants or extra help – they ARE the program. Student Safety is, in fact, Public Safety's best "crime prevention program", recognized both internally as well as by other universities who have assimilated parts or all of our Program into their campus safety programs.

Without these students there would be no Student Safety, no transports, no escorts, no "safe havens," no "extra eyes & ears" for Public Safety; in short, there would be a much less safe campus for those desiring to study, work, and "play" here.

Aside from being student owned-and-operated, SSP's identity and essential purpose is governed by the department's \***Five Imperatives** (see end notes) which parallel Marquette's Four Mission principles. These non-negotiable tenets ensure consistency of service and have proven to be important building blocks.

After the "SSP experience", I'm convinced that my employees, especially on the supervisory level, have received a working education in very practical and marketable people skills.

In this highly visible and extremely accountable organization you will find a very competent and caring individual – **Travis Huhn**.

Travis joined SSP in Fall 2007. He was initially hired as a LIMO Driver. In Spring 2008 he became LIMO-qualified. In the same semester Travis was also promoted to a Level II Safety Patroller in recognition of his ability to train and mentor new employees (Safety Patrol is a foundational, not just "entry-level" position for which all employees must qualify before moving on to other positions.) In Spring 2009 he interviewed for and was promoted to the position of Nighttime Assistant Supervisor, having gained the collective confidence of the Supervisor Team. In Spring 2010 Travis was recognized for his initiative & multifaceted abilities and promoted to three (3) extremely important positions:

- 1) Nighttime Field Supervisor;
- 2) Student Employment Coordinator; and
- 3) Computer Development Assistant.

As you can see, Travis has consistently "grown into" and gained experiential knowledge in every position he has occupied. This has not only been advantageous for him personally, but also for the Program professionally. Travis has used his insight and experiences on these different levels to become an excellent "go-to", resource person. Examples:

- "Uniqueness of Contribution":
  - In his position of Field Supervisor, Travis has taken the initiative to form and lead a committee made up of present supervisors, the purpose of which is to "enhance Supervisor involvement, raising the bar across every area of the Program" by;
    - Redefining job descriptions
    - Improving the bi-semester written employee evaluation system and
    - Assisting our Marketing Projects Coordinator with SSP's "25<sup>th</sup> Anniversary" celebration plans in 2011-2012.
  - As Student Employment Coordinator, Travis has
    - Trained another supervisor as SEC who 'shadowed him' during the Fall 2010 semester; that individual has now taken over the SEC duties in the Spring 2011 semester and beyond
    - Updated training guides & written exams for all positions and
    - Created folders on the SSP Supervisor SharePoint site (see below)

- Volunteered to be the departmental Computer Development Assistant, a position that was vacant for several years (see attached position description):
  - Having successfully handed off SEC responsibilities to another, Travis has shifted his area of responsibility to database creation and maintenance for both Student Safety and Public Safety SharePoint sites
  - This has tremendously improved & expedited departmental communications and
  - Effectively put our department's "green initiatives" into practical, daily usage.
  
- His professional demeanor:
  - Travis shares my vision and purpose of Student Safety Programs, namely, to provide the Marquette Community with consistent, reliable, and ready-accessible & safe transports.
    - In Travis' Fall 2010 Supervisor Written evaluation I wrote the following: "You are a man of many talents which is obvious to me and others when assessing your assignments. As we've discussed in the past, you have truly made the transition from being concerned about shift operations to that of Program needs & concerns. Since you excel in taking ownership, I strongly encourage you to help me build ownership into the Supervisory Team through training opportunities as well as better integration of "Action Officer Duties" (i.e., each supervisor has responsibility for being a Contact Person & Oversight of operational different areas) at meetings and on shifts."
    - Travis willingly helps on short-staffed shifts without complaint or thought about "inconveniencing his personal life".
  
- His reliability:
  - Travis has never been absent from his shifts and often offers himself as a replacement for another supervisor when necessary.
  - At our weekly supervisor meetings he can be depended upon to come up with solutions or options in keeping with our mission.
  - Travis has often come in outside of his "office hours" and assigned shifts to follow-up on assignments and/or to just check-in with me to see how things are going.
  
- His initiative:
  - Travis is presently working on an "Employee Plan for Improvement" that supervisors can use as a "pattern" when assisting struggling individual employees to go from "ok to better" in their area(s).
  - In Fall 2010 when we incorporated "Valley Fields" transports into our general nightly operations, Travis was instrumental in assuring this

additional service did not negatively affect transport times & service to the rest of campus. His hard-earned respect as a supervisor and his dedication to "making this work" made for a seamless transition and now, and into the future, "operationally possible" Valley Fields transports.

- He is working to improve upon our dispatch database to better utilize our recorded statistics as well as simplifying & streamlining the task of a student dispatcher – example:
  - Annually, student dispatchers receive over 100,000 phone calls for service which then need to be 'dispatched' over the radio to LIMOs for service
  - Presently, dispatchers use a two-step process to 1)enter individual calls & then 2)time stamp the call. Travis is working on saving the "second step" and making the "time stamp" an automatic function, thus cutting dispatch time in half.

In conclusion Travis is very approachable and amicable. His talk is the same as his walk and what you see is what you get; he is not at all phony or pretentious.

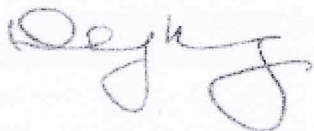
As manager of SSP, my greatest challenge is to employ the caliber of student who is a cut above others in their attitude, their dedication level, and is able to deal with a wide variety of "people issues" without getting "emotionally pulled down or sucked in" in the process.

Travis is such an exemplary employee. His maturity is beyond his years and his transparency of character and respect for his position duties & others is above reproach.

It is my privilege and honor to nominate him as the 2011 "Student Employee of the Year".

Should you need to contact me further, please don't hesitate to do so by either phone (288-3193) or email ([Daniel.kolosovsky@mu.edu](mailto:Daniel.kolosovsky@mu.edu)).

Respectfully submitted,



Sergeant Daniel J. Kolosovsky  
Manager, Student Safety Programs