



CALIFORNIA STATE UNIVERSITY, FULLERTON

Housing and Residence Life

1509 E. Campus Drive, Fullerton, CA 92834 / T 657-278-2168 / F 657-278-3994

March 6, 2015

It is an honor to write a letter of reference for Ms. Jocelyn Frierson. I have known Jocelyn since the spring of 2013. In that time, Jocelyn has served as a Senior Titan Ambassador (2013-present), Senior Information Specialist (2013-present) as well as a Resident Advisor (2014-present). In addition to her leadership roles within New Student Programs and Housing and Residence Life, Jocelyn has served as a Teacher's Aide/Assistant at both Cal State Fullerton and Richman Elementary School as well as a student leader in several organizations dedicated to serving the needs of children. It should be noted that Jocelyn has maintained a cumulative grade point average of 3.90 while serving in these various leadership positions at Cal State Fullerton and in the community. Taken together, it is clear that Jocelyn has demonstrated excellence both in her curricular and co-curricular endeavors and has a solid foundation for a graduate program such as yours.

Jocelyn is a responsible, caring and enthusiastic leader who follows through on her commitments with a level of maturity and professionalism beyond her years. In her roles as an Information Specialist and Titan Ambassador, Jocelyn excels at building relationships with professional and student staff members, as well as the 30,000+ guests who utilize the information center and campus tours program each year. Jocelyn also has an innate ability to observe behavior in groups and then follow up with feedback to help improve team dynamics and productivity. Due to superb interpersonal skills, as well as a genuine concern for the welfare of others, Jocelyn provides quality customer service within the office of New Student Programs that helps ensure a wonderful experience for all concerned. It should be noted that this level of service is such that Jocelyn has been called upon to serve as a "Senior" member of both teams in order assist with the training and mentoring of new Information Specialists and Titan Ambassadors. Taken together, these experiences have made Jocelyn an invaluable member of the New Student Programs student leadership team.

In addition, in her role as a Resident Advisor, Jocelyn is willing to share from her own experiences and build relationships with her diverse group of residents in order to foster a greater sense of community and trust on her floor. In doing so, Jocelyn helps connect the students to involvement opportunities on campus which in turn helps ease their transition during their first year here at Cal State Fullerton.

In closing, I believe that Jocelyn is a highly qualified candidate who is genuinely concerned with creating a positive, student-centered environment while serving as an encouraging, mature and professional representative of the educational institutions that she serves. As such, it is my hope that Jocelyn will be given serious consideration for this year's cohort. If her experiences at Cal State Fullerton are any indication, she would certainly add a great deal to the program. If you should have any questions, please do not hesitate to contact me at (657) 278-4380 or larrymartin@fullerton.edu.

Sincerely,

Larry R. Martin, M.Ed.

Interim Director, Housing and Residence Life

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