

232 Shillings Chase Drive
Cary, NC 27518
December 9, 2018

Nominations Committee
Association for Institutional Research
1983 Centre Point Blvd. #101
Tallahassee, FL 32308

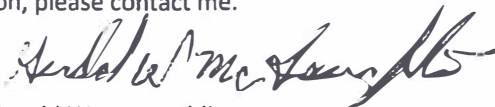
Dear Colleagues,

The purpose of this letter is to nominate Glenn W. James for the AIR Outstanding Service Award for 2019. This nomination is based on his meeting and exceeding the criteria for this award.

1. **Membership:** Glenn has been a member of AIR since 1984. In addition, he has been a member and provided leadership in The Southern Association of Institutional Research, where he served as Program Chair and President; The Texas Association of Institutional Research, where he served as Program Chair and President; and the Tennessee Association of Institutional Research, where he served as Program Chair and President. In addition, he has held numerous positions of leadership and service in all four of these associations of Institutional Research.
2. **Not on the Board of Directors:** He is not currently a member of the Board of Directors nor a candidate for the Board of Directors.
3. **Have a substantial record of participation in AIR Activities:** Glenn's participation has been significant in both the scholarship of the profession and association, in the mentoring of junior colleagues, and in service and leadership on various committees and in positions of leadership. In addition to providing leadership in the professional development and in the strategic direction of the association and the profession as noted in item 1 listed above the following are some highlights.
 - a. In scholarship and professional development, he has made over seventy presentations and publications. These have included numerous international and invited presentations. This also includes workshops and panels where he has provided insight into the development and practice of Institutional Research.
 - b. In service to the profession, He has been active in several state associations, in a regional association, and in the national association. In all of these organizations he has been involved as a member and a chair of numerous committees. These memberships are provided in more detail in his attached vita. Also, as noted above, in both state associations, the regional association and the national association he has served on their executive committees, been active in developing their annual forums, and has served as president.

The excellence of his service and his leadership has resulted in his receiving recognition in the state and regional associations. What does not show in his vita but is part of his service is the positive and supportive nature of his contributions where he has mentored and encouraged numerous professionals who are learning about institutional research. This mentoring has been in the professional associations and in his service to higher education through his positions of increasing responsibility and his service on numerous institutional committees and workgroups.

I have known Glenn since he was a graduate student at Virginia Tech, working in our office. I feel that he is very deserving of this recognition for his service and leadership. His selection will recognize the quality of his contributions and will demonstrate the purpose of this award to the membership. If you have any questions or if I can provide additional information, please contact me.



Gerald W. McLaughlin
Outstanding Service Award (1992)



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

December 16, 2018

Dear Colleagues,

This letter is in support of a nomination of Glenn James for AIR's Outstanding Service Award. I have known Glenn for nearly twenty years, through AIR and SAIR. I have also had the pleasure of interacting with him through TennAIR and various state of Tennessee meetings for nearly seven years.

Glenn has been an extraordinary leader within our profession. He has contributed by presenting at many conferences, volunteering for conference committees, award or paper judging, and other areas. He has served on the board at the highest levels for AIR, SAIR, and TennAIR. Most importantly, he always makes time to mentor newcomers or help with anything that his staff or association members ask for. I have witnessed him interacting with many folks in this capacity, and his non-judgmental friendly demeanor puts all of them at ease. This is leadership at its finest.

In addition to directing an institutional research office, Glenn has been a faculty member and has published articles and contributed to the understanding of our field. His knowledge of strategic planning and accreditation has also been acknowledged.

SAIR recognized his leadership, research, and service several years ago by bestowing on him the Distinguished Member award – only the 14th such person recognized in its history. Given his high level of service to AIR, it is fitting that Glenn James be given strong consideration for the Outstanding Service Award.

Sincerely,

Denise Gardner
Assistant Provost and Director of Institutional Research and Assessment,
University of Tennessee - Knoxville
AIR member since 1996
SAIR Distinguished Member

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2538 Dunford Hall, Knoxville, TN 37996-4060
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Flagship Campus of the University of Tennessee System 

Richard Howard
907 Calton Hill Ct.
Cary, NC 27511

December 13, 2018

Nominations Committee
Association for Institutional Research
1983 Centre Point Blvd. #101
Tallahassee, FL 32308

Dear Colleagues:

The purpose of this letter is to support the nomination of Dr. Glenn James for the AIR 2019 **Outstanding Service Award**. During his career, Dr. James has demonstrated outstanding service to the Institutional Research profession and a number of professional organizations that support the professional development of institutional research practitioners at the state, regional, and national/international levels.

Specifically, Glenn has served as president of two state IR organizations (Tennessee and Texas), regionally, the Southern Association for Institutional Research (SAIR), and nationally, the Association for Institutional Research (AIR). It is impressive that he has risen to elected leadership roles in each of institutional research professional organizations in which he has been a member. It should also be noted that in each of these organizations, before being elected president, he chaired and served on committees that defined and provided various professional development activities to the organizations members.

Glenn's profile of service to AIR is singularly impressive. His roles have encompassed virtually every aspect of the governance of the Association. In addition to his three-year presidential service (in which he served as chair of the committee to select an Executive Director for the AIR central office) his Executive Committee/Board of Directors service has included: Treasurer, Associate Forum Chair, Board of Directors Member at Large, Associate Editor of the *Professional Files*, Chairperson of the Financial Advisory Taskforce, and a number of other leadership and member committees (see his vita). In my 40+ years as a member and past President of AIR, I have not seen service this extensive --- indeed outstanding.

While very active in institutional research professional associations, Glenn has also maintained a presence in professional organizations that are related to the profession of institutional research including EDUCAUSE and the Society for College and University Planning (SCUP). In addition, he is currently serving on the Advisory Board of the Consortium for Student Retention Data Exchange (CSRDE). These and other

professional activities, as outlined in his vita, reflect an active and involved institutional research professional.

My enthusiastic support of the nomination of Dr. Glenn James for the 2019 **Outstanding Service Award** is based on his significant leadership and extensive contributions to all institutional research associations of which he has been a member. In particular, his service to AIR has been a positive impact on the Association and its members for over 20+ years.

If you have any questions, please do not hesitate to contact me.

Regards,

Richard Howard

Richard D. Howard

Outstanding Service Award, 1997



Birmingham-Southern College

December 12, 2018

Association for Institutional Research
1983 Centre Pointe Blvd. #101
Tallahassee, FL 32308

Dear Members of the Awards Committee:

I am writing to support the nomination of Dr. Glenn W. James for the 2019 Outstanding Service Award of the Association for Institutional Research. Glenn has been my colleague for more than 30 years. From the time I met him when he was a graduate student at Virginia Tech, to his last 20+ years at Tennessee Tech, Glenn has been a model member of the Association. He has served the profession at every stop in his professional career. From Texas to Tennessee, from the southern region to the international level, Glenn has volunteered his time, knowledge, and experience to further the profession and AIR.

Glenn has supported the work of AIR by serving in Board of Directors positions several times. He served as treasurer, board member during the transition to policy governance, vice president, president, and past president of the organization. During these terms he has always handled the responsibilities with tact, diplomacy, and wisdom. From personal experience while serving with him on the Board of Directors, I know that Glenn was faced with the daunting task of leading a search for the new Executive Director of the Association. He took on the challenge and succeeded in directing the search committee to identify an outstanding leader for AIR and its staff.

But it hasn't only been in elected positions that Glenn has served. He worked as associate editor of both *IR Applications* and the *Professional File* for a number of years. He reviewed numerous grant and presentation proposals over the years. He chaired proposal reviews of program tracks for the Forum and is himself a frequent presenter. His work is found in the *IR Handbook* and in many other hard-copy and online publications of the Association.

These statements highlight the fact that Glenn has given immensely to the Association. He always produces quality outcomes in what he undertakes. Above all of the tangible evidence of his contributions to AIR, he is a person who reaches out to the members and encourages and supports them. He is genuinely committed to helping others become successful and engaged in AIR. What an outstanding example of how someone can serve the organization - building up those who come behind us for the purpose of continuing to strengthen the Association and the profession! I know of no one else who exemplifies this type of outstanding service. I urge you to award the Outstanding Service Award to Dr. Glenn W. James.

All the best,

A handwritten signature in black ink that reads "Debbie Dailey". The signature is fluid and cursive, with the first name "Debbie" and last name "Dailey" clearly distinguishable.

Debbie Dailey
Director of Institutional Research and Effectiveness
Birmingham-Southern College