

Dear Hiring Manager,

It is my pleasure to strongly recommend Lauren for a position at your company.

I am Dr. Jack Labriola, current Senior Researcher at Truist, and former Assistant Professor at Kennesaw State University in the Technical Communication and Interactive Design (TCID) Department where I met and taught Lauren as a student.

Lauren was a major in the department and a student that I had the pleasure of having in several of my courses, including two senior-level classes: Usability Testing and our Senior Capstone and Portfolio course. Lauren is a student who uniquely stood out amongst her peers in every one of my courses, no matter the topic or project asked of her. During our time together, Lauren displayed great strengths in communication, design, research, and analysis. When I first had Lauren in my Usability Testing course, I was immediately impressed with the quality of work that she would submit, her eloquence when she wrote or spoke in class, and her attention to detail in every assignment she completed. When I had the pleasure of having her as a student in a second course, she quickly stood out as one of the top students in the Capstone course and immediately left her mark again.

With that in mind, I want to take a moment to talk about Lauren's strengths from the Usability and Capstone courses.

In our Usability Testing course, I require my students to read and learn about a variety of research methods as well as write a variety of documents: a usability test plan, a proposal, a report, and a presentation. Even though this was Lauren's first official class in usability, she used her experience and knowledge from her interaction design courses to continually ask smart, articulate questions about the different methodologies that we would discuss, and how they could impact the design process. During one of our first projects (a heuristic evaluation), Lauren flashed moments of her interest and passion for UX design when I saw the way that she evaluated her chosen project across Jakob Nielsen's 10 usability heuristics. In fact, she brought to light so many things that even the most seasoned UX researcher might have missed. Her

determination to go above and beyond our basic class overviews of topics showcased her strong work ethic and focus inside and outside of the classroom.

A few semesters later, I had Lauren as a senior in our Capstone course, where she and her team developed one of the most unique projects/designs I had seen in the class: the “Midas” app. This app was meant to tackle something that may seem intimidating for some – investing – with the goal of making it easy for all types of people to understand and be a part of any time they had purchased something online.

What I saw in those class meetings was not just the smart, hardworking student that I had seen a few semesters prior in my Usability course – here I saw a student eager to continue take on a leadership role and take all the students on her team to new heights. As both a leader and a designer on her team, Lauren worked to ensure that each phase of the goal-directed design process was given the attention it deserved, made sure that each of her team members were working diligently, and she made sure that whenever there were questions that needed answers, that she was the one who took on that burden. All that work culminated in one of the most unique team projects of the entire course, and something that once again set her apart from her peers. The way that Lauren understands the goal-directed design process, how she advocates on behalf of her users, and how she builds a complete user experience is something that some of my current colleagues who have been in the industry for years are only starting to grasp.

While the commentary on Lauren’s classwork above demonstrates her determination to master the content and skills in my courses – it’s not just the work that Lauren did in class that impresses me – it’s her intellectual curiosity that impresses me most. Lauren and I have had many conversations outside of the classroom that have been driven by her curiosity to dive deeper into a topic, concept, or method that was discussed in class or something related that piqued her interest. I believe that her continuing desire to learn, understand, and perfect her craft are invaluable assets to have in an employee for your company.

If you need more information or would like more specific examples, please do not hesitate to contact me at 631-827-8873, or by email at [jt.labriola@gmail.com](mailto:jt.labriola@gmail.com). As a recommendation letter

may only provide a brief snippet of Lauren's talents and qualifications, I would be happy to elaborate further on my time working with her in my courses.

Sincerely,

*Jack T Labriola*

Dr. Jack T. Labriola

Senior Design Researcher I

Truist