



THE NATIONAL GRADUATE SCHOOL OF QUALITY MANAGEMENT

186 Jones Road, Falmouth, MA 02540 | 800-838-2580 | f: 800-838-2581 | www.ngs.edu

January 22, 2018

Dear NGS Faculty:

Friday, January 26, 2018 is my last day of work at NGS. It has been a pleasure working with you as part of the NGS academic team. I will reflect back on my tenure at NGS as a positive one because of my time with you as colleagues. It was the teamwork that allowed me to promote improvements to the curriculum, resources, and delivery of content. It was your feedback that helped me to meet your needs and the needs of our students. Your support, dedication, and service to our students and the school provided the foundation from which to build upon and I thank you for this.

What are the greatest accomplishments over the past few years? There were curricular updates to improve the academic rigor; faculty trainings; revisions to evaluations and contracts; improvements to student resources; and last but not least, communication. I hope you feel that I was your face, voice, and advocate. I enjoyed hearing from you and working on the individual academic or student service issues. I also hope you saw me as a “hands-on” administrator not timid about attacking the hard problems. Since my first day I always boasted about our faculty. You were the content experts and practitioners, but also good teachers. You examined the End of Course Evaluations to use sound reflective teaching practices to improve. I only wish there were more hours in the day to continue my punch list which included more curricular updates, professional development, faculty trainings, and opportunities to guide you with your teaching.

I enjoyed interacting with each of you and my favorite time of day was speaking to you on the phone or through a webinar. It was exciting to meet some of you in person too! For those who had the opportunity to get to know me a little better, I am confident they would share that I am as enthusiastic and outgoing in person as I sound on the phone. I also have a very special thank you to those that did not complain about listening to my curling and golfing stories.

My time at NGS holds a special place in my professional journey and as one who reads a great deal, I'll say that I am moving onto another chapter in my book. Thank you for letting me serve as your Dean; it has been my distinct pleasure. I wish you all the very best in your professional and personal endeavors.

Sincerely,

Eileen C. Sullivan

Past Dean of Academic Affairs and Student Services

*“What we call the beginning is often the end. And to make an end is to make a beginning.
The end is where we start from.”*

T.S.Eliot

“A teacher affects eternity; he can never tell where his influence stops.”

Henry Adams