

October 24, 2011

To Whom It May Concern:

I am pleased to recommend in the highest possible terms Julie Stoller, who worked for and with me from February through June 2011, as UMass Boston went through the excruciating process of switching to a new web design for the entire University. The problem we faced was that the web design contractors and the university faculty did not speak the same language. As Associate Dean for the College of Liberal Arts, I was in charge of facilitating the transition for our seventeen academic departments; as an English professor I was acutely aware of the language/conceptual problems. What we needed was someone who knew both languages and ways of thinking and could translate for us. Specifically what we needed was a person who could write the content inventory, a map that would provide a guide for the migration of our data in the way we wanted it to appear into the new format, which was, sticking with the metaphor, another country.

Once Julie started to work with me, the entire process became much easier. She understood intimately the technical aspects of web design, and she was at the same time a literate person who understood the faculty's concern about language and text. In addition to the specific knowledge she brought to the task, one of Julie's strengths was her ability to listen carefully to what the faculty and administration of the College of Liberal Arts considered important and to help us figure out a way to turn that into a design that worked for us.

Julie and I spent hours going over the map for each department and program in the College; it was a very productive working relationship and I feel like we both learned a lot in the process. Julie then would liaison with the technical people and the design people, translating to them what I had communicated to her that the faculty wanted. As the content inventory for each department developed, Julie often communicated directly with the Chairs of departments or faculty webmasters, all of whom were quite pleased with her work and with the clarity with which she explained what were to most of us foreign concepts and terminology. And with her ability to then explain to the technical people what we saw as essential.

Julie is an extremely hard worker. Her work was clear and complete and done in a timely manner. She was diplomatic and effective in communication. She found ingenious solutions to difficult problems. I appreciated her work a great deal and would hire her again in an instant if the need for her skills arose. Let me know if I can be of further help.

Sincerely,

Pamela Annas, Professor of English  
Associate Dean, College of Liberal Arts  
University of Massachusetts Boston  
(617)287-6500