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Deakin Hallmark Excellence in Leadership: Statement in support of Juliet Bao Ngoc Doling

I am writing to support an application from **Juliet Bao Ngoc Doling** for a Deakin Hallmark Excellence in Leadership. I know Juliet through my role as Peer Support Programs Coordinator (PASS) in the Academic and Peer support Services, Office of the Dean of Students at Deakin University.

Juliet is currently employed as a casual PASS (Peer Assisted Study Sessions) Leader and has worked in this role since Trimester 2 2022, and I have been directly supervising her work in the program over this period.

PASS is a peer-led group study program that supports student success in challenging units of study, assisting them to develop effective study skills as well as communication and problem-solving skills, while interacting and engaging with the academic content. Whilst the program is predominantly focused on supporting students academically, it also plays a major role in building social connections amongst students and linking them to various strands of university life and support services.

Juliet has been facilitating weekly online PASS sessions in SLE123 – Physics for the Life Sciences (Trimester 2 22 and Trimester 2 23) and in SLE103 – Ecology and the environment (Trimester 1 23), as well as managing the asynchronous Facebook discussion groups for these units.

Juliet demonstrates an underlying passion for her role and a sound understanding of the Students Helping Students Good Practice Principles. She has shown great skill in facilitating PASS sessions, ensuring participants remain connected with the unit content in an interactive, engaging, and fun way and that the session activities are all about the students and their needs.

Juliet also has the ability and skills to create a comfortable, friendly and inclusive atmosphere for the students. She uses rapport, encouragement, and her well-developed communication skills to support her students, as well as employs clever questioning techniques, which allow her to elicit rather than dominate. She also actively listens and encourages students to share and discuss ideas, which enables them to feel safe to make mistakes, to develop confidence in their own academic abilities and to succeed in their studies. These all indicate a strong understanding of the content she is facilitating and her leadership skills.

Juliet has grown in her mentor role over the 3 trimesters she has worked in PASS and has been a positive and proactive member of our team. Her growing confidence in supporting students has seen her develop into supporting other PASS leaders in their roles, as well as assisting with the induction of new PASS Leaders, including co-facilitating the PASS training of new leaders in Trimester 2 2023.



Juliet has worked and volunteered in a number of other Students Helping Students roles and programs across the university and has used her accumulated knowledge and skills to lead and support both current and future students, as an Orientation Ambassador, Deakin Talent Ambassador, DUSA Crew Volunteer, as well as welcoming prospective students during Deakin Open Days and promoting PASS and other Students Helping Students programs during O week, all of which demonstrate her genuine interest in and commitment to the Deakin student community, as well as her leadership qualities and skills.

Juliet is also a Deakin Vice-Chancellor's International Scholarship Student who has been the recipient of a number of awards and recognitions of her high academic achievements, including The Deakin Residence SEBE Academic Award in 2022 and the SEBE faculty Associate Dean Research Summer Project Prize in 2022.

Juliet has developed strong professional working relationships with both the PASS team and the unit chairs whom she works with, regularly communicating and updating staff on her PASS sessions, the students' difficulties, and appropriately seeking staff feedback and suggestions.

Juliet has shown herself to be an organised, mature, reliable, dedicated and reflective PASS leader, who conducts herself with integrity and in a professional and courteous manner. Participants' feedback from Juliet's sessions has also been overwhelmingly positive, including high praise for her passion, organisation, engaging activities, and her approachable nature.

Juliet is a highly valued member of the PASS team and based on the contribution she has made to the PASS community, to students' engagement and success, her performance and leadership as a peer mentor, her achievements, and personal qualities, I highly recommend her for an Excellence in Leadership Hallmark.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Noam Perl".

Noam Perl-Gurovich
Coordinator, Peer Support Programs (PASS)
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