

Professional staff profile:

Nadia Redman

Some folks at ELI believe Nadia Redman, assistant director of admissions and recruitment, has a magic touch: a few short months after her arrival in February 2008, the Institute's enrollment doubled.

Redman herself humbly attributes the ELI's success to its commitment, as captured in its mission statement, to "meet or exceed our students' expectations for developing their linguistic, academic, and professional skills." It was precisely this positive attitude that drew Redman to the ELI in the first place.

Living in Quebec, Redman had experienced firsthand the nation's passionate debate around language learning. In Quebec Province, official policies put up roadblocks to becoming proficient in English. For example, a child of French-speaking parents is not allowed to enroll in an English-speaking public school.

"This and other measures send the message, 'No, you can't learn English.' In contrast, the ELI's message is, 'Yes, you CAN! And we will do our best to help you,'" explains Redman. "This is an attitude that completely resonates with me—and I'm the one that gets to travel internationally to help make it happen!"

"Nadia's exuberance for languages and all things international—as well as her fervent belief in the outstanding quality of an ELI education—make her an ideal marketing ambassador, not only for the Institute, but for the University as a whole," said ELI Director Dr. Scott Stevens.

Redman has attended international student recruitment fairs in nine different countries from Asia to South America and Europe, representing the ELI to answer the questions of potential students. While in the home office, she daily answers dozens of email, phone and even walk-in inquiries.

On the admissions side of her duties, Redman coordinates document creation and collection and enters students into the ELI and UD database systems, assisted by a staff of six. In addition, she reserves 10 hours a week for student advisement, especially on visa issues, educating each student on the requirements of his/her particular visa status.



Ambré Alexander

NADIA REDMAN

It is the "people side" that Redman loves most about her job.

"I love working with students from all backgrounds, languages and countries," she says.

Her own background lends itself to appreciation of diversity.

"My family is from Barbados, and I'm multiracial. I have both American and Canadian citizenship. I speak four languages. My undergraduate degree [in international business] was from an American university, while my MBA [in international management] was from a French-speaking university in Quebec. I'm a native English speaker married to a native French speaker. My British friend, Ross Holmes, calls me the ultimate multiple box ticker!"

What lured to Delaware a woman whose roots stretch from Barbados to Canada? A love story. While at the University of Laval, Redman met and fell in love with fellow student Mathieu Plourde. Plourde was later offered employment as an instructional designer at UD, and Redman followed to remain close to him. It was later that she connected with the ELI.

"The ELI staff and faculty welcomed not only me but my fiancé—we hit it off with everyone," she says. "We started off knowing nobody in Delaware, but when Mathieu and I got married, practically the whole ELI admin staff attended the wedding. Now we feel like we really do have a family here in Delaware." *SP*