



It is with great sadness that I inform our professional community of the passing of our beloved Crown Jewel of Texas, Gladys Shaw. She joins her beloved husband Howard who passed away July 29 of this year. Gladys is survived by her children Kimberly, Kia, and Katherine, seven grandchildren, eight great grandchildren, as well as all their spouses, partners, and extended family members.

Gladys has been a colleague, mentor, and friend to so many of us throughout America and one of our most precious resources. Early in her career, Gladys realized that high school students in the El Paso area were in need of mentoring and encouragement to access postsecondary

education. In 1967, Gladys began directing and improving programs for the University of Texas at El Paso (UTEP) as the Associate Director of Upward Bound, a federally funded, compensatory summer bridge program for at-risk youth. UTEP adopted her model, which is still in existence today. In fact, the Upward Bound regional director from Washington, DC, brought other program directors to UTEP to learn about its delivery methods and curriculum.

Beginning in 1992, Gladys taught developmental courses at El Paso Community College, and from 1982 to 2001 she directed UTEP's Tutoring and Learning Center (TLC). The center received three national awards because of her leadership.

Since 1993 and through her semiretirement, Gladys directed Student Support Services at UTEP, another federally funded compensatory program that supports at-risk and first generation undergraduates through tutoring, advising, and cultural enrichment activities. These programs have been vital to the El Paso community, helping students to enroll in and graduate from college.

Not surprisingly, Gladys took what she had learned from her years of experience and found ways to educate other learning assistance professionals through her groundbreaking, long-term leadership. She co-founded CRLA's International Tutor Training Certification Program, which was the first effort by an academic support association to establish standards of performance. This program, under Gladys' chairmanship, is the standard for postsecondary tutoring programs. Over 1,000 institutions have since acquired certification, thus making their tutoring programs more effective. In 1995, Gladys authored the *Self-Evaluation Guide for Tutoring Services* for the National Association for Developmental Education (NADE). The Guide is part of NADE's professional program certification and sets the highest standards for professionals within our field. In 1998, Gladys developed and implemented CRLA's

International Mentor Training Certification Program. Together, these certification programs represent a significant step toward increasing the professionalism of developmental education and learning assistance programs. College students around the world have benefited from Gladys' efforts.

Gladys is the only person ever to serve on the boards (as treasurer) of both the National Association for Developmental Education (NADE) and the College Reading and Learning Association (CRLA). She chaired a regional conference on fostering diversity with a grant from American College Personnel Association (ACPA) and was a representative, then Chair, of ACPA's Commission XVI, Learning Centers in Higher Education. Gladys co-chaired the NADE/CRLA Joint Symposium and was an invited visiting professor at the Kellogg Institute. Her other contributions include over 75 professional presentations and numerous articles and chapters in professional journals and publications.

Among her many awards are CRLA's Special Recognition Award and Robert Griffin Award for Long & Outstanding Service, NADE's Henry Young Award for Outstanding Service, and American College Personnel Association's Award for Commission XVI's Excellence as a Learning Assistance Practitioner. She was also named Fellow of the Council of Learning Assistance and Developmental Education Associations, our field's most prestigious honor. In 2010 she was also inducted into the El Paso Hall of Fame.

Our Crown Jewel of Texas understood the tremendous difficulties that many of our citizens face and was relentless in eliminating barriers that impede college attendance and success. She knew that college provides hope, inspiration, and a better life for our citizenry. She lived her life dedicated to this end.

My precious jewel Gladys, I will never forget your brilliance.

Russ Hodges