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DATE: April 2, 2015
TO: NMSU faculty and staff
FROM: Garrey Carruthers, President 
SUBJECT: NMSU is a caring community

I'm delighted to forward this note from the parents of one of our students. While the student's name has been removed from the message to protect her privacy, this is a wonderful example of New Mexico State University being a caring community that takes care our students. I would also like to thank Josh Chenard for how he handled this situation. Additionally, I would like to thank each of you for the work you do each day to make this a caring community that transforms lives through discovery.

Dear President Carruthers, Dr. Slaton, and Dr. Storm,

We would like to extend our heartfelt gratitude to Assistant Theatre Professor Josh Chenard! He organized and chaperoned the theatre class trip that went to New York City over Spring Break, and he was responsible for taking control of an unexpected medical event that affected our daughter.

Our daughter ... was one of the students that was looking forward to going to New York for the first time. Josh is also (her) advisor, and she has relayed to us that he is a wonderful, caring, inspiring, and talented professor. We were confident that the students would be properly chaperoned, and that the activities were appropriate for college students.

Unfortunately, the day that they arrived, (she) suffered a seizure (her first ever), blacked-out, fell, received a lump on her head as large as a baseball, turned pale, and her lips turned blue. This happened as they were walking to see an Off Broadway Show after dinner. Thank goodness that Josh was there! He jumped into action. He called 911, made sure that she was placed on her side with someone holding her head so as to prevent another head injury, coordinated her care with the EMTs, and called me to keep me in the loop as to (her) condition. He rode in the ambulance with (her) to the ER, and stayed with her, comforting her and getting information from the doctor, nurses, etc., and keeping me informed as often as he could. (She) had a CT Scan, blood work, electrolyte work-up and was given an IV. She was terrified of the event because she was walking and felt "weird," and the next thing she knew, she was waking up in the ambulance.

Josh even had to go buy a new phone charger because he was so Johnny-on-the-spot with his updates to me that it drained his phone battery during their duration in the ER. For the remainder of the week, Josh also checked in with (her) as to her condition.

Josh was also an exemplary role model for the other students as he handled the situation in a calm and reassuring manner. We also want to compliment the other chaperone, Associate Professor Claudia Billings, and the other students as they watched out for (her) and held onto her as they were touring the city the rest of the week.

As parents, we are so grateful for Josh's quick-thinking and ability to take control of the medical crisis that our daughter suffered. He is not only a credit to the Theatre Department and The College of Arts and Sciences, but to the entire University as well!

Thank you for your time.

PS When (she) returned home, she told us that if anything bad is ever happening to you, you want Josh on your side!