



Rich Musal

Director of Client Services and Operations, Information Technology Services

Distinguished Lasallian Administrator

2018-2019

Rich Musal came to the College in 2000 as part of a TITAN grant to help develop our Information Technology, which led to establishment of JET, which became Client Services as Rich took on more and more leadership.

Rich carries himself pretty lightly on this campus, not taking himself too seriously. It might be easy to miss the calm and generous way he takes care of so many of us. We baby-boomers are always struggling with technology and need things explained to us—multiple times. Rich is affable, and never makes us feel stupid and demanding, but always makes it clear he enjoys serving the community. When things go wrong, I know I have a reliable contact in that office. When I encountered problems setting up for a speaker some years ago, Rich said “you can always come right to me.” That is true, I am sure, for every faculty member.

What’s more, as director of Client Services, Rich has mentored and led a staff that is unfailingly courteous and efficient. I have been to other schools, where IT takes up a whole floor, or a whole building. So, I marvel at the small den of students down the steps in Jasper Hall, working under Rich and Eileen’s guidance (I’ve been to RLC, too, also not large). He has the unique challenge of dealing with continual turnover as students graduate, but somehow the ethos of calm professionalism and desire to help remains constant, no doubt in part because Rich has formalized professional development for student workers in the STARS program, just as he promotes professional development with the non-student staff. When I have a technological challenge, someone always responds immediately, coming to my classroom if necessary, always fixes my problem, and is always kind and courteous. Their motto seems to be Rich’s phrase, “no problem!”

I know Rich’s qualities extend to the rest of his life. I’m sure he is the world’s coolest uncle, taking his nephew and godson snow-boarding and skiing, using his psychology degree to counsel friends and family, and even enduring allergy shots to peacefully co-exist with his wife’s three cats.

Two of De La Salle’s Virtues of a Good Teacher are Patience and Generosity. I can think of no more patient or generous person around than Rich Musal.

Presented by Dr. Claudia Setzer
Professor
Religious Studies Department
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