

April 22, 2017

Dear University Senate:

I am honored and thankful to be considered for the University Senate Loyalty Award. My years at Louisiana Tech University have been a pleasure. Although I did not envision spending this many years when I first started as a temporary employee, I have no doubt that this where I have been meant to be. I have always looked upon my role as a network administrator as more than working with computer equipment; it has always been my goal to enable my fellow employees and the students of the University to accomplish their goals with minimal impediments from technology. Although many years have gone by, I still recall the anxiety I, as well as fellow students, felt whenever there were problems with the early network or the computers. Given the complexity of modern computer networks, achieving 100 percent functionality at all times is virtually impossible, but my goal with every decision is to minimize the risk of disruption while maximizing the available resources for the University family. I believe that I am motivated to remain at Louisiana Tech both by a desire for success or a fear of failure. I think in the end both are vitally important both to me personally and to the University. I am driven to succeed with our computer network to improve the state of Louisiana Tech's IT and by a fear of failure on a professional level, not wanting to let the University down. I approach each decision with the overwhelming desire to see Louisiana Tech succeed and flourish. I believe that my work at Tech has helped and can continue to help the University grow.

Working at Louisiana Tech has provided me with opportunities that would be rare at any other place. I have been provided an opportunity to work with some of the best people anywhere, including working with various groups to move their projects forward. I have helped with high performance computing projects, developed web applications for various campus groups, assisted with installation and operation of multiple software applications and hardware systems in addition to my primary duties of developing and maintaining the campus network, yet without the cooperation and assistance of my fellow employees, the projects would not have been as successful, nor would the work had been as enjoyable. .

Some highlights from my time at Louisiana Tech that I look back on with particular pride:

- Developed plan to migrate campus to an "in the cloud" Blackboard platform from the previous campus hosted system with no downtime. The vendor supplied plan would have required two weeks of downtime.
- Developed a web application to host SGA elections that has been in use for 17 years. The application has to create a ballot on the fly personalized for each student.
- Maintaining 99+% availability for managed services.
- Deployment of the eduroam wireless service to allow Tech members to access secure wireless services at locations all over the world as well as provide the same to campus visitors.

Although I could have looked to other employment opportunities where monetary compensation may have been greater, I have never regretted my decision to remain at Louisiana Tech for these many years. The Louisiana Tech faculty and staff are much more than fellow employees to me. I have always believed that I join yearly with other Tech employees to overcome obstacles placed in our path to create the best university in the state of Louisiana. It has been my honor to undertake this task alongside other Tech employees and to see the outstanding success Tech has achieved.

I look forward to continuing to strive to provide the University with the best IT services possible for many more years and again, I'm thankful for the nomination for this award and the honor of working at Louisiana Tech University.

Daniel Schales  
Network Administrator  
Computing Center  
Louisiana Tech University



## COMPUTING CENTER

April 19, 2017

Dear Ms. Kimbell,

Having worked with Danny Schales for over 20 years, it is a privilege and pleasure to support his nomination for the University Senate 2017 Loyalty Award.

### **Reliability**

Danny is 'always there', whether in the office or at home monitoring Tech systems nights and weekends. E-mail, Internet connectivity, various servers he supports all are kept in service with his quick response to a rare interruption.

### **User Support**

Danny keeps abreast of current IT trends and developments, and can explain the complex issue in simple terms, enhancing his ability to help users with computer problems. He takes calls and walk-in contacts with no restrictions, staying in Interrupt Mode. His patience with people is amazing--he puts Tech students, faculty and staff first.

### **Commitment**

Sometimes an outstanding performance goes unknown. More than once Danny has responded to an alert call in the middle of the night to resolve a heat, water, or electrical problem in the Computing Center before everyone's workday begins. Often no one outside the Center is aware.

### **Miscellaneous**

Danny participates in campus activities. He supports campus causes. He responds 'yes' when asked to serve.

As one of Tech's fine assets, I strongly recommend Mr. Danny Schales for your 2017 Loyalty Award!

Sincerely,

Roy Waters  
Director



COLLEGE OF ENGINEERING AND SCIENCE

April 17, 2016

Dear members of the University Senate:

There are a very small number of extremely critical people without whom Louisiana Tech University cannot function at all. None of them occupy the top floor of Wylly Tower or any of the Athletics Facilities, and they don't generally wear suits to work. However, when something goes wrong, they are the ones we need. Among that very small group of people, one person stands out head and shoulders above the rest for his dedication, longevity of service, and for consistently going above and beyond what is expected of him. That person is Danny Schales.

I have known Danny for almost my entire career at Louisiana Tech. Louisiana Tech did not have a dedicated connection to the Internet when I arrived as a faculty member and none of us had email. Danny was a student then, and he was already helping what was then the College of Engineering with their networking efforts, working beside the late Tom Emory. From that primitive state (or it seems that way in retrospect), we have progressed to a state-of-the-art campus network which is connected to a state-of-the-art statewide backbone. Danny Schales has played absolutely critical roles in that journey every step of the way.

I do not believe that Danny has taken a single vacation since he became an employee of Louisiana Tech during which he was not contacted by someone about some problem related to our campus network or servers, and absolutely could not be fixed without his intervention. I personally know this to be true when he and his wife were in Russia, trying to adopt their oldest daughter. He is routinely bothered by people on weekends and holidays because of a malfunctioning server or network switch. We are all fortunate that Danny is dedicated enough and good-natured enough to take care of our problems for us, even on his own time, so that the university can continue to function. If that is not loyalty, I don't know what is.

Danny's devotion and loyalty to Louisiana Tech University becomes obvious when we consider that many large corporations would love to have someone with his abilities and are willing to pay significantly more than he currently makes. In spite of that, Danny chooses to stay at Louisiana Tech University, helping to make sure we can function and be one of the best universities in the country.

Your website describing this award says, "The Loyalty Award is intended to recognize and reward an unclassified employee for extraordinary loyalty, dedication and service to the university, their fellow employees and/or students." When the nominations opened, I did not have to hesitate even a second to nominate Danny for this award. It is now a great pleasure and privilege to write this letter to support that nomination.

Sincerely,

Ramu Ramachandran

Hazel Steward Garner Professor of Chemistry  
Executive Associate Dean for Research



# LOUISIANA TECH UNIVERSITY

DEPARTMENT OF PSYCHOLOGY  
& BEHAVIORAL SCIENCES

April 20, 2017

Dear Award Committee and University Senate:

Danny Schales is the perfect choice for the Loyalty Award. He **displays extraordinary loyalty, dedication and service to the university, his fellow employees and students.** Danny arrived as **a student 33 years ago in 1984**, and became an employee in fall 1991 and so **as a staff member** has served Louisiana Tech, the computer center, the faculty and students **for approximately 26 years.** I have known him for all that time and have found him to consistently epitomize the characteristics listed for the award along with additional characteristics of exceptional competence, terrific problem solving ability and a gracious attitude.

One of the qualifications for this award is that the **individual goes above and beyond standard responsibilities to deliver quality service to faculty, staff and students while showing excellence in service and loyalty to the university. This describes Danny.** There are numerous examples, but I am limited to just a few here. One current example comes from our recent power outage. Moodle went down and there were no classes on campus, but Louisiana Tech still had classes that night at Barksdale. Unfortunately, my class was planned based on resources I had placed on Moodle. I emailed Danny that afternoon and by evening, as a result of his efforts, my class was able to access Moodle and all the needed resources. Later, over the weekend, we had related computer problems so I emailed Danny on Friday night hoping he would see the email first thing on Monday. Instead, I received an email on Saturday morning apologizing for the 'delay' in getting back to me. Danny worked all weekend to get the problems resolved notifying me of the problem's status and progress. This is not unusual for Dan; it

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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**is typical of his exceptional service. Danny does not seem to know what a weekend, holiday or vacation is.** He resolves email access, central password problems, wireless access, issues with Moodle rooms (our supplier) and numerous other problems with immediate attention to restoring service. **Most of us whether we are aware of it or not depend on Danny's conscientious efforts to get our jobs done. If Louisiana Tech needs his expertise, he is there.** He is gracious and enthusiastically embraces and resolves problems. **Outside of the usual workweek, he continues to work from home and solves problems remotely and if needed on campus.**

While Danny is exceptionally competent, he is never condescending to those of us who lack his expertise. Once when I apologized for my lack of knowledge Dan said “ No need to apologize are all on the learning curve, just in different places”. **Danny stands perpetually vigilant guarding us all from phishers, viruses, scams, and other forms of Internet pestilence.** He maintains up to date awareness and researches the current threats and sends out information to the Tech faculty, staff, and students to help guard them from Internet attacks. Comparing notes with faculty friends at other universities, this protection is no small thing. All at Tech have been saved from misery, bank account invasions and ransom ware. Other schools, their faculty and students who don't have a perpetually vigilant Danny Schales have not been so fortunate. As a faculty member at another school told me, losing your research data to ransom ware is no joking matter. **Danny does his job so effectively that we rarely are aware of his efforts, because things he is in charge of most often run without disruption.**

Danny has a **strong commitment to meeting the needs of students, faculty, and staff.** He responds to questions cheerfully, giving the information needed, or in the rare instances when he does not have a ready solution, researching and finding answers. He responds to requests for information on computer programs, access and other issues. Last year, our College was researching a grant to improve computing/internet infrastructure and wireless access in our college, Danny provided the necessary technical information and arranged for us to meet with computer center and other campus technical folks with whom we needed to coordinate. In an emergency, I have had to find a mistakenly deleted lost attachment, without criticism or complaint, Danny searched and retrieved that

impossible to find needle in the haystack. Roy Waters jokes that there is a report someone once saw Danny irritated or angry but that report has never been collaborated. Danny is universally polite and accommodating. Danny creates time for everyone and treats your problem as if it were his own with attention and urgency. **He is there when you need him, whoever you are.** When I reported that a freshman in my honors class had no Internet access in the dorm and we had exhausted the usual referrals to no avail, **Danny was as responsive as if the freshman was his own child or that of the president.** First, he sent two techs to investigate, but when they could not figure out what was wrong, he went himself. Danny discovered a gamer had previously occupied the dorm room and had disconnected the Internet and tied all the computer access points together. Danny investigated and fixed this problem on his own time, because he cares. I am sure climbing and peering at wiring in the ceiling of a freshman's dorm room is not in his job description. Danny had tremendous empathy for a frustrated student trying to get his work done with no Internet. Like that freshman, we are all less frustrated because Danny intercedes.

Described above are just a few limited examples of some of the many times it has been Dan to the rescue. If the computer system at Tech doesn't work and as a result someone can't do their job, Danny takes it personally and works on it until it is fixed. **'Above and beyond' is what he does and 'what ever it takes' to keep Louisiana Tech's faculty, student and staff connected and their technology working is what you can count on from Danny. He is absolutely committed to meeting the needs of students, faculty, and staff. With Danny, it is not just talk it is action.**

The very nature of Danny's job **involves collaboration with other departments on campus.** However, his level of responsiveness is remarkable. He works with A. E. Phillips with the same care and cooperation as with the Colleges of Business, Engineering, Liberal Arts Life Sciences or Education. **He doesn't play favorites. He is a technical person, but one who can communicate well, listening and responding to the needs of those around him collaborating and coordinating.** He is an unsung hero; though unsung, many people actually do appreciate Dan. At lunch one day, a faculty

member said to me “you know there are not many people at Tech who are irreplaceable, but I know one that is Danny Schales” everyone at the table agreed.

Most of the people at the computer center could make more money; have fancier technology, and shorter hours in private industry. Danny certainly could. I think giving the award to Danny would have the added benefit of also sending a message to the entire computer center staff that we appreciate all they do keeping things running with severe operating budgetary limitations for computer technology. **It is Danny’s love of Louisiana Tech and his attachment to the community that make him such a loyal and exceptional staff member. He exudes Louisiana Tech pride and bleeds red and blue. He stands ready to assist anyone from the freshman to the president. His exceptional efforts benefit us all. As a person, a citizen and as a staff member Danny Schales is a credit to Louisiana Tech. You could make no finer choice for the award.**

Sincerely,

A handwritten signature in blue ink that reads "Mary Margaret Livingston". The signature is fluid and cursive, with a long horizontal stroke at the end.

Mary M. Livingston, PhD

Professor

Undergraduate Psychology Coordinator

Director Human Subjects Concentration, MA Counseling and Guidance