

My love for Louisiana Tech (Louisiana Polytechnic Institute) began in 1968 when my parents moved to Ruston. Mom (Wilma Mathys Strickland) was pursuing degrees in Education and Dad (Don Mathys) was originally hired as an adjunct Instructor in what was then the School of Art and Architecture housed within the College of Arts and Sciences.

Later, Dad would become the Director of the School prior to his return to his own Architecture practice. I spent many happy hours being a part of the ebb and flow of the life and events on campus and have many fond memories associated to this great institution. So not long after receiving my undergraduate degree (from Tech) in Marketing (1995), I took the opportunity to pursue a career at Louisiana Tech.

I was hired in February of 1998 to serve as a Secretary I in the Office of Research and Graduate Studies in the College of Engineering under the direct supervision of Dr. Richard Greechie, Associate Dean. During this time my focus was on recruiting graduate students, maintaining a database of all graduate students in the College as well as a subset database for graduate students who were serving as Graduate and Teaching Assistants. I was also responsible for the verification and distribution of all payroll for GAs and TAs. Two undergraduate student workers assisted me in distributing graduate applications received from The Graduate School using a database created for the purpose of tracking graduate applications as they flowed from The Graduate School to our office to the appropriate major and back again. Essentially, I was responsible for providing support to all interested parties, both on and off campus, as it related to graduate students in the College of Engineering.

In November of 1998, I was given the opportunity to advance to the rank of Secretary II and accepted the position in the Foreign Languages Department. During this time, I provided the usual support expected of someone of my rank such as travel, purchase requisitions, honorarium contracts and so forth. I also supported several Principle Investigators both inside and outside my unit in implementing LEH Teacher Institutes and LEH Speaker Grants. I also had the pleasure of providing support for the University Honors program under the direction of Dr. Donald Kaczvinsky from 2000-2007 at which time he became the Director of the School of Literature and Language at which time the support for the Honors Program shifted to History as the new Honors Director was a History Professor.

In addition to my usual duties, and one of the endeavors of which I am most proud was the addition of more programs to the College of Liberal Arts Study Abroad Offerings. I was an integral part of expanding the study abroad opportunities at Louisiana Tech and helped bring to fruition many trips to Costa Rica, Madrid, London, Berlin and Florence. I also played a small part in Dr. Gordon Holley's trips to Honduras. I withdrew from service in February 2011 as my husband had retired from Tech a few months prior and I wanted to see if I would like the retirement life.

Well, I wasn't happy with retirement life and returned to campus in a temporary capacity and served in the School of Professional Aviation (July 2011) and the Office of the Dean of the College of Liberal Arts (August 2011). I began to apply for full time employment and accepted a position in the Office of the Comptroller as Account Specialist II in February 2012. My duties included but were not limited to: serving as 1st reviewer of every travel expense report generated by the University including faculty and Athletic travel, maintain numerous spreadsheets to facilitate the invoicing of over a \$1,000,000 of student accounts that were paid by 3rd parties such as branches of the military, international embassies, and small scholarship programs like El Dorado Promise.

I enjoyed my position in the Comptroller's Office very much but in December of 2012, I was asked to apply for the Administrative Coordinator III position in the School of Literature and Language. I felt called to return to the College of Liberal Arts and to continue the work I began in 1998. During that time I served both units, English and Modern Languages as they were combined under one Administrative Coordinator in 2011. Also, during this period I assisted the School of History and Social Sciences and served as Administrative Coordinator until such time as Dr. Pigg was able to hire a suitable candidate. It has been my great pleasure and privilege to serve on this campus, especially in my roles in the College of Liberal Arts and only the vagaries of life would cause me to leave.

In closing, I would like to paraphrase a conversation I had with Shawn Hood. She mentioned that many people shake the world with their accomplishments while we sit here quietly doing the mundane and are rarely appreciated for what we bring to the table. My response to her was "We are doing great things! We have touched and continue to touch the lives of LA Tech students spread around the world and that vocation is more important, than headliner achievements that fade with the next news cycle."

That is how I feel, working at Tech is not just a job or a career, it is a VOCATON. A vocation to serve students, to help them become the ones who shake the world. As an alumna and as a retired employee, I will "Ever Loyal Be".

30 April 2018

Dear Members of the University Senate:

Please accept this letter as confirmation of Donna Bancks' superior candidature for the Outstanding Service Award at Louisiana Tech University. Since the moment I arrived at the School of Literature and Languages in 2001, I have had the pleasure of working with Donna Bancks in many professional contexts. Based on that experience and observations that span nearly two decades, I can write that we have been deeply fortunate to have had Donna Bancks as a colleague.

Donna Bancks' superior dedication to the University mission has been visible on many levels. Her planning skills, attention to detail, willingness to take the initiative in resolving complex and seemingly unresolvable issues, and effectiveness in organizing our work environment to promote efficiency, collegiality, and productivity have been surpassed by none. Her honesty and resourcefulness to students, faculty, and administrators alike have also been invaluable.

Both faculty and students in our department and School have benefited in uncountable ways from Donna Bancks' administrative knowledge and longstanding efforts to ensure the success of the university's programs. When in 2010 I took fourteen Louisiana Tech students to England for the TECH London Summer Program, Mrs. Banks was both a key support person in the planning stages of the trip and a valuable contact at home once we were settled in England. When I later traveled to a library in Paris, France for scholarly research, Mrs. Bancks' experience with travel paperwork and willingness to take an interest in the project helped to facilitate its success. Her knowledge, honesty, and expertise have been invaluable to me as the Composition Coordinator. In my experience, her effort at maintaining the standard of excellence on which we pride ourselves has been a constant positive force.

Donna Bancks has been an integral part of the good work we do at Tech, and I consider myself privileged to have worked with her in our School and College. I am—and in all honesty believe we should all be—grateful for the dedication, experience and integrity that she has brought to Louisiana Tech University.

Respectfully,

Celia M. Lewis
Charlyne Smith Wyche Endowed Professor of English
Composition Coordinator

May 2, 2018

Subject: Letter of Recommendation for Ms. Donna Bancks for the Outstanding Service Award.

To the University Senate:

I have known Donna Bancks for 12 years. What follows sounds like hyperbole, but it is the reality that is Donna Bancks. Donna is nothing less than extraordinary. Because of her, the department ran smoothly. She kept us all in line (if anyone could herd cats, it would be Donna), helped us put out our self-inflicted fires, and otherwise keeping us out of trouble. She came in early to open classrooms, kept schedules updated, supervised student workers, helped us navigate paperwork, and a myriad other tasks that kept us ship-shape. She helped with the departmental potlucks that helped us to connect with each other. Seemingly tireless, she has an incredible institutional memory with strong connections across the campus, is super organized, and is truly dedicated to doing her best. Her input was valuable: there were many times where I went to her for brainstorming ideas for grants or for solving a work-related issue. She is a great ambassador for the School of Literature and Language. In short, she helped us to do our jobs better. She really is one of those rare “one-in-a-million” people with a good heart and strength of character that you are glad to have met and even more glad to have worked with. I wish every department had a Donna.

I cannot think of anyone more suited for this award.

Thank you for this opportunity to recommend Ms. Donna Bancks for the Outstanding Service Award.

Sincerely,

David M. Merchant
Instructor of English and Technology Coordinator
School of Literature and Languages

May 1, 2018

Dear Members of the University Senate:

I have recommended Donna Bancks for the Outstanding Service Award, though I am really just the spokesperson for all of us in the School of Literature and Language. I met Donna in August 2008, when she was working in the Foreign Language Department as our Language Coordinator. Since then, she has moved on to become the Administrative Coordinator for the entire School of Literature and Language. Donna is our School's Rock of Gibraltar. She is the go-to person for all of us with our questions of how to do any and almost everything. Without her help, navigating registration, drop-and-add, travel paperwork, room requests, book orders, broken equipment reports, furniture and paint requests, among the other countless areas with which she is familiar would seem a mysterious and dreaded labyrinth. She is our liaison with the Registrar. The first step with any issue for us is simply to go to Donna. She answers our questions and resolves our issues.

Donna's presence at Tech is ubiquitous. She graduated from Tech and began working here in 1998, which explains her profound knowledge of the runnings of the university. She proctors the ACT and the LSAT on Saturdays. She keeps us informed of when we are to participate in High School Rally. She participates in our School's tailgating. It seems that anywhere I turn on campus, I encounter Donna with her welcoming smile.

Donna has performed so many duties, that she, to me, is Louisiana Tech. She runs our office. She oversees and audits some fifteen accounts both for the School of Literature and Language and for the Louisiana Tech Alumni Center. When she moved to Administrative Coordinator, she reorganized all the departmental forms and files and inventoried all the old files in the office. The students—who call her “Miss Donna”—know they can come to her with their questions or for registration advice. She actually advises many of our students, as well, when we need a hand with advising. In addition to her office duties, Donna is also a certified notary public, which has come in handy for those of us being asked to do “certified” translations. Donna indeed wears many hats here and makes our professional and administrative lives much easier.

Donna goes above and beyond her office duties and is a solid presence at Tech. Everyone knows Donna. It has always been a comfort for me to know that Donna has a hand in an event or some campus procedure. Knowing she is involved means the event or procedure will be successful and will be explained so as to de-mystify it!

I unapologetically heap accolade upon accolade on Donna Bancks. She is a mainstay at Louisiana Tech and is one of the most important and relied-on persons in our School. I am honored to write this recommendation for her.

Sincerely,

Paul B. Nelson
Associate Professor of Spanish
Department of Modern Languages
School of Literature and Language



LOUISIANA TECH UNIVERSITY

SCHOOL OF LITERATURE
AND LANGUAGE

May 4, 2018

Dear Members of the University Senate:

It is a pleasure and an honor to support the nomination of Donna Bancks for the University Senate's Outstanding Service Award (Classified). Having served as administrative coordinator for the School of Literature and Language since 2012, she has made my job as Director of the School of Literature and Language much easier because of her institutional knowledge, excellent work ethic, and personality. She has always gone beyond the requirements of her job, providing admirable service, including arriving at 7:30 a.m. or earlier to open the classrooms and copier room for faculty with 8 a.m. classes, anticipating the needs of faculty, providing notary service, and helping coordinate and cook for our unit's quarterly potluck lunches.

I have known Ms. Bancks since her student years and recommended her for her first position at Tech as an administrative coordinator for the Department of Foreign Languages in November 1998, before it was combined with the English Department to form the School of Literature and Language. Since her office was near mine when I was regional folklorist, I often turned to her when I was in need of assistance with University paperwork for travel, purchase requisitions, and reimbursements. I could really say that she taught me everything I know about navigating such administrative tasks. In addition, she was the core of the Foreign Language Department at that time and continues to be the resource I turn to for details on language courses and Study Abroad in Costa Rica and Madrid. I was sad to see her take early retirement in 2011, but overjoyed when she applied for the School of Literature and Language administrative coordinator vacancy in December 2012.

Immediately after I hired her in the Administrative Coordinator III position in the School of Literature and Language, in January, 2013, Ms. Bancks made an incredible difference in the operating efficiency of our office which serves the faculty of both the English and Modern Languages departments. In addition to her outstanding performance of the duties expected of her, she has provided proactive assistance to the faculty members in matters of their travel authorizations and reimbursements, as well as the professorships for the faculty who hold them.

She provided exceptional work in overseeing and auditing the accounts for the School of Literature and Language, which include sixteen Louisiana Tech accounts and nine accounts housed by the Louisiana Tech Alumni Center. In the matter of departmental forms and records, she reorganized all department forms and files in the main office and surveyed archived records. She brought the records management processes up to date as mandated by current policies; some English department files had not destroyed since 2005.

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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In addition, she reorganized and audited the files for all the English and Modern Language majors and the English graduate students pursuing M. A. degrees and students pursuing the Technical Writing Certificate. Her audits of the majors' files included checking double majors and minors. This work included approximately 175 curriculum sheets and files. To facilitate an overview of the majors and easy access and contacts for them, she helped me set up an Excel spreadsheet database of 175 students listing every major, double major, minor, and graduate student in the School of Literature and Language. This invaluable work on our filing system and updating of students' curriculum sheets has assisted our advisors for our majors and our technical writing and graduate coordinators.

Her work on the property inventory was also exemplary. She completed the classroom seating capacity process and returned to property all scraps and surplus property that had been accumulated since summer 2010. She conducted a careful audit of computer software and hardware purchases to insure that proof of purchases exist. In addition, her networking with the property office made it possible for use to furnish the new faculty common room that I had designated for our faculty. She worked with me to collect all the furniture and appliances to make a more pleasant place for our Tech family. Lastly, she took the lead in assisting me with the compilation of data to document the ADA accessibility of the School of Literature and Language textbooks.

Along with her duties for the School of Literature and Language, she mentored two employees in the student accounts division of the Office of the Comptroller because of her prior position as travel specialist and student account specialist in that office. In the College of Liberal Arts, she also mentored the new administrative coordinator in matters related to travel. She also consulted with the Dean's administrative coordinator on various topics.

Over the term of her employment, she accomplished much more than I originally outlined in the work expectations. Additionally, she did all this work and endeared herself to our faculty and student workers. She was a joy to work with and did a commendable job for us. She is certainly deserving of this award. Please contact me if you need additional information.

Sincerely,

A handwritten signature in cursive script that reads "Susan Roach".

Susan Roach, Director
School of Literature and Language