



# LOUISIANA TECH UNIVERSITY

April 24, 2019

DIVISION OF STUDENT FINANCIAL AID

Dear University Senate Staff Subcommittee,

This letter comes to you in reference of being nominated as a candidate for the 2019 Loyalty Award. My name is Catherine Williams-Fortenberry. I am a financial aid services counselor in the Office of Financial Aid. I have an Associate of Science Degree and a Bachelor of Science Degree. I currently reside in Ruston, Louisiana. I have been employed by Louisiana Tech University for the past eighteen years.

Being employed at Louisiana Tech University has given me a second family and home. I have genuine concern about all the students, faculty, and staff. If one hurts, I become aware and feel their pain. When they find success in achieving their goals, it brings pure joy to my heart. This university has continued to provide me with a purpose: providing a service. I love helping others in the most well-mannered and polite way that brings a reciprocated smile to their face.

I dedicate myself in providing financial aid counseling to students and parents regarding application procedures and eligibility requirements for student aid programs. I supervise over twenty (20) student workers per quarter and three (3) temporary employees during the summer. I try to make sure that I am knowledgeable in all aspects of federal, state, and institutional aid which, in turn helps when I have to attend different activities regarding financial aid. The highlights of being a financial aid services counselor are as follows: working orientations, Dawg Days of Summer, FAFSA Nights, etc. These events give me a chance to interact with perspective students and see their excitement, as well as brag to them about the pure bliss that attending our university brings.

Being employed in the financial aid office enables me to communicate and assist other departments on campus such as the Registrar's, Comptroller's, Housing, Athletics, Graduate Department, etc. My job duties are very extensive, therefore, I will not go into great detail. I love Louisiana Tech University and when you do not see me in the Office of Financial Aid, you generally will catch me at the track, Lambricht, or football games cheering on the Bulldogs.

It is indeed an honor to be nominated as a candidate for the 2019 Loyalty Award, and I thank you Louisiana Tech University Senate Members and University Administrators.

Sincerely,

Catherine Williams-Fortenberry,  
Financial Aid Services Counselor

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM



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PURCHASING

April 23, 2019

Dear University Senate Staff Subcommittee,

It is my pleasure to write this letter of recommendation for Cathy Fortenberry for the 2019 Loyalty Award. Cathy has served in the Office of Financial Aid for over 18 years, where I have had the chance to work with her for many of those years.

Cathy is a Financial Aid Counselor and demonstrates her loyalty to Louisiana Tech University everyday by the way she performs her job. She guides, trains and supervises over 10 student workers on a daily basis as well as advises students and parents on the financial aid process. Cathy does a great job staying organized, multi-tasking and being a great source of support to all she comes in contact with. She goes above and beyond her normal responsibilities and desires to serve the students of Louisiana Tech University to the best of her ability.

I strongly recommend Mrs. Cathy Fortenberry for the 2019 Louisiana Tech University Loyalty.

Sincerely,

Jamie Hancock  
Purchasing Department  
(318) 257-4205  
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# LOUISIANA TECH UNIVERSITY

OFFICE OF FINANCIAL AID

April 24, 2019

To Whom It May Concern:

It is my pleasure to write this letter of recommendation on behalf of Mrs. Catherine Williams-Fortenberry for the 2019 Loyalty Award. I have had the pleasure supervising Mrs. Fortenberry for the past several years and worked with her prior to becoming her supervisor. I can honestly state that she is a dedicated and loyal worker that truly cares about our students.

Mrs. Cathy has been our front-line in the Office of Financial Aid assisting students and their families while overseeing the student workers in our office for the past 20 years. Our office employs 15-20 student workers in the front office that are typically our first point of contact. Mrs. Cathy is responsible for training and monitoring these students to ensure they are professional and provide good customer service.

The Office of Financial Aid can be hectic and trying during certain times of the year, but Mrs. Fortenberry has always worked diligently without complaints. In addition, she is consistently willing to take on new tasks when asked. Her dedication and work ethic speaks for itself, and she is an asset to the Office of Financial Aid.

I believe that Cathy's work ethic, loyalty, and willingness to help others makes her an outstanding candidate for the award. I wholeheartedly recommend that Mrs. Catherine Williams-Fortenberry receive the 2019 Loyalty Award without any reservations. Please feel free to contact me if you have questions or if I can provide any additional information.

Sincerely,

Katelyn Davis  
Assistant Director of Business Operations  
Office of Financial Aid  
Louisiana Tech University

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LOUISIANA TECH  
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UNIVERSITY REGISTRAR

**TO:** 2018-2019 Review Panel  
Louisiana Tech University Senate Loyalty Award

**DATE:** May 1, 2019

**SUBJ:** **Letter of Support – Catherine Fortenberry**  
**Nominee for 2018-2019 Louisiana Tech University Senate Loyalty Award**

Distinguished Panel Members:

I am honored to write this letter of support for Ms. Cathy Fortenberry's nomination package. She is a deserving candidate for this prestigious recognition. Working a supervisory customer service position in FINAID is a very tough job assignment, requiring good communications skills, patience, and empathy – traits Cathy demonstrates daily while working in the emotionally charged area of people and their need for money.

I've known Cathy for well over 15 years. Each time that I go across the hall to consult on a case for FINAID, she is the first staff member I encounter. A smile, always a big hello, and then customer assistance – professional, courteous, genuine. When I have to wait my turn, I see and hear the consistently positive manner in which she treats each customer no matter if student, faculty or staff. Cathy has worked in this position, in this directorate for a very long time. Ultimately qualified to compete for vacant positions outside of FINAID, she chose to remain with the FINAID team as their workload increased while taking advantage of new opportunities for her own personal growth, adding skills for professional use.

In summary, I wholeheartedly support Ms. Fortenberry's nomination for this award and thank you for the opportunity to express my professional admiration for this professional staff member.

Respectfully submitted,

Robert D. Vento, Jr.  
University Registrar  
Louisiana Tech University