

May 1, 2019

Alicia Kimbell
University Senate
Staff Subcommittee

Dear Alicia,

I am writing this letter to introduce myself. It is indeed an honor to be a nominee for the 2019 Loyalty Award. I have been employed in Student Financial Aid as a Verification Specialist for more than 20 years. In this position, I counsel parents and students on information reported on the Free Application for Federal Student Aid (FAFSA). My job requires me to analyze at least 30% of those files selected for verification. In the end, I must rectify any information possible to ensure the right student receives the proper aid.

I feel my upbringing has prepared me for these types of situations. Born and raised in Haynesville, Louisiana, I am one of nine children, including a twin brother. My family life was full of love, and the desire to work hard was essential to us. My parents stressed doing things the right way. Therefore, the approach I use to deliver to the students is always pleasant, but firm and professional. The students recognize my sincere and caring attitude. I explain to them that I am here to assist them, but I must remain within the Federal rules and regulations. Together, we can, and we do work through any problems to get them closer to their educational goals.

I look forward to this process and hope that you find me worthy of this award.

Sincerely,

Mary L. Tims
Verification Specialist



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To Whom It May Concern:

Throughout my employment at Louisiana Tech, I learned that each departmental office possesses at least one unsung hero that holds together the fabric of the organization. These heroes embody the principles of the Tech Family. To me, the Tech Family can be defined as a conscious effort to go above and beyond the norm of what is expected. As the Senior Associate Director of Admissions, I had one employee that I would turn to, time and time again, to assist me in servicing our prospective students in Northwest Louisiana, and her name is Mary Tims.

Mary would spend hours on the phone guiding our prospective students and their families through the complicated process of applying for financial aid. She would carefully explain procedures and provide examples patiently for our clients. In addition to those duties, she would follow-up with me to teach me more about financial aid policies in order for me to better serve the region. In 2018, Northwest Louisiana featured its largest enrollment in Tech history. I am confident that a tremendous amount of that success is because of Mary's loyal service to the institution and her willingness to exemplify the Tech family. It is my greatest joy to recommend her for the Loyalty Award.

Andy Cline
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LOUISIANA TECH UNIVERSITY

UNIVERSITY REGISTRAR

University Senate:

I am writing a letter of support for Mary Tims in regards to her nomination for the 2019 Classified Loyalty Award. I worked with Mary for many years. She is in a position many people on this campus may not know that it even exists. Mary would be a perfect fit for the loyalty award, as she puts in many additional hours of processing, so students can receive Financial Aid to attend college. Her job is to complete the required federal percentage of student financial verifications in order for them to receive funding.

She works with various difficult parents and students in regards to their federal income tax reports and financial support. Mary has done this for years and during the summer and fall of each year, she puts in many additional hours to get these completed. Many of verifications are supplied last minute by students due to the student not supplying the information in a timely manner. Mary does not take that into consideration. She continues to work the extra hours to make sure the student gets their chance to attend college. She works with various departments to smooth out the process and I know from experience the working relationship she has with additional offices is outstanding.

I highly recommend Mary as the person to receive this award and will answer any additional questions at any time.



Josh Chovanec

Sr. Associate Registrar

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To Whom It May Concern:

Mary has been employed as a Verification Specialist for Louisiana Tech University for over 20 years. She has been counseling students and informing them in regards to the Financial Aid process for quite some time. Mary is very knowledgeable on the verification rules and regulations. She has seen the process change over the years. Mary started out processing the documents when the process was on done by paper only and currently we have many documents that are scanned. The review of documentation and computer systems has changed considerably. However, Mary has kept up the ever-changing technology and requirements.

Mary is not just valuable employee because of her knowledge; Mary is kind, friendly, and giving of her time. Mary has shared her knowledge and skills with various employees as well as students. She has counseled students and developed a rapport. Many students will come or call the office asking to speak with "Mrs. Mary!" One of many examples I can reference would be the following. There is a particular blind student that Mary helps each year with her FAFSA. They work together to insure the documentation is correct and the forms are completed. The student and Mary have worked together as a team for many years. There are many other examples; however, this is a special one. To be sure, the student workers in the Financial Aid office love Mrs. Mary too!

Mary has also shared her knowledge and expertise with student workers and co-workers. Most recently, Mary helped train a new employee to the Financial Aid department on the process of Verification specifically. Mary elaborated on rules, regulations, and past work experiences. Mary was very patient, understanding and authentic in training her co-worker. The expertise and knowledge that Mary has passed on to her co-workers is greatly appreciated.

Mary is very well respected and esteemed in our office. She has spent many long hours for many years working the verification review process alone. There have been some co-workers more recently in the past few years that have joined her to take some of the pressure of this review. However, Mary has consistently worked steadfast to assist students and families who need their verification completed. As mentioned, Mary just recently trained a new employee to help join her in completing verification of student files.

I considered it a privilege to have been trained by Mary Tims within the past year and half. I am thankful for the knowledge and friendship that she has bestowed. I am grateful for the privilege and appreciate the time that she has spent explaining and sharing her experience, knowledge, and the regulations.

Mary Tims is a wonderful person who deserves this nomination! We, all respect, appreciate, and love Mrs. Mary!

Thank you,

S. Rachel Deason
Financial Aid Counselor, Verification

