



LOUISIANA TECH UNIVERSITY

DIVISION OF STUDENT FINANCIAL AID

April 24, 2019

To University Senate Members:

In May 2019, I will have been an employee of Louisiana Tech University for 24 years. All of those years have been served in the Office of Financial Aid. I first served as a temporary employee, then as a job appointment, then was hired full-time in November 1995.

I have held several different positions in financial aid, but I believe that as the Student Employment Coordinator, I have found my "niche" so to speak. I really enjoy helping the students and the supervisors on and off campus. I have the privilege of working with the Lincoln Parish District Attorney's office, the Truancy Center and the Boys and Girls Club of Northeast Louisiana as part of our federal work study program.

Two new student worker policies have been implemented due to new situations that have arisen since I have been the student employment coordinator. Email reminders, helpful hints, and student worker announcements have been very well received by the academic personnel as well as the staff on and off campus. Changes to timesheets have been implemented to help supervisors in the various departments. The Supervisor/Student Acknowledgement Form was created so that students and supervisors are given clear direction on how to access the Student Worker Handbook, Student Worker Policies, and Student Worker Responsibilities. This helps them become familiar with all of their rights and responsibilities. This was followed by the creation of a Moodle course for both student workers and supervisors. Training of student workers and supervisors is critical for federal and institutional rules to be met. Correct processing of certifications and timesheets is an integral undertaking for the university. Finding the best placement for federal work study students is very important to both the student and the supervisor. The student wants to be able to work in a productive environment where they can best showcase their skills. The supervisors look for someone that will meet the needs of their department. It is my job to make sure these successful job placements occur.

Keeping students and supervisors notified of due dates is crucial to seeing that the student workers are paid on time. Reminding them of necessary signatures and university closure dates are important for the timesheet to be processed. These things have shown to be effective during payroll week so that payroll flows smoothly and students are paid on the announced pay date. I have worked during university closures due to weather to make sure that the students get paid on time and the Comptroller's office receives necessary payroll information in a timely manner.

I work to stay in compliance with federal, state and university policies as it pertains to student worker payroll. I am, in a sense, the Human Resources Department for student workers. I certify student workers, place federal work study students in positions available on campus, pay almost 1200 student workers every four weeks, and serve as an advocate for both the student and supervisor if the need arises.

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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The new Work Day system is quickly becoming a reality for the university. I have been a part of the planning phase of this endeavor. My experience as the student employment coordinator is necessary for everything to be set up for Work Day to flow smoothly for the student employee portion of Work Day. As implementation of Work Day gets closer, I will be more involved in planning and testing of student payroll.

Thank you for considering me as a recipient of the 2019 Outstanding Service Award.

Carol Clements

A handwritten signature in black ink that reads "Carol Clements". The script is cursive and fluid, with the first name "Carol" and last name "Clements" clearly distinguishable.

Student Employment Coordinator

Office of Financial Aid



LOUISIANA TECH UNIVERSITY

DIVISION OF FINANCE

April 25, 2019

University Senate Awards Committee

Re: Carol Clements
Outstanding Service Award Nominee

Dear Committee Members:

I am pleased to submit a letter of recommendation for Carol Clements for the Outstanding Service Award for Unclassified Employees. Carol has been a dedicated employee of this University for almost 24 years and I have been privileged to work with her throughout the years. In her current position as Student Employment Coordinator in the Office of Financial Aid, she provides exceptional service to our student employees. In addition to ensuring that our students are paid timely and accurately, Carol assists students and departments with job opportunities, employment certification documents, and training. She is an excellent communicator and keeps the campus community informed of upcoming deadlines and other important student employee dates and events. She always goes "the extra mile" for our students, often contacting a department about a missing timesheet or other documents so that a student is included in the payroll. Carol has worked during university closures and inclement weather events to ensure that our students are paid as scheduled.

In addition to providing quality service to our campus community, Carol also makes every effort to ensure that the University is compliant with federal financial aid regulations, as well as federal and state payroll laws. She has a great understanding of these regulations and looks for ways to enhance efficiencies in the services that the Office of Financial Aid provides to the campus while maintaining the integrity and accuracy of the payroll operations. As an example, Carol is a member of our Workday ERP implementation team and the subject matter expert on student payroll. She is working with the payroll team on business processes that will automate our time tracking and submission processes for student employees and their employing departments and greatly enhance all aspects of our student payroll processes.

Throughout her career at Tech, Carol has exhibited exceptional performance and dedication to our students. She is an outstanding representative of the Office of Financial Aid and the University. I highly recommend Carol Clements as the recipient of the 2019 Outstanding Service Award. Please do not hesitate to contact me if you need additional information.

Sincerely,

Lisa L. Cole
Vice President for Finance

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LOUISIANA TECH UNIVERSITY

COMPUTING CENTER

APRIL 24, 2019

To Whom It May Concern,

When Carol told me that she had been nominated for the Outstanding Service Award, I told her I truly couldn't think of a more deserving person. I currently have over thirty student workers that I supervise at the help desk and not a week goes by that I am not corresponding with Carol about something. No one is more dependable or reliable than Carol when it comes to answering any question that arises.

When I first started my role as Help Desk Supervisor, I had many questions. With Federal Work Study students, they are allocated a certain amount of money that they can be used throughout the year. We have students that work at the help desk that work extremely hard, show up on time and are valuable employees, but get close to using up their funding and may not be able to work. When working with Carol, she is such a great advocate for both the students and faculty. She sends out monthly eligibility reports. This helps us as staff to maintain our budgets, but also helps the students to know if they are on track within their allocated funds for the remaining time periods.

Also, about two months ago I talked to Carol about needing ten additional student workers to set up a call center for the help desk. She immediately responded and wanted to know what she could do to help. She guided me through the quickest way to fill out the paperwork and within the day, she was already sending students over for interviews. Carol went above and beyond to get us the student workers we needed immediately to fill the positions so that we could have our call center up and running the very next week. She was able to place ten student workers into campus positions, but also help our department fill an immediate need.

I sincerely believe no one is more deserving of recognition on this campus than Carol Clements. Her depth of knowledge, exceptionally quick response time and superior customer service are nothing short of impressive. Carol exemplifies the true meaning of Outstanding Service to me.

Sincerely,

Natalie K. Osborne
Louisiana Tech University
Help Desk Supervisor
natalie@latech.edu
(318) 257-2893

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LOUISIANA TECH UNIVERSITY

OFFICE OF FINANCIAL AID

April 24, 2019

Louisiana Tech University
Office of Financial Aid
P.O. Box 7925
Ruston, LA 71272

To Whom It May Concern:

I have no reservations in recommending Carol Clements for the "Unclassified Outstanding Service Award" and am happy to do so.

I have supervised Carol since she became the Student Employment Coordinator for Financial Aid in 2015. I appreciate my time working with her, and value her as a tremendous asset to my team. She is exceedingly hard-working, detail oriented, reliable, and has a great personality. Beyond that, she is very independent and focused. She works well with minimal direction and has always been able to address complex issues with confidence. Carol is motivated by her desire to support the University in any way that she can, and she does so with integrity and excellence.

Carol's ability to overcome challenges and institute new ideas to support the future success of student employment is apparent every day. She is constantly sending tips and reminders to our students, faculty, and staff. She has assisted with the transition of our student employment training online through Moodle and she also has created and edited forms, policies, and procedures to make them more relevant and accurate. Her knowledge of dealing with federal regulations, and her customer service experience has been a huge advantage to not only our office but the University as a whole. As her supervisor, I know that Carol has been vital to our success with student employment.

Along with her irrefutable talent, Carol has always been pleasant to work with. She is a true team player, and fosters positive relationships with her co-workers on a daily basis.

I can confidently recommend Carol to be awarded the "Unclassified Outstanding Service Award", without any doubts of her worthiness for the award. As a devoted and self-motivated employee, I know that she will continue to be a valuable asset to the University.

Please feel free to contact me at 318-257-2641 should you like to discuss Carol's eligibility further. I'd be happy to expand on my recommendation.

Best wishes,

Chrystal D. Woodard
Associate Director
Office of Financial Aid
Louisiana Tech University

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Pamela Killingworth

Computing Center
257-2893
pamela@latech.edu

April 23, 2019

University Senate

RE: Carol Clements

Student Employment Coordinator

Dear Tech Family,

I know of NO ONE on this campus who deserves the 2019 Outstanding Service Award more than Carol Clements. In the 23 years that I have been employed with Tech and dealing with student workers, Carol is the BEST Student Employment Coordinator that we have ever had. I've been through lots of employees, some good, some not so good, but NONE better than Carol.

Carol is efficient, knowledgeable, precise, and so kind to work with. She manages Student Employment (56 student workers in my department alone) with the utmost professionalism. From the first day she took over the job, she has communicated with those of us who work with her, over and above what is required. She keeps us totally updated on everything concerning student employment and always replies promptly to any questions that are asked.

Carol also GENUINELY cares about the students. She goes to great lengths to try and find a place for all Work Study Students as well as making sure that ALL student workers have complete paperwork filled out.

I don't know who else was nominated for this award, but I can assure you that Carol Clements is VERY deserving of it.

Sincerely,

Pam Killingworth

Administrative Coordinator

LA Tech Computing Center



LOUISIANA TECH
UNIVERSITY

OFFICE OF INSTITUTIONAL EFFECTIVENESS,
RESEARCH, AND PLANNING

April 18, 2019

RE: Carol Clements, Nominee for Outstanding Service Award

Dear University Senate Members,

It is with great pleasure that I provide support for Ms. Carol Clements' nomination for the Outstanding Service Award. Ms. Clements not only exhibits superior skills in planning but also has amazing organizational skills that are vital in her position as Student Employment Coordinator. Each quarter Ms. Clements places hundreds of federal work study students throughout the campus and does so with integrity and excellence. She understands the needs of the various departments and strives to provide these areas with qualified students.

In addition to providing her job at an exemplary level, Ms. Clements does so with a spirit of cooperation. She is always willing to help and provide whatever information is requested...even if it is the third or fourth time we ask. Ms. Clements seems to know exactly what information we need and when we need it. She keeps us well informed of due dates, timelines, and forms.

Most important of all, Ms. Clements treats the students with respect. When I ask my federal work study students in my office about Ms. Clements, their comments were "she was very friendly" and "she was extremely kind". This has also been my experience with Ms. Clements. I hope you will consider awarding Ms. Clements this wonderful award.

Sincerely,

Sheryl S. Shoemaker, Ph.D., Au.D.
Professor and Associate Vice President for
Institutional Effectiveness, Research, and Planning

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LOUISIANA TECH
UNIVERSITY

UNIVERSITY COMMUNICATIONS

April 15, 2019

To Whom it May Concern:

I am writing in support of Mrs. Carol Clements for the 2019 Outstanding Service Award. I have dealt with her over the past 5 years in regards to the student workers she has sent to my department. She is always willing to help, she listens to what we need and she has NOT ONCE been rude to me, though I'm sure I've tried her patience with all my questions.

She has actually called to be sure the students she has sent our way worked out and to see if we needed any others. I've had to go into her office and get paperwork sorted out and I know she was busy but she still made time for me and our department's student workers.

Thanks to her reminders about when timesheets are due and official forms for the workers, we are able to keep our student workers happy by getting them a check, all thanks to Mrs. Carol.

I believe she is the epitome of outstanding service and that the area that is directly under Carol Clements is much better because of her. I'm glad she is there when I need questions answered.

Sincerely,

Paula Rose
Administrative Coordinator
University Communications
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