May 3, 2019

University Senate:

It is with humble honor that I accept this nomination by Louisiana Tech University Senate and University Faculty and Staff as a candidate for the 2019 Outstanding Service Award.

I began working in the College of Education at Louisiana Tech University in September, 1997. Prior to my employment at Louisiana Tech University, I worked at Ruston State School for 16 years. I have to admit, I was really nervous about leaving a place of employment after that many years and starting over at a new place. However, when I walked on the Louisiana Tech campus, the faculty, staff, and students were very welcoming and made me feel right at home. I guess that is one of the main reasons I have stayed here for almost 22 years.

I have tried to live by what my mother told me years ago – to treat others as you want to be treated. That is why I have always tried to do what I could to help people and assist them in whatever way I could. My current job consists of assisting students with their schedules, transfer credits, making sure they meet all graduation requirements, and making sure their transition to college life goes as smoothly as possible. My door is always open to students that need help which might be anything from locking their keys in their car to trying to find a class that will work with their schedule. Of course, I always keep a box of Kleenex for those students that come to my office to talk to me about their problems. After we discuss their options, they leave relieved and appreciative that I took the time to talk to them. I encourage every student that walks in my office. That is what I do – problem solve. I also work closely with the faculty and staff in the College of Education assisting them with student advising and transfer credits as well as coordinating the summer orientation process. They are a wonderful group of people, and I feel we work very well together; it is truly a team effort throughout the college.

I love Louisiana Tech University – the administration, faculty/staff, and students. We are Tech Strong. I truly consider it a privilege to be a part of the Louisiana Tech University family.

Sincerely,

Tammy Nelson Johnston

Tammy Nelson Johnston

LOUISIANA TECH
UNIVERSITY.

COLLEGE OF EDUCATION
OFFICE OF THE DEAN

April 18, 2019

To Whom It May Concern:

Please accept this letter with my strongest recommendation for the consideration for Mrs. Tammy Johnston, as Louisiana Tech Outstanding Service Award Winner for 2019. Mrs. Johnston currently serves in our Louisiana Tech University College of Education, student support and advisement for all undergraduates. I have the privilege of writing this letter of support from the perspective of a colleague and a former student. As an undergraduate in the College of Education, I was a transfer student from Northwestern. She was an absolutely blessing to me during this transition. She sat, countless hours, with me personally looking at my situation and helping me find solutions that would be ideal for me individually. She even helped work around my work schedule. She listened, explored options, and crafted a personal success plan for me to ensure I would complete my studies in four years even if I transferred to Louisiana Tech. That work continues to this day with students from each of the COE divisions that walk into her office. I do not believe there is a student that has entered her office that has not directly benefited from her support and guidance. As a colleague I have witnessed daily her positive attitude, commitment to service and her diligent persistence as she advocates for students at this University. She fights for each student as if they were her own children. She is committed to excellence and focused on ensuring success for the students she serves. Mrs. Johnston works effectively with students, teachers, University faculty, staff, community members, and administration on a daily basis. She never fails to make time for those who need her most. I have no doubt that with the aforementioned attributes and many other positive qualities that Mrs. Johnston is the most deserving of this

recognition. If you have any additional questions, please do not hesitate to contact me. I would love the opportunity to give back and celebrate a woman who has done so much for me and so many others. I would be honored to share more stories of her important contributions to this institution!

Lindsey Keith-Vincent
Director, Science and Technology Education Center (SciTEC)

LOUISIANA TECH
UNIVERSITY

COLLEGE OF EDUCATION

April 24, 2019

Dear Selection Committee,

I am writing this letter to recommend Mrs. Tammy Nelson to be the recipient of the 2019 Outstanding Service Award. I simply cannot imagine anyone who is more deserving than she!

Tammy is knowledgeable, patient, efficient, and incredibly helpful to students and to faculty! She is the "go-to" person who can answer any logistic question regarding a student's schedule or classes that will substitute for others. She is so dependable, consistent, and accessible. And again, this applies for students and faculty alike. I know that I call her multiple times during advising to ask her questions, and I realize that I am not the only one. She answers the phone after one ring, listens carefully, and then clearly clarifies information. I simply cannot imagine going through advising without her expertise!

Tammy has a smile on her face and a bounce in her step. She calms the nerves of students who are concerned about their progress, and she calms the nerves of faculty who are stressed over scheduling issues during advising! Although advising is certainly one of the times I contact her most often, it has never failed that when I have a day-to-day question regarding class schedules or student information, Tammy has been there to effectively and efficiently assist!

For these reasons, I know that Tammy would represent Louisiana Tech University well as the 2019 Outstanding Service Award recipient! Please feel free to contact me for any additional information you may need.

Sincerely,

Libby Manning
Associate Professor
Curriculum, Instruction, & Leadership

LOUISIANA TECH
UNIVERSITY

DEPARTMENT OF PSYCHOLOGY & BEHAVIORAL SCIENCES
PH.D. - COUNSELING PSYCHOLOGY • PH.D. - INDUSTRIAL/ORGANIZATIONAL PSYCHOLOGY
M.A. - COUNSELING & GUIDANCE • M.A. - INDUSRIAL/ORGANIZATIONAL PSYCHOLOGY • B.A. - PSYCHOLOGY

To it may concern:

In the over forty years that I have been at Louisiana Tech, I can think of no more exceptional staff worker than Tammy Nelson Johnson. She is a big part of the heart of the College and a major contributor to the College's effective functioning.

Tammy's support has always been critically important in the effective advising of students. We all count on Tammy's record keeping and knowledge of University policy and procedures. She goes above and beyond solving problems and supporting faculty and students. There are numerous students who would have dropped out or failed to graduate in a timely fashion without "Ms. Tammy's" support, encouragement and assistance. She has made a huge contribution to the College's retention efforts. When new faculty are learning to advise she patiently and with good humor tutors them in the process and answers their questions. She prevents many registration issues with her accessibility and expertise.

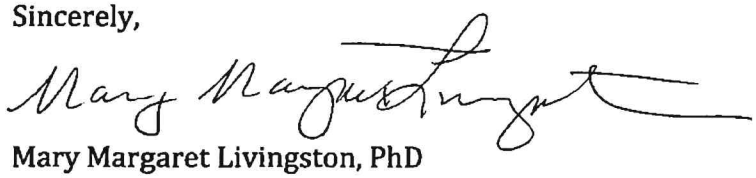
Tammy shows initiative and is always part of the solution- solving problems and performing tasks in a seamless appropriate manner. She is resourceful and insightful deciphering what needs to be done and doing it without needing supervision. She is a meticulous record keeper. Grades are recorded, graduates listed and communicated to departments, folders made as students change majors or curricula. When advising I know I can count on the information in the folder to be up to date accurate with ACT scores grades and all necessary information. Often Tammy works through lunch answering the phone, and completing records. She uses her time effectively. One hand she is efficient, and on the other she is gracious about work related interruptions.

Tammy promotes the Colleges positive image to students and the community. The orientation sessions for prospective students run efficiently, reflecting careful advance preparation of records available section sending reminders to faculty arranging the room and having computers uploaded to appropriate screens. Every contingency has been anticipated and prepared for. She communicates effectively with prospective students and alumni who call her requesting assistance in recruiting graduates. She is supportive of students who are in distress or confused about academic issues. She refers them to appropriate university resources and

provides reassurance and follow-up. If an agitated parent calls, she handles those parents masterfully, smoothing the situation while taking care to guard their student's FERPA rights. I know that any request for assistance made by me, a fellow faculty member, student, alumni, or community member will be responded to immediately, appropriately, accurately and with good grace.

We are fortunate to have Tammy as a staff member. Tammy makes a major positive difference in the College's functioning and in all of our lives. Thank you for the opportunity to express my appreciation of Tammy and all she does.

Sincerely,



Mary Margaret Livingston, PhD
Professor
Coordinator Undergraduate Psychology
Director Human Services Concentration , MA Counseling and Guidance
Roger Thomas Luffey Endowed Professor