

Cynthia D. Franklin
Louisiana Tech University
Registrar's Office

I began my career at Louisiana Tech University in September of 1978 under the tutelage of Registrar Mrs. Eleanor Rockett with Dr. F. Jay Taylor as President. At that time we conducted what is known as "Arena Registration" – mostly a manual process (we saw every student – every quarter) using early computer programs and IBM punch cards. Some of my first assigned duties included filing, answering questions from incoming telephone calls, responding to incoming mail, sorting registration punch cards, creating schedules for each student, editing bubble sheets for drop/add classes, and working the registrar's front desk responding to student questions, complaints, and concerns. Mrs. Rockett insisted we treat each student as a customer and working at the registrar's front desk is where I developed my customer service skills.

While under Dr. Harold Pace, the Registrar's Office was relocated to Wyly Tower while Keeney Hall underwent renovation. Dr. Pace brought about the transition from card punch operations to computerized registration and the initial use of the early registration process. Each quarter, in the Wyly Tower Registration Center, I supervised approximately thirty student workers tasked to assist students with loading student schedule in the "new computer system". In addition, I was responsible for updating student data in the computer system, production and distribution of class rosters and grade sheets to the faculty, collection of grade sheets, editing grade sheets, run the grade sheets through the computer card reader, and then edit and correct any grade sheet that was rejected by the computer card reader. Not only did I see every student at least once per quarter, I also saw every faculty and staff member during the grading cycles. Customer service took on new meaning as we gained the use of better tools, more information, and expanded responsibilities. I learned to serve all levels of academic administrators, students, parents, and the general public.

When Mr. Bob Vento became Registrar in 1997, he initiated the desktop computer era with functional access to a new Student Information System (SCT). A huge proponent of customer service and teamwork, he challenged me to concentrate on teaching our customers how to take care of their business online using the new computer tools and making sure the customer received courteous help from our staff. He always reminds us that the implementation of paperless (online) student registration, faculty online grade loading, ordering transcripts, student information, student class scheduling, etc. has significantly changed the way customer service is conducted. These upgrades from the legacy system challenged all in the Registrar's Office to adapt to using new tools and to learn all the updated processes to accomplish our jobs, to include expanded responsibilities, and effective customer service.

I have had the privilege of working for Registrars Mrs. Eleanor Rockett, Dr. Harold Pace, Mr. Phillip Washington, and Mr. Bob Vento. Each Registrar has provided encouragement, ideas, suggestions, and leadership, as well as expectations for our staff. I have also had the privilege of working under University leadership of Dr. F. Jay Taylor, Dr. Dan Reneau and Dr. Les Guice with each bringing vision and direction for the next generation of students.

Over the years, my job responsibilities have changed and in many ways they have remained the same; however, my primary responsibility has always been customer service. Each day is different, challenging, but rewarding. That is why I still enjoy my job after forty years.

Cynthia D. Franklin



LOUISIANA TECH UNIVERSITY

UNIVERSITY REGISTRAR

University Senate;

This letter is in support of Cindy Franklin to receive the Student Outreach Award – Classified. Cindy has a very extensive history with Louisiana Tech University and its students. My experience in working with Cindy comes from multiple angles such as being a student, a worker from another office on campus (Financial Aid), and as one of her supervisor in the Registrar's Office. In all aspects, she has always assisted students in any way that she could.

It was until I arrived and worked in the Registrar's Office that I understood the full amount of work Cindy put in for the students and this university. Many people may not know, but the amount of hours she puts in for the students to use their current functionalities is hard to document. She regularly puts in hours at home to include preparing registration and communications to students at 3 AM. A recent example would include during the tornado days. I arrived in the office to attend ERT meetings and she was already at her desk answering phone calls to our office. The university had already alerted people hours before about our closure. When I asked her why she was here, she stated to get things done for the students and help answer questions they may have if they call.

Cindy always adapted to the technologies our office pushes to the benefit of student use. When I started pushing electronic forms, electronic reports, automated ordering systems, etc, Cindy was the first person in this office to accept the challenge and assist me with getting our office moving in the right direction. Some may say that is not a student outreach initiative; however, it is. The functions that Cindy has assisted with and promoted have been to the benefit of each student. The countless number of phone calls and emails she took upon herself to explain and help students learn about the new methods is every bit of student outreach. She regularly deals with difficult student situations and remains professional as she helps them solve their problems.

I was not asked to write this letter. I volunteered to write it after I learned that Cindy was nominated for this award. No one fits this award better than her. Please let me know if I can assist with any questions you may have.

Josh Chovanec

Sr. Associate Registrar

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LOUISIANA TECH UNIVERSITY

COLLEGE OF ENGINEERING AND SCIENCE

April 16, 2017

University Senate
Louisiana Tech University

RE: Cindy Franklin
Support Letter for 2019 Student Outreach Award

I am gladly writing this letter in support of the nomination of Cindy. I have known Cindy since I started at Tech in 1992. Cindy has always been an advocate for our students and has over the years seen to it that a student feels more comfortable when they are making the difficult decision about dropping classes or resigning from the university.

She makes the Registrar's Office feel warm and welcoming when the students or faculty come in to handle any business.

Cindy has helped build a strong team in the Registrar's Office that has served the university well over the years. I know for a fact that Cindy has worked late into the night behind the scenes to see that students are registered for their freshman classes during orientation and the students never even know this. She has done this for years without complaint.

Things are now becoming more streamlined with online processes; however, Cindy has always been there to see that things are done properly.

In a pinch over the years you could call her and she would take care of whatever ever you needed.

Again, I am extremely happy that Cindy has been nominated for this award and I feel that she should be the one chosen for this award.

Joyce Bryan

Undergraduate Studies Office
College of Engineering and Science
Louisiana Tech University
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LOUISIANA TECH UNIVERSITY

SCHOOL OF AGRICULTURAL
SCIENCES AND FORESTRY
COLLEGE OF APPLIED AND
NATURAL SCIENCES

To Whom It May Concern;

Please accept this letter of support for Cindy Franklin's nomination for The Student Outreach Award. When I think of Louisiana Tech and helping students, I immediately think of Cindy. I have no doubt in saying that she is the most deserving person for this award.

Over my entire career, I have witnessed Cindy's efforts to make student life and success better. As a faculty member, she has always been quick to answer my questions and assist me in solving a problem with no second thought about the stack of chores on her desk. I have watched her during busy times (Orientation and Registration) assist students with their questions and never have a bad attitude when she was asked the same question a hundred times. She has always gone beyond what is required to help any student. I have depended on the fact that I could send a student with problems over to the Registrar's Office, knowing that Cindy would help the student fix the problem and the student would know that Tech cared about its students. She always approaches each task and challenge with the greatest professionalism and patience of anyone that I have seen. She makes Tech a better place to be a student and an employee.

In short, I highly recommend that Cindy Franklin be awarded the The Student Outreach Award, I cannot think of anyone that deserves this more than her. If I can answer any questions, please let me know.

Sincerely yours

Mark W. Murphey, Ph.D. Associate Professor, Academic Program Chair
Holder of the Agricultural Sciences Endowed Professorship

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LOUISIANA TECH
U N I V E R S I T Y

COLLEGE OF ENGINEERING & SCIENCE

May 1, 2019

Dear Award Committee,

It is my honor to recommend Cindy Franklin for the Student Outreach Award. Even before I moved into my current administrative position, I was aware of who Cindy was. It was common knowledge among faculty that when it came to who to approach in the Registrar's office for student help, she was one of your first stops. As I moved into my role as Associate Dean for Undergraduate Studies, I realized the importance and impact that Cindy has.

In our college, we regularly run into situations with students that require help or assistance. Cindy is amazing resource and is very helpful in finding solutions that will assist the students. I would suspect that most of the people that are nominated for this position are more public. What I mean by this is that you will find them outside of their office and around the campus. Cindy however, is more behind the scenes. The amazing thing about her is that most students and faculty have no idea what all she is doing to make their jobs easier and to help them. They just know it was fixed.

Cindy has been a long-time employee of Tech. Her efforts which typically go unnoticed are what help so many students to be retained and ultimately receive degrees from the university. I highly recommend her to you. If you have any further questions with regard to her impact on students, please do not hesitate to contact me.

Heath Tims, PhD
Associate Dean, Undergraduate Studies, COES
Associate Professor, Mechanical Engineering
Endowed Cajun Contractors Professor



20 April 2019

To Whom It May Concern:

I am writing this letter in regard to Cindy Franklin, who has been nominated for the Student Outreach Award. Because this award "is intended to recognize and reward a classified employee who has taken great strides in improvement of the lives of students by becoming acclimated and integrated with student life and carries out the duties of their job with Respect and Leadership, two of Louisiana Tech Tenets," I can promise you there is no better candidate at Louisiana Tech than Cindy Franklin.

I was the Director of Honors for eight years, and I'll be the first to admit that Honors students can often be difficult to accommodate for a variety of reasons. Cindy was always willing to help my students, and in fact working with Cindy we were able to make registration more efficient as the program grew. This certainly embodies the idea that "The individual will have shown great enthusiasm for their job and a strong drive to improve services to better the student," because Cindy streamlined the registration process for 800 students. These are the kinds of actions that draw good students to Tech, and I can promise you my program would not have flourished as it did without her help. While it is sometimes difficult to find dedicated individuals who care about their jobs, and who are willing to give their own time to better their institution, this was certainly not the case with Cindy. She worked tirelessly and she was one of the people I could look to and rely on if I needed help with any student-related task. Her dedication was obvious. I think it is also obvious that to stay at your job for 40 years you certainly must love it!

But not only did Cindy go "above and beyond standard responsibilities to deliver quality service to students" -- and not just Honors students, ALL students -- she also exemplified a "commitment to meeting the needs of students, faculty, and staff." I know for many staff the faculty can be annoying and there is sometimes a sense of entitlement that faculty radiate, but I can promise you, even before she really knew me Cindy was always willing to help because she knew that ultimately she was helping out students and by doing so she was making Louisiana Tech a better place. I asked a LOT of questions when I was Director of Honors, but never once did I hear a cross word or an "I'm too busy." She was far and away one of the best colleagues I had at Tech.

I retired from Tech at the end of last year, mainly because we wanted to move back home to

South Carolina to spend more time on the beach and less time at work. I had a number of great colleagues at Tech, but few that I really, really miss, but I have to say that Cindy is one I really do miss. In a way that's probably strange because not all faculty and staff bond so well, but it's pretty hard not become close to someone who cares so much about her students, her colleagues, and the University. But Cindy is the type of university employee who works hard and truly loves her work, all of which advance Louisiana Tech's drive to be one of best institutions of higher education in America. She is a credit to Louisiana Tech University, and more than deserving of this award.

If you have any questions please feel free to email me at dr.rick.simmons@gmail.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rick Simmons", with a long horizontal line extending to the right.

Dr. Rick Simmons
Former Director of Honors
Louisiana Tech University



LOUISIANA TECH
UNIVERSITY

DEAN OF STUDENT SERVICES
& ACADEMIC SUPPORT

May 2, 2019

Selection Committee:

I take great pleasure in the opportunity to recommend Ms. Cindy Franklin for the Louisiana Tech Student Outreach Award. Ms. Franklin's strong work ethic; which is evident to all who know her, as well as her years of experience as an employee, makes her a great choice for this award. The most outstanding aspect of Ms. Franklin's service to Louisiana Tech is her unwavering dedication to serve students.

I have had the pleasure of knowing Ms. Franklin for many years. I have had the opportunity work with her professionally through her involvement with the Registrar's Office, and also on various projects. Ms. Franklin maintains strong relationships all over campus with faculty and staff. Ms. Franklin's professionalism and experience are to be commended. I have personally witnessed her willingness to accommodate students when needed (and ethical) but to also not be afraid to correct in a loving tone when needed. I have also had the opportunity to watch her interact with students that she supervises. Her compassion and concern for student success is admirable, as well as essential for a career in higher education. She has served our profession extremely well and I am eternally thankful she chose our University to pour into students.

It is without question, Ms. Franklin is deserving of this award. Ms. Franklin is most certainly a wonderful representative of our University and I recommend her without reservation. Please do not hesitate to contact me if I can further assist this process (stacyc@latech.edu/318.257.4730).

Sincerely,

Stacy C. Gilbert

Dean of Student Services and Academic Support

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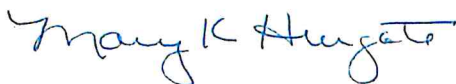
To Whom It May Concern;

"The Student Outreach Award is intended to recognize and reward a classified employee who has taken great strides in improvement of the lives of students by becoming acclimated and integrated with student life and carries out the duties of their job with Respect and Leadership, two of Louisiana Tech Tenets. The individual will have shown great enthusiasm for their job and a strong drive to improve services to better the student. "

When I read the description of the Student Outreach Award, Cindy Franklin's name comes immediately to mind. In 20 plus years of working with Cindy during registration and grade loading, I can't tell you how many times I have said to fellow staff members, particularly those in our athletics academic center, "If you are having a problem with Registration, just call Cindy. She will figure out the problem and what we need to do." She is always patient and willing to help. If we have students with Registration issues, again, Cindy is who we send them to. Even if we aren't sure if she is the one that handles that particular area, we know that she will treat them with respect and understanding and figure out the solution. I feel she definitely goes "above and beyond" to deliver quality service to students and faculty/staff.

In conclusion, I definitely feel Cindy Franklin is very deserving of this award.

Best regards,



Mary Kay Hungate
Deputy Athletics Director