

Cynthia D. Franklin
Louisiana Tech University
Registrar's Office

I have achieved a 40-plus year career in customer service in the University Office of the Registrar which began September of 1978. It has been my privilege to work under the University leadership of three notable presidents and serve under the tutelage of three extraordinary University Registrar's. I am a joyful, kind hearted, and well-respected staff member bringing a wealth of expertise to my position here in the Registrar's Office. Faculty and staff members, campus wide rely on my dedicated support with the satisfaction of knowing I will get the job done.

Some of my first assigned duties included filing, answering incoming calls, mail, sorting registration punch cards, creating schedules for each student, editing bubble sheets for drop/add classes, and working the front desk. The leadership in my office encouraged us to treat each student as customers which is a valuable skill I grew to love and appreciate.

I actively provided team support to the Registrar's Office when it relocated to Wylly Tower during the renovation of Keeny Hall. At this time, processes of the Registrar's Office transitioned from card punch to computerized registration. My responsibilities included updating student data in the computer system, printing, collecting, editing and running grade sheets through the computer card reader and supervised student workers to assist with inputting student schedules in the new computer system.

Under leadership of the current Registrar, paperless registration was implemented to web-based student registration, inputting grades, ordering transcripts, student information, class scheduling, etc. I, along with my fellow staff members successfully achieved the challenges associated with these upgrades. My love for customer service continues to grow to ensure all students, faculty and parents were served efficiently.

Over the years, my job responsibilities have changed and, in many ways, they have remained the same; however, my dedication to Louisiana Tech University, students and alumni in the form customer service endures. I not only have a great working relationship with faculty and staff members, I also have consistently maintained relationships with many students and student workers during my time here. Many of these students return to visit me yearly.

My goal is to help bring out the best in others through laughter and love. Each day is different, challenging, and rewarding which is why I still enjoy my job after forty-one years. Ever Loyal
Be will always be within me!



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Barksdale Program

Ms. Alicia Kimbell
Chair, Staff Subcommittee
University Senate Committee on Employee Relations
University Senate
Louisiana Tech University

Dear Ms. Kimbell,

I am writing this as a recommendation for Ms. Cindy Franklin who has accepted the nomination for the University Senate 2020 Loyalty Award recognizing outstanding classified employees of Louisiana Tech University.

Ms. Franklin has served the Louisiana Tech Family faithfully in the Office of the Registrar for forty-two years. I have worked with her for forty-one of those forty-two years as a faculty member, the director of the Louisiana Tech Barksdale Program, and as an adjunct faculty member.

Cindy is knowledgeable, conscientious, responsible, and reliable. I never brought her a problem which she did not solve quickly and satisfactorily. She knows the functions of the Registrar's Office thoroughly and is an asset to Mr. Vento, her colleagues, the administration, the faculty, and Louisiana Tech students.

Cindy is now among the senior Louisiana Tech classified staff members, and her loyalty to the Tech Family is complete.

She is entirely deserving of this award, and I recommend her to you without any reservations whatsoever. If you have any questions, please email me at jbrewer@latech.edu

Sincerely,
John Clinton Brewer
Director and Professor Emeritus

JB:jb



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COLLEGE OF BUSINESS

RE: Nomination of Ms. Cynthia Franklin, Registrar's Office, for 2020 Loyalty Award

DATE: April 20, 2020

Esteemed members of the University Senate:

Please allow me this opportunity to restate what most people at Louisiana Tech already know: **that Cindy Franklin meets the very definition of loyalty to the University.** In her over 40 years of service to the institution, Cindy has unfailingly served the students, faculty, staff, and administration of Louisiana Tech with the same cheerfulness, efficiency, competence, and dedication. Everyone knows that when anyone has an issue related to their transcript, their registration status, or their general academic records, that Cindy will be the one to resolve it. Moreover, and more importantly, she will resolve it with the grace and goodwill for which she is renowned.

I myself work with the Registrar's Office, and specifically Cindy, on a daily basis. Personally, I can tell you that my job would be impossible without her. As someone relatively new to Louisiana Tech, I needed the guiding hand that Cindy so generously extends to her colleagues. She has been so helpful and instructive, and with never a cross word or impatient gesture, despite however basic the question or difficult the request. This level of knowledge – and willingness to impart it – is the reason that Cindy has become a pillar of the Registrar's Office: someone whose name connotes dedication and service, and someone whom everyone is happy to call and eager to engage in collaboration and conversation.

As a person who myself has worked for many years in higher education within the state but outside of Louisiana Tech, I can say that Cindy's reputation extends far beyond the walls of the University and well into the region. Her colleagues at our sister institutions are fully aware of the same wonderful traits that we know and esteem. In this respect, she is an ambassador throughout the state for Louisiana Tech values and Louisiana Tech spirit.

It is my most sincere hope that you will find this recommendation accurate – but I am confident that those of you who know Cindy Franklin could only find this recommendation to be accurate. Thank you so much for your time and consideration.

Respectfully submitted,


Joe Minsour
Director of Student Success
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UNIVERSITY REGISTRAR

TO: University Senate Staff Subcommittee
2020 Loyalty Award - Classified

DATE: April 24, 2020

SUBJ: **Nomination for AY 2020 Loyalty Award - Classified**
Mrs. Cindy Franklin

Dear Subcommittee Members:

It is both an honor and privilege to provide this letter of support for Mrs. Cindy Franklin to receive the 2020 Loyalty Award – Classified. I have worked closely with Cindy for over 23 years and I truly believe that her daily performance provides a clear indication of her dedication and loyalty to Louisiana Tech University. She is the go-to person for all things associated with registration, drop/add, grade loading and grade reporting. If you think about it, when faced with a difficult question about academic operations, you've probably heard someone in your own office say, "Call the Registrar's Office and ask for Cindy!"

Cindy Franklin has worked in the Office of the Registrar for 42 years. She has figuratively seen and interacted with several thousand students, parents, faculty, and staff as they passed through the Customer Service Area in Keeny Hall. There have been numerous offers throughout the years trying to entice her away for better pay, different opportunities, or just a change of scenery. However, she has always stated that she looks forward to each day and the opportunity to do what she does for the students, faculty and staff, as each day was different and definitely not boring.

Cindy is a veteran of the old "arena" registration and payment process (Memorial Gym, and GFM Hall), directed the computer-assisted Registration Center (Wyly Tower) operation, and supervises the present web-based online operations. Additionally, she continues to be an integral part of the continuing development of online drop/add, major/minor changes, grade loading, and grade reporting. Throughout all these process improvements, Cindy has maintained a positive can-do attitude even when faced with the tough technological challenges that inevitably surface when new software and processes are put into operation. She is known for her outstanding customer service and her innate ability to resolve problems with great skill and diplomacy.

She truly embraces new processes, procedures, and computer tools in order to facilitate better student and faculty support operations - trying to provide them with easier-to-understand and simple-to-use self-help options, thus saving time and easing frustrations. To make this successful, Cindy routinely coordinates and resolves thousands of registration actions with faculty and staff from over 75 departments, through 5 undergraduate and 5 graduate associate

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deans, comprising all 5 of our degree granting colleges! A great example of her dedication to Tech is her continuous effort to remotely support and maintain online registration and drop/add operations as required by the 2020 Coronavirus Pandemic closure of all Tech campuses. This service has been predominantly transparent to much of the general population, but her attention to detail and consistent monitoring efforts are critical to providing students with timely registration and drop/add service and feedback that the actions have been taken care of in a timely manner using new processes that were just initiated this past fall. While continuing to support Summer and Fall early registration actions, she will supervise the collection and computation of final grades for the Spring 2020 courses, thus closing out one of the most difficult academic terms in Louisiana Tech's long and distinguished history.

In summary, I hope you would agree these examples are strong indicators of her dedication, leadership, loyalty, and commitment to our student, faculty, and staff. In my mind, she is the epitome of Tech pride. I wholeheartedly support Mrs. Franklin's nomination for this award and thank you for the opportunity to express my professional admiration for this distinguished member of the Tech family.

Very Respectfully,



Robert D. Vento, Jr.
University Registrar