

May 1, 2020

Louisiana Tech University  
University Senate

RE: Outstanding Service Award

Dear University Senate Awards Committee,

I am honored and truly blessed to be nominated for the 2020 Outstanding Service Award at Louisiana Tech University. I am very grateful to be recognized for doing something that I love. I count it a privilege to work at this great institution. In my sixteen-year career at Tech, I have had the pleasure of not only working with students, faculty and staff here on campus, but also the University of Louisiana System office, local teachers and school boards. Along the way, I have never wondered if I was in the right spot professionally; I am confident I have always been right where I need to be.

My career at Louisiana Tech began in February 2004 when I was hired as a Cashier in the Comptroller's office. This position afforded me the opportunity to work with the very life blood of the university, our students. I enjoyed my daily interactions helping students with fee payments, refunds, issues related to financial aid and housing, etc... No two days were alike and it kept me on my toes.

In September 2005, I was promoted to the University Travel Coordinator, which was very different from my position as Cashier. My interactions with students were significantly fewer, however I had the opportunity to work with faculty and staff across campus as I processed their travel reimbursements. I also gained knowledge of state travel policies and procedures. Though I am no longer in this position, the knowledge I gained in this position continues to be an asset as I assist others with travel questions and concerns.

In April 2007, I was promoted to Administrative Coordinator under Vice President Joe Thomas. This position offered me many opportunities to not only work with faculty and staff, but also students, parents, many area teachers and school boards, and the University of Louisiana System office. My past experience as a Cashier and University Travel Coordinator paved the way for many of the day-to-day tasks of the Administrative Coordinator position.

In June 2015, I was promoted to Administrative Assistant under Vice President Lisa Cole. I maintained the same duties as I had in the Administrative Coordinator position, but have also taken on added special projects. I have gained an extensive knowledge in the financial, accounting, and budgeting areas of the University.

In closing, the experience I have gained and people I have met over the last sixteen years at Tech continues to help me excel in my position and grow professionally as an Administrative Assistant. I am very blessed to serve Louisiana Tech University and to have the opportunity to make a difference in the lives of others. Thank you for the opportunity to be considered for the 2020 Outstanding Service Award.

Sincerely,

Jennifer Caskey  
Administrative Assistant  
Division of Finance



LOUISIANA TECH  
UNIVERSITY

DIVISION OF FINANCE

May 8, 2020

University Senate Awards Committee

Re: Jennifer Caskey  
Outstanding Service Award Nominee

Dear Committee Members:

Jennifer Caskey has been a valued member of the Division of Finance since February 2004 and I am honored to submit a letter of recommendation on her behalf for the Outstanding Service Award for Classified Employees. Throughout her tenure at Louisiana Tech University, Jennifer has provided the highest level of customer service to our students, faculty, and staff. She began her career at Tech as a cashier where she assisted countless students and parents, as well as on-campus departments, with their financial transactions. Jennifer has also served as the travel coordinator for the University where she provided sound guidance to our faculty, staff, and student groups regarding state travel regulations and always ensured timely, accurate travel reimbursements. During this time, she also coordinated the billing of student tuition and fees paid by outside entities. In this position, she effectively represented the University on behalf of our students in her interactions with many state and federal agencies, foreign embassies, and other organizations.

In her current position as Administrative Assistant in the Division of Finance, Jennifer has continued to represent the division and the University in a professional manner. She continues to assist our students and their parents, as well as provide guidance to departments and employees throughout campus regarding financial, accounting, and budget matters, endowed chair and professorships, and many other related issues. Jennifer communicates effectively with the University of Louisiana System staff and other state agencies. She is highly organized and is instrumental in ensuring the successful daily operations of both the Office of Finance and Office of the Comptroller. She has a great understanding of University policies and procedures and state regulations and looks for ways to enhance efficiencies in the services we provide to the campus. She prepares complex financial analyses and reports for both internal and external use.

Throughout the implementation of our ERP system, Jennifer has been a valuable member of the Finance team. She has served as a subject matter expert in several areas and as a facilitator for our testing and configuration review sessions, coordinated travel and events for the teams and the consultants, and ensured that all financial and administrative tasks associated with the implementation are accomplished. During this period of working remotely, Jennifer has ensured that all office operations are completed, assisted departments with time-sensitive financial transactions related to

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A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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remote operations, and assisted her coworkers whenever needed, and provided excellent customer service to our students, campus department, and outside entities.

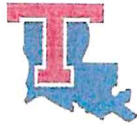
Jennifer also serves as a mentor to new staff members in our division and provides exceptional leadership and support to her peers and our student employees. She is always willing to assist her coworkers or others on campus during busy times such as registration and payment deadlines. She is truly one of the best members of our Tech family!

I recommend Jennifer Caskey without reservation as the recipient of the 2020 Outstanding Service Award. Please do not hesitate to contact me if you need additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lisa L. Cole".

Lisa L. Cole  
Vice President for Finance



LOUISIANA TECH  
UNIVERSITY

DIVISION OF FINANCE

May 4, 2020

Louisiana Tech University  
University Senate

RE: Outstanding Service Award – Classified: Jennifer Caskey

Dear Members of the University Senate,

It is with great pleasure I recommend Ms. Jennifer Caskey for the Outstanding Service Award for 2019-2020. I have worked many years with Jennifer and have always been inspired by her level of service to the University. She is an employee who truly goes “above and beyond” in all she does.

Over the past sixteen years, Jennifer has served Louisiana Tech in many capacities: cashier, travel coordinator, and now Administrative Assistant to the Vice President for Finance. She continues to have daily interaction with various faculty, staff and students, assisting with areas such as balance inquiries, chairs and professorships accounting, alumni affairs, resignations, international tax documents and many, many other items.

Over the past year, Jennifer has taken on many additional responsibilities related to the Workday conversion. She never balks at anything asked of her, and often volunteers when there is a need. She definitely puts the needs of the Comptroller’s Office and Louisiana Tech University ahead of anything else.

Jennifer is an exemplary employee that others should strive to emulate. Her levels of efficiency and accuracy are beyond wonderful and she is dedicated to the University, the faculty, the staff, and most importantly the students.

Ms. Jennifer Caskey is definitely an asset to the Comptroller’s Office and Louisiana Tech University and she is most-deserving of the Outstanding Service Award.

If you have questions, or need additional information, please contact me by phone or email ([CLMARTIN@LATECH.EDU](mailto:CLMARTIN@LATECH.EDU)) as I would be happy to supply additional information.

Sincerely,

Cristy Martin



May 8, 2020

Louisiana Tech University  
University Senate

RE: Outstanding Service Award – Classified: Jennifer Caskey

Dear Members of the University Senate,

It is my privilege to recommend Jennifer Caskey for the Outstanding Service Award for Classified Employees. I have worked with Jennifer in the Division of Finance for nine years, and she consistently meets and exceeds the criteria for this award by her service to Louisiana Tech University.

Jennifer has been an employee at the University for 16 years, and she has excelled in each role she has filled during that time. Through her different positions she has had the opportunity to assist campus administrators, faculty, staff, vendors, customers, parents, and students. Jennifer's courtesy, patience, and professionalism are an asset to our division and the University as a whole. My hope is that this award will acknowledge Jennifer's many contributions to the University that may often times be unnoticed due to her consistency and dependability.

Jennifer also has an immense impact on the intangible aspects of the Division of Finance. Between hiring, training, and scheduling frontline student staff, producing internal calendars, office correspondence, and recognition of staff milestones and superlatives, Jennifer's efforts have an enduring positive impact on the camaraderie and unity inside of a division with a diverse blend of daily duties and priorities.

In closing, Jennifer would be an excellent choice for the 2019-20 Outstanding Service Award. If the Senate has any further questions, please feel free to contact me at [zach@latech.edu](mailto:zach@latech.edu) or extension x5222. Thank you for the opportunity to provide this letter of recommendation.

Sincerely,

Zach Williams  
Budget Officer