



LOUISIANA TECH  
UNIVERSITY

UNIVERSITY REGISTRAR

April 27, 2020

Louisiana Tech University  
University Senate Staff Subcommittee  
Ruston, LA 71272

Dear Committee:

First of all, let me say I'm very excited and surprised to be nominated for the 2020 Outstanding Service Award-Classified. I love my job and ALL of the people that I have the pleasure of working with.

I began working in the Registrar's Office in 1986. I've worked for three different Registrars and let me tell you times sure have changed. When our daughter started elementary school in 1996 I decided that I wanted to volunteer at her school and the only way to do that was to resign my job. I volunteered at her school and soon became a Teacher's Aid. I did this for four years but soon realized that my true calling was to be back in the Registrar's Office at Louisiana Tech University.

In the Registrar's Office, my duties consist of coordinating with each academic department on campus the courses that are to be offered each quarter and then updating this information into the mainframe at which time they are active on BOSS. I also coordinate with these departments and Colleges course catalog changes which I document on the mainframe and in Acalog. I work closely with Admissions and Enrollment Management and register all of the dual enrollment students each quarter except summer as dual enrollment is not usually necessary in the summer. I also handle room reservations for courses, special events, and organizations; I am also in charge of answering the Registrar emails. I assist in customer service also by helping to answer the phone and assist at the front counter when needed. I absolutely love every aspect of my job even when problems arise as I love to solve problems. I try to do my very best and will continue to strive to do so. Please don't get me wrong, I'm human and make mistakes but I always strive to do my very best.

I absolutely love working in the Registrar's Office and I work with some of the best people you'd ever want to meet. We are there for one another both professionally and personally. It's just a great reward to do what I do.

Thanks so much for your consideration,

Terri Odenbaugh  
Office of the Registrar

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

P.O. BOX 3155 • RUSTON, LA 71272-0001 • TELEPHONE (318) 257-2176 • FAX (318) 257-4041

AN EQUAL OPPORTUNITY UNIVERSITY



LOUISIANA TECH  
UNIVERSITY

UNIVERSITY REGISTRAR

**TO:** University Senate Staff Subcommittee  
2020 Outstanding Service Award - Classified

**DATE:** April 23, 2020

**SUBJ:** **Nomination for AY 2020 Outstanding Service Award - Classified**  
**Mrs. Terri Odenbaugh**

Dear Subcommittee Members:

It is an honor to provide this letter of support for the nomination of Mrs. Terri Odenbaugh to receive the 2020 Outstanding Service Award – Classified. I have worked closely with Terri for over 20 years and I truly believe that her daily performance provides a clear indication of her application of planning and organization skills contributing to the efficient and effective operation of our five colleges, the graduate school, and our students. Terri truly embraces new processes, procedures, and tools in order to support student and faculty performance. As many faculty and staff members will tell you, Terri is known for her outstanding customer service and her innate ability to resolve problems with great skill and diplomacy. I would like to focus this letter on two areas where her service and support go above and beyond the parameters of outstanding service: class schedule development, and dual enrollment support.

Shortly after we completed Y2K transition from legacy computing software to the SCT IAPlus Student software suite (1999), Terri expressed an interest to learn the Schedule Development, Faculty Assignment, Classroom Management, and Course Inventory Management modules and functions of the SCT software. In very short order, she mastered the software and assumed the lead role for schedule development using the (then) new software. Many of our Tech family have either spoken to or corresponded with Terri on a routine basis without knowing the full extent of her daily workload. For example, on any given day, Terri is working on course schedule development projects that require research into previous terms, updates and changes to the current term, and building future terms in the system. It's not just a "one day and done" scenario. She routinely coordinates thousands of scheduling data elements to combine hundreds of subjects and multiple sections with faculty and staff representatives from over 75 departments/schools, through 5 undergraduate and 5 graduate associate deans, comprising all 5 of our degree granting colleges! Multiply that by 2 drafts per schedule prior to early publication which supports early advising and early registration each quarter, and then factor in an immediate emergency weather event or two (hurricane, tornado, ice storm, or a pandemic), and Terri does not miss a beat!

A great example of her behind-the-scenes support is the re-programming effort required to transition Tech from the Spring 2020 schedule, as implemented, to the 100% online schedule as required by the 2020 Coronavirus Pandemic closure of all Tech campuses. This has been predominantly

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

P.O. BOX 3155 • RUSTON, LA 71272-0001 • TELEPHONE (318) 257-2176 • FAX (318) 257-4041

AN EQUAL OPPORTUNITY UNIVERSITY

*Raymond J.*

transparent to the general population, but her attention to detail and consistent monitoring efforts are critical to the collection and computation of grades for these courses at the completion of the Spring 2020 term.

Terri has personally helped revise and develop all scheduling tools, from paper and pen drafts published in paper renditions of "The Racing Form", to spreadsheet-centered electronic drafts and real-time publication of changes to the web. Several years ago, with the acquisition of Acalog Online Catalog software, she led the effort to convert the master course inventory archive from the SCT system into the dynamic Acalog online course inventory in the newly published online catalogs. Now, Terri is taking these accomplishments to another level as she has been actively participating in the development of Workday Student in preparation for conversion to this state-of-the-art tool.

In addition to the non-stop processes that comprise Tech course development and scheduling, Terri plays a pivotal role each quarter leading the registration of all dual enrollment (high school) students into approved courses. Working very closely with the Coordinator for Dual Enrollment, and with the Undergraduate Admissions staff, Terri ensures that all eligible dual enrollment candidates are admitted and correctly registered in the approved course loads for the current term by no later than the census date (9<sup>th</sup> Class Day) each term. This is especially hectic in the fall term as a significant number of candidates require critical support at the same time that the new freshman class is just settling in on campus – as well as online – and each high school student is given the utmost of care and service by Terri and the dual enrollment team. These efforts lay a solid cornerstone for further recruiting the student to a lifetime commitment to their education at Louisiana Tech University.

In summary, I hope you would agree these examples are strong indicators of her dedication, leadership, and commitment to our student, faculty, and staff. I wholeheartedly support Mrs. Odenbaugh'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,

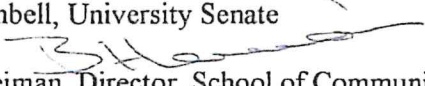


Robert D. Vento, Jr.  
University Registrar

LOUISIANA TECH UNIVERSITY  
COLLEGE OF LIBERAL ARTS  
SCHOOL OF COMMUNICATION

MEMORANDUM

**TO:** Alicia Kimbell, University Senate

**FROM:**   
Brenda Heiman, Director, School of Communication

**DATE:** April 17, 2020

**RE:** Outstanding Service Award Recommendation – Terri Odenbaugh

It is an honor to recommend to you Ms. Terri Odenbaugh for this year's Outstanding Service Award. Terri demonstrates her dedication to the University, as well as to the faculty/students, on a daily basis, by being thorough, organized, and a true problem-solver. Terri is not only quick to respond, no matter the level of importance of the question/problem, but always has an answer.

Her institutional knowledge about the University is amazing. Regardless of the question I bring to her, she can quote chapter and verse, another example of a similar situation and how it was resolved. Terri can always be counted on to work toward a positive solution, regardless of how trivial or unmanageable the problem may seem.

From working with Terri, I can attest to the fact that her heart lies with our students. No matter the question or issue I bring to her, the response is always with her concern for the impact on the student first. She exhibits the interpersonal skills needed to work with every faculty or student on campus. Her sense of compassion and fair-play makes her perfectly suited for the job she performs each day.

Terri is one of those staff members who stays in the background, consistently completes her responsibilities without drama or hoopla, and is dependable, ethical and professional in every way. She is, indeed, a quiet yet enthusiastic bedrock of our University. Because of all of these attributes, Terri is certainly deserving of this award.

It is without hesitation that I recommend Terri Odenbaugh for the Outstanding Service Award for 2020. Please feel free to contact me should you require further information about this nomination. Thank you for your consideration of this recommendation.



LOUISIANA TECH  
UNIVERSITY.

College of Engineering and Science

University Senate  
Outstanding Service Award  
Louisiana Tech University  
Ruston, LA 71272

Dear University Senate Members:

It is with great pleasure that I write a letter of support on behalf of Terri Odenbaugh who has been nominated for the Outstanding Service Award. In her capacity as Class/Classroom Scheduling Coordinator for the Office of the Registrar at Louisiana Tech University, she serves as the initial contact for academic programs at Louisiana Tech with regard to scheduling concerns. As the Math Enrollment Coordinator for the Program of Mathematics and Statistics at Louisiana Tech, I have frequent conversations with Terri regarding scheduling issues.

I am amazed at how Terri handles her tasks daily. My observation is that she always conducts herself in a professional manner. There is no doubt that she goes above and beyond her normal responsibilities, especially during this unusual Spring Quarter. Her role is critical to the university in that efficient and organized scheduling of classes is necessary for the effective daily operations of the school. She works hard to build connections with academic units across campus. It is apparent that she is committed to meeting the needs of all university stakeholders. Personally, I am very thankful for the role that she plays in the Registrar's Office at Louisiana Tech. As I have visited with other faculty across the state, I have found that their experiences with regard to class scheduling have not been nearly as positive as those at Louisiana Tech. It is my opinion that this is due, in great deal, to the efforts of Terri Odenbaugh. Again, it is with great pleasure that I submit this letter of support. I do not believe that you will find a more deserving recipient of the Outstanding Service Award.

Sincerely,

Dr. Charles Patterson  
Mathematics & Statistics  
Louisiana Tech University  
Ruston, LA 71272