



GRADUATE SCHOOL

April 29, 2020

Dear University Senate Members,

Thank you for the opportunity to be considered for the Student Outreach Award. As a member of the Graduate School team here at my alma mater, I work as the Graduate Enrollment Management Specialist. Helping students has been my lifelong career, first as an elementary educator and now as an employee of the Graduate School. I've always wanted to help people and this job allows me to help people from all over the country and the world!

My role at Tech allows me to begin interacting and building relationships with potential students before they are even admitted. I want to represent Louisiana Tech in a way that reflects who we are as a university, and I work to be that friendly contact that applicants and students feel comfortable speaking with and asking questions. One of the greatest parts of my job is when I meet students in person after many phone calls and emails. They are surprised and pleased when I remember their name and our previous conversations. Making people feel welcomed and important is what I always try to do. A smile goes a long way!

Helping potential students through the application process is one of my main roles. Many times, calls and visits I receive are from those who are nervous or unsure about applying, as it is a very important decision. I do my best to ease their minds and make applying to graduate school smooth and stress-free. My office is open to anyone who wants to stop by and ask a question or receive help. The best visits are from students who just want to come visit and update me on what is going on in their lives. It's so fun to see students on campus and know them by name.

Being nominated for this award is special to me and I'm very thankful. Included in this packet are my recommendation letters from Dr. Ramu Ramachandran, Dr. Sheryl Shoemaker, Van Tran Le, and a current graduate student. Thank you for your consideration.

Sincerely,

Samantha Bailey (Jordan after May 1st!)
Graduate Admissions
Louisiana Tech University

• MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM •

POST OFFICE BOX 7923 • RUSTON, LA 71272 • PHONE (318) 257-2924 • FAX (318) 257-4487

AN EQUAL OPPORTUNITY EMPLOYER



GRADUATE SCHOOL

April 30, 2020

Selection Committee
Unclassified Staff Recognition
Louisiana Tech University

Dear Selection Committee members:

It is a great pleasure to write a letter in support of Samantha Bailey's nomination for the 2020 Louisiana Tech University Student Outreach Award for Unclassified Staff.

There is a small group of people without whom Louisiana Tech University would not function well. Samantha Bailey is one of them.

The criteria for this award are listed as someone who has been employed for two or more years and

- Improves quality of student life
- Goes above and beyond standard responsibilities to deliver quality service to students
- Creates a more welcoming environment through understanding and encouraging students
- Works well with and builds a strong connection with students
- Commitment to meeting the needs of students, faculty, and staff

Everyone who interacts with Samantha will immediately agree that she embodies every single bullet. As the Graduate Enrollment Management Specialist (GEMS), Samantha plays an extremely important role in the lives of our graduate students from the time they start an application to the time they are finished with their degree. Their interaction with Samantha usually starts when they run into difficulties with our online application system or have a question related to the application. She responds to their questions and concerns and often stays on the phone to walk them through the application steps. Once a decision is made on the application, Samantha makes sure that we have all the documents needed for students to start their graduate education at Tech. She is meticulous and conscientious in all aspects of her work, and proactively addresses problems so that new students and continuing students are taken care of.

Samantha is a tremendously critical member of the Graduate School staff. We are fortunate that new students as well as continuing students have a knowledgeable and friendly person to advise them and advocate for them. I recommend her in the strongest terms for this recognition.

Sincerely,

B. Ramu Ramachandran
Associate Vice President for Research
Dean of Graduate School
T.L. James Eminent Scholar Chair Professor
ramu@latech.edu



LOUISIANA TECH
UNIVERSITY®

OFFICE OF INSTITUTIONAL EFFECTIVENESS,
RESEARCH, AND PLANNING
April 22, 2020

RE: Letter of Support for Ms. Samantha Bailey
Student Outreach Award Nominee

Dear University Senate Staff Subcommittee:

In July 2016, I first began working with Ms. Samantha Bailey when she began working in Graduate School as the Graduate Admissions Specialist. She has since received a promotion and is serving as the Graduate Enrollment Management Specialist. In this role, Ms. Bailey not only displays the Tenets of Respect and Leadership but is also a true role model of all the Tenets of Tech.

Ms. Bailey spends much of her day working with students from all over the world. Her interactions with everyone are always respectful and caring. Her overall calm voice and sweet demeanor puts students, faculty, and staff at ease. Her follow through provides students with confidence in not only her but the University as a whole. She can answer the same question 30 times a day and she treats each as if it is the first time she has answered it that day.

She brings excellence to all aspects of her position through accepting responsibility and leadership in moving students through all stages of the graduate admission's process. Her position requires her to not only be knowledgeable of the University but also immigration regulations and graduate program requirements. If she doesn't know the answer, she will work until she finds it out.

Ms. Bailey has always had presented with pride in her work, hope for the success of each student, loyalty to her co-workers, and enthusiasm for Louisiana Tech University; however, the one Tech Tenet that I have witnessed her greatest growth in is confidence. This confidence spills over in every aspect of her work life and has helped her be able to build strong connections with students, faculty, and staff. I honestly believe the Graduate School is a place where potential and current graduate students feel welcomed and supported, and this has a great deal to do with Ms. Bailey. If additional information is needed, please do not hesitate to contact me at (318) 257-2384 or email me at sshoemaker@latech.edu.

Sincerely,

Sheryl S. Shoemaker, Ph.D., Au.D.

Associate Vice President for
Institutional Effectiveness, Research, and Planning

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LOUISIANA TECH
UNIVERSITY.

DIVISION OF STUDENT AFFAIRS
INTERNATIONAL STUDENT AND SCHOLAR SERVICES

April 20, 2020

Dear Committee Members:

It is my pleasure to write this statement of support for Samantha Bailey as she is nominated for the Student Outreach Award. For the past four years, Samantha and I have developed an effective working relationship that allows us to provide our best services for students and faculty.

The Graduate Office and my International Student Office work closely with each other to help international graduate students with their admission and immigration. When we have a new international student, Samantha and I will coordinate to prepare paperwork for the student's enrollment to our university. Samantha has been a wonderful coworker. She is professional, supportive, responsible, and caring.

Samantha is very knowledgeable about what she is doing. She can answer whatever questions I have regarding the admission processes for graduate students at Tech. She is reliable and supportive. If I ask her for help or work on something, she will always get back to me. I am very impressed with Samantha's work ethic. I know that with limited personnel at the Graduate Office, she diligently works to ensure that students' applications and enrollments are done properly and timely.

Samantha has a pleasant personality. She is kind and nice when she works with colleagues and students. I always feel easy and comfortable when I work with her. I am sure that other colleagues and students feel the same way too.

I strongly recommend Samantha Bailey for the Student Outreach Award. She well deserves it for what she has done for students, colleagues, and Louisiana Tech University. Please do not hesitate to contact me at vtran@latech.edu or at (318) 257 4321 if you have any questions regarding Samantha Bailey.

Sincerely,

Van Tran Le, Immigration Coordinator
International Student Office

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AN EQUAL OPPORTUNITY UNIVERSITY

April 21, 2020

Dear University Senate Members,

Re: Student Outreach Award 2020

It is with great enthusiasm that I write this letter in support of the deserved nomination of **Ms. Samantha Bailey** for the Student Outreach Award 2020. As the Graduate Enrollment Management Specialist at Louisiana Tech's Graduate School, Samantha has made significant contributions to the University, going above and beyond the normal call of her duty, delivering exceptional service to the graduate student community, while epitomizing Louisiana Tech's twin tenets of Respect and Leadership.

In her official role which involves communication with prospective students to ensure completeness of application requirements, Ms. Bailey takes it upon herself to provide extraordinary support to applicants. She discerns quickly their individual needs and moves efficiently to provide key information, recommendations, or direction. I witnessed this firsthand through my international graduate application journey in 2017. When I eventually set foot on Tech Campus in the Fall of 2017, I went to the Graduate School to commence enrollment procedures, and specifically requested to see the face behind the helpful e-mail correspondences and to appreciate her. Among the graduate student community, Samantha is widely and fondly held as the 'go-to' person for most things at our University. Indeed, she is a wonderful ambassador of our university in assisting students as they navigate the university policy and bureaucracy. It does not come as a surprise that the graduate admissions team to which she belongs has been extremely successful in increasing international graduate student enrollment in the last three years.

In addition to performing her job at an exemplary level, Samantha demonstrates a deep commitment to our University's multicultural community by participating in international events organized by the International Student Office and various international student associations. I can vividly remember seeing her buy and relish several intercontinental foods at the 2018 International Day. She really brings real passion to these outreach activities. In doing

so, she has effectively engaged students from a broad set of backgrounds. What else perfectly depicts a strong connection with students?

On a personal note, Samantha is helpful, caring, resourceful, and happy to offer service no matter the task. Her “open door” policy makes her approachable, sometimes at short notice, or even without prior appointment. As an example, on one occasion, she took time out of her busy schedule to meet with me and discuss my career goals and my resume. Upon hearing about my excellent academic performance and current research exploits, she recommended me to the media team to be fully interviewed. That was how my hitherto obscure research works and co-curricular activities since joining the Tech family got featured in the March 2019 Student Spotlight Series. She is a true champion for higher education with a tireless commitment to serving our University. If she did not already exist, I would have suggested that the University try to invent her. In another, most recent encounter in February, 2020, she accepted to let me hold three short interview sessions with her in partial fulfillment of my course project in Industrial Psychology, which required me to interview a job incumbent (Subject Matter Expert) and analyze the tasks that their job entailed. Her affable disposition and co-operation made our meetings very engaging and it was a smooth learning curve, earning me a high “A” grade in the course.

Ms. Samantha Bailey is unequivocally dedicated to Louisiana Tech University’s mission and her exceptional service as I have briefly recounted above, bears bold testament to this fact. Therefore, without hesitation, I fully support her nomination for the 2020 Student Outreach Award. And I hope she gets the recognition that she rightly deserves.

Thank you for your esteemed audience.

Sincerely,

Chukwumaobim Nwokwu

(PhD Student in Molecular Science and Nanotechnology)