April 28, 2020

Louisiana Tech University
University Senate
RE: Outstanding Service Award (Unclassified) Nomination

Dear Ms. Kimbell and Members of the Selection Committee:

It humbles and honors me to be among this years' nominees for the Oustanding Service Award for unclassified personnel at Louisiana Tech University.

My commitment to enhancing Louisiana Tech is a personal one. Tech is more than just my place of employment for the past twelve-and-one-half years. As a native to the area, Tech is where I experienced the Planetarium in elementary school. It is where I visited in high school for 4-H, state literary rallies, and FBLA competitions. At Tech, I became a college student, had my first job as a student worker, made life-long friends, and became an alumnus. When my brother decided to go to college, Tech is where I encouraged him to come, and where he graduated. Louisiana Tech is a part of who I am.

Because of this connection, I have always desired to contribute to the University's betterment. This desire has manifested itself primarily in two ways – through my commitment to personal development and career achievements at Lousiana Tech.

My pathway for personal development has always flowed from my role at the University. In 2013, my career focus on information technology led me to pursue a Master's in Information Security because I thought it would add value to my University service. After completing my Master's, my potential contribution to Louisiana Tech again charted my course. I completed a graduate certificate in Higher Education Administration through the College of Education to improve my understanding of academic administration. I participated in professional development relevant to information and instructional technology through numerous conferences and opportunities offered by other institutions, such as training in copyright law provided by the Berkman Klein Center at Harvard. I continue towards my ultimate goal on this path – completing my Ph.D. in instructional technology.

At the same time, my role at the University has leveraged my continued development to support enhancement. Early in my career, those contributions were focused on the College of Education and in areas of information technology such as: using technology to support accreditation processes, modernizing classroom technology, updating the College's web presence, and pioneering the College's adoption of social media. My last significant contributions before moving to Infrastructure and Information Technology were developing the ThinkTank interactive classroom and working as part of the team that launched the successful UTeach*Tech* program.

After I moved to Infrastructure and Information Technology, my ability to pursue improvement broadened – primarily as a result of the loss of other staff. First, the departures of Kathy Caraway, Rick Simmons, and David Cargill, resulted in me taking responsibility for Moodle, Turnitin, and the remnants of the Center for Instructional Technology. Later, I assumed greater responsibility for other IT systems after Arpan Gurjar and Mark Shoemaker took positions elsewhere.

As I undertook these new responsibilities, I endeavored to bring improvement. I improved classroom support capabilities by perfecting the process of installing our remote support (Bomgar) system on classroom PCs, allowing the Help Desk to access them remotely. I worked with Eric Outley to upgrade the older Anywhere virtual desktop system to Windows 10 and to correct problems that caused machines to consume device licenses in our KACE management system. I worked with Darrell Eddy to improve our Active Directory environment – testing enhancements to improve the user experience on classroom PCs while enhancing security in classrooms and file shares. I worked with Darrell and Eric to begin deploying the Alertus emergency alert notification for Tech Police and integrate it into our digital signage environment (on hold due to COVID-19). Currently, I am working with them and Tim Tate on a significant project to replace the legacy Anywhere virtual desktop system with a new, more robust system built on VMware Horizon.

Despite this significant experience and focus on information technology, my passion remains at the intersection of technology and instruction. This passion has been of great benefit in support of Louisiana Tech's move to online instruction in response to the COVID-19 pandemic. I have addressed instructional concerns through things such as: rapidly deploying new tools (such as Zoom and Respondus), building new resources (such as the Keep Teaching page), working with IT colleagues to provide technical training, and working with colleagues (especially Lisa Dick) in the College of Education to provide faculty support (specifically through the Friday Q&A Café). I have also worked to reduce the impact of digital inequality by working with Will Lancaster to build a pool of laptops for Tech students to check out from the library.

Perhaps my favorite and most challenging project to emerge from this is the need to improve the reporting and analytic capabilities of our learning management system. Tom Hoover and I have been working on using the Intelliboard platform to strengthen our LMS analytics capabilities to serve us long beyond this current crisis. These new capabilities, when fully implemented, will enhance our ability to identify and intervene on behalf of at-risk students as well as provide valuable data for institutional effectiveness and accreditation.

It would be impossible for a two-page letter to summarize my career at Louisiana Tech, the ways that I have impacted the University, and the contributions of other members of the Tech community who have helped make my success possible. My hope is that this has at least provided a brief glimpse of the work that I do and how I use my time and talent for the University I call home. I thank you for this recognition and nomination.

Respectfully,

Christopher D. Coleman
Information Technology Coordinator
Infrastructure and Information Technology

Dear Committee,

I want to write this note as support for Chris Coleman's nomination for a service award. He has done an outstanding job especially over the last two months in helping to get the university moved to online instruction. He has been a key played in helping us to maintain the ability to offer courses during this pandemic.

He has been worked countless hours to make sure that the students and faculty have the necessary resources to help achieve academic success. He has also been a great team player and been creative and resourceful in looking for tools that will help the university continue to provide the excellent academic work.

I appreciate his follow through and dedication for assisting faculty during this time.
Chris's example of hard work is something that has helped the university make such a smooth transition to online instruction.

Please let me know if I can answer any question about why Chris is deserving of this award.

Best,
Thomas Hoover
Chief Information Officer
Louisiana Tech University
1-318-257-2477

Daniel Schales,

Director
Infrastructure & IT
Louisiana Tech University

April 30, 2020

University Senate
Service Award Committee

Dear Members of the University Senate,

I was thrilled to learn that Chris Coleman has been nominated for the 2020 University Senate Service Award. I first met Chris when he began working in the College of Education in an IT support position. With a strong interest in educational technology, Chris has been at the forefront in the College of Education and the university in exploring and adapting technology in the classroom. Chris eventually moved into the Computing Center, and with the creation of the Infrastructure & IT department, he is now under my direct supervision. As an IT coordinator, Chris continues to support the College of Education but has seen his duties expand beyond just the college. Because of his strong background in educational technologies, he became more involved with the campus LMS, Moodle, and eventually became the current primary support person with the closure of the Center for Instructional Technology. With the onset of the COVID-19 pandemic and fully online instruction, Chris's skills in the use of online learning technologies has been invaluable. He has provided live training as well as developing much of the online documentation for the tools being utilized during the pandemic. He also was instrumental in linking the key technologies Moodle, Zoom, and Mediasite together to create a more seamless environment. I think I can safely say that the Spring 2020 quarter would not have gone as smoothly if Chris Coleman had not been there for the university.

With strong consideration of his many contributions to the university and his dedication to his job performance, I have no misgivings in wholeheartedly recommending Chris for this award.

Sincerely,

Daniel Schales

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

DEPARTMENT OF PSYCHOLOGY & BEHAVIORAL SCIENCES
Ph.D. - Counseling Psychology • Ph.D. - Industrial/Organizational Psychology
M.A. - Counseling & Guidance • M.A. - Indusrial/Organizational Psychology • B.A. - Psychology

Dear Service Award committee:

I have been a faculty member at Louisiana Tech for over 40 years and think Chris Coleman is a perfect choice and most deserving of the Service award. I have known Chris for all his time as a staff member and have found him to consistently to epitomize the characteristics listed for the award along with additional characteristics of a gracious attitude, terrific problem-solving ability, exceptional competence and dedication. Chris uses his personal strengths and talents to make the university a better place for all of us to work, fulfill our obligations and develop as faculty, staff and students. **Chris carries my strongest recommendation. While this letter is long, it is but a brief summary of a few highlights of Chris's many contributions.** I have tried to relate them to the awards criteria though many apply in more than one category and still represent but a small subset of Chris's many service contributions.

- **Full time unclassified employee who has been employed within the university for 7+ years.**

Chris started at Tech as a freshman in 1999, serving then as a student worker in CIT. **Since 2007 (13 years) he has served as a staff member. As a staff member, Christopher Coleman has served Louisiana Tech in the College of Education, and in Tech's Computing Center**.

A Member of the University of Louisiana System

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- **Collaborates with other departments on campus**

Chris's innovative ideas and interpersonal connections, along with his cooperative attitude, have enabled him to work with others across colleges, maximizing Tech's use of what has often been limited funding for technology. Just one example, is his cooperative work on developing a virtual desktop. This virtual desktop enabled university faculty and students to access more and better statistical and other software otherwise unaffordable by individual colleges. Chris is on friendly terms and **has work on projects with the technology staff and faculty in every college in the university.** During the recent COVID emergency's shift to online instruction he **coordinated workshops, consulting with faculty, found and installed software that could meet the needs of our diverse academic disciplines and faculty**. In any project he undertakes, you can be assured that Chris will be the team member who **cheerfully**, **cooperatively does a lion's share of the work and provides leadership, while giving the credit to others. He anticipates and prevents problems and efficiently solves them.** When working for the College of Education, Chris **collaborated among departments in the College and its Dean** to develop technology resources and place instructional technology in classrooms. He designed and created student and faculty collaborative smart technology workspaces. He provided the expertise and dedication needed to help move our College into the 21st century even during a period of financial limitation.

- **Goes above and beyond standard responsibilities to deliver quality service to faculty, and Commitment to meeting the needs of students, faculty, and staff**

Above and beyond are an understatement where Chris is concerned. He truly deserves this award. **Chris is a first responder, superhero in Tech's current COVID moment of need. In addition to his usual responsibilities**, Chris literally worked day and night and weekends to install software, develop training

workshops, perform crisis intervention and enable us, as a university, to move to online instruction. He created and posted online instructional videos and references to facilitate use of the new technology and placed these resources on the Tech web site. In my conversation with a faculty member at another university they were amazed that instructional software installation that had taken weeks at their institution had been installed by Chris in a weekend.

Chris set up workshops collaboratively with others in the computer center and technology across campus to train and support faculty transitioning to online instruction. **He is a one-man technology crisis center** as students and faculty face the emergency glitches that new software in combination with Murphy's law present. As an example, on a Sunday night, one of my students in Waterproof, Louisiana was preparing to submit her test under *Respondu*s when all the lights in Waterproof went out. She had no electricity and no internet. The student was frantic. I called Chris at home. Through it was a Sunday night, he cheerfully rallied and by going deep into the *Respondus* software found a way to remotely submit her test. This is just one example. I could list many other rescues**.**

I have no doubt that he personally has helped retain students frustrated by technological problems beyond their and the Help Desk's control. Chris has provided individual guidance and advice to faculty in overcoming the inevitable problems that occur when applying new technology. **Chris's response is always cheerful, patient and encouraging. He is never condescending to those of us who lack his expertise.** Without criticism or complaint, he models how one can solve the problem in the future, mentoring and framing the situation as a mutual endeavor.

Louisiana has a digital divide. Many students did not have computers for online classwork or had computers not compatible with the *Respondus* proctoring software the University adopted. For instance, the Chromebooks used by the athletes at Tech were not compatible with it. **Chris spent the weekend refurbishing retired**

laptops so that students could check them out of the Tech library to take tests and do class work. A significant number of my students both graduate and undergraduate would likely have had to withdraw from our current online classes without Chris's efforts to provide the computers.

Chris's work to transition Tech to online teaching during this COVID activity was in addition to his usual job and responsibilities in the Computing Center.

The COVID emergency situation is but a highlight in Chris's long service. Another recent example involves the CIT (Center for instructional Technology). CIT had been understaffed, basically after the staff member directly over it retired. Initially, the only staff were graduate students and then more recently there were no staff. Ironically, this was during the period of increased use, when many classes were being Zoomed to and from Tech's Bossier Academic Success Center. **Chris stepped up to assist faculty in 5:30 to 9:15 evening classes making sure the students in the CIT could access instruction** when the class instructor was in Bossier and that the class would be seamlessly projected to Bossier when the instructor was in Ruston at the CIT**. Most frequently Chris would provide this assistance after a full day in the computer center working on his usual projects**.

Chris Coleman has been a dedicated contributor to the university for years. As a student, Chris worked providing support to technology and the after graduation he continued to work as a staff member for the university. I got to know Chris early on as he worked in the College of Education. I watched as **Chris helped to revolutionize the technology in the College of Education. All classrooms in the college have technology now, but prior to Chris and the Dean's efforts the entire college had only one or two smart carts. As a part of his regular job, Chris maintained and trouble-shot computer and internet problems in the college**. If during class, the equipment failed (or more likely a user problem), Chris would rush to make it work in the moment so the class could continue

uninterrupted. Note, that in order to immediately resume instruction, there were when no service requests accompanied by waits for repair - just Chris to the rescue. One faculty member in the College commented "Chris is great! The only problem is there aren't three of him". **Chris creates time for everyone and treats your problem as if it were his own with attention and urgency**. **He is there when you need him, whoever you are**. **He is as responsive to students and faculty as he is to upper level administrators. Chris consistently places the service needs of others above his own personal time and convenience.**

Typical of Chris, when working in the College of Education, Chris went above and beyond. **The WiFi in the College is upgraded and now functional thanks to Chris and the resources he garnered**. Someone else in the role of technology coordinator, would have limited their activities to just repairing current resources and ordering computers. Above and beyond again, Chris worked with the Dean and faculty - consulting leading and cooperating with others to **initiate, develop and write grants (both university and outside funding) to improve the technology infrastructure of the college. Thus, creating collaborative learning spaces, computer labs, and secure HIPAA compliant counseling supervision software for the Psychological Services Clinic. His security expertise was especially valuable in the latter.**

He **partnered with other colleges to pool resources, and led teams within the college to write grants and develop resources**. Chris's vision along with his energy and the Dean's efforts changed the technological face of the college. Chris **helped many faculty and graduate students in online research**, posting online questionnaires, computerized research equipment and projects, helping with development and use of statistical software. He pursued and obtained a degree in computer security and is completing a PhD in instructional technology. He has used his continuing education to benefit and better serve Louisiana Tech. Chris went beyond supporting research to also actually developing and performing research

with faculty. He, I, and another faculty member **co-authored research** on psychology personality and attitudes toward computer security.

Wherever he has worked in the university, outside of the usual work week, Chris continues to work from home and solves problems remotely and if needed on campus. He has gone beyond the job description, used and developed his talents and garnered resources to make Tech a better place and to serve members of the Tech family.

- **Shows excellence in service and loyalty to the university and Exudes Louisiana Tech pride**

Chris bleeds red and blue. He enthusiastically attends University, College and athletic functions. Frequently he uses his photography talent to provide pictures of the occasions. He is an outstanding representative of Tech in the community. Chris is absolutely committed to meeting the needs of Louisiana Tech's students, faculty, and staff. Chris takes pride in his work and excellence is his brand. To paraphrase John Ruskin, good men have a curious feeling that the good is not of them, but through them seeing something good in all others and are endlessly, foolishly, incredibly merciful. This would describe Chris as he develops resources and graciously mentors us as we use technology.

He is a modest man and doesn't seek the limelight. As a result of his modesty, Chris's many contributions have not been as recognized as they should have been. Chris has been at Tech since he was an undergraduate. Often people are not appreciated in their own home. It is common to us, as people, to fail to see an individual who we have known for a long time, as they have developed, tending to see them as they were. I think that some may have failed to note the contribution and growth of the former Tech undergraduate, now with a Master's in Computer Security and finishing his doctorate in Instructional Technology.

Chris is a man who has centered his entire adult life, his energy and service at Louisiana Tech and given so much to us. I truly can think of no one more deserving of the award. The time has come to show this dedicated member of the Tech family our appreciation. Please honor Christopher Coleman with the Service award.

Sincerely,

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