

FREDDA WAGNER

I am native of Ruston, LA, but currently reside in Grambling, LA, where I am a member of Mt. Zion Baptist Church. After graduating from Ruston High School, I attended Louisiana Tech University before graduating from the University of Louisiana at Monroe (ULM) in 2002.

It seems I was destined to end up working in the school system. As a fifth grade student at Glen View Elementary School, I worked in the library, helping the school librarian and students. While at Ruston Jr. High School, I worked in the office during my eighth grade school year. During my senior year at Ruston High School, I was selected for the COE program (Cooperative Office Education), where I served as a part-time secretary in the office at I.A. Lewis Elementary School.

I briefly served as an Accounting Clerk at Grambling State University, before joining the LA Tech family in the summer of 2004. I first served at the Louisiana Tech Bookstore (now Barnes & Nobles), before being chosen to serve as the Trenchless Technology Center's (TTC) Administrative Coordinator in the College of Engineering and Science. Working at the LA Tech Bookstore really prepared me for my position at the TTC. I served as an Administrative Coordinator at the bookstore, where I assisted students, faculty and staff, and visitors with locating and purchasing products and directing customers to the desired department. My primary duty was customer service. I also directed bookstore patrons to other areas on the campus. One of my job duties that I particularly enjoyed, was assisting rehab students. The bookstore shaped and molded my social and multitasking skills.

In 2006, I met my best friend, Sgt. John Winzer of the Ruston Police Department. Five years later, we were married in the spring of 2011. That same year, I accepted a position at the TTC, serving as their Administrative Coordinator, before becoming their Office Manager four years later.

The TTC is an engineering research center that operates with a very small staff, but has manifold objectives and goals. Each day holds something new. It's challenging trying to stay on top of my numerous job responsibilities. I arrange the Center's industry advisory board meetings, conference meetings, and TTC sponsored events. I also assist with organizing the Center's municipal forums and TTC specialty schools, in which individuals from all over the world attend. I serve as the center's budget manager, event planner, online registration website manager, payroll processor, administrative coordinator, and supervisor to students and part-time office staff, as well as participate and travel to some TTC conferences. The TTC is primarily funded by our Industry Advisory Board and grants, so it's important that I control our costs, yet not sacrifice the quality of our work. I analyze areas where we can reduce our costs, while monitoring how our resources are being used. I'm always searching for new

ways to better utilize our limited resources. A lot of my workload involves interactions outside of the University, so I have to stay focused and organized (my planner and the calendar are good friends to me), especially when interacting with companies and industry supporters outside of the U.S., as well as those within the U.S. With organizing events in the U.S. and abroad, it's important that I'm at work and that I stay conscious of the time zone differences, in order to stay on top of my job duties. Most days, I work after hours on campus, as well as at home. I always try to attend all functions that we have at the University and in the Ruston area to ensure that the event is a success.

Most of my duties at the TTC are fast paced, so there is never any downtime. The most fascinating part of working at the TTC is its unpredictability. Some days I don't know what or how many tasks will need to be accomplished or what role I must play. There is nothing routine about my job duties at the Center. I adore my job responsibilities because they fulfill, first and foremost, the one thing that is required of all mankind, for each us to serve one another, and it helps me to exercise my faith – I believe I can do all things. Through interactions with faculty, staff, students, exchange students, industry supporters, class and forum participants, and clients abroad, bonds and friendships are formed that are so rewarding and fulfilling. It is very important to be able to work well others, so I make every effort to foster a healthy work environment. A lot of the faculty, staff, and students at the TTC are not natives of the U.S., so it's extremely important to me to make their new home feel like a place they can truly call home. It is not uncommon to see me in the office enjoying a good conversation with students in the late evening hours after the regular work hours. My reward is the service I provide, and that is what keeps me motivated and ready for another day to serve at the TTC and my community. I serve as a board member for Habitat for Humanity, and I contribute to and support other organizations within the community and nationwide. Ultimately, service is all mankind's purpose.



COLLEGE OF ENGINEERING & SCIENCE
Trenchless Technology Center (TTC)

May 1, 2020

University Senate Outstanding Service Award Committee

Re: Support Letter for Ms. Fredda Wagner

Dear Service Award Committee Members:

I am extremely honored to write to you today about our Outstanding Office Manager, Ms. Fredda Wagner! Fredda is absolutely an impeccable employee for Louisiana Tech that serves the University and the Trenchless Technology Center (TTC) with wonderful integrity and humility. She is the highest of performers that regularly goes above and beyond for her job working outside of normal working hours almost daily. She also regularly comes up with new ways for us to complete key tasks at the TTC such as recently developing plans for us to produce our own training materials for the TTC Municipal Forums. This effort helped to both increase the quality of the materials and reduced our overall costs. She also regularly looks for ways to best control costs, which is extremely important for our center, which is primarily funded with soft funds from external industry supporters and grants. She also serves as the primary point of contact for our Center with numerous industry partners, and she is always extremely courteous and professional. Fredda also coordinates graduate and undergraduate student activities for the Center and is well liked by all that get the pleasure of working with her. For all of these reasons, I strongly support Ms. Wagner's application for the University Senate Outstanding Service Award. Please do not hesitate to contact me should you have any questions regarding this letter.

Sincerely,

John C. Matthews, Ph.D.
Director, Trenchless Technology Center (TTC)
Associate Professor, Civil Engineering
Louisiana Tech University
Office: (318) 257-2852
Email: matthews@latech.edu



TRENCHLESS TECHNOLOGY CENTER (TTC)

LOUISIANA TECH UNIVERSITY • ENGINEERING ANNEX • P.O. BOX 10348 • RUSTON, LA 71272
TEL: (318) 257-4072 • FAX: (318) 257-2777 • www.ttc.latech.edu



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April 30, 2020

Alicia Kimbell, Chair
University Senate Staff Subcommittee
Louisiana Tech University

RE: Letter of Support for Ms. Fredda Wagner for the 2019 Outstanding Service Award

Dear Selection Committee:

I am pleased to provide this letter of support for Ms. Fredda Wagner for the above referenced award. I have worked closely with Fredda for almost 6 years. As the director of the Trenchless Technology Center (TTC), I was her immediate supervisor until March 2017 when Dr. John Matthews became director, and I moved to the associate director of international operations. I feel that I am qualified to comment on her exemplary performance as she continued to develop professionally to become the office manager for the TTC.

In addition to working with all levels of personnel on campus, she works with national and international industry leaders. She does this with integrity and excellence. Our TTC projects, programs, specialty schools, etc. are demanding and often require her to exceed the call of duty. She always does what has to be done to make sure LA Tech is represented well.

I have observed her ability to plan and organize various types of events from our Industry Advisory Board meetings to our 5-day specialty schools, she has excellent communication skills and the ability to motivate others to develop and excel. This is indicative of her dedication and leadership abilities. She is highly respected by her colleagues and staff for her innovative ideas and ability to develop work procedures which result in more time-efficient and cost effective methods to accomplish her work responsibilities.

One example which demonstrates her abilities to work well with others and build strong connections is how she managed our international student research internship with the Hong Kong Polytechnic University (HKPU). For 3 years, LA Tech has hosted 2 HKPU students for 6-8 weeks to assist with research programs, and HKPU hosted 2 LA Tech students. This requires Fredda to plan and coordinate this program with our university administrative offices as well as the administrative offices from HKPU. She had to assist the students with travel documents, travel expenses, etc. All of this was over and above her job requirements.

There are so many examples which I could provide which would clearly demonstrate why I strongly recommend Fredda for this award.



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Page 2

TTC is recognized globally for its leadership in advancing the science and practice of developing technical and management solutions to meet ever increasing underground infrastructure challenges. Fredda's contribution to the mission of TTC and LA Tech continues to generate respect and recognition.

Above all, she remains committed to meeting the needs of students, faculty and staff.

Please do not hesitate to contact me with any questions.

Sincerely,

A handwritten signature in black ink that reads 'Tom Iseley'.

*Tom Iseley, Ph.D., P.E., Dist. M. ASCE, PWAM
Professor Emeritus, Louisiana Tech University
Director of Development, Trenchless Technology Center
Email: tiiseley@latech.edu
CELL: (404) 386 - 5667*



LOUISIANA TECH UNIVERSITY

OFFICE OF THE PRESIDENT

Dear University Senate Staff Subcommittee-

It is my pleasure to submit this letter of support for Ms. Fredda Wagner as an Outstanding Service Award Nominee.

I first met Fredda when I began working at the Louisiana Tech Bookstore in the Fall Quarter of 2006.

Fredda impressed me almost immediately with her calm, cool, and steady countenance. Despite the fact that Fredda's work station was located in the very center of the bookstore, she maintained a serene calmness even at the busiest times of the Quarter. Fredda worked diligently on a variety of tasks that attributed to the Bookstore running smoothly.

I had the opportunity to work more closely with Fredda during the transition when the Louisiana Tech Bookstore changed over to the Barnes and Noble Bookstore. I personally observed an individual who is quite possibly one of the most thorough persons I have ever met. Fredda worked diligently on a variety of tasks that attributed to the Bookstore's success. Fredda is one of the most meticulous and organized persons that I have met. Somehow Fredda makes it all look so effortless.

In my experience Fredda's affability with her coworkers, as well as the student workers, is contagious. Louisiana Tech University has some outstanding employees, and in my humble opinion, Fredda Wagner is one of the best of them.

Sincerely-

A handwritten signature in blue ink that reads "Miki Osbon Lyons".

Miki Osbon Lyons
Administrative Assistant V
Louisiana Tech University
Office of the President