



OFFICE OF THE COMPTROLLER

April 27, 2021

My name is Gwendolyn Jones, I am honored to know I have been selected as a nominee for the University Senate Student Outreach Award. On Aug. 18, 2011, I transferred from LSU Health Science Center of Shreveport as an Accountant Technician, I have been employed with LA Tech for 9+ years and will continue until retirement. Upon my arrival I was given the responsibility of assisting students and parents with tuition, fees, payments, student account transactions, refunds, direct deposits, web check transactions and other student account related transactions on a daily basis, per policy and guidelines. In 2017, I was promoted to Accounting Specialist Supervisor, where I now supervise, one Accounting Specialist, one Accountant Technician and two student workers on the daily student account related questions and concerns. Each quarter of the academic year I co-work with Mr. Leonard Acker of the Air National Guard with soldiers that have questions and concerns with their tuition and fees and how the waiver affects the TOPS Award. I monitor a list quarterly of the eligible soldiers and refer them to Mr. Acker if needed. I also work with Mr. Robinson at the VA benefit office with students who have concern with their Title 29 benefit that covers their tuition and fees. I receive outside scholarship and College Savings plans funds for those students who redeem their benefit at LA Tech and process them daily. I work closely with the Financial Aid office with payment arrangements for our students and a plan on how we can continue our student's education here at LA Tech. It has been a pleasure working with so many students, parents, and organizations and learning so much about the education system. I also promote LA Tech as the college to be a part of when attending high school game activities and to friends and family members. If I am selected for this great award I will accept it with honor and be proud of it.

Sincerely,

Gwendolyn Jones

Accounting Specialist Supervisor

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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LOUISIANA TECH UNIVERSITY

UNIVERSITY REGISTRAR

University Senate:

I am writing a letter of support for Gwen Jones to receive the Student Outreach Award. Gwen works in a role many people overlook each day, because her processes for the students to pay fees works really well. It is the tough financial situations students' encounter that give her the ability to shine and be recognized for this award.

Dealing with a student's money or funding source may be one of the hardest jobs on this campus. Gwen handles each individual case and assists the students in any way that she can. Gwen works with students to find solutions to remain on track with their goals of completing higher education. She also works extremely well with other offices on this campus.

I recommend her for the award as she assists the foundation of our university, the students. She provides them with the support system to their education. If you have any questions, please let me know.



Josh Chovanec

Sr. Associate Registrar

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DIVISION OF FINANCE

April 28, 2021

Louisiana Tech University
University Senate

RE: Student Outreach Award – Classified: Gwendolyn Jones

Dear Members of the University Senate,

It is my privilege to recommend Gwendolyn Jones for the Student Outreach Award for Classified Employees. I have worked with Gwendolyn in the Division of Finance for over nine years, and she consistently meets and exceeds the criteria for this award by her service to Louisiana Tech University and its students.

Gwendolyn has been an employee at the University for over nine years, and she has excelled in each role she has filled during that time. Through her time in the Cashier's Office she has had the opportunity to assist student, parents, faculty, and campus staff to ensure the best possible service related to student accounts. The campus community may imagine many of her duties occur "magically" in the background, primarily due to Gwendolyn's straightforward efficiency and dependability. Gwendolyn's courtesy, patience, and professionalism are an asset to our division and the University as a whole.

With four different academic quarters each year, the Cashier's office is constantly working with students on payments, charges, Financial Aid and scholarships, and credit balance refunds. Gwendolyn effectively ensures the never-ending calendar of tasks are completed for thousands of students each quarter by the Cashier's office.

In closing, Gwendolyn would be an excellent choice for the 2021 Student Outreach Award. If the Senate has any further questions, please feel free to contact me at zach@latech.edu or extension x5222. Thank you for the opportunity to provide this letter of recommendation.

Sincerely,

Zach Williams
Budget Officer



April 28, 2021

Louisiana Tech University
University Senate

RE: Student Outreach Award – Classified

Dear Members of the University Senate,

It is my privilege to recommend Gwendolyn Jones for the Student Outreach Award for Classified Employees. I have worked closely with Gwen for the past 9 ½ years and she not only consistently meets, but exceeds the criteria for this award.

Gwen has excelled in her position as an Accounting Specialist Supervisor. She oversees the operations of the Cashier department and supervises two employees. Daily, she has the opportunity to assist students, their parents, faculty and staff. She also is a mentor to those she supervises. She is always so professional and helpful no matter what situation she is dealing with.

Gwen plays a crucial role in the processing of refund checks to students. Last Spring Quarter when everything was shutting down due to COVID-19, she put in countless hours, beyond her normal workday, processing refunds for housing and meal plans and CARES Act refunds. She answered numerous emails and calls from students and parents concerned about their student account. During this very difficult time, Gwen did whatever it took to make sure refunds were issued timely so students had the money they needed in those uncertain times.

Gwen is also responsible for collections of past due balances. As you may already know, this is not an easy job. She handles every encounter with such professionalism and concern for each unique situation. She counsels students on the options they have in resolving their debt in a kind manner. She shows that she truly cares about them and their circumstances.

In closing, Gwen would make an excellent choice for the University Senate Student Outreach Award for Classified Employees. Her commitment to our students is consistently shown throughout each interaction she has. If there are any further questions, please feel free to contact me at jcaskey@latech.edu or x2325. I appreciate the opportunity to provide this letter of support on behalf of Gwendolyn Jones.

Sincerely, ~

Jennifer Caskey
Administrative Program Manager