



LOUISIANA TECH
UNIVERSITY.

GRADUATE SCHOOL

April 28, 2021

Dear University Senate Members,

Thank you for the honor to be considered for the Outstanding Service Award. As the Graduate Enrollment Management Specialist in the Graduate School Office, I work with many departments on campus. My job includes processing applications for all five colleges, which allows me to work with many people. Interacting with others is one of my favorite parts of my job. I do my best to be knowledgeable about Graduate School procedures and processes to be able to represent our office well. When I receive calls or visits from other departments on campus, I work hard to be a welcoming and friendly point-of-contact.

Another part of my job includes leading our team of graduate assistants and student workers to correctly and efficiently process graduate applications. Working with this team includes training them on graduate processes, phone etiquette, office policies, and our application systems. Because there is so much that goes into processing applications, training is continual and our team is always learning new aspects of the job. I would not be able to successfully do my job without a great group of student workers and graduate assistants.

A third aspect of my job includes leading the team of graduate offices to process applications. I work with our college administrative assistants, program heads, and associate deans to make sure everyone is reviewing applications correctly and following Graduate School regulations and requirements. Working together as a team helps make our processes run more smoothly. Open communication is key.

Thank you again for this consideration. I truly enjoy my work and the people with whom I work.

Sincerely,

Samantha Jordan

Graduate Enrollment Management Specialist
Graduate School
Louisiana Tech University



GRADUATE SCHOOL

April 21, 2021

Selection Committee
Unclassified Staff Recognition
Louisiana Tech University

Dear Selection Committee members:

It is a great pleasure and privilege to write a letter in support of Samantha Jordan's nomination for the 2021 Louisiana Tech University Outstanding Service Award for Unclassified Staff.

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

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

- Exhibits superior leadership skills, planning, and organization
- Favorably represents their office, administrative unit and the university on and off campus
- Fosters an atmosphere of cooperation and creativity that contributes to the efficiency and effectiveness of their peers
- Works well with and builds a strong connection with others
- 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.

During this year, Samantha has been working closely with Undergraduate Admissions to implement a new online application platform and customer relations management (CRM) system provided by Slate. This is a daunting task for anyone, let alone for someone who has another full-time job to contend with. 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 and Dean of Graduate School
T.L. James Eminent Scholar Chair Professor



LOUISIANA TECH
UNIVERSITY

COLLEGE OF ENGINEERING AND SCIENCE

April 28, 2021

To Whom it May Concern

Re: Outstanding Service Award-Unclassified

Ms. Samantha Jordan has been a colleague of mine for over three years. We communicate almost daily about admission applications. She is very knowledgeable about graduate admission process and never fails to answer any questions I have. She has always maintained the highest level of professionalism in the face of the most difficult student interactions and situations. She genuinely cares about prospective students and is dedicated to increasing enrolment university-wide.

Mrs. Jordan expertly manages her time and resources, as she tirelessly works to admit applicants from all five colleges on campus, despite being short staffed. She has streamlined the process to admit students and is continuously looking for ways to improve.

I wholeheartedly recommend Mrs. Jordan for this award as there is no one who works harder for graduate students. Samantha is the sincerest person I have ever met, both personally and professionally.

Sincerely,

Kimlin Hall

Graduate Recruitment & Retention Specialist
College of Engineering & Science
Louisiana Tech University

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

P.O. BOX 10348 • RUSTON, LA 71272-0046 • TEL: (318) 257-4647 • FAX: (318) 257-2562 • www.latech.edu/coes

AN EQUAL OPPORTUNITY UNIVERSITY

May 4, 2021

Dear Louisiana Tech University Senate Staff Subcommittee:

Please accept this letter as a nomination of Ms. Samantha Bailey Jordan for the Louisiana Tech University Outstanding Service Award. Samantha earned her B.S. in Elementary Education in May 2005 and her M.Ed. in Educational Leadership in May 2019. In 2005, Samantha began her teaching career at Homer Elementary before moving to Meadowview Elementary, where she taught from August 2006 thru May 2015. In 2016, Samantha left her teaching position to begin working at Louisiana Tech University.

She started in the College of Engineering and Sciences before moving to the Graduate School Office. I am happy to say that I have known and worked with Samantha from 2016 to present. She is a joy to work with demonstrating a strong connection and cooperation with everyone she meets. She exhibits superior leadership skills and is committed to meeting the needs of students, faculty, and staff.

In conclusion, Ms. Jordan's work ethics and performance are beyond expectation, and she most definitely contributes in a significant way towards the achievement of the University's mission. She has the professional and personal qualities, skills, and dispositions that make her a highly valued member of the Tech family and an ideal candidate for the Outstanding Service Award.

Sincerely,

Dawn Basinger, Ed.D.
Associate Dean, Academic Affairs