



DIVISION OF FINANCE

April 30, 2021

Dear Members of the University Senate,

What an honor to be nominated for the 2020-2021 Outstanding Service Award and I'm grateful to those who felt I was deserving of such.

This past year has been quite outstanding in itself with the implementation of Covid-19 protocol and Workday: two major, history-making events. We'll always remember the start of both and the impacts of them on our lives, from my perspective anyway. As part of the implementation team and one of the University trainers, I have been heavily involved in Workday since January 2018; but even more so since training began in October 2020. I've been able to communicate with many faculty and staff whom I'd previously not had the pleasure, addressing questions and issues as they arise.

Prior to Workday and today, I get to provide service to students, faculty and staff in my "regular" job. Since joining the University staff August 2003, I've served in the Comptroller's Office, the BARC, the College of Engineering and Sciences and now back in the Comptroller's Office. In each of these positions, I would always strive to do the best job I could for the most people. I believe the people make the University: the students, the faculty and the staff. I want to do my part to ensure the University is the best it can be.

For the last two years, I've had the honor of serving on the Faculty Staff Club board. This role has given me the opportunity to work with many individuals on campus, both to coordinate activities and provide service to the Faculty and Staff. I thoroughly enjoy my participation on the board and look forward to serving the University faculty and staff in years to come.

Whether student, faculty or staff, I always pride myself on providing superior service and will continue to do just that. Thank you for considering me as the recipient for this year's Outstanding Service Award.

Sincerely,

Cristy Martin



DIVISION OF FINANCE

May 4, 2021

University Senate Awards Committee

Re: Cristy Martin
Outstanding Service Award Nominee

Dear Committee Members:

Cristy Martin has been a valued member of the Office of the Comptroller since 2016 and I am honored to submit a letter of recommendation on her behalf for the Outstanding Service Award for Unclassified Employees. Prior to her current position as Associate Comptroller, Cristy has held other positions in the Division of Finance, as well as in the BARC and the College of Engineering and Science. I have been fortunate to work with her in various capacities throughout her career at Louisiana Tech University. Cristy consistently demonstrates her strong commitment to the University and our students, faculty, and staff and conducts herself with professionalism and integrity. She is an effective communicator and an outstanding representative of our division during her interactions on-campus and with numerous outside entities.

As Associate Comptroller, Cristy is instrumental in ensuring the successful operations of the Office of the Comptroller. In addition to the accounting knowledge and university experience she brings to this position, she has proven to be a strong leader within the Comptroller's Office, the Division of Finance, and our Workday project. She mentors new employees and provides support to her peers, the staff she supervises, and our student employees. When we needed to add training support for the Workday project, she immediately agreed to assume a critical trainer role despite the significant time commitment. In this role, she became one of the "faces" of Workday to our campus community.

Cristy has consistently provided the highest level of customer service to our students, faculty, and staff. She assists students with payment issues and questions and is recognized by her peers and students as an individual who is always willing "to go above and beyond" to help our students. Many of our campus departments routinely contact her for assistance with finance-related questions and concerns.

As a trainer in our Workday project, Cristy was required to work with the team members in the functional areas to learn all the Workday business processes, develop training materials, and then effectively convey this important information to a diverse employee population. Not only has she provided Workday training to the campus in many forms, including in-person, zoom, and individual sessions, she continues to field daily questions by phone, email, and text. I have received many compliments from individuals throughout the campus regarding her willingness to not only respond to an immediate need, but to help them more successfully navigate the Workday system and understand

the new business processes. A department head recently expressed that Cristy had been invaluable to him in his transition to Workday and that she has always responded to his emails, offered solutions, and has been, in his words, "phenomenal."

In the Comptroller's Office, we are required to comply with many policies, procedures, and state and federal regulations. Cristy continues to bring forth innovative ideas, while ensuring that the University complies with internal and outside requirements. She strives to improve customer service to our students and university departments and to enhance our internal work procedures to improve productivity and efficiencies.

I recommend Cristy Martin without reservation as the recipient of the 2021 Outstanding Service Award. She is truly one of the best members of our Tech family and she exemplifies, on a daily basis, our tenets of integrity and excellence. Please do not hesitate to contact me if you need additional information.

Sincerely,



Lisa L. Cole
Vice President for Finance



LOUISIANA TECH UNIVERSITY

OFFICE OF THE PRESIDENT

April 30, 2021

Louisiana Tech University
University Senate Awards Committee

Dear Awards Committee,

Outstanding Service is something that you will always remember. It doesn't matter if it is at the grocery store, the salon, the auto repair shop, or on the Louisiana Tech campus. Cristy Martin is a person that provides outstanding service to her university. No matter if you are an administrator, a parent, or a student, Cristy will treat you with respect and will make sure your questions or concerns are addressed with a smile on her face.

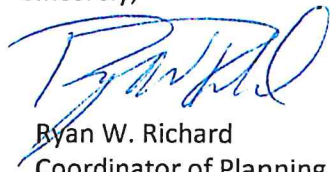
Cristy lets the Tenets of Tech guide her daily. Even though service is not one of the Tenets, upholding the tenets has made her an outstanding employee who provides outstanding service to the Tech Community.

Workday has been a big project for the entire campus. Cristy has been an integral part of ensuring a smooth implementation. Faculty and staff had thousands of questions they needed answered. With her calm and caring demeanor, Cristy answered the questions and guided her colleagues through the process. We personally experienced this as we made the transition; sometimes asking the same question multiple times, but that didn't bother Cristy. She graciously walked us through the process making sure we had everything we needed.

Cristy's desire to serve and serve well is nothing new. She has been committed to providing outstanding service from the day she became a Louisiana Tech employee. Louisiana Tech is blessed to have Cristy as part of our team.

It is our privilege to endorse her nomination for the University Senate Outstanding Service Award.

Sincerely,



Ryan W. Richard
Coordinator of Planning and Advancement



Allison E. Brister
Special Events and Facilities Coordinator



LOUISIANA TECH UNIVERSITY

STUDENT ACTIVITIES / TOLLIVER HALL

4/21/21

Dear Faculty/Staff Senate:

I am writing in support of Cristy Martin as this year's selection for the Louisiana Tech University Outstanding Service Award for unclassified staff. In my experience working with Cristy, there are very few individuals who are more dedicated to offering outstanding service. She is an excellent candidate for this award.

I serve as the Director of Student Activities at Louisiana Tech. This is a role that some may not directly see benefitting from the services of the comptroller's office, however; there are many examples that I could share to demonstrate how significant it is to have the assistance of someone like Mrs. Cristy from the comptroller's office. I oversee two of the largest organizations on campus, both of which are student funded, SGA and Union Board. There are many complexities involved with having a student managed budget that includes funds that are generated from student fees. There is an incredible responsibility to ensure that students involved with the SGA and Union Board budgets are fiscally responsible and compliant with university policies, which can be ever changing and difficult to understand at times. Students often demonstrate that they are willing to go through extreme measures to spend funds but they often find it very challenging to understand the bureaucracy and reasons for various policies. Mrs. Cristy is always available to answer any questions that the students have about these policies and how to navigate the challenges of utilizing the budgets appropriately. There have been times in which Mrs. Cristy has sent me a personal text message at 9:00 at night just to make certain that the students and I have everything that we need to complete the various functions of the organizations that I oversee. She is always very quick to respond, she's patient with my team as we attempt to explain what we're trying to accomplish (something that can be very difficult when working with students), and she's always friendly. She's the model for what outstanding service looks like.

Through the implementation of workday, there have been some very frustrating moments that I'm sure many faculty and staff have experienced while learning to navigate the new platform. It has been my experience that when many other departments involved with workday seem to never have the availability to answer an email or return a call, Cristy Martin is always prompt with a response and usually can confidently answer the question. If she cannot answer the question, she has demonstrated many times that she will personally follow through the entire process until the question has been answered by the appropriate personnel. She has made the process of navigating a new procurement and HR system much smoother.

In my opinion, especially in the last year, there is no one more deserving of an award dedicated to recognizing outstanding service to this campus. Cristy has carried the workload in my opinion and she has done so with grace, patience, flexibility, and kindness. I submit this as a strong endorsement of her recognition as this year's Outstanding Service Award recipient.

Sincerely,

Wes Cavin

Director of Student Activities

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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