

April 29, 2021

Members of the University Senate:

Please allow me to introduce myself as the nominee for the 2020 Student Outreach Award. I feel I am suitable for this award because of my involvement with student education from all aspects. I have been employed in the Office of Student Financial Aid as an Administrative Coordinator 4/Verification Review Counselor for over 22 years. In this position, I counsel parents and students on information reported on the Federal Application For Student Assistance (FAFSA). My job requires me to analyze at least 30% of those files selected for verification. In the end, I must rectify any information possible to ensure the proper student receives the appropriate aid. Secondly, I am a parent of two Louisiana Tech Graduates, one an Elementary School Teacher and a Registered Nurse. Lastly, in the Spring of 2020, I completed my studies while working full time to earn a Bachelor of Interdisciplinary Studies degree during the Covid 19 pandemic.

I worked remotely for one year during the peak time of the virus. I knew that it was crucial to maintain open communication with the students. When emailing them was unsuccessful, I used my cellphone to reach them. I needed to continue to process the verification files to ensure that Tech could offer their aid on time.

I feel my upbringing has prepared me for these types of situations. I was born and raised in Haynesville, Louisiana, to a family of nine children. My family life was full of love, and the desire to work hard was essential to us. My parents stressed doing things the right way. Therefore, the approach I use to deliver to the students is always pleasant but firm and professional. The students recognize my sincere and caring attitude. I explain to them that I am here to assist them, but I must remain within the Federal rules and regulations. Together, we can, and we do work through any problems to get them closer to their educational goals.

I look forward to this process and hope that you find me worthy of this award.

Sincerely,

Mary Tims

Verification Coordinator
Tims@latech.edu

To: Louisiana Tech University Senate
From: Cameron Sumlin
Re: Mrs. Tims
Date: April 26, 2021

I had the privilege as a doctoral student of meeting Mrs. Tims during the spring quarter of 2019.

I was experiencing concerns regarding the fees that were being applied to my personal account. That spring quarter had different fees than my previous winter quarter. I visited Tech's financial aid office, and on that particular day, Mrs. Tims was working at the front counter. After speaking briefly with Mrs. Tims and seeing that she, too, was an African American, I immediately felt that I was able to relate to her. I stressed to Mrs. Tims my concerns regarding the appearance of excessive fees on my account.

Mrs. Tims willingly invited me into her office and patiently took the time to explain the different line items that were being charged on my account. After Mrs. Tims finished explaining the different items, I had a much better understanding of the different fees and costs associated with attending Louisiana Tech University. Mrs. Tims took approximately two (2) hours in assisting me to understand my concerns regarding fees and costs. While she was going over my account concerns, I never felt that she was trying to rush me out of her office. Mrs. Tims treated me as if I was her most important concern at that moment. In order for Louisiana Tech to continue to experience student growth, it is important for all students to feel that they do, in fact, matter.

After having such a pleasant experience with Mrs. Tims, I have personally recommended other students who were experiencing concerns regarding financial aid to visit with Mrs. Tims, especially since she is such an extremely caring person.

Based on the feedback I have received from students whom I have recommended to Mrs. Tims, they have all been pleased with the services that Mrs. Tims has rendered. Mrs. Tims represents Louisiana Tech University extremely well and is a very pleasing person with whom to speak.

Indeed, Mrs. Tims exhibits the highest in moral and ethical character and positively reflects the Tenants of Tech.

Sincerely

Cameron Sumlin

Cameron Sumlin
Marketing Doctoral Candidate
Louisiana Tech University



OFFICE OF HUMAN RESOURCES

April 27, 2021

Members of the University Senate:

I am honored to be writing this letter of recommendation on behalf of Mary L. Tims for the Student Outreach Award for classified employees. Mrs. Tims has a long and distinguished career at Louisiana Tech University and has touched the lives of countless students and their families along the way. Mrs. Tims currently serves as an Administrative Coordinator 4/Verification Review Counselor within the Office of Financial Aid at LA Tech. She has been a loyal employee of LA Tech for over 20 years and is also a proud alumna. I have had the pleasure of working with Mrs. Tims for over 5 years. In all the years that I have known her, she has always strived to make a difference in the lives of the students and has always performed at the highest level to ensure that students can attend and remain enrolled at LA Tech.

She has spent countless hours going above and beyond to ensure that students receive Financial Aid while at the same time upholding and adhering to numerous federal rules and regulations. The role that Mrs. Tims plays in the Office of Financial Aid is a vital and crucial one. Without the diligent work of Mrs. Tims, students would not be able to receive Financial Aid and thus would not be able to attend LA Tech at all, in some cases.

Mrs. Tims served as a trainer and mentor to me during my time of employment in the Office of Financial Aid. I learned how to build lasting connections with students and how to encourage students to keep pursuing their goals by watching Mrs. Tims interact with students. She does not take her job lightly. She ensures that every student and parent that she meets with receives the best possible care even though her work often goes unnoticed on campus.

Mrs. Tims is extremely worthy of receiving this award and I know that she would truly and humbly appreciate the recognition. If any additional information is needed, please don't hesitate to contact me at the information listed below. Thank you for your time and consideration.

Sincerely,

Vanessa Mullins
Staffing & Development Coordinator
Louisiana Tech University
Office of Human Resources
Phone: 318-257-2235
Email: vmullins@latech.edu

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AN EQUAL OPPORTUNITY UNIVERSITY

To the University Senate:

I am writing to you in support for the nomination of Mrs. Mary Tims for Student Outreach 2021. She possesses a wide range of skills that exemplifies the meaning of outreach. Communication skills, leadership capabilities, relatability and intentionality are but a few of them. Dedication is also an attribute that she possesses that will be useful on this outreach team. Regardless of the task, Mrs. Mary is dedicated to it. From her family, to her work, to her students, Mrs. Mary has shown her dedication to the tasks at hand. Mrs. Mary also has experience as a non-traditional student, demonstrating just how much dedication she has!

Mrs. Mary is a long-time beloved and well-respected employee of Louisiana Tech's Financial Aid Office where she resides over Verification. Mrs. Mary has assisted thousands of students, including myself, in receiving financial aid and through the financial aid process. Mrs. Mary is vastly knowledgeable in the realm of Financial Aid and its subprocesses, and it is her wealth of knowledge that, I believe, makes her overqualified for Student Outreach 2021.

Personally speaking, I came to Louisiana Tech University in 2016. I have been selected for verification every year, as multiple students are. Each and every year, Mrs. Mary Tims has taken the time to explain various documents and reasonings behind those documents. She possesses an incredible level of patience and understanding that I believe not only helps her, but helps all of us. This patience and understanding, among aforementioned qualities, makes her a valuable asset to the campus of Louisiana Tech University, and would make her a valuable part of Student Outreach.

Regards,

Donovan Turner