

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, Lt. 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.

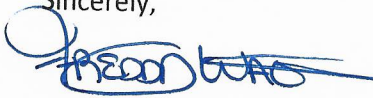
In July 2020, I accepted a part-time position with the Office of Sponsored Projects (OSP). I've been working with grants for over a decade, which keeps me in constant contact with the OSP. One of my previous Directors encouraged me to attend grant training workshops when I joined the TTC family, and it sparked an interest in me to want to know more about the world of grants and grants' management. Through my close working relationship with OSP, I've been able to bounce ideas, concerns, and suggestions from an administrative point-of-view, and in return OSP has been able to help me see the behind-the-scenes work that goes into grants' management. I'm always looking for opportunities to increase my skill set and extend my knowledge base. The opportunity to work with OSP has been rewarding and fulfilling. For me, it's always exciting to learn new things and new ways of performing my job duties.

The past year brought many challenges for the TTC and the University as a whole, as well as the country. The Covid-19 pandemic threw everyone into a whirlwind. We all had to figure out how to function in a world where in-person interaction was limited, and in some cases almost forbidden. Most of us were terrified because so many people were perishing from the virus, and there were too many unknowns. A lot of businesses had to close down, which caused concern for those that were still functioning or trying to function. Since most of the TTC's operating funds come from the Industry, we became very concerned. For the most part, our faithful Industry members reached out to us and continued to support us through this dark moment in our country's history. Our University's response was excellent. Through teleworking and online communication, the University was able to adapt to this sudden change in the work environment. The University took their concern a step further by accommodating employees and students who were considered the most vulnerable or took care of those that fell into that category. As time progressed during this pandemic, a lot of us came up with creative ways and methods to conduct our business affairs and stay in touch with one another. Zoom became the most popular go-to method. We were able to conduct meetings/virtual forums, stay in touch, and even learn a whole new accounting system, Workday, via zoom trainings. The pandemic created a lot of challenges for the work force, but it also made us more resilient. The creative methods and ways of conducting business and communicating that came out of this pandemic helped to power the young and the old into this new technology savvy era. The new skills learned during this pandemic has helped me to perform my job duties more efficiently.

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. Now that I have part-time position with OSP, it further contributes to my commitment to serve in any way that I can. There is nothing routine about my job duties. 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, OSP, and my community. I believe that some good did come out of the pandemic. It helped us to realize the value of service. We all had to become less selfish and serve one another, which is ultimately all mankind's purpose.

Sincerely,



Fredda L. Wagner
Office Manager, Trenchless Technology Center
Grants Administration Specialist, Office of Sponsored Projects
Louisiana Tech University



COLLEGE OF ENGINEERING & SCIENCE
Trenchless Technology Center (TTC)

May 3, 2022

University Senate Outstanding Service Award Committee

Re: Support Letter for Ms. Fredda Wagner

Dear Outstanding Service Award Voters:

I am extremely honored to write to you today about our Outstanding Office Manager, Ms. Fredda Wagner! Ms. Wagner is positively the perfect staff member for LA Tech and she serves the University, the College of Engineering and Science (COES), and the Trenchless Technology center (TTC) with extreme integrity and humility. In 2020-2021 she also took on a new partial role supporting the Office of Sponsored Projects (OSP) as they were dealing with a staff shortage. OSP Director Ms. Courtney Jarrell has also pledged her full support of Fredda in a separate letter.

Ms. Wagner is the highest of performers that I have seen over the course of my career spanning academia and industry and she regularly goes above and beyond for the job, working past normal working hours almost daily and with our recent addition of health and safety measures at LA Tech, she has done so both in person and remotely. She also regularly comes up with new ways for us to complete our key tasks such as developing plans for the TTC to develop our own training materials for our Municipal Training Forums, which both increased the quality of the materials and reduced our costs. It's worth noting that the TTC is a very unique research center for a University, that interacts with industry literally on a daily basis in addition to other normal functions it has on campus like most other departments. Therefore, our staff have to be able to work within the confines of a University/State environment while meeting the needs of our Industry members and stakeholders who provide our core operational budgets. This is no easy task and in my 19 years of involvement at the TTC, there has never been another employee that has been able to balance the need to serve the University and Industry better than Fredda Wagner. She regularly looks for ways to control costs, which is extremely important for our center, as our funding is considered soft in that it mostly comes from Industry supporters and grants and not the University or State budgets. She also serves as the primary point of contact for our Center and she is always extremely courteous and professional, even in the face of difficult members, which do encounter from time to time!

Ms. Wagner also coordinates our graduate and undergraduate student activities for the center, regularly hosting events and celebrations of student achievements and she is well-liked by all that get the pleasure of working with her. This year she dealt with the addition of many of our staff also being remote and yet was able to maintain proper communication and when appropriate helped to celebrate their accomplishments in a safe manner. As mentioned above, she also took on a supporting role in OSP and they enjoyed her support so much that she has been given an extension to continue supporting them over the next year as well.



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For all of these reasons, I strongly support Ms. Wagner's application for the University Senate Outstanding Service Award. Please feel free to reach out if you have any questions about the great work Fredda Wagner does every day for Louisiana Tech University.

Sincerely,

John C. Matthews, Ph.D.

Director, Trenchless Technology Center (TTC)

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OFFICE OF SPONSORED PROJECTS

May 1, 2021

Dear Sir or Madam:

It is my pleasure to write this letter of support on behalf of Mrs. Fredda Wagner, a nominee for the Louisiana Tech Outstanding Service Award. I have worked with Mrs. Wagner for more than seven years at Louisiana Tech University as she has served in the role of Office Manager for the Trenchless Technology Center (TTC). Throughout all of our interactions, Mrs. Wagner always has a very positive attitude and willingness to help.

Since I have been a part of the Office of Sponsored Projects (OSP), I have observed Mrs. Wagner assisting the TTC in many ways including managing all grant and University accounts, coordinating with OSP on grant closeouts, assisting employees with administrative tasks, assisting with coordinating events for TTC, and other tasks that needed to be completed. She makes a significant contribution to her area by diligently working behind the scenes to serve the faculty and staff. I have always been impressed not only with her high level of customer service but also with how efficiently she manages accounts in a systematic manner to ensure accounts remain in balance and are not overdrawn.

In September 2020, Mrs. Wagner took on new responsibilities and began working part-time in the Office of Sponsored Projects in addition to her TTC responsibilities. In this role, she has broadened her service to the University by assisting faculty from across campus with grant management and closeouts. This supports her willingness to grow as a professional and learn new tasks. I believe she has worked for Louisiana Tech for almost 17 years further supporting her service to the university.

For these reasons, I strongly recommend Mrs. Fredda Wagner as an awardee of the Louisiana Tech Outstanding Service Award.

Sincerely,

Courtney A. Jarrell
Director of Sponsored Projects
Office of Sponsored Projects
Louisiana Tech University

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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AN EQUAL OPPORTUNITY UNIVERSITY

May 3, 2021

Alicia Kimbell, Chair
University Senate Staff Subcommittee
Louisiana Tech University

RE: Letter of Support for Ms. Fredda Wagner for the 2021 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 worked closely with Fredda for 6 years while I was at LA Tech. While 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 TTC. After I retired from LA Tech in August 2019, I continued to assist TTC as director of development until July 2020 when I accepted my current position at Purdue. I am continuing to support TTC with the 5-day Specialty Schools in my capacity as a professor emeritus at LA Tech.

In addition to working with all levels of personnel on campus, she works with national and international industry leaders. She does this with integrity, professionalism 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 a more time-efficient and cost-effective methods of accomplishing 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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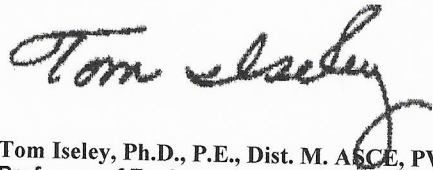
Letter of Support for Ms. Fredda Wagner
May 3, 2021

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,



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