



## College of Education

Thank you for the honor of being considered for the 2021-22 Outstanding Service Award. I believe the name and spirit of this award align with the intentions of the College of Education and guide the mission of my office. My title is Undergraduate Student Support Specialist and as the name implies, supporting undergraduates as they first encounter and continue to navigate the complexities of higher education.

My first encounter with undergraduates is typically designing a freshman orientation experience that is at once informative and welcoming. A significant percentage of my work during the Spring and Summer is improving and organizing Summer Orientation and working with faculty and staff from the College of Education, in coordination with Student Services, the Registrar, and all of the other departments relevant to incoming freshmen, to implement these plans.

I work with and for these students and their faculty advisors throughout their academic careers and through graduation. I market my office as a first pass troubleshooting option for students in order to provide a tether of support to our undergraduates in an effort to maximize retention and student success. My roles range from advising and preparing students records, providing support as they reconcile any transcription or exam score mistakes, offering advice and information pertinent to the college's programs, to auditing their transcripts for graduation and helping them prepare to walk on commencement day.

Beyond providing any type of support our undergraduates may need, which are far too unique and complex to try and list, I am a point of contact for any other department when needed. Helping our university provide a frictionless experience to students and seamless communication between colleges, departments, and other institutions is an important function of my office. The final generalized description of this office is to provide regulatory documentation and reporting to the requisite accrediting bodies and state agencies.

I appreciate this nomination and the good work the University Senate is doing to show appreciation throughout campus.

Sincerely,  
  
Michael Gilmore



# LOUISIANA TECH UNIVERSITY®

Office of the University Registrar

University Senate:

I am writing a letter of support for Michael Gilmore to be considered for the Outstanding Service Award. Michael goes well beyond his defined duties. He is always professional and acts as a key element for the College of Education. I have seen him guide parents and students through anything they need assistance for. He has played an outstanding role to link my office and our operations to the College of Education.

I highly recommend him to be awarded this award. Thank you and let me know if you have additional questions.

Josh Chovanec

University Registrar

318-257-2176



College of Liberal Arts

5 May 2022

University Senate:

I am writing this letter to voice my support for Michael Gilmore as the recipient of the Outstanding Service Award. I have had the pleasure of knowing Michael for over thirty years, and I believe he is the living personification of this award.

Although I have known Michael for many years, our professional relationship began when he started working at Louisiana Tech in the College of Education. As the Interdisciplinary Studies Coordinator, I interact with a plethora of people from all over the university, and Michael tends to be the one with whom I most enjoy working. The pace at which he was able to acclimate to the Louisiana Tech University system has rarely (if ever) been seen before. He was able to familiarize himself with policies and procedures seemingly overnight, and thus has been able to help students as though he has been here for many years. It is nice to know that, whenever I have a question about any College of Education (and often university) policy, there is someone that I can call and get a definitive answer.

While aiding colleagues is an important aspect of almost any job, Michael truly excels when it comes to helping students. I have seen him interact with many different students, and he is always kind, courteous, and efficient. After all, helping students is one of the main goals for most employees at Tech, and Michael always goes above and beyond to make sure that any and every student he encounters always has what they need in order to succeed.

If you have any questions about Michael, please feel free to contact me via email ([colvin@latech.edu](mailto:colvin@latech.edu)) or phone (257-2456). Once again, I think that you would have a difficult time finding someone more deserving of this award.

Sincerely,

Kirby Brooks Colvin, M.A.  
Instructor of English  
Coordinator of Interdisciplinary Studies

My name is Kiley Jo Brandon and I am a student at Louisiana Tech University. I began studying at Louisiana Tech in the fall of 2018; after pursuing a degree in Elementary Education for 3.5 years, I decided that my heart wasn't in Education anymore. After many long nights of tears and worrying about the struggle of changing my major during my senior year of college, I met with an advisor who led me to Mr. Gilmore. Not only did Mr. Gilmore assist me in making a major change, but he encouraged me throughout the process and made the switch so incredibly easy on me. He reached out to several professors, asking if I could join their classes late. Mr. Gilmore even worked after hours to make sure I would get into the classes I needed. He went to immeasurable lengths to make sure that all of my needs were met. The most special part about it all, though, was that he had no responsibility for helping me. Rather, it was out of the pure generosity of his heart, and Mr. Gilmore is the reason that I will now graduate on time with a degree in Interdisciplinary Studies. I could go on and on about Mr. Gilmore and how much he has done for me. He continues to reach out and make sure I am doing well. He cares for those around him so well; I believe he would be the most perfect recipient of this award. He deserves it undoubtedly!

If you have any questions or would like to hear more about Mr. Gilmore and all the different ways he has assisted and cared for me, feel free to contact me at (318) 914-3403.

Sincerely,  
Kiley Jo Brandon