



LOUISIANA TECH UNIVERSITY

OFFICE OF HUMAN RESOURCES

May 9, 2022

Dear Members of the Louisiana Tech University Senate,

I am incredibly honored to be nominated for the 2021-2022 Outstanding Service Award – Unclassified. I can truly say that I love my job and I love my University! I especially love working with our Civil Service employees and those who supervise Civil Service employees. Making them feel recognized and important, and solving their issues is second nature to me and I cannot imagine not going above and beyond to help our employees because they deserve the absolute best customer service!

I started working at Tech in January of 2016 in the Office of Financial Aid as a Financial Aid Counselor for Special Circumstances. I helped students who had been in foster care, students who were orphans, students who had no contact with their biological parents, and students whose parents had lost their jobs. My Financial Aid colleagues would always say to me that “it takes a special person” to be the Financial Aid Counselor for Special Circumstances and I took pride in being that “special person.” I would take my Special Circumstances students to the Counseling Center on campus and I even became the emergency contact for several of my Special Circumstances students. I would also take my Special Circumstances students on a walk across campus and buy them a meal at Chick-Fil-A if they just needed a listening ear and some fried food, which are both good for the soul! I still get calls and emails weekly from my Special Circumstances students because they know I will still help them. Those students have my heart but I have had to make more room in my heart now for my Civil Service employees because they stole my heart when I moved to the Human Resources Office!

In January of 2021, I moved to the Human Resources Office at Tech where I currently work as the Staffing & Development Coordinator for Classified (Civil Service) Personnel. I work diligently with each new Civil Service employee to ensure they complete all of their onboarding tasks via their Workday accounts. I help them set their email password, install DUO mobile on their cellphones, and walk them through how to log into Moodle, Workday, etc. while remaining patient. I try my best to form a connection with every Civil Service employee I meet. I love when I can walk across campus and yell out an employee’s name with a wave or run into them on-campus and find out if they are settling into their new position well. I call them “my people” and I am always striving to find new ways to help “my people.” For example, I am currently working on getting all of our Civil Service employees access to Workday. I arrange for groups of Civil Service employees to meet me in Wylly Tower in the 10th-floor Computer Lab and I set their passwords, install DUO, etc. I can often be heard asking, “How will my people access or do this?” because I want “my people” to have the same accessibility as everyone else on campus.

I helped create and implement the New Employee Orientation program which started last September. This orientation is crucial to new employees and I am so glad that I pushed for this orientation to begin at Tech. I absolutely love when I get to present at this event because I love sharing about Tech and telling new employees about all of the “ins and outs” of Tech. I feel so good when I can

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help new employees settle into their new jobs at Tech. I also created a new employee checklist to help guide new employees on how and when to complete all of their new employee tasks. I also took the initiative for our HR office to have a table at the Louisiana Tech Career Fair for the first time ever to help recruit for our full-time vacancies.

I keep my office stocked with bottles of water, candy, mints, and snacks to give out to my Civil Service employees when they come to me for help. I liaised with the University Communications department to create a logo for Human Resources and I ordered notebooks, folders, pens, highlighters, and sticky notes with our Human Resources logo printed on them. I give these out to my Civil Service employees to say "thank you" for all of their hard work. I want to give a shout-out to them in this letter because their work often goes unappreciated and unrecognized. I also liaised with the University Communications department to get notecards that say "Welcome To The Tech Family." I send these out to my new Civil Service hires with my business card and some candy. I want every Civil Service employee that I meet to know that I am here to help them and that I appreciate them.

I have formed some truly wonderful relationships across campus. Specifically, with Shonda Parker, Jennifer Caskey, and Joe Peel at the Physical Plant. I talk to each one of them several times a day and they know that they can always get in touch with me quickly and can count on me to do whatever they need. I also work very closely with Melinda Brazzel in Residential Life. They all know that they can send their Civil Service employees to me any time of the day and I will take care of whatever they need. I can often be heard saying, "Just send them my way and I will take care of it" because I want to help my Civil Service employees one-on-one and get their issues solved as quickly as possible.

With regard to Workday, I know what it is like to be an end-user, so I make training documents with screenshots daily when someone asks me how to do something in Workday. I know what it is like to not know how to do anything in Workday and be completely confused so I strive to be patient and as helpful as possible when showing and teaching an employee how to do something in Workday. I get calls and emails daily that start with "I know this isn't your area but can you help me with..." I am flattered that so many people across campus know they can call me and I will help them with whatever they need. I am always happy to jump on a Zoom call with an employee to talk them through how to do something in Workday or talk them through it over the phone. I take pride in always being readily available to help employees with Workday because I know Workday can feel very daunting.

Throughout my time at Tech, I have always strived to go above and beyond to provide the absolute best customer service to our students and employees. I am always striving to learn more and to think of new ideas so I can provide even better customer service. I truly appreciate your time and consideration. Thank you and "Ever Loyal Be!"

Sincerely,

Vanessa B. Mullins
Vanessa B. Mullins

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OFFICE OF HUMAN RESOURCES

April 28, 2022

University Senate

Dear Committee:

Please accept this letter as my recommendation of support for awarding Vanessa Mullins the Outstanding Service Award for unclassified faculty/staff for her outstanding service and dedication to Louisiana Tech University.

Vanessa began her employment at Louisiana Tech in 2016, working in the Financial Aid Department as a Financial Aid Counselor for Special Circumstances. Vanessa worked with students and their parents to solve special types of circumstances in order to obtain financial aid to attend Louisiana Tech. Although this position was very challenging at times, it was also very rewarding to assist our students.

She transferred to the Office of Human Resources in January 2021, and accepted the position of HR Staffing and Development Coordinator for Classified Personnel. Vanessa works closely with Alicia Foster, HR Assistant Director, as well as all managers and directors across campus who employ classified/Civil Service employees and provides them with excellent customer service. She also works extremely well with all our classified/Civil Service employees. I receive compliments from managers, directors, as well as civil service employees on a regular basis on how well Vanessa goes above and beyond to assist them.

In addition to her regular duties, Vanessa has worked extensively on developing the New Employee Orientation Program which was put into place for the University in January of this year. She is often a presenter during the Orientation.

Additionally, Vanessa organized the HR Department's presence at the University's Career Fair in February, 2022. She is also working on the University's Retirement Party which will be held in May, 2022. Vanessa has proven to be an excellent organizer and event planner!



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Vanessa is an exemplary employee who always goes above and beyond to meet the needs of our customers. She is always willing to take on new tasks as well as assist others in the department with their tasks, whether being asked specifically to assist or not. She's a great team player!

I can recommend her for this great honor in the strongest manner possible.

Sincerely,

Sheila S. Trammel
Director, Human Resources

May 4, 2022

Members of Awards Subcommittee
University Senate
Louisiana Tech University

Dear Members:

Please consider this letter a recommendation in support of Vanessa Mullins' nomination for the University Senate Outstanding Service Award – Unclassified.

My first interaction with Vanessa's sunny and helpful personality was in trying to negotiate my way through a Work Day issue. I had no idea how to list a job opening, set a deadline, extend a search, or any number of other challenges. I had the good fortune to have Vanessa on the other end of the phone leading me through a puzzling maze of screens. She was professional, knowledgeable, and very patient, as she had to repeat her instructions to me several times. After numerous unsuccessful attempts on my part, she said, "Mrs. Sue, let me come to your office, and I will do this for you." In minutes, she was sitting at my computer and finishing up the job.

Since that first encounter, I have had to rely on Vanessa's patient instruction several times, and she never fails to live up to the criteria set for this award. She certainly represents the Human Resources Office in a cheerful and professional manner. She is cooperative and efficient and has become my go-to person for helping me to navigate the minefield that is Work Day.

Vanessa is very deserving of this award, and I hope that she will be considered and rewarded for her outstanding contribution to Louisiana Tech University.

Respectfully,



Sue McFadden
Interim Library Director
Business Liaison Librarian
Prescott Memorial Library
Louisiana Tech University



LOUISIANA TECH UNIVERSITY

DIVISION OF STUDENT AFFAIRS
DEPARTMENT OF RESIDENTIAL LIFE / HOUSING

Members of Awards Subcommittee
University Senate

Dear Members:

It is with great pleasure that I write this recommendation letter for Vanessa Mullins as a nominee for the Outstanding Service Award.

Through the last year and a half, Vanessa has proven to be an invaluable asset to myself, in addition to the other employees of Louisiana Tech, especially with the change to Workday. She has stepped up and helped with the training of new employees with onboarding. She has also done a wonderful job of helping with the recruiting process of employees. Vanessa understands the importance of helping those who have very limited knowledge of computers, and is very patient with her assistance.

Vanessa is a very personable and devoted person to employees of Louisiana Tech. She is always available to help new employees when they start their new positions. She is super positive and devoted to her position as Staffing & Development Coordinator for Classified Personnel. Although Vanessa is pulled in many different directions, she always finds the time to get back to me. She will email or call me when I have items in Workday that need my attention and constantly follows up to make sure any issues have been resolved.

Vanessa is a fine example of Louisiana Tech's motto "Ever Be Loyal". She exemplifies that motto greater than anyone I know. It is with great pleasure that I recommend her for this award and hope that others see in her the great efforts she makes for our campus community. Please let me know if I can be of any further assistance in your decision process.

Sincerely,

Melinda Brazzel
Assistant Manager of Building Services
Residential Life

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