



OFFICE OF THE COMPTROLLER

May 9, 2022

Louisiana Tech University  
University Senate

Re: University Senate Student Outreach Award

Dear Members of the University Senate Committee

I am honored to have been nominated and I accept this nomination with gladness. If I am selected for this award I will always carry it with pride.

I have been employed at Louisiana Tech University, Office of the Comptroller for almost 11 years. In August of 2011, I was hired in as a transfer from LSU Health Science Center of Shreveport as an Accountant Technician, under the supervision of Lisa Cole as Comptroller and Zach Williams as Supervisor. In 2017, I was promoted to Accounting Specialist Supervisor, under Cristy Martin as Supervisor. Since being here at the LA Tech, I have enjoyed being a part of the LA Tech staff. I supervise two employees in the Comptroller Office cashier's window overseeing our daily operations. On a daily basis we assist many students, parents, grandparents, and other family members of our students with quarterly student account inquiries, such as phone payments, tuition charges, online payments, student and parent refunds. I have become knowledgeable of the admissions, housing, class registration, and financial aid process in order to assist or refer calls when needed. I wear many hats here, I also manage the collecting of past due tuition and payroll balances with the Louisiana Attorney General's Office of Baton Rouge for collections. I am the LA Tech go to person for Louisiana National Guard in assisting soldiers of the guard with contact information and posting waivers. I am also the contact person for students Title 29 Benefits of Disabled Veterans. I assist students of Fallen Firefighters and Policemen with the Title 33 Benefits. I take pride in what I do on a daily basis to assure that our students here at La Tech, has taken the opportunity to be the best they can be. I will always continue to promote to La Tech as the university to be. It would bring great joy if I am selected. I thank you all for giving me the opportunity to be selected for this award.

Sincerely,



Gwendolyn D. Jones

Accounting Specialist Supervisor

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

P.O. BOX 7924 • RUSTON, LA 71272-0029 • TEL: (318) 257-4325 • FAX (318) 257-2234

AN EQUAL OPPORTUNITY UNIVERSITY



OFFICE OF FINANCIAL AID

May 9, 2022

Louisiana Tech University  
Office of Financial Aid  
P.O. Box 7925  
Ruston, LA 71272

To Whom It May Concern:

I have no reservations in recommending Gwendolyn Jones for the "University Senate Student Outreach Award" and am happy to do so.

I have worked with Gwen since 2015 when I returned to Louisiana Tech University in Financial Aid. Gwen has been an integral member of the Cashier's office and has assisted with the partnership of our two offices on numerous occasions. She is exceedingly hard-working and works diligently to resolve student issues when the need arises. Beyond that, she is very independent and focused on the task at hand. She has always been able to address student issues with confidence. Gwen is motivated by her desire to support the University in any way that she can, and she does so with integrity. Her knowledge of dealing with student accounts, and her customer service experience has been a huge advantage to the University.

I can confidently recommend Gwen to be awarded the "University Senate Student Outreach Award" without any doubts of her worthiness for the award. As a devoted and self-motivated employee, I know that she will continue to be an asset to the University.

Please feel free to contact me at 318-257-2641 should you like to discuss Gwen's eligibility further. I'd be happy to expand on my recommendation.

Best wishes,

Chrystal D. Woodard  
Director  
Office of Financial Aid  
Louisiana Tech University



College of Education  
SciTEC

May 9, 2022

University Senate  
Louisiana Tech University

To Whom it May Concern:

I am writing to share with you information about a gem in the Comptroller's Office at Louisiana Tech University. The sparkling gem is Ms. Gwendolyn Jones.

With over a decade of service at Louisiana Tech University, Ms. Jones regularly supports the youngest Bullpups at the Early Childhood Center in the College of Applied and Natural Sciences, at AEP in the College of Education, undergrads, graduate and non-traditional adult students and the parents, grandparents, and loved ones that work hard to finance educational pursuits of the aforementioned individuals. She handles account management, tuition payments and even difficult discussions regarding collections which require a calm, capable, and professional demeanor. She began as an Account Technician, and due to her commitment to Louisiana Tech and her very hard work; she has been promoted to Accounting Supervisor during her tenure here. Although an incredibly busy member of the Louisiana Tech family, she regularly makes time to help those who need her most. That includes me. I call monthly to pay tuition for my child. Ms. Gwen is never too busy to take the time to assist with enrollment payments and account balances; she and does so with a positive energy, in record time and with impeccable attention to detail. In addition to service on campus, her outward facing service includes regular interaction with the Louisiana Attorney General's office regarding court proceedings and collections. There are a number of individuals on this campus without whom regular operations would be incredibly difficult. There are also individuals on this campus whose existence regularly contributes to the family atmosphere and positive energy of our Louisiana Tech community. Ms. Gwen fits in both clubs. I am thankful for the service she has provided to me and the service she provides to countless students on our campus. It is because of the Ms. Gwens on our campus that I am happy to come to work and be a Bulldog!

I ask that you give her a strong consideration for this award. It is difficult to find adequate ways to celebrate such treasures on campus. This would be a small way to thank an incredible human for her superhero service!

Sincerely,



Lindsey Keith-Vincent, Ed. D.

Associate Dean for Research, Outreach, and Innovation in the College of Education  
Director of the Science and Technology Education Center (SciTEC)

College of Education Alumna

Mom of Bullpups at the ECEC and AE Phillips





DIVISION OF FINANCE

May 9, 2022

Louisiana Tech University  
University Senate

RE: Student Outreach Award – Classified: Gwendolyn Jones

Dear Members of the University Senate,

It is my privilege to recommend Gwendolyn Jones for the Student Outreach Award for Classified Employees. I have worked with Gwendolyn in the Division of Finance for over a decade, and she consistently meets and exceeds the criteria for this award by her service to Louisiana Tech University and its students.

Gwendolyn has been an employee at the University for over ten years, and she has excelled in each role she has filled during that time. Through her time in the Cashier's Office she has had the opportunity to assist student, parents, faculty, and campus staff to ensure the best possible service related to student accounts. The campus community may imagine many of her duties occur "magically" in the background, primarily due to Gwendolyn's straightforward efficiency and dependability. Gwendolyn's courtesy, patience, and professionalism are an asset to our division and the University as a whole.

With four different academic quarters each year, the Cashier's office is constantly working with students on payments, charges, Financial Aid and scholarships, and credit balance refunds. Gwendolyn effectively ensures the never-ending calendar of tasks are completed for thousands of students each quarter by the Cashier's office.

In closing, Gwendolyn would be an excellent choice for the 2022 Student Outreach Award. If the Senate has any further questions, please feel free to contact me at [zach@latech.edu](mailto:zach@latech.edu) or extension x5222. Thank you for the opportunity to provide this letter of recommendation.

Sincerely,

*Zach Williams*

Zach Williams  
Budget Officer