

May 10, 2023

Dear University Senate Committee Members,

I am honored to be nominated for the 2022-2023 Outstanding Service Award for classified staff. When I received the email that notified me of the nomination I almost cried. I love Louisiana Tech University and the College of Engineering and Science so much, and it feels fulfilling to be recognized. Louisiana Tech has provided me the opportunity to complete my BGS degree and I graduated in the winter 2023 quarter with my MBA. It took me nearly ten years, but walking across that stage in my mid-fifties, was a major accomplishment. I almost floated the entire time waiting for Dr. Guice to hand me my diploma (well, diploma holder).

I was hired as an Administrative Assistant 3 for the COES Undergraduate Studies Office in 2012, and I joined two brilliant and hard-working people whom I respect greatly – Joyce Bryan and Charlotte Wilkerson. I spent two years with them learning everything I could. I would stand outside Joyce's door and listen to her interactions with students, while I took copious notes (which I still have). I learned a great deal about patience and customer service. Students are Louisiana Tech University's number one customer, and I tried to make sure they left my office with the understanding of what steps they needed to stay on their path to graduation. The work was constant, sometimes busy, and sometimes slow. I was dedicated to working hard and also streamlining some processes that would have a better workflow. My duties were to advise students and make sure they were on the correct path for their curriculum, assist with graduation each quarter, gather info to submit several surveys, and coordinate events. The office had a brilliant team that worked together to advise students, advise transfer students, and international students. Working in the COES Undergraduate Studies Office taught me so much about each department's curriculum, the University's hierarchy, whom to contact for different types of questions, and that it is possible to have a job you love and actually have fun working every day.

After three years of working in the Undergraduate Studies Office, I had the wonderful opportunity to transfer departments as the Administrative Assistant 5 in the COES office of the Dean. I currently work with the brilliant Dean Hegab. The Dean's Office is different from the Undergrad Office. The Dean's office works mainly with faculty and staff. I create and maintain spreadsheets on different types of data. I coordinate the yearly process of submitting all COES Disclosure of Outside Employment and Position Descriptions, and I supervise the COES mail runs I supervise the Office student workers. I lost my Administrative Assistant 3, so I took over her duties, but with Workday, the duties had already been minimized. We had another person leave, and I took on some of her duties. I submit grant-funded Period Activity Pay processes in Workday as well as Part Time/Temporary hires. I also coordinate all New Faculty hiring processes. I am probably the number one cheerleader for Workday. I love Workday. It streamlines processes and is an open book on whose approval you are waiting.

I have worked at Louisiana Tech University for over ten years. I believe they have given me more than I can ever give back. I am proud to work for the College of Engineering and Science. The entire College always has a wonderful time. We have potlucks, baby showers, and random brown bag luncheons. I work hard, I always come in early, and I always stay late. While I was taking classes, I preferred to do all of my homework at my office. I have a better setup at work than I do at home. I have to mention that my boss has made working for the Dean's Office the greatest pleasure. Dr. Hegab has been the epitome of the type of boss I would like to become. I truly work with a fantastic team, and I hope to be working at Louisiana Tech University for another ten years.

Thank you for your consideration,

Desirée Brodeen  
Administrative Assistant 5  
COES Office of the Dean

HOUSTON CHRISTIAN  
UNIVERSITY

10 May 2023

Dear Selection Committee:

It is my pleasure to offer you my highest recommendation of Ms. Desiree Brodeen, who has been nominated to receive the University's Outstanding Classified Staff Award. Prior to retiring from Louisiana Tech, I had the opportunity to serve alongside Desiree in the College of Engineering and Science (COES), including sharing the COES Dean's Suite with her for about five years.

Desiree is a model of work ethic and truly embodies the "first in, last out" principle. I liked arriving at the office early to get a head start on the day, but Desiree typically beat me in and would always be the last to leave. She does not work within the confines of a 40-hour week. Whatever needs to be done, she always just does it. I witnessed on many occasions when she would assist faculty, other staff, and students, even when I knew that what was being asked of Desiree fell under someone else's purview or responsibility. Instead, she would meet needs with excellent customer service and mentor others. For example, I learned much by watching her supervision, mentorship, and demonstrations of appreciation for the COES student workers.

Desiree runs a tight ship with excellent organizational skills and attention to detail. She is very good at communicating deadlines and expectations to COES units so that University deadlines and processes are met. Desiree also has a fun personality and a heart for others. Working with her was an excellent experience for me both professionally and personally.

I believe Desiree is a model staff member and gives her all to support Louisiana Tech's programs, faculty, staff, and students. She is most certainly worthy of this recognition from the University.

Sincerely,



Katie A. Evans, PhD  
Dean of Science and Engineering  
*Professor Emerita*, Louisiana Tech University



LOUISIANA TECH

U N I V E R S I T Y

COLLEGE OF ENGINEERING AND SCIENCE

May 11, 2023

Outstanding Classified Staff Service Award Committee  
Louisiana Tech University Senate

Dear Committee Members:

I am so very honored to be able to write a letter supporting Desiree Brodeen for her nomination for the Service Award awarded through the Louisiana Tech University Senate. There are many staff members who are integral for the success of Tech, but Desiree touches so many aspects of the College of Engineering and Science that it is hard for me to imagine how the college would function without her presence. If there is anything at all that needs doing, no matter how big or small, she has a solution and will go above and beyond to help students, staff, and faculty members. In particular difficult situations, that is when she shines the best. She not only can make things happen that others often cannot, but she has a good enough rapport with people in different parts of the University to make progress on some of the challenges that arise as will be detailed later.

When I first considered nominating Desiree for the Service Award, I figured she must have earned it in the past, because she far outperforms what is required from her to such a degree. However, she does so without any expectation of praise, handles difficult situations without complaint or fanfare, and simply just does what is needed. This quiet, service-oriented approach of hers makes it easy to overlook that she needs to be recognized for the high-level and very hard work that she has done through her time at Tech. She is the go-to person for solving the more challenging issues that come up, and in handling the regular things, they just happen without any drama or issues.

Desiree was always the one who helped handle student workers, and was a true mentor for them. When they had difficult situations, she was one of the first one to advocate for them to help them get through whatever they were going through. On the other hand, she demanded a lot out of them, and pushed them to be professional and responsible. I always appreciated her approach towards students pushing both accountability and caring. When it was the time to shower praise on the students, she was one of the most vocal.

I have never been Desiree's direct supervisor, but she serves as the primary mentor for my own staff, helping them get familiar with processes at Tech, and troubleshoot when things don't work as expected. As a result, she has a disproportionate impact on COES, as she is very generous in sharing her skills and talents with other staff members. For faculty members, anything that is not routine often goes to her due to her skills, abilities, and overall service-oriented demeanor towards those. For instance, when there are problems in our current building that need fixed, which can be a common occurrence due to its age, she is the person who not only does it, but

takes care of the constant follow-up needed to make sure it gets finished. It always goes to her to be the one who makes sure what needs to get done actually gets done. She is also proactive with faculty to make sure they do what is needed to get paid in a timely manner, often having make multiple phone calls, check up on Workday processes, and send emails.

When the University switched over to Workday, Desiree's strength as a problem solver shined. She worked with others to get enhanced access so that issues that arose could be handled. She even earned recognition from the College of Engineering and Science, along with two others, for her help in the Workday transition. This is because she engaged other people in the University to figure out what needed to be done, and was both a solid problem solver for faculty and staff in the college, along with making sure what needed to be done was taken care of. As many on campus know, there were many unexpected challenges with the major change, and without her helping the faculty and staff work through this, I do not know how this would have worked out.

Another thing Desiree takes leadership on is organizing different events for building and college-wide gatherings. These are an important service to keep the environment of the college. These include ways to honor student workers, retirement receptions for different faculty/staff members, and receptions for different holidays. They always seem to happen seamlessly, and I can attest that faculty and staff always enjoy and appreciate this service of hers. Even when my staff is given responsibility for organizing different activities, it is often Desiree who guides them to make things go as smoothly as possible.

Overall, Desiree could be described as a linchpin for the College of Engineering and Science, but often due to her high level of competence and quiet demeanor, it gets overlooked. While I believe no letter can fully account for all that she does and mean for the College, I hope some of my shared experiences with her can give a good overview. In the end, I wholeheartedly support Desiree for the University Senate Service Award.

Sincerely yours,



**Collin Wick, PhD**

Associate Dean of Research Graduate Studies  
CenturyLink Professor of Chemistry  
College of Engineering and Science  
Louisiana Tech University



LOUISIANA TECH  
UNIVERSITY®

COLLEGE OF ENGINEERING AND SCIENCE

May 11, 2023

RE: Recommendation for Desiree Brodeen

Dear Selection Committee:

It is my pleasure to recommend Desiree Brodeen for the Outstanding Classified Staff award. I can think of no other classified staff member that is more deserving of this recognition. I have worked with Desiree as her direct supervisor for several years. She is without a doubt one of the hardest working staff we have in the College of Engineering and Science. She is consistently one of the first people in the office every morning and almost always the last person to leave at the end of the day. She has served as the main administrative assistant in the COES for the past seven years and worked in our undergraduate studies office prior to that. In her current role, she has done an excellent job of managing the day to day affairs of the College's main office. She is the central staff person handling many of the WorkDay processes in the college which include all faculty/staff hiring, period activity pay for faculty, staff, adjuncts, overloads, etc., and responding to numerous information/data requests for our college from university administration and other units across the campus. She is the primary manager of our dean's office and handles hiring/supervising student workers and interfacing with external visitors as well as our faculty, staff and students.

Besides handling all of these various tasks, Desiree has always been very receptive and adaptable to improving how we function. With all of the challenges of implementing WorkDay, she has probably been one of the strongest proponents and supporters in our college's transition to the new system. She is also one of the experts we turn to in figuring out how to get processes completed in WorkDay. One of her greatest strengths is her ability to multi-task on so many different items and still keep everything functioning smoothly. She is practical and thoughtful in organizing and improving our College. I consider her to be an invaluable asset for the College and the University and her exceptional organizational skills have been critical to our success. She has truly been a pleasure to work with over the many years I have served as dean of COES, and I strongly feel that she is deserving of being recognized for the Outstanding Classified Staff award.

Sincerely,

Hisham Hegab, Ph.D., P.E.  
Dean & Max Watson, Sr. Professor  
Louisiana Tech University

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM