

May 5, 2023

Being nominated for the 2022-2023 Outstanding Service Award for classified staff is an honor. There is no doubt that working with so many dedicated, hard-working, and professional members of the Louisiana Tech University family has been a rewarding and fulfilling experience during the past 16 years.

My career at Louisiana Tech started in 2006 as a temporary, part-time worker at the campus bookstore. I quickly discovered I wanted to be more involved with the bookstore and the University. Later, in 2008, I was blessed with an opportunity to supervise the bookstore's office and art supplies area as a full-time classified employee. With these new responsibilities, I developed and improved my leadership, planning, organization, and interpersonal skills, which helped me better serve students, colleagues, and our organization more efficiently and effectively. These skills served as a critical foundation as I grew personally and professionally.

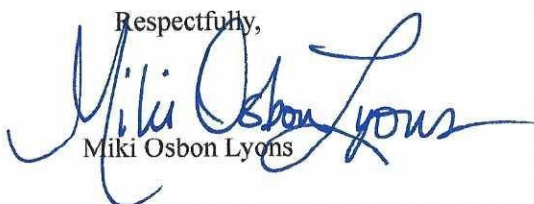
In July 2011, I started as an Administrative Coordinator for the Department of Professional Aviation. My experiences within this academic unit will always be memorable because there were many "first-time" events. For example, I served as an initial point of contact for many Department visitors, incoming students, alumni, and University employees. In doing so, I gained valuable insights into the unique perspectives of Department and University stakeholders representing diverse backgrounds, experiences, and cultures. Also, I found it rewarding to provide a welcoming atmosphere for students and alumni that I hope provided a feeling of home away from home. One of my greatest joys was planning and assisting with the Department's annual Aviation Festival (AVFEST) weekend. These weekend events celebrate the achievements of aviation students and alumni and recognize the strong connections we all share through Louisiana Tech.

In November 2015, I started as an Administrative Assistant in the Office of the Provost. I contributed to new areas on and off campus in this position. Additionally, I learned many new things about our academic processes across our institution. I strived to assist students, faculty, staff, and other stakeholders struggling with various educational or administrative challenges by providing guidance and a helping hand whenever possible. My time in the Office of the Provost, hands down, provided me with the most significant opportunity to practice and further develop the skills needed to favorably represent my administrative unit and Louisiana Tech while fostering an atmosphere of cooperation and commitment to others.

In October 2018, I joined the Office of the President. I remain honored to serve as the first point of contact for many who visit or call our campus. Students, faculty, staff, alumni, and other stakeholders representing local, national, and international backgrounds visit our campus and the Office of the President. However, regardless of where I work, I will always strive to provide a warm, caring atmosphere while maintaining a commitment to helping others.

Louisiana Tech University is a special place, and I am so happy to serve the Tech family.

Thank you for your consideration.

Respectfully,  
  
Miki Osbon Lyons



# LOUISIANA TECH UNIVERSITY

OFFICE OF THE PRESIDENT

May 3, 2023

To: University Senate Award Selection Committee  
From: Carrie Flournoy, Office of the President

It is my pleasure to recommend Miki Lyons as you consider nominations for the Louisiana Tech University Outstanding Service Award. I have the privilege of working with Miki on a day to day basis and can see first-hand how she serves members of our campus, our local community, our State constituents, and our alumni. I cannot think of a better candidate than Miki when I think of customer service.

The definition of service is "the action of helping or doing for someone." Miki is extraordinary at doing just that – helping others. It doesn't matter what your title is or what role you have on campus as a student or faculty member. Miki treats everyone the same. She does this with the utmost professionalism and strives to make sure that who she is assisting is her top priority.

No matter what the task may be, Miki will certainly go the extra mile. If there is something to which Miki is not sure of, she will stop at nothing to research and find the information. Miki is very punctual, reliable and most definitely responsible. She is also intelligent and has a great sense of self confidence and ease when it comes to helping others. She makes those in need of assistance feel important, and at the same time comfortable.

Miki is the face of the President's Office. Being at the front desk, she is the number one face people see and associate with when they visit our office. Working with faculty, staff, students, and various other roles of the campus community can prove quite challenging at times. Miki has proven to take these challenges head on in a very diplomatic and fair way. She has done so with extreme pride in herself, her job, and the university.

Miki's dedication to serving others is incredible. You can see it in her daily activities and hear it in her voice every day. Having worked so closely with Miki day to day for the past several years, I can state with assurance that her service is nothing but outstanding. I am certain there can be no finer candidate for this honor. I am thrilled to offer Miki Lyons my support for the recognition she richly deserves.





# LOUISIANA TECH UNIVERSITY®

## Office of the Provost

May 3, 2023

Louisiana Tech University Senate  
Awards Committee

Ref: University Senate Outstanding Service Award—Classified

Thank you for the opportunity to support the nomination of Miki Lyons for this prestigious award that recognizes and celebrates the contributions of our classified cadre of employees to our continued success.

Miki came to work in Academic Affairs on November 15, 2015, and became the cornerstone of our stability and productivity during a time of relative upheaval and uncertainty in staffing. The Office experienced a turnover in the two staff positions at least twice during her tenure, and she was an exemplar of professionalism, innovation, and outstanding performance.

Miki never wavered in her search for solutions, regardless of the source of those issues. She tackled tasks, large and small, with a keen intellect, an efficient approach to problem solving, and an endearing ability to work with people, both internal and external to the Office and the University.

At one point in her too-short three years in the Office, she assumed additional responsibilities for the unclassified position that became vacant. Again, Miki demonstrated a clear sense of business operations, an incisive insight into improving and enhancing existing processes, and a large capacity for the ever-changing day-to-day and long-term functioning of the Office. In hindsight, I realized that Miki created and refined many of the procedures that are the underpinnings of our Office's efficiencies.

I recommend Miki wholeheartedly as a dedicated, creative, and thoughtful nominee for the University Senate Outstanding Service Reward. I continue to appreciate her high standards and consistent willingness to assist us since she moved down the hall in 2018.

Sincerely,

A handwritten signature in blue ink, reading "Terry M. McConathy".

Terry M. McConathy, PhD  
Provost



# LOUISIANA TECH UNIVERSITY®

OFFICE OF ASSOCIATE VICE PRESIDENT  
FOR ADMINISTRATION AND FACILITIES

May 3, 2023

Outstanding Service Award – Classified Review Committee  
University Senate  
Louisiana Tech University  
Ruston, Louisiana 71272

It is my pleasure to write this letter recommending Miki Lyons for the Outstanding Service Award.

Miki Lyons has been an employee of Louisiana Tech University for many years and I have worked with Miki while she served in multiple offices on campus. In all of the positions on campus she adapted to the unique needs and had a positive impact on the office and everyone that she worked with.

Miki arrives early each and every day and goes beyond the bare minimum work assignments. Miki represents the Office of the President professionally and makes everyone that visits the office smile, feel welcome and glad that they shared time with her. Miki does not shy away from difficult assignments and tackles all projects with a positive attitude.

From her various experiences on campus, Miki has a great understanding of the formal and informal organization of the campus and how things work. This allows Miki to help students, parents, faculty, staff and visitors succeed in their endeavors.

In all aspects of her work, Miki Lyons exhibits Outstanding Service to the University benefiting each and every student, faculty and member of the staff.

I am proud to work with and consider Miki a friend and fellow member of the Louisiana Tech University family.

Sincerely,

Samuel G. Wallace, Associate Vice President  
for Administration and Facilities