



# LOUISIANA TECH UNIVERSITY

COLLEGE OF ENGINEERING AND SCIENCE

University Senate  
*Louisiana Tech University*

Ashley Osborne  
*Project-Based Learning Specialist  
Administrative Coordinator, INEN & ICET*

May 03, 2024

Dear University Senate,

Thank you for your consideration of my nomination for the Loyalty Award (Unclassified). I am honored and humbled by this recognition. I have many personal connections to Louisiana Tech – I am an alum of the University (History, '14), married to an alum, sibling to three alums, and daughter of a two-time alum. Personally, as well as professionally, I am invested in the success and reputation of this University, and I love being a part of building this legacy for students and alumni.

I began in this position in July 2017, and have remained in this position over the past seven years. As the first person to hold this role, I have seen it grow and adapt to become an instrumental part of our college. My official job titles are Project-Based Learning Specialist, and Administrative Coordinator for six academic programs, but I also have non-job-related activities – for example, I teach an FYE 100 section every fall and am passionate about providing guidance and advice for students as they navigate this new season of life.

As the Project-Based Learning Specialist, I am the primary contact for all COES students to receive the parts and pieces that they require for their projects. The Engineering program in the College of Engineering & Science is heavily project based – physical designs that the students complete over the course of a quarter. As of 2023-24, our office works with twenty-four (24) different classes in an academic year, impacting nearly half of the entire student body of COES. All these projects – and their various parts, pieces, and related troubleshooting needs – are routed through my office and my student worker team of nearly 30. Our Project-Based Learning team manages all eight (8) of the first floor IESB lab rooms, the IESB Prototyping Lab, two engineering parts vending machines, a walk-up service desk in IESB 118, a weekday Helpdesk for students in one of our labs, and material supplies for the Bogard Hall Protolab.

Often our office and Prototyping Lab are asked to assist in projects for other departments, such as Mechanical Engineering Capstone, Biomedical Engineering research, and Architecture projects. This cross-campus collaboration is important to me personally, and I love to help where I can with these varied and challenging projects. Even though many of these projects are technically not in my department, I do my best to be open, pleasant, and helpful – a vital part of creating a cohesive, unified community on campus where collaboration and innovation are encouraged and supported. To me, that is a pillar of loyalty – going above the minimum and beyond the “job description” to be a helpful resource where possible, for the sake of the University and our collective success.

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## COLLEGE OF ENGINEERING AND SCIENCE

I am also an administrative coordinator for six academic programs – Engineering (ENGR), Engineering Technology (ENGT), Instrumentation & Control Systems Engineering Technology (ICET), Electrical Engineering Technology (ELET), Industrial Engineering (INEN), and Engineering Management & Technology (EMGT). The long list of tasks involved in this position include travel authorizations/arrangements for faculty and students, purchasing/reimbursements for grant activities and equipment maintenance/upgrades, procuring materials using every method of purchasing (including P-cards, bids, requisitions, reimbursements, transfers...), assisting in the management of enrollment and class materials in all my assigned programs (textbooks, projects, lab equipment, etc.), satisfying University and State requirements for credentialing and financial auditing... As I have worked in this role longer than many of my peers in similar roles, I am regularly called upon by other admins to answer questions or provide guidance in situations where I have experience. I am always willing to help where I can, even when this requires more time to complete my own duties.

I love my job and what I do, and one of the best parts is being able to work hand-to-hand with students and faculty across different departments. I feel most fulfilled and satisfied when I know I have been an instrumental part of our University – one avenue that provides much personal enjoyment is my participation in the Faculty & Staff Senate. I am currently in my second year of my first term, and my time so far has been greatly rewarding; I am honored to serve as just one voice for staff across the University in an environment where other voices can easily take precedence. I am anticipating continuing to adapt my job position and my department to the needs of a growing student body and increased faculty collaboration, and I am looking forward to serving a third year in the Senate in 2024-25.

Loyalty is long-serving and enduring through both challenges and victories; I believe strongly in what I do and the University that I serve, and I am proud to be part of a diverse and forward-thinking institution. Thank you again for considering my nomination. I wish you all the best as you continue serving our University and our faculty.

Ever Loyal Be,

Ashley J.H. Osborne  
*Project-Based Learning Specialist*  
*Administrative Coordinator, INEN & ICET Programs*  
*College of Engineering & Science*



LOUISIANA TECH  
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COLLEGE OF ENGINEERING AND SCIENCE

May 1, 2024

Dear University Senate Committee,

It is my pleasure to recommend and support Ashley Osborne for the Loyalty Award (Unclassified). I've had the privilege of working with her for almost 7 years in College of Engineering and Science. Since day one, Ashley has always been a joy to work with. Her positive attitude and bubbly personality will put a smile on anyone's face.

Ashley's role as Project-Based Learning Specialist has her working non-stop most of the time. She oversees the preparation of thousands of Engineering kits for students. Purchases, manages, and distributes hardware/software to support Project-Based Learning. Ashley supervises numerous student workers throughout the year. She performs administrative duties for two programs as well. I know she stays late when needed, teaches FYE occasionally, and volunteers to help others when she can. No matter what challenges come her way, she finds a way to tackle them with a smile. It is obvious that she loves what she does.

Of all the wonderful staff members I've worked with, Ashley is one of the sweetest, most efficient, dependable, and hard working. Yet always willing to help others no matter how busy she is. I only hear positive comments from students when they mention her. I can positively say that Ashley can be described as loyal. Loyal to the hundreds of students she helps daily, and loyal to her coworkers (faculty and staff). Ashley Osborne is very deserving of this award.

Sincerely,

Marsha Smith

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COLLEGE OF ENGINEERING AND SCIENCE

Matthew Hartmann, Ph.D.  
Program Chair & Lecturer  
Electrical Engineering Department  
College of Engineering & Science  
Louisiana Tech University

May 2, 2024

## **Ashley Osborne's Loyalty Award Nomination:**

Dear Award Committee Members:

I am honored to have been asked to contribute a letter of support for Ashley Osborne's nomination for a University Senate Loyalty Award. In all of my interactions with Ashley, I have observed a person with whom I am sincerely impressed with at all levels—she is a dedicated administrative coordinator, displaying courtesy, kindness, and empathy while carrying out her job responsibilities. In my opinion, Ashley exemplifies the criteria of an Outstanding Service Award recipient: she fulfills her job duties with integrity and excellence and consistently exceeds the expectations of the faculty and students her role supports.

I first met Ashley Osborne while teaching in the ENGR 12X series here at Louisiana Tech University. At the beginning of my teaching career, Ashley regularly went out of her way to help me with course administrating and troubleshooting of freshman projects, finding passionate workers to help serve my students' needs and my teaching style, and generally helped me to become successful as a lecturer by ensuring that student needs were consistently met.

Upon becoming a full-time faculty member of the Electrical Engineering Department, my interactions with Ashley have increased significantly and she is someone I have come to rely on for her expertise and knowledge of university protocols and how to accomplish goals within the constraints of university policy. She helps me with my random CICS questions, provides recommendations on student workers to assist me with my research projects, assists me in developing hands-on projects for classes within the ELEN curriculum, etc. She aids me in scheduling classes and exams for the programs with which I am affiliated, ensuring that all courses are covered and scheduled without conflicts. In short, Ashley Osborne is an asset without which I could not be successful in my role as Program Chair for the Electrical Engineering Department.

When she isn't busy helping myself and the other faculty members of the ELEN, INEN, EMGT, and ICET departments, Ashley also works with student organizations to help make their events successful. Over the last several years, Ashley has worked with the Louisiana Tech chapter of IEEE and IAS to coordinate campus visits from industry contacts looking to engage with students

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within the ELEN and ICET disciplines.

In summary, Ashley Osborne consistently goes well beyond her job title of “Administrative Coordinator” in service to myself, numerous other COES faculty, and students of these programs. I cannot think of another person more deserving of recognition for a University Senate Loyalty Award.

Sincerely,



Matthew Hartmann, Ph.D.  
Program Chair & Lecturer  
Electrical Engineering  
Louisiana Tech University



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COLLEGE OF ENGINEERING AND SCIENCE

May 2, 2024

To the University Senate:

It is my honor to support Ms. Ashley Osborne for the 2024 Loyalty Award for unclassified staff. Ashley has worked with the College of Engineering and Science since 2017 as both an administrative assistant and our project specialist. This unique role has made Ashley a reliable point-of-contact for our students, faculty, and staff. Louisiana Tech's unique take on engineering courses, specifically our freshmen engineering sequence, has allowed us to recruit talented students and bring national recognition to our college and University. And none of this would be possible without the hard work and dedication from Ashley.

As the administrative assistant for our general engineering, industrial engineering, and instrumentation and control systems engineering technology (ICET), Ashley has always been a pleasure to work with. She greets everyone with an infectious smile and open mind and heart to hear out problems, complaints, or even a humorous story. She is always quick with an answer to a question or volunteers her time and energy to find the answer. Because Ashley is also our "project specialist" for COES's Project Based Learning (PBL) office, Ashley is easily one of the most important and recognizable people for our students and faculty. Ashley's actions have saved plenty of students (and faculty) who have last-minute needs for their projects. Whether it is missing or broken parts, lack of working equipment for fabrication and testing, or software issues, Ashley is the individual that all of our students and faculty trust to assist and solve our problems.

In addition to her work and dedication to assisting our students and faculty, Ashley is a very active member in our University Senate. Though she represents COES in the Senate, I have seen Ashley serve as the voice for most of the staff. I have found Ashley to be a reliable source of information to uncover problems afflicting staff (and faculty too) that limit our abilities to fulfill our academic duties (while maintaining a healthy work-life balance). Whether through her physical presence in our meetings or through her responses to online polls and forums, she demonstrates compassion to her colleagues and our students making sure that our policies and procedures fulfill our academic mission.

Ashley's work and service to our college and our University should be seen as a highly visible testament to her loyalty to our community and the mission we have. Without her work, without her voice, I know we would have discouraged students and disgruntled faculty and staff (and broken and lost equipment in our PBL office and workspaces). Her work, her loyalty to our program, college and University has been critical and necessary for our success.

Sincerely,

Louis G. Reis, Ph.D.  
Program Chair and Senior Lecturer  
Biomedical / Mechanical Engineering  
Louisiana Tech University

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