



LOUISIANA TECH UNIVERSITY

Office of the President

Dear University Senate Committee Members:

Being nominated for the 2023-2024 Outstanding Service Award for classified staff is an honor. I am grateful beyond measure for this nomination. Louisiana Tech University has many wonderful, talented, and dedicated classified staff members, and I know that my nomination is partly due to how others have shown outstanding service to me.

It is nothing short of luck that I began working at Louisiana Tech University. During the summer of 2006, I was looking for a job, having been a homemaker for some time. I stopped by the Louisiana Tech Bookstore a week or so before the Fall Quarter began because I remembered my Great Aunt telling me how she worked part-time during the holidays and other busy periods of the year and had always enjoyed it. Luckily for me, the bookstore needed some temp workers for the upcoming busy Fall Quarter. The timing could not have been better, and I was offered a job and asked to start the day following the Labor Day holiday. I accepted the job (I am eternally thankful to you, Colleen Durrett), and that's where it all began.

Initially, I did not plan to take a Civil Service test or even consider applying for a full-time job at Louisiana Tech. However, after experiencing the infectious energy of the Fall Quarter, seeing the activities in and around campus, building relationships, and interacting with students, faculty, and staff who shopped and worked at the bookstore, I couldn't help but feel I was where I needed to be. After working part-time for a little over a year, I finally decided to take the Civil Service test, and I also decided to apply for a position in the bookstore that became vacant. The timing was less than great because this decision to apply for full-time employment coincided with a state-wide hiring freeze. So, while I waited, I continued working part-time until the hiring freeze lifted. I became a full-time employee at the Louisiana Tech Bookstore on August 8th, 2008. Working at the Louisiana Tech Bookstore was a valuable opportunity. It helped shape and prepare me for everything I have done since at Louisiana Tech.

In the summer of 2011, I applied for and accepted an Administrative Coordinator 3 position with the Department of Professional Aviation. Despite being unsure of what my new position would ask of me, I was welcomed and brought on board with open arms. The faculty and staff took me under their wings and guided me along the way (sincerest thanks for your patience, Mary Green). One unaltered component of my new appointment was I still had limitless opportunities to connect with the students, faculty, and staff. Later on, once I settled in, I felt re-energized and delighted by the challenges in this new environment. Numerous opportunities for professional growth presented themselves, and I hungered to learn more, do more, and, more importantly, help more. Being in that position provided substantial and beneficial grounds for growth and development that I still utilize. I found a tremendous source of pride and enjoyment during my time in that position with the longstanding friendships I established with alums, parents, students, both former and current, as well as faculty and staff.

After nearly five years in the Department of Professional Aviation, I moved once more briefly before taking a position as the Administrative Assistant 5 in the Office of Academic Affairs in November of 2015. The knowledge I gained while working in the Academic Affairs Office has had the most impact on my career at Louisiana Tech University. Within six months of taking the position, the office was down by one staff member, and the ability to find a suitable replacement was not on the horizon. Many of the tasks previously split by three office personnel fell on the shoulders of two. Without hesitation, I felt inspired to help and assist wherever possible. I rolled up my sleeves, despite being unsure if I would even know where to begin, and dug in. Through it all, I found confidence and strength thanks to the much-needed encouragement and mentorship of others (**my deepest gratitude to Dr. Terry McConathy and Carrie Flournoy**). These new challenges afforded me a chance to participate and work alongside many strong and dedicated faculty and staff from various levels of administration, which brought me experiences that were unknown to me. I continued assisting students, faculty, and staff whenever I could. I find pride in helping resolve an issue, no matter how big or how small, whether personal or professional. I find it just as rewarding now as I did then to assist people in any way possible.

In 2018, I accepted the position of Administrative Assistant 5 in the Office of the President. Moving into this position helped me to expand my involvement with faculty, staff, alumni, parents, and visitors from all walks of life. I like to tell people that my job is consistently inconsistent, and it truly is. One day is never like the next, yet each day is as important as the other. I have witnessed many memorable and vital connections in this office between the current president, Dr. Henderson, and the former president, Dr. Guice. Each event, each person, and each meeting all have a purpose. I don't think we would have what we do at Louisiana Tech University without the care, devotion, and commitment we try to infuse into every interaction.

Once again, I would like to express my gratitude for being nominated for this award. Most importantly, I'd like to say this letter is more of a "thank you" from me to everyone who has ever demonstrated outstanding service and played an essential role in helping me develop and grow in my roles at Louisiana Tech University.

With Sincere Appreciation,



Miki Osbon Lyons
Administrative Assistant 5
Office of the President



LOUISIANA TECH UNIVERSITY®

Office of the President

April 23, 2024

To: Alicia Kimball and University Senate Selection Committee

It is my privilege and pleasure to recommend Miki Lyons as you consider nominations for the Louisiana Tech University Outstanding Service Award. Having worked closely with Miki for the past six years, I am confident that she is a superb choice for this prestigious honor.

Miki began her 16th floor employment in 2015, when she was hired in Dr. McConathy's office which was the Vice President for Academic Affairs office at that time. Miki and I worked together on various items during that time, but it wasn't until 2018, that I really got to know Miki when she was hired in the President's Office.

Miki is the main point of contact for the President's Office. She is the number one face that you see when you walk through our door. Miki always displays a warm greeting and a welcoming atmosphere for anyone walking into our office. It could be a student, a faculty member, a community visitor, or a dignitary from the Governor's office who steps through our office door. Whoever it may be, Miki treats everyone with the highest respect and extreme professionalism. Miki's ability to display this trait on a day-to-day basis is par to none and is impressive for anyone to witness.

When Miki started working for Dr. McConathy, I could see that she was a hard worker. It wasn't until she and I started working closely together that I realized just how hard she strived to make her environment the very best. Miki's number one goal is customer service. The size or difficulty of a task at hand does not matter. Miki will do her best to complete that task efficiently and most effectively. Her determination skills are exemplary, and her work ethic is amazing!

Miki is best at finding solutions for issues that may arise no matter what the source is. I find myself asking Miki for various ways to answer a question several times in one day. She is a walking dictionary! I have worked with many individuals at Louisiana Tech, but I must say that Miki is one of the brightest, sharpest, and most intelligent people I have ever met.

I am certain that there is no finer candidate for the Outstanding Service Award than Miki Lyons. I am honored and thrilled to offer Miki my support for this exceptional honor.


Carrie Flournoy
President's Office



LOUISIANA TECH UNIVERSITY

April 26, 2024

Members of Awards Subcommittee
University Senate
Ruston, LA 71272

Dear members:

I am writing this letter in support of Miki Lyons for the 2024 Outstanding Service Award at Louisiana Tech University.

Miki has been an employee of Louisiana Tech for more than 17 years displaying her loyalty to the University and the various departments in which she has worked. As the first person someone encounters in the Office of the President, Miki constantly displays the qualities of dedication, commitment, and willingness to serve others. She's knowledgeable about the entire campus, and always offers a helping hand to the campus community and visitors alike.

Dedicated to helping those around her, Miki is willing to do anything that is required to ensure the success of the day's tasks. Furthermore, Miki exhibits an attention to detail that benefits the department in many capacities.

Miki's commitment, thoroughness, resolution, and attentiveness are all traits that accurately describe her and are part of the many reasons why she is deserving of the 2024 Outstanding Service Award.

Sincerely,

A handwritten signature in blue ink that reads "Adam McGuirt".

Adam McGuirt
Assistant Vice President of Strategic Initiatives
Louisiana Tech University



DIVISION OF STUDENT AFFAIRS
OFFICE OF DISABILITY SERVICES

Stacy N. Lolley
Director
Department of Testing & Disability Services
Louisiana Tech University
slolley@latech.edu
318-257-4221

May 1, 2024

University Senate
Louisiana Tech University

Dear Senate Committee Members,

I am writing to proudly recommend Miki Lyons for the 2023-2024 Outstanding Service Award. As the director of the Department of Testing & Disability Services, I have had many opportunities to work with Mrs. Lyons through the President's office. Her dedication and willingness to assist wherever possible is always greatly appreciated. Louisiana Tech is fortunate to have Miki in the Office of the President, and I know that it has helped Dr. Henderson with his smooth transition by having someone so capable already in place. Miki has consistently demonstrated a high level of professionalism, commitment, and enthusiasm in her role as Administrative Assistant, and is my primary contact for many issues, such as elevator accessibility issues that is often impacted by repairs and maintenance.

In addition to her professional achievements, Miki Lyons is a true team player, always willing to go the extra mile to support faculty & staff with the mission of our institution. It is for these reasons and many others that I believe Miki Lyons is an ideal candidate for the 2023-2024 Outstanding Service Award.

Thank you for considering this recommendation. Should you require any further information, please do not hesitate to contact me at your convenience.

Sincerely,



Stacy N. Lolley

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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