

PRESIDENT'S AWARD FOR SERVICE EXCELLENCE GUIDELINES

The President's Award for Service Excellence is awarded annually to University of Lethbridge employees in recognition of the provision of exceptional service to the University of Lethbridge and members of the University community. Typically, one award is given to an AUPE/ESS employee and one award is given to an APO/Executive Director employee. An additional Team award can also be considered through the nomination and selection process.

Award recipients will be honored at the annual Long Service Awards and Retirement Recognition Ceremony held in May of each year.

President's Award for Service Excellence recipients will receive:

- A certificate of recognition for the employee or each team member.
- A monetary award of \$1000.00 for the employee or team to be deposited into a separate professional supplement account for training or other items covered under the professional supplement program and used within the professional supplement program established guidelines.

Purpose

The purpose of this award is to provide annual recognition of an employee or team who made an outstanding contribution to the mission of the University through:

- The provision of exceptional service to staff, faculty, students, alumni, donors or visitors;
- The identification of measures which contribute to the improved efficiency and/or effectiveness of University operations; or
- Contributions to the community or the University, which enhance the reputation of the University.

Eligibility

All permanent or term (part-time or full-time), APO's, Executive Directors, AUPE Support Staff and Exempt Support Staff members who have continuous service of at least three years are eligible for nomination. Staff members retiring in the year of the award are not eligible for nomination. The Exempt Support Staff members are included with the AUPE members for the purpose of this program.

Criteria

A Review Committee will consider individual or team nominations based on the criteria listed below. A team's overall performance and contribution must be identified, and each team member's integral role should be demonstrated.

- Service to the University and members of the University community that consistently has gone beyond the requirements of the employee's or team's role. All service is valued, including service to students, service to external and internal clients, and service in support of other staff who provide direct service.

- Commitment to the University, in the form of actions that have been part of achieving the mission of the University or the goals outlined in the University Strategic Plan, is continually demonstrated.
- Participation in professional development activities, which have gone beyond the requirements of the employee's or team's role and demonstrated an effort for continual improvement.

Nominations

Nominations are to be made on The President's Award for Service Excellence Nomination Form available from the Awards website: <http://www.uleth.ca/awards/service-excellence>

Nominator: The Nominator must be an employee or student of The University of Lethbridge who has known the employee or team and of their performance and contribution for at least three years.

Secunder: An employee or student of the University of Lethbridge who is from a department/unit different from that of the Nominator must second the nomination. The Secunder must have known the employee or team and of their performance and contribution for at least three years.

NOTE: Nominators and Seconders may be involved in the nomination of only one Nominee in any given year.

References: A signed narrative for each of the supporting references is to be attached to the nomination. A minimum of **2** and a maximum of **4** references are allowed.

Confidential: Please note that nominations for the President's Award for Service Excellence are confidential, and there should be no contact between the nominator and the nominee or the referees and the nominee. The names of the unsuccessful candidates will be kept on file for consideration for two years.

Please note:

- Nominations must be received by the President's Office no later than the deadline set out in the call for nominations – typically the middle of March following the applicable year.
- The Nominator must indicate whether the nomination is for an employee or a team, and must attach a signed, supporting narrative from him/herself or with the Secunder.
- Each nomination must further be supported by a minimum of **2**, and not more than **4** references who must submit their signed references, as required on the nomination form.
- Position and contact information for the Nominator and all references must be clearly indicated and must reference the name of the employee or team being nominated.
- Nominations will be kept for a maximum of two years.

Among the factors considered by the Committee will be:

Enhancement of University Reputation

- What has the nominee done that enhances the reputation of the University?
- Are they a good ambassador for the U of L, both internally and externally?
- If you called a contact inside and outside of the University, what would they say?
- Does the nominee volunteer outside of normal work hours?
- Does their schedule permit volunteerism?

Provision of Excellent Service

- What sets the nominee apart from co-workers?
- Is the nominee consistently going above and beyond position?
- Is the nominee well known both internally and externally for providing excellent service?

Demonstrated Innovation

- Has the nominee developed innovative ideas and put these forth?
- Have any of these innovations been implemented?
- Is the nominee the “go to” person who either answers questions or finds the answer for you?

Breadth & Depth of Impact

- Does the nominee have the ability to impact others? If so, have they taken any initiative to broaden their scope? Internally and externally?
- How does the nominee make a difference to their department? And other departments?

Continued Education

- Has the employee furthered their education?
- What impact has this had on their career at the U of L? ex. promoted?

Strength of References

- What do the references say about the nominee?
- Do the references mention interactions with co-workers? Is nominee well thought of?
- How does the nominee’s work make a difference to co-workers?

The Committee will develop a ‘short list’ consisting of no more than **5** nominees (for each employee group) whose contributions were, in the committee’s view, the most significant.

As nominations are carried forward for one year, nominees will NOT be notified of their nomination. However; nominators WILL be notified if their nominee was successful or not prior to the Long Service Awards

Selection Process

- a) The President's Office will coordinate and provide administrative support to the process.
- b) Review Committee
 - i. The Review Committee is comprised of:
 - Two AUPE Support Staff members appointed by AUPE Support Staff.
 - Two APO staff members appointed by Administrative Professional Staff
 - One Exempt Support Staff member appointed by Exempt Support Staff.
 - President's Office representative as non-voting Chair (Director, Office of the President).
 - ii. For each group of appointees, each member will serve a two year appointment.
 - iii. Appointed or elected committee staff members must have been University staff members for at least three years.
 - iv. Committee members must resign if they become nominees, nominators or seconders.
 - v. The Review Committee reserves the right to interview the Nominators, Seconders, or immediate supervisors of all the Nominees.

The Review Committee reports directly to the President and provides a recommendation containing a summary of the committee's deliberations and rationale. The President, after consultation with President's Executive, will make the final decision.