



CRITERIA FOR THE STAFF EXCELLENCE AWARD

The 2013-2014 Staff Senate developed the following criteria for selecting awardees for the Staff Excellence Awards.

Criteria for Staff Excellence Award

STAFF EXCELLENCE AWARD

Selection Criteria

Categories of Awards

The Staff Excellence Award is to recognize exemplary performance by individuals identified by their supervisors and peers as having consistently excelled in their positions and demonstrated integrity and a strong commitment to the mission and values of Jackson State University. As such awards for Excellence in Exemplary Achievement, Outstanding Education Support and Excellence in Customer Service are awarded.

The Nomination Process:

Any current member of the JSU staff or faculty can submit nominations. Self-nominations will be accepted and all nominations will be confidential. Nominations will be forwarded to the Excellence Awards Review (EAR) Committee, made up of representatives from the administrative and support staff.

Required Documentation:

- Nomination materials should consist of a nomination form and at least two (2) but no more than three (3) concise narrative letters of support that address one or more of the criteria listed.
- A reflective statement from the nominee that explains the nominee's commitment to the university and accomplishments (1 page).
- Any essential documents that provide evidence of the nominee's excellence.

Eligibility:

The award is limited to non-teaching personnel who are employed at least half-time and who have worked at JSU for a minimum of two (2) years. Award winners from previous year(s) are ineligible.

Criteria:

Staff Excellence Award recipients will have made a significant impact on the University through outstanding dedication, competence, exceptional performance, excellent service to students, and ingenuity, **as demonstrated by one or more of the following:**

Criteria for Staff Excellence Award

- **Exemplary Achievement and Performance:** Consistently and substantially exceeds the expectations of the position, performing at a level above and beyond normal job requirements and expectations; has made important and significant contributions in their area; contributes and demonstrates commitment to the University's mission and core values
- **Excellence in Customer Service/Personal Interaction:** Consistently and substantially demonstrates an ability and willingness to work positively, respectfully, and effectively with others; has significantly improved customer service or has increased student satisfaction in their area; demonstrates ability and willingness to manage changes in work priorities, procedures, and organization; demonstrates exceptional ability to foster collaboration, communication, and cooperation among colleagues and members of the campus community
- **Outstanding Education Support/Initiative and Creativity:** Significantly improved a work process or system, or has significantly increased the efficiency of an operation or department/unit; consistently seeks to improve the quality of work assigned; demonstrates efforts to expand work responsibilities; significant improvements in student services or enhanced student satisfaction

Excellence Awards Review Committee

The Excellence Awards Review Committee consists of a diverse group of full-time staff employees who have been employed at the University a minimum of two years. The Vice Presidents will select a representative from their area to serve on this committee along with two representatives from the Staff Senate.

The Excellence Awards Review committee will evaluate and rank the nominees. Recommendations will be forwarded to the President and Vice Presidents.

Application Deadline

The deadline for submission of completed applications is the second Monday in September. All applications must be submitted to the Staff Senate @ staffsenate@jsums.edu.

Criteria for Staff Excellence Award

STAFF EXCELLENCE AWARD NOMINATION FORM

Nominee's name (please print): _____ Date: ____ / ____ / 2013.

Nominee's Department: _____.

Nominated by (please print your name): _____.

DIRECTIONS:

Describe how the employee has demonstrated one or more of the criteria listed above, using specific examples of how the individual demonstrates each noted characteristic. Please use as much detail as possible (you may wish to attach additional pages).

Please e-mail the completed form to the Excellence Awards Review Committee @ staffsenate@jsums.edu. The information will be kept confidential until it is shared with the nomination committee. Brief excerpts may be used in the recognition of the nominee.

EVALUATION INSTRUMENTS

EXEMPLARY ACHIEVEMENT AND PERFORMANCE

Name of candidate (please print): _____.

All required documentation included (circle one): Yes No

Reviewer: _____ Date Reviewed: _____.

Total Points: _____ Average Score: _____ Ranking: _____.

- Rating Scale:
- 4 = Evidence of exceptional performance and quality are clearly indicated
 - 3 = Evidence of strong performance and quality are clearly indicated
 - 2 = Evidence of reasonable performance and quality are clearly indicated
 - 1 = Evidence of minimal performance and quality are clearly indicated
 - 0 = No evidence of performance and quality are clearly indicated

Rating	Criteria
	Focuses and works diligently to help complete critical work projects
	Demonstrates extensive knowledge and competence in a wide array of work-related topics
	Uses knowledge and expertise to quickly troubleshoot/solve problems
	Communicates effectively and timely
	Prioritizes a large workload in an effective and timely fashion
	Completes tasks with little description, direction, or supervision
	Exhibits a high degree of professionalism
	Performs duties above and beyond what is normally expected
	Completes tasks thoroughly and thoughtfully
	Creates a quality product (accuracy, content, appearance)
	Demonstrates initiative
	Other criteria:

EXCELLENCE IN CUSTOMER SERVICE/PERSONAL INTERACTION

Name of candidate (please print): _____.

All required documentation included (circle one): Yes No

Reviewer: _____ Date Reviewed: _____.

Total Points: _____ Average Score: _____ Ranking: _____.

- Rating Scale:
- 4 = Evidence of exceptional performance and quality are clearly indicated
 - 3 = Evidence of strong performance and quality are clearly indicated
 - 2 = Evidence of reasonable performance and quality are clearly indicated
 - 1 = Evidence of minimal performance and quality are clearly indicated
 - 0 = No evidence of performance and quality are clearly indicated

EXCELLENCE IN CUSTOMER SERVICE/PERSONAL INTERACTION	
Rating	Criteria
	Interacts with others in a positive, enthusiastic, and cheerful manner
	Treats co-workers, supervisors, faculty, students, clients, and community with respect
	Remains calm and assured in stressful situations
	Helps others through stressful situations
	Acts as a team player and encourages team work in others
	Appreciates/values others time and effort
	Integrates a sense of humor
	Creates a positive atmosphere or feeling in others
	Takes the initiative to improve individual skills and knowledge
	Acts as a mentor for others by providing advice, guidance, feedback, and encouragement
	Accepts and acts upon constructive criticism
	Seeks as a positive role model for others
	Recognizes others' special events/accomplishments, either publicly or privately
	Other criteria:

OUTSTANDING EDUCATION SUPPORT/INITIATIVE AND CREATIVITY

Name of candidate (please print): _____.

All required documentation included (circle one): Yes No

Reviewer: _____ Date Reviewed: _____.

Total Points: _____ Average Score: _____ Ranking: _____.

- Rating Scale: 4 = Evidence of exceptional performance and quality are clearly indicated
 3 = Evidence of strong performance and quality are clearly indicated
 2 = Evidence of reasonable performance and quality are clearly indicated
 1 = Evidence of minimal performance and quality are clearly indicated
 0 = No evidence of performance and quality are clearly indicated

Rating	Criteria
	Suggests and/or develops new work methods that increase productivity, save time, and money
	Reorganizes work to increase effectiveness
	Eliminates unnecessary steps or actions for delivering services
	Identifies and addresses work problems and helps to resolve them
	Serves on University-related committees that promote the unit/division/department/College and its faculty, students, clients and community
	Works with groups outside the unit/division/department/College to promote the welfare of staff, faculty, and students/clients
	Performs work that brings attention and distinction to the unit/division/department/College
	Develops processes or programs that are successfully imitated by other unit/division/department/College
	Conducts self in a manner which represents the University in a favorable light
	Other criteria: