

# Staff Excellence Award

## Overview:

The Staff Excellence Award is presented each year to deserving permanent staff employees nominated by other staff, supervisors, administrators, and faculty. This document is designed to provide you with information on the purpose, nomination criteria, selection, and award process.

## Purpose:

The primary purpose of this award is to recognize staff for their hard work and dedication to their colleagues, to the University as a whole and their service to the citizens of North Carolina.

## Nomination Categories:

Nomination categories are listed below. Each of these categories support one or more of Appalachian State University's strategic priorities and are defined by the UNC System's Institutional Goals. (See nomination guide for more information)

- Innovation
- Human Relations
- Leadership\*
- Engagement
- Student Success

*\* Any employee can be nominated for the Leadership category regardless of their supervisory status. App State acknowledges that all employees can exhibit leadership skills.*

## Nomination Process:

Nomination forms will be published February 1<sup>st</sup> – February 15<sup>th</sup> each year. A campus wide email will be sent via [human-resources@appstate.edu](mailto:human-resources@appstate.edu) notifying employees that the nomination process has begun. At close of business on February 15<sup>th</sup>, the nomination period will end.

**Employees will be able to submit one (1) nomination each year.**

## Selection Process:

A diverse cross functional selection committee comprised of various employees across campus with representation across campus will independently review each nomination according to the selection criteria. The top two finalists in each of the five categories will be recommended to the Awards of Distinction Steering Committee. Finalists will be reviewed by the Awards of Distinction Steering Committee for final approval of the five winners. (see selection guide for more information)

## Notification:

All employees who are nominated for the Staff Excellence Award will receive a notification of the nomination in the form of a notecard with congratulations signed by the Associate Vice Chancellor of Human Resources.

Award winners, once approved by the steering committee, will receive an official letter congratulating them of their award in their App State email inbox and delivered via US mail. The employee's manager will also be copied on the notification.

## Awards of Distinction Reception:

The Office of the Chancellor will host a reception recognizing all university award winners. Details of the event will be sent to the award recipient and their manager.

## Contact:

Please contact Learning and Organizational Development at 828-262-7429 with any questions.

## Resources:

[App State's 2022-2027 Strategic Plan](#)

[UNC System Institutional Goals](#)

Attached Nomination Guide

Attached Selection Rubric

## Nomination Guide:

To submit a nomination, nominators will need to document in detail how the employee they are nominating supported one or more of App State's strategic priorities by demonstrating UNC System Institutional Goals.

### Innovation Category

Institutional Goals related to Innovation

- Expertise (Innovation) - Persistently but appropriately challenge the status quo to identify areas for improvement.
- Expertise (Innovation) - Encourage others to take calculated risks; breaks down barriers to promote new and creative ways to meet goals.
- Customer-Oriented (Awareness) - Consistently exceeds customer expectations by anticipating customer needs and quickly adapting solutions to changing customer demands.
- Team-Oriented (Collaboration) - Approach operational issues creatively and suggest innovative solutions to resolve them.
- Team-Oriented (Contribution) - Offers creative strategies for handling additional workload effectively.

### Human Relations

Institutional Goals related to Human Relations

- Team-Oriented (Collegiality) - Embraces different ideas, beliefs, work styles, and perspectives in the team. Actively champions inclusivity to eliminate gossip and cliques.
- Team-Oriented (Collaboration) - Holds a strong commitment to exceeding public expectations for quality, service, and professionalism.
- Customer-Oriented (Diplomacy) - Takes additional effort to ensure that interactions with the public sustain a positive image for the University.
- Compliance and Integrity (Respect) - Models positive and inclusive behaviors and proactively works to eliminate intolerant actions and attitudes.
- Supervision (Lead) - Fosters an engaged work environment that encourages teamwork.

### Leadership

Institutional Goals related to Leadership

- Expertise (Development) - Seeks out and engages in continuous learning and growth opportunities and provides coaching to others to leverage their strengths.
- Customer-Oriented (Attentiveness) - Takes extraordinary action to meet customer needs, anticipates customer needs, and often responds before the situation requires action.
- Customer-Oriented (Diplomacy) - Presents self as a polished professional who inspires others to be more professional. Takes additional effort to ensure that interactions with the public sustain a positive image for the University.
- Team-Oriented (Contribution) - Maintains awareness of workload balance and regularly volunteers when assistance is needed. Actively champions inclusivity to eliminate gossip and cliques.
- Compliance and Integrity (Respect) - Models positive and inclusive behaviors and proactively works to eliminate intolerant actions and attitudes.

## Engagement

### Relevant Institutional Goals (Engagement)

- Expertise (Innovation) - Actively involves relevant stakeholders regularly to ensure ideas are refined for adoption.
- Customer-Oriented (Attentiveness) - Maintains positive, long-term working relationships with clients.
- Customer-Oriented (Diplomacy) - Takes additional effort to ensure that interactions with the public sustain a positive image for the University.
- Team-Oriented (Collaboration) - Encourages others to participate in operational discussions and generates support for change initiatives.
- Supervision (Lead) - Fosters an engaged work environment that encourages innovation, creativity, and teamwork.

## Student Success

Student success is achieved when staff exceed expectations of ALL Institutional Goals.

- Expertise - Precision, resourcing, innovation, and development.
- Accountability - Productivity, autonomy, prioritization, and coordination with others.
- Customer-Oriented - Seek clarity, awareness, exhibiting attentiveness, and diplomacy.
- Team-Oriented - Demonstrate collegiality, collaboration, contribution, and attendance.
- Compliance & Integrity - Uphold policy and safety standards, behaves ethically, and maintains respect.

## Selection Rubric:

The rating criteria are the UNC System's definition of "Exceeding Expectations" in each of the Institutional Goals related to the nomination category. Nominations will be reviewed and rated according to the rating scale below.

	Rating Scale
0	No evidence to support this criterion
1	Minimal evidence to support this criterion
2	Reasonable evidence to support this criterion
3	Strong evidence to support this criterion
4	Exceptional evidence to support this criterion

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