Employee Recognition Award Program

Recognizing NUIT employees' contributions in achieving the organization's strategic goals and mission.

The Information Technology Division is advancing Northwestern University by:

- Partnership with Academic and Administrative Units
- Technical and Service Excellence
- Reliable and Secure Systems
- Commitment to Staff Development
- Cost-Effective Use of Resources
- Strategic Corporate and Government Partnerships

Program Objectives and Purpose

- To show NUIT management appreciation for high performing individuals and teams.
- To reward employee performance which leads to the attainment of the six NUIT strategic goals.
- To elevate employee morale, inspire pride in quality output and enhance productivity.
- To revisit the program annually, to ensure awards coincide with direction and growth of the NUIT organization and the strategic initiatives of Northwestern University.
- To provide reward and recognition at time of achievement.

NOTE: The ideas expressed in this proposal plan reflect those of the NUIT Employee Recognition Committee members.

In addition to the awards listed, all recipients will receive additional recognition through inclusion in the NUIT monthly internal newsletter, eTouch.

Award One: The Customer Champion Award

Award Description:

This program is to reward a key factor responsible for organizational success: exceptional ongoing customer service. This award includes various client relationships between NUIT and its customers (students, faculty, staff, affiliates, etc.), and also crosses over all NUIT units.

Award Details:

- Eligibility: A minimum of three commendations, which can include an email message, a phone call, a letter or a University Service Excellence award, from different customers and/or other NUIT staff to NUIT directors and/or managers
during a fiscal year (September 1 - August 31). All employees under the level of manager are eligible. There is no limit to the number of Customer Champion Awards an employee can receive in a fiscal year. Directors and/or managers should forward such commendations to Pat Todus.

- Award Frequency: As appropriate to employees with three or more of the above.
- Mode of Presentation: Given to employee at time of accomplishment at the Extended Staff Meeting.
- Employees should forward eligible email messages or commendation letters to their manager and/or director. If employee receives a customer commendation by telephone, he or she should forward the caller's name and phone number to his or her manager. Such commendations can originate either within or outside of NUIT.
- Award Type: Annual Customer Champion recognition luncheon with award recipients, manager and/or director, Mort Rahimi and Pat Todus; and a $25.00 Premiere Choice gift certificate.
- **Triple Champion Award**: An employee who has received three Customer Champion Awards during a fiscal year (total of nine messages from different sources) will be awarded a day off work with pay.

**Award Rationale:**

NUIT recognizes the importance of meeting the needs of its diverse customer base. To encourage continued customer service excellence, this award is designed to reinforce the importance of each and every customer we service. Customers include faculty, students, staff, affiliates and other NUIT units and employees. By creating a greater awareness of the different customer types, we believe this award will be effective for all NUIT units and not just the traditional areas of consulting services and telephone services.

**Award Two: NUIT Award Winning Ideas**

**Award Description:**

"Award Winning Ideas" is based on the premise that dedicated and conscientious employees continually seek improvements in the workplace, which will result in increased effectiveness within a unit or the overall organization. Examples include innovations in technology, increased revenues through the development of new products and/or services, reduction of operating cost through streamlining of systems or eliminating low demand services, increased worker productivity, improved customer service, etc.

**Award Details:**

- Eligibility: Employees or their managers will submit the "Award Winning Ideas" via email to it-suggestions@northwestern.edu. The idea must be approved and implemented within a NUIT unit for an employee to receive the award. All
employees under the level of director are eligible. All suggestions will be read and reviewed. All employees submitting suggestions will be contacted whether or not their suggestion merits an award.

- Award Frequency: Ongoing.
- Mode of Presentation: Extended Staff Meeting.
- Award type: $25 Premiere Choice gift certificate.

Award Rationale:
This award is designed to acknowledge employee contributions, which affect operating / personnel efficiencies, bring in new revenue, produce bottom-line savings, or improve customer service. This award is directed towards dedicated and committed individuals who seek new ways to improve the work environment through self-actualization.

Award Three: Project Team Award

Award Description:
The "Project Team" award is a key award in NUIT. A great deal of our work is dependent on teams, many times comprised of members from multiple NUIT units. The nature of our complex work makes unity and cohesiveness essential components of our work style. This award encourages positive participation on the part of individual project team members and the team as a whole.

Award Details:

- Eligibility: A "Project Team" award is given to team members after the successful completion of a project. Directors will submit a brief project summary to the Associate Vice President to determine eligibility for the award. All employees under the level of director are eligible.
- Award Frequency: Ongoing.
- The project must be completed on time and within budget parameters.
- This is a one-time only award per fiscal year, per project.
- Mode of Presentation: Award Luncheon for project team, manager and/or director, Mort Rahimi and Pat Todus.
- Award type: Project Recognition Luncheon; a $15 Premiere Choice gift certificate will also be awarded to each project team member.

Award Rationale:
This award is designed to acknowledge the valuable contributions made by NUIT project teams. At the conclusion of a successful project, it is important to celebrate the
accomplishments and camaraderie developed during long hours of hard work.

**Award Four: Directors' Award**

**Award Description:**

The "Directors' Award" is the highest award earned within the IT organization. A director may present a written description of how his or her nominee has contributed greatly to the achievement of a minimum of five of the six IT strategic goals.

**Award Details:**

- **Eligibility:** The Directors' Award will be given to the individual(s) (all employees under the level of director may qualify) who have contributed significantly to the achievement of a minimum of five of the six NUIT strategic goals. Directors must submit a written recommendation to a review committee for consideration of his or her "Directors' Award" nomination.

- **Award Frequency:** One time per fiscal year.

- **Mode of Presentation:** NUIT Holiday Celebration.

- **Award type:** (1) $100 Premiere Choice gift certificate, (1) $50 Lettuce Entertain You Restaurant certificate, one day off work, Award Plaque, flowers delivered to workplace, and luncheon with award recipients, manager and/or director, Mort Rahimi and Pat Todus.

**Award Rationale:**

This award is designed to bring recognition to the highest performing NUIT employee. The selected employee will have exhibited special talents and efforts throughout the year that have contributed greatly to a minimum of five of the IT strategic goals.

**Note:** If the committee receives no recommendations or recommendations for individuals who do not satisfy the requirements of this award, no award will be presented for that fiscal year.

To nominate someone for these awards, email Patricia Todus at p-todus@northwestern.edu and CC: Charlene Hunter at e-hunter@northwestern.edu. You may also call Patricia at 7-1512 or Charlene at 7-3101.