



Applies to: University Facilities Employees
Issued: April 1, 2016
Revised: October 18, 2017

PROGRAM:

The Division of University Facilities has established an Employee Recognition Program to enhance the pride and morale of employees by formally recognizing their contributions to the efficient operation of Montclair State University. These awards are designed to encourage outstanding performance; reward excellence in staff achievements; and recognize exceptional workplace creativity, innovation and sustained excellence in support of the University.

PURPOSE:

University Facilities employees are our greatest asset. Ongoing recognition shows employees that they are valuable contributors to the Division's ability to accomplish its mission

SCOPE:

A: Eligible Employees:

All Classified, Unclassified and Managerial full-time and permanent part-time employees with at least one (1) year of University service from their official date of hire are eligible for nomination in this employee recognition program.

B: Ineligible Employees:

Employees who meet the basic eligibility requirements but are in probationary, Leave Without Pay or disciplinary status are not eligible for recognition under this policy. Temporary Part-time, Student and Contract employees are not eligible to participate in this program. Recipients will not be eligible to receive the same award for two consecutive years; however, they may be nominated for other categories during that two year period. Employees are not able to nominate themselves for any award.

GUIDELINES:

A. Responsibilities

University Facilities staff may nominate eligible University Facilities employees for Star Service, Kudos, Graduate and Red Hawk Excellence awards. University Facilities managers will monitor the contributions of subordinate staff, nominate employees for consideration in this program, and ensure that the level of recognition requested and awarded corresponds to the level of accomplishment. Managers will additionally ensure that recognition is administered in their work unit(s) in a consistent manner. If after review of nomination, an employee does not qualify for any recognition above a Kudos Award, then University Facilities Learning and Development may recommend nominee for a Letter of Appreciation signed by the Department Head of applicable department. All nominations will become part of the employee's personnel file and may be considered during an employee's evaluation.

B. Recognition Selection Committee

The Recognition Selection Committee will include Facilities Learning and Development, two recipients who received awards in the previous award cycle and employees from across the Division to ensure diverse representation. Committee members will be nominated by their Department Head and appointed for one award cycle. The Committee will make award recommendations to the Vice President for University Facilities (VPUF). The VPUF will form an Executive Selection Committee with all Divisional Assistant and Associate Vice Presidents and make final decisions on award recipients..



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The awards cycle period of eligibility is from July 1 to June 30. With the exception of the Kudos Award, awards will be presented annually at the divisional meeting in the following categories:

- **Star Service Award** - Awarded to an employee who has surpassed their provisional time and has officially become a full time/part time permanent employee of the University. The Star Award provides an opportunity to honor and recognize UF staff (as individuals or in teams) who demonstrate excellence in Collaboration, Commitment, Innovation, Leadership, and Learning. The individual or team may approach their work in the following ways: An effective collaborator works effectively with others to produce positive results; A deeply committed staff member demonstrates a dedication to their work, which in turn contributes to the vibrancy of the MSU community; An innovative staff member shows outstanding creativity when confronted with challenges, issues or a need or desire for improvement; A strong leader demonstrates a unique ability to guide and inspire others, which in turn contributes to the effective and efficient functioning of UF; One who ensures that learning is integrated with work, and uses the knowledge gained to improve business results.
- **Kudos Award** - Awarded to an employee who has surpassed their provisional time and has officially become a full time/part time permanent employee of the University. For customer feedback, praise received and acknowledgement of noteworthy customer service, including: greeting customers with a cordial and welcoming manner; making the customer feel important and appreciated; being an effective listener to determine the customer's needs; and, transforming complaints into valuable feedback. Nominations for the Kudos Award will be received year round, and presented to recipients within four (4) weeks of nomination. There is no limit on the number of Kudos awards individual recipients may receive in an award cycle. Employees who amass 10 Kudos Awards during a single cycle, and who meet the eligibility requirements for the Red Hawk Excellence Award will automatically be *nominated* for a Red Hawk Excellence Award (10 Kudos Awards = 1 Red Hawk Excellence Award)
- **Red Hawk Excellence Award** - Awarded to an employee who has worked at the University for a period of time greater than two (2) years and consistently delivers excellent service. This award recognizes an employee who embraces MSU's core values of community, respect and service. The actions cited may or may not be a normal part of the employee's job duties; however, the individual exhibits the drive and passion to: enhance the quality of his or her work; create or foster a more productive workplace; and contribute to the overall development of department or division initiatives. This employee goes above and beyond their job duties. This award will be presented at the annual Division meeting, with a maximum of ten (10) awards given in a single year.
- **Graduate Award** - Any full-time or permanent part-time employee who graduates from an accredited college or university with an Undergraduate or Graduate degree, and who has worked at MSU for a period of time greater than (1) one year is eligible for the Graduate Award. Graduation must take place within the award cycle year. Proof of program completion (transcripts, copy of degree or letter from institution) is required.
- **Years of Service Award** - A gesture of appreciation for years of service and contributions to the University. Anniversary dates are recognized in 5-year increments beginning with 5 years of service. Employees on a leave of absence during their anniversary will receive the award upon returning to work. Service is calculated from the official date of hire. Periods of academic, student, and temporary employment (including per diem) are not included. Years of service data will be provided by the Division of Human Resources.



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- **The John Dennis Leadership Award** - Awarded to an employee who has worked at the University for a period of time greater than five years. Award is given to one staff member who has demonstrated exceptional abilities to lead, serve, inspire, and collaborate with broad impact. The award is named in honor of John Dennis, who effectively served the University for 40 years (1972-2012) as a Locksmith and officer in the IFPTE Union. This award will be presented at the annual Division meeting. A maximum of one (1) award will be given per year.

C. Compliance:

Employee cash awards are subject to available funding in the University Facilities Employee Recognition Program budget and are subject to suspension/elimination at the discretion of the Vice President for University Facilities.

PROCESS:

- All Classified, Unclassified Managerial full-time, permanent part-time employees, and University Facilities Customers (excluding students) are eligible to nominate an employee for recognition.
- The nominator must complete and sign the Employee Recognition Nomination Form (Exhibit A). If nomination is a result of a customer compliment or recognition, the nominator must also fill out the Employee Recognition Nomination form, and attach the applicable customer email or memo.
- The nominator will forward completed form to UF Learning & Development (UF L&D) by email to uf-training@montclair.edu or return by campus interoffice mail to Joana Dos Santos, University Facilities for eligibility validation. If an employee requires assistance to complete the form, they may contact their Manager, Supervisor or they may contact Joana Dos Santos via email or by phone at 973-655-3304.
- UF L&D will review and confirm that the employee is eligible for the nomination
- UF L&D will send the nomination to the Department Head of the applicable area for review and verification. Once verification is received, Kudos Awards will be issued to recipients within four weeks of nomination. All other award nominations will be reviewed by the Recognition Selection Committee. The recommendation of the top three (3) nominees ranked for each category will be forwarded to the Vice President for University Facilities, who will meet with the Executive Selection Committee for final selection.
- UF L&D will issue Kudos awards to the employee's immediate supervisor or designee within four weeks of an approved award. Kudos Award recipients will be announced and all other awards will be presented to recipients during the annual Division Meeting.
- UF L&D will enter data and track recognition awards to provide reports on the performance of this Employee Recognition Program as part of University Facilities strategic indicators and analysis for competitive resources.
- UF L&D will provide a monthly summary to Vice President for University Facilities of all awards, including notices of achievement for publishing in University Facilities communications.