



## Texas Tech University Operating Policy and Procedure

### OP 70.30: Quality Service Awards for Non-faculty Employees

**DATE:** July 22, 2005

**PURPOSE:** The purpose of this Operating Policy/Procedure (OP) is to establish an awards program to recognize non-faculty benefits-eligible university and system employees who have consistently demonstrated customer service excellence *and* have gone “above and beyond” the requirements of their job to deliver extraordinary service. (Faculty positions, including librarians and archivists, are ineligible for this program.)

**REVIEW:** This OP will be reviewed by June 15 of each odd-numbered year by the managing director of Quality Service & Professional Development with recommendations for revision forwarded to the senior vice president for administration and finance by July 1.

### POLICY/PROCEDURE

#### 1. General Policy

Two levels of awards are included in this annual program: the Texas Tech Quality Service Award and the Chancellor's Award of Excellence in Quality Service. An award may be granted to an individual, team, or work group.

##### a. Eligibility

These awards are made in accordance with each of the eligibility criteria listed below. The award year is considered the fiscal year.

By September 1 in the award year, the nominee(s) must:

- (1) Be continuously employed as benefits-eligible staff for two years;
- (2) Have completed the *SERVICEplus* customer service training available through Quality Service & Professional Development;
- (3) Have a current positive performance appraisal on file in Human Resources; and
- (4) Not have received the award in the previous fiscal year.

Note: The nomination may include an individual, a team, or a work group; however, **all** members of a team or group **must** meet the basic eligibility criteria stated above. If any member does not meet the eligibility requirements, the entire team or work group will be ineligible.

Verification of employment, performance appraisal, and SERVICE*plus* criteria will be completed by Human Resources and Quality Service & Professional Development.

b. Award Evaluation Criteria

Eligible nominations will be judged on the descriptions of the specific examples given for each evaluation item as listed on the nomination form. A selection committee uses a weighted scoring method to evaluate the two items. The selection committee prepares a list of recommended awardees to submit to the university president for his review and final selection of the Texas Tech Quality Service Award recipients. The president submits recommendations to the chancellor for the Chancellor's Award of Excellence in Quality Service. Approval by the appropriate senior administrator in each nominee's area is required for an award to be presented.

c. Nomination Criteria

The nomination form is the only source of information about the nominee that the selection committee uses in the selection process. The committee members evaluate to what degree the nominee demonstrates excellence in each of the areas listed under Item A and Item B. The *quantity* of nominations received is not a factor. The nomination form should be brief and concise (no more than two pages in length). Supplemental information (e.g., letters of reference) included with the nomination will *not* be submitted to the selection committee.

(1) Item A - Customer Focus (25%)

The nomination should reflect how the employee has consistently demonstrated a customer-oriented, flexible, and responsive focus when accomplishing her/his work. Two specific examples of actions and/or behaviors that demonstrate how and to what degree these criteria are met are required.

(2) Item B - Going the Extra Mile (75%)

The nomination should describe how the employee has made a significant contribution to a quality improvement effort, e.g., improved the quality of service provided to the customer, reduced red tape and bureaucracy for the customer, or improved the productivity and efficiency of the work unit.

- (a) The nomination should demonstrate how this employee has gone above and beyond the call of duty in responding to the needs of the customer, internal or external.
- (b) Specific examples that describe how the employee meets these criteria, how it is outside her/his regular job duties, and the impact on the customer should be given. (This item is action that is not normally part of the employee's regular job duties. For example, if an employee is required to make after-hours response to customers as part of her/his job, it is not considered "going the extra mile").

d. Verifications and Approvals

Verification of employment, performance, and SERVICE*plus* criteria will be completed by Human Resources and Quality Service & Professional Development. Nominations meeting the eligibility requirements stated in 1.a above are forwarded to the selection committee. Area leaders (provost/senior vice president for academic affairs, vice presidents, and deans) are

notified of the individual(s) from their areas who were nominated and which nominations were forwarded to the selection committee.

e. Selection

Final decisions for the Texas Tech Quality Service Awards will be made by the president. The final decision for the Chancellor's Awards of Excellence in Quality Service will be made by the chancellor.

2. **Administration of Program**

The administration of the program will be handled through Quality Service & Professional Development with support from the offices of the chancellor, the president, and Human Resources.

3. **Award Descriptions**

Two levels of awards are presented each year.

a. Texas Tech Quality Service Award

Maximum of 30 awards presented to university and system employees as follows:

- Cash award of \$500\*
- Lapel pin
- Award plaque

Team or work group cash awards will be divided among the members in the team or work group (maximum team award is \$2,500; maximum award per person is \$500). Teams exceeding five members will receive equal shares of the \$2,500.

b. Chancellor's Award of Excellence in Quality Service

A maximum of two awards will be presented as follows:

- Cash award of \$1,500\*
- Lapel pin
- Laser engraved writing pen in presentation box

The maximum award for a team or work group for the Chancellor's Award is \$3,000. The recommendation for allocation of funds will be made by the selection committee to the chancellor.

\* Employee cash awards are processed through Payroll with appropriate deductions taken.

**4. Selection Procedure**

a. Call for Nominations

Nominations are solicited from staff and faculty of the university and system through a mass mailing distributed no later than August 1 and are due in Quality Service & Professional Development the third Monday in September by 5:00 p.m..

b. Selection Committee

The president appoints a selection committee to screen the initial nominations and make recommendations for a selection pool of awardees for the Texas Tech Quality Service Awards and the Chancellor's Award of Excellence in Quality Service. The selection committee has representation from each area of the university (based on the number of employees in each area) and system administration as outlined below. Committee members are appointed for two-year terms with one-half the committee members rotating off the committee each year.

Annually, area leaders are asked to submit recommendations to the president for committee membership. Representations as shown below are determined upon the percentage of benefits- eligible staff employed in each area.

<b>Area</b>	<b># of Members</b>
Office of the President.....	1
--Athletics .....	1
Administration and Finance .....	1
Student Affairs .....	2
Operations .....	3
Provost Division	
--Academic Affairs.....	4
--Enrollment Management.....	1
--Information Technology .....	1
Research Services.....	1
Texas Tech University System Administration.....	2
Ex-officio (previous year's chair) .....	1
 Total .....	 18

c. Who can nominate?

Coworkers, customers, or supervisors of the employee(s) can nominate as many employees as they wish.

d. Nomination Form

See the attachment for the *Texas Tech Quality Service Awards Form*. Download the form from [www.quality.ttu.edu](http://www.quality.ttu.edu) or contact Quality Service & Professional Development at 806-742-0530.

e. Exclusions

- (1) Self-nominations and anonymous nominations will not be accepted.
- (2) Nominations received after the deadline will be returned to the nominator.
- (3) Librarians, archivists, and other faculty positions are ineligible for this program.

f. Awards Ceremony

Annually, a staff committee is appointed to plan, organize, and implement the awards ceremony. The ceremony is scheduled in the spring and coordinated around the schedules of the president and the chancellor.

*Attachment: Texas Tech Quality Service Awards Nomination Form*

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