The Positive Recognition Program for Employee Appreciation is an organizational response to the continued enhancement and refinement of programs currently implemented.
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PREFACE
While the awards and categories listed in this program offer a wide range of opportunities to recognize employee performance, this program is not intended to eliminate or reduce the significance of informal appreciation and recognition. Daily recognition from supervisors, colleagues, and customers are highly encouraged. Informal recognition supports the formal program and is extremely important to the well-being and morale of Queens College, City University of New York.

PURPOSE
The Queens College Positive Recognition Program (PRP) for Employee Appreciation has been developed in response to the need to formally recognize every type of employee for outstanding performance and achievement.

According to a survey conducted by the Society of Human Resources Management, eight out of ten organizations have developed and implemented an employee recognition program (SHRM/Globoforce, 2011). More locally, an anonymous survey was conducted through the Office of Human Resources at Queens College of all employees to gauge employment satisfaction levels. Six hundred sixty six responses were received. Of this sample, over thirty percent of respondents reported low satisfaction levels with feedback and recognition they receive as employees of the College (The Office of Human Resources Organizational and Employee Development Unit, 2011). Faced with an economy that has left members of the community feeling insecure and overwhelmed, recognition programs, which have a positive correlation with promoting employee engagement and satisfaction, are projected to enhance the Queens College experience for stakeholders.

The 2008-2013 Queens College Strategic Plan calls for focus and commitment to achieving strategic goals: to advance our academic programs, build a culture of community, to solidify the financial foundation, and to become a leader in accountability and transparency. Employees who make significant strides towards reaching these goals deserve special recognition and should serve as models in the community.

With these conditions in mind, the purpose of PRP is to:

a) identify employees who serve as models to the community for professional achievement,
b) reinforce Queens College’s commitment to recognizing outstanding performance,
c) respond to reported employee satisfaction levels for employee feedback and recognition,
d) promote a sense of community by providing formal opportunities to celebrate the accomplishments of our most valuable resource; the human capital of Queens College.

PROGRAM DESIGN
Overview
The PRP provides a systematic method for acknowledging employee achievements by publicly announcing such accomplishments to the College community and celebrating these achievements monthly, quarterly and annually. The Program is managed by the Office of Human Resources Human Capital Planning and Development Unit, and facilitated by the unit’s supervisor, the HR Manager.

With a calendar that is concurrent to the formative academic calendar (September 1st – August 31st), the PRP encourages employee recognition, selects award recipients, and hosts events to celebrate outstanding employee achievement.
The Presidential Employee Recognition Committee

In order for the PRP to maximize its value to the campus community, a highly motivated team is designated by the President. The PERC Committee is comprised of an aggregate of the Campus community. Members include former award winners, classified staff, non-teaching instructional staff, faculty, and members of the ECP. There are a total of thirteen (13) seats on the Committee; seven (7) seats must be filled when reaching a decision. Other than previous award winners, members are selected through an application process with recommendations made by the Assistant Vice President of Administrative and Client Services for approval by the President. The AVP, Office of Administrative and Client Services serves as Advisor to the Committee and is required to vote when a tie breaker is required.

PERC Committee Responsibilities

The PERC Committee is responsible for reviewing all nominations and selecting award recipients, coordinating all PRP events, and producing PRP awards and take-aways. To ensure objectivity, members of the PERC Committee may submit nominations but may not vote on their submission.

Specific duties include:

- Coordinate PRP events; plan and make arrangements for the award ceremony;
- Secure awards and gifts;
- Design award certificates and plaques; prepare the certificates to be presented to the winners;
- Market and communicate events to the campus community; publicize the awards ceremony;
- Communicate selections to senior leadership;
- Develop outside sources to provide rewards and prizes.

Service Limits

Members serve on the PERC Committee for a period of no less than two years. After a member reaches the end of the period, the President makes a decision regarding continued service.

PERC Committee Meeting Schedule

Meetings are held on a bi-monthly basis on the third Wednesday of meeting months at 3:00 PM in the conference room located in Office of Human Resources, Kiely Hall 163. The schedule is as follows:

<table>
<thead>
<tr>
<th>Meeting 1 – September</th>
<th>Meeting 2 – November</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting 3 – January</td>
<td>Meeting 4 – March</td>
</tr>
<tr>
<td>Meeting 5 – May</td>
<td>Meeting 6 – July</td>
</tr>
</tbody>
</table>

Nomination Guidelines

Recognizing the unique skills and contributions of employees is the cornerstone of a PERC. Each award has unique eligibility criteria to ensure that employees have an opportunity to be considered for an award. The timeline for submitting nominations is open and unrestricted. Nominations received by the first Friday of February will be reviewed for the annual award ceremony, which is held in March, the month in which Employee Appreciation day occurs.

Nomination Process

In an effort to support the campus’ “Go Green” initiative, the nomination process for this program is electronic. The nomination form is located on SurveyMonkey®, the world’s leading provider of web-based survey solutions, and maintained by the Office Human Resources. This nomination form is also accessible to other stakeholders of the campus.
community, such as customers and guests of the College. To ensure that employees who do not have access to a computer have the opportunity to engage in the nomination process, hard copy nomination forms are available through the Office of Human Resources.

The Office of Human Resources is responsible for ensuring that all nominations are presented to the PERC Committee for consideration, and that guidelines are adhered to.

**Selection Process**
The PERC Committee ensures that the method for evaluating nominations and selecting award winners conforms to the award eligibility criteria.

The Committee is mindful that:

- All Committee discussions are confidential.
- The nominator may be contacted for additional information.
- Changes may not be made to Nomination Forms without discussion and agreement by the PERC Committee.
- Each category need not have a winner. If the Committee finds that accomplishments in a particular category are deficient or that there are not enough nominations, the committee may choose not to make an award in that category.
- If two (or more) nominees within a category are deemed to have achievements of equal weight, it is possible that multiple winners may be declared.

**PROGRAM EVALUATION AND MODIFICATION**
PRP is intended to be an active and responsive process. As such the program is assessed and evaluated regularly to provide program enhancements and adjustments as the community develops.
DESCRIPTIONS OF AWARDS AND ELIGIBILITY

In addition to the four awards and recognition events already launched including the Presidents Excellence Awards for High Education Officer and Gittleson titles, Administrative Professionals Day, and the Annual Reception for Buildings & Grounds and Security Staff, the PERC has developed and will be responsible for awards in the following categories:

Departmental Award

- **Knight’s Court Award**
  
  **Description:** The *Knight’s Court* Award recognizes departmental and departmental sub-unit excellence. Seven such awards granted. Nominations are made by stakeholders of Queens College.

  **Eligibility:** Eligibility is open to departments and sub-units with two or more employees.

Leadership Awards

- **Discimus ut Serviamus**
  
  **Description:** The *Discimus ut Serviamus* Award is a leadership award that recognizes an individual who has integrated an improvement that benefits the entire QC Community.

  **Eligibility:** Eligibility is open to leaders in Faculty, Non-teaching Instructional, Classified Managerial, and ECP titles only. Nominations are made by the President, Vice Presidents, and Executive staff.

- **The Jewel of Queens College**
  
  **Description:** The *Jewel of Queens* College award recognizes supervisors and managers who model QC’s core values: Excellence, Community, Global Perspective, Accountability, and Integrity. Nomination for this award is made by a staff member who reports directly to the supervisor.

  **Eligibility:** Eligibility is open to supervisors in classified and non-teaching instructional titles such as but not limited to:
  
  - Higher Education Assistant
  - Higher Education Associate
  - IT Associate
  - IT Manager
  - Senior Engineers
  - Custodial/Principal Supervisors
  - Trades Titles
  - Security Titles
  - Classified Managerial
  - Project Managers
Annual Employee Awards

- **Rookie of the Year**
  
  **Description:** This award recognizes any new employee with outstanding achievement. Nomination is made by fellow members of the department.

  **Eligibility:** Eligibility is open to employees who have been in his/her position for at least three but no more than twelve months at the college.

- **Above and Beyond the Call of Duty (ABCD)**
  
  **Description:** The ABCD Award recognizes any employee who demonstrates positive and professional interaction with others who willingly demonstrates performance beyond what is contractually expected. Nominations are made by any stakeholder of Queens College.

  **Eligibility:** Eligibility is open to any employee in good standing with the College.

- **The Strategic Enabler Award**
  
  **Description:** The Strategic Enabler Award recognizes any employee who demonstrates commitment to furthering elements of the Queens College Strategic Plan. Nomination is made by the Chief Operating Officer.

  **Eligibility:** Eligibility is open to QC employees who work on the QC campus and affiliated entities.

Quarterly Employee Awards

- **Honor Roll**
  
  **Description:** The Honor Roll recognizes productive employees who through stellar performance of daily functions significantly contribute to the strength and vibrancy of the Queens College community.

  **Eligibility:** Eligibility is open to all employees. Nominations are made by any supervisory personnel.

- **Take a Bow!**
  
  **Description:** Take a Bow is an honorable mention given quarterly that recognizes employees who demonstrate commitment to professional growth, development and enrichment, and have completed a certificate program or degree.

  **Eligibility:** Eligibility is open to non-supervisory or managerial employees. Nominations are made through the Office of Human Resources.
Awards Already Launched

- **President’s Excellence Awards**
  
  **Gittleson Excellence Award**
  
  **Description:** This award recognizes any member of the Gittleson title series who continuously contributes to the effective delivery of the services throughout the Campus Community; personifies the core value of Queens College when interacting with the College community at large and beyond; regularly shows good judgment, independent thinking, and initiative; and goes above and beyond performance expectations; displays a sense of responsibility for his/her actions; demonstrates willingness to continuous self-development and a desire to learn new approaches to delivering efficient/effective services to campus customers; is a role model and an inspiration to all members of the College community, students, faculty, staff, visitors, and business and community partners. Nominations can be made by any member of the campus community.
  
  **Eligibility:** Eligibility is open to any member of the Gittleson series who has been in position for five years or more. There is a five year waiting period after winning this award.

- **HEO Excellence Award**
  
  **Description:** This award recognizes any member of the HEO title series who: continuously demonstrates “value-added” performance through participation in college initiatives, conveys, through interactions with the campus community, a dedication to excellence, service opportunity; is a role model to others in the campus community; through self-assessment and educational outreach, continues to master new business process innovations and approaches for meaningful integration with the campus community. Nominations can be made by any member of the campus community.
  
  **Eligibility:** Eligibility is open to any staff member within the HEO series who has been in position for five years or more. There is a five year waiting period after winning this award.

**BIBLIOGRAPHY**


APPENDIX I: POSITIVE RECOGNITION PROGRAM COMMITTEE
Presidential Employee Recognition Committee Members 2012-2013

Brandis Ruffin, PRP Administrator
Human Resources Manager
Office of Human Resources

Susan Mavrelis, HR Special Event & Talent Management Coordinator
Office of Human Resources

Kimberly S. Charles, PRP Coordinator
Talent Acquisition Assistant
Office of Human Resources

Reinalda Medina, PRP Advisor
Assistant Vice President
Administrative and Client Services

Sandra Mew
Administrative Executive Assistant
Vice President/COO

Jennifer Barnes
Deputy Chief Information Officer
Office of Converging Technologies

Jennifer Jarvis
Assistant Vice President
Student Affairs

June Bobb, PhD
Assistant Provost
Office of the Provost

Adam Rockman
Vice President
Student Affairs

Deena Feldman
CUNY Administrative Assistant (Retired)
Security Office

Cynthia Rountree
Chief Diversity Officer
Office of Compliance and Diversity Programs

Eva Fernandez, PhD
Assistant Vice Provost
Center for Teaching and Learning

Donna Schultz
CUNY Office Assistant
Earth & Environmental Sciences

Deena Feldman
CUNY Administrative Assistant (Retired)
Security Office

Simone L. Yearwood
Assistant Professor
Benjamin Rosenthal Library

Eugenia Paulicelli, PhD
Professor
European Languages and Literature

Dana Weinberg, PhD
Dean
Faculty of Social Sciences

Meryl Kaynard, JD
General & Special Counsel of Labor/Management Relations

Steven Whalen
Communications Manager
Office of Communications

Dana Weinberg, PhD
Dean
Faculty of Social Sciences

Eugenia Paulicelli, PhD
Professor
European Languages and Literature

Simone L. Yearwood
Assistant Professor
Benjamin Rosenthal Library

Brandis Ruffin, PRP Administrator
Human Resources Manager
Office of Human Resources
### APPENDIX II: SAMPLE NOMINATION FORM

<table>
<thead>
<tr>
<th>Nominee</th>
<th>Nominee Title</th>
<th>Nominee Department</th>
<th>Length of Service in Position</th>
</tr>
</thead>
</table>

## Awards

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  - Higher Education Assistant (HEa)  
  - Higher Education Associate (HEA)  
  - Senior Engineers  
  - Custodial Supervisors  
  - Principal Supervisors  
  - IT Associate  
  - IT Manager |
<p>| Knights Court | The Knights Court Award recognizes departmental excellence. Five such awards are granted, one each to the Division of Math and Natural Sciences, Division of Education, Division of Arts &amp; Humanities, Division of Social Sciences, and the Division of Administration. Nominations are made by stakeholders of Queens College. | Eligibility is open to departments with two or more employees. |</p>
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<td>Nomination is made by the Chief Operating Officer.</td>
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</table>

Please describe the qualities that make this nominee a good candidate for the award indicated above. Using award descriptions please use specific examples of how the nominee represents an award from the Positive Recognition Program for Employee Appreciation. Additional pages may be attached.

Nominator Name ___________________________ Title ___________________________

Department ___________________________ Date ___________________________
APPENDIX III: RESOURCES, MODELS, AND RELATED LINKS

University of Buffalo Employee Program
Attitude of Gratitude: UB begins with U
The OHR at UB oversees and guides departments in running individual recognition programs
http://hr.buffalo.edu/index.php?module=pagemaster&PAGE_user_op=view_page&PAGE_id=659
Best Practices Site:
http://hr.buffalo.edu/index.php?module=pagemaster&PAGE_user_op=view_page&PAGE_id=663

University of Michigan
VOICES of the Staff is a volunteer-based program offering University of Michigan staff members an opportunity to share ideas and define the campus community issues that matter most to university employees.
Employee Recognition Page:
http://www.voices.umich.edu/teams/rewards/index.html

Rutgers University
Provides recognition both formally and informally
http://uhr.rutgers.edu/emprec/EmpRecIdeas.htm

New York University
Three award programs: one for administration, one for staff and administration, and one for service
http://www.nyu.edu/employees/career-development/recognition-programs.html

Princeton University
OHR guides and facilitates University in recognition
http://www.princeton.edu/hr/progserv/recog/