**Professional Council Service Award**

**Nomination Process**

Any member of IU East’s faculty or staff can submit a nomination, though no self-nominations are accepted and annual award recipients from previous years are ineligible. Nominations will remain confidential unless the nominator provides permission to share the nomination with the nominee. The selection committee is comprised of:

* The prior year’s recipient (chair),
* Secretary/Treasurer of Professional Council
* 2 active members of Professional Council, as defined by Professional Council Constitution. The Secretary/Treasurer of Professional Council will select these committee members from the pool of volunteers.
* the Student Government Association president or designee.

The president of Professional Council and the director of HR are available as ex officio (non-voting) members, to provide guidance and continuity to the committee from year to year.

Nominations are to be submitted electronically. Nominations are vetted first through Human Resources to ensure that all nominees are in good standing with the University. Human Resources will forward all vetted nominees to the selection committee chair.

Any selection committee members nominated for the award may choose to stay on the committee and remove their nomination from consideration or allow the nomination to move forward and remove themselves from the committee.

The Director of Human Resources will remove herself from eligibility, if nominated.

The selection committee will evaluate nominations using the criteria below. The committee will submit their recommendation to the director of Human Resources for presentation to the Chancellor.

**Criteria**

Professional Council Service Award recipients will have made a significant impact on IU East, as demonstrated through the areas below. More details are available on the nomination form.

**Exemplary Achievement and Performance**

*Consistently and substantially exceeds the expectations of the position, performing at a level above and beyond normal job requirements and expectations; has made important and significant contributions in their area; contributes and demonstrates commitment to IU East’s mission. (http://www.iue.edu/chancellor/mission.php).*

* Focuses work diligently to help complete critical work projects
* Demonstrates extensive knowledge and competence in a wide array of work-related topics
* Uses knowledge and expertise to quickly troubleshoot/solve problems
* Communicates effectively and in a timely manner
* Prioritizes a large workload in an effective and timely fashion
* Completes tasks with little description, direction, or supervision
* Exhibits a high degree of professionalism
* Performs duties above and beyond what is normally expected
* Completes tasks thoroughly and thoughtfully
* Creates a quality product (accuracy, content, appearance)
* Demonstrates initiative

**Excellence in Customer Service/Personal Interaction**

*Promotes positive morale through a congenial, supportive attitude and by providing service to others. Consistently and substantially demonstrates an ability and willingness to work positively, respectfully and effectively with others; has significantly improved service or increased student satisfaction in their area; demonstrates ability and willingness to manage changes in work priorities, procedures and organization; demonstrates exceptional ability to foster collaboration, communication and cooperation among colleagues and members of the campus community.*

* Interacts with others in a positive, enthusiastic, and cheerful manner
* Treats co-workers, supervisors, faculty, students, clients, and community with respect
* Remains calm and assured in stressful situations
* Helps others through stressful situations
* Acts as a team player and encourages teamwork in others
* Appreciates/values others’ time and effort
* Integrates a sense of humor
* Creates a positive atmosphere or feeling in others
* Takes the initiative to improve individual skills and knowledge
* Acts as a mentor for others by providing advice, guidance, feedback and encouragement
* Accepts and acts upon constructive criticism
* Serves as a positive role model for others
* Recognizes others’ special events/accomplishments, either publicly or privately

**Outstanding Education Support/Initiative and Creativity**

*Significantly improved a work process or system, or has significantly increased the efficiency of an operation or department/unit; consistently seeks to improve the quality of work assigned; demonstrates efforts to expand work responsibilities; significant improvements in student services or enhanced student satisfaction.*

* Suggests and/or develops new work methods that increase productivity, save time and money
* Reorganizes work to increase effectiveness
* Eliminates unnecessary steps or actions for delivering services
* Identifies and addresses work problems and helps to resolve them
* Serves on University-related committees that promote the unit/division/department/campus and its faculty, students, clients and community
* Works with groups outside the unit/division/department/campus to promote the welfare of staff, faculty, and students/clients
* Performs work that brings attention and distinction to the unit/division/department/campus
* Develops processes or programs that are successfully imitated by other units/divisions/departments or campuses
* Conducts self in a manner which represents the campus/University in a favorable light