

# RIT STAFF COUNCIL

Spring 1997

NEWSLETTER

Volume 5, Number 1

## Awards to Emphasize Staff Contributions to RIT

Which staff members on campus have provided exceptional service? Staff Council wants to know!

The new Staff Council initiative, the Staff Recognition Awards Program, will be instituted next fall to recognize outstanding efforts in customer satisfaction, productivity, teamwork and citizenship within RIT.

The awards program, which stems from RSC's Staff Recognition Task Force proposal, is being supported by President Simone and the administrative council.

The trustees approved the proposal at their November meeting. More than 100 staff attended two informational meetings about the awards.

"The Institute community seems to be excited about the awards," Staff Council President Cindee Gray said. "We already have had several requests for nomination forms from staff, faculty and supervisors who want to recognize the contributions of their colleagues."

The university-wide program recognizes the contributions of individual staff members or teams of co-workers who have a major impact on the university, its goals and its customers. Open to non-faculty RIT employees, the program applies to all staff, whether in the administration or in the academic units, both exempt and non-exempt.

Award categories for both teams and individuals are:

- Excellence in Customer Satisfaction
- Excellence in Increasing Work Productivity
- Outstanding Citizenship within the University

Community

Nomination forms are available now. The two-page forms consist of six questions asking for examples of how

the individual or team has succeeded beyond their job function expectations and examples of the results of their efforts.

Information will be distributed in May with nominations due July 1. For information, call the RSC office at -7656 or send e-mail to STAFF\_AWARDS.

### AWARD CATEGORIES/CRITERIA

#### *Excellence in Satisfying Customers*

This award is designed to highlight the contributions of an individual staff member or team whose work has exceeded customer expectations or requirements, or who has improved customer service to benefit university customers. A "customer" is defined as any internal or external person or group with whom staff interacts for the benefit of RIT (i.e., students, businesses, fellow RIT employees to whom a service is provided — peers, subordinates, supervisors, other departments, etc.)

#### *Criteria:*

1. Evidence that the individual or team has improved customer service or increased customer satisfaction for university customers. Evidence of improved customer service and satisfaction may include feedback received from customers (surveys, letters, etc.); recommendations or testimonials provided by co-workers, associates or managers; quantifiable measurements of customer service or satisfaction (ratings, evaluations, etc.)

2. The individual or team is shown to have generated exceptional communication, cooperation and/or collaboration with university customers.

3. The individual or team is shown to have made significant contributions to advance the university's vision, mission, values or goals through better satisfying its customers.

4. The individual or team is shown to have satisfied customers at an exceptional level, consistently performing *above and beyond* normal job requirements to satisfy customers.

#### *Excellence in Increasing Work Productivity*

This award is designed to highlight the contributions of an individual staff member or team whose work has produced a significant improvement in a work process or has increased efficiency or productivity with a direct impact on advancing the university's vision or goals.

#### *Criteria:*

1. Evidence (including quantifiable evidence) that the individual or team has improved a work process or system, or has increased the efficiency of an operation or unit

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## Awards to Emphasize Staff Contributions to RIT

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leading to a benefit to the university, such as improving productivity; reducing costs; increasing revenues; eliminating waste, errors, or rework; simplifying procedures.

2. The individual or team is shown to have made significant contributions toward advancing the university's vision, mission, values, or goals through increased work productivity.

3. The individual or team is shown to have increased work productivity at an exceptional level, consistently performing *above and beyond* normal job requirements.

### **Outstanding Citizenship within the RIT Community**

This award is designed to highlight the contributions of an individual staff member or team whose work and achievements demonstrate exemplary citizenship within the university community.

#### **Criteria:**

1. Evidence that the individual or team has demonstrated consistent commitment to the university's vision, mission, values or goals, without regard to organizational boundaries.

2. The individual or team is shown to have an exceptional ability to foster collaboration, communication and cooperation among university constituents.

3. The individual or team is shown to have made significant contributions to advance the university through his or her exceptional ability to take ownership for university problems and issues, to act on opportunities and solve problems, and to bring people and resources together.

4. The individual or team is shown to have contributed at an exceptional level, consistently performing *above and beyond* normal job requirements, to have participated in university initiatives, and to have provided service through community efforts on campus.

### **AWARDS**

In each category \$750 will be given to the winning individual; or \$1,500 to the winning team. In addition, for Outstanding Citizenship Within the University Community, \$250 will be given to the campus group or charity of the winner's choice. Winners will also receive a framed certificate of merit and a personal memento.

Winners' names will be inscribed on a plaque to be displayed on campus.

### **RECOGNITION EVENTS**

Staff Appreciation Day is scheduled for May 28, 1997. This day will be a way to recognize and thank RIT staff for their ongoing contributions in the workplace, to provide an opportunity for interaction of all members of the RIT community and to highlight the university-wide Staff Recognition Award Program.

This is a day with special social events planned. The event includes a short program with remarks by the president, provost and chair of Staff Council.

### **Annual Awards Presentation**

The Awards Presentation is a formal, public recognition of staff award recipients held annually in October.

### **NOMINATIONS**

Nominations may be submitted by individuals or teams who wish to enter on their own behalf, by co-workers who wish to nominate a colleague or team of colleagues, or by customers, students, parents, faculty, staff, or others who benefit from the nominee's efforts. Nomination forms will be available to all campus constituents through a variety of channels. Nominations will be evaluated by the Staff Recognition Awards Committee.

*Where will I be able to get information about the awards?*

SAU Info Desk

Staff Council Office

Wallace Memorial Library

Grace Watson Lobby

NTID LBJ Lobby

Eastman: Registrar/Bursar Hall

CIMS Lobby

Bldg. 99 Lobby

Credit Union

Center for Multidisciplinary Studies (formerly CCE office)

### **SELECTION COMMITTEE**

Both members and non-members of Staff Council will serve on the selection committee. The permanent chair will be the RSC Vice Chair. This position is currently held by Mike Servé, director, Financial Planning and Budgeting for NTID. Other members are: Marianne Virgilio, director of development for College of Engineering; Marylu Balacki, secretary in Cooperative Education and Career Services; Linda Fuller-Durfee, emergency communications-alarm service manager for Campus Safety; Linda Sallade, administrative assistant for Student Affairs; Al Smith, director of Center for Institutional Services for NTID; Regina Machols, staff assistant for School of Printing Management and Sciences; Anita Hogan of Facilities; Janice Farone, ad hoc personnel representative. ❖

## **NEWS...NEWS...NEWS...**

### **Staff Financially Support the Council**

The Staff Council Annual Funding Appeal was a mixed success—it was very encouraging to receive substantial donations from many past council members who closely follow the efforts of the staff arm of Institute Governance. The response from other supporters showed that donation amounts averaged much higher than the averages of previous years, although the number of supporters declined.

The council is grateful for the support from the Institute in the form of office space and staffing. Donations from staff are used for office equipment, copying charges and all other office expenses. In addition, the RSC budget includes a fund for sponsoring staff initiatives and events.

Sincere thanks to those who responded to the appeal! ❖

## SHARED GOVERNANCE: A STAFF COUNCIL PERSPECTIVE

*(Editor's Note: The following excerpts are reprinted here from a speech made by Staff Council President Cindee Gray in a panel discussion before the Board of Trustees)*

It is my honor, as Chair of Staff Council, to participate in this panel today. I recently attended the Rochester Top 100 luncheon, and was moved by the fact that ALL of the top three CEO award recipients credited their success to the creativity and commitment of their employees. They all cited "people" as their organization's greatest resource. President Simone's concept of shared governance affirms that "people" at RIT can provide a perspective outside the line of administration which can be pivotal in solving problems and creating new opportunities.

In September 1992, the President endorsed the formation of a Staff Council...

The formation of a representative group for RIT staff was seen as a way to improve communication throughout RIT, to provide an opportunity for input on campus issues, and to provide a mechanism for administration to better understand concerns and issues from a staff perspective.

In spite of the very brief period of its existence, Staff Council has already had a significant impact in strengthening the university, not only by tapping into the expertise of all levels of staff, but also by providing an organizational framework and network to build camaraderie and morale in support of the Institute mission. In addition, it provides a forum which facilitates the promotion of Institute achievements and aspirations to the external community.

Since its inception, Staff Council has been represented on and participated directly in Institute-wide committees including the Strategic Planning Steering Committee, Agenda for Action Committee, Capital Budgeting Committee, Middle States Review, and Institute Council. Staff Council has hosted open fora on the Institute budgeting process, and the processes for revision of job description and position levels. Staff Council initiated a staff severance package proposal to assist staff in their transition process as a result of APR. In addition, Staff Council's Child Care Task force, Training Task force, and Staff Award Recognition Task force reports have all been endorsed and implemented by the administration.

... We believe that staff has a role in support of the academic programs of the Institute, as well as the significant RIT experience that extends beyond the classroom. In many of these roles, staff are uniquely qualified to offer advice and counsel...

Finally, we understand that the President has the ultimate responsibility and authority for decisions affecting the development and welfare of the university, along with the Board of Trustees, and Administration. President Simone's model of shared governance, recognizing the important contributions that staff can make, is a first in the history of RIT. It furthers RIT's mission of innovative and collaborative spirit and supports our strategic goals for a seamless university, collegiality and community, and improved productivity. ❖

## TIME OFF BENEFITS BEING ANALYZED

RIT's Personnel Office formed a committee in August to review the present vacation and sick time benefits provided for faculty and staff. Its charge is to analyze the current package to assure that all employees are treated fairly. The scope of the committee's work is focused on vacation, sick time and personal time off—but does not include other aspects of the benefits package.

The committee is made up of staff, including representatives of Payroll and Personnel, and faculty. Kathy

Bello, director of Personnel, serves as facilitator.

The committee has reviewed time-off benefits in other colleges and industries in the Greater Rochester Area, and developed and implemented a process to identify key issues in time-off benefit. It is currently "costing-out" various possible packages. Models are being constructed and studied.

The Staff Council has a keen interest in the work of this committee and will keep staff advised of the outcomes. ❖

### Policy on Letters to the Editor ...

Submitted by RIT Staff Council Communications Committee. Approved by RIT Staff Council.

1. A letter to the editor(s) must be of an opinion on RIT issues affecting RIT staff members.
2. The length of the letter must not exceed 250 words.
3. All letters must be signed and the author's name will be published. Anonymous letters will not be published.

4. In a letter to the editor(s), the name, department, office address, and telephone number of the author must be given. It will be used to confirm that the author has written the letter. Only the author's name will be published.

5. The editor(s) will use their discretion in publishing of all letters.

6. The editor(s) reserve the right to edit letters.

## IT'S SPRING—AND TIME FOR STAFF COUNCIL ELECTIONS!

Ballots will be mailed to all staff in RSC voting blocks 1, 3, 5 and 7. They should be returned by April 15.

Here are the voting blocks that will be involved in this Spring's election:

Voting Block 1: President's office, International Research-Hearing and Speech, V.P./Sect'y Board of Trustees, NRS, Alumni Relations, Creative Arts Program, Gov't. & Community Affairs, Interim Staff Council, V.P. for Academic Affairs, Ombudsman Office, Acad. Senate, Assoc. V.P. Academic Svs., Registrar's Office, E.T.C.-Distance Learning, Library, E.T.C., Office of Academic Affairs, Associate Provost, Associate Provost-Outreach, CIMS-CIMS Print 21, CIMS-Building Expense, ISC (all departments), CIMS, TPD-Marketing—(all departments), University News Service, Communications-Publications & Typesetting, Development (all departments)

Voting Block 3: V.P. Finance & Admin., Associate V.P. Fin. & Adm., Inst. Research & Policy Stu., Audit Services, Controller's Office, Accounting, Bursar's Office, Payroll, Student Debt Management, Personnel-Director's Office, Dir.Off.-Business Services, Campus Safety, Food Service, Admin., Cafeteria/Catering, Grace Watson Dining Room, Ritskeller, Catering Sales, Shumway Dining Commons, Corner Store, Bookstore, Admin., Textbooks, Photography, Supplies, Tradebooks, Countershop, Sport Shop, Gifts & Clothing, Data Base

Voting Block 5: NTID—all departments

Voting Block 7: Physical Plant—all departments, Student Bus Transportation, Purchasing, Admin. Copy Ctr., Printing & Duplicating, Mail Services, Post Office Contract Station ❖

### MISSION STATEMENT BEING CREATED

The Committee, whose purpose is to review the by-laws, is currently working on an official mission statement for Staff Council.

### Staff Council Ad Hoc Newsletter Committee

Managing Editor – *Diane Zielinski*  
Production Manager – *Sarah J. Perkins*

Contributing Editors/Staff Writers – *Vonnie Pullyblank, Peg Meyers, Cindy Gray, RSC Committees, Linda Hill, Peiter Poulton*

### Staff Council

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Special thanks to  
**Hilliary Dunn and staff**  
**(Mail and Reprograph-**  
**ics) for the printing**  
**and distribution of this**  
**newsletter.**