College of Extended Studies
Recognition and Reward Program

Overview
The College of Extended Studies Recognition and Reward (CESRR) program is designed to contribute to an environment where employees feel recognized and appreciated. The goal of the CESRR program is to acknowledge employees' accomplishments and behaviors that contribute to the CES mission, which is to provide self-support education and training to enhance careers and transform lives and organizations.

Budget
- Proposed budget would be $2,500 per year.
- Funds would be used to purchase $50 gift certificates.

Award Nomination Process
- Monthly performance award nominations can be made by managers, staff or teachers. An employee may nominate him/herself.
- Award nominations must include a brief description of the employee's performance, and describe how the nominee meets one or more of the award-category criteria from the list below. Where possible, include measurable results.
- Send the nomination via email to Jan Wahl.

College-Wide Review Committee
- The College-Wide Review Committee shall review award nominations.
- The Committee shall be composed of employee volunteers, and should include two (2) employees from the Staff Group, two (2) employees from the Line Group and two (2) employees from the Central Administration Group.
- Committee members shall serve a one-year term.
- Employees shall have the opportunity to volunteer to serve on the Committee at the expiration of any standing Committee member's term and whenever there is a vacancy on the Committee.
- In the event there are more employee volunteers than vacancies on the Committee, management shall select Committee member(s) from the pool of employee volunteers, with equitable representation of CES employees as the primary selection consideration. If there are an insufficient number of volunteers in the pool that will provide equitable representation of CES employees, this award recognition program will be suspended until such time representation is equitable.

Award Selection
- The Committee shall review nominations on a monthly basis.
- Any Committee member who has been nominated for this program shall abstain from the consideration of his/her nomination.
- Nominations shall be evaluated based on the criteria for the award category specified in the nomination. A scoring rubric shall be used to facilitate evaluation. No nominee shall be disadvantaged due to the number of raters nor due to the recusal of a rater.
- If, during a month, multiple nominations for a nominee have been received, those nominations for the same award category shall be merged and considered as one.
Nominations for different award categories shall be considered separately. However, if, during a month, an employee is deemed eligible in multiple award categories, he/she shall only receive one award, but shall be recognized for his/her performance in all categories for which he/she was deemed eligible. (No employee shall receive more than one award per month, or more than two awards per year.)

- Four awards shall be made each month, unless there are fewer than four eligible nominees; in which case, the number of awards shall be based on the number of eligible nominees.
- In the event there are more than four eligible nominees, all eligible nominees shall be forwarded to management who shall select for award the four most qualified nominees based on information contained within the nominations.
- Award recipient information will be posted each month on the CES Intranet.

**Award Categories & Criteria**

1. **Creating Connections: serving our communities.** This award is for those who:
   a. Initiate and maintain collaborative partnerships within CES, SDSU and the Community.
   b. Serve as mentors to staff, student assistants and/or community members outside CES.
   c. Participate in volunteer activities on and off campus.

2. **Serving the Client: providing consistent and exceptional service.** This award is for those who:
   a. Take the initiative to improve the value and efficiency of the services and support that they provide.
   b. Maintain a consistently high quality of service to internal and external customers.
   c. Create new, cost-effective and/or innovative methods for performing day-to-day operations.

3. **Innovative Solutions: collaborating for results.** This award is for those who:
   a. Participate in collaborative problem-solving.
   b. Approach problems as opportunities for learning and growth.
   c. Take a proactive and innovative approach toward finding solutions to business and workplace challenges.
   d. Break down boundaries and/or create new relationships to improve the way work gets done.
   e. Create more efficient and/or less costly ways of performing work function.

4. **Fostering Community: making CES a great place to work.** This award is for those who:
   a. Promote a work environment that is collegial, supportive, and characterized by positive morale.
   b. Demonstrate dedication to enhancing one or more aspects of work/life (e.g., opportunities for professional development).
   c. Support and/or organize activities that encourage community-building in the workplace.
Duration of Program

CESRR shall be implemented as a pilot program during the 2011/2012 Academic Year. Prior to May 31, 2012, management shall provide written notice of its intent to either continue the program on a regular basis or to discontinue the program. A management decision to discontinue the program upon completion of the pilot, for any reason, shall not be subject to meet and confer.

If the program is implemented on a regular basis, continuation of the program, in any year, shall be conditioned upon available funding. In the event that funding is unavailable, management shall provide notice of the program's discontinuance to CSUEU. Discontinuance of the program due to lack of funding shall not be subject to meet and confer.

If the program is implemented on a regular basis, from May 1 through May 31 of each year, CSUEU shall have the opportunity to submit a written request to management, requesting to meet and confer on any mandatory subjects of bargaining related to the program. CSUEU's ability to request meet and confer on the program shall be limited to this period.

Resources consulted to create this recognition and reward program included MIT, UC Berkeley, and the State of Kansas.
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Budget
- Proposed budget would be $2500.00 per year.
- Funds would be used to purchase $50 gift certificates.

Award Nomination Process
- Monthly performance award recommendations can be made by managers, staff or teachers.
- Award recommendations must include a brief description of the employee performance. Describe how the nominee meets one or more of the award category criteria from the list below. Where possible, include measurable results.
- Send the nomination via email to Jan Wahl.
- Award recommendations will be reviewed by a college-wide review committee.
- An average of 4 per month and up to 50 staff performance awards can be awarded each year.
- Award recipient information will be posted each month on the CES Intranet.

Award Categories
1. Creating Connections: serving our communities. This award is for those who:
   a) Initiate and maintain collaborative partnerships within CES, SDSU and the Community.
   b) Serve as mentors to staff, student assistants or community members outside CES.
   c) Participate in volunteer activities on and off campus.

2. Serving the Client: providing consistent and exceptional service. This award is for those who:
   a) Take the initiative to improve the value and efficiency of the services and support that they provide.
   b) Maintain a consistently high quality of service to internal and external customers.
   c) Create new, cost-effective and/or innovative methods for performing day-to-day operations.
3. Working behind the scenes. This award is for those who:

   a) Are quiet stalwarts having a steady and dynamic presence in their division or functional area.
   b) Demonstrate a willingness to fill-in whenever needed and always perform at a high level.
   c) Take initiative to solve problems and improve work situations without being prompted.
   d) Are reliable, persevering, and results-oriented.
   e) Consistently go above and beyond without fanfare.

4. Innovative Solutions: collaborating for results. This award is for those who:

   a) Participate in collaborative problem-solving.
   b) Approach problems as opportunities for learning and growth.
   c) Take a proactive and innovative approach toward finding solutions to business and workplace challenges.
   d) Break down boundaries and/or create new relationships to improve the way work gets done.
   e) Create more efficient and/or less costly ways of performing work function.

5. Fostering Community: making CES a great place to work. This award is for those who:

   a) Promote a work environment that is collegial, supportive, and characterized by positive morale.
   b) Demonstrate dedication to enhancing one or more aspects of work/life (e.g., opportunities for professional development).
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