



# University Recognition & Awards Program

FOR SHRA AND EHRA NON-FACULTY  
EMPLOYEES



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EMPLOYEES

North Carolina Agricultural and Technical State University's **Recognition & Awards Program (University Employee Recognition & Awards Program)** serves to highlight the excellence that exists in all areas and job functions across the university by rewarding the accomplishments and achievements of permanent, full-time SHRA and EHRA Non-Faculty employees of N.C. A&T—excluding executive administrators (Senior Academic Administrative Officer, Tiers I and II). Nominees for awards must have three consecutive years of service (permanent full-time) with N.C. A&T as well as meet the respective criteria for selection.

Across the N.C. A&T campus, employees are nominated by their respective college, school or division. (Note: All nominators must be permanent employees of North Carolina A&T State University.) These nominees are then submitted to the University Employee Recognition Committee to determine the five university-level winners (a maximum of one winner per award).

All nominees are invited to attend a banquet where the five award winners receive a plaque.

The five awards for which employees may be nominated are listed below:

- *University Award for Excellence in Leadership*
- *University Award for Excellence in Teamwork*
- *University Award for Excellence in Performance*
- *University Award for Excellence in Customer Service*
- *The Aggie Pride Award (Going the Extra Mile)*



## University Recognition & Awards Program

FOR SHRA AND EHRA NON-FACULTY EMPLOYEES

### UNIVERSITY AWARD FOR EXCELLENCE IN CUSTOMER SERVICE

The University Award for Excellence in Customer Service is granted to any permanent, full-time SHRA or EHRA Non-Faculty employee of North Carolina Agricultural and Technical State University—excluding university administrators (Senior Academic Administrative Officer, Tiers I and II)—with three consecutive years of service (permanent, full-time) with N.C. A&T and who exemplifies the following qualities:

- Exceeds customers' expectations by consistently showing exceptional initiative in "going above and beyond" the defined duties of the job to provide service to internal and external customers with timely and appropriate follow-up
- Exhibits a commitment to quality service and responsiveness to customers (e.g., students, staff, faculty, alumni, donors and friends of the university, the greater community)
- Creates a positive customer experience that continuously exceeds expectations and improves customer experiences
- Enhances the overall quality of service provided by her/his college, school or division
- Promotes or inspires excellence and dedication in others
- Supports the mission and vision of the university

The recipient of this award has a strong knowledge and understanding of the university's policies and procedures to be better prepared to address customers' concerns, and proficiently determines the best solution and quickly follows through with customers. The recipient must also exhibit courtesy and reliability while interacting with customers and others.

#### *Frequency of Award*

- One award annually
- This award will only be granted if there are qualified nominations

#### *Criteria for Selection*

- Must be a permanent, full-time North Carolina state employee (SHRA or EHRA Non-Faculty)
- Nominee must have a minimum of three consecutive years of service to the university  
Temporary employees, retired employees, positions classified as university administrators (SAAO Tiers I and II) and groups/teams of employees are ineligible for this award

## **UNIVERSITY AWARD FOR EXCELLENCE IN CUSTOMER SERVICE, cont.**

### *Criteria, cont.*

- Nominee must have a history of good standing in her/his personnel file; nominee will be disqualified in the event of any active or pending disciplinary actions or in the event of documented disciplinary actions within the preceding 18 months
- Members of the university community may nominate individuals for this award; self-nominations are ineligible
- Previous recipients of the University Award for Excellence in Customer Service are not eligible to receive any University Award for Excellence for two years after the initial award date
- This award will only be granted when there are qualified nominations
- Award recipients must be currently employed by the university at the time of the monetary award distribution

### *Award to Recipient*

- Plaque or other item
- Recognition luncheon or banquet
- Recognition on the N.C. A&T Human Resources website

### *Nomination Process*

- Nominator must be a permanent employee of North Carolina A&T State University
- Nominator completes the University Award for Excellence in Customer Service Form and facilitates completion of the nomination process
- Nominator obtains signature approval from the nominee's immediate supervisor, department head and dean/vice chancellor
- Completed nomination form prepared by the nominator submitted to the University Employee Recognition Committee Chair by 5 p.m. on May 2, 2025
- In the event that a nominee has multiple nominations, only the first to be received will be evaluated

### *Application*

The University Award for Excellence in Customer Service Form is available online:

<https://hub.ncat.edu/administration/human-resources/excellence-awards/index.php>



## University Employee Recognition & Awards Nomination Form

FOR SHRA AND EHRA NON-FACULTY EMPLOYEES

Please use only this form to nominate an employee for the **University Employee Recognition & Awards** program. Nominator must be a permanent employee of North Carolina A&T State University.

Date
Nominee's Name
Nominee's Department
Nominator's Name
Nominator's Department

**A description must be stated** for one of the following categories for the nominee to be considered as an outstanding employee. Provide reasons for nomination and use specific examples of positive traits, as demonstrated by the nominee.

**Please select one** of the following categories to submit for the nominee:

- ☐ Leadership
- ☐ Teamwork
- ☐ Performance
- ☐ Customer Service
- ☐ Aggie Pride (Going the Extra Mile)

The individual nominated must meet the criteria listed for the respective category checked above.

## UNIVERSITY EMPLOYEE RECOGNITION & AWARDS NOMINATION FORM

### NOMINATION JUSTIFICATION – CUSTOMER SERVICE

This section is provided for the nominator to describe how the nominee demonstrates excellence in the category he/she is being nominated, including specific examples. The nomination justification should address the following:

**Describe how the employee provides quality work that consistently exceeds customers' expectations. How does the employee show initiative, create a positive customer experience, and follow up in a timely fashion? How does the employee go above and beyond the duties of the job when working with internal and external customers?**

**Describe how the employee enhances the overall quality of service provided by his/her division or college.**

**Describe how the employee promotes or inspires excellence and dedication in others.**



**Describe how the employee supports the mission and vision of the university.**

**Describe how the employee exhibits a commitment to quality service and responsiveness to all customers (internal and external).**

**Additional Comments:**

This image shows a completely blank white rectangular area. It is surrounded by a thin, solid black border that frames the entire composition. There are no markings, text, or illustrations present on the white surface.

## UNIVERSITY EMPLOYEE RECOGNITION & AWARDS NOMINATION FORM

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Nominee's Name

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Nominee's Title

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Nominee's Department

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Nominator's Name and Title

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Nominator's Department

### SIGNATURES

Please obtain all signatures below before submitting the nomination packet.

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Nominator's Signature

Date

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Nominee's Immediate Supervisor's Signature

Date

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Nominee's Department Head/Chair's Signature

Date

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Nominee's Dean's Signature (*applicable only to nominee within school/college*)

Date

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Nominee's Vice Chancellor's Signature

Date

### FOR USE BY THE SELECTION COMMITTEE ONLY:

Date Received:
Disciplinary Actions:
Other:
Nominee's Selection Criteria Score:
<b>TOTAL SCORE:</b>