

**CALIFORNIA STATE UNIVERSITY, FULLERTON**  
**ADMINISTRATIVE PROCEDURES**

---

NUMBER:	741-99-0000	ISSUE DATE: <b>10/03/05</b>	PAGE 1 of 8
---------	-------------	-----------------------------	-------------

---

SUBJECT:	TITAN EXCELLENCE AWARD AND OUTSTANDING STAFF EMPLOYEE AWARD
----------	---

---

REVISES/ SUPERSEDES:	OUTSTANDING STAFF EMPLOYEE AWARD ISSUE DATE 5/1/90 TITAN EXCELLENCE AWARD AND OUTSTANDING STAFF EMPLOYEE AWARD ISSUE DATE 7/2/00 <b>TITAN EXCELLENCE AWARD AND OUTSTANDING STAFF EMPLOYEE AWARD ISSUE DATE 3/23/01</b>
-------------------------	---

---

1.0    PURPOSE AND BACKGROUND

To establish the policy guidelines and procedures for selecting the recipients of the monthly Titan Excellence Award and the annual Outstanding Staff Employee Award.

2.0    REFERENCES AND AUTHORITY

N/A

3.0    POLICY GUIDELINES

California State University, Fullerton, through its Titan Excellence Award and Outstanding Staff Employee Award Programs, provides monthly and annual recognition to employees who have made significant contributions to the university and have provided outstanding service to students, faculty, staff and campus visitors and callers. Recognition is awarded (during a ten-month period each year-July through April), on a divisional basis.

In addition, recognition is awarded each year (during May and June), on a campus-wide basis, from the pool of employees who have received a monthly award during the previous ten-month award cycle.

For the purpose of this program, divisions have been organized into five groups:

- (1)    Academic Affairs
- (2)    Administration and Finance
- (3)    CSUF Auxiliary Services Corporation, University Advancement, and Associated Students
- (4)    Student Affairs

- (5) Executive Vice President, Information/Technology Services, the President's Office, and Budget Planning and Strategy

#### 4.0 DEFINITIONS

- 4.1 Titan Excellence Award - Recognition awarded to a varied number of employees each month. In order to be eligible for consideration, employees must have one year (12 consecutive months or more) of university employment, and must have provided outstanding service to students, faculty, staff, and campus visitors and callers. These individuals must be working within the division designated for that month's program. The number of Titan Excellence Awards will be based on divisional population (four awards for every increment of 100 employees or any portion of 100).
- 4.2 Outstanding Staff Award - Recognition awarded to one to three employees annually, who have made significant contributions and have provided the highest level of service to the university. Recognition is awarded on an all-university basis. Recipients are selected from the pool of campus and auxiliary staff employees who have received the Titan Excellence Award during the previous ten-month period (July through April).
- 4.3 Outstanding Service - Service provided to students, faculty, staff, and campus visitors and callers over and above that which is expected for the position. The criteria are as follows. Candidates should meet most of the criteria.
- A. Creativity
  - B. Initiative
  - C. Leadership and/or Teamwork
  - D. Promotion of the university's image in the community
  - E. Special contribution to work area or university as a whole
- 4.4 Outstanding Staff Award - Service provided to the university above and beyond that expected for the position. Candidates should meet all of the criteria.
- 4.5 Awards Advisory Committee - The Advisory Committee consists of a diverse (gender/ethnicity) group of full-time staff employees who have been employed at the university for a minimum of two years. Members of the university-wide Awards Advisory Committee will be appointed by the Vice Presidents and Divisional Representatives. The number of committee members will be determined by the divisional population as follows:

<u>Number of Representatives</u>	<u>Division</u>
4	Academic Affairs
4	Administration and Finance
2	University Advancement/CSUF Auxiliary Services Corp.
1	Associated Students

1	Executive Vice President, President's Office Staff, and Budget Planning and Strategy
1	Information/Technology Services
4	Student Affairs
1	Human Resources (ex-officio member)

Each member of the Committee will serve a two-year term, with half of the selections being made each June in order that approximately half of the members may be new to the Committee each year.

In its initial year (1999-2000), one half of the members will be appointed to serve a one-year term and one-half of the members will be appointed to serve a two-year term in order to establish a staggered-term arrangement. This staggered-term arrangement will ensure the continuity in the work of the committee.

The Awards Advisory Committee will elect a chair and meet monthly.

#### 4.6 Formula for representation on Awards Advisory Committee:

The Vice Presidents or Divisional Representatives will appoint committee members from their respective areas based on staff employee population according to the formula below. The Vice Presidents or Divisional Representatives will work with the Human Resources representative to achieve a balance of ethnic and gender representation and a cross-section of the units reporting to them.

<u>Number of Staff Employees in Division</u>		<u>Number of Representatives</u>
10 to 100	=	1
101 to 200	=	2
201 to 300	=	3
over 301	=	4

4.7 Nominator - Anyone can nominate a staff employee for an award with direct knowledge of the employee's performance.

4.8 Staff Employee - Person covered by bargaining units 1, 2, 4, 5, 6, 7, 8, 9, confidential or excluded employee. Auxiliary employee (excluding managers).

#### 4.9 Eligible Staff Employee

4.9.1 Titan Excellence Award - Person who has been employed half time or more for 12 consecutive months or more while maintaining a good work record, by CSUF or any of its auxiliary organizations.

4.9.2 Outstanding Staff Employee Award - Person who has received a Titan Excellence Award during the current July through April awards period.

4.10 Appropriate Administrator - HEERA-designated supervisor or manager who is included in the Management Personnel Plan.

4.11 Auxiliary – University Advancement, the CSUF Auxiliary Services Corporation, and Associated Students which are recognized CSU auxiliaries.

## 5.0 ORGANIZATIONS AFFECTED

All units of the university and its auxiliaries.

## 6.0 RESPONSIBILITIES

6.1 Nominator - must complete and submit a nomination form to Human Resources through the appropriate channels. An informational copy should be sent to the Awards Advisory Committee through Human Resources to alert the Committee to the nomination.

NOTE: While staff members in each division are eligible for recognition during specified months of the year, nominations for staff members from throughout the campus will be accepted by Human Resources at any time and held for consideration during the next awards cycle for the nominees' division.

6.2 Nominee - will sign the nomination form if the nominee agrees to the nomination. The nominee may choose to withdraw the nomination from consideration at this time.

6.3 Human Resources -provides overall coordination, support, and training of Awards Advisory Committee.

6.4 Human Resources Representative - serves as an ex-officio member of the Awards Advisory Committee.

6.5 Supervisor/Appropriate Administrator - will sign the nomination form. The supervisor or administrator may add comments prior to sending the form to the appropriate Vice President, Divisional Representative, or designee. Additional evidence of outstanding and/or highest level of service from the nominator may be required as a condition of approval of the nomination.

6.6 Vice Presidents Divisional Representatives -will provide the final sign-off on the nomination form and may add comments prior to sending it to the Committee. The Vice Presidents or Divisional Representatives may require additional evidence of outstanding service from the nominator, immediate supervisor, or appropriate administrator as a condition of approval of the nomination. Nomination forms must be forwarded to the Committee through Human Resources.

- 6.7 Awards Advisory Committee - recommends the Titan Excellence Award and Outstanding Staff Employee nominees to the President through the appropriate Vice President or Divisional Representative.

NOTE: If an Awards Advisory Committee member becomes a nominee, the committee member must withdraw from all Committee activities regarding the nomination.

- 6.8 Advisory Committee Awards Coordinator - will be responsible for coordinating the recognition program for one year (two cycles). Each divisional awards coordinator will have responsibility for the following:

- Establishing the nomination period timeline
- Distributing announcements and nomination forms
- Coordinating Advisory Committee meetings
- Planning and implementing award presentations and announcements with the appropriate division head, the President's Office, and Public Affairs.

- 6.9 Award Recipient(s) - will have an opportunity to participate in the award presentations.

- 6.10 Public Affairs - will provide public relations (promotion, approval of printed materials, assistance with printing, and dispersing of campus-designed awards).

- 6.11 Employee Training and Development - will provide budget coordination.

## 7.0 PROCEDURES

- 7.1 The Nominator will:

- A. Complete and submit the nomination form. (The nominee's signature must be obtained before the form is forwarded to any individual or office.) Once the nominee's signature has been obtained, a copy of the nomination form must be forwarded to Human Resources immediately and the original must be forwarded through the appropriate reporting line and finally to Human Resources. Nomination forms are accepted throughout the year and will be held for consideration until the next awards cycle for the nominees' division.
- B. Give specific examples of nominee's outstanding service in the areas listed on the nomination instrument.
- C. If requested, speak with the appropriate administrator, Vice President, Divisional Representative, or one or more of the Committee members to clarify or provide additional information regarding the nominee.

- 7.2 The Human Resources Representative will:

- A. Work with the Vice Presidents or Divisional Representatives to establish the Awards Advisory Committee.
- B. Serve as ex-officio member of the Awards Advisory Committee.
- C. Orient the Committee members to their responsibilities.
- D. Act as resource person and facilitator for the Committee chairperson/divisional awards coordinator.
- E. Collect nominations and ensure that all required signatures are on the nominations.
- F. Verify nominees' eligibility; assure that award recipient(s) have not previously received the Titan Excellence Award for the same contribution.
- G. Assist the chairperson/divisional awards coordinator in the coordination of the Awards Advisory Committee voting process.
- H. Obtain presidential approval of Committee recommendations.
- I. Keep a history file of the process and nominees in correlation with the divisional coordinators.
- J. Provide continuity/historical information to the Committee members.

7.3 The Awards Advisory Committee will:

- A. Elect a committee chairperson to coordinate all activities of the Committee.
- B. Maintain confidentiality of every aspect of the awards process.
- C. Review nominations for completeness.
- D. Notify nominator of receipt of nomination.
- E. Review written statement(s) and any supporting materials supplied by the nominator(s) to determine which employees appear to have made the greatest contribution based on the information provided on the nomination form.
- F. Select a group of semi-finalists.

(1) Quorum

- a) As is the case for certain specialized organizations and committees, the Titan Excellence Award Committee (TEAS) may

provide in its by-laws a quorum as large as the committee can depend upon for being present at all meetings under normal university and non-university (i.e. weather) conditions. Except as may later amended by the committee to meet the needs of the program and logistical requirements or needs, quorum shall be a simple majority of the total number of voting (non-ex-officio) committee members.

- b) Divisional Representation. At present, the committee is comprised of 17 voting members (4 from Academic Affairs; 4 from Administration and Finance; 1 from Associated Students; 1 from the CSUF Auxiliary Services Corporation; 1 from Executive Vice President and President's Office (represents both units); 1 from Information Technology; 4 from Student Affairs; and 1 from University Advancement; plus 2 ex-officio members from Human Resources. Therefore, quorum shall be established as 9 voting members.
- c) In situations when committee attendance does not result in a quorum, no committee business may be transacted.
- d) Additional alternatives to a simple majority rule may be raised and discussed, as necessary.

## (2) Committee Attendance

- a) To encourage full participation by committee members, Titan Excellence Award committee meetings will be scheduled in advance for an entire academic year, generally to occur on the same day and week of the month.
- b) On occasion, not being able to attend a meeting will be unavoidable. Fluctuations and cyclical changes in individual employees' responsibilities due to the programmatic demands of the university or their work unit are to be expected. When confronted by these circumstances, committee members are asked to contact via email or telephone the ETD staff working in support of this program if they are unable to attend a committee meeting. In the event that a quorum will not be possible, advance notice allows for more efficient and expeditious re-scheduling.
- c) In the event that a member of the committee misses three meetings consecutively without any communication to ETD staff, in coordination with the committee chairperson, the program administrator will contact the committee member to discuss their ability to continue to make contributions as a member of the TEA committee. If a committee member is unable to continue their participation, the program administrator will request another representative from that division from the appropriate division personnel.

- F. Clarify information on the nomination form or seek additional information, if necessary, by conducting discussions/interviews with the immediate supervisor and/or administrator and/or others, as appropriate.

(1) Nominations of Past Recipients of the Titan Excellence Award.

- a) In order to recognize the ongoing contributions of staff employees, especially those who do a great job consistently, beginning with the 2005-2006 cycle of Titan Excellence Awards, the Awards Advisory Committee may consider employees who have been awarded the Titan Excellence Award four or more years prior to the current award cycle in which they have been nominated again.
- b) Nominees who were awarded the Titan Excellence Award within the previous four years may be considered if the nominee works in a different division; OR the nominee works in the same division but in a new, different, or reclassified position.
- c) Whether a nominee has been awarded the Titan Excellence Award in the past will be verified by ETD staff and communicated to the Award committee prior to the meeting at which the nominee will be considered.

(2) Consideration of Award Recipients Who Are Committee Members for the Outstanding Staff Employee Award

- a) Titan Excellence Award recipients who are committee members for the Outstanding Staff Employee Award may continue to be considered as a recipient for the Outstanding Staff Award in the same manner that all other awardees are considered or they may recuse themselves from consideration for the Outstanding Staff Award.
- b) Facilitating the preference of Committee members who are nominated for the Outstanding Staff Employee Award and wish to recuse themselves from voting may interfere with requirements for quorum. When this happens and committee membership is reduced by one or more members, quorum required to transact committee business/make decisions shall be reduced proportionately.

- H. Reconvene, if necessary, to discuss findings on finalists.
- I. Evaluate and rank the finalists.
- J. Forward recommendations through the appropriate Vice President or Divisional Representative to the President.



7.4 The President will:

- A. Review the Awards Advisory Committee recommendations.
- B. Make the final determination and approve the awards.
- C. Present the awards.

7.5 Titan Excellence Award Recipient(s) will each receive:

- A. Personal congratulatory letters from the President and the appropriate division head.
- B. A certificate, suitable for display.
- C. Public recognition via an awards presentation and a photo and/or article in Compendium.
- D. An invitation to an annual event, such as breakfast, lunch or dinner, hosted by the President.
- E. Choice of:
  - CSUF athletics tickets\*
  - CSUF theatre/music tickets\*
  - Small gift from Titan Shops\*
  - Food Court gift certificates\*
  - Carl's Jr. gift certificates\*
  - Marriott Restaurant gift certificates\*

\*These are some of the options. (Availability and gift selection will vary because items are donated.

7.6 Outstanding Staff Employee Award Recipient(s) will each receive:

- A. An individual, personalized plaque and be honored at the annual Staff Employee Awards Ceremony.
- B. A photograph taken with the President of the university.
- C. Recognition through the engraving of his/her name on the all university outstanding employee perpetual plaque in a location, which will be announced, to the campus community.
- D. A photograph of the award presentation displayed with the plaque for a period of one year in a location to be announced to the campus community.
- E. A cash award.

F. Annual parking pass.

G. Donated gifts.

7.7 Nominees of the award winners will receive personalized thank you letters from the President and the appropriate division head.

## 8.0 APPENDICES

8.1 Nomination Procedures

8.2 Nomination Form