

# SUPPORT STAFF AWARDS

## Description

The Werklund School of Education presents five (5) support staff awards each academic year to Werklund School of Education Management and Professional Staff (MaPS) and Alberta Union of Public Employees (AUPE) staff members who demonstrate high standards of professionalism, service, initiative and innovation. Nominations may be submitted by students, academic staff, support staff or the general public.

Dean's Excellence Award	Excellence in Innovation Award	Excellence in Leadership Award	Excellence in Service Award	Staff Collaboration Excellence Award
Demonstrates overall excellence in his or her position	Demonstrates significant innovation	Actively involved in mentorship and development	Provides the highest level of service to the School Community	Creates opportunities to collaborate and demonstrated initiative
1 AUPE staff <b>or</b> MaPS staff member	1 AUPE staff <b>or</b> MaPS staff member	1 AUPE staff <b>or</b> MaPS staff member	1 AUPE staff <b>or</b> MaPS staff member	1 AUPE staff <b>or</b> MaPS staff member <b>and</b> Academic staff member
\$2,000 towards professional learning	\$500 towards professional learning	\$500 towards professional learning	\$500 towards professional learning	\$500 towards professional learning

## Support Staff Awards Selection Process

1. Nominations may be submitted by students, academic staff, support staff or the Alumni.
2. Members of the Support Staff Awards Committee shall make the selection of the award recipients for the Excellence in Innovation Award, Excellence in Leadership Award, Excellence in Service Award and Staff Collaboration in Excellence Award.

The Dean shall make the selection of the award recipient for the Dean's Excellence Award.

3. The recipients shall be announced and presented at an appropriate venue. Support Staff Award recipients will receive funding to be used towards a professional learning activity. All recipients shall receive an engraved plaque and a letter from the Werklund School of Education acknowledging the honour.

# EXCELLENCE IN SERVICE AWARD

## Description

The Excellence in Service Award is presented annually to one (1) AUPE staff member or one (1) Management and Professional Staff member who has demonstrated continuous dedication and cooperation in their service to students, academic and support staff, and the general public. The nomination will be adjudicated using the criteria below.

A nominee should be an individual who:

- provides the highest level of service to the School community;
- goes beyond the requirements of their position to creatively promote the School's core values;
- demonstrates initiative in improving work processes that anticipate client needs and interests;
- takes the initiative to continuously expand knowledge and skills; and
- contributes to the overall success of students, clients and colleagues.

## Eligibility

Current University of Calgary Werklund School of Education AUPE or MaPS staff members (including all continuing, fixed or limited term staff) are eligible for this award.

## Rules and Guidelines

1. Nominations for this award can be made by students, alumni, academic or support staff members, or members of the community
2. The nominee must display excellence within the Werklund School of Education
3. The nominator is responsible for submitting a complete nomination package (maximum 10 pages) to the Chair of the Awards Committee by **June 15, 2023**
4. Recipients of this award will receive funding to be used towards a professional learning activity. All funding must be spent within 18 months of the nomination deadline.

## Nomination Package

The nomination package consists of three parts:

Part 1: Support Staff Award Application form

Part 2: Nominator letter of support

Part 3: A minimum of two signed letters of support (one of which must be from the nominee's supervisor)

## Selection Process

All nominations are reviewed by members of the Support Staff Awards Committee and evaluated based on the evidence provided in the application and a rating on the overall quality of the submission.

## Recognition

The Excellence in Service Award recipient will be announced and honoured at an appropriate venue. The award recipient will receive \$500 to be used towards a professional learning opportunity of their choice, and a letter from the Werklund School of Education acknowledging the honour.

## Submission

Completed nomination packages should be submitted as one PDF file and sent to:

Violet Baron, Interim Chair  
Werklund School of Education Awards Selection Committee  
vlbaron@ucalgary.ca

# Support Staff Award Application

## Part 1: Nominee Information

Family name:

Given name:

Did the nominee receive a Werklund School of Education Support Staff Award in the past?

Yes     No     Don't Know

If yes, please indicate the award and year:

## Part 2: Nominator Information

Family name:

Given name:

Connection with the nominee:

Academic staff     Alumnus     Support Staff     Student

## Part 3: Nominating Award

Select the nominating award:

- The Dean's Excellence Award
- The Excellence in Leadership Award
- The Excellence in Innovation Award
- The Excellence in Service Award
- The Staff Collaboration Excellence Award

## Part 4: Nomination Supporting Documentation

The nomination package must be submitted as one pdf file by **June 15, 2021**; a maximum of 10 pages (including this cover page); on 8.5 x 11" paper; no smaller than 11 pt font.

- Nominator Letter must include:**
  - A detailed description of the nominee's contributions within the Werklund School of Education as a staff member as it relates to the selected award
  - **Maximum 5 pages**
- A minimum of two Signed Letters of Support must include:** (one of which must be from the nominee's supervisor)
  - Examples of excellence within the Werklund School of Education as it relates to the selected award
  - 1-2 pages
- I have made the nominee aware of this nomination.**
- I grant permission to provide a copy of this nomination package with the nominee after adjudication**

# SAMPLE NOMINATION LETTER

Date

Support Staff Awards Committee  
Werklund School of Education

Dear Chair and Committee Members

It is with great pleasure that we nominate Jordan Cook for the Excellence in Service Award.

## **Highest level of service to the School community**

Fondly known as the 'go-to' for most things at our School, Jordan receives calls daily from students, staff and faculty who call upon her experience and know-how for information and advice. Jordan is helpful, caring, resourceful, and happy to offer service no matter the task.

Jordan takes it upon herself to provide exceptional support and service to new faculty and staff. She discerns quickly their individual needs and moves efficiently to provide key information, recommendations, or direction. One of Jordan's former supervisors wrote:

*Jordan is a wonderful ambassador for our university...in assisting faculty, students and staff as they navigate the university bureaucracy and in greeting visitors and guests. If she did not exist, we would try to invent her.*

Jordan is a fantastic teammate...always cheerful and exceptional in everything she does. Her quick wit, attention to detail, and loyalty to the university have endeared her to her colleagues. She is a true champion for higher education with a tireless commitment to serving our university.

## **Goes beyond the requirements of their position to creatively promote the School's core values**

In addition to performing her job at an exemplary level, Jordan demonstrates an extraordinary commitment to her university community as well as to the general public. Although Jordan is responsible for a complex workload, she can often be found assisting a recently hired co-worker or helping the other colleagues.

Jordan consistently finds ways to help her co-workers. Her willingness to assist others and her commitment to supporting colleagues is unequalled. She often performs above and beyond and recently offered her expertise and planning skills to navigate a job search to the point of providing detailed itineraries for several external candidates. Even though this was not required of her, she did so willingly and cheerfully.

### **Contributes to the overall success of students, clients and colleagues**

Jordan makes it a point to learn every student's name. Regularly I can hear her on the phone and she is checking to find out how they are doing and if they have any follow-up questions. Below are just a few of the email comments I've received regarding Jordan's service:

*"I really appreciated how helpful Jordan was and how she made all of us feel at ease."*

*"I think she could tell I was still confused at the end of our conversation because she offered to provide additional explanation personalized to my own situation. That was so unexpected and thoughtful of her."*

### **Improving work processes that anticipate client needs and interests**

Earlier this year, Jordan asked if she could put together a "best practices" training manual to share with the other offices. She jumped at the chance to research changes that would directly impact colleagues and took pride in being able to create new processes. Her efforts not only benefitted Werklund School staff, but they also set an example and inspired her co-workers to stay pro-active on their topics.

### **Continuously expanding knowledge and skills**

Jordan works tirelessly to update her knowledge of our services--and of other programs as well. She has also taken all of the necessary finance and p-card training classes to better support clients. This year she also took several Continuing Education courses to broaden her understanding of communicating with clients and colleagues.

Jordan has made a difference at our School and University and has positively impacted our students. Her skills, knowledge, willingness to help others, and dedication to our students, staff and the community make her our Excellence in Service nominee.

Sincerely,