Service Champions

Please join Human Resources in congratulating Old Dominion University’s Service Champions!

These Champions were selected because of their fine reputation for consistently providing a high standard of service. As Service Champions, they play an integral role in ensuring that the Service Standards continue to be an active part of our University’s culture. They are charged with coordinating the integration of the Service Standards into their specified areas and serving as role models for how the Service Standards should be upheld. The Service Champions work with their areas to assure that any existing or new performance standards align with the Service Standards, as well as explore (with their colleagues) what is the best way to make the Service Standards a part of their area’s everyday interactions.

As representatives of the University, it is important for all to remember that regardless of what position we hold, we hold a position of service. The person requiring your assistance could be a student, a colleague, a vendor, a parent or a member of the surrounding community. If the individual depends on you for anything, whether they require information or a more tangible action, they are the one you are serving in that moment.

The best experiences in life begin with serving others
Important Compliance Reminders

**Policy #6027 Employment Eligibility and Verification**
All employers are required to verify the identity and employment eligibility of their employees, including students. This policy ensures that the University complies with Federal requirements that all University employees’ identity and eligibility to work in the United States are verified.

U.S. Citizenship and Immigration Services requires the completion of the Employment Eligibility Verification (Form I-9) to verify that persons are eligible to work in the United States.

**E-Verify**  The 2010 General Assembly passed legislation (HB737) requiring all state agencies to use E-verify, an internet-based system that allows an employer to determine the eligibility of an employee to work in the United States by December 2012. In March 2011, the Governor directed all state agencies to implement E-verify by June 1, 2011 for all new hires.

E-verify supplements, but does not replace, the legal mandate to complete the I-9 form. Once the I-9 form is completed, information is entered into the E-verify system and the employee’s eligibility to work is confirmed. The system must be completed no later than the third business day of employment (e.g. employee hired on Monday, E-verify information must be entered no later than close of business on Thursday).

**Employment**  Before any new hire (including students) is authorized to work on campus, all required employment documents must be submitted and approved by the appropriate departments (i.e. Human Resources/Academic Affairs/E1s Processing/International Student & Scholar Services).

Performance Feedback and Recognition

The month of April marked the midpoint in the classified employee performance cycle. Some departments are preparing Interim Evaluations for classified staff - a process which insures that employees receive specific feedback about their performance. Employees receiving feedback now about poor performance will have time to demonstrate needed improvement before annual evaluations are completed in the Fall.

While Interim evaluations are not mandatory at ODU, supervisors are encouraged to use this mid-point to review employee strengths and contributions with them along with any deficiencies or areas that need improvement. Many employees complain that they only get feedback when there is a problem – or that their special efforts and successes are not acknowledged by their supervisors. The **Interim Evaluation Form** is simple. Supervisors can use this tool to generate conversation about work processes, barriers, compliments received, improvements noted and the like.

Employees who have made extraordinary contributions, individually or as a team, should be recognized for their contributions. Two forms are available to document the success: The **Acknowledgement of Extraordinary Contribution** or the **Immediate Recognition Form**. In order to award the overall rating of Extraordinary Contributor on the annual evaluation, at least one of these two forms must be issued to the employee during the performance cycle. To be meaningful, recognition must be timely. When an acknowledgment is not provided at the time of the special contribution, the opportunity for meaningful recognition is lost.

Supervisors are encouraged to review employee performance now, talk about performance with employees and take appropriate steps to acknowledge success or address deficiencies. For assistance with these processes, please contact Tony Belk (3-3046) or Kathy Williamson (3-4564) in the Department of Human Resources.
Employee Appreciation

The week of May 6 – 12, 2012 is a time to celebrate the hard work and dedication of state employees. During **VIRGINIA PUBLIC SERVICE WEEK** supervisors are encouraged to recognize their employees in some way.

In conjunction with Virginia Public Service Week, the Quality of University Life (QUL) Committee is hosting an Ice Cream Social appreciation event. The QUL committee is sponsoring the “QUL: It’s All Around You!” appreciation open house on Tuesday, May 8, 2012, in the Webb Center North Cafeteria and Patio between 11:00 a.m. and 2:00 p.m. Please stop by, enjoy a tasty treat, fellowship with your colleagues and register for door prizes. Drawings will be held every 30 minutes. Discuss your QUL and increase your chances. You do not have to be present to win!

As this is an appreciation event, employees do not have to use leave to attend. Please obtain supervisor’s approval for release time and please ensure that departments have adequate coverage during this event. Should you have any questions please contact the Department of Human Resources at 683-3042.

Here is a list of ideas for showing your appreciation to your employees during **VIRGINIA PUBLIC SERVICE WEEK**. This is just a start...you may want to come up with programs or events that are more appropriate for your department.

The following ideas were developed by the Department of Human Resource Management (DHRM) in Richmond to assist agencies and managers with planning recognition:

- **Establish a permanent department level award to recognize excellence in customer service.**
  - May be named for someone who was a former worker at the agency who has now retired or otherwise left the agency.
  - May be awarded annually, semi-annually, quarterly or monthly as appropriate for each agency.

- **Create a Recognition Bulletin Board.**
  - Post letters of appreciation from customers.
  - Post charts of achievements (number of customers served and other performance metrics)
  - Post peer- or management-nominated Bravo Cards for individual or team achievements in the agency
  - Post pictures of agency program activities or events

- **Management team thanks each employee**

- **Face-to-face thanks**
  - Create certificates of appreciation from a Microsoft Word template and use simple steps to build a merge-print process to print certificates for personal signature of the VP, Dean or Director.

- **Print and display banners or posters that speak to terms of appreciation**
  - You are what makes ODU successful
  - Thanks to our employees, we all shine in the eyes of our customers
  - Teamwork makes us more responsive to our customers – Thanks!
  - Other suggested phrases
Employee Appreciation (con’t)

Some agencies do special events during the week to engage both employees and their managers. Some events that have worked well include:

- **Ice Cream Social** – bring in ice cream and toppings and let everyone make their own dish of ice cream. Some agencies divide up the cost by having each manager bring an ingredient. This event encourages employees to relax a moment and enjoy the company of their coworkers.

- **Pizza** – (Or any other food, for that matter) Management orders in Pizza and serves it to the employees. Many areas have a delivery-style pizza place near the workplace.

- **Games** – Take photos of employee “smiles” and have a contest to see who can match the smile to the employee. The theme might be “Customer Service is more than Lip Service.” Another is to bring baby pictures to match to employees or to bring photos of pets and try to match them to their coworkers.

- **Recognition Leave** – Grant each employee 2-4 hours of Recognition Leave with a finite date in which to take it. Usually a two week period is sufficient and could encompass one pay period.

- **Fruit or Flowers** – Depending on the size of the work unit, a basket of fruit or a single carnation for each employee is a traditional gesture of thanks and is seldom seen these days. It could be a cupcake and a note on each employee’s desk or in a break room.

Sometimes saying “thank you” is not easy. Below are some guidelines to make your words of appreciation SMART words. Expressions of recognition in the workplace should meet the following criteria:

- **Specific** – if possible, cite the employee’s contribution in a specific field, on a project, or a special ability or skill.

- **Measurable** – Include percentages or other measures if relevant to the specific acknowledgement of an achievement (staying under budget, delivery of project on time – delivered 1 week ahead of schedule).

- **Appreciative** – Express your personal appreciation and/or the appreciation of the employees’ customers.

- **Relevant** – recognition should be for knowledge, skills, or abilities in performing the job.

- **Timely** – the appreciation should be given as soon as possible after the achievement occurred or in the case of annual recognitions, include phrases like “during the past year” or “while the project team was implementing the plan.”

You may not be able to capture all five of the criteria on every acknowledgement. Do not try to artificially squeeze one more piece of information where it does not fit. It will be received as “false” by the employee.

Example of phrases that are well received in the workplace:

- Your work on the xyz proposal was delivered ahead of time and included all of the customer’s needs. This added credibility to our relationship with this customer.

- The monthly reports you have been producing for the department are on-time, clear and concise, and allows the department to “tell our story” to management.

- Your progress on the Major project has been fantastic. You have met every critical point on the timeline, which helps your project partners fulfill their parts of the project.

Make plans to appreciate your employees during **VIRGINIA PUBLIC SERVICE WEEK** May 6 - 12, 2012.
Employee of the Month

The University Employee of the Month program has been in full swing since December 2010 with seventeen winners! Each winner received a framed certificate delivered personally by President Broderick. In addition, the winners received a recognition bonus of $175 for Classified and AP faculty and $250 for hourly employees. Classified and AP faculty winners also received one day of recognition leave. (The cash bonus is higher for hourly employees because they are not eligible to receive recognition leave.) The process is very simple, just click on the link below which will direct you through the process. Departments that have their own Employee of the Month program can submit the same justification in addition to any other supporting documentation to include the nomination form contained on the web site to compete for the University Employee of the Month. If you need assistance please contact Tony Belk at 683-3046 or jbelk@odu.edu. Please take a moment to recognize deserving employees!

http://www.odu.edu/ao/humanresources/employeeofthemonth.shtml