

AwardU

AwardU CHARTER



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The AwardU Committee was formed to support the governance, continuity and effectiveness of the AwardU Employee Recognition Program.

MEETINGS:

The Committee meets at least quarterly or when necessary at the call of the Committee chair. Meeting dates and times should be specified in advance when possible.

MEMBERS:

The following is a list of identified Committee roles and responsibilities. The size of the Committee should be limited whenever possible and should never exceed 20.

VOTING IN GENERAL:

When the Committee assembles for voting on various matters, they should follow a blind voting method whenever possible. A simple majority wins. Simple majority is defined here as the majority of members present and voting. As all members may not be available at all times, a quorum of 50% of members must be present to conduct a vote.

RESPONSIBILITIES:

The general responsibilities of the Committee include:

Evaluate the program and the chairperson on a regular basis

Ensure the Committee is representative of ITS

Review and recommend roles, responsibilities and expectations for members and the chairperson

Conduct Judge, member and chairperson orientation

Review Human Resources' policies annually to better recommend any needed changes

Oversee the program's self-assessment and improvement process on a regular cycle

COMMITTEE DESCRIPTION

ROLE	RESPONSIBILITIES	TERM
AwardU Committee Members	<p>Provide project direction through all phases, including project issue resolution and changes to project scope, budget and schedule</p> <p>Obtain support for the project from various WVU units</p> <p>Attend urgent issue meetings and update, as well as Committee and resolution meetings</p> <p>Review status reports</p> <p>Attend and present special presentations</p> <p>Act as a project liaison as needed between WVU divisions if conflicts arise</p> <p>Review and redefine awards as needed</p> <p>Evaluate the effectiveness of the program and the Committee, and recommend needed changes</p> <p>Develop an orientation program for new Judges, members and chairperson</p> <p>Periodically review membership to confirm the duration of terms align with the charter</p>	2 years
Chairperson	<p>Attend and plan Committee meetings</p> <p>Prepare and distribute meeting minutes and informational materials such as agendas</p> <p>Voice objective opinions on issues</p>	2 years
Administrator	<p>Manage anonymity of nominees for the benefit of the AwardU Committee</p> <p>Attend weekly committee meetings whenever possible and help oversee committee and program business, including maintenance of website, development and purchase of prizes, internal promotion of program and other duties as needed.</p> <p>Director of Communications (or comparable Senior ITS Leadership title)</p>	Permanent
Moderator	<p>Facilitate the Judges' meeting and help Judges understand the rules</p> <p>Witness the random selection of substitute judges if there are more qualified volunteers than vacant judge positions.</p>	2 years
Lead Developer	<p>Ensure developers on the AwardU Committee adhere to software quality standards</p> <p>Collaborate with Committee and other developers as needed to plan, design, develop, test and deploy the application, or post-launch app improvements</p>	2 years
Lead Editor	<p>Cross-check facts and edit spelling, grammar and writing style</p> <p>Reject writing that appears to be plagiarized, ghost-written, previously published elsewhere, or of insufficient interest to the readers of the publication</p>	2 years
Design Lead	<p>Lead a Content Design group</p> <p>Create designs that are original pieces of artwork</p> <p>Decide the color scheme, layout and overall graphical appearance while working with the Lead Developer and Lead Editor.</p>	2 years
Content Manager(s)	<p>Create content including written descriptions of awards, FAQ, the program documentation and the award process</p> <p>Ensure consistency of content before it is submitted to the Lead Editor</p>	2 years
Former Members	Contributed to the success of this initiative during their tenure on the committee	2 years

ELECTIONS:

Each year, the Committee performs an audit of its members. The following restrictions apply:

No member can serve longer than a 2-year term without committee confirmation.

No member should serve longer than 6 years consecutively.

Committee Member Selection:

If a position becomes vacant or is newly created, the Committee will solicit volunteers from within ITS. If the number of volunteers exceeds the number of vacancies, new members will be selected via a random blind drawing.

Chairperson:

The chairperson for the Committee is a non-voting member of the Committee and elected by the current Committee members for a two-year term. In the case of a tie for the re-election of the chairperson, the current Administrator would break the tie. If the chairperson is promoted to a Senior Leadership position, he/she must resign from the group and the remaining members will hold a new election to replace the chair.

Term Renewal:

If a member's term has expired, he or she may seek term renewal. The Committee follows a blind voting method and submits ballots to the chairperson. A quorum is required to conduct a vote. A simple majority wins. The chairperson acts as a tiebreaker if needed, except in the case of his/her own re-election.

Dismissals:

Service on the Committee is strictly voluntary and any member, with the exception of the permanent Administrator, can relinquish their seat at any time. Dismissal from the Committee may be a result of unexplained failure to attend 3 or more Committee meetings, any behavior that violates WVU ethics policy, belligerent or abusive behavior to other Committee members, or defamation of the AwardU program or its associated rewards. The Committee will vote on this matter.

Change Management:

Any changes to the AwardU Committee or Employee Recognition Program, such as additions or deletions of award categories or creation of new member roles, should be submitted to the Committee in writing. Once the Committee has reviewed the proposed change, a vote is held.

AwardU RECOGNITION

HOW IT WORKS AND WHO IT IS:

The nomination period is open quarterly, based on the calendar year. ITS employees may log into the recognition application to nominate another ITS employee for an Outreach, Innovator or Role Model RockIT award. Once the nomination period closes, entries are scrubbed and made anonymous by the Administrator, sent to the Judges to be ranked, where awardees and runners-up could be selected. This process repeats each quarter.

AWARDU COMMITTEE MEMBERS:

The AwardU Committee provides program direction. Members attend meetings, generate status reports, deliver special presentations, and act as program liaisons as needed.

JUDGES:

Awardees become Judges for the next quarter. This process of the previous quarter's awardees becoming the present quarter's Judges repeats. If there is an insufficient number of judges for any reason, volunteers are solicited to serve as alternate judges, then chosen by random drawing.

ADMINISTRATOR:

One permanent Administrator, as a member of the AwardU Committee as well as Director of Communications (or similar title), acts as a liaison between the nominees, Senior Leadership and Judges. The Administrator is responsible for duties outlined in the AwardU Processes.

HUMAN RESOURCES REPRESENTATIVE:

A Human Resources representative reviews the list of nominee names for eligibility. The Human Resources representative communicates any disqualifications, regardless of the reason, to the Administrator.

EVALUATION OF NOMINATIONS BY CATEGORY:

Each quarter's nominations are reviewed by three Judges. The Judges review and rank nominations. As guidelines, listed below are the standard definitions for our three categories of Innovation, Role Model and Outreach.



INNOVATION:

The innovation award is designed to showcase and recognize creative thinking in all areas of management and operations, whether you've come up with a clever solution to a problem or found a way to save ITS time, money, or both. At a time when everyone is exploring new options, it's a great source of both ideas and recognition for your achievements. The Innovator award is given for projects or initiatives that represent "innovation" in the true sense of the word; that is, the development of a new, more creative, more effective, or more efficient approach to any aspect of management or operations.



ROLE MODEL:

The importance of having a role model can never be underestimated. Role models help inspire us and drive us. They can help us to focus, to define and achieve goals, and to constantly redefine and strive for success. A role model can be a coach/mentor, teacher, supervisor/manager, or colleague. The Role Model award honors people who embody qualities considered critical to the success of ITS: positive attitude, collaboration, leadership, initiative, and imagination.



OUTREACH:

The purpose of this award is to recognize outstanding individuals whose outreach embodies WVU's mission to enhance the well-being and quality of life of West Virginians. The outreach award honors significant contributions to the community, whether locally, regionally, or nationally. Exceptional service to civic, and charitable groups may be considered as well as other contributions that enrich a community's quality of life. This activity may but does not have to support the University's strategic goals for outreach, such as delivering lifelong educational opportunities and stimulating economic growth. Works nominated may support WVU's research mission, empower faculty, support student success, reach out to underrepresented populations, or improve the integration of specific groups of students, professionals, or scholars.

RESTRICTIONS:

The following restrictions apply to the program, employees, Judges, and the Administrator:

1. No more than three awardees, one per category, are recognized each quarter.
2. No person may receive more than one award within a 12-month period.
3. In the event a Judge is unavailable or a judge position is vacant, a volunteer will be selected from ITS. AwardU Committee members may serve as Judges or Administrator while serving on the Committee. Refer to the process on selecting judges.
4. ITS Senior Leadership may request a disqualification. This is expanded on in AwardU Processes.

5. Any person may decline to have his/her name, award, picture or any other identifying information posted in news articles or on the AwardU website.
6. The Application Developer and any employee with access to confidential program data in the AwardU application may not be a Judge.
7. The Administrator, the AwardU Committee Chairperson and Judges are ineligible to nominate or be nominated.
8. The following positions, comprising ITS Senior Leadership, are ineligible for nominations. Except for the Director of Communications, incumbents of these positions are also ineligible to serve on the AwardU Committee:

Chief Information Officer

Chief Information Security and Privacy Officer

Executive Director of Enterprise Applications

Executive Director of Enterprise Infrastructure and Research Computing

Executive Director of Business Relationships and Customer Support

Director of Marketing & Communications

Director of Student Life/Card Services

Director of Enterprise Infrastructure

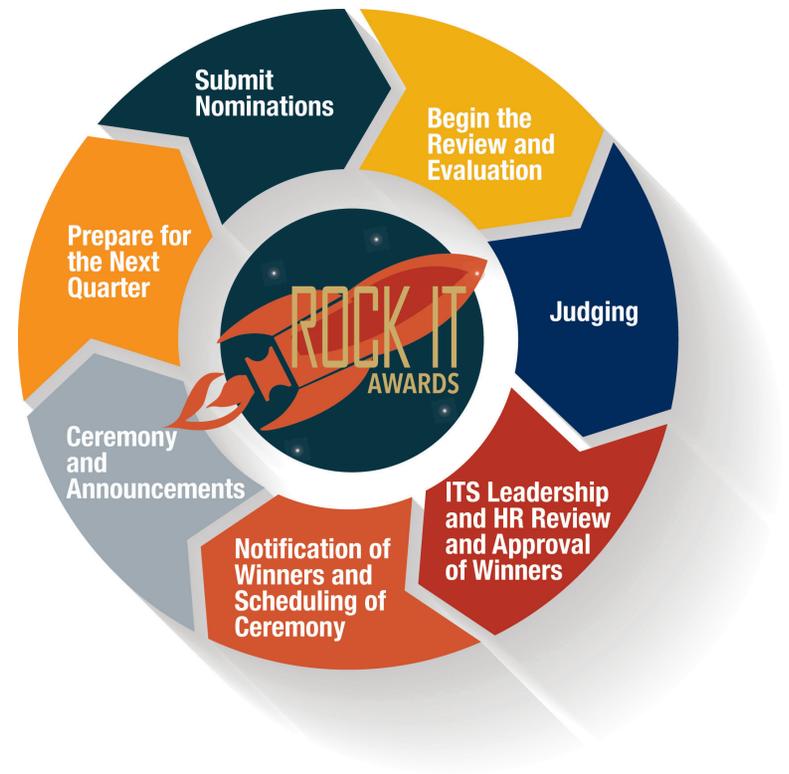
Director of Enterprise Apps (Operations)

Director of Enterprise Apps (Development)

Director of IT Service Management

GOVERNANCE:

- The AwardU Committee, oversees the Employee Recognition Program, with ITS Senior Leadership given limited disqualification power.
- The Chief Information Officer, in the event of a three-way tie, is the deciding vote.
- The Judges and ITS Director of Communications, as the permanent AwardU Administrator, manage the award process.



AwardU PROCESS

TASK	ROLE
Submit Nominations:	
Entries are submitted via the Employee Recognition program nomination website.	ITS
Begin the Review and Evaluation:	
Runner-up nominations will automatically be resubmitted for the next quarter. The nominator of the runner-up nominations will be contacted by the Administrator in case they wish to amend or improve their nomination.	Administrator
At the close of each quarter, the Administrator copies and pastes the nominations from submissions into a spreadsheet.	Administrator
Nominations are reviewed by the Administrator for legitimacy and eligibility.	Administrator
Any nominations submitted by a judge will be moved to the next awards cycle..	
Submit the names of all nominees to the designated ITS contact for Human Resources	Administrator
Review the list of nominee names to determine whether any confidential, legal or personnel reasons would render the reward inappropriate.	HR
When there are multiple nominations of one person in a category the nominations are treated as separate entries, scrubbed accordingly, and submitted to the Judges. They will not be combined into a single document of multiple entries for one nominee.	Administrator
The Nominees spreadsheet is updated with the following <ul style="list-style-type: none"> • Administrator name. • Date of completion • Quarter of the current award 	Administrator
Assemble judging instructions and all nominations into packets and distribute to judges via Moderator.	Administrator
If there are fewer than 3 judges, additional judges will be selected in the following order: <ul style="list-style-type: none"> • Previous award winners who were unable to serve • Volunteer from ITS at large • Volunteer from AwardU committee <p>Only those employees who are not current nominees nor current nominators are eligible to serve as a judge. If there are more qualified volunteers than judge positions available, the judge(s) will be selected at random from the list of volunteers by the Administrator with one or more witnesses such as the Moderator present.</p>	Administrator
Ensure a member of the AwardU committee is assigned as Moderator to support and assist the judging panel.	Administrator

TASK	ROLE
Judging	
On each nomination there is a space to enter a number 1 through 7, with 1 being the lowest and 7 being the highest.	Judges
Judges, on their own and before the judges' meeting, rank each nomination with the guidelines below: <ul style="list-style-type: none"> • Be fair and unbiased. A goal of this program is to be as objective as possible. • Rank the nominations honestly. This sounds vague and leaves the decision to you on purpose. When you read the nominations, as a member of the ITS and WVU communities, which ones stand out to you as particularly deserving of praise and recognition? • You may, while serving as a judge, realize you know the subject of a nomination even though the name was removed. This does NOT disqualify you from voting. However, in keeping with the spirit of the program, you should be as objective and fair as possible. Judge the nominee solely on the content of the nomination provided and on any supplemental information requested. <p>Judging, ultimately, is a personal decision. You are expected to uphold the spirit of the program and help recognize the best ITS has to offer.</p>	Judges
Selection of Winners and Runners-Up: <ul style="list-style-type: none"> • The Judges meet to share their individual scores for each nominee. • The Judges tally the rankings and determine the two highest scores in each category. • They decide whether to award a winner and a runner-up, only a winner, or neither. Judges shall not nominate someone only to fill the slot. Only deserving, agreed-upon nominees shall be selected. • Runners-up are a back-up in case the disqualification process removes the winner from contention. • The list of winners and runners-up is sent to the Administrator 	Judges
Tiebreakers <ul style="list-style-type: none"> • After tallies are complete, any ties in a category must be addressed. • Judges are to discuss amongst themselves the merits of the tied nominations to try to reach a consensus. • If there is no consensus between the Judges, then the Chief Information Officer casts the deciding vote. 	Judges
In the event a nominee is chosen as the recipient in more than one category, the Administrator alerts the Judges to the problem. The Administrator must note which categories to address.	Administrator
Process for a Nominee Chosen as a Winner in Multiple Categories <ul style="list-style-type: none"> • The Judges decide which category the winner keeps, and from which category he/she is removed. • The runner-up, if one was selected, becomes the winner for that category. • The results are sent back to the Administrator. 	Judges

AwardU PROCESS

TASK	ROLE
ITS Leadership Review and Approval of Winners	
The Administrator adds the names back to the anonymized nominees.	Administrator
Submit the winning nominations to ITS Senior Leadership, along with the standard objection form, and outline the limited circumstances under which they may object to the judges' selections. Require responses within 48 hours.	Administrator
ITS Senior Leadership uses the guidelines on the challenge form to determine if any of the selections should be disqualified.	ITS Senior Leadership
ITS Senior Leadership has 2 days to voice objections to selections via the group email.	ITS Senior Leadership
If there is an objection, ITS Senior Leadership will convene an emergency meeting.	ITS Senior Leadership
If the disqualification stands or is an issue that cannot be discussed due to legal or privacy reasons, the AwardU Disqualification Form is submitted by the objecting member(s) to the Administrator.	ITS Senior Leadership
The Administrator sends the form to the Human Resources representative.	Administrator
The Human Resources representative reviews the form and determines if the proposed disqualification is valid or invalid and informs the Administrator.	HR
The Administrator alerts ITS Senior Leadership to the decision of the ITS Human Resources representative.	Administrator
Notification of Winners and Scheduling of Ceremony	
Inform winners confidentially and provide an opt-out option.	Administrator
Organize RockIT Awards ceremony.	Administrator
Provide written summary of winners afterward for email distribution to all ITS staff and for publication on the AwardU website and for WVU University Relations' Climb Higher nomination.	Administrator
Provide all nominations in full to the CIO after the ceremony and provide a copy of the Nominees spreadsheet to the Senior Office Administrator assigned to the CIO.	Administrator
Share full nomination with all ITS employees at the end of each quarter via a separate email announcement.	Administrator
Archive nominations.	Administrator
Update RockIT Award website.	Administrator
Prepare for Next Quarter:	
Select the judges for the coming quarter. Enter the judges' names into the nomination application system so they cannot be nominated for the quarter they are judging.	Administrator
Review current nomination system restrictions to ensure that a year has passed before nominations can be made for previous winners.	Administrator

ROCKIT AWARD RATING FORM (EXAMPLE)

Nominee #1

Award Type:

- INNOVATION
- OUTREACH
- ROLE MODEL

Scrubbed Nomination:

Judges' Rank (scale of 1 to 7)

RockIT Award Disqualification Form

Winners of the RockIT Awards under the Information Technology Services Employee Recognition Program are nominated by colleagues, reviewed anonymously, and chosen by a rotating panel of Judges to ensure there is neither bias nor favoritism. In the final step of the process, the Judges submit their selections to the ITS Senior Leadership team, whose members may request a reconsideration in rare circumstances and for limited reasons.

Any senior manager who wishes to request that a winner be reconsidered must complete the form below, and return it to the Human Resources representative, who will investigate the objection to protect both the employee's privacy and the employer's liability interest.

The HR representative will inform the Judges and the Employee Recognition Committee of the findings if the wrong person has been credited for the work. In any other scenarios, HR will only confirm that the award should be rescinded or uphold the Judges' decision.

Award Type:

- INNOVATION
 OUTREACH
 ROLE MODEL

Candidate Name _____ Date / /

Challenger Name _____ Date / /

Reason(s) award should be reconsidered:

- WRONG PERSON IS CREDITED FOR THE WORK.
 WINNER IS CURRENTLY IN A PROGRESSIVE PERFORMANCE PROCESS that is in conflict with the nature of the award.
 A PERSONNEL MATTER THAT, BY LAW, MUST REMAIN CONFIDENTIAL.

HR Representative _____ Date / /

- YES
 NO

Document Approval, Review and Control

Approvers

By providing your approval of this document you are certifying that you or the unit that you represent agree with its content and that the content meets the stated requirements of this document type and for this project.

Role	Name	Approval Type	Date
Program Administrator	Vicki Smith	Via email	10/31/16

Reviewers

Please include all primary stakeholders.

Role	Name	Approval Type	Date
Chairperson	Steve(n) Marra	In meeting	10/28/16
Committee Member	Brandi Binion	Via email/TBD	10/31/16
Committee Member	Lisa Bridges	In meeting	10/28/16
Committee Member	Jim Dunlevy	In meeting	10/28/16
Committee Member	Rich Finnigan	In meeting	10/28/16
Committee Member	Kathy Fletcher	In meeting	10/28/16
Committee Member	Brandon Foster	Via email	10/28/16
Committee Member	Terry Nebel	Verbal	10/27/16
Committee Member	Jamie Simmons	In meeting	10/28/16
Committee Member	Susan Walker	In meeting	10/28/16

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