Academic Affairs Staff/AP Faculty Individual Impact and Customer Service Awards Criteria*

Individual Impact Awards recognize exceptional performance on short-term tasks such as overseeing special projects and events, improving efficiency of departmental operations and taking on additional duties during times of transition.

Customer Service Awards recognize exceptional customer service to internal or external constituents (students, faculty, staff, parents, community members, etc.) and may include activities such as going the extra mile to provide timely and appropriate follow-up, providing extraordinary responsiveness to the constituent needs or creating improvement in customer service processes that lead to greater efficiency and satisfaction.

Amount Range	Award Criteria
Up to $1500	- Vacant position coverage of 2-3 months - Special project coordination** - Leadership transition support - Employment search/move-relocation support > 3 searches - Training/classes/initiatives that improve department operations and/or produce budget savings > $1000 - Other duties as assigned per dean/provost discretion
$1500-$2500	- Vacant position coverage of 3-6 months - Special project coordination** - Leadership transition support - Employment search/move-relocation support > 5 searches - Training/classes/initiatives that improve department operations and/or produce budget savings > $2000 - Other duties as assigned per dean/provost discretion
$2500-$4000	- Vacant position coverage of 6-12 months - Special project coordination** - Leadership transition support - Employment search/move-relocation support > 7 searches - Training/classes/initiatives that improve department operations and/or produce budget savings > $3000 - Other duties as assigned per dean/provost discretion
$4000-$5000	- Bonuses at this level are for exemplary performance that contributes to the success of a team, department, college, the division or the university that require an employee to consistently and considerably exceed the criteria of the job's essential functions for 9-12 months.
Unfunded IBA	- Consult with HR to determine IBA status and recognition alternatives

When completing the justification section of the AA Employee Recognition Nomination form, please include a detailed description of the exceptional performance, including an overview of the work tasks/project, the effort involved in tasks/project completion and the people served or processes improved.

The grand total of all bonuses to an employee may not exceed $5,000 per fiscal year.

In Academic Affairs, eligibility for employee recognitions begins after one year of employment. Rare exceptions may be made related to mission-critical activities with Provost approval.

Employee recognition requests may not be submitted after May 15 for that fiscal year without prior approval of the Provost Office.

Note: Overtime pay must be used to compensate NON-EXEMPT employees for work beyond 40 hours during any workweek.

* Criteria do not apply to time-off recognition awards (time-off recognition awards per HR guidance).

** Examples of special projects might include activities such as coordinating accreditation/re-accreditation visits, partnering with another division to organize an event (i.e. University Advancement, President's Office, etc.), planning for a special speaker event, conference support, supporting building construction/renovation, support of new software rollout, natural/man-made disaster response, etc.