**Employee Excellence Award Rubric**

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| **Criterion** | **Explanation** | **Evidence Requirements** | **Examples of Evidence** | **Total Score** | **Scoring** | |
| 1) Job-related knowledge and skills | Employee has shown that he/she has a comprehensive and coherent understanding of leading and/or serving in an administrative field | Performance Appraisals | * Supervisor performance Appraisals * Emails/Written accounts/Documented observations on how nominee performed a directed task, duty or project | **20** | Excellent Employee  **16 – 20 points** | Is excellent in his/her knowledge and skills for leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on a job well done * Written accounts * Documented observations | Capable Employee  **11 – 15 points** | Is capable in his/her knowledge and skills for leading and/or serving the Campus community |
| Reports | * Any reports that document work done by department for which nominee is directly responsible for. Please state nominee’s role in completing work cited in report. | Improving Employee  **6 – 10 points** | Is showing improvement in his/her knowledge and skills for leading and/or serving the Campus community |
| Incapable Employee  **1 – 5 points** | Is incapable in his/her knowledge and skills for leading and/or serving the Campus community |
| 2) Critical and creative thinking skills | Employee has shown that he/she can generate alternative ideas, practices and/or solutions that are unique and effective and explore ways to deal with simple and/or complex problems | Testimonials | * Emails that commend nominee on innovative thinking * Written accounts * Documented observations | **20** | Excellent Employee  **16 – 20 points** | Is excellent in his/her critical and creative thinking when leading and/or serving the Campus community |
| Portfolios | * Employee portfolio of work that displaying innovative of critical thinking | Capable Employee  **11 – 15 points** | Is capable in his/her critical and creative thinking when leading and/or serving the Campus community |
| Proposals | * Proposals submitted by nominee that shows considerable evidence of relevant criterion | Improving Employee  **6 – 10 points** | Is showing improvement in his/her critical and creative thinking when leading and/or serving the Campus community |
| Reports | * Any reports that document nominee’s innovative and critical thinking | Incapable Employee  **1 – 5 points** | Is incapable in his/her critical and creative thinking when leading and/or serving the Campus community |
| 3) Responsible attitude to work-life balance | Employee has shown that he/she can prioritise between career and ambition on one hand, health, pleasure, leisure, family and spirituality on other | Testimonials | * Emails that commend nominee on a positive work-life balance * Written accounts * Documented observations | **10** | Excellent Employee  **8 – 10 points** | Is excellent in his/her work-life balance when leading and/or serving the Campus community |
| Capable Employee  **6 – 7 points** | Is capable of his/her work-life balance when leading and/or serving the Campus community |
| Improving Employee  **3 – 5 points** | Is showing improvement in his/her work-life balance when leading and/or serving the Campus community |
| Incapable Employee  **1 – 2 points** | Is incapable of his/her work-life balance when leading and/or serving the Campus community |
| 4) Institutional Loyalty and Engagement | Employee has shown that he/she understands and values his/her own contributions to the strategic mission of the University | Performance appraisals | * Supervisor performance Appraisals * Emails/Written accounts/Documented observations on how nominee performed a directed task, duty or project by corresponds to the strategic goal of the University | **10** | Excellent Employee  **8 – 10 points** | Is excellent in his/her contributions to the strategic mission of The UWI when leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on a positive work-life balance * Written accounts * Documented observations | Capable Employee  **6 – 7 points** | Is capable in his/her contributions to the strategic mission of The UWI when leading and/or serving the Campus community |
| proposals | * Proposals submitted by nominee that shows considerable evidence of relevant criterion | Improving Employee  **3 – 5 points** | Is showing improvement in his/her contributions to the strategic mission of The UWI when leading and/or serving the Campus community |
| reports | * Any reports that document nominee’s institutional loyalty and engagement | Incapable Employee  **1 – 2 points** | Is incapable in his/her contributions to the strategic mission of The UWI when leading and/or serving the Campus community |
| 5) Positive Customer Service | Employee has shown that he/she has effective interpersonal skills, communication skills, motivation, and teamwork towards delivery of high quality services to students, internal stakeholders and external parties | Performance appraisals; | * Supervisor performance Appraisals * Emails/Written accounts/Documented observations on how nominee displayed quality customer service | **20** | Excellent Employee  **16 – 20 points** | Is excellent in his/her customer service skills when leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on quality customer service * Written accounts * Documented observations | Capable Employee  **11 – 15 points** | Is capable in his/her customer service skills when leading and/or serving the Campus community |
| Portfolios | * Employee portfolio of work that displays quality customer service examples | Improving Employee  **6 – 10 points** | Is showing improvement in his/her customer service skills when leading and/or serving the Campus community |
| Incapable Employee  **1 – 5 points** | Is incapable in his/her customer service skills when leading and/or serving the Campus community |
| 6) Respectful and Ethical Behavior | Employee has shown that he/she demonstrates courtesy, professional behaviour, embrace sound values and uphold University Code of Ethics in performance of duties and work activities | Performance appraisals; | * Supervisor performance Appraisals * Emails/Written accounts/Documented observations on how nominee displayed respectful and ethical behavior | **20** | Excellent Employee  **16 – 20 points** | Is excellent in his/her courtesy, professional behavior and embrace of The UWI values and Code of Ethics when leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on respectful and ethical behavior * Written accounts * Documented observations | Capable Employee  **11 – 15 points** | Is capable in his/her courtesy, professional behavior and embrace of The UWI values and Code of Ethics when leading and/or serving the Campus community |
| Proposals | * Proposals submitted by nominee that shows considerable evidence of relevant criterion | Improving Employee  **6 – 10 points** | Is showing improvement in his/her courtesy, professional behavior and embrace of The UWI values and Code of Ethics when leading and/or serving the Campus community |
| Reports | * Any reports that document nominee’s respectful and ethical behavior | Incapable Employee  **1 – 5 points** | Is incapable in his/her courtesy, professional behavior and embrace of The UWI values and Code of Ethics when leading and/or serving the Campus community |
| TOTAL |  |  |  | **100** |  |  |

\*Please note that the attributes scores are not the same and therefore those with higher scores will require more evidentiary verification than lower scored attributes.