

Employee Recognition Program

Rowan University's Employee Recognition Awards program honors faculty and staff for their contributions to support the mission, goals, and values of our institution. The program recognizes employees whose contributions go "above and beyond" the day-to-day responsibilities of Rowan community members. Full-time employees across all of Rowan's campuses are eligible for the program.

How it works

Nominations for Employee Recognition Awards are accepted early each spring. Honorees are chosen by the Employee Recognition Committee of Rowan's Strategic Priorities Council. Recipients are honored each April at the annual University-wide Celebrating Excellence Awards Ceremony on the Main Campus.

Awards are presented in six categories. They include: Customer Service; Engagement; Entrepreneurship; Inclusivity; Student-Centeredness; and Teamwork. Two awards are presented for Teamwork—one for an individual who stands out for their work as a teammate and another to a University team or group.

The award definitions are as follows:

Customer Service

Customer service is defined as a series of activities intended to improve the level of customer satisfaction. At Rowan, customer service means that we focus on positively impacting our students' overall educational experience and our internal and external stakeholders' interactions with University offices and programs.

Ways in which faculty and staff demonstrate customer service include the following:

- Delivering courteous and prompt service
- Taking personal responsibility for resolving customer concerns
- Striving to exceed customer expectations
- Anticipating the needs of those we serve and offering proactive and flexible solutions
- Valuing constant improvements by measuring and tracking customer satisfaction
- Creating strategies to help serve customers more efficiently
- Valuing the importance of delivering high-quality service to both internal and external customers

Engagement

Employee engagement is a workplace approach designed to ensure that employees are committed to the University's goals and values and motivated to contribute to the University's success. Employees who embrace this value also enhance their own sense of well-being as they make exceptional contributions to a workplace where they and their colleagues feel inspired by the work they do in support of the University's mission.

Ways in which faculty and staff demonstrate engagement include the following:

- Providing opportunities for Rowan employees to contribute to the University in meaningful ways that help to foster collegiality, responsiveness and trust
- Designing opportunities for the Rowan community to participate in conversations regarding the University's progress, decision-making, goals and outcomes
- Establishing avenues and means of dialogue that translate into employees, students, alumni feeling valued and appreciated
- Demonstrating an appreciation of the ideas of students and establishing avenues by which students can contribute to and support the University's pillars
- Communicating Rowan's mission and vision to others and encouraging involvement
- Reflecting Rowan University's vision and values through action

Entrepreneurship

Through entrepreneurship, employees are organizational leaders who exercise initiative by generating new ideas and business practices. Employees who take an entrepreneurial approach to their work take advantage of marked opportunities by planning, organizing, and employing valuable resources to create new products and/or services or to improve existing products and/or services. Entrepreneurial employees identify a need in the market, at the University or in their department and work to develop strategies to fill that need.

Ways in which faculty and staff demonstrate entrepreneurship include the following:

- Participating in collaborative problem-solving, breaking down boundaries, and/or creating new relationships to improve the way work is done
- Embracing change as an opportunity for growth and innovation
- Planning and implementing strategies that are in the best interests of the University
- Taking a proactive—and innovative—approach toward finding sustainable solutions to University challenges
- Demonstrating a high degree of financial responsibility and sound judgment

Inclusivity

Employees who excel at inclusivity work to create an environment in which University employees and students share a sense of belonging and mutual respect in which they are valued for who they are. Their work allows others to feel supported and to do their best work.

Ways in which Rowan employees can exhibit inclusivity include:

- Promoting an inclusive workplace by inviting diverse viewpoints, encouraging collaboration and modeling appreciation and respect toward colleagues
- Embracing the importance of cultural sensitivity in the workplace and actively working to resolve conflicts if cultural differences arise

- Helping to engage and retain students alumni and employees by ensuring that all groups and individuals are represented and included, while leveraging differences leading to a more effective, innovative and productive institution
- Examining existing practices, policies and systems for unintended and/or historic bias and working to broaden those structures to reflect multiple perspectives
- Demonstrating respect for the feelings and opinions of others

Student-Centeredness

Employees exhibiting a high level of student-centeredness provide programs, services and learning strategies focused on students' interests, abilities and learning styles. A student-centeredness approach acknowledges students' voices as central to the learning experience. Employees who excel in student-centeredness lead programs and learning experiences, and develop classroom approaches and programs that address distinct learning needs, interests, aspiration and cultural backgrounds of students as individuals and in groups.

Ways in which Rowan employees can embody student-centeredness include:

- Providing optimal learning experiences and services that lead to student success
- Establishing a safe environment where students feel comfortable to learn and grow and enjoy their Rowan experience
- Empowering students to take responsibility for their academic work, social lives and career development
- Promoting an institutional culture that engenders a caring and supportive environment that helps each student feel valued
- Serving as an avenue of communication and information for prospective students
- Helping students develop by investing time and effort in coaching and/or mentoring

Teamwork

Teamwork involves one or two or more employees who share common goals and work in concert to assess a situation, plan a solution, or resolve a problem. Two awards are given for teamwork. An individual teamwork award honors a single employee who is an extraordinary team player. The second teamwork award honors a team of employees who use their complementary backgrounds and skills to achieve a common goal as a whole.

Teamwork at Rowan can be exhibited in the following ways:

- Committing to common goals based on open and honest communication while showing respect, concern and support for others
- Enacting significant changes, modifications or approaches that measurably improve work productivity, efficiency and quality
- Developing an innovative process or procedure that measurably impacts the University community in a positive manner
- Achieving measurable improvements in interactions with all customers

- Proactively seeking different perspectives, breaking down silos and communicating the “why” behind decisions
- Recognizing every member’s contribution to the team
- Valuing team success over individual success

How to nominate

Any administrator, faculty member or staff member at Rowan University may nominate an employee for an Employee Recognition Award. Nominations of deserving employees by Rowan students are accepted and encouraged.

To nominate an employee, submit a signed letter and supporting documents to recognition@rowan.edu. The letter and background should include information about the rationale behind the nomination, the nomination category (Customer service, engagement, entrepreneurship, inclusivity, student-centeredness, or teamwork), background on the employee’s department and duties, and a description of how the nominee goes above and beyond his or her typical responsibilities to excel in the category in which they’ve been nominated.

Multiple nomination letters and/or detailed statements of support for a nominee are accepted.

Questions regarding the nomination process can be directed to recognition@rowan.edu.