HONORS Employee Excellence Award

1. How does the nominee exhibit consistently high work performance? Provide examples of outstanding/exceptional job performance.

He is an outstanding employee and deserves to be recognized for his 15 or so years of service to the University. What I find so remarkable about him is his willingness to be of help to others, whether it be a student who has lost something in the theater, a faculty member who needs assistance passing out test materials, or contractors who need access to the theater after hours. His primary job is to facilitate and maintain the theater. However, he goes beyond the call of duty in the area of customer service. Importantly, he helps faculty with new technology that comes down the pike, such as e-instruction, TRACS, and Adobe Connect. His personal demeanor is approachable and non-intimidating, which I think is an asset for faculty who want to try new teaching methods in the classroom. Again, he will arrange to come in at any time to assist faculty in learning new technology. In addition to classroom duties, he contacts organizers for events that are scheduled in his theater. He confirms the event several days ahead of time and offers his experience and expertise in physical logistics and technical set-up. In some cases, where testing of media is required, he is always willing to come in on weekends or evenings-- he will do whatever is necessary to assure a successful experience.

2. Explain how the nominee exhibits values and behavior in the workplace that demonstrate exceptional service and commitment.

His excellent work ethic contributes directly towards his service and commitment to the University. He is 100% on the job the moment he opens the theater door-- even when he is feeling a bit under the weather-- and you will never hear him complain. He always wants what is best for the students, faculty, and the University and he is committed to doing a good job because of this value.

3. How does the nominee promote positive morale?

On a daily basis, he is always on time and comes to work with an attitude of optimism and sense of purpose. He greets each faculty member before each class and has developed strong bonds with each one of them, which has generated great trust among the faculty with whom he works. His faculty evaluations are always pouring with gratitude and praise. He also makes himself available to students by remaining a constant and consistent presence in the theater. As for the students workers and GRA’s that work for the theaters, he has become both a mentor and a friend. He offers guidance and assistance with a gentleness and optimistic buoyancy.

4. Explain how the nominee utilizes innovation and/or creativity in accomplishing tasks.

When a technical problem arises, he takes the initiative to troubleshoot and fix the problem, but he also has the capacity to seek help from others when he needs it. Most importantly, he keeps me informed of all known issues. He draws from the wealth of expertise that ITS offers when accomplishing tasks.