

PRESIDENT'S SERVICE EXCELLENCE AWARD

2008

NOMINATING & SELECTING CANDIDATES:

1. In October of each year, the President issues a letter (in English and Arabic) to the AUB community specifying the purpose of the Award, the nomination criteria, and the form to use for nomination, where to submit the nomination, and the deadline for submission.
2. At the same time, posters about the award should be designed with the Publications office and printed and distributed by the Office of Information.
3. SQTT Members to encourage nomination of outstanding employees by informal word of mouth with various members of the community, throughout the nomination period.
4. Upon submission deadline (end January of following year), the file of nominations is handed over to the Chair of the Service Quality Task Team (SQTT).
5. Each of Campus and AUBMC HR review their part of the nominations file and completes the "Round 1" activities mentioned in appendix "A".
6. The office of the SQTT Chair cross-checks the list of nominees with previous years' lists to determine if any has been nominated and/or interviewed in the past. This information, in addition to any previous summary/portfolio, should be made available to the relevant sub-team before "Round 2" gets started.
7. Nominations are divided over three sub-teams. Each sub-team completes the "Round 2" activities mentioned in appendix "A", and recommends about 3 candidates to the SQTT.
8. Scoring Criteria are standardized among all sub-teams as per appendix "B".
9. The SQTT, at large, recommend about 5 candidates to the Service Quality Oversight Team.
10. The Service Quality Oversight Team confirms (or amends) the recommendations of the SQTT.
11. The President confirms the recommendations of the Service Quality Oversight Team. This is normally completed before the end of April.

12. A date, time, & location are set for the ceremony (by the President), where the awards are to be delivered. This ceremony is normally held in June (at least two weeks before commencement).
13. Publicity about the event and the awardees to take place prior to event.

APPENDIX “A”

SELECTION METHODOLOGY

ASSESSMENT CRITERIA:

- A. “Customer” satisfaction over a *significant period of time* (≥ 3 years)
- B. “Customer” satisfaction over *different aspects of the job*
- C. “Customer” support *beyond call of duty*
- D. *Creativity* leading to increased “Customer” satisfaction (e.g. process improvement)
- E. Explicit and specific *positive feedback* from “Customers”

ROUND 1:

- Identify any warnings during the last 3 years (Eliminatory)
- Identify any warnings in prior years (Informational)
- Record the Current Title and performance rating during the last 3 years (Informational)

ROUND 2:

- Interview supervisor/department head and representative sample of the “nominators” and “customers” (whenever possible) to build the nominee’s portfolio and establish a base for scoring (see paragraph below). These interviews should be kept confidential in order not to raise expectations.
- Score each assessment category using the following guideline:
 - 1 - 3: No evidence or minimal evidence
 - 4 - 6: Frequent but ad-hoc evidence
 - 7- 10: Consistent and Systematic evidence
- Interview the nominees with the highest scores to confirm or amend scores based on portfolio. Chair of SQTТ to participate in these interviews. In order not raise expectations, candidates that were interviewed during the last 3 years should not be interviewed again.
- Assign a score to the interview using the following guideline:
 - 1 - 3: Weak overall impression
 - 4 - 6: Average overall impression
 - 7- 10: Strong overall impression
- Finalize the nominee’s portfolio and submit a half-to-one page report on each nominee to the SQTТ. Provide a ranking within the sub-team’s nominees.

Portfolio:

Each nominee will have a portfolio that includes the following information:

1. Brief Bio of Nominee:
 - a) Name
 - b) Position
 - c) Grade
 - d) Department
 - e) Date of Employment at AUB
 - f) Date of Employment in current Position
 - g) Record of Promotion if any
 - h) Last three performance appraisal scores
2. Nomination letter/s: Complete form with name, position, department, extension, email and relation to nominee (supervisor, colleague, customer)
3. Reference letters based on interview and/or written recommendation from:
 - a) Supervisor
 - b) Customers
 - c) Colleagues
4. The Sub-team's Assessment: A half-to-one page report with rank as compared to other candidates in the same group.

AMERICAN UNIVERSITY OF BEIRUT
NOMINATIONS FOR THE PRESIDENT'S SERVICE EXCELLENCE AWARD
Scoring Worksheet (Appendix "B")

Sub Team _____

Nominee	Title	Department	Portfolio Criteria					Interview	Total Score
			1	2	3	4	5		

- Criteria 1 “Customer” satisfaction over a *significant period of time* (≥ 3 years)
- Criteria 2 “Customer” satisfaction over *different aspects of the job*
- Criteria 3 “Customer” support *beyond call of duty*
- Criteria 4 *Creativity* leading to increased “Customer” satisfaction (e.g. process improvement)
- Criteria 5 Explicit and specific *positive feedback* from “Customers”