

Richard E. Gibson Merit Staff Award for Innovation and Excellence in Customer Service

Funded by a generous gift from the estate of Richard E. Gibson, this award is given annually to up to two individuals in the Merit classification. It recognizes an employee's outstanding creativity and innovation in process improvement or exceptional achievement in providing customer service. These accomplishments must be outside the employee's normal job responsibilities or must go above and beyond a position's standard requirements. The award recipients will be recognized at a University event in the Fall (Fall 2020 event deferred to Spring 2021 due to Covid-19) and will receive a \$1,000 stipend and commemorative gift.

Eligibility

- All current full-time and part-time (50% or more) Merit staff are eligible. *If you are unsure of the category of your nominee, please check with your Unit HR Representative.*
- Merit Staff members may be awarded the Richard E. Gibson Merit Staff Award for Innovation and Excellence in Customer Service once during the course of their employment at the University of Iowa.
- Merit Staff previously nominated for the award but not selected are eligible.
- Eligible nominees must be actively employed at the close of the nomination period.

Criteria

- Activities must stand out as exceptionally effective contributions to the University community.
- Activities must demonstrate exceptional imagination and/or dedication to improving or serving the University community and its customers.
- Activities must extend over a significant period.
- Activities may include diverse formal and informal activities of high quality in process improvement, customer service, etc.
- Activities may be outside the employee's normal responsibilities or go above and beyond standard requirements.

Nominations

- Any member of the University of Iowa (faculty, staff, or student) may submit nominations.
- Nomination materials must clearly address the award criteria.
- Nominators must complete the online nomination form linked from the Staff Council Award Webpage: www.uiowa.edu/staff/staff-council-awards.
- Submissions received after the deadline will not be processed.
- Submissions not properly completed will be notified and must be resubmitted by deadline to be considered.

Selection and notification

The Selection Committee will be appointed by the UI Staff Council Awards Committee and will be composed of Merit, Merit Supervisory Exempt/Confidential, Professional & Scientific Staff, and faculty members (seven in total). Nominators and nominees will be notified of the Selection Committee's decisions via letter from the Office of the President. These letters are normally delivered in late August or early September. Following the notification of the winners, the names of all award recipients will be announced in an IowaNow news release and posted on the Staff Council Website.

Richard E. Gibson Merit Staff Award for Innovation and Excellence in Customer Service Nomination Requirements

Nomination materials may be submitted online using the nomination form link at www.uiowa.edu/staff/staff-council-awards:

You may also email your nomination materials to staffawards@uiowa.edu.

Required Nomination Materials

Nomination Letter

Please limit nomination letters to 1,000 words in length.

The nomination letter must speak directly to the nominee's accomplishments based on the criteria below:

- Activities must stand out as exceptionally effective contributions to the University community.
- Activities must demonstrate exceptional imagination and/or dedication to improving or serving the University community and its customers.
- Activities must extend over a significant period.
- Activities may include diverse formal and informal activities of high quality in process improvement, customer service, etc.
- Activities may be outside the employee's normal responsibilities or go above and beyond standard requirements.

Optional Nomination Materials

Up to two letters of support

- Limited to one, one-sided page for each letter. Font size must be a minimum of 10.
- Letters of support can be from various constituents (e.g. other staff, faculty, students, alumni, patients, customers, suppliers, etc.) and have a greater impact than those from the same department as the nominee.
- Letters of support should address the award criteria above.
- Please note: No more than two letters will be accepted. Additional letters will not be considered.

If you have questions concerning your nomination, contact the Staff Awards Committee, staffawards@uiowa.edu.