GEORGIA REGENTS EMPLOYEE ADVISORY COUNCIL
SERVICE EXCELLENCE AWARD NOMINATION GUIDELINES

Georgia Regents Employee Advisory Council will present the Service Excellence Award to employees (up to five employees may be awarded). The Service Excellence Award recognizes quality performance towards the overall mission of all academic, administration, and clinical areas.

Georgia Regents University and Health System Mission:
Our mission is to provide leadership and excellence in teaching, discovery, clinical care, and service as a student-centered comprehensive research university and academic health center with a wide range of programs from learning assistance through postdoctoral studies.

Eligibility:
- Nominee must be a member of the Georgia Regents University and Health System Staff.
- Nominee must be employed at Georgia Regents for a full year.
- Nominee cannot have any disciplinary actions on file for the previous 12 months.
- Nominee cannot be on Georgia Regents Staff Advisory Council at the time of nomination.

Service Excellence Award Criteria – factors to be considered when evaluating nominees will include:
- Service to an academic, administrative, or clinical area.
- Service to the Georgia Regents community (example: serving on committees, staffing or organizing events or functions, and other voluntary work related activities).
- Daily interaction with fellow staff, students, faculty, and/or patients and families.
- Exemplary Achievement and Performance
  - Consistently and substantially exceeds the expectations of the position, performing at a level above and beyond normal job requirements and expectations; has made important and significant contributions in their area; contributes and demonstrates commitment to the University and Health System mission and core values.
- Excellence in Service/Personal Interaction
  - Consistently and substantially demonstrates an ability and willingness to work positively, respectfully, and effectively with others; has significantly improved customer service or has increased patient or student satisfaction in their area; demonstrates ability and willingness to manage changes in work priorities, procedures, and organization; demonstrates exceptional ability to foster collaboration, communication, and cooperation among colleagues.
- Outstanding Support/Initiative and Creativity
  - Significantly improved a work process or system, or has significantly increased the efficiency of an operation or department/unit; consistently seeks to improve the quality of work assigned; demonstrates efforts to expand work responsibilities.
- Nominee may not be on Georgia Regents Employee Advisory Council at the time of nomination.

Nomination Process:
Any staff member, faculty member, or student can nominate a current Georgia Regents University or Health System staff member for the Service Excellence Award. Self-nomination is not allowed. To nominate a staff member, you must complete the Staff Excellence Nomination form online. Please click here to submit nomination for the Service Excellence Award https://www.surveymonkey.com/s/EACServiceExcellenceAward.