



SOUTH EASTERN KENYA UNIVERSITY (SEKU)

STAFF EXCELLENCE AWARD FORM

CATEGORY - CUSTOMER FOCUSED SERVICE DELIVERY

STAFF EXCELLENCE AWARD

Selection Criteria

Categories of Awards

The Staff Excellence Award is to recognize exemplary performance by individuals identified by their supervisors and peers as having consistently excelled in their positions and demonstrated integrity and a strong commitment to the mission and values of South Eastern Kenya University. The categories are as follows;

1. **Customer focused service delivery award**
 - a) Individual award
 - b) Departmental award
2. **Innovation and Productivity Award**
 - a) Researcher of the year
 - b) Publications category
 - c) Grants Category
3. **Outreach Champion award**
4. **Long Service award**

The Nomination Process:

Any current member of the staff can submit nominations. Self-nominations will be accepted and all nominations will be confidential. Nominations will be forwarded to the Award Standing Committee, made up of representatives from the administrative and academic staff.

Required Documentation:

- Nomination materials should consist of a nomination form and letters of support that address the criteria listed and justification of areas of excellence.
- Any essential documents that provide evidence of the nominee's excellence.

Eligibility:

This award shall apply to all staff levels within the University including both those on permanent and those on contract terms.

Award Standing Committee:

The Award Standing Committee consists of a diverse group of full-time staff employees who have been employed at the University. The Vice Chancellor will select a representative from their area to serve on this committee along with two representatives from the Staff Senate.

The Award Standing Committee will evaluate and rank the nominees. Their recommendations will be forwarded to the University Management.

STAFF EXCELLENCE AWARD NOMINATION FORM

NOMINEE'S NAME.....,,,,,.....

NOMINEE'S PF NO. :,,,,,.....

DEPARTMENT:.....,,,,,.....

NOMINATED BY:.....,,,,,.....

SIGNATURE OF NOMINATOR:.....,..... DATE:.....

DIRECTIONS:

Describe how the employee has demonstrated one or more of the criteria listed above, using specific examples of how the individual demonstrates each noted characteristic. Please use as much detail as possible (you may wish to attach additional pages).

EXCELLENCE IN CUSTOMER SERVICE/PERSONAL INTERACTION

Name of candidate: _____.

All required documentation included (circle one): Yes No

Total Points: _____.

Ranking: _____.

- Rating Scale:
- 4 = Evidence of exceptional performance and quality are clearly indicated
 - 3 = Evidence of strong performance and quality are clearly indicated
 - 2 = Evidence of reasonable performance and quality are clearly indicated
 - 1 = Evidence of minimal performance and quality are clearly indicated
 - 0 = No evidence of performance and quality are clearly indicated

CUSTOMER SERVICE INDIVIDUAL/TEAM AWARD	
Rating	Performance Indicators
	Demonstrate improved access to as well as innovativeness in delivery of excellent services to the University clients
	Demonstrate responsiveness in delivery of services to clients.
	Demonstrate positive influence to change client's perception of the University hence improving transparency in delivery of services.
	Have received excellent customer feedback.
	Interacts with others in a positive, enthusiastic, respectfully and cheerful manner
	Acts as a team player and encourages team work in others
	Creates a positive atmosphere or feeling in others
	Takes the initiative to improve individual skills and knowledge
	Acts as a mentor for others by providing advice, guidance, feedback, and encouragement
	Professionalism
	Other criteria:

FOR OFFICIAL USE BY THE AWARDS STANDING COMMITTEE

Recommendations from the Award Standing Committee:

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Name: Signature:..... Date:
Chairperson, Awards Standing Committee