

Northeastern University

2017 EXCELLENCE AWARDS

Below please find the criteria and nomination process for the **Outstanding Service Award** and the **Outstanding Teamwork Award**.

If you have any questions or want assistance completing a nomination, please contact [Kate Baker-Carr](#), Manager of Communications, 617.373.2112.

OUTSTANDING SERVICE AWARD

Criteria

Individuals nominated for the **Outstanding Service Award will have established a history of exceptional performance in advancing the student, staff and/or faculty experience**. This award is focused on the benefits-eligible staff member who provides outstanding service each day and in a variety of ways to students, faculty, staff, and all other university constituencies.

This award recognizes those individuals personifying the Northeastern ambassador who anticipates the needs of those they interact with, who are exceptionally positive in their interactions and find innovative solutions to the most complex and thorny problems. It also can recognize the behind the scenes unsung hero whom everyone relies on to provide outstanding service—the go to person whom everyone turns to, the staff member who makes everything work. Their contributions should be measurable and sustained.

Examples include:

- Recognition for innovation—those who consistently find innovative and creative solutions that help to advance Northeastern’s mission.
- Recognition for ambassadorial success—those who have made themselves highly knowledgeable about a myriad of questions and issues—the staff member who has positive interactions with all and goes above and beyond expectations each day to serve the community;
- Recognition for dedication to make things work—exemplify the “go to” person who often provides support to other staff so that they can provide ambassadorial service to students, faculty, and/or staff.

Nomination Process: To nominate a benefits-eligible staff member for the **Outstanding Service Award**, write a brief letter that includes:

- Nominee’s name, department, and title
- Provide an overview of the person’s commitment to outstanding service
- Please inform nominee’s manager of your nomination and secure his or her support; complete the following sentence and include it in the letter: “The nominee reports to <<name>>; s/he fully supports this nomination.”
- In addition to your letter, you may include letters of endorsement from the area department head and/or the area vice president or dean; up to two other letters of support may be attached, but are not required.

- Send your letter, supporting documentation and additional letters of support to: [Kate Baker-Carr](#), Manager of Communications in HRM by **Wednesday, March 15**.
- For questions about or assistance with the nomination process, please contact [Kate Baker-Carr](#), 617.373.2112.

OUTSTANDING TEAMWORK AWARD

Criteria:

The Outstanding Teamwork Award honors Northeastern staff members in a unit, or across units, who have joined together in unique, innovative, and/or unexpected ways to solve a problem or to advance a significant task, project, or body of work successfully, effectively, and in a way that promotes Northeastern's institutional excellence.

Examples of outstanding teamwork might include:

- An innovative initiative that calls upon different areas of the university to complete a project and initiate a new program or process that is central to Northeastern's mission
- A collaborative effort undertaken by staff in different units or Colleges that reinforces or strengthens the university's position as a leader in worldwide experiential learning, urban engagement, or interdisciplinary research that meets global and societal needs.
- A cross-functional team that joins together to address an urgent issue that affects multiple university constituents, or to accelerate progress on a project of strategic importance to Northeastern.
- Ongoing work undertaken by a high-functioning team that provides Northeastern with a service, product, or results at a consistently high level of excellence.

Nomination Process: To **nominate a team** for the **Outstanding Teamwork Award**, write a brief letter that includes:

- Name, department, and title of all team members; please identify the team's leader
- Provide an overview of the team's exemplary teamwork
- Please inform the team leader's manager of your nomination and secure his or her support; complete the following sentence and include it in the letter: "The team leader reports to <<name>>; s/he fully supports this nomination."
- In addition to the letter, you may include letters of endorsement from the area department head and/or the area vice president or dean; up to two other letters of support may be attached, but are not required.
- Send your letter, supporting documentation and additional letters of support to: [Kate Baker-Carr](#), Manager of Communications in HRM by **Wednesday, March 15**.
- For questions about or assistance with the nomination process, please contact [Kate Baker-Carr](#), 617.373.2112.