



Learning with Purpose

# Employee RECOGNITION PROGRAM

## Introduction

The University of Massachusetts Lowell recognizes the collective contributions of every employee to the overall mission and strategic plan of the University. Our Employee Recognition Program is designed to encourage opportunities for those efforts to be acknowledged on a regular basis.

We strive to maintain a work environment in which it is clear that we value and appreciate employees for their contributions. One of the prominent themes in the results of the Boston Globe's 100 Best Places to Work Survey, conducted in July 2012, and feedback from employees is a need for more regular "on the spot" and "formal recognition" for a job well done.

By creating and sustaining a culture of recognition, employees become more engaged, which leads to an increase in performance, morale, retention, and, perhaps most significantly, overall satisfaction.



Every day is an opportunity for colleagues, co-workers and managers/supervisors to recognize employees for their service to the University. Informal and consistent recognition, which can be extended without costs can serve to energize and revitalize an employee and contributes to creating a more productive, motivated and engaged employee.

### Some examples of low or no-cost recognition opportunities\*:

- A simple "Thank you"
- Be Visible (Stop & Talk to your employees)
- Private time with manager/supervisor: Schedule time with your employee for coffee, lunch, etc. and use the time to simply get to know the employee better.
- Job well done breakfast, lunch, snack.
- Off-site team-building retreat.
- Create a departmental "Hall of Fame" on your website or in your department.
- Send a handwritten note of thanks for the completion of a challenging project.
- Bulletin board with highlights of employee and team accomplishments.

*\* Note to Managers and Supervisors:  
If you would like a supply of "thank you" pens and note cards, please send an email to:  
[EmployeeRecognition@uml.edu](mailto:EmployeeRecognition@uml.edu)*



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# KUDOS

This award program is intended to show immediate appreciation and recognition of individuals or teams for exceptional contributions and customer service inside or outside of their departments. The administration of this program is intended to be as simple and user friendly as possible. Employees are encouraged to take a minute to recognize their fellow employees for whatever they believe warrants praise. Any individual may submit a KUDOS Nomination Form to recognize a University employee for their special effort or service to anyone on campus.

Each recipient will receive the following:

- KUDOS! Certificate of Appreciation along with a copy of the nomination.
- All recipients will be entered into a monthly drawing for a chance at prizes.
- All prizes will have a monetary value of no more than \$25 and will be in the form of a gift certificate to a UMass Lowell venue.
- Recognition on a monthly basis in Today@UMass Lowell.



## Some Examples of KUDOS include:

- A team member handles a challenging situation well and the stakeholder is very satisfied.
- A team member comes in early or stays late to assist in the completion of a project.
- Your department faced many changes and a team member has helped others manage the change.
- A team member takes the initiative to welcome and assist a new employee in your department.
- A team member promotes cooperation with team members by understanding perspectives brought by all individuals.

To obtain more information about the nomination process and to download the KUDOS nomination form, please visit: [www.uml.edu/EmployeeRecognition](http://www.uml.edu/EmployeeRecognition)



This program is designed to acknowledge employees who demonstrate a sustained high level of performance and inspire others to do their best. This program may be used by departments as “colleague to colleague” recognition or by managers/supervisors to recognize an employee or a team for outstanding performance. To nominate an employee or a team, use a Pillars of Excellence Award form (coming soon).

Nominations are forwarded to Human Resources/Equal Opportunity & Outreach. All nominations are reviewed by a Recognition Committee, which will include faculty and staff representatives. Successor committees will be made upon previous year award recipients. All nominees will receive a citation acknowledging their nomination. Award recipients will be selected based on criteria which will align with the UMass Lowell Pillars of Excellence:

- I. Transformational Education
- II. Global Engagement and Inclusive Culture
- III. Innovative Research and Entrepreneurship
- IV. Leverage Our Legacy and Our Place
- V. Entrepreneurial Stewardship In Higher Education

Each year, all award recipients will be invited to a reception with their managers and member of the Executive and Senior Cabinet to receive a certificate and personalized gift. These award recipients will also be recognized in Today@UMass Lowell.

# 25 YEAR CLUB

This is an annual opportunity to acknowledge our staff and faculty who have been a part of the University community for 25 years or more. A campus recognition reception will be hosted by the Office of the Chancellor to honor those who have reached this milestone during that calendar year.

At the reception, each recipient will receive a gift from the University to commemorate this achievement.

Yearly, a list of the 25 year club members will be acknowledged in various UMass Lowell publications. All employees who have reached the 25 year milestone will be invited to attend the event each year.



## FOR MORE INFORMATION

### Contact:

Human Resources / Equal Opportunity & Outreach

**Lauren Turner** 978-934-1804  
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**Note:** All nominations for any award will be reviewed for consideration in consultation with the employee's manager and Senior Cabinet member.



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