
Sue & Derrick Rowlandson Memorial Award for Service Excellence Procedure

Policy Sponsor:	Vice President, Finance & Administration
Name of Parent Policy:	Employee Awards for Excellence in Service Policy
Policy Contact:	Chief Human Resources Officer
Procedure Contact:	Human Resource Advisor(s)
Effective Date of Procedures:	March 27, 2017
Review Date:	Biennially

Purpose

To provide the background for the creation of and process for the awarding of this distinguished award which recognizes the contributions by Athabasca University (University) Employees for service excellence.

Background

Previously titled the President's Award for Service Excellence, this award was renamed in 1999 in honor of Sue and Derrick Rowlandson who both worked for Athabasca University for 15 and 16 years, respectively.

Derrick started at the University in 1982 as a telecommunications technician and over the next 15 years was promoted to become the University's Communications Systems Coordinator. Known as a tireless worker who continually went beyond the call of duty, his steadfast commitment to service excellence was rewarded with the President's Award for Service Excellence in 1997. He was a sports enthusiast who played with the Athabasca University Wolverines hockey club for over 10 years and was often seen on the local golf course. He was an ardent music lover who had an extensive collection of music from all styles and all eras.

Sue began her career at the University in 1983 when she joined the Office of the Registrar as a clerk. Her commitment to service to students and unwavering enthusiasm resulted in several



promotions leading to her final appointment as Supervisor of Academic Records and Exams. Sue loved playing golf with her husband and friends and was active in the community.

Definitions

AUFA	Athabasca University Faculty Association (the “Association”) and its members.
AUGSA	Athabasca University Graduate Students’ Association and its members.
AUPE	Alberta Union of Provincial Employees, Local 69 and its members.
CUPE	Canadian Union of Public Employees, Local 3911 and its members.
Employee	Individuals who currently have an employer-Employee relationship with the University.
Employee Awards for Excellence	University awards that recognize and honor service excellence by Athabasca University Employees and/or Teams for excellence in service contribution(s) to the University, service and support provided to students, or community involvement on behalf of the University.
Excluded	Those groups of Employees who are not otherwise represented by one of the certified collective bargaining representatives. This designation generally relies on legislative/regulatory criteria (i.e., Alberta <i>Public Service Employee Relations Act</i>) and the nature of the employment work assigned by the University. The University has identified “Excluded Support Staff,” “Excluded Professional Staff,” and “Excluded Management Staff” as the three Employee groups so designated.
Professional Development	Academic study, research, skills or knowledge development and educational activity that is of primary benefit to the Employee’s professional growth in support of the University’s Mission.
Professional Employee	A position in which the duties and responsibilities are professional in nature.
Support Employee	A position in which the duties and responsibilities involve administrative support to the daily operations of the Institution and which has been classified, through the classification process, as a support-level position.
Team	A group of two or more Employees who currently have an employer-Employee relationship with the University.



Procedure

1. Award Abstract

The Sue & Derrick Rowlandson Memorial Award for Service Excellence (Award) is awarded annually to up to two Employees or Teams in recognition of their continual provision of exceptional service to Athabasca University and members of the University community. Award recipients may be honored at an annual staff recognition event.

Sue & Derrick Rowlandson Memorial Award for Service Excellence Award recipients receive:

- A certificate of recognition for each Employee or Team member.
- Inclusion (name and year of award) on Athabasca University's public web-page(s) for [Employee Awards for Excellence in Service](#). The web-page shall also maintain a listing of past and present Award Recipients.
- A Professional Development contribution of \$2,000. In the event of more than one award recipient, funds shall be pro-rated between individual Employees and/or amongst Team members of four or less. Team members of five or greater will receive a lump sum to be used for Professional Development as a whole amongst the Team. The funds will be placed into the Award winners' professional development account(s), administered by Financial Services and used within established Professional Development allowance guidelines. Awards are not transferable.

2. Award Eligibility

- All Employees who have continuous service of at least three years are eligible for nomination.
- Employees retiring in the year of the award are not eligible for nomination.
- The Team's composition should have been stable for the past three consecutive years.
- No Employee can receive more than one individual Employee Service Excellence Award in the same fiscal year.

3. Award Criteria

A Review Committee shall consider the nominations in view of the Employee's or Team's fulfillment of the following criteria:

- Service to the University and members of the University community that consistently goes beyond the requirements of the Employee's or Team's role. All service is valued, including service to students, service to external and internal clients, and service in support of those other staff providing direct services.
- Continually demonstrated commitment to the University in the form of actions that are part of achieving the Mission Statement or Strategic University Plan.



- Participation in professional development activities beyond the requirements of the Employee's or Team's role that demonstrates an effort for continual improvement and enhances the nominee(s) quality of service.
- A Team's overall performance and contribution must be identified; however, each Team member's integral role should also be demonstrated.
- Qualifying for this award requires the nominee(s) to meet the highest of standards, as evaluated by a Review Committee of their peers, thus there is no requirement or expectation to have a recipient for each award cycle.
- An Employee or Team may be nominated in each and every year in which they meet the Award criteria.

4. Review Committee Structure & Roles

The Review Committee will be composed of:

- Chief Human Resources Officer or designate (Chair).
- One AUPE Support Employee appointed by AUPE Employees.
- One Excluded Support/Professional Employee appointed by Excluded Support/Professional Employees.
- One AUFA Employee appointed by AUFA Employees.
- One CUPE Employee appointed by CUPE Employees.
- One student appointed by the Athabasca University Students' Union (AUSU).
- One graduate student appointed by the Athabasca University Graduate Students' Association (AUGSA).

The Review Committee appointment process shall be administered by Human Resources by January of each year. Each appointed Review Committee member (excluding the Chair) shall serve a two-year term. Review Committee members must resign if they become nominees, nominators, or seconders.

Review Committee role descriptions and responsibilities are as follows:

- Chair:
 - Coordinate the nomination and selection process.
 - Lead the Review Committee In-Camera meetings and discussions.
 - Draft information releases related to the award recipient and the presentation of the Award.
 - Report the Review Committee decision to the President.
- Review Committee Member(s):
 - Participate in the selection process.
 - Adhere to the applicable Policy and Procedure.



- Commit to honor the intentions of the Award in selection of the award recipient.
- Maintain confidentiality related to the Award administration process, discussions, nominees, and recipients.
- Adjudicate awards.

- The Review Committee is supported in its responsibilities by the Manager, Labour Relations and Employment Services, or designate, in the following manner:
 - Provide advice on process.
 - Coordinate communications.
 - Coordinate committee membership selection.
 - Coordinate meeting.
 - Provide other administrative support requirements that lead to the successful and timely completion of the Awards Procedure.

5. Award Nominations

The Nomination process and deadlines shall be established by the Human Resources Department and communicated in the annual call for nominations issued by the Human Resources Department.

Nominations shall be submitted to the Human Resources Department by completing the [Sue & Derrick Rowlandson Memorial Award for Service Excellence Award Nomination Form](#) and supporting documentation by the applicable deadline. Late nominations will not be accepted.

- **Nominator:** Nominations must be made by a University Employee(s) or student(s) who know the nominated Employee or Team and of their exemplary contribution and performance.
- **Secunder:** The nomination must be seconded by a University Employee(s) or student(s) from a Department/Centre/Faculty different than that of the Nominator. The Secunder must also know the Employee or Team and of their exemplary contribution and performance.
- **Nominee:** The nominated Employee(s) or Team(s) must agree to let their name(s) stand for consideration of the award and may, upon request, view the supporting documentation.
- Nominators or Seconders may only participate in the nomination of one nominee in any given year.

6. Award Nomination Review & Selection

An In-Camera meeting shall be held for the Review Committee to review all submitted nominations and, through the Chair of the Committee, will provide a decision to the President, which will include a summary of the Committee's deliberations and rationale for the decision. The President will advise Executive Group of the award recipients.



The Human Resources Department shall submit a Letter of Award, on behalf of the President, to the successful recipient.

For all other nominations not selected for Award by the Review Committee, Human Resources shall submit a letter of acknowledgement to the nominees on behalf of the President.

Human Resources shall draft, on behalf of the President, a notification to the University Community announcing the Award Recipient. The President, or designate, shall release the announcement to the University Community.

Applicable Legislation and Regulations

[Alberta Freedom of Information and Protection of Privacy Act](#)

[Canada Income Tax Act](#)

Related References, Policies, Procedures and Forms

[Employees Awards for Excellence in Service Policy](#)

[Sue and Derrick Rowlandson Memorial Award for Service Excellence Nomination Form](#)

[Employee Gift Expenditure Policy](#)

[Excluded Professional Staff, Professional Development \(EPSPD\) Fund Guidelines](#)

[Support Staff Training and Development Policy \(SSPD\)](#)

[Research & Study Leave Travel and Relocation Fund Guidelines](#)

[Support Staff Computer Loan Program Policy](#)

[Excluded Support Staff Professional Development Allowance Policy](#)

[Academic and Professional Development Fund Policy](#)

History

Executive Group, March 27, 2017 (associated policy approved)