

Team Nomination Example

SECTION 4: Questionnaire

Give examples of how the team significantly increased the productivity and efficiency of an operation or department.

Mary and Cindy are instructional designers for the school. As productive members of our technology team, they are accountable, follow-up, and provide a high level of assistance. They encourage, motivate and reach out to those in need of assistance. Two years ago, TTUHSC changed Learning Management Systems (LMS) from WebCT/Blackboard to SAKAI. Mary and Cindy made it their priority to learn the new LMS and have in down "cold". Since that time, they have become highly sought after experts by the school staff and faculty. Users do not have to spend endless hours learning by trial and error trying to figure out SAKAI on their own or spend additional time researching the problem. They can go to Mary and Cindy for expert guidance, instruction and advice, not only for SAKAI, but for any issues regarding the online teaching environment, including WebEx (our web conferencing service).

"Can you imagine that Mary fixed all of these for us in about one hour? Mary deserves special kudos because without her help we would have had a disaster. Thank her and feel free to add this to her official file. She is priceless!"

An exemplary employee is not defined by merely doing a job well and working late and on weekends. An exemplary employee knows without being told there's a problem and jumps in without being asked – even if it is not their job. Working after hours and late is not required and part of their job description. However, if they see a support request come through pertaining to something they can assist with, they will respond regardless of the time and day.

"I want to express my appreciation again for your generous help after hours on Friday evening. You were so patient and delightful. I didn't think I would get so close to a deadline but twelve hour shifts can rearrange the best of plans. Thank you!"

Give examples of how this group demonstrated exceptional ability to foster collaboration, communication, and cooperation among colleagues (internal or external).

Regardless of discipline, workload is often an issue for faculty. To offset the added pressure of time constraints, Mary and Cindy have provided time-saving tools that enable users to maximize their time. In an online course environment, this not only levels the playing field, it becomes an advantage. This makes for a better teaching and learning experience resulting in improved student outcomes and graduates! They have designed course templates, quick guides, faculty workshops, and online tutorials for faculty and students. They traveled to one of our regional campuses to provide hands on training. A very happy faculty member commented that not only did Cindy and Mary over deliver, they provided a much needed "human factor" that sometimes can be lost via phone support or online.

"...we all have the same amount of time in a day, 86,400 seconds, but some days it is not enough. I NEVER would have finished by course without Cindy."

"Thanks so much for sending Mary here to help. It's a great help to be able to discuss and go through difference scenarios. Gathering as a group helps everyone as we all have different ideas, questions and experiences. She is AWESOME!"

Remarkable employees have an innate feel for the issues and concerns of those around them, and step up to ask questions or raise important issues when others hesitate. Instead of accepting the status quo, Mary and Cindy have requested several features of our version of SAKAI. Some of these requests have been implemented and two of these items are also used by the other HSC schools: The ability to 'become user' so a true student view can be used to better troubleshoot an issue. Another is Delegated Access; previously, departments had to add their IT staff to each course manually, one user, one course at a time, one-by-one. This was a tedious task to do every semester. With Delegated Access view, a support staff can now access any course from their SAKAI login (per school, accordingly).

List examples of how the team's actions have significantly improved customer service and improved moral.

Mary and Cindy follow-up after a problem is resolved to make sure the problem has not persisted. Whether it be students, staff or faculty, they instill knowledge and instruction so users can make cautious rather than reckless decisions. Time and time again I hear that they are miracle workers.

"Cindy, I truly appreciate you during the WebEx orientation session tonight – you were EXTREMELY helpful, and I would have drowned without your assistance....thank you very much!!"

"...Mary is great and a hidden treasure that few of us know about. I for one wish I had known all of her talents before I left the Lubbock campus. Boy if I had discovered her before I left I would be sailing high in tech knowledge today."

An instructor reported issues with an online exam and was in a panic because the exam was the next day. Cindy and Mary quickly investigated and were able to correct the exam settings in plenty of time. In addition, they provided the instructor tips on proper exam settings.

Mary and Cindy are superior on their own. Cindy brings a doctoral level education and Mary brings over ten years of experience. This knowledge and experience is the best of both worlds and as a team they exceed expectations time and time again. It is in their nature to want to help.

They also have an appreciation and sensibility toward their coworkers and are respected by them as well. The other staff know that Mary or Cindy will gladly accept and remedy an issue. This positive attitude greatly enables our entire team to provide faculty, staff and students the services they need to achieve their objectives.

On behalf of everyone who has ever benefitted from their phenomenal work ethic and service, I proudly nominate Mary and Cindy for a Quality Team Award. I believe they exceed all of the criteria. Our school and TTUHSC are a much better place having them on board.