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MEMORANDUM

April 13, 2016

*4/13/16
Approved under Rule
8.15.10 (Kathy) [Signature]
Kelly Woods [Signature]*

TO: Kathy Agnew, Director Employment & Compensation Services
FROM: Kelly Woods, Business Affairs Officer Administration & Finance
SUBJECT: A&F Employee Recognition and Rewards Program - EXCITE

Thank you for your prompt review of Administration & Finance new Employee Recognition and Rewards EXCITE program and beneficial recommendations. AF Voice has taken your recommendations into consideration and modified the EXCITE program accordingly.

Once again, we are pleased to present for your review and approval Administration and Finance's new Employee Recognition and Rewards EXCITE program developed by our AF Voice committee. The EXCITE program, approved by Angela Throneberry, Senior VP for Admin and Finance, replaces the We Care Employee Recognition program currently in place.

Our hope is to unveil the new EXCITE Recognition and Rewards program at our upcoming A&F Semi-Annual Meetings, May 23 & 24, 2016, which is 5-weeks away. Upon your approval, the AF Voice committee will proceed with program implementation and promotion.

Please don't hesitate to call one of us if you have any questions:

- Olga Holguin, Co-chair, AF Voice and Administrative Assistant, Facilities and Services 646-2101
- Phillip Robles, Co-chair, AF Voice and Associate Accountant, Auxiliary Administration 646-2782
- Kelly Woods, Executive Team Liaison, AF Voice and A&F Business Affairs Officer, 646-2807

EXCITE Recognition and Rewards Program

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EXCITE Recognition and Rewards Program

Introduction

The Administration & Finance (A&F) Voice Committee (Voice) has been assigned the task of developing a recognition and rewards program for A&F. This document describes that program.

Mission Statement

The mission is to develop, implement, and oversee an effective recognition and reward program for the A&F Division of NMSU.

Objectives

The program allows managers, coworkers, and peers to recognize and be recognized for going above and beyond in:

- The performance of the employee's responsibilities
- Meeting the mission of the employee's department
- Meeting NMSU's goals or values

The program should:

- Reinforce desired behaviors
- Motivate high performance
- Create a culture of pride and recognition
- Create a positive work environment
- Assist in meeting Voice objectives and departmental missions

Research and Design

To design the program, the Voice:

- Used materials provided by James Cole of CommTech Transformations, who consulted on the program
- Reviewed the output from NMSU's Strategic Planning
- Researched other programs, especially those at other universities, including material on the design process as well as the program structure
- Sought feedback from employees on which features they would like to see in the program

Because the employees' feedback identified verbal recognition as the second-highest reward desired, we designed a program that recognizes many employees, but still offers a cash reward for some employees.

EXCITE Recognition and Rewards Program

In addition, we based the program on the EXCITE acronym;

- E-engagement
- X-excellence
- C-communication
- I-integrity
- T-teamwork
- E-effectiveness

Guidelines

To ensure that the program is working as designed, the Voice would like to see it fall within these guidelines:

- The Voice wants to stress that recognition is based on doing more than performing normal work at a standard or average expectation level.
- Correcting bad behavior is not sufficient grounds for recognition. For example, if an employee is frequently late for meetings, and he/she corrects that behavior, that is not sufficient to receive recognition.
- The Voice would like to see the nominator's relation to the employee near these percentages:
 - 50%: Employee's managers
 - 30%: Peers of the employee
 - 20%: Other staff

Program Maintenance and Modifications

The Voice reviews the program at least once annually to ensure that it complies with its intent. This process includes, but is not limited to a semi-annual report to the Leadership Team containing a list of recognized employees. This report will also include counts and percentages of nominees by department, so that the Leadership Team can also recommend changes to the program.

With approval from the Senior Vice President of Administration & Finance and Human Resource Services, the Voice may change any aspect of the program to ensure that it works as intended or to improve the program.

EXCITE Recognition and Rewards Program

Recognition

Any employee of NMSU can recognize an A&F coworker by completing a recognition form.

Eligibility

Any staff member in A&F is eligible for recognition, except for student workers. Other than that, there are no restrictions based on time of employment or employment status. The selection committee (Voice) is also eligible for rewards.

Criteria

Recognition is made based on an employee going above and beyond and demonstrating exceptional performance within the criteria of EXCITE:

- E-engagement
 - Demonstrating excellence in on-the-job initiative contributing to the effectiveness of the unit
 - Making the extra effort to complete a task or project
 - Demonstrating a commitment to customer service
 - Taking initiative
 - Continuously learning
- X-excellence
 - Sustaining a high level of productivity or quality
 - Being innovative
 - Improving safety
- C-communication
 - Effectively speaking, listening, writing, and reading resulting in a positive change
- I-integrity
 - Honesty
 - Trustworthiness
 - Taking pride in your work
- T-teamwork
 - Demonstrating flexibility
 - Demonstrating leadership
 - Having a positive attitude
- E-effectiveness
 - Developing or improving processes or practices
 - Solving problems
 - Improving processes or practices
 - Effectively managing time
 - Being organized

EXCITE Recognition and Rewards Program

The Recognition Process

To recognize a fellow employee for their performance, the nominator completes the reward and recognition form.

The Voice members from the nominee's department (because these members are more likely to understand the nominee's job) review the nomination to ensure that the criteria are met. Other Voice members may comment on the nomination. Voice members from the awardee's unit may ask the nominator for additional information that can be used to compare the nominee's accomplishment with those of other nominees.

In addition to the recognition given by the Voice, the employee should be recognized by someone in his/her chain of command; however, the Voice has left these logistics to the different units. We highly recommend that the units publically recognize those employees that wish to be recognized. For example, the employee can be recognized at staff or status meetings. We also recommend that the recognition be included in the employee's annual review.

See the document titled *EXCITE Recognition and Rewards Processes* for detailed instructions on completing the recognition process and for executing other processes associated with the EXCITE program.

EXCITE Recognition and Rewards Program

Cash Awards

The award money available for the EXCITE program comes from the James L. McDonough Employee Recognition Endowed Fund. The fund was previously used to finance the "We C.A.R.E Award," which has been replaced by this award.

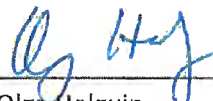
Once or twice a year, the Voice meets to review and discuss the cash award nominees. The number of awards given in a year depends on the availability of funding.

If there is additional award money available, (besides the James L. McDonough Employee Recognition Endowed Fund), then the Voice can use this money to award the finalists who were not awarded the James L. McDonough prize. The Voice will determine the number of finalists and the award amount based on the amount of money available.

If a Voice member is a candidate for a cash award, he/she cannot participate in the vote. Voice members will be expected to exclude themselves from voting if they cannot be unbiased.

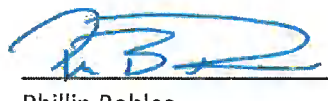
If possible, and if desired by the awardee, the Voice will present that award at the A&F Division Meeting.

See the EXCITE procedural manual for detailed instructions on the cash awards process and for executing other processes associated with the EXCITE program.



Olga Holguin
Voice Co-Chair

4/8/16
Date



Phillip Robles
Voice Co-Chair

4/8/16
Date



Angela Throneberry
Senior Vice-President Administration & Finance

4-17-16
Date