



# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

School of Medicine

Operating Policy and Procedure

**SOM OP:** 10.04, **Employee Rewards Program**

**PURPOSE:** The purpose of this School of Medicine (SOM) policy and procedure is to recognize and reward employees who demonstrate customer service excellence.

**REVIEW:** This SOM Policy and Procedure shall be reviewed within each even-numbered fiscal year by an ad hoc committee assigned by the Executive Associate Dean for Administration. Revisions will be forwarded to the Office of the Dean for approval and publication.

## **POLICY/PROCEDURE:**

1. **General.** This policy is intended to provide flexibility to departments and regional campuses and complements [HSC OP 70.50, Quality Service Awards for Non-Faculty Employees](#). It outlines general guidelines for rewards programs that are to be administered by departments within the SOM to recognize and reward employees who make extraordinary or consistent contributions to customer service excellence initiatives. Two primary components comprise this policy:
  - a. **Rewarding Service Excellence:** Allows for the award of paid time-off or the provision of non-cash awards to recognize excellence by non-faculty employees in a timely fashion.
  - b. **Employee of the Month/Quarter Program:** Establishes an official mechanism for the periodic recognition of employee excellence and sets limitations on monetary rewards.
2. **Rewarding Service Excellence.** The following portion of this policy establishes the guidelines to be used for recognition of employee excellence through the award of paid time-off or the provision of non-cash awards.
  - a. **Basic Eligibility Criteria:**
    - 1) Benefits eligible, non-faculty employees.
    - 2) Performance of a specific deed that displays excellence in service above and beyond normal expectations, consistent provision of excellent service as witnessed by co-workers and departmental leadership, or the achievement of a previously-defined departmental or clinical goal related to patient service.
  - b. **Program Management:**
    - 1) General management and oversight for rewards outlined in this policy will be the responsibility of the Department Administrator/Administrative Director as structured within the School of Medicine.

- 2) Any manager or supervisor holds the authority to provide non-cash awards to recognize employee excellence at any time, provided justification for the award is appropriately communicated with the Department Administrator/ Administrative Director.
  - 3) The TTUHSC President holds the authority to reward paid time-off for outstanding performance. [SOM OP 10.04.A, Outstanding Performance Leave Award Nomination Form](#), completed by the individual's supervisor and routed through the Department Administrator, Administrative Director, or Chair and the Dean to the President will serve as the required documentation for the award. A copy of the Approval Form with a copy of the most recent performance evaluation must be provided to Human Resources for appropriate leave accounting.
- c. Non-Cash Award:
- 1) Non-cash awards provided to employees under this policy must be given in accordance with [HSC OP 72.03, Direct Pay Expenditures](#), §2(c)(2).
  - 2) The value for each non-cash award provided to an employee for customer service excellence may not exceed \$25. Individual employees cannot receive non-cash awards for outstanding performance totaling more than \$100 in each fiscal year.
  - 3) The Department Administrator/Administrative Director is responsible for the monitoring and security of non-cash awards. Examples of non-cash awards include, but are not limited to, movie tickets, gift certificates, restaurant coupons, or various school/department-related promotional items. (\*Note: Gift certificates that are redeemable for a significant variety of items are considered to be cash-equivalent and cannot be issued under this policy. Those which can be applied only to a choice of one type of item would generally be considered non-cash.)
- d. Paid Time-Off Reward:
- 1) A certificate for up to eight (8) hours of paid time-off for outstanding performance can be awarded to an employee who meets the basic eligibility criteria and the following:
    - a) Employed by SOM for a minimum of six (6) months.
    - b) Current performance evaluation is on file documenting outstanding performance.
  - 2) The time-off reward is considered administrative leave with pay in accordance with [Texas Government Code §661.911](#).
  - 3) [SOM OP 10.04.A, Outstanding Performance Leave Award Nomination Form](#), must be processed and approved prior to notifying employees of a paid time-off reward.
  - 4) The employee will negotiate with his or her supervisor to schedule the time off. Supervisors are encouraged to plan the day-off within the subsequent three month time period. The employee may also choose to bank the reward for up to

six months. If the employee leaves employment prior to taking approved time-off, administrative leave approved under this policy is forfeited.

- 5) The total amount of administrative leave that can be awarded to or taken by an employee under this policy cannot exceed 24 hours in the fiscal year. This amount is prorated based upon the employee's percentage of employment.

**3.** Employee of the Month/Quarter Program. The following portion of this policy establishes the guidelines to be used for establishing a formal mechanism of employee recognition on a periodic basis.

a. Basic Eligibility Criteria:

- 1) Benefits eligible, non-faculty employees.
- 2) Employed by SOM for a minimum of six (6) months.
- 3) Current performance evaluation is on file documenting outstanding performance.

b. Program Management:

- 1) Participation in the "Employee of the Month/Quarter" program is optional and the decision to participate resides within the department.
- 2) Individual departments are responsible for funding and managing the rewards program.
- 3) Small departments may opt to offer a quarterly reward rather than a monthly reward.
- 4) The Department Administrator/Administrative Director will be responsible for managing the program, determining how the selection is to be made, and ensuring that the reward is distributed equitably and fairly among the various employee groups represented in the department.

c. Qualifications: In order to be considered for the "Employee of the Month/Quarter," a nominee must meet at least two of the following service excellence standards:

- 1) Consistently exceeds job standards.
- 2) Proactively anticipates and meets customer needs or solves potential problems.
- 3) Contributes to a friendly, responsive work environment and high morale.
- 4) Participates in mentoring activities to help co-workers enhance their work performance.

d. Reward:

- 1) The nominee selected as employee of the month/quarter will be rewarded with up to a \$100 cash award. Non-cash awards may be given; however, individual employees cannot receive non-cash awards for outstanding performance totaling more than \$100 in each fiscal year. Cash awards must be paid through the Payroll Department and are subject to federal income tax withholding in accordance with [HSC OP 72.03, Direct Pay Expenditures](#), §2(c)(1). Non-cash

awards must be given in accordance with [HSC OP 72.03, Direct Pay Expenditures](#), §2(c)(2).

- 2) Departments may select additional options to recognize the employee to include, but not limited to the posting of an engraved plaque and/or the employee's picture in the department.
4. The names of all employee-of-the-month winners will be submitted to the Dean.

**ATTACHMENTS:**

[SOM OP 10.04.A, Outstanding Performance Leave Award Nomination Form](#)