

FACULTY AND STAFF REWARD AND RECOGNITION TEAM

FACILITATORS: DR. MARY BRODNAX AND DR. LOLA DAVIS

MEMBERS: TOM BOYT, CHARLOTTE SIMMONS, CAROLYN MAHIN, BARRY LOFTON, LISA
ANTONELLI

Opportunities for Improvement Report

Introduction

The present document describes the Continuous Improvement Team's (CIT) Faculty and Staff Recognition Team's evaluation of the current University-wide recognition and reward activities and suggested Opportunities for Improvement. It is the overall suggestion of the entire Action Team that there are many activities currently being employed that most are not aware of and there are opportunities for improvement that will help morale and productivity of our faculty and staff and contribute to our overall mission of helping students learn.

Report Design

The present document is organized in 2 sections; the first provides an overview of the meeting process of the team. The second contains the resulting OFIs the group agreed were most critical to successfully recognize and reward faculty and staff.

The Process

If you can't describe what you are doing as a process, you don't know what you're doing.

(W. Edwards Deming)

Participants

The participants of the action team were selected for their knowledge and first-hand experience. They all served as full and contributing members and their expertise, suggestions and effort are sincerely and humbly recognized. We thank them for taking the time, expressing the interest, and being such positive contributing members. It should also be noted that the two CIT facilitators went way beyond their charge and were active participants in this endeavor. Without Dr. Brodnax and Dr. Davis, this project would not represent the quality project that it has become. They both should be commended.

- Dr. Thomas E. Boyt, Business
- Dr. Charlotte Simmons, Assistant Professor, Mathematics & Statistics
- Ms. Carolyn Mahin, Director of Public Services, Chambers Library
- Mr. Barry Lofton, Program Director, Trio Grant-Ronald E. McNair
- Mrs. Lisa Antonelli, Liberal Arts

The CIT asked Dr. Mary Brodnax and Dr. Lola Davis to act as facilitators for the Faculty and Staff Reward and Recognition Action Team. It was decided at the first meeting that data was needed with input from all target groups. The team decided to conduct focus groups with representative groups representing faculty and staff.

The Action Team set about designing a master questionnaire to be used during the focus group process. Training for the Team was conducted on how to moderate focus groups and members were present during two training focus group sessions. Meetings were held during the Fall 2003 semester as well as the Spring 2004 semester and all of the focus group work was done during the Spring semester 2004.

After the focus group work was completed, Ms. Cindy Brown in the College of Business Administration transcribed the recorded sessions. Each team member was then charged with analyzing a focus group session and content analyzing the information to determine the key concepts and ideas that were presented by the participants. All ideas were then tabulated and the team gave input into the generated list of OFIs and to share ideas. A final report of these suggestions will be prepared and delivered to the CIT and to Dr. Betz for consideration.

The Opportunities for Improvement

What we need to do is learn to work in the system, by which I mean that everybody, every team, every platform, every division, every component is there not for individual competitive profit or recognition, but for contribution to the system as a whole on a win-win basis.

(W. Edwards Deming)

From the action team’s meetings the following recommendations are offered in good faith as opportunities for improvement for faculty and staff reward and recognition.

Results, Discussion and Recommendations

The opportunities for improvement and suggested timelines are summarized in the table below.

| OPPORTUNITIES FOR IMPROVEMENT | | | |
|-------------------------------|---|---|--|
| Staff | 1. Current/University | 1. Comments/University | 1. Priorities/University |
| | <ul style="list-style-type: none"> ▪ Tuition waivers ▪ Events: Longevity recognition with pins ▪ Secretary luncheon ▪ Additional days off given by President Webb ▪ Parking fee paid ▪ VP Finance Steve Kreidler visiting colleges to talk about LEAN | <ul style="list-style-type: none"> ▪ Free secretary luncheon ▪ Luncheon forms too complex ▪ Only award recipients can go ▪ Staff members feel unsafe when students and faculty are not in the building ▪ Pay increases are only available by moving into administration ▪ Need college-wide interaction opportunities to get staff better acquainted. More social interaction. ▪ Campus chit chat site. ▪ Free membership to Wellness Center ▪ Keep health insurance costs low | <ul style="list-style-type: none"> ▪ Improve staff salaries ▪ Maintain health insurance at lowest possible cost ▪ Improve security ▪ Restructure staff luncheon ▪ Explore staff picture directory ▪ Develop on-campus site for staff interaction and activities ▪ Organize opportunities for staff interaction with administrators and faculty ▪ Explore free staff memberships to Wellness Center |

| | | | |
|----------------|--|--|---|
| | | <ul style="list-style-type: none"> ▪ Administrators visit college staff ▪ Create a picture directory | |
| | 2. Current/College | 2. Comments/College | 2. Priorities/College |
| | <ul style="list-style-type: none"> ▪ College level awards assembly for faculty and staff ▪ Inclusion of staff in various college activities ▪ Permission to leave campus early when weather is bad ▪ Beginning of academic year luncheon ▪ Staff person of the month ▪ Web site for staff recognition ▪ Open house for campus | <ul style="list-style-type: none"> ▪ Remove “secretary” from job title and replace with office manager ▪ Recognize an employee of the month (t-shirts, meal for two at the Oklahoma Room, bookstore gift certificate) ▪ Recognize staff member of the year (gifts from local merchants) | <ul style="list-style-type: none"> ▪ Create staff member of the year award ▪ Examine revision of job titles ▪ Create employee of the month award |
| | 3. Current/Department | 3. Comments/Department | 3. Priorities/Department |
| | <ul style="list-style-type: none"> ▪ Verbal Feedback ▪ Lunches ▪ Small gifts from travelers ▪ Gift certificates to staff members ▪ Day to day expressions of appreciation and praise | <ul style="list-style-type: none"> ▪ No additional comments | <ul style="list-style-type: none"> ▪ Distribute information on CIT report to college staff and faculty members by department |
| Faculty | 1. Current/University | 1. Comments/University | 1. Priorities/University |

| | | |
|--|---|---|
| <ul style="list-style-type: none"> ▪ Faculty Merit Credit ▪ Publicity for University ▪ Spring faculty meeting: Open mike ▪ Provost: Excellent name recognition ▪ Neely Excellence in Teaching Award | <ul style="list-style-type: none"> ▪ At the Neely awards, a short bio of the winner should be read ▪ University teaching awards that are initiated by students ▪ Award winners should receive nicer prizes (crystal, marble plaque, trophy) ▪ Vista should publish more about faculty accomplishments ▪ President attend faculty functions and activities ▪ Give University watches and rings ▪ Free parking | <ul style="list-style-type: none"> ▪ Introduce Neely Award winner with short bio ▪ Invite president, provost, and vice presidents to attend faculty functions and activities ▪ Encourage Vista to publish more on faculty members ▪ Create student initiated teaching awards ▪ Improve quality of recognition awards ▪ Explore free parking on continuing basis |
| 2. Current/College | 2. Comments/College | 2. Priorities/College |
| <ul style="list-style-type: none"> ▪ Faculty meetings ▪ Web pages ▪ Annual banquets ▪ Quarterly birthday parties ▪ Professional Development ▪ Christmas socials | <ul style="list-style-type: none"> ▪ Weekly reports should be sent to the Vista | <ul style="list-style-type: none"> ▪ Include Vista on weekly basis in information reports by colleges |
| 3. Current/Department | 3. Comments/Department | 3. Priorities/Department |
| <ul style="list-style-type: none"> ▪ Information circulation ▪ Monthly lunches ▪ Departmental newsletter | <ul style="list-style-type: none"> ▪ Departmental newsletters | <ul style="list-style-type: none"> ▪ Distribute information on CIT report to college faculty members by department ▪ Encourage departments to hold regular meetings and share information |

Feasibility

The Action Team agrees that most of its suggestions can be implemented initially at minimal cost to the university. It became apparent to the Team that merely asking faculty and staff for their input was considered to be a form of recognition. Focus groups should be periodically conducted to keep the faculty and staff engaged and to create the perception (and reality) that their opinions and ideas are important and appreciated.

Overall comments

With budgets getting ever tighter, it is paramount that staff and faculty be rewarded and recognized in ways that either involve small amounts of money or no money at all. They are intelligent people who understand the budget situation but still want to be recognized for the work they do and the contributions they make.