Aces of SCL
Recognition Toolkit

Introduction

In Student & Campus Life we *Inspire Transformation* and while that is often personally rewarding, our work typically occurs behind the scene and outside of the spotlight. In SCL, we know our staff do remarkable work, day in and day out and we choose to see our staff and to celebrate the impact they have in transforming the lives of our students and each other.

Our “ACE” recognition program encourages several and varied types of recognition for both managers and peers to recognize staff in a way that is efficient, easily accessible, consistent across the division and impactful for our staff.

Funding

Funding for the program lands with each department, with a goal to match .5% of the staff salaries for each area. Please consult with your dept. finance manager to understand your available funding and how funds will be managed/distributed. Interdepartmental spending is charged to object code 6585-800 and all other spending on recognition is charged to 6430-800

Program Summary

The recognition program has three components, each with their own purpose, principles, and reward types. The specific elements of each component are described in more detail on the following pages.

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**All Around Appreciation**
*(little to no cost)*

- Manager & Colleague - to - Colleague Driven

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**Cause for Celebration**
*(moderate cost)*

- Manager Driven

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**Extraordinary Effort**
*(high cost)*

- Manager Driven
All Around Appreciation

**What:** The name says it all. This recognition is what drives the culture of recognition in SCL. These are our habitual practices of saying thank you to others.

**Who Drives:** Available for managers to recognize individuals or groups but more importantly, available for peers and colleagues to recognize each other.

**When Appropriate:** Whenever you would like to show appreciation for someone. This could include recognizing others for demonstrating SCL core values, a contagious positive approach to work, and those that make our jobs easier.

**Frequency:** All of the time and/or when reasonable

**Costs:** No costs or very nominal costs.

**Options for Recognizing:**
**SCL Custom Options**
- SCL branded ACE thank you cards
- SCL branded ACE decals
- Public thank you to show appreciate for others across the division #AcesofSCL
- Submit entry for new Aces of SCL Spotlight section of newsletter/blog.

**University Options – University Low Cost/No Cost Ideas**

**University Employee Excellence Awards**
- Diversity and Inclusion
- Excellence in Diversity and Inclusion
- Excellence in Innovation
- Individual Excellence
- Management Excellence
- President’s Award for Excellence “Far Above Cayuga’s Waters”

Please consult with your local HR representative prior to providing monetary recognition to staff that are covered by a collective bargaining agreement.
Cause for Celebration

**What:** A reward shared with an individual or a group for special or noteworthy contributions and planned celebratory events/gatherings for a team to honor accomplishments over a period of time.

**Who Drives:** Manager Driven

**When Appropriate:** Individual or group recognition for extra effort (meeting unexpected deadlines, providing exceptional service for a student or customer etc.) or milestones (group project completion or end of year celebration etc.). Value ranges from $5 - $50 as appropriate.

**Frequency:** A few times a year based on the circumstances

**Costs:** Little to moderate costs per employee. Note that individual monetary gifts can be taxable income for the employee. Depending on department size, 50 – 75% of recognition budget should be spent here.

**Options for Recognizing:**

**SCL Custom Options**

<table>
<thead>
<tr>
<th>No Cost to SCL Depts.</th>
<th>Discounted for SCL Depts.</th>
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<tbody>
<tr>
<td><strong>Individual Recognition Options</strong></td>
<td><strong>Round of Golf at RTJ Course</strong></td>
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<tr>
<td></td>
<td>• $60 for 2 rounds/1 cart</td>
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<td></td>
<td>• $100 for 4 rounds/2 carts</td>
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<td></td>
<td><strong>$5 Dining Coupons - $50 for $40</strong></td>
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<tr>
<td></td>
<td><strong>Wellness Massage – 20% discount</strong></td>
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<tr>
<td></td>
<td><strong>Sports Wellness (biking or running) Clinic – 33% discount</strong></td>
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<td></td>
<td><strong>Cornell Store Discount - $5 off</strong></td>
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<tr>
<td><strong>Groups Recognition Options</strong></td>
<td><strong>Cayuga Lake Cruise for 10 -$50/hr</strong></td>
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<tr>
<td></td>
<td><strong>Group Dining Tickets @ $7.50 for breakfast, lunch or dinner</strong></td>
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</tbody>
</table>

While not offered at a discounted price, meal choice can also be deposited by a department onto an individual account for recognition

**University Options – University Individual and Group Ideas.**

Recognition software to help managers facilitate additional recognition coming soon!

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Extraordinary Effort

**What:** An Extraordinary Effort award is a one-time payment given to an individual that has achieved a substantial result, likely in the categories listed below.

**Who Drives:** Manager with support of Department Head and Finance Manager

**When Appropriate:**
- high impact project completion
- exceptional customer/student service
- major innovation
- outstanding performance with an unexpected assignment

**Frequency:** Occasional. We would not expect awards to be given to the same individual multiple times in one year or multiple years in a row. A consistent level of high performance should be addressed via SIP.

**Costs:** moderate costs to high cost per employee. Note that any monetary payment is considered taxable income for the employee. Depending on department size, 25 – 50% of recognition budget should be used in this category.

**Options for Recognizing:**
Bonuses ranging from $500 – $5,000

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Recognition Tips for Managers

Truly meaningful recognition is felt when we are able to balance 5 key components. Recognition should always be:

- **Purpose Driven**
- **Transparent**
- **Varied**
- **Genuine**
- **Reinforced**

**What is the why?** In SCL we support a culture of appreciation and want that to been seen and felt by staff living our core values and working in support of our purpose to “Inspire Transformation”

**Mix it up!** Recognition can and should take many shapes. Company pens are great but you only need so many, right?

Also, recognition that comes from a peer or colleague is often more effective than if it were to come from a manager so encourage staff to recognize each other.

**Be clear about the reason for the recognition and encourage others to join you in recognizing their peers.** Vague or arbitrary recognition can backfire on team morale.

**Be authentic.** Appreciation should be thoughtful and timely. Keep in mind here that recognition is not one-size-fits-all. Take the time to understand what motivates staff and what recognition is most valuable to the individual.

**Keep it coming!** Providing recognition multiple times over the course of a year is important for staff to know they are valued. Remember it is not always about tangible recognition, a simple thank you goes a long way.

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