



# Caught in the Act

## Student Staff Recognition

Each student staff member of the Norris University Center is a part of something larger: He or she is an integral component behind everything we do at Norris. As a proponent of student learning outside of the classroom, the Norris Center has identified six key areas and learning outcomes that we wish to develop and recognize in our student team. These complementary elements represent the path with which we seek to achieve the highest level of customer service and learning for our student staff.

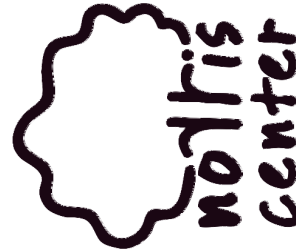
In the board game Trivial Pursuit, players acquire six pieces of a wheel representing proficiency in the varying knowledge areas of the game. While none of the work our students perform is trivial, our student staff strives to increase their competency in the six learning outcomes we expect them to achieve:

- |                         |                   |                   |
|-------------------------|-------------------|-------------------|
| <b>Customer Service</b> | <b>Teamwork</b>   | <b>Autonomy</b>   |
| <b>Responsibility</b>   | <b>Leadership</b> | <b>Management</b> |

We invite customers, peers, supervisors, and administrators to nominate any Norris student staff members *Caught in the Act* of excelling in any of these outcomes. Please complete the reverse side of this form, including a brief description of the act, and indicate which outcome area or areas in which the student stood out. The student will be honored with a small prize, one piece of the *Caught in the Act* wheel representing the area of excellence, and will receive your description of how they excelled in that situation. The recognition will also be added to the student's employment file.

Ultimately, this visible representation of success over extended periods of time will encourage students to excel in their work. Additionally, it will explicitly encourage them to excel in areas the Norris Center has identified as expected learning outcomes. Upon completion of their *Caught in the Act* wheel, the student will be honored with a greater gift and qualified to be nominated for the Norris Center Employee of the Year award.

rev. 2007-10-12



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<b>NOMINEE</b>	<b>NOMINEE'S DEPARTMENT</b>
<b>PLEASE DESCRIBE "THE ACT"</b>	
<p>THIS WAS AN EXAMPLE OF:</p> <input type="checkbox"/> Customer Service <input type="checkbox"/> Teamwork <input type="checkbox"/> Autonomy <input type="checkbox"/> Responsibility <input type="checkbox"/> Leadership <input type="checkbox"/> Management	
<b>YOUR NAME</b>	<b>DEPARTMENT/ORGANIZATION</b>
<b>PHONE</b>	<b>DATE</b>

### Has one of the Norris Center student staff members gone above the call of duty?

Use this form to let them know they have been *Caught in the Act* and that their effort is appreciated!

The *Caught in the Act* program recognizes outstanding performance from student staff members who exemplify the learning outcomes identified by the Norris Center as important to the development of our students.

Nominees will receive a copy of your comments and will be officially recognized for their high level of service.

**Please give this form to the nominee's supervisor or drop it in any Norris Center comment box.**

OFFICE USE: Entered by \_\_\_\_\_ Date \_\_\_\_\_