

## Vice - Chancellor Awards Outstanding Contributions to Student Service 2016

### Vice Chancellors (VC) Awards

The VC Awards are an important part of the University's mission to promote and advance learning and teaching through recognition and reward of individuals and teams and through rigorous scholarship of learning and teaching support.

### Vice-Chancellor's (VC) Awards for Outstanding Contributions to Student Service

#### *Three Awards of \$1,000*

This award is presented to a staff member that has provided outstanding service to individual students or student groups on a consistent basis, whether through personal advising, development of programs, or improvements to the university's systems and policies that effect students.

Recognition is awarded to staff who have been nominated by peers or students for their significant contributions to student service, student engagement and/or the overall student experience in a specific area of responsibility over a sustained period for 12 months.

The application process is based on the instructions as detailed below. Please ensure to follow the CLIPP Schedule Calendar in the preparation and submission phase of this application. There is also a Federation University Institutional Nomination Form.

Each recipient will be presented a framed award at the University awards ceremony to be held at the end of the year.

### Selection Panel for all the awards

Nominations for Citations and Teaching Awards are considered by a Selection Committee which is made up of (where possible):

- Deputy Vice-Chancellor (Learning and Quality) or nominee
- Director, Centre for Learning Innovation and Professional Practice (CLIPP) or nominee
- One Associate Dean Student Retention
- One committee member of Student Retention Committee
- One previous Vice-Chancellors Award winner
- One student representative

## Award guidelines and nomination forms

### Objective

To provide an opportunity for distinctive institutional missions, values and priorities in student retention and successes to be recognised.

Staff who intend on applying for a Student Service Award, should follow this step-by-step process:

1. Read the award guidelines. Applicants need to address one selection criteria in a 4 page application;
2. Seek advice from CLIPP staff and/faculty ADSRs such as Associate Dean of Student Retention (ADSR);
3. Complete the Federation University Nomination Form for Citations for Outstanding Contributions to Student Service
4. Comply with the CLIPP Calendar Schedule regarding timelines for institutional submission.

### Eligibility for Nomination

1. All nominations must relate to contributions to student service, student engagement and/or the overall student experience at the University (Higher Education and/or VET);
2. Nominations are open to professional staff and technical staff, sessional employees and institutional associates (full-time or fractional, continuing or contract);
3. Both team and individual nominations are encouraged. Teams may be of any size. If a team is larger than five members a team name must be provided;
4. Nominee/s can be included in only one nomination in any year;
5. Individual award recipients are not eligible for re-nomination within five years of receiving an award;
6. Previously unsuccessful nominees for awards are eligible to apply.

An applicant may only submit a nomination for either a Citation, a Teaching Award or a Service Award in any one year.

Please visit the Centre for Learning Innovation and Professional Practice for more information [link](#)

### Criterion

Nominees for this award should have demonstrated one of or a combination of the following:

- Commitment to identifying students' needs or expectations and reacting appropriately to ensure student satisfaction.
- Consideration of the impact on the students when taking action, setting policies or carrying out tasks.
- Willingness to refer students to an appropriate department or employee to solve specific challenges and to perform appropriate follow-up as needed with students to ensure that their issue/concern has been resolved.
- Ability to involve students in decision-making or problem solving processes as early as possible.
- Dedication to continuously improve student satisfaction and remove barriers to outstanding student service.

## Assessment Criteria

Nominees must select **ONE** of the four assessment criteria listed below, and include clear and consistent forms of evidence matched to the criterion addressed above.

### The assessment criteria are:

1. Commitment to identifying students' needs or expectations and reacting appropriately to enhance the student experience.
2. Developing or contributing to a program, event, or initiative which promotes student-centred culture.
3. Ensuring the student voice is sought and included in decisions relating to University policy and procedure.
4. Dedication to removing barriers to student success and supporting students throughout their university journey.

## Nomination form guide

### Synopsis

Describe the distinctive contribution to student service and the resulting impact on students, in a maximum 75 words. Write in the third person. Should the nomination be successful, the synopsis will be used in communications such as the presentation ceremony for the Vice-Chancellor Awards, on the CLIPP FedUni website and in archival information.

### Written Statement

The written statement describes the nominee's contribution to student service and must address one of the four assessment criteria, providing evidence to support claims.

Describe the field of work and distinctive contribution of the nominee (maximum 25 words). The description is to inform the broadest possible audience about the work of the nominee.

It is strongly recommended that nominations are proofread prior to submission.

### Length of written statement

The written statement is limited to four A4 pages. Excess pages will not be accepted.

### Statement of contribution (for team nominations)

Team nominations must include an additional page which explains the role and indicates the percentage contribution of team members.

### References (.PDF)

One reference, of no more than one A4 page each, is to be provided by people able to comment on the nominee's contribution to student learning against the nominated criterion.

- the referee must be the head of the nominee's faculty, department, school or administrative unit or at higher level
- if it is a team nomination, the reference should apply to the team
- any pages in excess of the page limit will not be provided to the assessors
- references must be signed – electronic signatures are accepted.

### **Digital photograph (.JPEG)**

A formal digital photograph of the nominee or nominated team. Photographs will be taken by Centre for Learning Innovation and Professional Practice. (Please refer to timeline)

If the nomination is successful, digital photographs are used for publication purposes, including the Centre for Learning Innovation and Professional Practice (CLIPP), Vice-Chancellor's awards webs page and other promotional materials. The photographs should therefore be of the best possible quality and include all members of a team nomination.

### **Formatting requirements**

- documents must be A4 page size
- font must be 11 point Arial or 11 point Calibri (narrow fonts must not be used)
- margins must be at least 2 cm with clear definition between paragraphs, and no columns should be used

### **Submission**

The 2016 Vice-Chancellor's Awards for Contribution to Student Service nomination form, written statement and references.

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### Outstanding Contributions to Student Service

Date	Activity	Responsibility	Milestone
29 June	Communicate with Executive Deans/ADSR and relevant unit/centre Directors asked via email to communicate award details to staff and to identify and contact potential nominees.	CLIPP to contact Executive Deans/ADSR/ Directors with relevant information	
29 June	Survey sent out to students to nominate administrative and support staff to recognize student support	CLIPP Administration	
18 July	Executive Deans/ADSR/Directors to collate list of nominees that they wish to support and assign mentor and sent to CLIPP	Executive Deans/ADSR/Directors	By 18 July List of potential VC nominees and ADSRs to CLIPP
25 July TBC	Information sessions for potential nominees Mt Helen and Churchill nominees and ADSRs to be invited to attend. Manager Student Futures to conduct the sessions with ADSRs and nominees to identify type of support and guidance required (draft review etc.)	Manager Student Futures	25 July TBC Information sessions Video conference Mt Helen /Churchill
22 July	Nominees to send their initial nomination form to CLIPP	Nominees	By 22 July The 1st page of the nomination form sent to CLIPP
25 July – 19 Aug	Nominees to work on nomination and collate their evidence during this period. A draft needs to be submitted to ADSRs/CLIPP Director by 22 August <b>(compulsory). Draft 1</b>	Nominees	By 19 August Progress on nominations to be provided by nominees to Executive Deans/ADSR/Directors and communicated to CLIPP

19 - 30 Aug	ADSRs/CLIPP Director to provide feedback as requested on draft 1	ADSRs/ CLIPP Director	By 30 Aug Feedback provided to nominees
30 Aug - 12 Sept	Nominees to continue to work on nomination and submit to relevant ADSRs/CLIPP Director drafts of nomination for feedback. <b>Draft 2</b>	Nominees ADSR/ CLIPP Director	By 12 Sept Draft for feedback to be submitted to ADSRs/CLIPP Director
12 - 19 Sept	ADSRs/CLIPP Director to provide feedback as requested on <b>draft 2</b>	Nominees	By 19 Sept Feedback provided to nominees
19 - 26 Sept	Nominees to work on final version of nomination and to arrange reference, photograph and any other requirements	Nominees	By 26 Sept CLIPP Administration will arrange photo sessions
26 Sept	<b>Final nomination</b> submitted to Mentor/CLIPP Director on 26 Sept	Nominees	By 26 Sept Final nominations to be submitted to ADSRs/CLIPP ADSR/ CLIPP Director to have checked nominations for compliance with guidelines
3 Oct	Nomination to be distributed to assessment panel for ranking	CLIPP	By 3 Oct Nomination sent to panel for assessment
10 Oct	Assessment feedback and rankings to be provided to CLIPP	Assessors	By 10 Oct Assessors to provide feedback
17 - 20 Oct	Panel recommendations to be sent to VC for approval/endorsement	CLIPP	By 20 Oct Confirmation of VC endorsement
24 - 25 Oct	Recipients to be notified Feedback to be provided to those who were not successful in 2016	CLIPP Feedback provide by CLIPP Director	By 25 Oct Director CLIPP will notify all nominees of out comes Invitations will be sent out for the awards ceremony
<b>2 Nov TBC</b>	<b>Award Ceremony</b>		