

Best Practice Document

2002 - 2003

(Revised September 2003)

By Employee Advisory Council Subcommittee
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Retention

Sub-Committee: Retention

Title of Program: UTEP Star Award

Contact Person (Phone & Mail): Human Resources Services

Component: The University of Texas at El Paso

Program Overview/Purpose: In unusual circumstances, individuals go far beyond our very high expectations by responding quickly, energetically, and responsibly to unexpected challenges and opportunities. They devote extra time and their considerable talents to solving a particular problem or seizing a special opportunity. They are selfless in their dedication to UTEP and the students that we serve, and they step up to take responsibility for situations or circumstance that is not strictly within their job descriptions. They reflect the true spirit and character of this University. They are UTEP STARS, and we ask your help in identifying them.

Estimated Cost (Include Staff Hours): Varies. Some Stars have received \$50.00 gift certificates to the University Bookstore while others received UTEP tote bags.

Measures of Success: Increased employee retention of high performing employees. Recognition of work well done.

Adaptability of Program to Other Components: Very adaptable.

If a one time program would you repeat it? N/A

Additional Information: The recipient of the UTEP STAR will be featured in Horizons and the STAR AWARD website (<http://www.utep.edu/utepstar>), and receive an award presented at the Administrative Forum. In addition, annually one SUPER STAR will be selected from the UTEP STARS to receive a grand prize.

Completed By: Ofelia Aguilar Dominguez, Past Chair Staff Council

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Retention

Sub-Committee: Retention

Title of Program: Distinguished Achievement Award

Contact Person (Phone & Email): President's Office

Component: The University of Texas at El Paso

Program Overview/Purpose: These awards recognize the achievements of our faculty and staff colleagues in the areas of teaching, research, and service to students and to the University.

Estimated Cost (Include Staff Hours): \$15,000

The following awards are presented annually:

- *El Paso Energy Corporation Foundation Faculty Achievement Award for Teaching Excellence (1 award at \$3,000)
- *Chancellor's Council Outstanding Teaching Award (1 Award at \$5,000)
- *Teaching Excellence Award for Non-Tenure-Track and Part-Time Faculty (1 Award at \$1,000)
- *El Paso Energy Corporation Foundation Faculty Achievement Award for Research (1 Award at \$3,000)
- *Service to the University/Students Award (3 Awards at \$1,000)

Measures of Success: Increased employee retention of high performing employees. Increased self-worth and self-esteem of employee.

Adaptability of Program to Other Components: Very adaptable.

If a one time program would you repeat it? N/A

Additional Information: The President's Office shall be responsible for soliciting written nominations from the University community, including alumni. The call for nominations should be widely distributed in a variety of media outlets both on and off campus. Announcements will also be made in a variety of university councils, senates, etc. The Honors Council will be asked to encourage student honor societies and submit nominations.

Completed By: Ofelia Aguilar Dominguez, Past Chair Staff Council

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Retention

Sub-Committee: Retention

Title of Program: Tuition Fee Waiver Program

Contact Person (Phone & Email): Andrew Peña, Director, Human Resources Services, (915) 747-5202, ampena@utep.edu.

Component: The University of Texas at El Paso

Program Overview/Purpose: This is a program offering a waiver of required fees for full-time employees enrolled in credit courses on campus. Required fees for any semester to be waived are as follows: Designated Tuition, Student Service Fee, Library Fee, Union Fee, International Education Fee, Recreation Fee, Registration Fee, Technology Fee, and Health Center Fee.

Estimated Cost (Include Staff Hours): This data was not available at the time this was being completed. This data will follow at a later date.

Measures of Success: Staff is able to obtain an education.

Adaptability of Program to Other Components: This is dependent on whether other components want to waive the above fees.

If a one time program would you repeat it? N/A

Additional Information: Employees must meet the following eligibility requirements: must be enrolled full-time (40 hours per week); must have completed one continuous year of full-time employment before the beginning of the semester of enrollment; must be enrolled in credit courses at UTEP; must be pursuing an undergraduate or graduate degree.

Completed By: Ofelia Aguilar Dominguez, Past Chair Staff Council

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Retention

Sub-Committee: Retention

Title of Program: President's Staff Scholarships

Contact Person (Phone & Mail): Elizabeth Justice, Scholarships Director,
(915) 747-5478, ljjustice@utep.edu

Component: The University of Texas at El Paso

Program Overview/Purpose: These scholarships pay UTEP tuition and fees for up to six credit hours per semester for one year. Classified staff members are eligible to apply. The scholarship committee prefers to award at least one scholarship each year to a first-time college student.

Estimated Cost (Include Staff Hours):

02-03 \$299 per semester for 6 credit hours - \$576 a year

There were 6 recipients

Total for 02-03 \$3,456.00 in scholarship dollars

Staff hours are difficult to measure because some staff take classes during their lunch hours, before/after work hours.

Measures of Success: Staff completes their degrees and hopefully stays with the university and move up in position which the university benefits.

Adaptability of Program to Other Components: Funds for this program are provided from two endowments to which the President provides funds.

If a one time program would repeat it? N/A

Additional Information: Because this scholarship runs in conjunction with the fee waiver, staff does not have to pay anything.

Completed By: Ofelia Aguilar Dominguez, Past Chair Staff Council

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Retention

Sub-Committee: Retention

Title of Program: Staff Council Book Scholarships

Contact Person (Phone & Email): Becky Duran, Staff Council Chair, (915) 747-6106, scouncil@utep.edu

Component: The University of Texas at El Paso

Program Overview/Purpose: These scholarships pay up to \$200.00 worth of books for staff taking classes during the year. Recipients are issued a book card (debit card) that is to be used at the University Book Store to purchase books. Recipients must provide a copy of the award letter and copy of class schedule.

Estimated Cost (Include Staff Hours): This is dependent upon the availability of funds raised by Staff Council during the year. Staff Council usually sponsors an annual Valentine's Day Balloon Bouquet Fund Raiser which provides the funds to cover up to five book scholarships in a given year.

Measures of Success: Gives staff a sense of pride as they are receiving assistance and recognition from their peers as well as the University.

Adaptability of Program to Other Components: Other components can adapt these to their campuses by having their Staff Councils raise funds for this purpose.

If a one time program would you repeat it? N/A

Additional Information: The recipients are selected from the pool of names remaining from the President's Staff Scholarship. In the future, Staff Council plans to have an application process in place for awarding SC Book Scholarships. By doing so, we hope to include all staff members and not limit it to only Classified staff. In addition, the University Book Store bills Staff Council, at cost, the total for the book cards each recipient used. This is billed at the end of each semester.

Completed by: Suzanne Sifuentes, Past Chair Staff Council

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Retention

Sub-Committee: Retention

Title of Program: Educational Opportunities Program

Contact Person (Phone & Email): Andrew M. Pena (915) 747-7933;
ampena@utep.edu

Component: The University of Texas at El Paso

Program Overview/Purpose:

- Upon approval of the administrative officer in the department, a full-time employee may register for a maximum of one (1), three (3) semester-hour course during the workday each long semester (fall and spring), with the exception of the summer sessions.
- The employee must provide a written request to his or her supervisor for permission to attend class, providing the days and hours of the class and the course number. The request must be approved by the supervisor and department head.
- The primary objective and concern must be given to the responsibilities of the job and to ensure workloads will be met prior to approving such requests. Under certain circumstances, it may not be possible for an employee to take a course.

Estimated Cost (Include Staff Hours): N/A

Measures of Success: When used in conjunction with the fee-waiver benefit, this program gives employees greater flexibility in pursuing a higher education. These programs illustrate the University's commitment towards personal and professional development.

Adaptability of Program to Other Components: Other components can adapt this program at their campuses with the support of Administration and the Academic communities.

If a one-time program would you repeat it? N/A

Additional Information: N/A

Completed By: Andrew M. Pena, SPHR