

Action Project: To develop and establish an employee recognition system

Institution: New Mexico State University at Carlsbad

Final Report

The purpose of this action project was to develop and implement a system to recognize employee achievement and to support and promote the development of employee skills and abilities. The intent was to improve employee morale, satisfaction, productivity, and retention rates.

The recognition system was developed and implemented. Although the CQS survey relevant indicators do not show any significant improvement in employee morale or retention, anecdotal evidence and increasing levels of participation suggest that the college community values the recognition system. This past year, the committee in charge of the system refined the procedure for obtaining nominations as the reviewer of this action project suggested (9-13-04), with the result that the number of nominations almost doubled. The recognition system will continue to be an integral part of NMSU-Carlsbad.

Still, the committee did not feel that the project had succeeded in achieving its initial goal, which, in essence, was to encourage all employees to contribute to continuous improvement and to feel that their contributions were important. For this reason, the committee initiated a new project, the restructuring of the school's committee system to reflect the AQIP categories. In this new structure, each committee will take ownership of one of the categories and be responsible for creating and assessing action plans related to it. Every employee group has representation on every committee. Employees will have easy access to the continuous improvement process and will be able to assess and improve upon their action projects. They will then contribute to the writing of the portfolio.

This new committee structure has been designed and approved and will go into effect in Fall, 2005 as an entirely new action project, "Realigning the existing committee structure to integrate governance responsibilities and AQIP categories."