

Skully's Circle Nomination Scoring Tool

POINTS KEY:

4 Points = Evidence of (3) factors within the description

3 Points = Evidence of (2) factors within the description

2 Points = Evidence of (1) factor within the description

1 Points = Category not submitted on nomination, but evidence found in details of description

0 Points = Category not submitted on nomination and no evidence found



Work Performance

Evidence that addresses the following:

- Exhibits PROFESSIONALISM by managing time and workload well which results in meeting deadlines, or delivering results earlier than anticipated
- Goes above and beyond to ensure a quality job is done
- First to volunteer when extra work is available
- Takes initiative to EXPLORE a solution to a problem
- Provides welcomed coaching and leadership when needed
- Employs creativity in approach to challenges and new undertakings
- Is INCLUSIVE of all stakeholders, encourages involvement and considers all points of view

Customer Service

Evidence that addresses the following:

- Views everyone they encounter as a customer (internal –coworkers and external – students, student families, vendors ,community)
- Greets customers with a smile and authentic “How can I help you today?”
- Goes above and beyond in exceeding the customer’s expectations (for example, rather than giving a name or number for a customer to contact, makes a soft transfer via phone, email, or in-person encounter with that contact)
- Uses language in all communications that is personalized, positive, helpful, INCLUSIVE and offers options
- Responds to requests in a timely manner, even if the response is “I wanted to let you know that I received your question(acknowledgement) and I’ll need to research your question. I will provide an update on Monday. (timeframe)”

Attitude and Commitment

Evidence that addresses the following:

- Exhibits a positive, approachable presence even on the most challenging days
- Demonstrates INTEGRITY by doing what they say they will do
- Self-motivated
- Exudes infectious excitement for their work, others' efforts, our campus community, etc.

Interpersonal Skills

Evidence that addresses the following:

- Actively listens and asks questions to seek understanding
- Demonstrates COMPASSION and empathy when interacting with others
- Understands the value of communication, providing clear information
- Gives constructive feedback in a manner that maintains the listener's self-esteem
- Recognizes others' achievements
- Collaborates in conversations relating to work processes, challenges, etc.
- Serves as a resource for new employees and others, largely due to their INCLUSIVE and welcoming nature
- Demonstrates respect for others and their diverse contributions

Overall Furtherance of Millersville University's Mission and Vision

Evidence that addresses the following:

- Makes decisions with fiscal responsibility in mind in order to reduce the cost of providing our high-quality education at an exceptional value
- Participates in PROFESSIONAL development in pursuit of improving the quality of education and service provided to our students
- In the spirit of PUBLIC MISSION, inspires students to pursue opportunities that make an impact within our community or for the greater good

Additional Comments or Supporting Evidence Comments

Total Points