

APPENDIX H

Article from *The Ticker*



First-Ever Service Excellence Awards

May 17, 2004



The inaugural Service Excellence Award recipients from left to right: Troy Taylor, Shelley Watson, Noemi Taveras, and Linda Moore.

BARUCH COLLEGE, N.Y. -- Who do you go to when you need information about a course, have questions about the BOSS system, or simply can't find a classroom? The answer, of course, is the administrative staff. Yet the good work of this staff, up until this year, has largely gone unrecognized. In contrast, it has been customary around graduation time to recognize the outstanding achievements on the part of students and faculty.

May 7th, it is these individuals who are on the front line in responding to students' concerns, answering their questions and easing the way.

This year, the Zicklin School of Business initiated awards for outstanding service on the part of its office and administrative assistants. As Dean John Elliott noted at the Zicklin Honors and Recognition Ceremony on

The inaugural Service Excellence Award recipients in 2004 were Troy Taylor of the Dean's Office, Shelley Watson of the Law Department, Noemi Taveras of Graduate Student Services, and Linda Moore of the Management Department.

The honorees were selected based on input from students, faculty, administrators and staff and through a web-based nomination form. The Service Excellence Awards will be given out annually at the Zicklin Honors and Recognition Ceremony.

APPENDIX I

Article from Baruch College Website



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Zicklin Confers First-Ever Service Excellence Awards

The Zicklin School of Business has announced the winners of its inaugural Service Excellence Awards, presented to administrative staff members for their outstanding recent performance in connection with student services. The awards are believed to be the first of their kind to be presented to business school administrators, according to professors Richard Kopelman and Ely Weitz of the department of Management, who coordinated the awards along with Kate McPadden, a PhD student in Management.



Winners of the new Service Excellence Awards, from left to right: Troy Taylor of the Dean's office; Shelley Watson of the Law department; Noemi Taveras of the Graduate Students Services office; and Linda Moore of the Management department.

The Zicklin School plans to make the Service Excellence Awards an annual fixture at the Zicklin Honors and Recognition Ceremony. Honorees will each receive a commemorative plaque and an honorarium in recognition of their exceptional work.

"Year after year, we award distinguished research and teaching awards for faculty and academic awards for students, yet we--students and faculty--are totally dependent on administrative staff," said Weitz. The awards were the brainchild of Dean John Elliott, who put together a task force headed by Kopelman.

Students, faculty, and other administrative staff nominated staffers through a web-based form, and the winners were selected after the results were tabulated. This year's honorees include Troy Taylor of the Dean's office, Shelley Watson of the Law Department, Noemi Taveras of the Graduate Students Services office, and Linda Moore of the Management department.

"I was very surprised and very honored to be selected," said Watson, who joined the Law department in October 1997. "I accept this award on behalf of all the administrative assistants at Baruch who may not have felt recognized in the past."

Moore, an administrator in the Management department for the past four years and an employee for the last fifteen, was equally pleased. "CUNY office assistants have never been acknowledged in this way, to my memory," said Moore. "The Management department is the best department I've ever worked in."

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