

## Treasured Pirate Award: Rubric

**Innovative Spirit:** Conducts extensive research and planning to establish, or successfully established, new and outstanding methods, practices, procedure, plans, or designs to further the mission of the University.

**Innovative Spirit Example:** This employee built a new departmental data dashboard. This new dashboard not only presents data in an easily understandable way but also can present 75% more data than was previously available in any report, allowing for greater information and insight. The new dashboard incorporates previously unused snapshot data and downloads publicly available data to calculate market share. The new dashboard was commissioned to inform senior leadership regarding data trends. The dashboard replaced several existing operational reports that did not incorporate data visualization and were difficult for senior leaders to interpret. In their many efforts to improve efficiency through innovative data management and careful attention to data quality, this employee has helped to make ECU a leader in the system by providing campus constituencies the data resources they need for business operations and decision making. Since incorporating the dashboards, we have seen a 30% increase to our program because of the targeted marketing campaigns we can focus on with this new data.

**Safety Example:** I am sure we all can remember the early days of the pandemic when hand sanitizer was extremely hard to find. During those days, our next Pirate, using his knowledge of chemistry and pharmaceuticals, helped create a formula to develop a safe, effective, and FDA compliant sanitizer. When the alcohol supply chain dried up, he coordinated this work with the local distilleries and wineries to produce the alcohol necessary to create enough sanitizer. He compounded the first batches then taught the folks at the Hackney distillery how to accurately mix the ingredients to make the FDA compliant sanitizer. He also worked diligently to obtain assistance from other alcohol beverage makers in eastern North Carolina to assist by providing the necessary alcohol to meet the demands of ECU Physicians, multiple other ECU departments, the general population, and several first responder organizations. He eventually was able to triple the output of sanitizer to donate to first responders in Greenville (Police and Fire), Pitt County, and in Greene County.

**Nominations will be scored in each of the following five areas using the scoring rubric below:**

- **Outstanding Work Performance**
- **Embodiment of ECU Mission Vision and Values**
- **Measurable Impact**
- **Positive Influence on ECU Community**
- **Nomination Category Fulfillment**

Minimal (0)	Limited (1)	Suitable (2)	Strong (3)	Exemplary (4)
No example provided or example provided is not relevant to this category.	Nominator provided limited information. Examples provided were vague and immeasurable. The employee's work was meets expectations level or below.	Nominator provided examples of meets expectations or above work. However, the examples were not measurable and were vague.	Nominator provided specific examples of an employees work that was meets expectation or above.	Nominator provided specific and measurable examples of exceeding expectations in their work.

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**Engagement:** Makes exceptional and measurable contributions to improve the relationships between the University and its constituents, resulting in enhancements to workplace culture. This may include activities, collaborations, and partnerships with faculty, staff, and students, or working with community agencies and organizations.

**Customer Service Example:** Outside of her regular duties as a supervisor and director, this employee also devoted additional time and expertise to help improve customer satisfaction at another ECU unit. She selflessly gave of her limited time and great expertise to shadow employees providing accolades for jobs well-done and coaching in areas of communication and customer service improvement. For example, one employee was coached on utilizing more inclusive language to better engage their customer base, while another was guided in creating a revised follow-up procedure for new customers. Without her guidance, this ECU unit would not have been able to increase its communication score by almost 7%, as well as its staff communication score by almost 21%.

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**Public Service:** Embodies ECU's motto "Servire" by confronting community challenges through public service. Exemplary public service may include implementing, participating in, or leading community and public service projects.

**Public Service Example:** This employee works with a new ECU program, which offers weekly classes for children in the community with & without disabilities. The program provides students an opportunity to work with children with and without disabilities. Our students work with children to foster creative expression & skills beyond current expectations, elevate self-confidence, as well as improve physical strength and balance, and transform community perceptions and attitudes about disabilities. Experiences like this provide our students with different multidisciplinary service-learning opportunities. The program has over 250 young people, and these student volunteers have learned to work one-on-one with children with disabilities and to encourage them to perform at their best because of this pirate's work.

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**Student Success:** Development, implementation, and delivery of exceptional transformative growth experiences for ECU students, families, and alumni.

**Student Success Example** - ECU has a good reputation for distance learning. But of course, when a student is from a rural area with poor internet connectivity it can create a special challenge. Our next Pirate helped a faculty member overcome this challenge. When she noticed that a student did poorly on a test and the student revealed that she hadn't been able to access any of the course content due to having to use poor cellphone service to access the class the faculty member reached out to our next Pirate who, within a couple of hours, converted the audio on all of her course presentations to podcasts and posted them to a link for the student to easily access. Using an innovative approach, our next Pirate ensured that this student as well as everyone else in the class had easy access to content regardless of internet service challenges.

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**Regional Transformation:** Uses research, innovation, and partnerships to discover and deploy new practices to enhance eastern North Carolina and achieve global impact.

**Regional Transformation Example:** This pirate’s work in developing a Patient Portal has led to streamlined service. Patients can now view their appointments and update their information, while providers can now utilize an electronic signature protocol and approve funds on the spot. This new portal has made it easy for new patients and already established patients to enter the website and view their appointments and update all their personal and medical information, allowing staff to be able to have more time to attend to patients more effectively. It has also given new patients the convenience of filling out the information at home, so they do not have to spend 1 hour before the appointment filling out the papers. This website has given employees the ability to have the information ahead of time so that we can help the new patient to clarify or correct any information before the appointment, treating them more effectively. This has also helped particularly with patients who do not write in English so now they can fill out documents without mistakes.

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**Servant Leadership:** Lives the philosophy of servant leadership, a leadership principle based on a set of behaviors and practices that place the primary emphasis on the well-being of those being led, either internal to the University or to those they serve as leaders for in the community or region.

**Servant Leadership Example:** This supervisor noticed that their department morale had gone down and that engagement within the department had dropped. When speaking with an employee she realized that some tasks that had just been added that year were taking up a 60% of the work week. The supervisor decided to send out a departmental survey to get feedback on what was working and not working with the new tasks. After reviewing the feedback, they held a team meeting where they brainstormed how to make some new tasks more efficient. They were able to reach out to IT and automate some processes to avoid duplicate work. She also was able to hire a student worker to take on some of tasks that were easy but took up a lot of time. After a few months, the manager took another department survey and they saw a lot of positive improvement - specifically with morale and engagement questions. Through the automation of duplicate processes and adding a student work they were able to cut the new task's work by 50%. With this new time the supervisor was able to let her staff start new passion projects and the unit was able to use that time to update and refresh their departmental website a project that had been put off for over a year.

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