



The Chancellor's Exceptional Service Bonus Program

Objective

All non-unit staff members contribute, in varying ways, toward advancing UMass Amherst's mission as a premier research university and center of academic excellence. The objective of the Chancellor's Exceptional Service Bonus Program is to provide special recognition awards to those non-unit employees (exempt and non-exempt) who have accomplished extraordinary achievements within the workplace. It is designed to complement feedback from the annual performance review, to provide a financial reward in addition to other pay programs, and to recognize significant accomplishments that advance university and departmental goals.

The authority to award exceptional service bonuses is delegated annually from the Chancellor to each member of the Senior Executive Management Team which includes the Athletic Director, Chief Information Officer, Provost, and the Vice Chancellors for Administration and Finance, Student Affairs & Campus Life, and University Advancement.

Eligibility

Non-unit employees who have been employed at UMass Amherst for a minimum of twelve (12) consecutive months in a regular position of half-time or more are eligible to be considered for a Chancellor's Exceptional Service Bonus award. The employee must be actively at work and on the payroll at the time the award is made and **must have at least a satisfactory performance rating.**

Employees in temporary (CC/03), postdoctoral, research fellow, or student positions, those who work less than half-time, those with less than a satisfactory performance rating, and those who belong to a collective bargaining unit are not eligible to participate.

Criteria

Employees nominated for an exceptional service bonus award must first meet or exceed the normal performance standards of their job. These employees should serve as role models for others by displaying desirable characteristics such as outstanding customer service, a positive attitude, the ability to lead teams, etc.

Employees will be considered for an award if they have (1) made an extraordinary contribution toward the achievement of key departmental, divisional, or university goals, (2) exhibited exceptional innovation, creativity or resourcefulness or (3) helped achieve significant monetary savings and/or efficiencies for the university.

Award Amounts and Funding

The Chancellor's Exceptional Service Bonus Program is intended to reward employees whose performance exceeds the expectations of their job; it is not intended to be an across-the-board salary supplement. Awards are expected to vary in amount within a unit and executive area. Decisions

about the amount of a lump-sum bonus depend on the nature and complexity of the employee's accomplishment and the ability of the department to fund the award. Bonus awards may be granted at the same time as merit awards but are not limited to this timeframe.

Each executive area is responsible for funding bonuses awarded under this Program within the funding limits established by the Chancellor. The awarding of bonuses is subject to the availability of funds within each area.

Process

1. The Chancellor will establish bonus pool caps for each fiscal year for each member of the Senior Executive Management Team.
2. Each member of the Senior Executive Management Team is responsible for the nomination and award process in their area. Normally, this process will include discussions with managers and department heads to determine which non-unit employees best meet the criteria for an award.¹ Any employee who is to receive an award **must have a current and complete performance appraisal on file.**
[Please note: Employees who are nominated will not be informed of their nomination until the department head has been notified that an award is approved.]
3. Each Senior Executive Management Team member reviews the nominations and forwards approved forms (with attached personnel action forms) to the Office of Total Compensation for payment.
4. Senior Executive Management Team members (or their designees) communicate to recognized employees the achievements that led to their receiving an award.
5. Bonus awards will be processed with the regular payroll and are subject to applicable tax withholdings and W-2 reporting. Bonus awards are not considered regular compensation for retirement contribution or calculation purposes.
6. Each July, the Office of Total Compensation will provide the Chancellor with a report on all bonus awards distributed in the prior fiscal year.

University's Sole Discretion

Exceptional Service Bonus Awards are made based on extraordinary performance and subject to the availability of funds. The awarding of bonuses and the amount of any award are determined at the sole discretion of the university. Such determinations will not be eligible for grievance under any of the university's formal grievance processes.

Questions about this Program may be addressed to the relevant executive area administrative officer or to the Manager of Total Compensation (545-1476).

Non-Unit Bonus Program

Rev: November 2005

¹ The Total Compensation staff and appropriate Administrative Officer are available to consult with executive officers and managers as needed regarding criteria, drafting acknowledgement letters, etc.