Overview

The Human Resources Services Center (HRSC) is responsible for managing the “Thank You-You Make the Difference!” employee recognition program. The program recognizes faculty, staff, and students who are acknowledged for excellent customer service in the School of Dentistry.

Procedure

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<th>Step</th>
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| 1.   | There are two ways to send a thank you to a faculty, staff, or student who has “Made the Difference”:  
- Submit a thank you online by:  
  a. Using MCommunity to obtain recipient’s uniqname and supervisor name.  
  b. Accessing the recognition database in MiTools at Enter Thank You.  
  c. Select “Send a Recognition”:  
     - Enter recipient’s uniqname  
     - Select department (optional)  
     - Enter supervisor’s uniqname (optional)  
     - Add comments into the text box provided  
  d. Enter uniqname, department name, supervisor’s uniqname, and comments for the faculty, staff, or student that will receive the recognition.  
  e. A thank you certificate is immediately sent to the recipient and an email to the recipient’s supervisor.  
Or  
- Pick up and complete information on a thank you pre-paid postcard. Place in a thank you drop box in the School of Dentistry or U.S. mailbox:  
  b. Drop box locations: First floor- near main elevators and by the entrance and exit door near Dental Faculty Associates. | Faculty, Patients, Staff, and Students |
| 2.   | At the pick up and drop box locations, replenish and collect thank you cards on a weekly basis. | HRSC |
Procedure No: | Subject: DRAFT  
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| “Thank You-You make the Difference!” Acknowledgment | Effective Date: 01/01/13  
---|---
| Revised Date: 11/11/2013 |  

### Step: 3.
- After collecting the completed thank you cards from dropbox locations, find the uniqname for each thank you recipient, uniqname of the recipient’s supervisor, and uniqname of person giving the recognition (if faculty, staff or student) using the following lists:

  a. **Student List**: Patient Services department maintains the student list and sends a copy to HRSC via email; the supervisor uniqname for all students is the Assistant Dean for Student Services and current Dean uniqname is “reduff”.
  
  b. **Dental School Phone List**: Located in MiTools. Click on “Schoolwide” and then “School Contact List”.
  
  c. **Roster**: HRSC maintains the faculty and staff roster used to find supervisor uniqname for faculty and staff.
  
  d. **MCommunity** – enter recipient’s name.
  
  e. **Wolverine Access** – check in Add/Update Person.

### Step: 4.
- Once the uniqnames are found, add the thank you information into the recognition database in MiTools at **Enter Thank You**:
  
  - Select “Superuser Tasks”.
  
  a. Choose “Add a Recognition”.
  
  b. Enter uniqname of thank you recipient (found in Step 3), uniqname of the recipient’s supervisor (found in Step 3), and uniqname of person who submitted the recognition if faculty, staff, or student of Dental School. If the submitter is a patient, enter first and last name. Enter the comments circled or written on the thank you card into the text box provided.
  
  - Select “Add Recognition” at the bottom of the screen to add to the database.
  
  - A thank you certificate is immediately sent to the recipient and an email to the recipient’s supervisor acknowledging the employee.

### Step: 5.
- At month end, **Run Monthly Report** in MiTools to get a list of thank you recipients and their department addresses from the database. Download to Microsoft Access to create and print address labels for envelopes. Attach thank you pins to the thank you cards from the Dean. Use inter-office mail to send cards to the recipients’ departments.

  **Note**: Each recipient will receive a maximum of one pin per year but may receive several thank you cards throughout the year.

### Step: 6.
- Organize “The Staff Awards & You Make the Difference” reception held each year in October/November to acknowledge the thank you recipients. Create the invitation as an email for all of the recipients.

### Step: 7.
- Review and approve the email invitation before Continuing Dental Education sends to recipients.
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<td>8. Send the invitation via email to all recipients.</td>
<td>Continuing Dental Education</td>
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<td>9. If Continuing Dental Education requests, assist with organizing “The Staff Awards &amp; You Make the Difference” reception.</td>
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