

## Chancellor's Award for Student Services Excellence (CASSE)

**Purpose:** The Chancellor's Award for Student Services Excellence recognizes an exceptional member of a college's Student Services department who has consistently gone above and beyond their regular duties to provide outstanding support and assistance to students.

This prestigious award aims to honor individuals who have demonstrated a strong commitment to enhancing the overall student experience and have made a significant impact on the lives of students through their dedication, professionalism, and exceptional service.

**The Award:** The Chancellor's Award for Student Services Excellence is awarded annually to one student services professional in the VCCS who distinctly represents the excellence in serving students found at VCCS college(s). **The award provides the recipient with a plaque and \$5,000.** One nomination per campus will be accepted.

### Eligibility Requirements:

- Full-time student services professional
- Possess a minimum of five years of full-time VCCS service
- Recommended by the president of the employing institution

**Criteria and Application Process:** Applicants for the Chancellor's Award for Student Service Excellence must complete the [Online Application form](#), which includes the following items:

1. **Summary of Accomplishments (two page maximum):** Identify and briefly describe the major highlights of the nominee's accomplishments, directly addressing the criteria (excellence in student support, innovation and creativity, collaboration and teamwork, and leadership and professionalism). A third-person perspective is suggested. Bulleted sections are permitted, and complete sentences are not required.

2. **Personal Statement(four page maximum):** The nominee must prepare a personal statement addressing:

- **Excellence in Student Support:** Describe how the staff member consistently demonstrates a high level of commitment to student success by providing exceptional service and support. They have a strong understanding of student needs, actively listen to student concerns, and provide genuine empathy while striving to find effective solutions.
- **Innovation and Creativity:** Describe how the staff member displays a proactive and innovative approach to addressing challenges and improving the student experience. They contribute fresh ideas, embrace new technologies and methods, and develop innovative programs or initiatives that enhance the overall support and services provided to students.
- **Collaboration and Teamwork:** Describe how the staff member actively collaborates with colleagues, demonstrating a strong commitment to working effectively as part of a team. They foster positive and constructive relationships, share knowledge and resources, and contribute to a cooperative and supportive work environment.

- **Leadership and Professionalism:** Describe how the staff member exhibits exceptional leadership skills, inspiring and motivating others to achieve excellence. They lead by example, display professionalism and integrity in their work, and serve as a role model for their peers and students alike.

**3. Letters of Support – excerpted** (Two-page maximum): Include excerpts from letters of support. Sources should include supervisors (e.g., President, CAO, Dean, Dept. Chair), colleagues (institutional and/or disciplinary), students (former and/or current), and community leaders or members. Each excerpt is limited to a 250-word maximum.

**4. Submit the completed Chancellor's Award for Student Services Excellence [Signature Sheet](#).**

**Selection Committee:** Selection of the Chancellor's Award for Student Services Excellence recipient is made by a committee composed of one college president, one academic and/or student services vice president, two deans (one academic and one student services), three student services professionals, and one student utilizing the following [rubric](#).

**Submission Deadline:** **December 16, 2025 at 12:00 p.m.**

**Award Notification:** The award recipient and their college president will be notified confidentially prior to the public announcement during the Awards program at the annual New Horizons conference in April 2026.