



# Staff Retention in Student Affairs

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# Introduction

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- Team introductions
- Subject introduction
  - Motivation
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  - Career Advancement
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# Motivation

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- One of the main ways to retain staff.
- Motivation commonly associated with extrinsic rewards
  - Compensation
  - More benefits
- Intrinsic motivations more effective and self-sustaining
  - Avoid fear as source of motivation
  - Staff as partners
  - Foster creativity
  - Right employees in right positions

# Motivation

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- Listening skills
- Incentive programs sparingly used
- Concerted effort to retain best employees
- Recognize staff when deserved
- Extra responsibilities
- Opportunities for professional development
- Turnover is expensive
  - Motivation one of the easiest ways to combat it

# Voice of Kara Johnson

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# Autonomy

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Level of freedom given to an employee over his/her position.

## Benefits

- Increased job satisfaction

- Higher sense of responsibility

- Increased productivity and morale

- Improved Quality

## Cons

- Increased risk

- Slowed decision making



# Professional Development



# What is it?

- the continuous process of acquiring new knowledge and skills that relate to one's profession, job responsibilities, or work environment.





# How To??

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- Getting to know how your office and how the department works
- Going to conferences, trainings, workshops and/or trainings for this specific position
- Understanding competencies you have and how to improve them and how to gain others

# GET A JOB GET A LIFE

Working with college students is a great career filled with lifelong experiences. If you are passionate about helping build strong campus communities; collaborating with campus constituents – faculty, staff & students – to support the campus mission; love learning; and are desiring to help students achieve their goals, then welcome to the world of student affairs. Join the college student educators of tomorrow and

be among a unique profession that helps change the world of college education

Why student affairs? Student affairs professionals

- are dynamic campus educators
  - advance transformational learning
  - promote global diversity
  - seek community change and engagement
- Contact your campus student affairs staff to find out more about their careers and daily responsibilities.

Get an exciting job!



# STUDENT AFFAIRS

# Compensation

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Financial Package

Insurance Package

Miscellaneous Package

# Finances

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## Student Affairs Professionals

**Entry-level: \$31,000 to \$44,000** (RD, Intramural Coordinator, Student Activities Officer, etc.)

**Mid-level: \$44,000 to \$57,000** (Career Counselor, Student Activities, Deputy Head of Student Admissions, etc.)

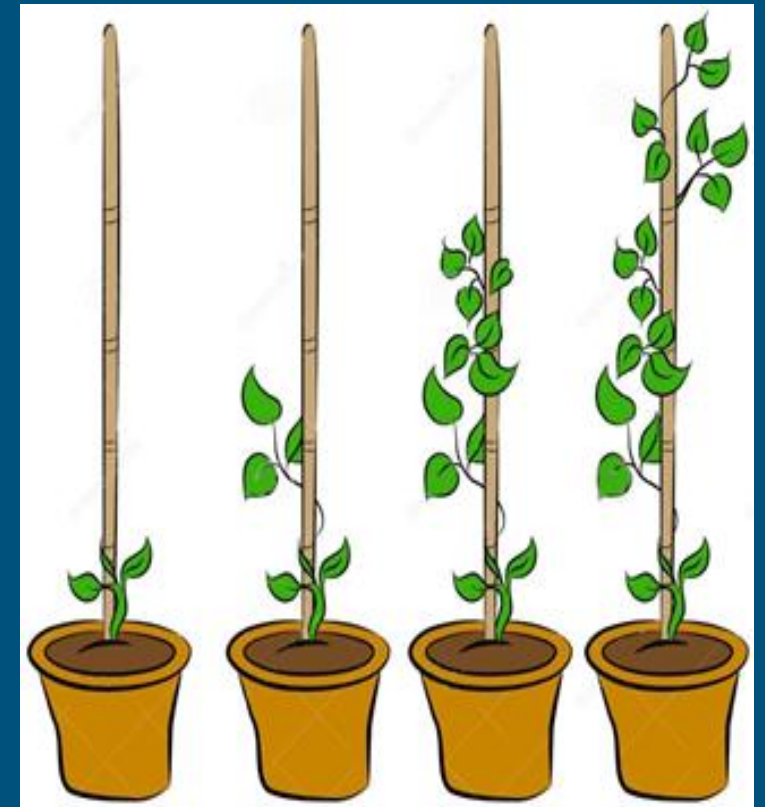
**Executive-level: \$58,000 to \$66,000** (Head of Min/Multicultural StuAffairs, Head of Campus Ministries, Head of Campus Rec, Head of Student Housing, etc.)

Average figures taken from the College University Professional Association for Human Resources Salary Survey 2013-2014.

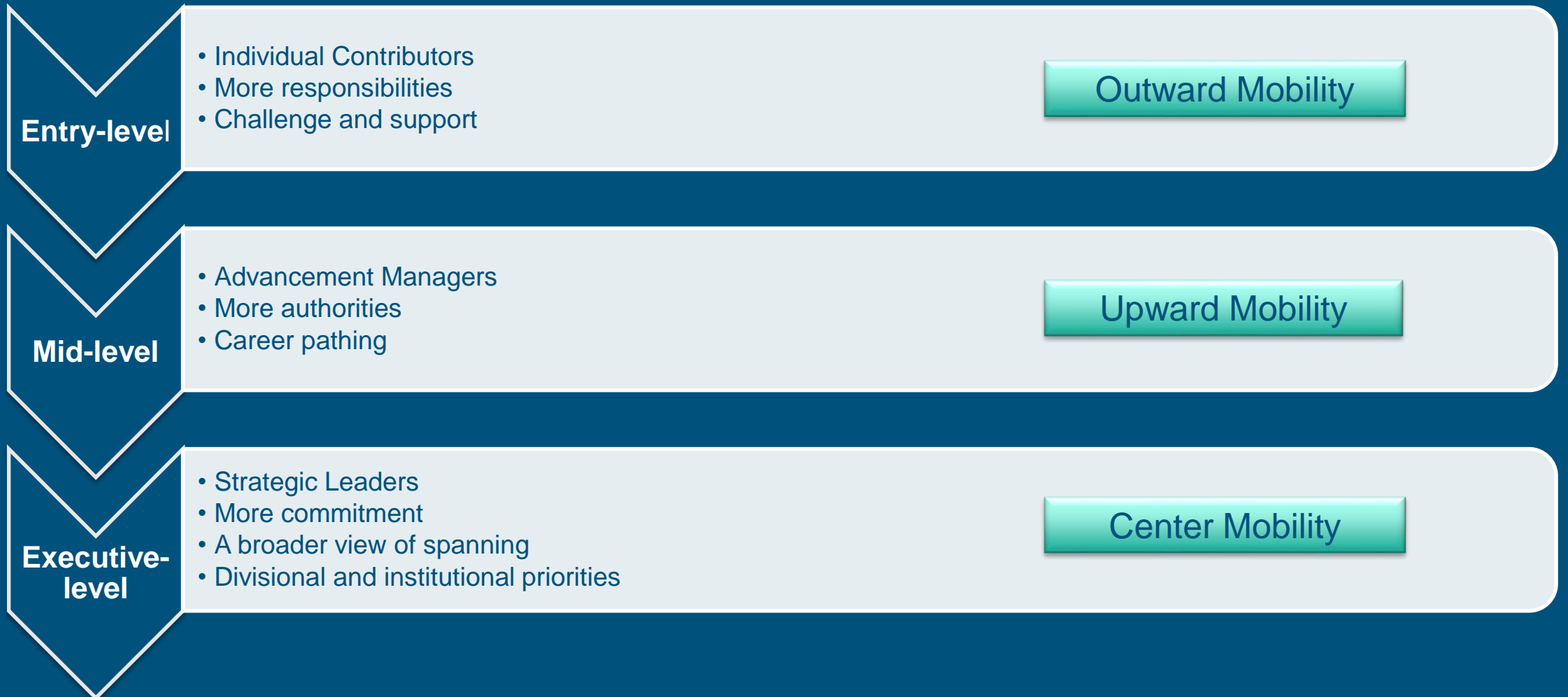
# Career Advancement

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**Career advancement** is the process of progression in one's working or professional life. It is the context in which professional skills are developed through the addition of more complex roles, assignments, and responsibilities (Donohue-Mendoza, 2012).



# Career Advancement for Different Levels



# Retention Strategies for Career Advancement

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- Communicating with staff to understand their career goals.
- Holding a Career Pathing workshop for different levels of staff.
- Making sure no staff is stagnating on their career for a long period of time.
- Helping staff with outward/upward/center mobility depending on the needs of one's at current career phase.
- Keeping in mind that simply job promotion is not the only solution to increase the professional satisfaction.
- Creating a positive culture for individual contributors, advancement managers, and strategic leaders to build their faith on each other and the division/institution.



# Case Study

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Mary (39 years old) has been working as the Coordinator of Residence Life at a public, 4-year university for 10 years. She was expecting for an internal promotion after her supervisor's position is vacant. The Associate Dean of Residence Life, however, hired a new person from external source to be the new Assistant Director of Residence Life. Mary was a little upset but still looked forward to working under a new leadership. This new Assistant Director is only 28 years old with a master degree in student affairs and a couple years of working experience. After two months, Mary started to feel that she had troubles working with this young supervisor, Jeff.

Jeff has so many new plans and he prefers teamwork and a more social and involved office culture. Mary is not used to this kind of multi-tasking job assignment and does not understand why staff and RDs need to interact more on personal connection. Now, Mary is wondering if she should have a serious conversation with Jeff, look for a new job, or pursue a master degree while working part-time. What are your suggestions for Mary if she comes to ask for your opinions as her coworker?

# Case Study Response

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Please list your suggestions in the following formats.

Mary's Concerns	Your Suggestions
eg. Talk with Jeff	eg. Before, the conversation, Mary needs to understand the generational differences and other issues.



# Case Study - Learning Outcomes

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Students will understand better on

- Effect of generational difference on staff relationship.
- Staff's goal on career advancement.
- Staff's needs on professional development.
- Importance of keeping staff motivated and satisfied.



# References

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