

We're NEA ESPs and Proud of It!

ESP: EQUAL AND ESSENTIAL PARTNERS IN EDUCATION

Together We Can Make Things Happen.

How NEA Supports Us!

NEA helps us ...

- Win better pay, benefits, and working conditions.
- Gain professional development and leadership training.
- Be covered by on-the-job liability insurance up to \$1 million.
- Be insured with life, health, disability, and casualty insurance programs.
- Get credit, loan, savings, investment, and discount services.
- Have tough and effective representation in job-related disputes.
- Speak out for our concerns in state legislatures and the U.S. Congress.
- Be represented at NEA meetings and on the NEA Web site.
- Get Association news through NEA publications and its Web site.



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HIGHER EDUCATION



2/04-49555



Strengthening student and faculty research

About Us and Our Work

- We serve the public: **90%** of us work in publicly funded two- or four-year colleges and universities. The rest of us are employed in private institutions.
- We are educated: **85%** of us have had at least some college. In fact, **28%** hold a two-year associate's degree, **19%** a bachelor's, and **8%** a master's or higher degree.
- Among those of us who do not hold a two-year or higher degree, **28%** plan to earn a two-year college degree.
- **16%** of us are currently attending school or college.

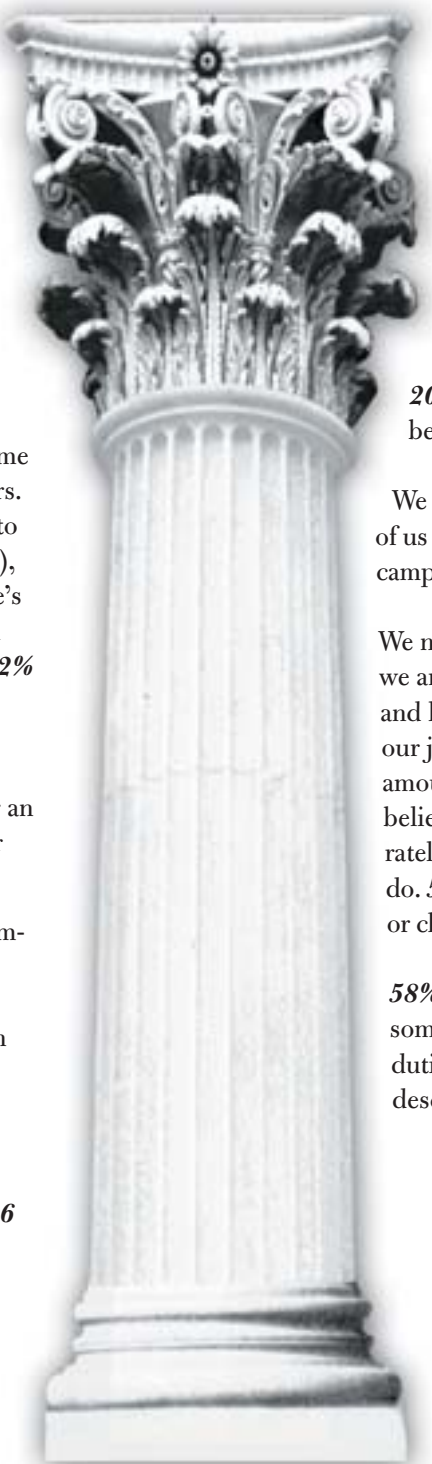
We are trained: **79%** of us have attended some professional training in the previous two years. **60%** of us had to meet special requirements to obtain our jobs, such as college credits (**31%**), special coursework (**25%**), two-year associate's degrees (**25%**), special certificates in our field (**20%**), or four-year college degrees (**16%**). **12%** of us must take classes or exams regularly to retain our positions.

We are experienced: We have been ESPs for an average of **12.2** years and have been with our current employers for an average of **12** years.

On average, we have been NEA HE ESP members for **10** years.

We are committed: **86%** of us plan to remain in the ESP field, and **60%** plan to stay in our current positions until retirement.

We work hard: **91%** of us work full time for all **12** months of the year, for an average of **7.6** hours per day.



Making the campus infrastructure work

Our Workplace Conditions and Issues

Overall, we find satisfaction in our jobs, primarily because we feel personally fulfilled by working with students. We are pleased with our work schedule, the freedom to do our jobs, and job security.

We appreciate and depend on our benefits.

We would like some changes. **40%** of us are not satisfied with promotion opportunities, and **27%** would like improved wages. **21%** of us would like increased support from supervisors and faculty. **20%** would like improved dental insurance benefits provided by our employers.

We are concerned about privatization. **89%** of us report that at least one service area on our campuses has been contracted out.

We need good job descriptions to help ensure we are working within our job classification and legal authority. **34%** of us do not believe our job descriptions accurately reflect the amount of work we do. **16%** do not believe our job descriptions accurately represent the kind of work we do. **54%** have no input into updating or changing our job descriptions.

58% of us have been often or sometimes asked to perform duties outside our job descriptions.



Protecting students, faculty, and visitors

NEA ESPs in Higher Education: Who We Are

Clerical Services: Secretarial, Clerical, and Administrative Support

Custodial and Maintenance Services: Building and Grounds Maintenance and Repair

Transportation Services: Transportation and Delivery Services and Vehicle Maintenance

Food Services: Food Planning, Preparation, and Service

Skilled Trades Services: Trades, Crafts, and Machine Operations

Health and Student Services: Nursing, Health, and Therapy Support

Security Services: Guard, Police, and Security Specialties

Technical Services: Computer, Audiovisual, and Language Technical Support; Media, Public Relations, Writing, and Art Specialties

These eight job groups include more than 300 categories of ESP positions.

We help our colleges and universities ...

- Organize and prepare academic, research, and financial records.
- Provide food service all through the day.
- Ensure that the campus environment is attractive, safe, and secure.
- Transport students and faculty on and off campus.
- Keep classrooms, research labs, and computer centers humming.

NEA's ESP Programs ...

- Organize, represent, and support us.
- Inform the education community about ESP contributions to higher education.
- Enhance our ability to use technology through training, grants, the Internet, and other educational materials.
- Help us fight the contracting out of our services.
- Provide research-based information to help our ESP leaders represent us.