

PREK-12 EDUCATION SUPPORT PROFESSIONAL (ESP) MEMBERS

NEA Education Support Professionals (ESPs) make up nearly a half million of NEA's 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As critical members of the education workforce, ESPs meet the needs of the whole student, ensuring students and schools succeed.

ESPS WORK IN 9 CAREER FAMILIES*



“ We need to pay our ESPs a better wage. We have lost so many to other jobs and careers because they cannot survive on such a low salary. Many of our ESPs have 2-3 jobs outside of school hours.

- Paraeducator ”

“ My students and families mean the world to me. I'm not just an employee; I am a vital part of the community. It is an honor to be a part of our students' village. Watching them grow and see their families progress is a reward that cannot be outdone.

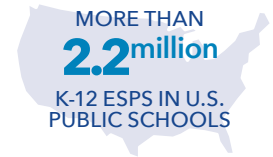
- Secondary Engagement Liaison ”

“ I love what I do, I just wish I received better pay. I have to keep a part-time job just to make ends meet. I would also love to see more professional development for people in my position. We are offered training right at the beginning of the school year (for a couple of hours) and then that's it.

- School Secretary ”

*An ESP career family is a group of professions that share similar core job skills, responsibilities, training and education.

FAST FACTS



WORK FULL-TIME



HOURLY WORKERS

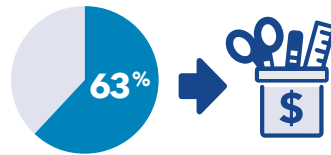


PREK-12 EDUCATION SUPPORT PROFESSIONAL (ESP) MEMBERS

We are...

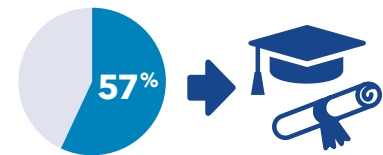
Committed to Public Education and Students

- A significant source of ESP job satisfaction is their personal fulfillment from working with students.
- A majority (**62%**) of ESPs are assigned activities involving special education students.
- A large majority (**76%**) of ESPs have responsibilities promoting school safety.
- More than 3 out of 5 (**63%**) ESPs have spent their own money to purchase food or school supplies for students at an average of **\$282**.



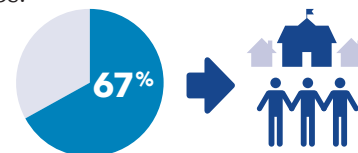
Experienced and Educated

- On average, ESPs have been employed in their ESP field for **13** years.
- A majority (**65%**) plan to stay in their current profession until retirement.
- Over half (**57%**) of ESPs have an associate's or more advanced degree.



Engaged with Families and Community

- A majority (**64%**) of ESPs have volunteered their time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- Nearly one-third (**31%**) of ESPs have supported activities of a parent organization, and **18%** coach or support a sports program.
- The majority (**67%**) of ESPs live in the communities where they work, and many volunteer in those communities.



We deserve...

Greater Awareness of ESP Contributions to Public Education



Better Wages and Salaries

A majority (**68%**) of ESPs indicated a problem with making a **living wage**, and over half had a problem buying food (**51%**).

The average annual salary is **\$34,490**.



Quality Professional Development

Only **23%** of ESPs are very satisfied with professional development opportunities; **77%** are not.



Sufficient Staffing

A large majority (**76%**) of ESPs are asked to perform duties outside their job description.



Respect and Inclusion

Only one-third (**33%**) of ESPs are very satisfied with the respect received in school; **66%** are not.





NEA PreK-12 Members A CLOSER LOOK AT SCHOOL SUPPORT STAFF

CLERICAL SERVICE MEMBERS

We interact daily with students, parents, and staff. We also make the first and last impression about a school and its school district. Clerical service education support professionals (ESPs) are on the front lines of all office operations, working in settings from schools to administrative offices to transportation facilities. Our daily workload often includes processing important paperwork, scheduling, maintaining school and student records and files, and acting as a first point of contact for schools.

We facilitate the flow of information and communication in schools

We help and support students and families

We maintain records and files essential to school resources and operation

CLERICAL SERVICE CAREERS

- SECRETARIES, ADMINISTRATIVE AND OFFICE ASSISTANTS
- DATA ENTRY, PAYROLL, AND GENERAL OFFICE WORKERS
- BOOKKEEPERS AND ACCOUNTING AND FINANCIAL ASSISTANTS
- REGISTRATION, RECORDS AND ATTENDANCE TECHNICIANS
- RECEPTIONISTS
- NON-MANAGERIAL SUPERVISORS

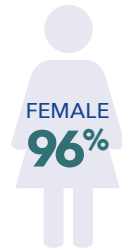
“ I wear many hats while answering the phone, assisting the teachers with day-to-day needs as well as stepping in as nurse and counselor. I get the opportunity to build strong relationships with students and families during school as well as outside of the school.

- Clerical Services Professional ”

Clerical services is one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA's 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA clerical service members meet the needs of the whole student, ensuring students and schools succeed.



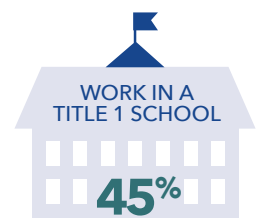
FAST FACTS



WORK FULL-TIME



HOURLY WORKERS



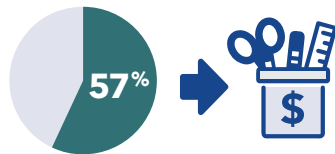


CLERICAL SERVICE MEMBERS

We are...

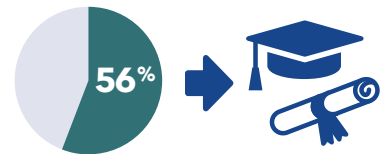
Committed to Public Education and Students

- Nearly all (**93%**) plan to stay in public education, and **71%** plan to stay in their current position until retirement.
- A large majority (**85%**) are satisfied with their job.
- A majority (**60%**) have responsibilities promoting school safety.
- Nearly 6 out of 10 (**57%**) have spent their own money to purchase food or school supplies for students at an average of **\$292**.



Experienced and Educated

- On average, an NEA clerical service member has been employed as an ESP for **16** years.
- Over half (**56%**) have at least an associate degree or higher, and **28%** are required to have an associate or 4-year degree.



Engaged with Families and Community

- A majority (**66%**) have volunteered time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- Nearly 1 out of 5 (**18%**) have volunteered to read books to students, **17%** have volunteered to teach or support art or musical activities, and **38%** support a parent organization.

- A majority (**62%**) live in the communities where they work.



We deserve...

Better Wages, Salaries, and Benefits

A majority (**66%**) indicated a problem with making a **living wage**.

Average annual salary for clerical service members: **\$47,890**



Promotion Opportunities

Only **13%** are very satisfied with promotion opportunities; **87%** are not.



Quality Professional Development

Only **17%** are very satisfied with professional development opportunities; **83%** are not.



Sufficient Staffing

A large majority (**73%**) are asked to perform duties outside their job description.





CUSTODIAL AND MAINTENANCE SERVICE MEMBERS

We keep schools safe and clean for students, staff, and the community. In addition to performing the heavy cleaning and grounds-keeping duties that are most often associated with our jobs, custodial and maintenance service education support professionals (ESPs) perform a dizzying array of other tasks, such as clearing snow, making electrical repairs, cleaning up spills, painting, maintaining boilers, and any number of other necessary tasks. One of our most important responsibilities is to ensure proper indoor air quality, uniform temperatures, and efficient heating and ventilation for our schools.

We keep schools clean and safe for students and staff

We prevent the spread of illness and infection

We maintain a comfortable, healthy environment for teaching and learning

CUSTODIAL AND MAINTENANCE SERVICE CAREERS

BUILDING AND GROUNDS MAINTENANCE STAFF

CUSTODIANS

MECHANICS (EXCEPT VEHICLE) AND REPAIRERS

LABORERS, HELPERS, AND WAREHOUSE PERSONNEL

NON-MANAGERIAL SUPERVISORS

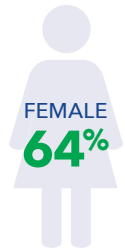
“ In my 17-year career as a custodian, I have not seen the shortages of staffing levels that are currently happening. There are no subs, so we have to work and cover extra areas and duties with very little appreciation, respect, or compensation. The burnout is real, along with the frustration for all parties involved. This really has an impact on our students’ learning conditions all the way around.

- Custodial and Maintenance Professional ”

Custodial and maintenance services is one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA’s 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA custodial and maintenance service members meet the needs of the whole student, ensuring students and schools succeed.



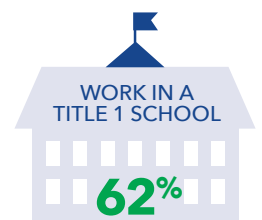
FAST FACTS



WORK FULL-TIME



HOURLY WORKERS



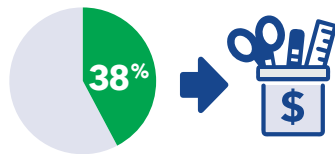


CUSTODIAL AND MAINTENANCE SERVICE MEMBERS

We are...

Committed to Public Education and Students

- Nearly all (**91%**) plan to stay in public education, and **71%** plan to stay in their current position until retirement.
- Nearly all (**90%**) are satisfied with their job.
- Nearly all (**88%**) have responsibilities promoting school safety.
- Nearly 4 out of 10 (**38%**) have spent their own money to purchase food or school supplies for students at an average of **\$276**.



Experienced and Educated

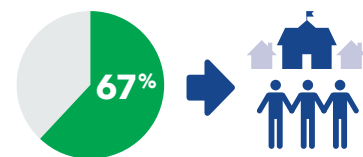
- On average, an NEA custodial service member has been employed as an ESP for **13** years.
- Nearly one-third (**29%**) must take classes or exams to keep their positions. One out of four (**24%**) are required to have licenses, while **17%** are required to have special certificates.



Engaged with Families and Community

- Half (**49%**) have volunteered their time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- More than 1 out of 5 (**22%**) have supported a parent organization, and **18%** have coached or supported a sports team.

- A majority (**67%**) live in the communities where they work.



We deserve...

Better Wages, Salaries, and Benefits

More than half (**53%**) indicated a problem with making a **living wage**.

Average annual salary for custodial service members: **\$39,380**.



Job Security

One out of 3 (**33%**) are traditionally laid off at the end of the academic year and rehired at the beginning of the academic year. And **45%** are eligible for unemployment while laid off.



Quality Professional Development

Only **26%** are very satisfied with professional development opportunities; **74%** are not.



Sufficient Staffing

Most (**65%**) are asked to perform duties outside their job description.





NEA PreK-12 Members A CLOSER LOOK AT SCHOOL SUPPORT STAFF

FOOD SERVICE MEMBERS

We ensure that students have access to safe and nutritious meals, which impacts their behavior, energy levels, thinking, physical health, overall well-being, and ability to learn. Some of the important aspects of our careers include proper food handling, adapting recipes for children with special dietary needs, and nutrition education and practice. The meals that food service education support professionals (ESPs) provide meet recommended dietary guidelines and help students develop lifelong healthy eating habits.

We help students grow and stay healthy

We provide nourishing meals so students are ready to learn

We keep meal preparation and serving areas safe and clean

FOOD SERVICE CAREERS

- COOKS
- FOOD AND PREPARATION WORKERS
- DIETITIANS AND DIETARY TECHNICIANS
- CASHIERS
- NON-MANAGERIAL SUPERVISORS

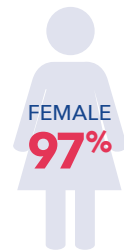
“ When the menu changes, you have to execute preparation differently, and what some people don't think about is how that impacts the dietician or the school nurse who will call to ask what the carb and calorie count is for the new meals... We provide all of that nutrition information for students and families.

- Food Services Professional ”

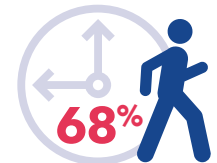
Food services is one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA's 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA food service members meet the needs of the whole student, ensuring students and schools succeed.



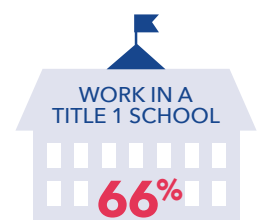
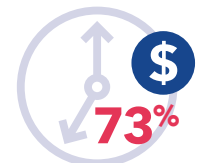
FAST FACTS



WORK FULL-TIME



HOURLY WORKERS





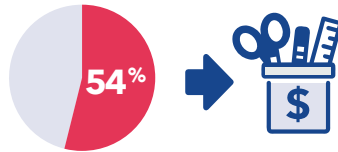
NEA PreK-12 Members A CLOSER LOOK AT SCHOOL SUPPORT STAFF

FOOD SERVICE MEMBERS

We are...

Committed to Public Education and Students

- Nearly all (**92%**) plan to stay in public education, and **71%** plan to stay in their current position until retirement.
- Nearly all (**90%**) are satisfied with their job.
- A majority (**68%**) have responsibilities promoting school safety.
- More than half (**54%**) have spent their own money to purchase food or school supplies for students at an average of **\$256**.



Experienced and Educated

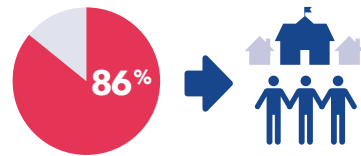
- On average, an NEA food service member has been employed as an ESP for **12** years.
- Half (**50%**) are required to have special certificates, and **54%** require special classes or exams.



Engaged with Families and Community

- Half (**48%**) have volunteered time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- More than 1 out of 5 (**22%**) have volunteered time to support a parent organization and **17%** have coached or supported a sports program.

- Nearly all (**86%**) live in the communities where they work.



We deserve...

Better Wages and Salaries

Nearly 6 out of 10 (**59%**) indicated a problem with making a **living wage**.

Average annual salary for food services members:

\$25,740



Job Security

1 out of 5 (**20%**) are traditionally laid off at the end of the academic year and rehired at the beginning of the academic year.

And **14%** are eligible for unemployment while laid off.



Better Benefits

Over 1 out of 10 (**15%**) are not offered health insurance benefits.



Quality Professional Development

Only **37%** are very satisfied with professional development opportunities; **63%** are not.



Source: NEA PreK-12 ESP Membership Survey, 2022

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esp.program@nea.org | www.nea.org/esp





HEALTH AND STUDENT SERVICE MEMBERS

We perform a wide variety of jobs that improve and protect students' health and welfare. In addition to providing first aid, monitoring immunizations, conducting health screenings, and assisting sick and injured children, we provide education that encourages students to maintain good health. Health and student service education support professionals (ESPs) help students surmount physical obstacles to their learning by assisting students with chronic conditions and disabilities. We work with students, parents, and families to support the physical, social, and psychological development and well-being of all students.

We keep students healthy

We remove barriers to education

We counsel students and families who need help

HEALTH AND STUDENT CAREERS

LICENSED PRACTICAL NURSES
NURSES' AND HEALTH AIDES
HEALTH TECHNICIANS
FAMILY AND PARENT SERVICES AIDES
COMMUNITY WELFARE SERVICES WORKERS
NON-MANAGERIAL SUPERVISORS

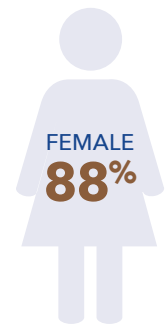
“ Our work is more than bleeding and band-aids...Making a difference in students' lives is the reason we are school nurses. Helping students with their chronic illnesses now is so important, so when they become young adults they have a solid foundation on how they need to live their life. It's about being someone a student or their family knows they can turn to.

- School Nurse ”

Health and student services is one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA's 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA health and student service members meet the needs of the whole student, ensuring students and schools succeed.



FAST FACTS



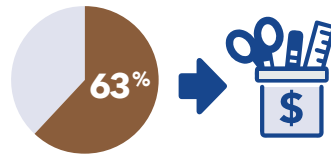


PREK-12 EDUCATION SUPPORT PROFESSIONAL (ESP) MEMBERS

We are...

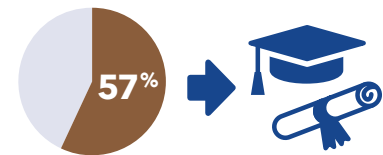
Committed to Public Education and Students

- A significant source of ESP job satisfaction is their personal fulfillment from working with students.
- A majority (**62%**) of ESPs are assigned activities involving special education students.
- A large majority (**76%**) of ESPs have responsibilities promoting school safety.
- More than 3 out of 5 (**63%**) ESPs have spent their own money to purchase food or school supplies for students at an average of **\$282**.



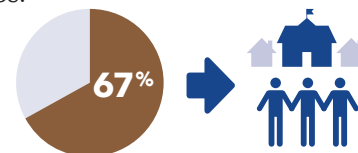
Experienced and Educated

- On average, ESPs have been employed in their ESP field for **13** years.
- A majority (**65%**) plan to stay in their current profession until retirement.
- Over half (**57%**) of ESPs have an associate's or more advanced degree.



Engaged with Families and Community

- A majority (**64%**) of ESPs have volunteered their time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- Nearly one-third (**31%**) of ESPs have supported activities of a parent organization, and **18%** coach or support a sports program.
- The majority (**67%**) of ESPs live in the communities where they work, and many volunteer in those communities.



We deserve...

Greater Awareness of ESP Contributions to Public Education



Better Wages and Salaries

A majority (**68%**) of ESPs indicated a problem with making a **living wage**, and over half had a problem buying food (**51%**).

The average annual salary is **\$34,490**.



Quality Professional Development

Only **23%** of ESPs are very satisfied with professional development opportunities; **77%** are not.



Sufficient Staffing

A large majority (**76%**) of ESPs are asked to perform duties outside their job description.



Respect and Inclusion

Only one-third (**33%**) of ESPs are very satisfied with the respect received in school; **66%** are not.





PARAEDUCATOR MEMBERS

Our careers have changed dramatically since we were first introduced into classrooms as teacher aides. Our duties are no longer limited to recordkeeping, preparing materials, or monitoring students in the cafeteria and other settings. Today, paraeducators assist with classroom instruction and provide direct services to students and their parents. A large number of us work with students with special needs, and all of us have professional responsibilities that contribute directly to academic achievement.

We provide instructional support to students with special needs

We help all students succeed; We help teachers succeed

We are educators

PARAEDUCATOR CAREERS

- INSTRUCTIONAL AND NON-INSTRUCTIONAL ASSISTANTS
- TEACHERS' AND PROGRAM AIDES
- LIBRARY AIDES AND TECHNICIANS' ASSISTANTS
- PRESCHOOL CAREGIVERS
- BUILDING, BUS, AND PLAYGROUND MONITORS
- CROSSING GUARDS

“ I provide one-on-one support for students with IEPs and 504s. I offer instruction on any and all subjects. I collaborate with several teachers as we try to address each student’s needs and how best to serve them. Our campus fosters a real sense of safety and inclusion for our students. Student relationships are at the core of our program and we work to celebrate everyone’s unique qualities and talents.

- Resource Paraeducator ”

Paraeducators are one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA’s 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA paraeducator members meet the needs of the whole student, ensuring students and schools succeed.



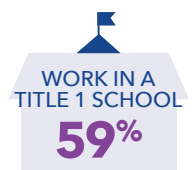
FAST FACTS



WORK FULL-TIME



HOURLY WORKERS



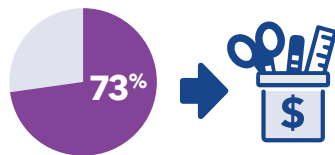


PARAEDUCATOR MEMBERS

We are...

Committed to Public Education and Students

- Nearly all (**89%**) plan to stay in public education, and **59%** plan to stay in their current position until retirement.
- Nearly all (**86%**) are satisfied with their job.
- A large majority (**74%**) have responsibilities promoting school safety.
- Most (**73%**) have spent their own money to purchase food or school supplies for students at an average of **\$277**.



Experienced and Educated

- On average, an NEA paraeducator member has been employed as an ESP for **12** years.
- Three-quarters (**75%**) have at least an associate degree (**25%** have an associate degree; **36%** have at least a bachelor's degree; **14%** have at least a Master's, professional, or higher degree.)



Engaged with Families and Community

- Nearly 7 in 10 (**68%**) have volunteered time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- Nearly one-third (**32%**) have supported a parent organization, and **34%** have volunteered to read books to students. **22%** assist a school or tutoring program, and **16%** lobby for the benefit of education.

- A large majority (**70%**) live in the communities where they work.



We deserve...

Better Wages, Salaries, and Benefits

More than half (**57%**) who were multi-job holders worked those jobs on weekdays during the academic year after classes ended for the day.

Three-quarters (**75%**) indicated a problem with making a **living wage**.

Average annual salary for paraeducator members: **\$28,770**.



Promotion opportunities

Only **14%** are very satisfied with opportunities for promotion; **86%** are not.



Quality Professional Development

Only **20%** are very satisfied with professional development opportunities; **80%** are not.



Sufficient Staffing

Most (**64%**) are asked to perform duties outside their job description.



Source: NEA PreK-12 ESP Membership Survey, 2022

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SECURITY SERVICE MEMBERS

Our primary responsibility is to ensure the safety and security of students and staff on school grounds, taking a leadership role in crisis situations. Security service education support professionals (ESPs) have a clear understanding of not only school security, but also community building and conflict resolution, moving schools away from punitive approaches and towards restorative justice practices.

We keep students and staff safe

We work to prevent crime on campus

We build safe spaces for students to learn

SECURITY SERVICE CAREERS

SECURITY WORKERS

GUARDS

NON-MANAGERIAL SUPERVISORS

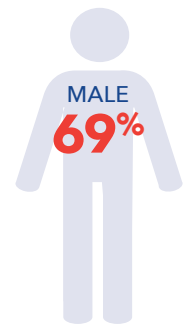
“ One of the issues facing us today is staff shortages within the buildings, which hinders the ability to effectively teach our children. My hope is that enough funding can be provided to extend services to students and families and ensure student success.

- Security Services Professional ”

Security services is one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA's 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA security service members meet the needs of the whole student, ensuring students and schools succeed.



FAST FACTS



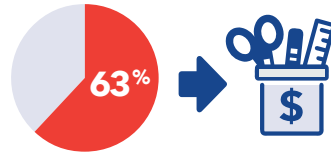


PREK-12 EDUCATION SUPPORT PROFESSIONAL (ESP) MEMBERS

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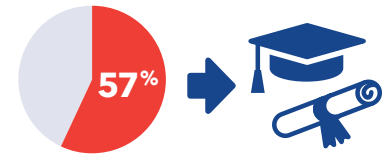
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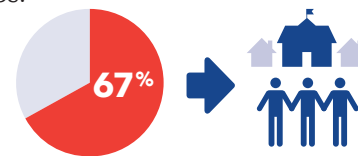
Experienced and Educated

- On average, ESPs have been employed in their ESP field for **13** years.
- A majority (**65%**) plan to stay in their current profession until retirement.
- Over half (**57%**) of ESPs have an associate's or more advanced degree.



Engaged with Families and Community

- A majority (**64%**) of ESPs have volunteered their time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- Nearly one-third (**31%**) of ESPs have supported activities of a parent organization, and **18%** coach or support a sports program.
- The majority (**67%**) of ESPs live in the communities where they work, and many volunteer in those communities.



We deserve...

Greater Awareness of ESP Contributions to Public Education



Better Wages and Salaries

A majority (**68%**) of ESPs indicated a problem with making a **living wage**, and over half had a problem buying food (**51%**).
The average annual salary is **\$34,490**.



Quality Professional Development

Only **23%** of ESPs are very satisfied with professional development opportunities; **77%** are not.



Sufficient Staffing

A large majority (**76%**) of ESPs are asked to perform duties outside their job description.



Respect and Inclusion

Only one-third (**33%**) of ESPs are very satisfied with the respect received in school; **66%** are not.





SKILLED TRADES MEMBERS

We maintain and service school facilities, buildings, and offices, ensuring they are safe and comfortable for students, staff and the community. We have a wide variety of jobs that require specialized expertise—and often licenses or certifications—in specific vocations. Skilled trades education support professionals (ESPs) work behind the scenes to repair, maintain, and operate machinery that is essential to the smooth functioning of the school.

We maintain the physical quality of buildings

We ensure safe and comfortable teaching and learning environments

We keep machinery and equipment working

SKILLED TRADE CAREERS

ELECTRICIANS

CARPENTERS

PAINTERS AND GLAZIERS

HEATING, VENTILATION, AND AIR CONDITIONING MECHANICS AND SPECIALISTS

MACHINE OPERATORS, ASSEMBLERS, AND INSPECTORS

PRINTING SERVICES PERSONNEL

NON-MANAGERIAL SUPERVISORS

“ I enjoy working for the school district and keeping our schools safe and up and running. However, we face challenges every day that can sometimes be overwhelming. I often hear complaints that repairs take too long or aren't getting done. Our campuses are old and run down. We don't have enough staff to keep up with all the maintenance that comes with aging buildings, so unfortunately, we end up being reactive rather than proactive.

- Building Trades Lead ”

Skilled trades is one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA's 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA skilled trade members meet the needs of the whole student, ensuring students and schools succeed.



FAST FACTS



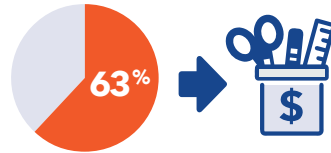


PREK-12 EDUCATION SUPPORT PROFESSIONAL (ESP) MEMBERS

We are...

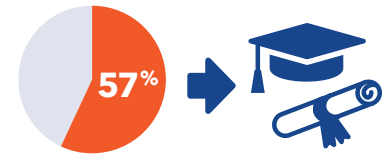
Committed to Public Education and Students

- A significant source of ESP job satisfaction is their personal fulfillment from working with students.
- A majority (**62%**) of ESPs are assigned activities involving special education students.
- A large majority (**76%**) of ESPs have responsibilities promoting school safety.
- More than 3 out of 5 (**63%**) ESPs have spent their own money to purchase food or school supplies for students at an average of **\$282**.



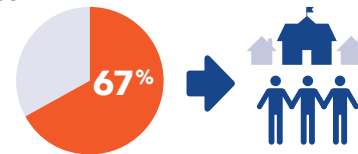
Experienced and Educated

- On average, ESPs have been employed in their ESP field for **13** years.
- A majority (**65%**) plan to stay in their current profession until retirement.
- Over half (**57%**) of ESPs have an associate's or more advanced degree.



Engaged with Families and Community

- A majority (**64%**) of ESPs have volunteered their time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- Nearly one-third (**31%**) of ESPs have supported activities of a parent organization, and **18%** coach or support a sports program.
- The majority (**67%**) of ESPs live in the communities where they work, and many volunteer in those communities.



We deserve...

Greater Awareness of ESP Contributions to Public Education



Better Wages and Salaries

A majority (**68%**) of ESPs indicated a problem with making a **living wage**, and over half had a problem buying food (**51%**).
The average annual salary is **\$34,490**.



Quality Professional Development

Only **23%** of ESPs are very satisfied with professional development opportunities; **77%** are not.



Sufficient Staffing

A large majority (**76%**) of ESPs are asked to perform duties outside their job description.



Respect and Inclusion

Only one-third (**33%**) of ESPs are very satisfied with the respect received in school; **66%** are not.





TECHNICAL SERVICE MEMBERS

We ensure high standards of technology in our schools. We are responsible for maintaining, troubleshooting, and supporting computers and other hardware and software applications, including all forms of technologies that enable the timely communication of information between families, school employees, and students. We mentor students and all staff in the latest computing and internet technologies. To maintain high standards, technical service education support professionals (ESPs) are continually learning about the latest trends and innovations in our field. Sharing and applying this knowledge contributes to student success in our rapidly changing world.

We keep student, school and district technology up-to-date

We facilitate student learning

We increase communication and information sharing

TECHNICAL SERVICE CAREERS

AUDIOVISUAL, LANGUAGE, SCIENCE, MECHANICAL, AND ELECTRICAL TECHNICIANS
COMPUTER OPERATORS AND PROGRAMMERS
SYSTEMS ANALYSTS
DATA PROCESSING SPECIALISTS
MEDIA AND PUBLIC RELATIONS SPECIALISTS
WRITERS AND EDITORS
NON-MANAGERIAL SUPERVISORS

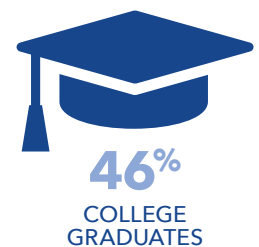
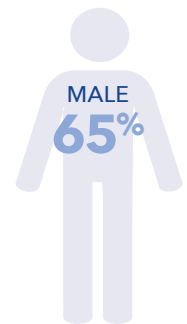
“ I assist both students and faculty with all things technology. My primary responsibility is to maintain our learning management system, Canvas. I proctor on-campus exams for our online learners as well as business and industry certifications. In a typical month, we assist 300+ students and, on average, 100+ faculty. It's never a dull moment!

- Technical Services Professional ”

Technical services is one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA's 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA technical service members meet the needs of the whole student, ensuring students and schools succeed.



FAST FACTS



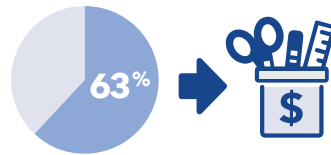


PREK-12 EDUCATION SUPPORT PROFESSIONAL (ESP) MEMBERS

We are...

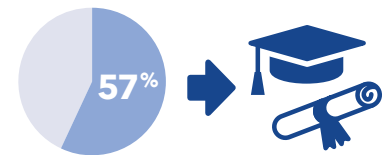
Committed to Public Education and Students

- A significant source of ESP job satisfaction is their personal fulfillment from working with students.
- A majority (**62%**) of ESPs are assigned activities involving special education students.
- A large majority (**76%**) of ESPs have responsibilities promoting school safety.
- More than 3 out of 5 (**63%**) ESPs have spent their own money to purchase food or school supplies for students at an average of **\$282**.



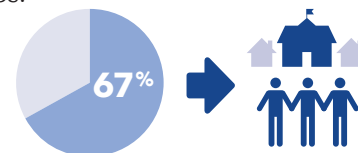
Experienced and Educated

- On average, ESPs have been employed in their ESP field for **13** years.
- A majority (**65%**) plan to stay in their current profession until retirement.
- Over half (**57%**) of ESPs have an associate's or more advanced degree.



Engaged with Families and Community

- A majority (**64%**) of ESPs have volunteered their time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- Nearly one-third (**31%**) of ESPs have supported activities of a parent organization, and **18%** coach or support a sports program.
- The majority (**67%**) of ESPs live in the communities where they work, and many volunteer in those communities.



We deserve...

Greater Awareness of ESP Contributions to Public Education



Better Wages and Salaries

A majority (**68%**) of ESPs indicated a problem with making a **living wage**, and over half had a problem buying food (**51%**).

The average annual salary is **\$34,490**.



Quality Professional Development

Only **23%** of ESPs are very satisfied with professional development opportunities; **77%** are not.



Sufficient Staffing

A large majority (**76%**) of ESPs are asked to perform duties outside their job description.



Respect and Inclusion

Only one-third (**33%**) of ESPs are very satisfied with the respect received in school; **66%** are not.





TRANSPORTATION SERVICE MEMBERS

We are the first people to greet students on their way to school and the last to say goodbye as they return home. We are often the first to recognize when a student is troubled or ill. We operate and maintain all of the school system's vehicles. In addition to driving, often in bad weather or heavy traffic, transportation service education support professionals (ESPs) are responsible for first aid and emergency evacuation procedures and providing a safe environment for all riders, including students with special needs. Everyone in our district's transportation department keeps up with new safety requirements, regulations, and policies.

We get students to and from school safely

We are often the first people to greet students

We recognize when a student is troubled or ill

TRANSPORTATION SERVICE CAREERS

- BUS DRIVERS
- TRUCK AND VAN DRIVERS
- VEHICLE MECHANICS
- GARAGE WORKERS
- TRANSPORTATION AND MAINTENANCE WORKERS
- NON-MANAGERIAL SUPERVISORS

“ I have been a bus driver in our district for 21 years. We are the first people that the students see every day. I make sure that when they get on the bus, they have everything they need (backpacks, extra shoes, lunch etc.) to be ready to learn. In the afternoon, I ask how their day went and make sure they have what they need to complete any work when they get home.

- School Bus Driver ”

Transportation services is one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA's 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA transportation service members meet the needs of the whole student, ensuring students and schools succeed.



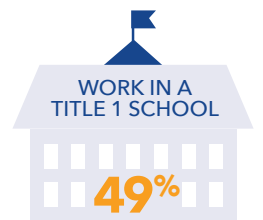
FAST FACTS



WORK FULL-TIME



HOURLY WORKERS



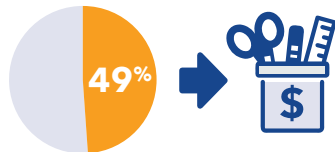


TRANSPORTATION SERVICE MEMBERS

We are...

Committed to Public Education and Students

- Nearly all (**92%**) plan to stay in public education, and **78%** plan to stay in their current position until retirement.
- Nearly all (**90%**) are satisfied with their job.
- Nearly all (**89%**) have responsibilities promoting school safety.
- Half (**49%**) have spent their own money to purchase food or school supplies for students at an average of **\$367**.



Experienced and Educated

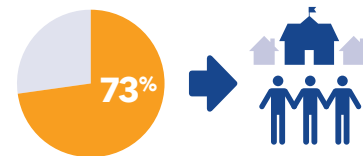
- On average, an NEA transportation service member has been employed as an ESP for **13** years.
- Nearly all (**86%**) are required to have a license. **75%** need classes or exams for their careers, and **63%** are required to have a special certificate.



Engaged with Families and Community

- Over half (**52%**) have volunteered time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- Nearly 1 out of 5 (**18%**) have supported a parent organization, and **17%** have coached or supported a sports program.

- A large majority (**73%**) live in the communities where they work.



We deserve...

Better Wages, Salaries, and Benefits

A majority (**63%**) indicated a problem with making a **living wage**.

Average annual salary for transportation service members: **\$22,890**.



Job Security

One-quarter (**25%**) are traditionally laid off at the end of the academic year and rehired at the beginning of the academic year. And **5%** are eligible for unemployment while laid off.



Sufficient Staffing

Nearly half (**42%**) are asked to perform duties outside their job description.



Promotion Opportunities

Only **27%** are very satisfied with promotion opportunities; **63%** are not.



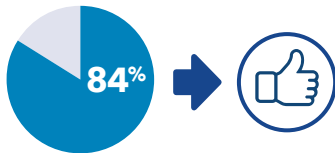
HIGHER ED EDUCATION SUPPORT PROFESSIONAL (ESP) MEMBERS

NEA Education Support Professionals (ESPs) make up nearly a half million of NEA's 3 million members. In the public education workforce, nearly 760,000 ESPs work in higher education. As critical members of the education workforce, ESPs meet the needs of the whole student, ensuring students and schools succeed.

We are...

Committed to Public Education and Students

- A large majority (**74%**) plan to remain in the ESP field, and **51%** plan to stay in their current profession until retirement.
- Higher ED ESPs have been in the ESP field for an average of **13** years and NEA members for **10** years.
- Overall, they are satisfied with their ESP careers (**84%**), primarily with their daily work schedule and the number of hours worked weekly.



Experienced and Educated

- Higher ED ESPs have reached advanced levels of education. Nearly all (**87%**) have at least an associate's degree (**18%** have earned an associate's degree, **33%** hold a bachelor's degree, and **36%** have a master's or higher degree).
- Most Higher ED ESPs (**81%**) had to meet requirements to obtain their jobs, such as college credits (**40%**), classes or exams (**21%**), special certificates (**15%**), associate's degree (**40%**) or 4-year college degree (**53%**).

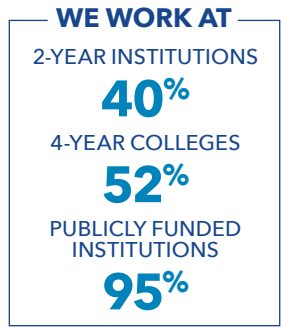
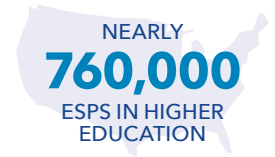


“ I assist students with their financial aid, process institutional scholarships, analyze reports, process veterans affairs educational benefits, and correspond with prospective students. There are tasks I complete daily, weekly, monthly, once per semester, and once per year. I also attend various conferences and required trainings.

- Clerical Services Professional ”



FAST FACTS



MOST HIGHER ED ESP MEMBERS ARE IN **CLERICAL SERVICES** OR ARE **TEACHING ASSISTANTS**



WORK FULL-TIME



HOURLY WORKERS



HIGHER ED EDUCATION SUPPORT PROFESSIONAL (ESP) MEMBERS

We deserve...

Better Wages, Salaries, and Benefits

Nearly 1 out of 5 (**16%**) had two or more jobs and **40%** of those multi-job holders worked on weekdays during the academic year after classes ended for the day.

A majority (**65%**) indicated a problem with making a **living wage** and **54%** have problems making student loan payments.



Sufficient Staffing

Almost all (**90%**) are asked to perform duties outside their job description.



Promotion Opportunities

Only **9%** are very satisfied with promotion opportunities; **81%** are not.



Job Security

1 out of 5 (**20%**) are traditionally laid off at the end of the academic year and rehired at the beginning of the academic year. And **14%** are eligible for unemployment while laid off.



Quality Professional Development*

Only **24%** are very satisfied with professional development opportunities; **76%** are not.



Respect and Inclusion

Only **25%** are very satisfied with the respect they receive; **75%** are not.



*They've identified managing work stress and acquiring specific career-related knowledge as areas of greatest need. Higher ED ESPs believe that in-person, practice-based, collaborative professional learning activities are most effective, including apprenticeships, mentoring, and specialized coursework. They are concerned about privatization on campus and members report that a wide array of services are contracted out, with food services, custodial services, and skilled trades mentioned most frequently.

Source: NEA Higher ED ESP Membership Survey, 2022
(Base: Total Higher Education ESP respondents (n=261);
Margin of Error at the 95% Confidence Level = +/- 6%)