



In your colleges, who are these dedicated people?

- Administrative staff
- Security personnel
- Laboratory technicians
- Tradespeople and maintenance staff
- Support staff working with students who have special needs
- Information technology staff
- Student affairs staff
- Storekeepers and attendants

And if we were to cut their hours or eliminate their jobs?

What kind of service would you end up with?

In your colleges, administrative staff:

- Help to promote the college
 - Manage the process of admissions
 - Assign rooms
 - Organize extracurricular activities
 - Provide communications
 - Answer your questions and concerns
 - Assist in student affairs
 - Provide financial management
 - Participate in welcoming and integrating students
 - Assist in the recruitment of personnel
 - Process orders and deliver required documentation and academic materials
 - Manage inventories and ensure that materials are functional
 - Act as a bridge between students and the administration
- ... and this is just the tip of the iceberg.

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In your colleges, did you know that support staff...

- Earn on average less than \$30,000/year
- Are more than 70% women
- Are more than 50% in precarious jobs (part-time, occasional, specific projects)
- Have work schedules tied to class schedules
- Sometimes have more than one workplace
- Are, depending on their jobs, laid-off when classes are not in session or when enrolment drops
- Are the first group of employees affected by budget cuts
- Do not see their workloads reduced, even when budgetary problems are the result of students taking less courses per semester

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In your colleges, the security personnel:

- Operate the surveillance system
- Intervene in emergencies
- Monitor comings and goings
- Guide and accompany visitors
- Ensure compliance with regulations
- Inform, advise and direct
- Oversee the implementation of emergency plans
- Develop emergency protocols and ensure their dissemination
- Collaborate in maintaining health and safety in the workplace
- Ensure the safety of buildings and parking lots
- Collaborate with various external stakeholders

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In your colleges, the laboratory technicians:

- Provide support to students in their laboratory activities
- Perform demonstrations and assist in teaching
- Participate in experiments and in developing new experiments
- Ensure compliance with health and safety standards
- Prepare and organize laboratory materials
- Order supplies and ensure that they are functional
- Maintain and calibrate machinery and materials

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In your colleges, tradespeople and maintenance staff:

- Perform maintenance and preventative tasks on properties and facilities
- Collaborate in the selection of materials
- Are responsible for ordering materials
- Oversee the general maintenance of facilities: painting, carpentry, plumbing, heating, electricity, mechanical, janitorial, etc.
- Handle deliveries
- See to the loading and unloading of delivery vehicles
- Must be versatile and work with different tradespeople, and for lower wages than in the private sector

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In your colleges, support staff working with students who have special needs:

- Accompany and support students in their learning
- Find appropriate methods for effective communication
- Provide simultaneous interpretation of communications and academic concepts
- Know how to recognize and identify difficulties experienced by their clients
- Participate in the development and evaluation of student intervention plans and oversee their implementation
- Provide an intervention and prevention service and refer students to appropriate resources

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In your colleges, student affairs support staff:

- Organize, lead and implement socio-cultural and athletic activities
- Develop and adapt these activities in accordance with the needs of clients
- Supervise and assist students in planning and organizing their own activities
- Submit recommendations and participate in the selection of equipment and materials required for different activities
- Ensure compliance with safety regulations and the proper conduct of activities
- Contribute to the development of social and community involvement

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In your colleges, information technology support staff:

- Assist users and resolve problems
- Install, configure and update software
- Oversee the purchase, lending and maintenance of equipment
- Maintain and distribute various documents on the different publishing and information platforms in use
- Manage computer networks and servers
- Develop utility programs to automate tasks
- Implement security and data backup procedures
- Assign access privileges

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