



In your colleges and universities 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

... and this is just the tip of the iceberg.

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

What kind of service would you end up with?



In your colleges and universities 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

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In your colleges and universities, who are these dedicated people?

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

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In your colleges and universities 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 and universities 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 and universities, the security guards and attendants:

- 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 and universities 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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In your colleges and universities 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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What kind of service would you end up with?



In your colleges and universities support staff who work with special needs students:

- 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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