

XM FOR **Education**

**How the Great Resignation
is impacting higher education**



Agenda

Introduction (5 min)

Employee Trends (5 min)

Panel Discussion (30 min)

Audience Q&A (15 min)



Pam Eddinger
Bunker Hill
Community
College



Kevin McClure
University of
North Carolina
at Wilmington



Veronica Sills
North Carolina
A&T State
University

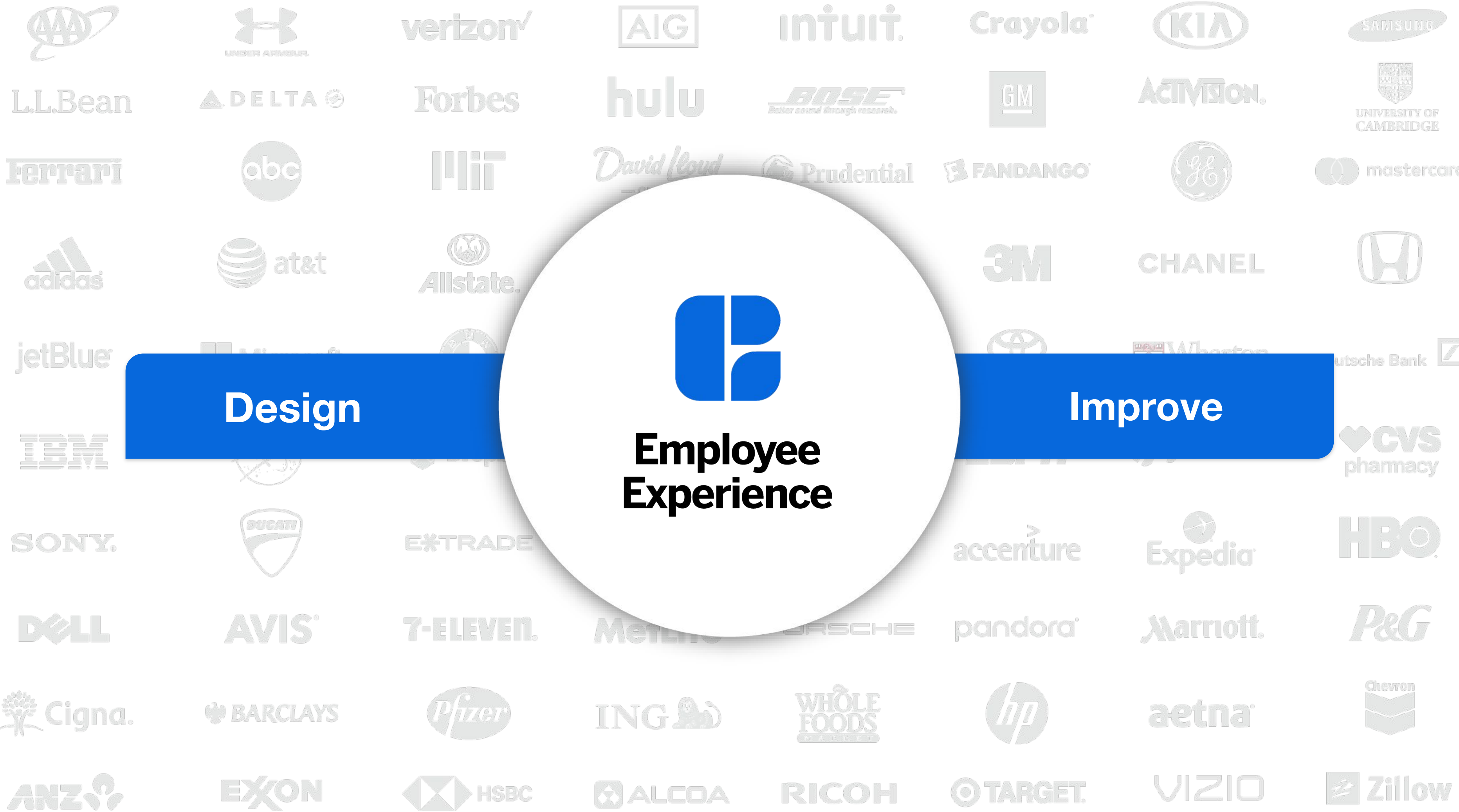


Katie Johnson
Qualtrics



Brittni MacLeod
Korn Ferry

How the Great Resignation is impacting higher education



Design

Improve

The Higher Education Employee Experience

Recent findings:

- Compared to 2021, Korn Ferry's higher education clients are reporting higher turnover, lower pay confidence, and questions regarding action planning processes
- Qualtrics found that on average, only 64% of higher education employees intend to stay at their institution for 3 or more years (67% for faculty, 58% for non-faculty)
- CUPA-HR found that 57.2% of employees are at least somewhat likely to leave their role in the next year
- Many 2022 NACUBO conference conversations focused heavily on attrition and retention efforts
- Inside Higher Ed: 78% of LinkedIn poll respondents indicated they are looking for a new job
- 2022 Chronicle of Higher Education + Huron survey: 77% of respondents shared that higher ed is a less appealing industry to work in compared to last year

Employees' pain points:

- Compensation
- Burnout and feelings of diminishing psychological safety
- Values alignment
- Role expectations and workload
- Feeling underappreciated and undervalued



Employee listening allows for success at every level of an institution, with positive impacts on stakeholders



Employee Experience Panel Discussion

Audience Q&A

Employee Experiences Matter More than Ever



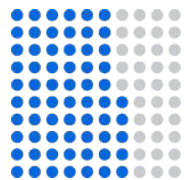
Teaching is more stressful

Depression rates in teachers have nearly doubled since the COVID-19 pandemic began impacting schools
(Seela, 2020)



Belonging & inclusivity are vital

Women and protected classes have been disproportionately affected by the pandemic, especially non-teaching staff
(McKinsey, 2020)



Digital workspaces are a critical experience

IT services and targeted technology programs can greatly improve the work experience for the most impacted faculty and staff



Attrition is driven by non-monetary factors

89% of employers believe pay is the #1 driver of attrition. But only 12% of employees actually cite pay as the reason for leaving
(Branham)

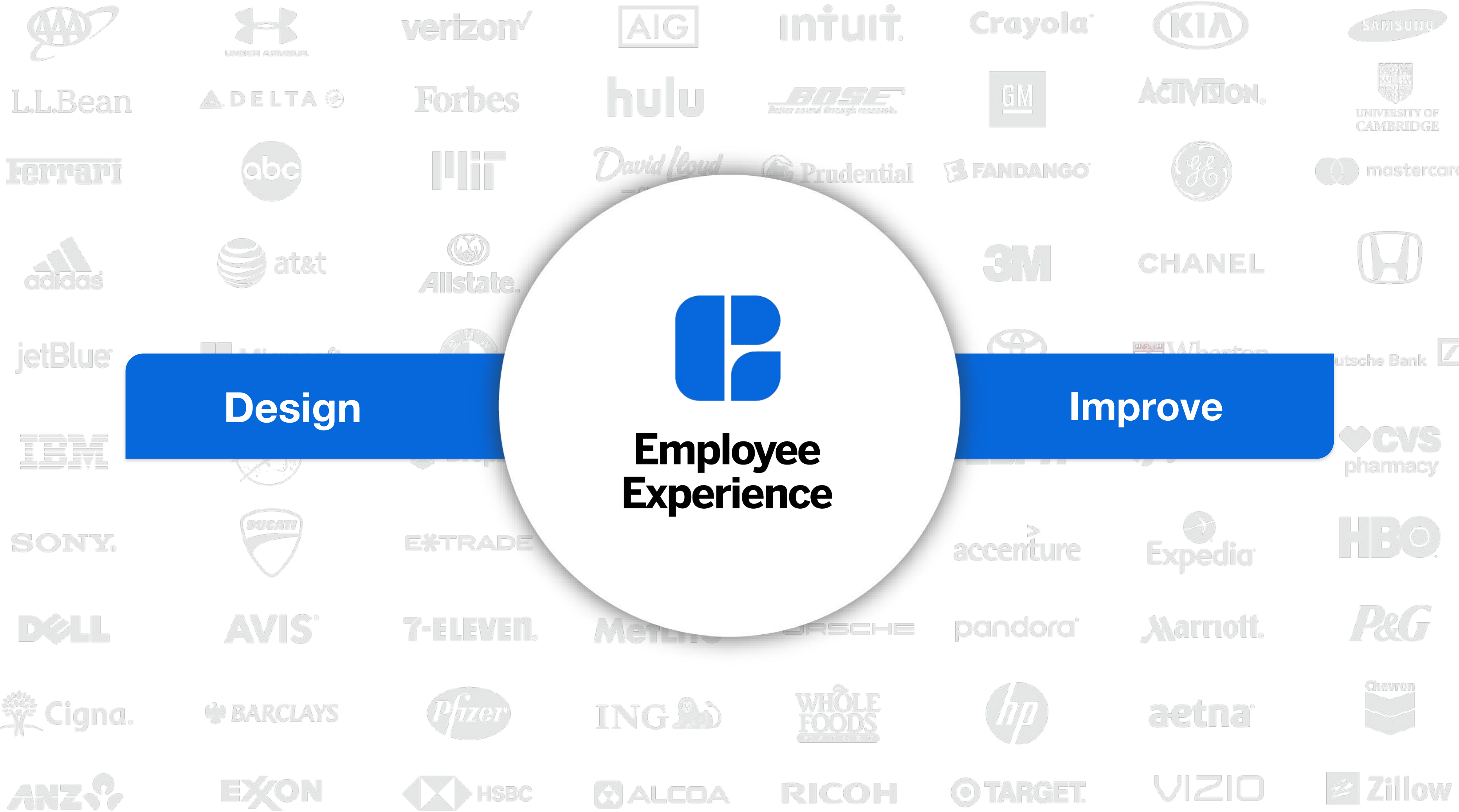
Employee Engagement

One critical outcome that is a product of the Employee Experience

Employee Experience

The daily interactions and touchpoints that drive Employee Engagement and critical people outcomes





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