Best practices for Retaining IT staff

a) **Competitive Compensation** in the form of salaries, project completion pay/bonuses, retention bonuses, and merit pay.

b) **Professional Development/Training** to help IT staff stay proficient in a field that experiences ongoing innovations in hardware and software so they become better at their jobs and have a sense of satisfaction. IT staff are asked to do more and also require training in business practices, project management, communication skills, interpersonal skills, and customer relations. Develop professional development plans.

c) **Streamlining** frustrating work processes

d) **Career movement** opportunities

e) **Flexible** schedules

f) **Telecommuting** opportunities

g) **Avoid overload** Overload can be directly related to changes such as:

   a. Usage increase or growth in user base
   b. Supporting new technology
   c. Supporting new features in existing technology resulting from an upgrade
   d. Supporting new initiatives of other departments
   e. Complying with new and/or updated mandates, policies, and regulations

h) **Professional Development/Training** of IT staff management focused on managerial practices associated with retention of IT staff:

   - Hiring skills
   - Provide the right tools and training to IT staff
   - Support the professional development of IT staff
   - Recognize the IT staff’s contributions to the institution
   - Nurturing careers by assigning projects that develop skills necessary for promotion
   - Empower staff to make decisions and make services “staff driven”
   - Protect staff from being overworked

Definitions

FGCU IT Staff: An employee that supports (e.g. updates, integrates, provides training, etc.) the use of enterprise information and/or instructional technology.
# Benchmarks for IT Staff Turnover Rates and IT Staffing - DRAFT

## Total IT STAFF

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</thead>
<tbody>
<tr>
<td><strong>Total IT STAFF</strong></td>
<td>754</td>
<td>740</td>
<td>762</td>
<td>772</td>
<td>782</td>
<td>792</td>
</tr>
</tbody>
</table>

## # FGCU FACULTY (Full-Time + Adjuncts)

- 2005-2006: 447
- 2006-2007: 490
- 2007-2008: 525
- 2008-2009: 530
- 2009-2010: 556
- 2010-2011: 589

## # FGCU STAFF (Full-Time A&P and SP only)

- 2005-2006: 495
- 2006-2007: 530
- 2007-2008: 557
- 2008-2009: 573
- 2009-2010: 586
- 2010-2011: 601

## # FGCU EMPLOYEES (Faculty + Adjuncts + Staff)

- 2005-2006: 942
- 2006-2007: 1020
- 2007-2008: 1082
- 2008-2009: 1103
- 2009-2010: 1142
- 2010-2011: 1190

## # STUDENTS (Fall Headcounts)

- 2005-2006: 7254
- 2006-2007: 8316
- 2007-2008: 9388
- 2008-2009: 10238
- 2009-2010: 11105
- 2010-2011: 12038

## # STUDENTS living in housing


## IT staff turnover rate


## Non IT staff turnover rate


## IT staff turnover rate < 5 years service


## Non IT staff turnover rate < 5 years service


## IT staff promotion rate


## Non IT staff promotion rate


## IT staff - average length of FGCU service


## Non IT - staff average length of FGCU service


## IT staff - average length of career service


## Non IT staff - average length of career service


## IT staff peer institutions - average length of career service


## Average training days per IT staff


## Average training budget per IT staff


## Workload (Varies within each service area)

### Academic and Event Technology

- Total computers (academic)/AET Staff
- Total course software titles/AET Staff
- Total classroom integrated teaching stations/AET Staff
- Total academic servers/AET server administrators
- Total web services (including Angel)/AET Staff
- Total x-7100 HelpLine Calls/AET Staff
- Total classroom setups, equip deliveries/AET Staff
- Total Special Events/AET Staff

### Computing Services

- Total Help Desk Calls/Help Desk staff
- Total Student Calls/Help Desk staff
- Total Secured PCs/Help Desk staff
- Total Axis TV's/Help Desk staff
- Total Copiers/Help Desk staff
- Total New PC's/Help Desk staff
- Total Number trickle down moves/Help Desk staff

### Library Technology

- Total Library computers/Library IT staff
- Total Library servers/Library Server administrators
- Total Library websites/Web staff

### Network Services

- Total network switches/Network Engineers
- Total Access Points/Network Engineers
- Total servers/Server Administrators
- Total email accounts/Server Administrators
- Total security endpoints/Security Administrators

### Telecommunications

- Total Stations/Telecom Tech Support Staff
- Total Stations/Telecom Staff
- Total Employees+Total Students/Telecom Operators

### Web, e-Learning, and Publications

- Total ANGEL courses/e-Learning staff
- Total ANGEL faculty/e-Learning staff
- Total e-Learning technology/e-Learning staff
- Total Web editors/Web staff
- Total websites/Web staff
- Total Web technology/Web staff