



VIRTUAL
24HR NACADA CONFERENCE

Advancing Women in Advising through Flexible Work Arrangements and a Babies at Work Program
Presented by: Stephanie Springer, Maggie Ramirez, and Melanie Fleck

The University of Arizona's Mel and Enid Zuckerman College of Public Health
Office of Student Services and Alumni Affairs




THE UNIVERSITY OF ARIZONA
Mel & Enid Zuckerman
College of Public Health




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Presenter Introductions




Stephanie Springer, MPH
Director, Academic Advising
Pictured with Clem, Intern #4



Maggie Ramirez
Academic Advisor II & Engagement
Coordinator
Pictured with Hayden, Intern #5




Melanie Fleck, MPH, CHES
Academic Advisor II
Pictured with Felix, Intern #7



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We acknowledge that the University of Arizona campus is situated on the traditional and ancestral territory of the Tohono O’odham people.



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Objectives of our discussion today

1. Identify different types of flexible work arrangements.
2. Appreciate the benefits and challenges of having a flexible work arrangement and discuss best practices.
3. Strategize to implement a flexible work arrangement opportunity at your institution.



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Recent National Headlines


Productivity, Retention And Cost Savings: Why Working From Home Benefits Employees And Employers

Nearly One-Third of Workers Have Quit Due to Non-Flexible Work Options

At these offices, you can actually bring your baby to work – every day

"I went from thinking, 'There's no way we can have babies in our workplace,' to 'You guys, we have to do this.'"

How to Negotiate Work-Life Balance into a Job Offer




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The University of Arizona's Commitment to Flexible Work Arrangements

A flexible workplace fosters the use of flexible work arrangements as strategic tools to meet the needs of both the University and its employees. Workplace flexibility is an important part of a supportive University culture.

The UA's "Flexible Work Arrangements" guide can be found here:
http://www.lifework.arizona.edu/sites/default/files/FWA_guide.pdf



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Why Flexible Work

- 2015 Society for Human Resource Management report¹
 - 55% of employees cited flexibility to balance work and life issues as a very important part of their job satisfaction.
 - One of the top reasons why employees stay in a position
- 2016 pwc Consumer Intelligence Series study²
 - 48% of employees who worked from home at least one day/week were more likely to rate their jobs 10 on a scale of 1 to 10

1. <https://www.shrm.org/hr-today/trends-and-forecasting/special-reports-and-expert-views/Documents/Flexible%20Work%20Arrangements.pdf>
 2. <https://www.pwc.com/es/et/publications/pub/pwc-consumer-intelligence-series-future-of-work-june-2016.pdf>

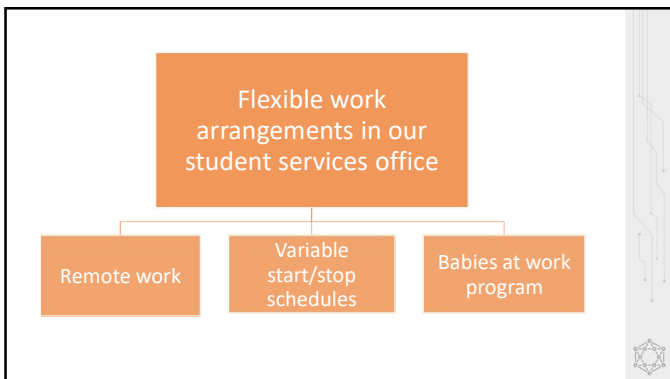
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Why Flexible Work

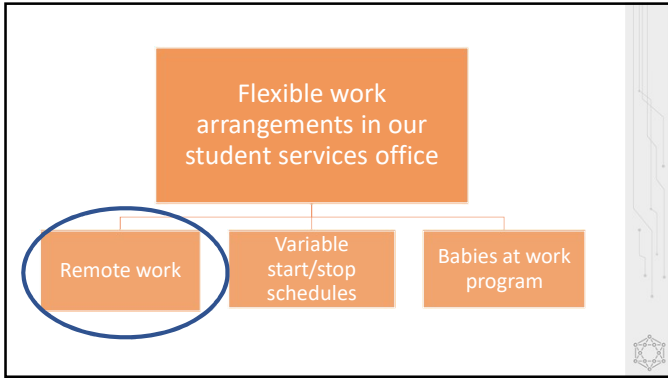
- 2017 Stanford University study³
 - Two year study where employees were put into two groups: those who worked from home 4 days/week, and those who worked only in the office.
 - Results
 - Increased productivity: 13% improvement in performance from people working at home
 - Increased retention: Company resignations dropped 50% when employees were allowed to work from home
- 2018 Deloitte study⁴
 - An organization's lack of work flexibility is the most likely reason a millennial would leave their job.

3. <https://www.gsb.stanford.edu/insights/why-working-home-future-looking-technology>
 4. <https://www2.deloitte.com/content/dam/Deloitte/global/Documents/About-Deloitte/gc-2018-millennial-survey-report.pdf>

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Remote Work

- Advising team members work one day/week remotely (Tuesday, Wednesday, or Thursday)
- Advisor's dedicated work remote days are varied, allowing for maximum in-office staff each day

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Remote Work Benefits/Opportunities specific to Advising

- Focused time to work on project away from the ever present potential of random "pop in's" from students, colleagues, etc.
- Virtual Advising
 - Advisors utilize Zoom to virtually meet with students on their work from home day.
 - This allows advisors to continue to offer advising availability in an accessible modality while not in the office.

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**Remote Work
Making it work in Advising**


- Advisors should be mindful of projects that can be completed from home as opposed to being in the office (for example: focusing on updating documents, webpages, and resources, and focusing in student appointments to maximize in-office hours).
- Advisor needs to have dedicated work space/reliable internet and may require investments in technology from institution (zoom, laptop with video/microphone capabilities). May require collaboration with IT to get remotely connected to campus networks, systems, and shared drives where student data may be stored.



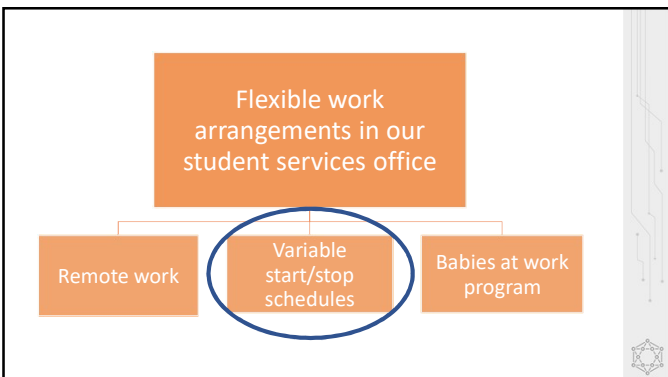
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**Remote Work
Making it work in Advising**

- Flexibility is key – advisors sometimes shift their remote work day due to meetings, student orientations, etc.
- Opportunity comes only after one-year on the job, and is known as a privilege not a right




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Variable Start/Stop Schedules


- Advisors adjust their schedules to what works best for the students, student service office, their duties, and their outside-work commitments (examples - schoolwork or caregiving)
- Schedules are proposed by employee and ultimately approved by the Director of Advising and the Assistant Dean



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Variable Start/Stop Schedule Benefits/Opportunities specific to Advising


- Student schedules
 - Details: Pop-Up Advising
 - This year, we piloted a "pop up" advising initiative that met students outside of their classroom after the course was over. The two classes we piloted were let out in the evening (after 5pm). This required flexible scheduling on behalf of our advising team.
- Recruitment events
 - Often occur in evening and on weekends
 - Able to "flex" during the work week to accommodate time worked after-hours



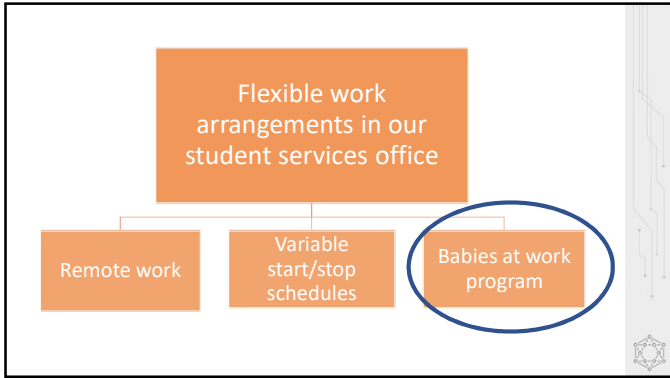

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Variable Start/Stop Schedule Making it work in Advising

- Consider building logistics and safety
 - Building opens at 8am, locks at 5pm
- Develop a system for how to keep track of each variable schedule
 - Each team member's typical schedule (their remote work day and start/stop times) are displayed on a white board near our administrative associates office. This allows a quick view of where everyone is for administrators and other colleagues should students or other visitors pop in and inquire about when they might be able to visit/see a particular staff member.




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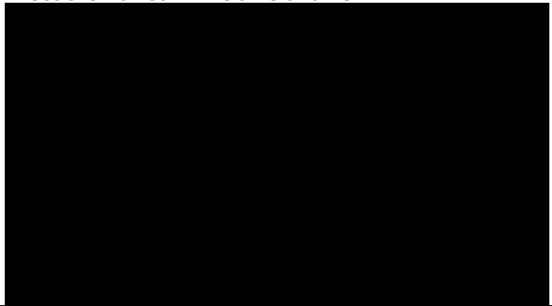
Babies at Work

- Seven young babies came to work with parent (in our case, all moms) and are cared for by parent during the work day, with the baby 'worn' the majority of the time by the parent in a baby carrier



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Babies at Work
Meet the Advisor – Melanie and Felix



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Babies at Work
Benefits/Opportunities specific to Advising


- For the employee: higher morale; lower stress for parents; increased attachment/bonding; financial benefits; opportunity for improved health outcomes (e.g.: the ability to breastfeed longer because baby was with mom)
- For the institution: increased employee retention; higher productivity; reduced absenteeism; higher morale for colleagues to interact with baby.
- For students: students often report that having these little interns around is calming (much like an office dog!); inspires students to reimagine possibilities for what their future careers may be like



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Babies at Work
Making it work in Advising


- Consider office space
 - Our team member who was in a cube swapped with an advisor who was in an office
 - Remember to take out the dirty diaper trash as a courtesy to the custodial staff
- Consider tools
 - Baby carrier, exercise ball for parent to sit/bounce, baby chair, diaper changing area and storage
- Discuss with caregiving team member that it's not all roses to have a baby at work, as it can be tiring to work with baby and then go home and also care for baby



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Tips and Tricks for Successful Flexible Working Arrangements

- Remote Work and Variable start/stop times:
 - Do you have data on when advising services are most utilized in your office? Use that data to make strategic schedules that balance both the needs/wants of the employee and the need for advisor coverage on specific times/days.
 - Develop clear expectations and policies for how to keep leadership/your larger team in the loop about who is working from where/when.
 - Make sure there are shared expectations among team members for what team interaction/communication looks like during your "out of the office" work time, especially if it may be different than when you are "in office".
- Babies at Work:
 - Develop clear expectations and policies about your plan for baby at the office
 - Develop a back-up/ contingency plan if having a baby present at work isn't working



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Things to Consider

- Acknowledging that we are partnered white women so we have privilege.
- Does the baby at work arrangement bring attention to motherhood and increase the motherhood penalty?
- What things could make flexible work arrangements easier/better for caregivers? For example, on-campus childcare... other ideas?



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Strategies for Making the Case at your Institution

- What concerns do you think your supervisors will have?
- What concerns do you have as employees with a flexible work schedule and/or bringing their babies?
- We recommend that you practice making the ask - focus on the benefits to the institution



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Please take a minute to complete a session eval using the link or QR code below:
<http://bit.ly/24hrEval>

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