

# Specific University of Phoenix University Services

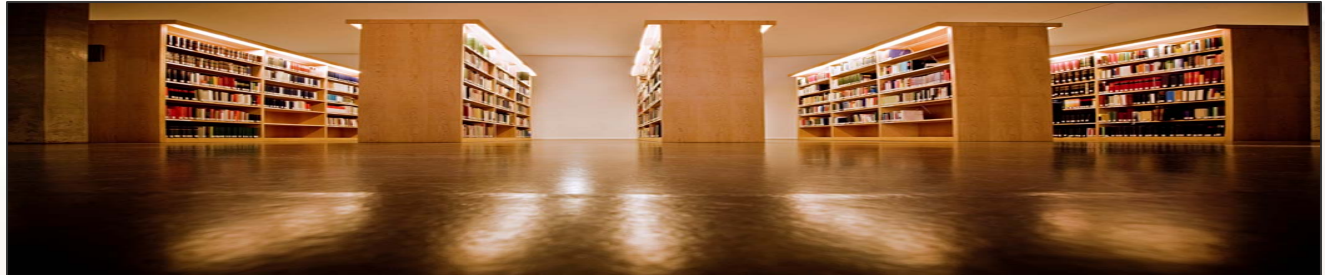
## Engagement and Retention Programs



- Standardized training and Quality Assurance created for all positions
- Walk In My Shoes program created  
Designed to create big picture thinking
- All manager training on leadership, trust, coaching, management, teambuilding
- Career laddering program
- Shining Star, Best Boss and World Class Service recognitions
- Spotlight Awards – Special inspirational cards given to individuals who go above and beyond, contribute to their community or achieve a special milestone
- Toastmasters on site
- Monthly newsletters
- Staff personal development training in Franklin-Covey and various other programs
- Leadership, Supervisor, manager and Executive development programs
- Go Green and volunteer opportunities; both internally and externally
- Town Halls, skip level and one on one meetings
- Flexible scheduling – Telecommuting – Work for Tasks programs
- Quarterly team building events

# Specific University of Phoenix University Services

## Engagement and Retention Programs (cont.)



- Various soft skills training
- Casual dress days
- Open positions notification for staff in order to be the first to know about them
- Resume and interview skills workshops
- Resource library
- Recognition and retention committee
- Manager quarterly goals around retention and engagement to enhance accountability
- Periodic Podcasts providing key updates
- Vacation schedule (2 weeks to 4.8 weeks per year) depending on tenure\*\*
- Excellent benefits\*\*
- 401(k) matching contributions with immediate vesting\*\*
- Periodic internal salary reviews
- Review and monitor manager to employee ratio to encourage appropriate manager ratio to maximize mentoring and coaching responsibilities
- Manager training in the department functions they manage
- Above and Beyond recognition programs\*\*
- Monthly KUDOS message sent out across the organization
- Recognition for innovative ideas
- Values activity with all candidates to determine job and culture fit with department / University

# Specific University of Phoenix University Services

## Engagement and Retention Programs (cont.)

- Two paid volunteer days off per year\*\*
- Customized website between UOPX and Center for Talent Solutions (keeppeople.com) providing 256 specific things managers can do to increase employee engagement and improve manager, work, employee and organizational capabilities and results
- On site gym for central administration staff\*\*
- Periodic group manager book reviews
- \$5 cafeteria 'bucks' on birthdays and \$5 cafeteria bucks and goodie bag for new employees
- Host formal holiday party for employees and guest including sit down dinner and dancing
- Implement Net Promoter Score (NPS) as a measure of customer loyalty
- Department semi-annual offsite teambuilding events
- Periodic department on site teambuilding events
- Adoption benefits\*\*



\*\*APOLLO GROUP/UNIVERSITY OF PHOENIX HR INITIATED PROGRAMS/BENEFITS

**Information compiled by Tandy Elisala, VP University Services**