KidsTalk
FOR SCHOOL LEADERS

Are Your Costs In Line?

Let's take a look at some of the costs associated with incivility by looking at your rate of employee turnover, number of sick days and attrition, retention and replacement rates. If your organization's rates don't coincide with standard healthy rates, you may have an indicator that your organization is dealing with incivility. Of course, there may be other causes, but first look at the level of respect and kindness in your organization.

EMPLOYEE TURNOVER

A healthy rate is about 10% a year. Also note: Are the folks who leave your top performers or your low performers?

Number of new employees in last 12 months ***(divided by)*** **Total number of employee** ***(equals)*** **TURNOVER RATE**

Example: 10 new employees/100 total employees = 10% employee turnover rate

YOUR TURNOVER RATE _____

AVERAGE NUMBER OF SICK DAYS

The average number of sick days taken in the United States is 3.4 per year. Many low morale organizations find more than 50% of their employees max out their paid sick days each year. Your average number of sick days may indicate a high stress/low morale situation.

Number of sick days ***(divided by)*** **Number of employees** ***(equals)*** **AVERAGE NUMBER OF SICK DAYS**

Example: 100 sick days/ 10 employees = 10 average number of sick days per year

YOUR AVERAGE NUMBER OF SICK DAYS_____

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STUDENT/FAMILY ATTRITION, REPLACEMENT, AND RETENTION RATES

A healthy school's attrition rate is about 10% per year or less. Many schools have only a 1 to 2 % attrition rate. Your attrition rate is calculated by the number of students that leave due to reasons other than graduating and completing the program.

Let's say you have a school with full enrollment of 100 students with 25 of those students graduating every year. That gives you a retention number of 75.

A healthy attrition rate would be 10% of those 75 students retained or 7.5 or 8 students.

Your school's replacement rate would be calculated with the students graduating, 25, plus the 8 students leaving, plus any unfilled student positions: 33 students or in this example, a 33% replacement rate.

Your school's retention rate would be calculated by simply subtracting the replacement rate from 100%, in this case, 67 students or 67%.

If your attrition rate is over 10% you may want to consider the causes. In the following example, the attrition rate of 15.78% is high.

Example: 120 possible student places
25 graduating students
15 leaving students

10% attrition rate: 10% of [student places *(less)* graduating students] *(equals)* 10% of retained student
OR
10% [120-25] = 10% [95] = 9.5

Attrition rate: Leaving students *(divided by)* retained students *(equals)* attrition rate
OR
15/95 = 15.78%

YOUR ATTRITION RATE _____