



summer 2020

Staff Survey: Covid-19 Experiences and Beyond



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COMMUNITY COLLEGE

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themes

Staff Experiences with the COVID-19 Pandemic

At Work & At Home...

Staff shared concerns in a variety of factors outside the workplace. **90% of respondents were either somewhat or very concerned about their personal health and safety** (n=66). Most were also concerned about finances (85%) and family (71%). At the workplace, **84% were concerned about overwhelming work responsibilities and tasks** while 71% worry about having a dedicated and comfortable workspace.

Factors Contributing to the College's Success in Its Response to the Pandemic

Staff highlighted the **Chancellor's Weekly Updates (24%) as an area of excellence during COVID-19**. They also mentioned the strength in newly formed **policies and procedures (26%)**, such as the Return to Campus Guidelines and Work From Home Policies.

Opportunities for Staff Engagement & Outreach

Regarding issues to be resolved on campus, **most staff (57%) want to ensure that their health and safety is prioritized**. One quarter asked for clarity in communication, as well as consistency in how policies and procedures were followed.

With 60% of participants sharing concern about losing connection to their colleagues, Staff Council can use these issues as a foundation to advocate on behalf of its stakeholders and look at ways to build community. Finally, to make staff feel empowered, Staff Council can begin greater promotion of its Staff Action Request Form since only 33% of respondents have heard of the form (n=24).

Who answered the survey? When?

199 Staff members received an invitation on August 10, 2020 to complete the survey via the Staff Email List-Serv. A follow-up reminder was sent on August 17th before closing the survey on August 18th.

37% responded! Hearing from **73 participants** participation brings a richer meaning to the results (95% Confidence Interval; 10% Margin of Error).

Survey takers represent the following groups:

- 41 APTs | 59%**
- 15 Civil Service Clerical | 22%**
- 13 Other | 19% (Includes RCUH)**

Human Resources noted 236 total staff on campus (excluding RCUH):
82 APTs (35%) | 70 Civil Service Clerical (30%) | 84 Others (36%)

How concerned are you regarding the following factors for Fall 2020?

Percentage based on N/73

“I have health conditions and as a staff am being asked to come back in. I'm successful in doing my job so I'd prefer to continue [the work from home orders].”

“What can the campus do to give support to the lowest paid staff members who may not have the resources to fully cope with this situation and/or may not be as vocal to their needs?”

Respondents who answered somewhat/very concerned:

Personal concerns about health and safety (e.g., Coronavirus) | 90%

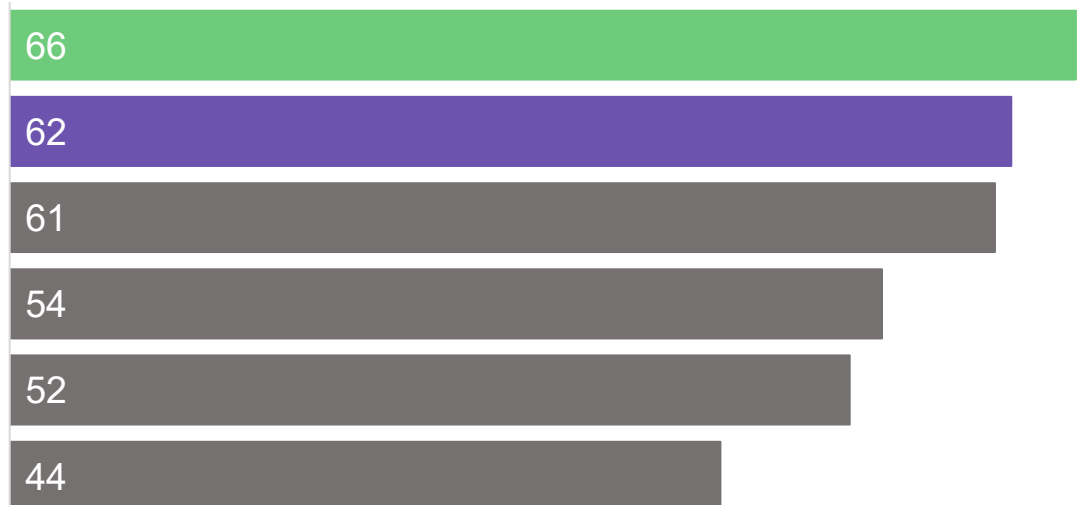
Finances (housing, food, childcare) | 85%

Overwhelming work responsibilities and tasks | 84%

Having a dedicated and comfortable space to work | 74%

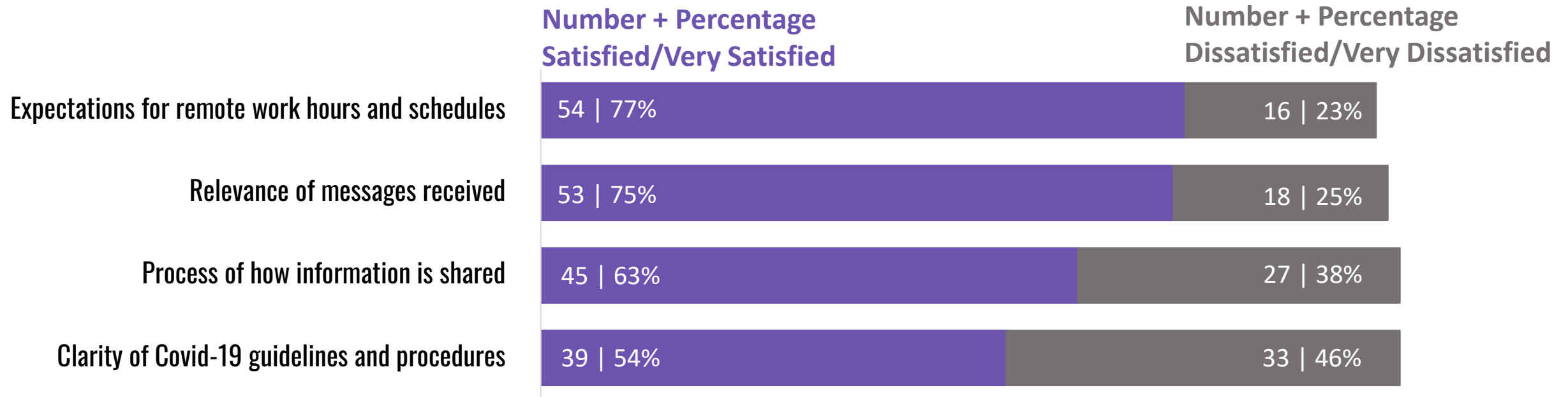
Family responsibilities (caring for dependents) | 71%

Maintaining connections with colleagues | 60%



How would you
rate your satisfaction
in the following areas of
workplace
communication?

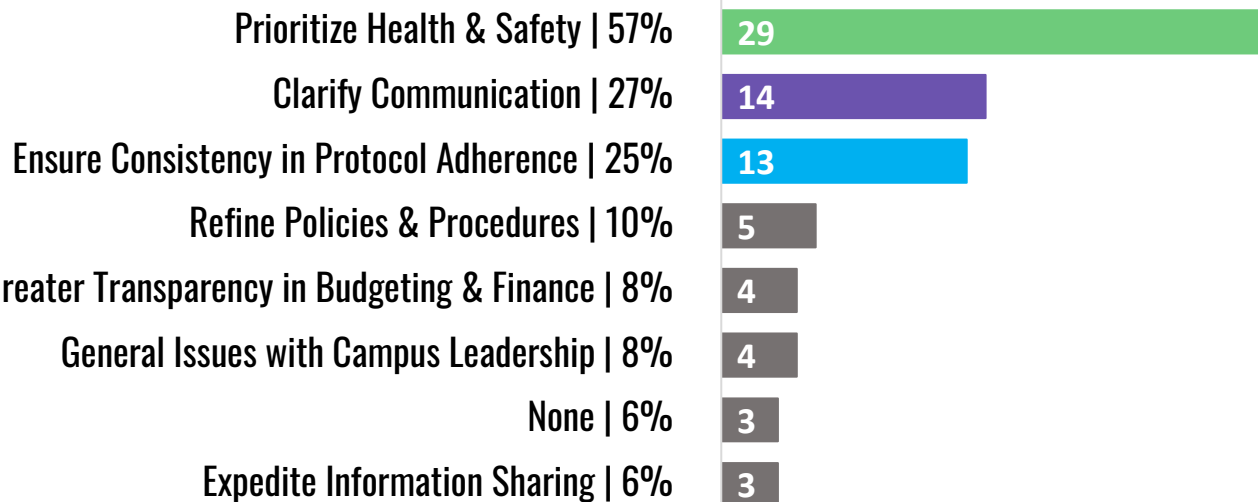
“Zoom Meetings have been informative for the campus community with current status as best as possible in this changing environment. Admin has been open to suggestions from the campus community with follow up as best as possible with the resources.”



If the College could address one problem on campus for you related to Covid-19, what would that be?

Open-Ended | 51 Responses

Percentage based on N/51



“Providing the supplies needed to keep safe in my office, namely plexiglass partitions to protect me from others, hand sanitizer, disinfectant, and tape to put on the floor and block off areas/furniture. Absolutely nothing has been provided yet and I am using my own hand sanitizer and disinfectant wipes.”

“Faculty/staff safety. We weren't able to get hand sanitizer or basic cleaning materials until a week ago. I don't think my office was ever sanitized.”

“I would like consistency in information. Information has thus far been delivered quickly, however the information delivered is incredibly inconsistent and lacking details. When questioned, many people have no more answers to understanding the meanings than myself.”

“I like the guides and weekly Chancellor's meetings. I also think that the College has done a great job to keep a sense of community. However, I do feel like only the same topics (though important) were addressed and there were issues that were missing or diminished, such as letting people go and returning positions.”

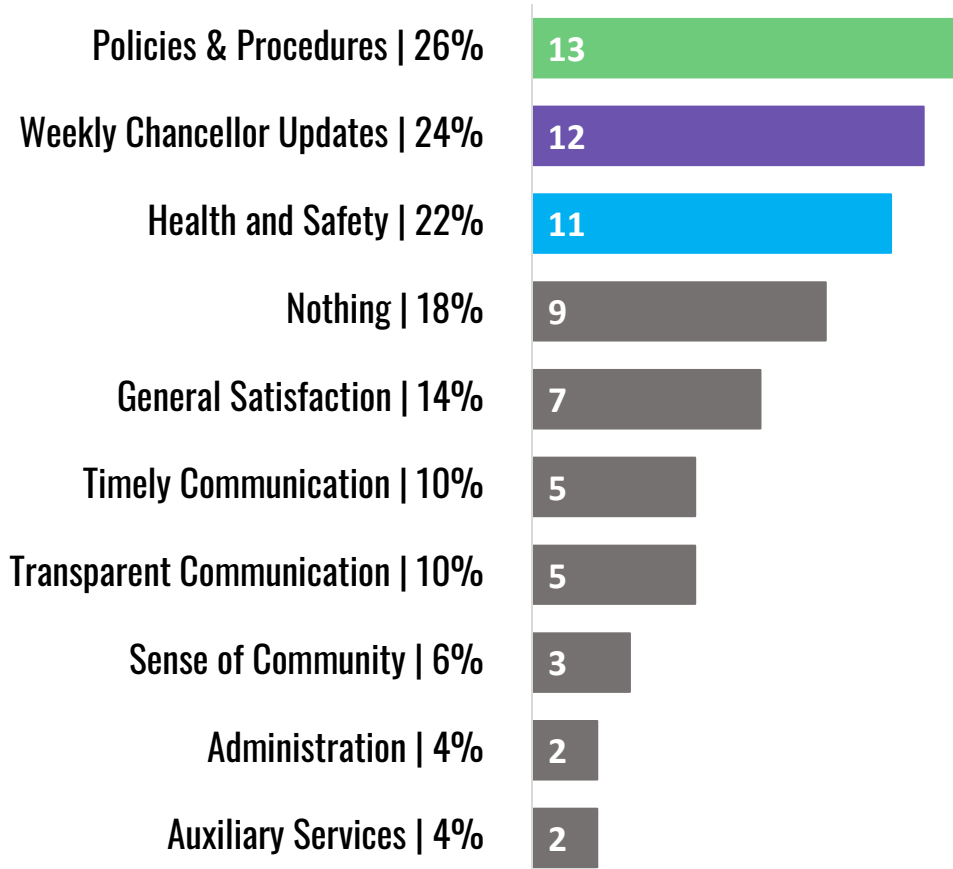
“What services are required to be open to the public/students and what times must those services be open? Different for different kinds of services? What are those differences and why?”

“Why is it that some employees can telework without a valid reason and some require a valid reason?”

In what ways or areas has the College excelled in its response to the pandemic?

Open-Ended | 50 Responses

Percentage based on N/50



“Everyone has worked very hard to come up with procedures, protocols, and guidelines, and the emphasis has been on kindness toward oneself and others.”

“In a positive way, I have seen and experienced an increase in the amount of collaboration due to the pandemic. (Ex. COVID planning committees (CCC), online live info sessions, calling campaigns, virtual office drop-ins, **weekly Chancellor updates**, assistance with enrolling students, assistance with responding to student inquiries, virtual live sessions Q&A, professional development through TOPP and Summer Camp, etc.)”

“The College has been proactive in checking all the classrooms and moving furniture, making sure that students will be sitting at least six feet apart. The College has made available face shields for faculty and people who do a lot of face-to-face work. The College has also had offices rearrange their work areas to **create a safer environment for the employees**, provided plexiglass barriers where needed, and from the get go, enabled employees to work from home. The Administration has been transparent and has kept everyone in the loop about what is happening within the university/community college system.”

“Auxiliary seems to be working hard to address required social distancing and sanitizing.”

Appendix of Detailed Tables

How concerned are you regarding the following factors for Fall 2020?

N=73. However, some people skipped questions. Percentages based on total number of survey takers (73).

Category + Raw Numbers	N/A	Not at all	Somewhat	Very	Total
Personal concerns about health and safety (e.g., Coronavirus)	1	5	17	49	72
Finances (housing, food, childcare)	3	7	31	31	72
Overwhelming work responsibilities and task	1	11	30	31	73
Having a dedicated and comfortable space to work	1	17	23	31	72
Family responsibilities (caring for dependents)	9	11	20	32	72
Maintaining connections with colleagues	1	28	28	16	73

Category + Percentages	N/A	Not at all	Somewhat	Very	Total
Personal concerns about health and safety (e.g., Coronavirus)	1%	7%	23%	67%	99%
Finances (housing, food, childcare)	4%	10%	42%	42%	99%
Overwhelming work responsibilities and task	1%	15%	41%	42%	100%
Having a dedicated and comfortable space to work	1%	23%	32%	42%	99%
Family responsibilities (caring for dependents)	12%	15%	27%	44%	99%
Maintaining connections with colleagues	1%	38%	38%	22%	100%

How would you rate your satisfaction in the following areas of workplace communication?

N=72 for each category. Percentages based on total number of respondents for this question (72).

Category + Raw Numbers	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	N/A	Total
Clarity of Covid-19 guidelines and procedures.	8	25	31	8		72
Relevance of messages received.	6	12	44	9	1	72
Expectations for remote work hours and schedules.	7	9	35	19	2	72
Process of how information is shared.	12	15	31	14		72

Category + Percentages	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	N/A	Total
Clarity of Covid-19 guidelines and procedures.	11%	35%	43%	11%	0%	100%
Relevance of messages received.	8%	17%	61%	13%	1%	100%
Expectations for remote work hours and schedules.	10%	13%	49%	26%	3%	100%
Process of how information is shared.	17%	21%	43%	19%	0%	100%

If the College could address one problem on campus for you related to Covid-19, what would that be?

Open-Ended. 51 Responses.

Percentages based on N/51.

Themed and coded by Kara PW.

Initial Theme	Larger Categorical Theme	Count (Initial Theme)	Percent
Accurate Information	Clarify Communication	1	2%
Acknowledgement of Questions Asked	Clarify Communication	2	4%
Clarity Communication	Clarify Communication	5	10%
Communication around COVID Infected Areas	Clarify Communication	1	2%
Concise Communication	Clarify Communication	1	2%
Consistent Communication	Clarify Communication	1	2%
More Emphasis on Staff Issues	Clarify Communication	1	2%
More Information around Positive Cases	Clarify Communication	1	2%
Updating the Website Landing Page w/ COVID-19 Related Information	Clarify Communication	1	2%
Consistent Procedures	Ensure Consistency in Adherence to Procedures & Policies	9	18%
Enforcing Policy	Ensure Consistency in Adherence to Procedures & Policies	4	8%
Expediting Information	Expedite information sharing	3	6%
Increase Data Informed Decision Making	General Issues with Campus Leadership	2	4%
Encourage Proactive Leadership	General Issues with Campus Leadership	2	4%
Budget Concerns	Greater Transparency in Budgeting & Finance	1	2%
Clarity In CARES Funding	Greater Transparency in Budgeting & Finance	1	2%
Transparency In Funding	Greater Transparency in Budgeting & Finance	2	4%
None	None	3	6%
AC for Those Reporting	Prioritize Health & Safety	1	2%
Admin Reaching out to those who have had COVID-19	Prioritize Health & Safety	1	2%
Anonymous and Safe Space for Voicing Concerns	Prioritize Health & Safety	1	2%
Campus Contact Tracing	Prioritize Health & Safety	1	2%
Continue WFH	Prioritize Health & Safety	2	4%
Ensure that Campus Sanitizer Contains Alcohol	Prioritize Health & Safety	1	2%
Family Concerns	Prioritize Health & Safety	1	2%
Increased Options for Work Schedules	Prioritize Health & Safety	1	2%
Keeping Campus Closed through Fall 2020	Prioritize Health & Safety	1	2%
Mask Use	Prioritize Health & Safety	2	4%
Mental Health	Prioritize Health & Safety	1	2%
More Frequent Cleaning	Prioritize Health & Safety	5	10%
Professionals for Decontamination	Prioritize Health & Safety	1	2%
Providing Supplies for Sanitizing Common Areas	Prioritize Health & Safety	4	8%
Regular COVID Testing	Prioritize Health & Safety	1	2%
Safety	Prioritize Health & Safety	3	6%
Tracking Health of Employees	Prioritize Health & Safety	1	2%
Well Being	Prioritize Health & Safety	1	2%
Opening Parking to Food Service Customers	Refine Policies & Procedures	1	2%
Procedures for Cleaning COVID Infected Areas	Refine Policies & Procedures	2	4%
Procedures for Obtaining Supplies	Refine Policies & Procedures	1	2%
Procedures for Opening To Public	Refine Policies & Procedures	1	2%

In what ways or areas has the College excelled in its response to the pandemic?

Open-Ended. 50 Responses.

Percentages based on N/50.

Themed and coded by Kara PW.

Initial Theme	Larger Categorical Theme	Count (Initial Theme)	Percent
Administration	Administration	2	4%
Auxiliary Services	Auxiliary Services	2	4%
General Satisfaction	General Satisfaction	7	14%
Emphasis on Health and Safety	Health & Safety	3	6%
Expedited Cleaning of COVID-19 Infected areas	Health & Safety	1	2%
Floor Markers	Health & Safety	1	2%
General Communication	Health & Safety	1	2%
Office Modifications	Health & Safety	1	2%
Plexiglass	Health & Safety	2	4%
Protective Shields for Office Spaces	Health & Safety	1	2%
Signs	Health & Safety	1	2%
None	Nothing	9	18%
Comeback Plan	Policies & Procedures	1	2%
Flexibility	Policies & Procedures	1	2%
Guidelines	Policies & Procedures	1	2%
Guides	Policies & Procedures	1	2%
Judicious Decision Making	Policies & Procedures	1	2%
Policy Creation	Policies & Procedures	1	2%
Procedure Creation	Policies & Procedures	1	2%
Return to Campus Guidelines	Policies & Procedures	3	6%
WFH policies	Policies & Procedures	3	6%
Sense of Community	Sense of Community	3	6%
Timely Communication	Timely Communication	5	10%
Clarity	Transparent Communication	1	2%
Emails	Transparent Communication	2	4%
Openness	Transparent Communication	1	2%
Transparency	Transparent Communication	1	2%
Weekly Chancellor Updates	Weekly Chancellor Updates	12	24%