

## Research Brief: COVID-19 Staff Survey Highlights

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In response to the ongoing COVID-19 crisis and Mt. San Antonio College’s (Mt. SAC) move to a remote learning experience, the Office of Research and Institutional Effectiveness (RIE) and the Office of Instruction began planning a series of surveys to gather relevant feedback from the campus community. The *COVID-19 Staff Survey*, was administered in June and July of 2020 and aimed to identify issues classified staff were facing as they transitioned to working remotely during the pandemic.

The staff survey consisted of 38 total items, including multiple choice and open-ended questions. The survey was delivered to all classified staff employed at the college as of June 18, 2020. A total of 657 staff members received an invitation to complete the survey, and a total of 261 responses were collected for a response rate of 39.7%.

A review of the results provides the following highlights:

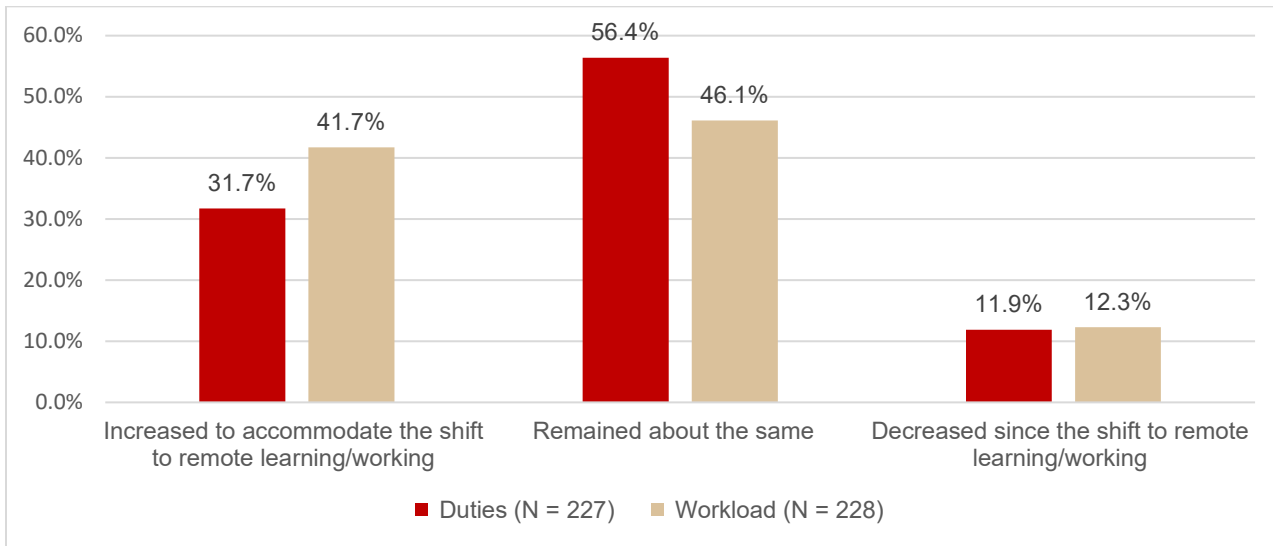
**Access to Technology:** Staff were given lists of common remote work issues related to technology and accessibility. The most common technological issue, affecting about 42% of staff, was access to other computer hardware such as printers, scanners and copiers (Table 1). About 11% of staff indicated that they had an issue with accessing a *reliable* digital device.

*Table 1. Most Common Technological Issues*

Technological Issues	Percent (N = 252)
Access to other computer hardware (e.g. Printers, Scanners)	41.7%
Accessing tools like Banner, SARS, Argos, etc.	15.1%
Access to reliable internet/service	14.7%
Access to specialized software (e.g., Adobe products, statistical packages)	12.7%
Discomfort or lack of familiarity with required technologies or applications	11.5%
Adequate knowledge to effectively navigate Canvas	11.1%
Access to a reliable digital device (e.g., laptop, mobile device)	10.7%

**Remote Working Experience:** While almost all staff respondents indicated that they have been able to keep a regular schedule to complete their work assignments, they also indicated that there have been challenges. About 46.1% of respondents indicated that the amount of work they have been required to complete has increased, and 31.7% believe that their duties have increased as well (Figure 1).

Figure 1. Change to Workload and Duties Since Transition



Childcare was an issue for many respondents; about 35% indicated that caring for their children was a challenge (Table 2). Other common issues included having other adults working from home at the same time (34.1%) and not having a dedicated work space (29.4%).

Table 2. Challenges While Working From Home

Challenges	Percent (N = 214)
I am caring for children during the workday	34.6%
There are other adults working from home at the same time I am	34.1%
I do not have a dedicated workspace	29.4%
I am expected to educate my children during the workday	26.2%
Not applicable	26.2%
Other (please specify)	18.2%
I am caring for elderly family members during the workday	9.8%

**Support from Mt. SAC:** For the most part, staff seemed satisfied with the way the college has supported them during the COVID-19 pandemic, and the transition to remote work. Specifically, 77% of respondents indicated that they were very satisfied or generally satisfied with the support they were receiving from their immediate supervisor, and 74.0% were satisfied with the support from the college as a whole.

Table 3. Satisfaction with Support Regarding Changes in Response to COVID-19

	Very/ Generally Satisfied	Neither Satisfied/ Dissatisfied	Generally/ Very Dissatisfied
Immediate Supervisor/manager/director (N = 232)	76.7%	15.5%	7.8%
Mt. SAC in general (N = 231)	74.0%	24.7%	5.2%

About 73%, felt that the college has done a good job protecting staff from the negative health consequences of COVID-19. In terms of training, staff were mostly interested opportunities to learn more about software that has become common and necessary during remote work, such as Adobe and Zoom.

*Table 4. Senior Leadership’s Response*

<b>Senior Leadership:</b>	<b>Strongly/ Somewhat Agree</b>	<b>Neutral</b>	<b>Strongly/ Somewhat Disagree</b>
<b>Has done a good job protecting staff from the negative health consequences of COVID-19 (N = 231)</b>	72.7%	15.2%	12.1%
<b>Had done a good job helping staff adapt to the changes at the institution brought on by the spread of COVID-19 (N = 230)</b>	70.4%	16.1%	13.5%
<b>Has helped staff understand the priorities and direction in their work given changes at the institutions brought on by the spread of COVID-19 (N = 230)</b>	60.4%	22.6%	17.0%

**Communication from Mt. SAC:** Respondents indicated high levels of satisfaction with the clarity (69.0%) and the timeliness (66.4%) of the communications they received from the college regarding COVID-19 and the college’s response. What respondents were less satisfied with was the receptiveness of the college to feedback from staff. About 40% were satisfied with the opportunities for feedback, and only 35.8% were satisfied with the way feedback has been received.

*Table 5. Satisfaction With Communication*

	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>
<b>The clarity of the communication you've received from Mt. SAC about its ongoing responses to COVID-19 (N = 226)</b>	69.0%	16.4%	14.6%
<b>The timeliness of the communication you've received from Mt. SAC about its ongoing responses to COVID-19 (N = 226)</b>	66.4%	16.4%	17.3%
<b>Your opportunities to provide feedback to Mt. SAC about its responses to COVID-19 (N = 226)</b>	40.3%	41.2%	18.6%
<b>How well you and/or your colleagues feedback has been received by Mt. SAC (N = 225)</b>	35.8%	49.3%	14.7%

**What has gone best:** As with all COVID-19 surveys, staff were asked to identify what has gone best during the college’s move to remote work in the face of the COVID-19 pandemic. Respondents indicated that they were happy and appreciative that they were able to safely work from home and that their jobs were secure. A significant number of comments lauded the way the college, including staff, faculty and management have worked in unison to maintain operations during this difficult time.

## Opportunities for Improvement

A review of the data from the *Covid-19 Staff Survey* indicated that a majority of staff members are satisfied with the support they have received from the college. Many have been able to adjust to a remote working experience, and are appreciative of the ability to continue to safely work from home.

The survey did indicate that there were some areas that respondents felt the college could provide additional support:

### **Opportunity #1: Increase Access to Peripheral Technology.**

The most common technological issue, affecting about 42% of staff, was access to other computer hardware such as printers, scanners and copiers. In open-ended comments, the most common response to how the college could better support staff was providing access to this type of technology in order for staff to create functional work spaces at home.

### **Opportunity #2: Support Workload and Family Responsibility Issues.**

About 46.1% of respondents believe that the amount of work they have been required to complete has increased, and 31.7% believe that their duties have increased as well. Childcare was an issue for many respondents, about 35% indicated that caring for their children was a challenge.

### **Opportunity #3: Provide Additional Opportunities for Authentic Feedback.**

Respondents indicated high levels of satisfaction with the clarity (69.0%) and the timeliness (66.4%) of the communication they received from the college regarding the COVID-19 pandemic and the college's response. What staff was less satisfied with, was the receptiveness of the college to feedback from staff. About 40% were satisfied with the opportunities for feedback, and only 35.8% were satisfied with the way feedback has been received.