ADMINISTRATIVE AND PROFESSIONAL
COLLABORATIVE (APC)

REMOTE WORK SURVEY 2021

March 5, 2021

Do you think that a person in your position can work effectively remotely?
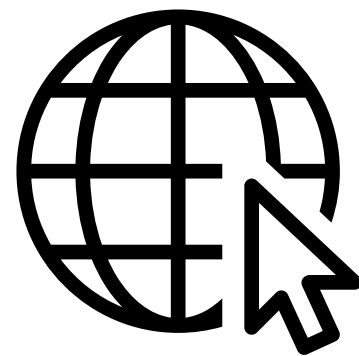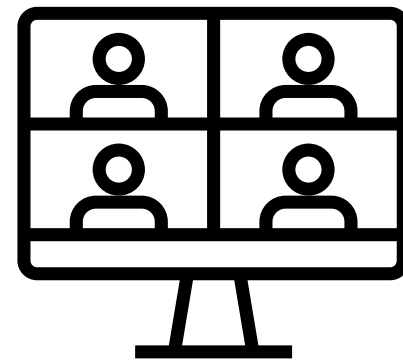
No
5.6%

Yes
94.4%
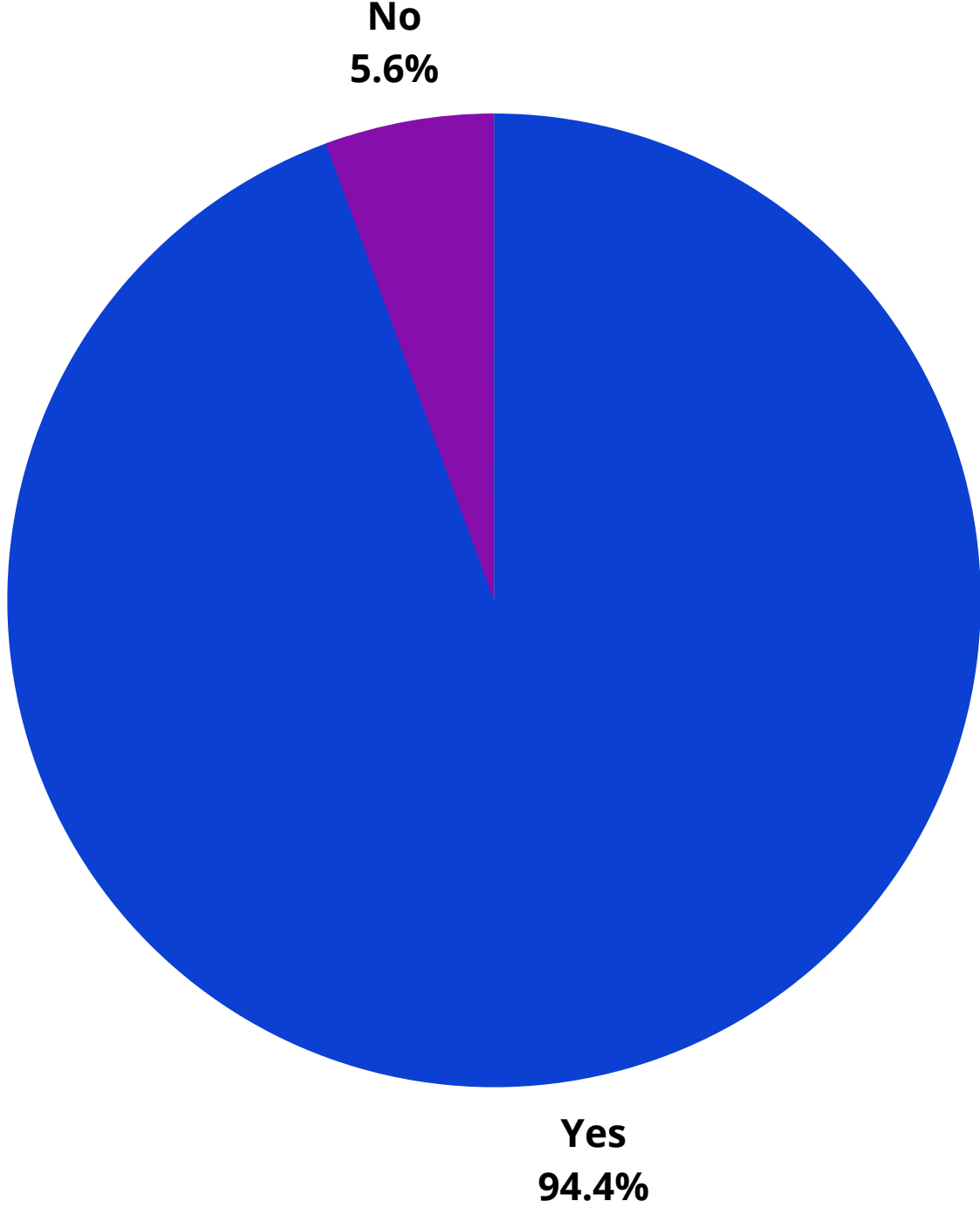
Respondents: N=178

If you feel that a person in your position could work remotely, how often could you work remotely and why would remote work be viable in your position?

Majority Response

Most respondents indicated that they could work remotely most or all of the time.
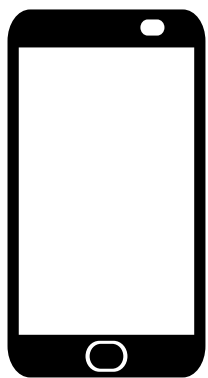
Reasons for On-Site Presence

- On-campus events
- Supervising front-facing staff
- Reduced productivity at home
- Relationship-building

*See raw data for full response set.

Respondents: N=172

Do you think that remote work is a good safety option for employees during a pandemic?
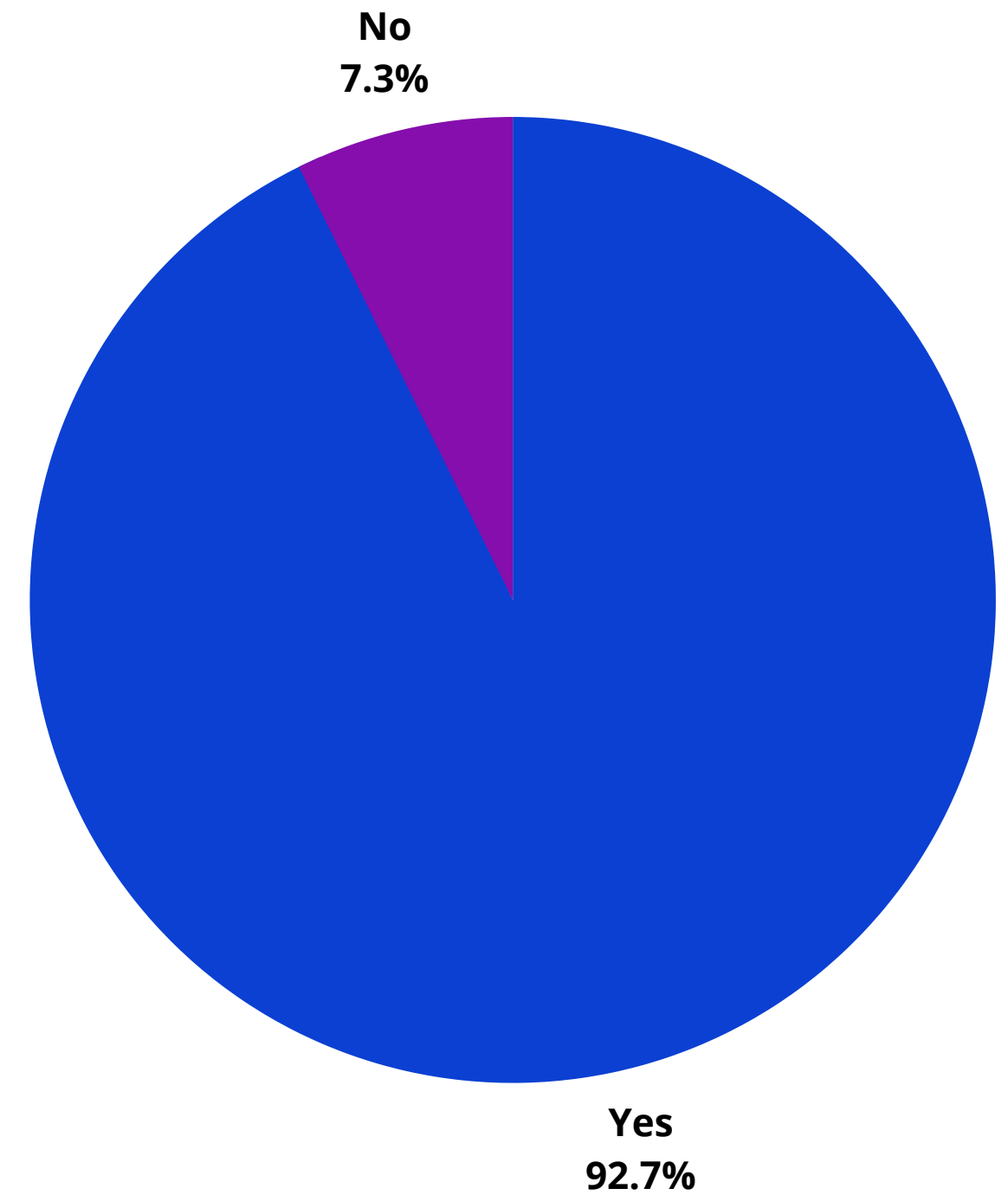
Majority Response

Yes

KEEP SAFE DISTANCE

Respondents: N=176

Have you worked remotely since the pandemic began? If your answer to this question is "yes," please answer questions 5-11.

No
7.3%

Yes
92.7%

Respondents: N=178

On a scale of 1-5, with 5 being the highest, overall how would your rate your remote work experience?

4.66

Respondents: N=176

What were some of the advantages of working remotely?

*See raw data for full response set.

Respondents: N=169

Major Themes

- Increased productivity
  - Fewer distractions
  - Reduction of commute/travel time
  - More structured meetings and communication

- Work-life balance

- Improved processes

- Increased team communication

- Improved use of technology

- Safety

- Cost savings (food and commuting costs)

What were some of the challenges that you experienced while working remotely?

*See raw data for full response set.

Respondents: N=169

Major Themes

- Initial adjustment/ workspace setup

- Internet service disruptions

- Lack of access to office supplies/printer/scanner

- Technology issues
  - Use of Jabber
  - Computer processing speed
  - IT support for employee onboarding
  - Lack of VPN

- Distraction from people in home

- Lack of boundaries between work and home

- Isolation/ lack of social exchange

- Delayed response time from colleagues

If your position is supervisory, were there any specific challenges that you experienced while supervising staff remotely?

- Communication
- Tech connectivity issues
- Some resistance to a return to campus
- Training protocols
- Online meeting fatigue/disengagement
- Altered work schedules
- Accountability/productivity issues for some
- Onboarding new employees
- Lack of guidance about deciding who has to be on campus

A number of respondents noted that there were no challenges and that productivity was good.

*See raw data for full response set.

Respondents: N=149

During remote work, do you feel like you have had all of the resources needed to perform your work successfully?
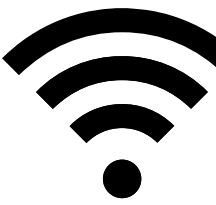
No
15.2%

Yes
84.8%
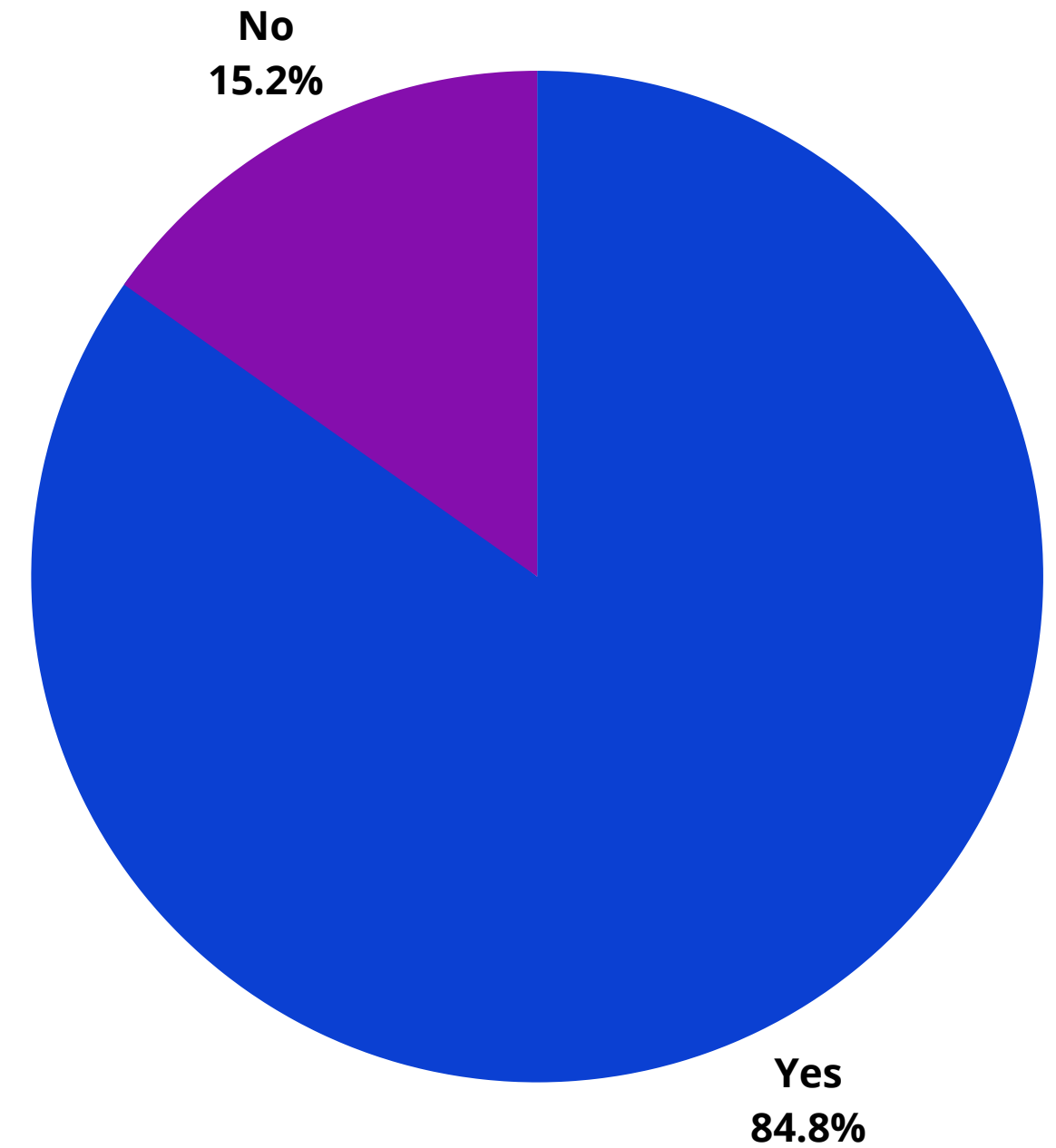
Respondents: N=171

Technology for making phone calls
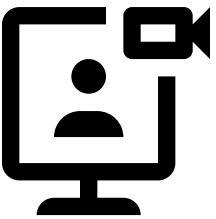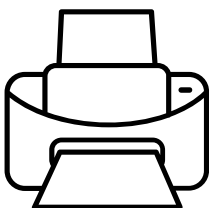
Office supplies

High-speed internet

Dual/ larger monitors

Laptops

Webcams (built-in or external)

Printers/scanners

RESOURCE NEEDS

If you did not have all of the resources that you needed for remote work, what additional resources could the college have provided to support you in remote work?

*See raw data for full response set.

Respondents: N=101

Do you have any safety concerns about the return to campus?

Majority Response

The majority of respondents indicated some level of safety concern about the return to campus.

Respondents: N=167

*See raw data for full response set.