



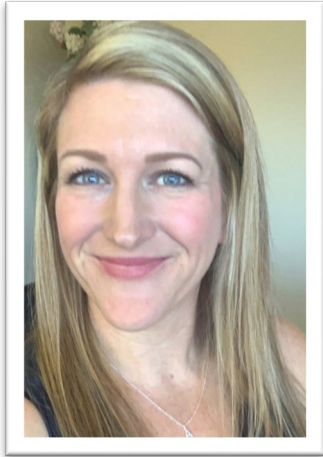
Employee COVID-19 Survey

Institutional Research, Planning and Institutional Effectiveness

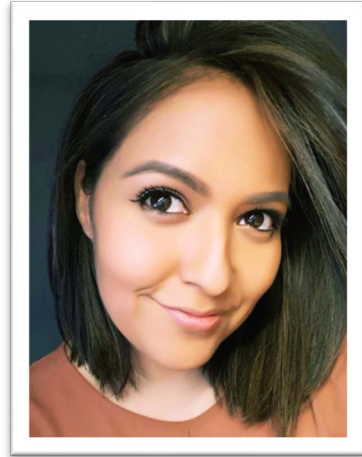


Institutional Research, Planning & Institutional Effectiveness (IRPIE) Team

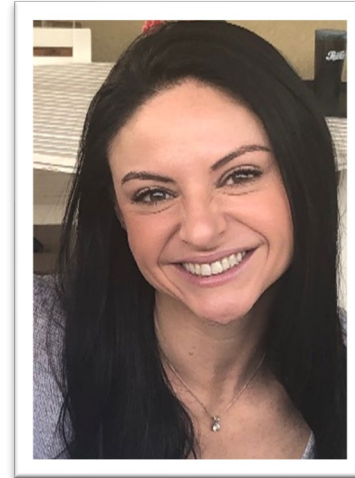
Presenters



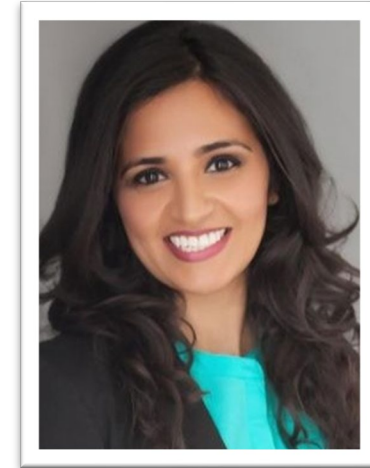
Alicia Levalley



Vida Manzo



Catherine Parker



Preetta Saxena

Moderators

Daylene Meuschke and Ryan Theule

Employee COVID-19 Survey

Why did the College administer this survey?

- Gather information on how the College can learn from current COVID-19 experiences in order to become even more effective moving forward.
- Gather information to ensure that employees have access to the technology, training, and resources that employees need during this time.

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Employee COVID-19 Survey

How did the College administer the survey?

- Launched via surveymonkey.com on May 14th and closed May 25th
- Sent survey link to 1,728 employees
 - 96 Administrators
 - 222 Full-Time Faculty
 - 564 Part-Time Faculty
 - 336 Classified/Confidential Staff
 - 309 Short Term
 - 201 College Assistants
- 29 Questions
 - 21 Closed Ended
 - 8 Open Ended

Employee COVID-19 Survey

Results!

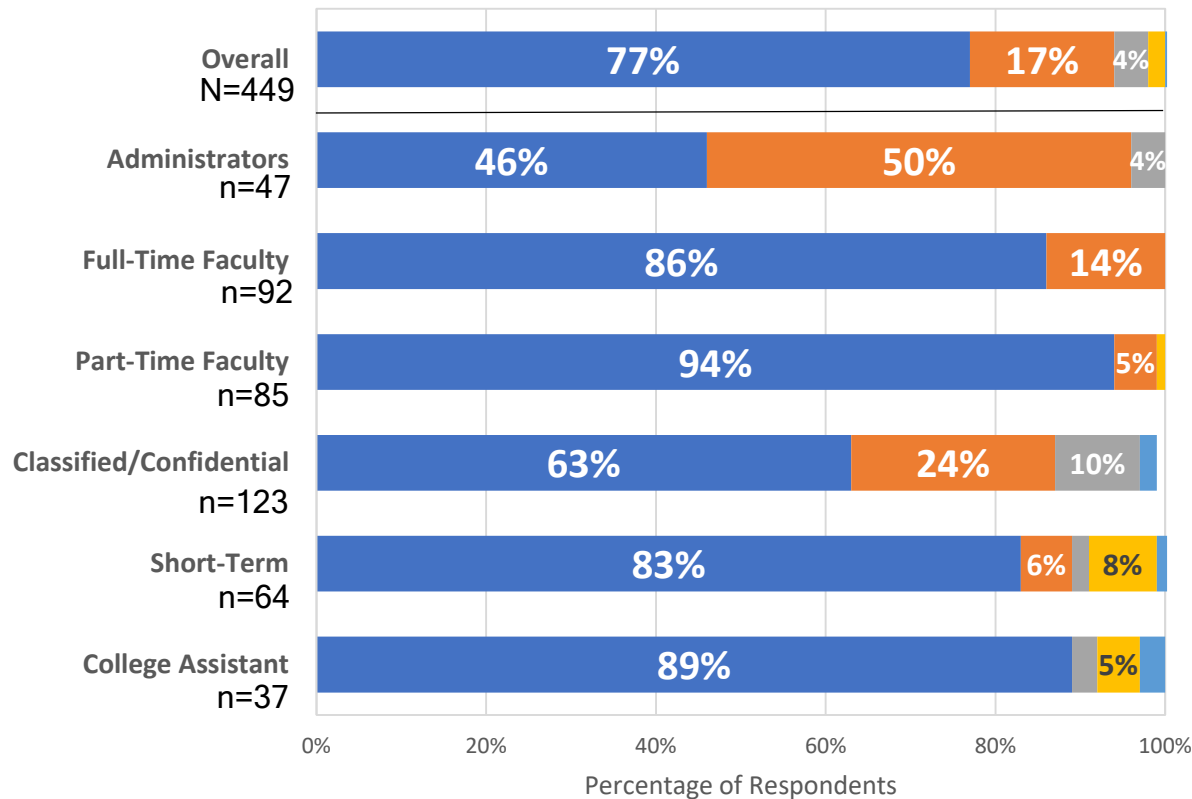


Response Rates by Employee Group

Employee Category	Response Number	Total Number in Employee Group	Response Rates
Administration	48	96	50%
Full-Time Faculty	92	222	41%
Part-Time Faculty	85	564	15%
Classified/ Confidential Staff	123	336	37%
Short-term Employees	64	309	21%
College Assistant	37	201	18%
Total	449	1,728	26%



Which of the following best describes your current level of remote/online work?



- I am only working remotely/online at this time.
- The majority of my work is done remotely/online, but I still come to a campus location occasionally.
- I am primarily on one of our campuses (more than 20 hours per week).
- I am not working at this time (on leave etc.).
- Other

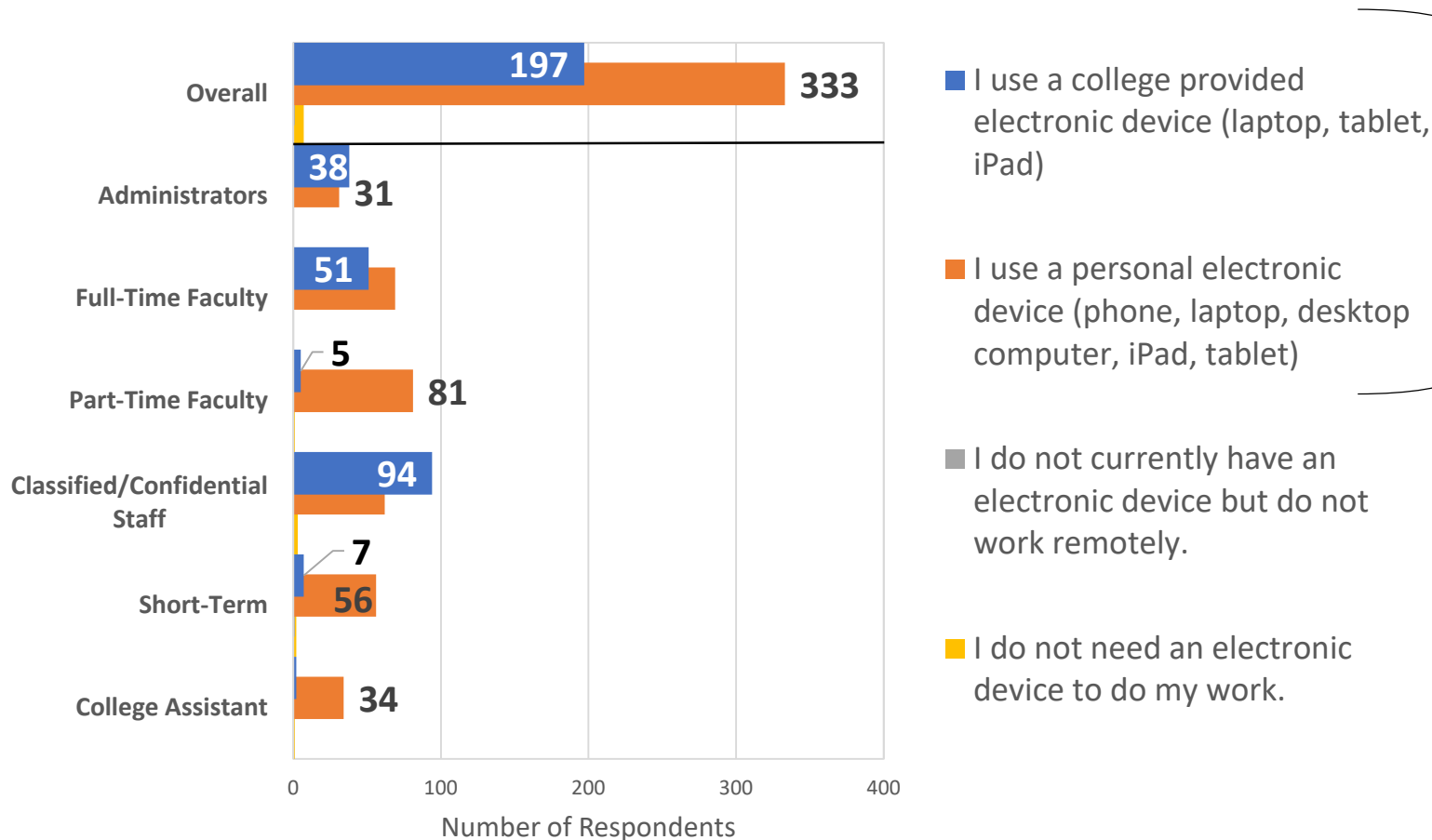
Overall, the majority of employee respondents indicated they are mostly working remotely/online.



449 respondents



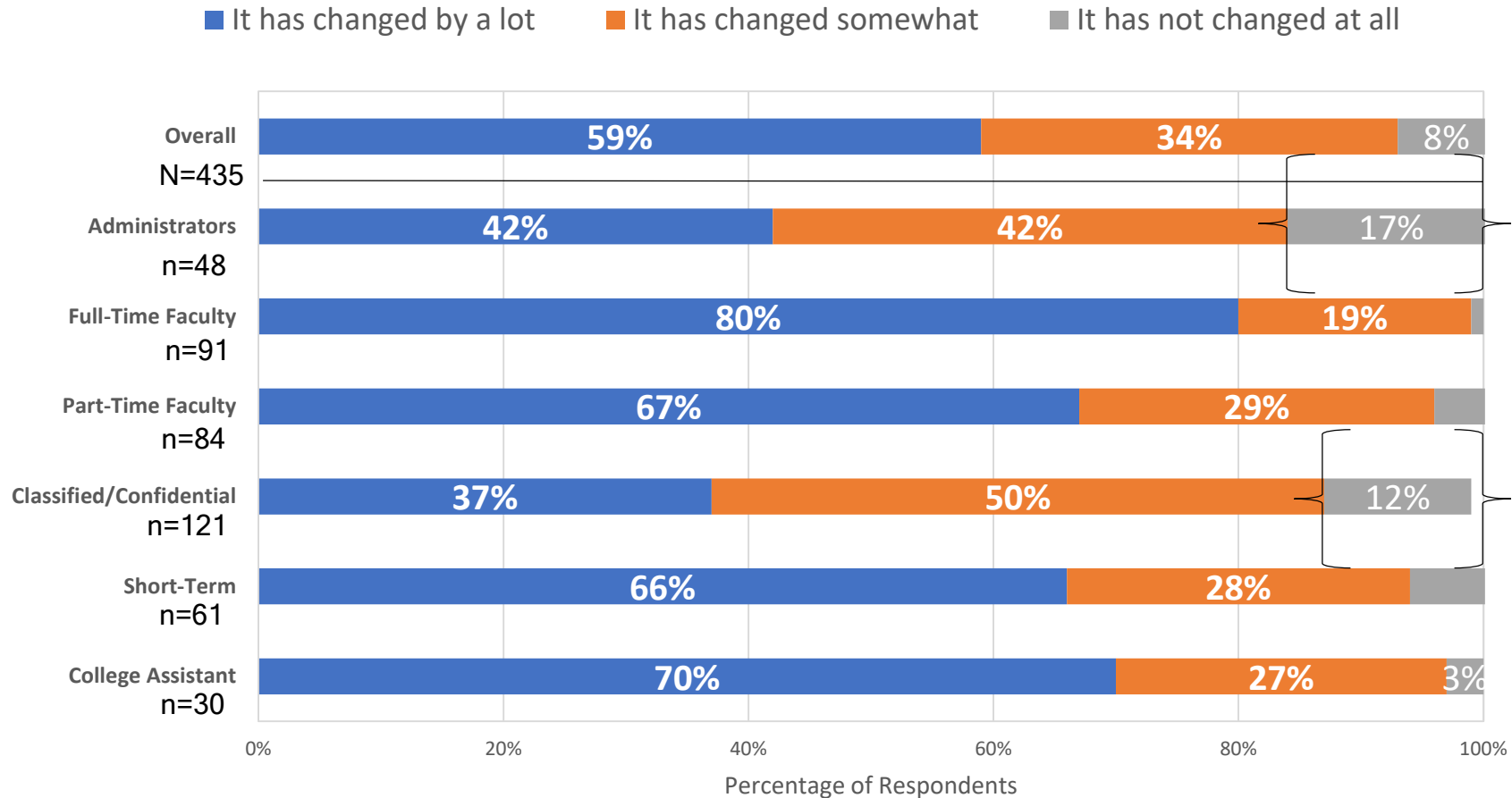
What devices are you using to work remotely?



Overall, the majority of employee respondents indicated they either use a college provided AND/OR a personal electronic device

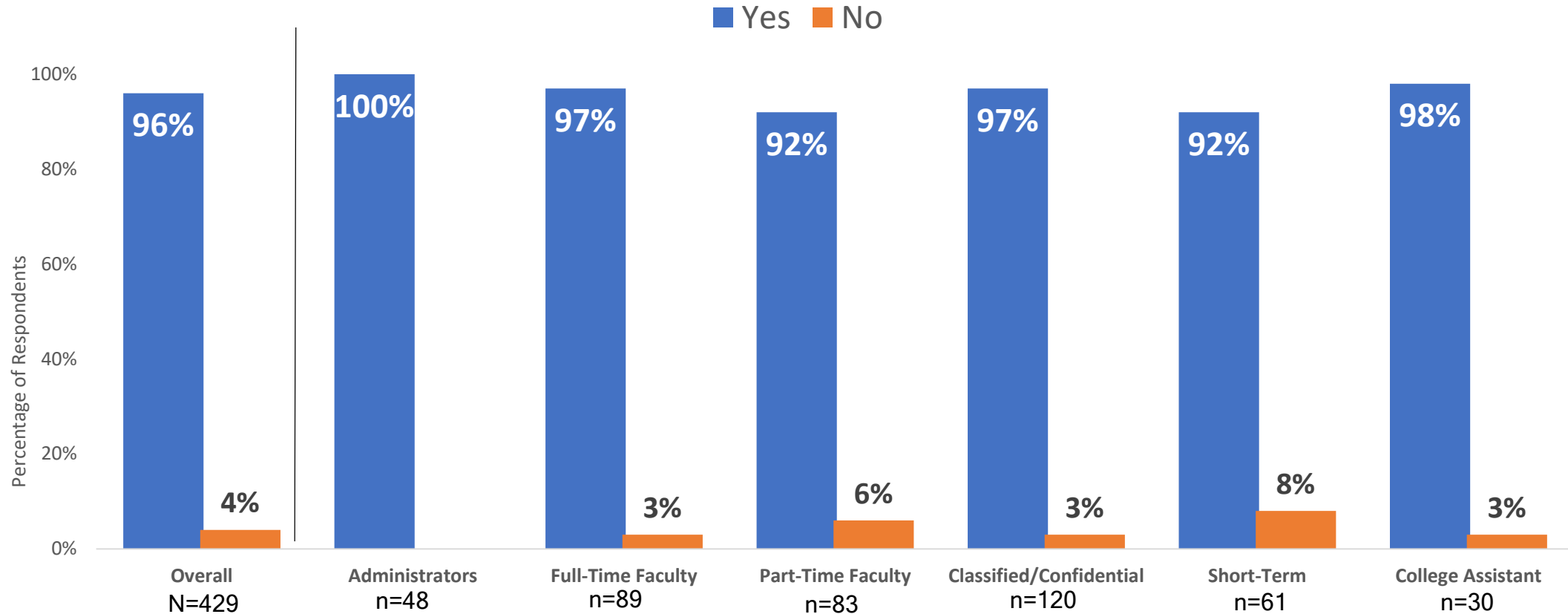
Overall, 90 employee respondents indicated they use **BOTH** a college provided device and a personal electronic device

How much has your work at the College changed during COVID-19?

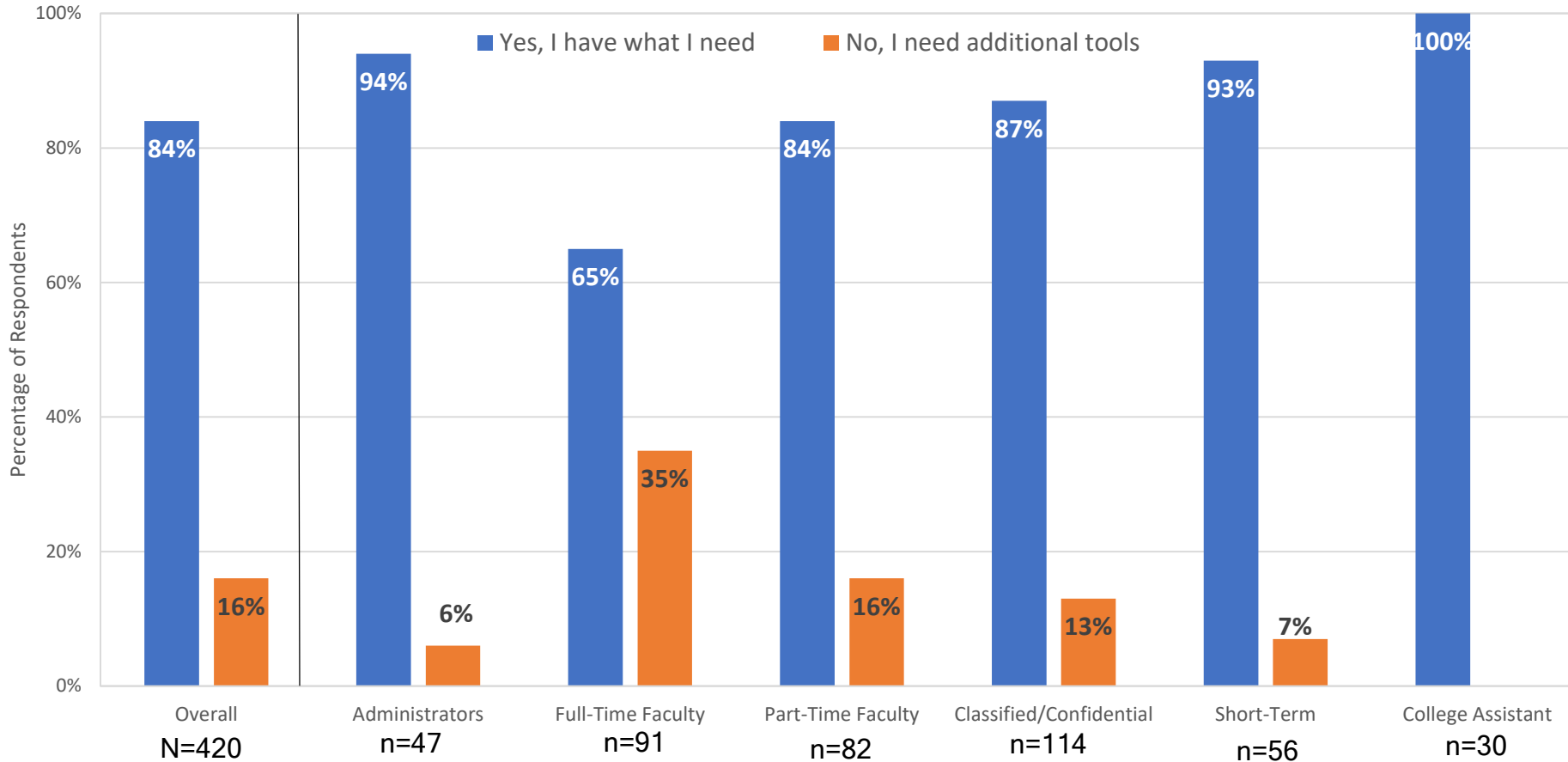


Administrators and Classified/Confidential employee group respondents had the highest percentage indicate that their work has not changed at all!

Do you have a clear understanding of what is expected of you when working remotely/online?



Do you have the tools to effectively work remotely/online?



Overall, 67 of the 420 respondents indicated they needed the following additional tools:

- Equipment - 34 respondents
- Improved internet connection - 15 respondents
- Expressed frustration that they are using personal/purchased equipment - 13 respondents
- Request student access to other instructional materials/software - 5 respondents
- Not applicable, working on campus - 4 respondents
- Access to software/programs - 3 respondents

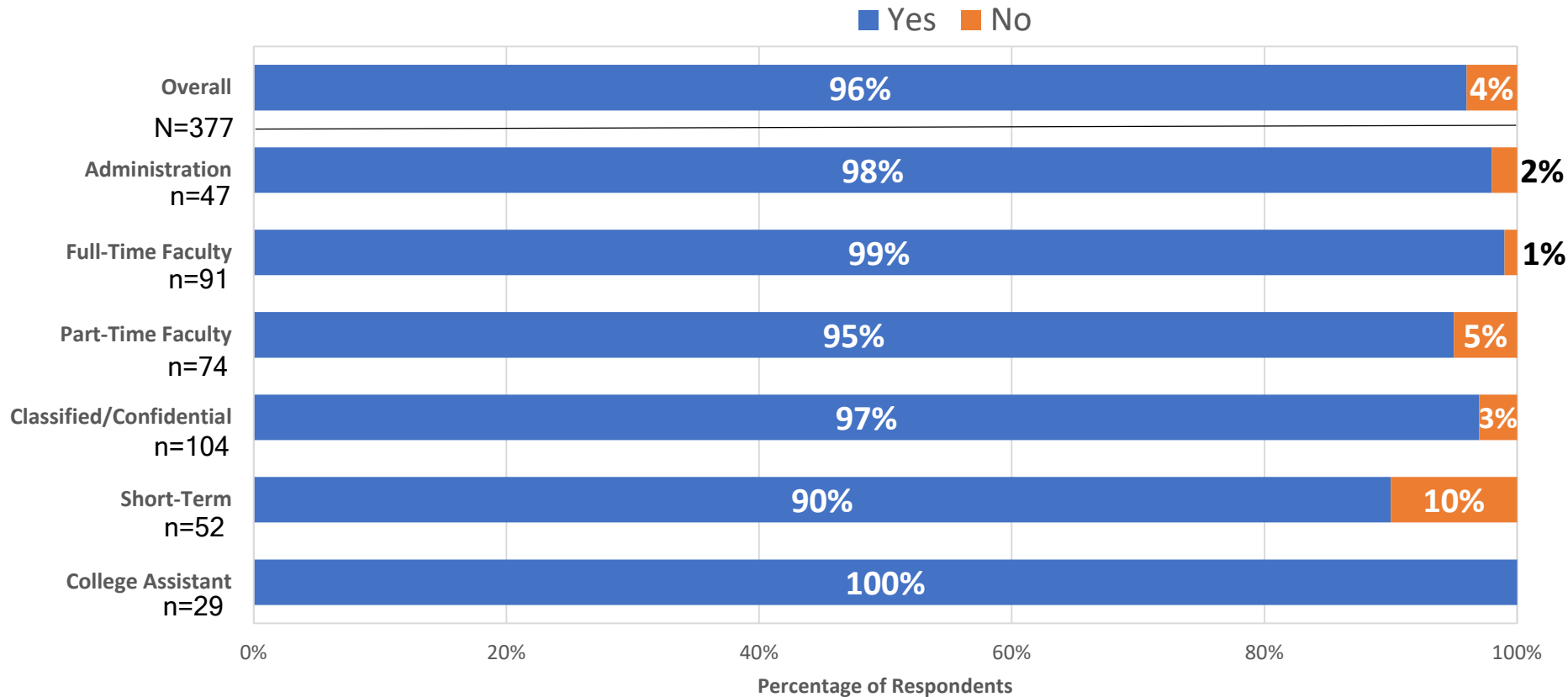


Overall, 2% of employee respondents indicated they are not working from home

420 respondents



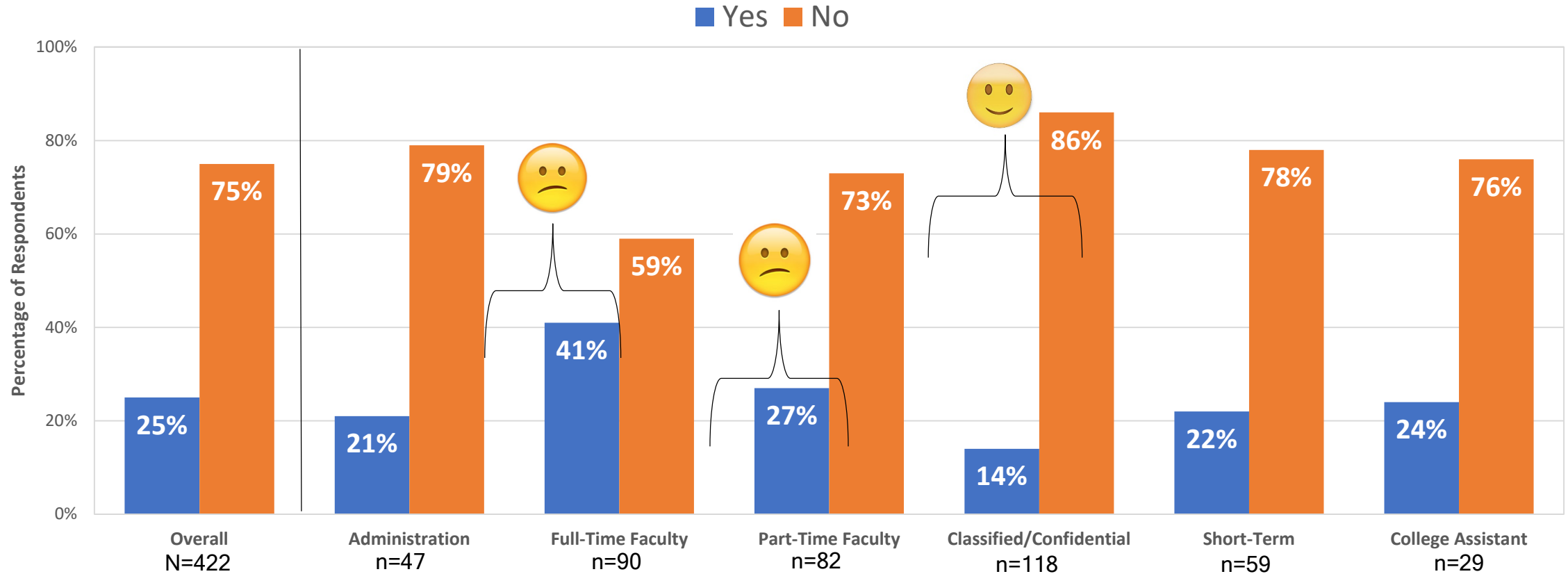
Have you been able to access relevant training needed to support your remote/online work?



51 of the 377 respondents provided additional comments, including:

- Positive comments regarding help available - 9 respondents
- Do not have the time to access training - 6 respondents
- Have figured things out on their own - 5 respondents
- Need additional training - 5 respondents

Is there anything preventing you from doing your work effectively during this time?



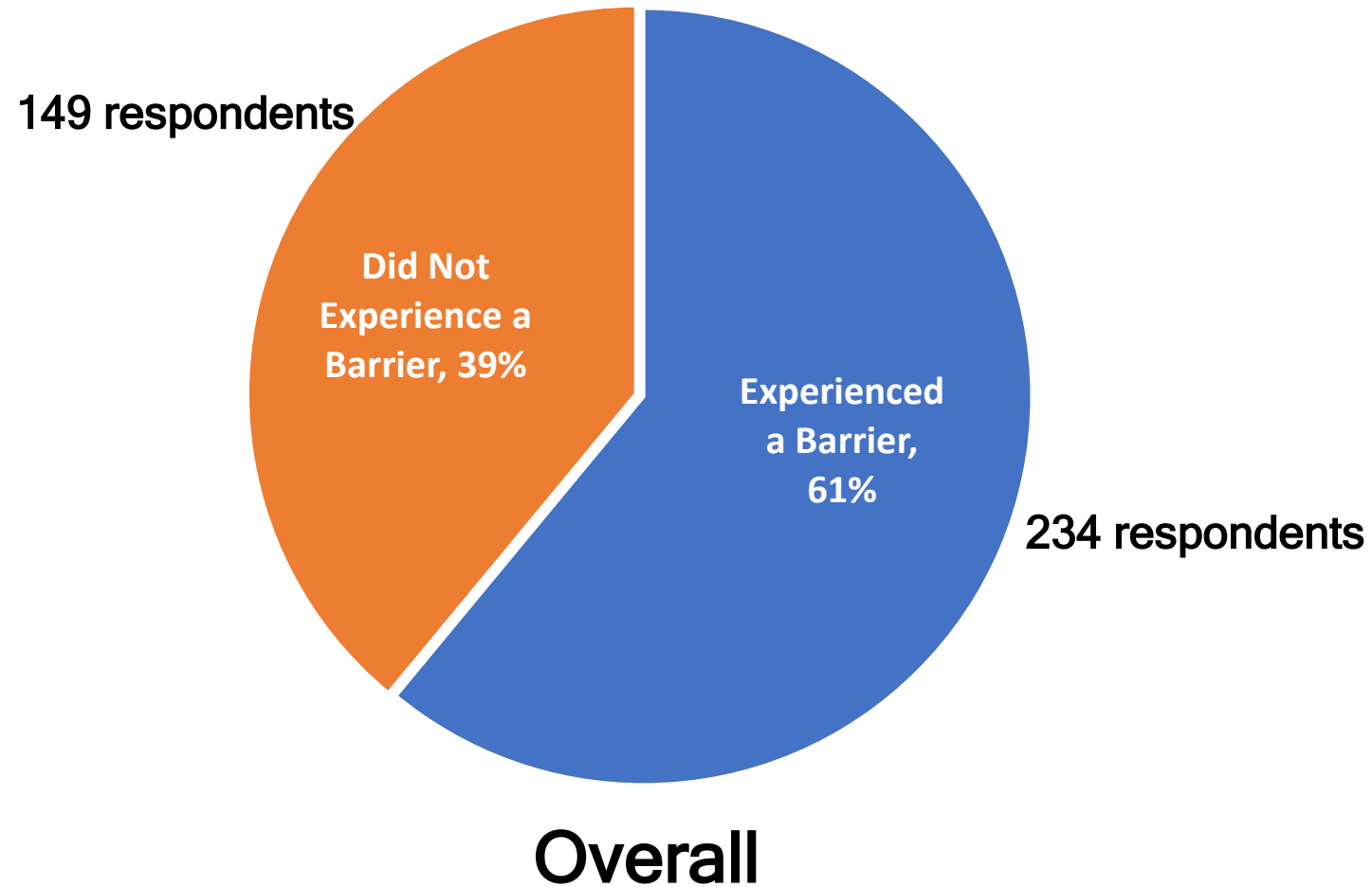
Is there anything preventing you from doing your work effectively during this time?

105 employee respondents indicated barriers, including:

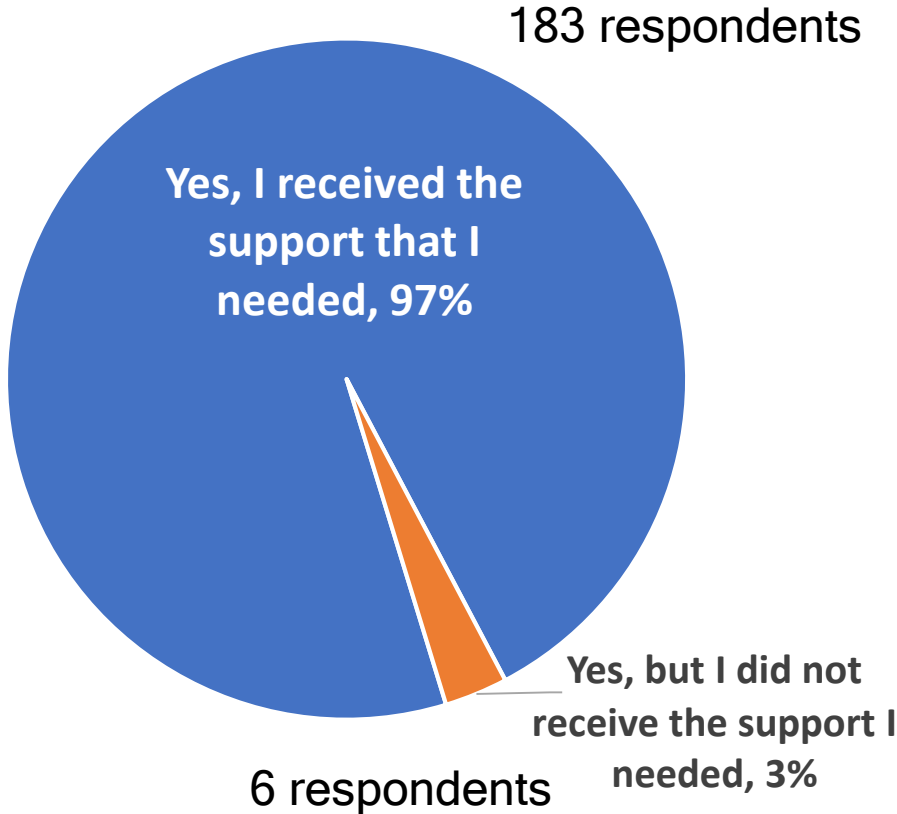
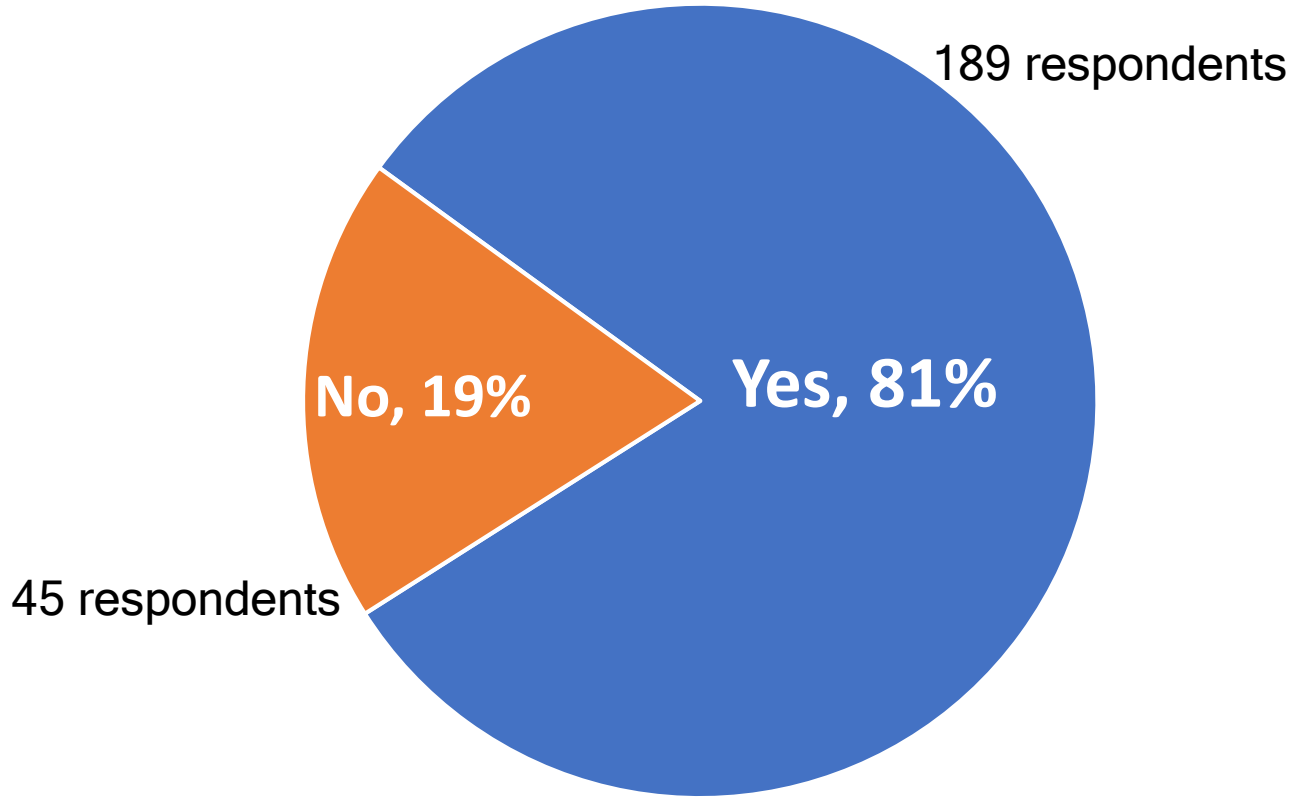
- Family obligations/childcare - 23 responses
- Cannot do the same things online that can be done in the class/office - 20 responses
- Inadequate internet access - 19 responses
- Equipment/work space needs - 18 responses
- Not enough time - 16 responses
- Increased workload - 6 responses
- Software needs/issues - 6 responses
- Assessment issues - 5 responses
- Mental/physical health - 5 responses
- Clarity/amount of information - 4 responses
- Low student participation - 3 responses



Did you experience a barrier working remotely?

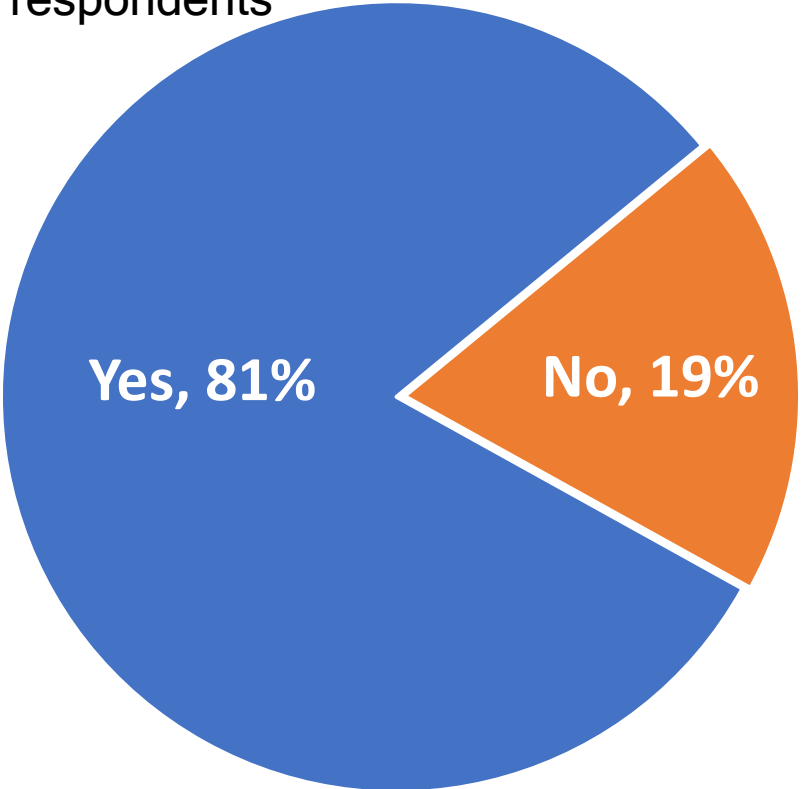


For those who experienced a barrier, did you reach out to connect with someone at the College for support?



For those who experienced a barrier, did you reach out to connect with someone at the College for support?

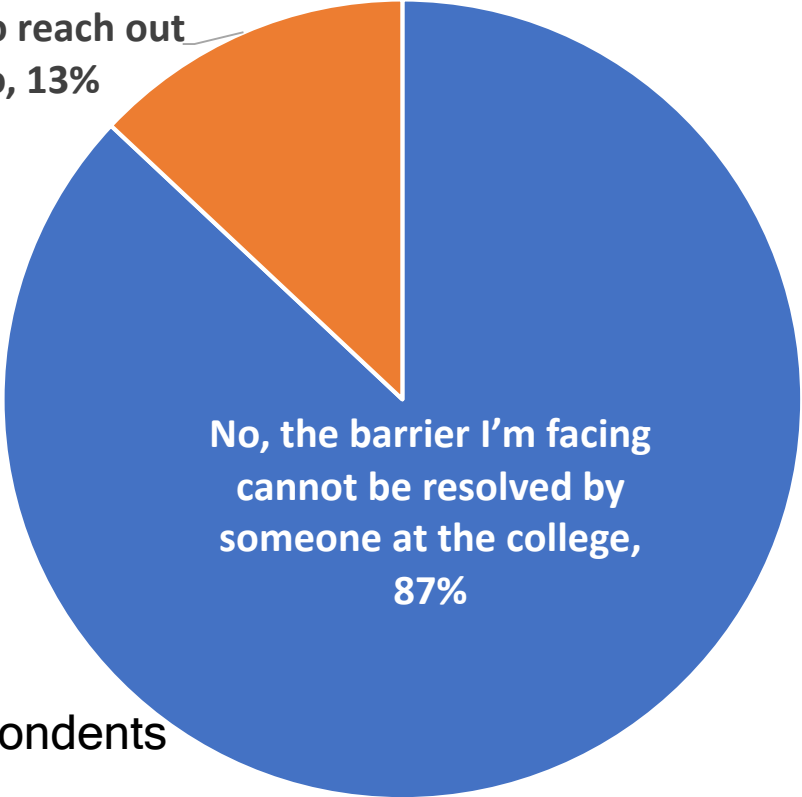
189 respondents



45 respondents

No, I did not know where to go or who to reach out to, 13%

6 respondents



39 respondents



234 respondents

45 respondents



Barriers Summary

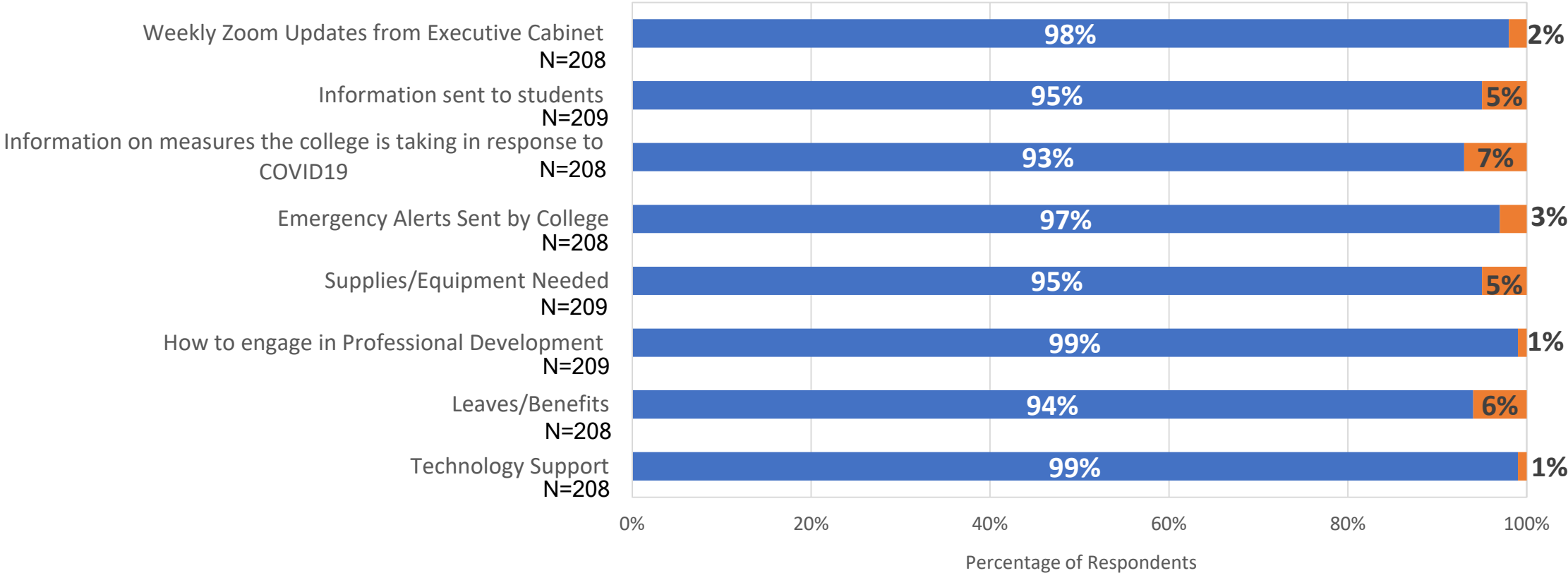
87% either “did not have a barrier” or “the barrier was resolved”
(333 respondents)

13% had a barrier, and needs were not met (either because they did not reach out, or when they did, needs did not get resolved)
(50 respondents)

Note: excludes “other” responses

Clarity of Information Received - Overall

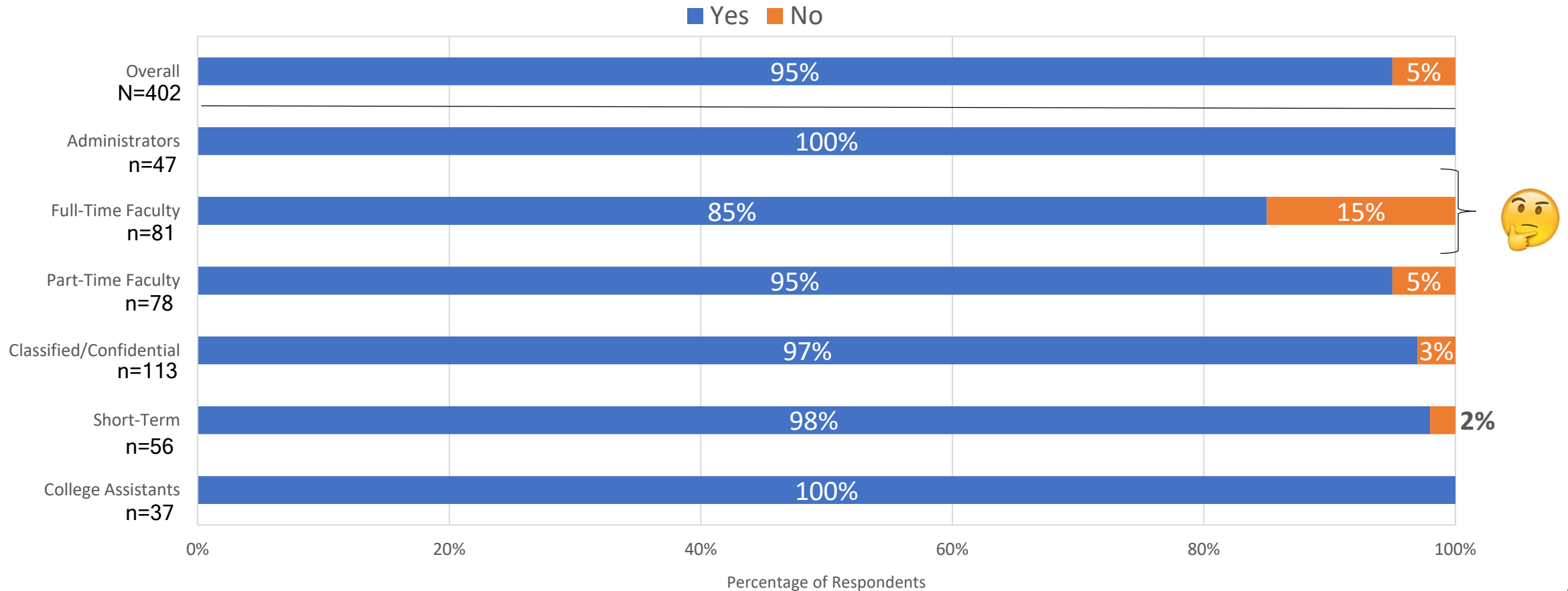
■ Yes ■ No



208 respondents



If you have questions about working in an online/remote environment, do you know where to look or who to ask for answers?



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What is the best way for you to receive information from the College on COVID-19 updates?

Overall top three best ways:

- COC-all emails - 48% (N=196)
- Emails from my direct supervisor -16% (N=66)
- Emails from specific departments (e.g. HR, Business Services, Technology, Professional Development etc.) - 12% (N=49)
- Other ways employees indicated: COC website, text alerts, COC webinars, peers or colleagues, mobile app, and COC social media

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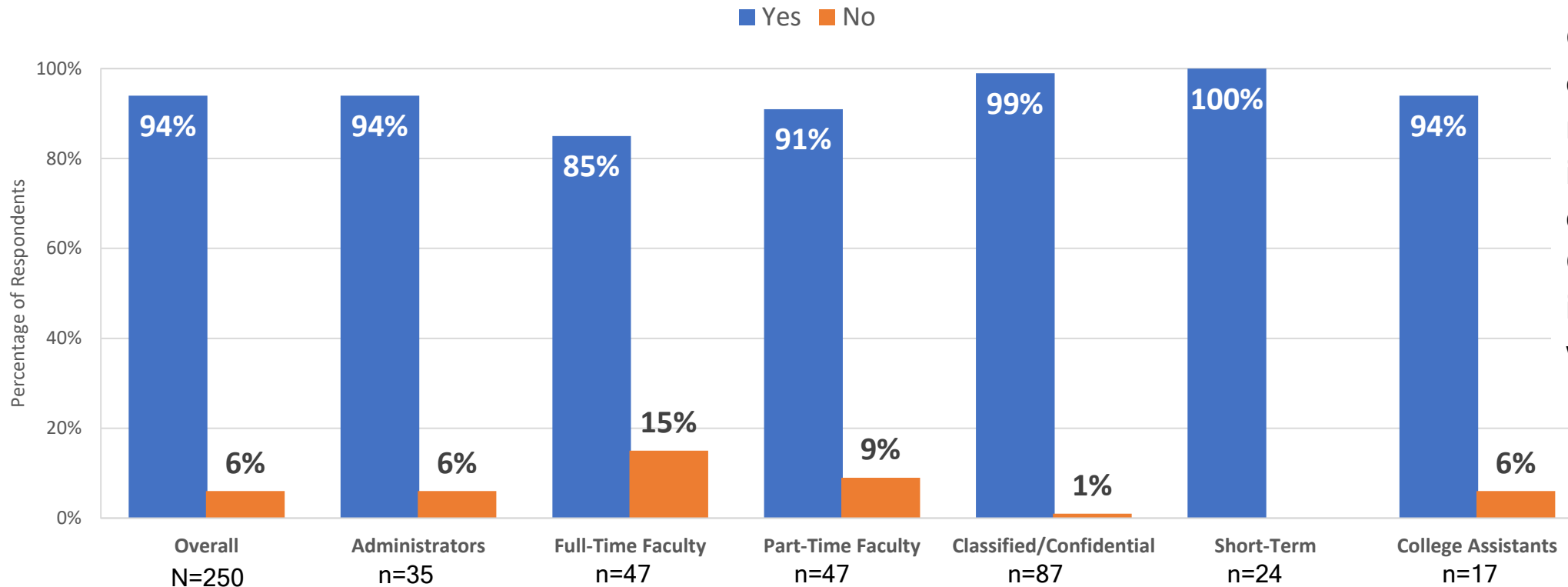


Note: Respondents were asked to mark all that apply

407 respondents

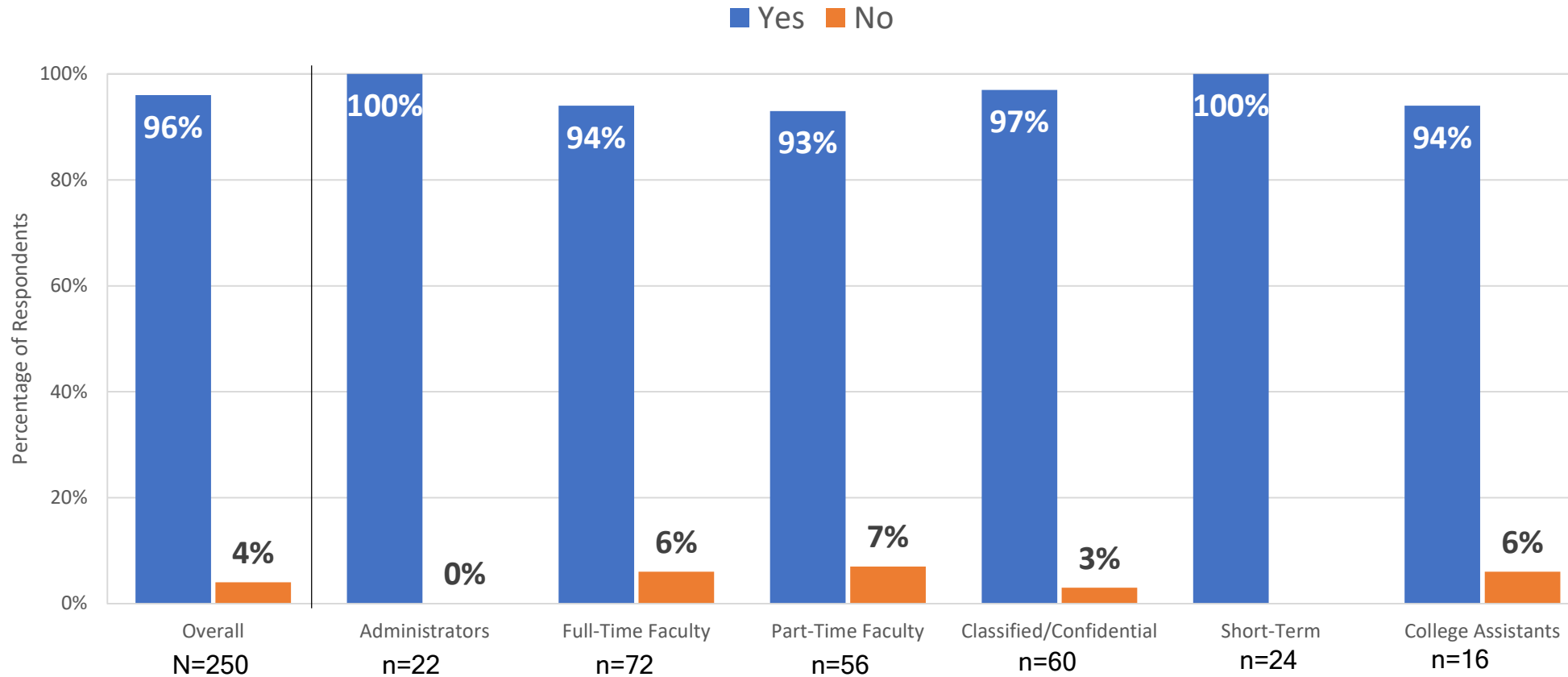


Since the stay at home order was issued on March 16th, have you found COC's COVID-19 information site to be helpful (canyons.edu/news)?



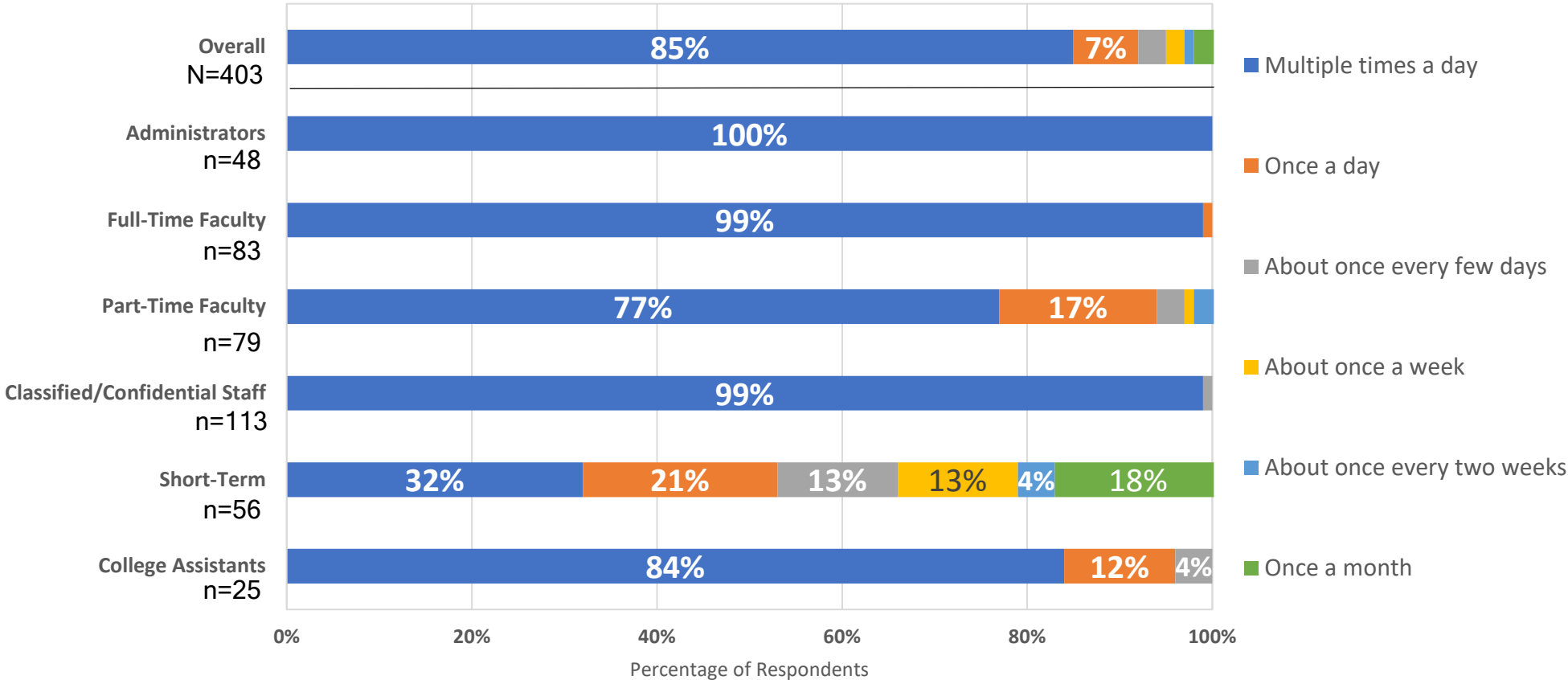
Overall, 140 employee respondents indicated they did not use the COC COVID-19 information website

Since the stay at home order on March 16th, have you found COC's Online Education information site (canyons.edu/onlineeducation) to be helpful?



Overall, 140 employee respondents indicated they did not use the COC Online Education website

Since the stay at home order on March 16th, how often have you checked your college email?

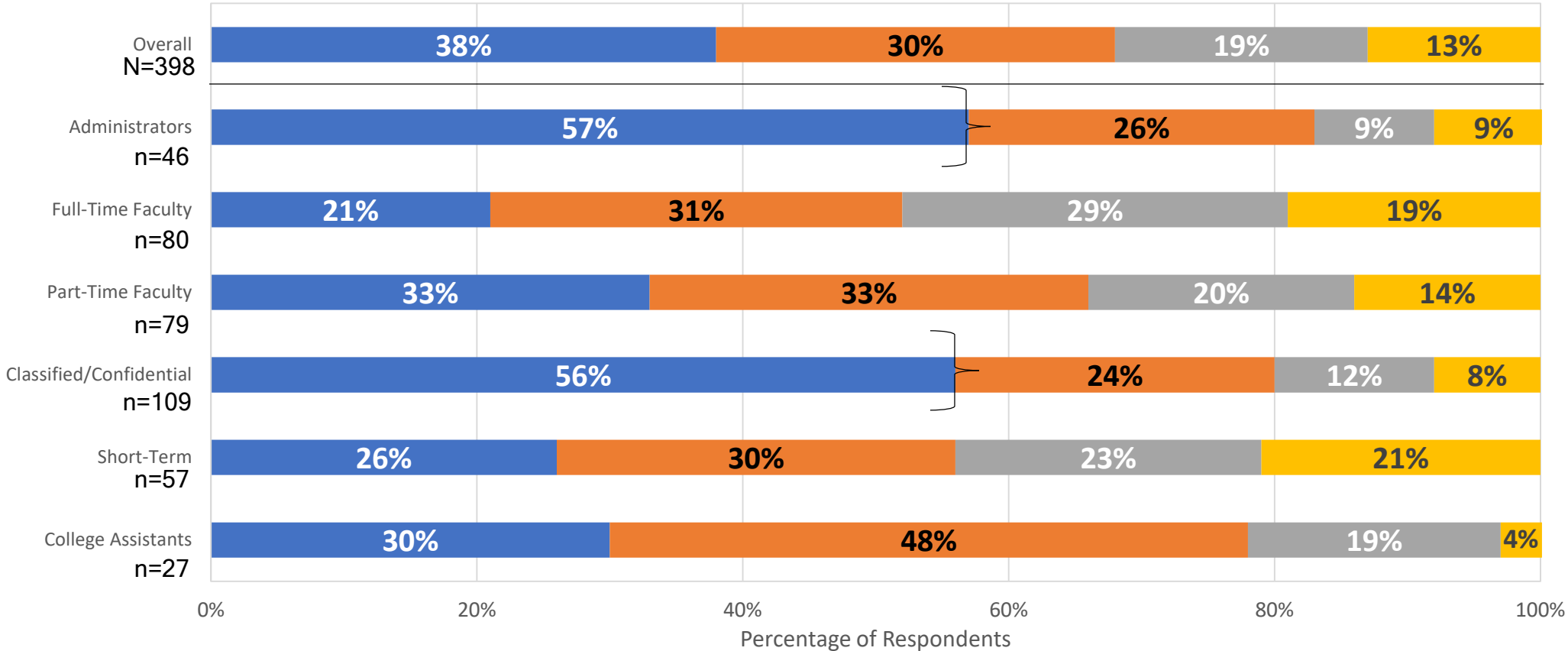


403 respondents



How much do you like working in a remote/online environment?

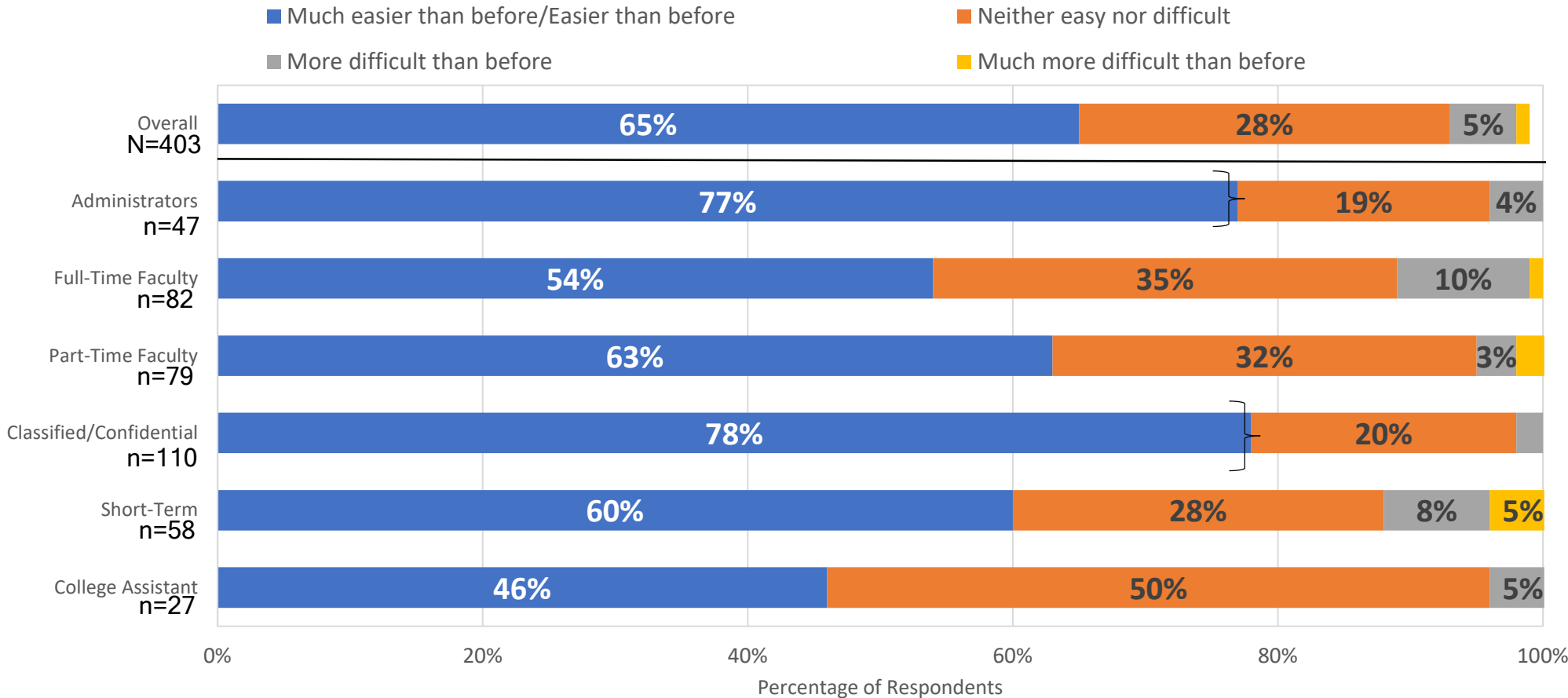
■ A great deal/A lot
 ■ A moderate amount
 ■ A little
 ■ Not at all



A little over half of Administrators and Classified/Confidential employee respondents indicated that they like working in a remote/online environment!



In comparison to before the stay at home order, please indicate how easy/difficult it has been to attend meetings remotely.



Almost 80% of Administrators and Classified/Confidential employee respondents indicated that it has been much easier/easier than before the stay at home order!!!



Note: Excludes N/A responses

403 respondents



If social distancing requirements stay in effect through the fall ... what questions do you have?

SOCIAL DISTANCING

- How will social distancing/use of PPE on campus be enforced/monitored? **32 respondents**
- How will social distancing be created/enforced in the classroom (including questions about class sizes)? **22 respondents**
- How can social distancing be ensured between staff and students for student services? **18 respondents**

SAFETY

- What will the safety procedures be to ensure the staff are protected (including those that share offices)? **51 respondents**
- What will the procedures be for keeping the campus clean/disinfected (including the common/open areas)? **40 respondents**
- Will PPE (masks, gloves, sanitizer) and cleaning supplies be provided? **35 respondents**
- Will there be clear procedures for returning to campus? **23 respondents**
- Will wearing masks be required/enforced? **19 respondents**

FLEXIBILITY/WORKING FROM HOME

- Will there be flexibility to work from home if any employee does not feel safe or has proven productive? **34 respondents**
- Will accommodations be made for those that need to work from home for extenuating circumstances (including health concerns and family/childcare obligations)? **24 respondents**
- Why will some employee groups return to campus if it is not deemed safe for faculty or students? **16 respondents**



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Social Distancing

How will social distancing/use of PPE on campus be enforced/monitored?

- Masks and PPE will be required according to County guidance for all employees, students, and those on campus. The District will provide, at no cost, a sufficient number of LADPH-compliant face coverings to all employees and students who must report to campus.
- If staff, students, and/or visitors do not have a face covering on our campuses, they will be reminded about the District's protocol and will be provided an opportunity to obtain a face covering if needed.
- As noted in the COVID-19 plan, should there be issues of repeated violation of the plan please contact the Employee COVID-19 Compliance Officer (for employees) or the Dean of Students or Campus Safety (for students).

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Refer to the COVID-19 plan for additional details.



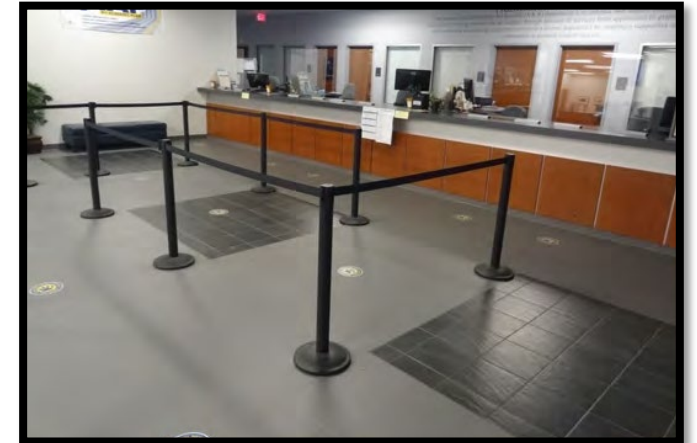
Social Distancing

How will social distancing be created/enforced in the classroom (including questions about class sizes)?

- Facilities will configure and equip spaces based on current guidelines.
- As noted above and detailed in the COVID-19 plan, should there be issues of repeated violation of the plan please contact the Employee COVID-19 Compliance Officer (for employees) or the Dean of Students or Campus Safety (for students).

How can social distancing be ensured between staff and students for student services?

- Facilities has prepared Student Services spaces for by-appointment services based on current guidelines.
- Appropriate physical barriers, signage, and distance markers have been incorporated into this layout.



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Safety

What will the safety procedures be to ensure the staff are protected (including those that share offices)?

- Staff have been provided training on proper protocol for social distancing and disinfection of their spaces via Keenan Safe Colleges. Students that are on-campus this fall for classes have been informed via Canvas. These trainings describe COVID-19 and precautions against infection (including proper respiratory etiquette, hand hygiene, use of face coverings, etc.).
- All employees and students must complete these instructional videos and written materials in their entirety before their initial entry to campus.
- Regarding shared offices, if a dividing modular wall or plexiglass cannot be installed, shifts can be staggered to avoid individuals from coming into close contact with one another.
- There is ample signage on campus reminding everyone of the requirement to wear a mask and physically distance, this includes visitors, employees, and students.
- There is access to hand sanitizer and cleaning supplies across campus. If additional supplies are needed, they can be picked up at the warehouse.

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Refer to the COVID-19 plan for additional details.



Safety

What will the procedures be for keeping the campus clean/disinfected (including the common/open areas)?

- Working closely with Instruction, Student Services and other departments, Facilities will clean and disinfect the occupied areas of campus per the latest guidelines and requirements.

Will PPE (masks, gloves, sanitizer) and cleaning supplies be provided?

- Yes, all PPE will be distributed and tracked from the Valencia warehouse, which is distributed as needed throughout the District.

Will there be clear procedures for returning to campus?

- Yes. The District details comprehensive return to campus procedures in the COVID-19 Containment, Response, and Control Plan.
- Essential infrastructure disciplines that returned to our campuses in Fall 2020 have specific procedures and agreements they are following.
- Please refer to the detailed MOUs for negotiated groups and/or contact your supervisor to discuss your individual situation in more detail.

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Refer to the COVID-19 plan for additional details.



Safety

Will wearing masks be required/enforced?

- Yes. As described above, the District is abiding by public health guidelines and masks will be provided to all employees and students. Individuals unable to wear a face covering due to a medical condition should contact the applicable COVID-19 Compliance Officer to discuss whether alternative reasonable accommodations may be available.
- Refer to “Face Coverings” in the COVID-19 plan for additional details.

Flexibility/Working from Home

Will there be flexibility to work from home if any employee does not feel safe or has proven productive?

- Please refer to the detailed MOUs for negotiated groups and/or contact your supervisor to discuss your individual situation in more detail.

Will accommodations be made for those that need to work for home for extenuating circumstances (including health concerns and family/childcare obligations)?

- Yes, Human Resources will review accommodations for any health concerns and evaluate the situation in conjunction with the area supervisor. Additional leave options are also available as detailed in the COVID-19 plan and negotiated MOUs with campus groups. Please contact Maria Calderon in Human Resources at 661 362-5563 or via email.

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Refer to the COVID-19 plan for additional details.



Flexibility/Working from Home

Why will some employee groups return to campus if it is not deemed safe for faculty or students?

- According to the County guidance, faculty and other staff may come to campus for the purpose of providing distance learning, and other activities related to in-person training and instruction for essential infrastructure disciplines as well as maintaining minimum basic operations. The College is complying with all relevant portions of this protocol to maximize safety for all employees.
- Please note that only faculty teaching essential infrastructure courses can teach on campus at this time, per LA County guidance. All other courses, with the traditional 1:35 ratio format, are not yet allowed to return to campus.

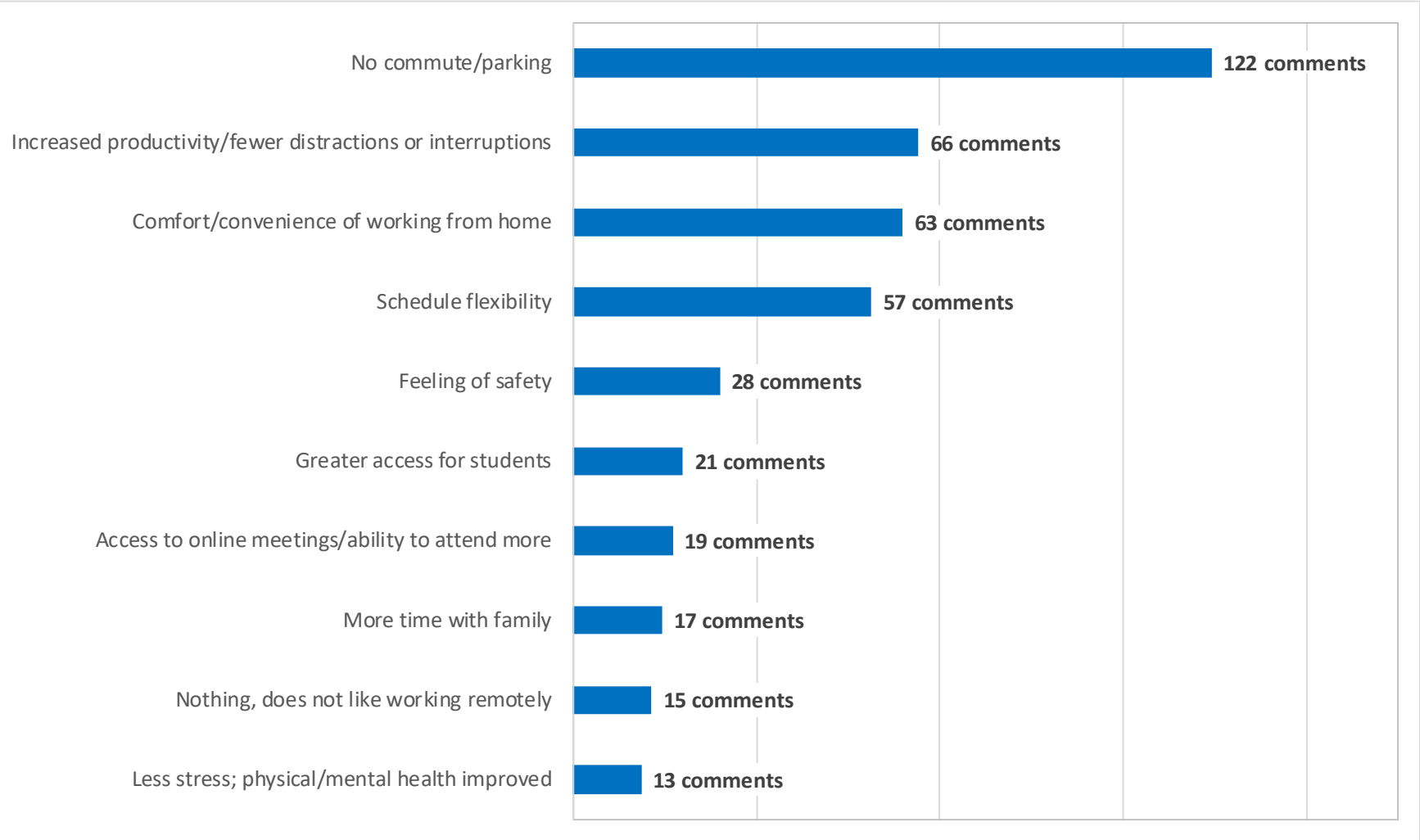
Slide 35



Refer to the COVID-19 plan for additional details.



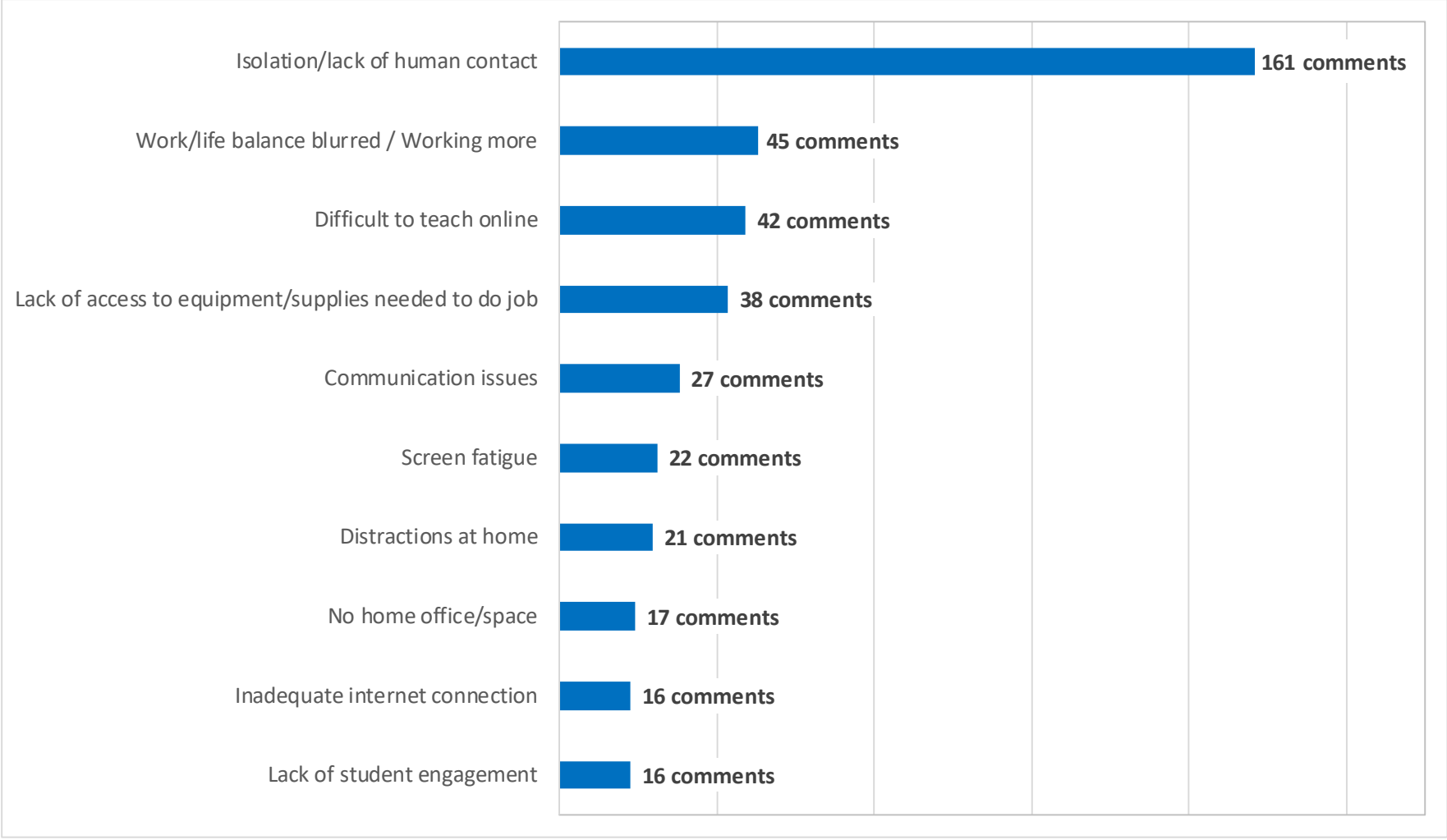
What do you like the MOST about working in a remote/online environment?



350 respondents



What do you like the LEAST about working in a remote/online environment?



355 respondents



What professional development topics would help you be more effective in this remote/online environment?



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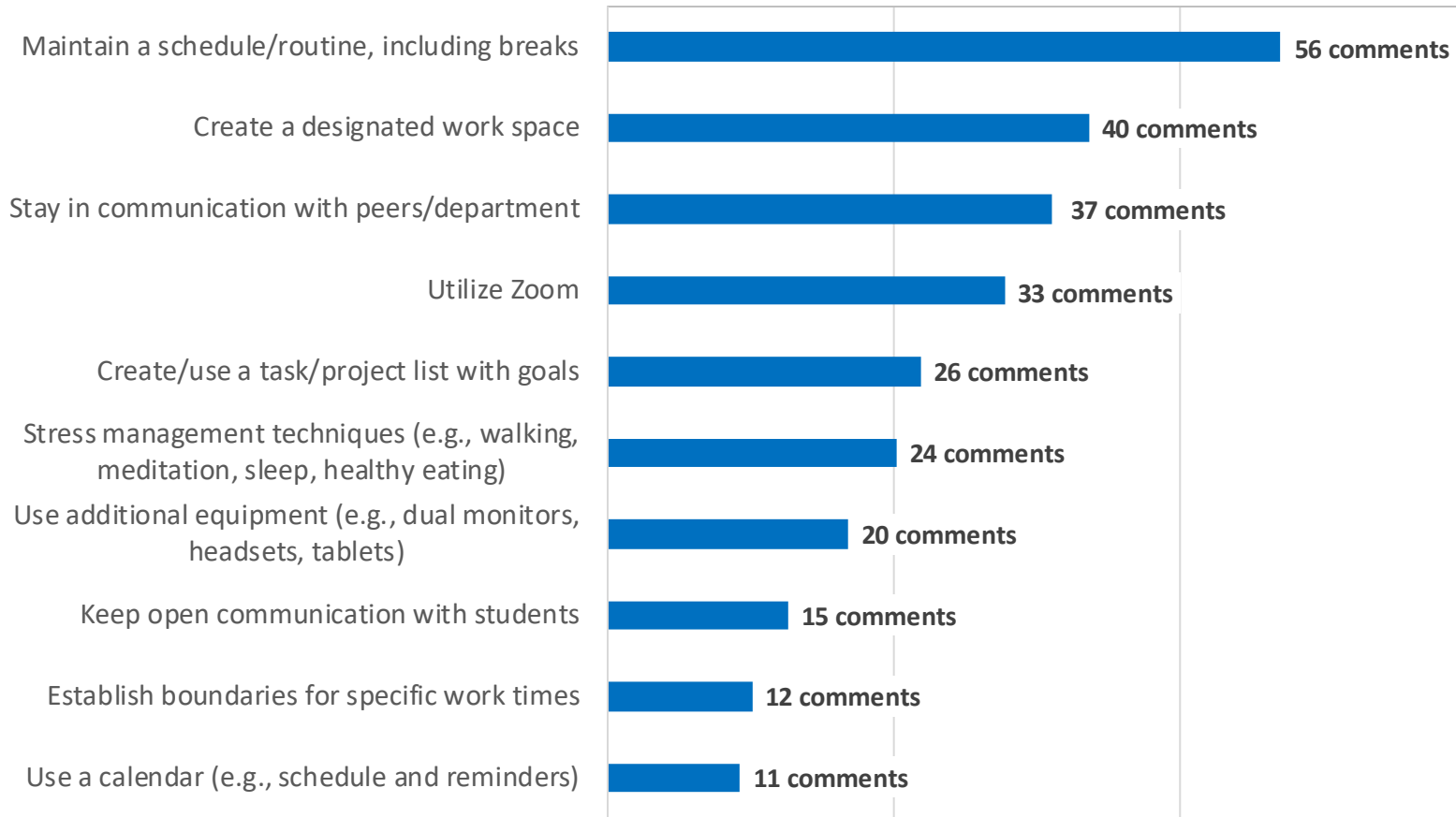


The sample size of College Assistants on this question were less than ten so results have not been reported for this group

217 respondents



Please share strategies you have used to enable you to work effectively in a remote/online environment.



What's Next/Recommendations

- Continue to support employees through the stay at home order ensuring their emotional, psychological and physical safety, and professional development needs are met.
- Evaluate future opportunities for remote work where appropriate.
- Consider the benefits of using Zoom (e.g. increased access to meetings even when employees are authorized to return to campus, connecting with colleagues, etc.)
- Distribute findings to each employee group.

Closing Comments

- Diane Fiero (Human Resources)
- Jason Hinkle (Business Services)
- Jasmine Ruys (Student Services)
- Jim Schrage (Facilities)
- Jim Temple (Technology)
- Omar Torres (Instruction)

Thank you for your time.

Reports will be posted on IRPIE webpage

<https://www.canyons.edu/administration/irpie>



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