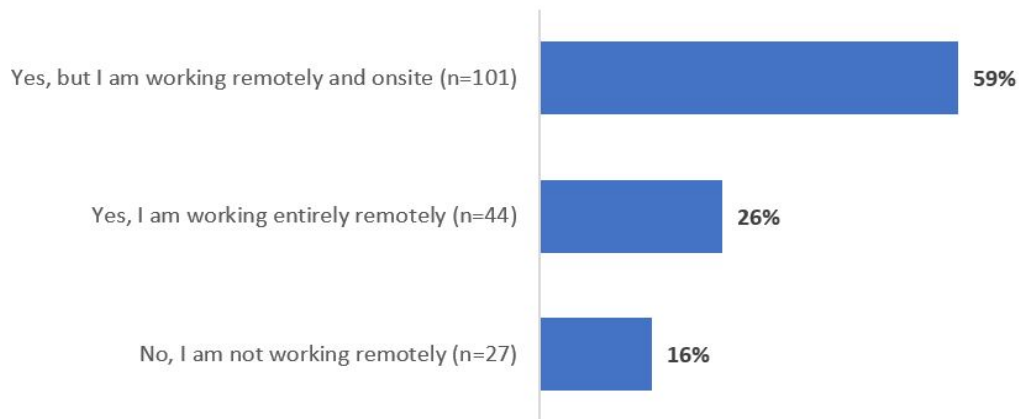# COVID-19 Staff Impact Survey Results

The California Community Colleges conducted an employee survey to capture the impact of the COVID-19 pandemic on the work experiences of community college employees across our system. At Antelope Valley College, a total of 172 staff responded to the survey between May 28-June 17, 2020. This document highlights the many challenges staff are facing.

ANTELOPE VALLEY COLLEGE

Institutional Effectiveness, Research, and Planning

Experience Working Remotely

Employees were asked about their experiences working remotely. At the time of the survey, most of the staff were working remotely and had little to no experience with remote work before the COVID-19 pandemic. Presented is a summary of staff's responses:
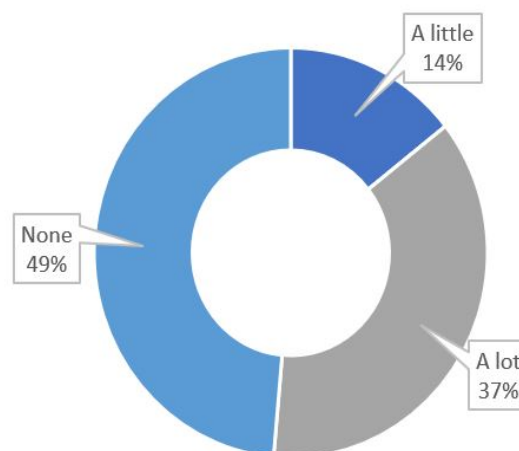
AVC staff was asked, **"Are you working remotely?"** They responded with the following:

Q13

Yes, but I am working remotely and onsite (n=101)	59%
Yes, I am working entirely remotely (n=44)	26%
No, I am not working remotely (n=27)	16%

When asked, **"How much experience did you have working remotely before March 2020?"** Staff responded with the following:

Q15

A little 14%

A lot 37%

None 49%

Successes Of Working Remotely ──────────

Although many staff experienced difficulty adjusting to remote work, a few felt that this adjustment improved their productivity and quality of life. Additionally, some staff felt that AVC has adequately supported them as they transitioned online.

Productivity increased since working from home

"It's been fine. I get more done in the same amount of time as though I were in the office. I prefer this, especially given the health concerns."

"It's great working from home. I am able to facilitate my job duties working from home."

Felt safer working from home

"Working remotely has been a very positive experience. It allows me to accomplish the job I am being paid to do without worrying about being exposed to the virus."

Felt supported by the institution

"The administration has been very helpful."

"These [supplies and services] were all provided to me by my college." (Edited for clarity from Q23)

"They have provided most of what I need."

Reduced Pressure

"More relaxed. Can take care of kids and family while giving 100% to the job. Less pressure working remotely. Can do work whenever during the day."
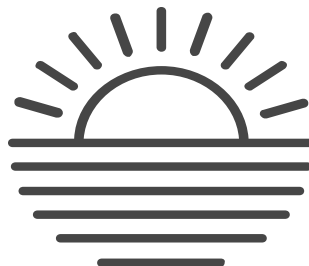
Staff Challenges

When asked, "What has been the biggest challenge for you in adapting your work in response to COVID-19?" Staff identified the following challenges:

Q14

Work is difficult to transfer to online modality

"I cannot work because I am not allowed into the theater because of the campus closure."

"Remote work isn't a good fit for what I do."

Concerned about safety on campus

"Safety. PPE is not being used on campus."

"Having to wear a mask all day can be hard and sickening. Especially if others not following protocol."

Concerns about emplyment stability

"Wondering when kids will return and if our jobs are safe; we are afraid to get laid off."

Feelings of isolation

"The sense of isolation. working from home, you are not part of the campus culture."

Not having reliable internet or materials needed to complete tasks

"I do not have reliable internet access at home. Despite my autoimmune deficiencies due to two medical conditions, I have returned to work on campus."

"I was working remotely and my biggest challenge was not having some of the reference materials I used to complete my tasks."
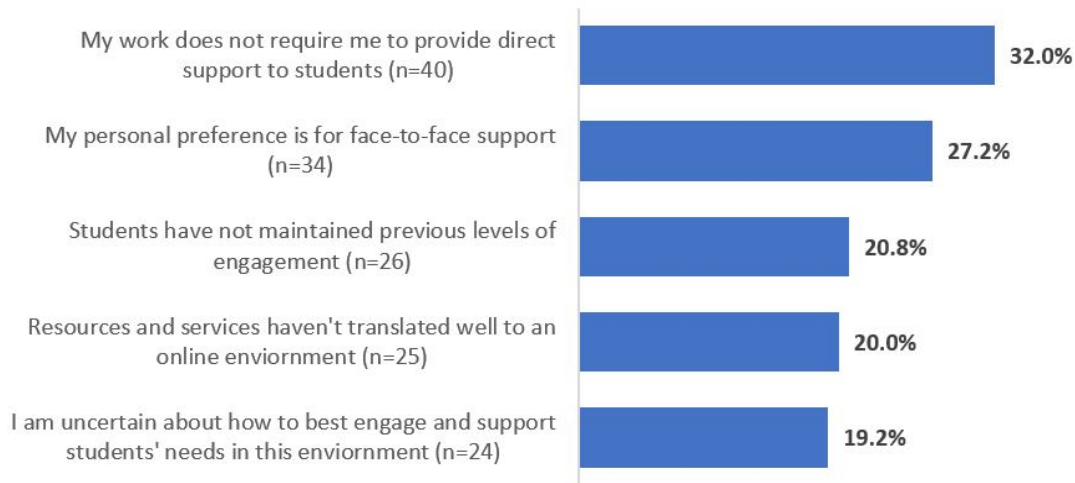
Wearing a mask all-day

"Unnecessary mask-wearing."

Challenges Supporting Students Online

Additionally, the staff was asked about the challenges that were presented while working remotely. When asked, "Which of the following have been challenging for you in adapting your support and services to students in an online environment?" They responded with the following:

Q19; *N=125*

Challenge	Percentage
My work does not require me to provide direct support to students (n=40)	32.0%
My personal preference is for face-to-face support (n=34)	27.2%
Students have not maintained previous levels of engagement (n=26)	20.8%
Resources and services haven't translated well to an online enviornment (n=25)	20.0%
I am uncertain about how to best engage and support students' needs in this enviornment (n=24)	19.2%

What are staff saying about challenges in adapting support for students:

"Phones have been an issue, we want to be able to speak to students, but it has been a challenge remotely, all communication is online."

"Not having the accessible computer and programs available at home as I do in the office. It slows down productivity at home with a laptop."

"It has been very difficult for me to assist students in completing documents due to not being able to print nor save some documents nor being able to download without it stating I did not have access or authorization to download particular documents. Plus not having a printer nor scanner that is used in my everyday task on campus was the most difficult."

"Our office was unable to offer services during the quarantine and effectively lost contact with our most disadvantaged populations when they needed us most."

Technological Challenges

Employees were asked, "Which of the following technological issues have been a challenge for you since the transition to remote work?" Presented are the top 5 technological challenges staff experienced:

Q24; N=102

51.0% **said experienced difficulty accessing electronic work files (documents, databases)** *(n=52)*

"Access above means, access to my office hard drive documents."

. . . .

32.4% **had challenges downloading / running my normal work-related software or applications** *(n=33)*

"It has been mostly issues with the mac computer I am using at work to prepare documents for sharing with colleagues."

"I can't upload documents to xTender program. Also, update our department website and phones...the information is inaccurate."

. . . .

20.6% **do not have access to reliable or sufficient internet** *(n=21)*

"Occasional network issues-infrequent though."

"My only internet access is via a hotspot which is NOT unlimited. If too much is used, Verizon slows down the connection. If I but more usage, its an additional fee."

. . . .

19.6% **do not have access to reliable telephone service** *(n=20)*

"Provide an ergonomic chair and a phone line while off-site."

"Flexible work schedule, equipment like a scanner, printer, an extra monitor, and phone access to communicate with coworkers and students (instead of using my person cell phone to do this)."
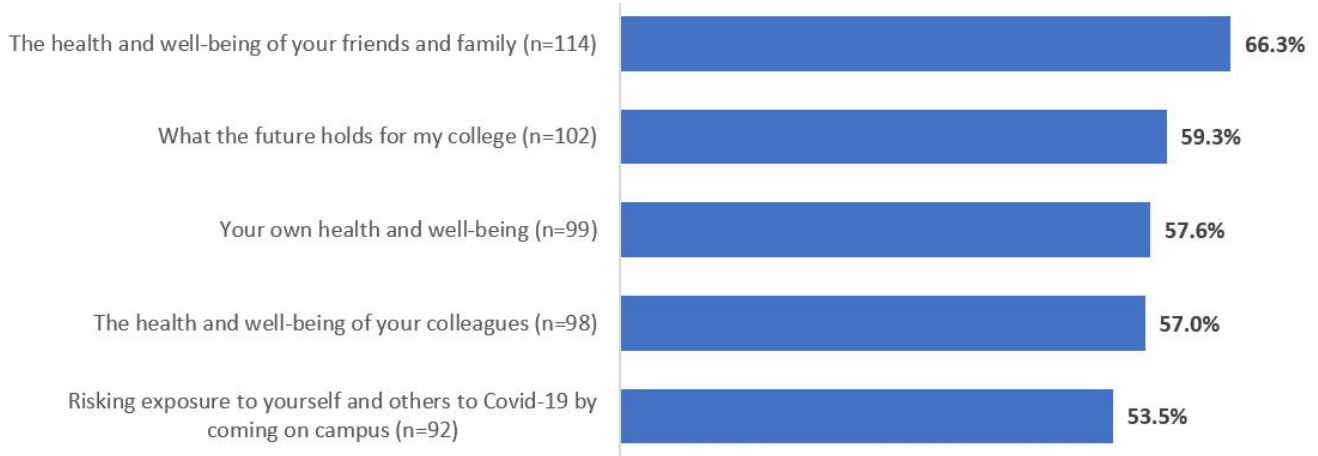
. . . .

11.8% **lacked access to a reliable device (laptop, mobile device)** *(n=12)*

"The tablet provided often disconnects from my home internet."

Worries During Pandemic

When asked, "Given the changes caused by the spread of COVID-19, check the items you worry about more now than before COVID-19?" Presented are the top 5 worries staff are facing:

Q40

Worry	Percentage
The health and well-being of your friends and family (n=114)	66.3%
What the future holds for my college (n=102)	59.3%
Your own health and well-being (n=99)	57.6%
The health and well-being of your colleagues (n=98)	57.0%
Risking exposure to yourself and others to Covid-19 by coming on campus (n=92)	53.5%

Other worries staff mentioned:

"Concern about co-workers who will not wear a mask in the workplace. I do not like to wear the mask but will until there is some understanding about how the virus is transmitted."

"I am most scared about returning to work I think the pandemic needs to be in complete control."

"The ability of my daughters, who both just graduated from universities, to find jobs."

"Doing my job for the students, having pressure from my boss to produce the work without having an understanding of what is preventing me from doing my job as if I were on campus. ability to complete it due to not having the equipment I need to do the job, worrying that if I don't I'll get fired because I can't produce the work in a timely matter without the exception that I'm working from home."

Factors Affecting Work

Employees were asked, "What factors are negatively influencing your ability to be successful working in the current environment?" Presented are the top 5 factors negatively influencing the staff's ability to work in their current environment:

31.1% were affected by family responsibilities *(n=38)*

"Flexible work schedule do due to childcare. I am a single parent and only work 32 hrs a week. Working from home and work would help tremendously!"

"Working on campus while being an instructor for your children at home."

29.5% were concerned about their physical health *(n=36)*

"The concern over health and safety issues. That is really my only concern at this point."

28.7% said unclear work expectations negatively influenced their ability to work *(n=35)*

"Mixed messages regarding campus/remote work importance."

"The ability to choose to work on or off campus. For off campus work to be given what is needed to work and work effectively."

28.7% found it challenging to collaborate effectively with colleagues *(n=35)*
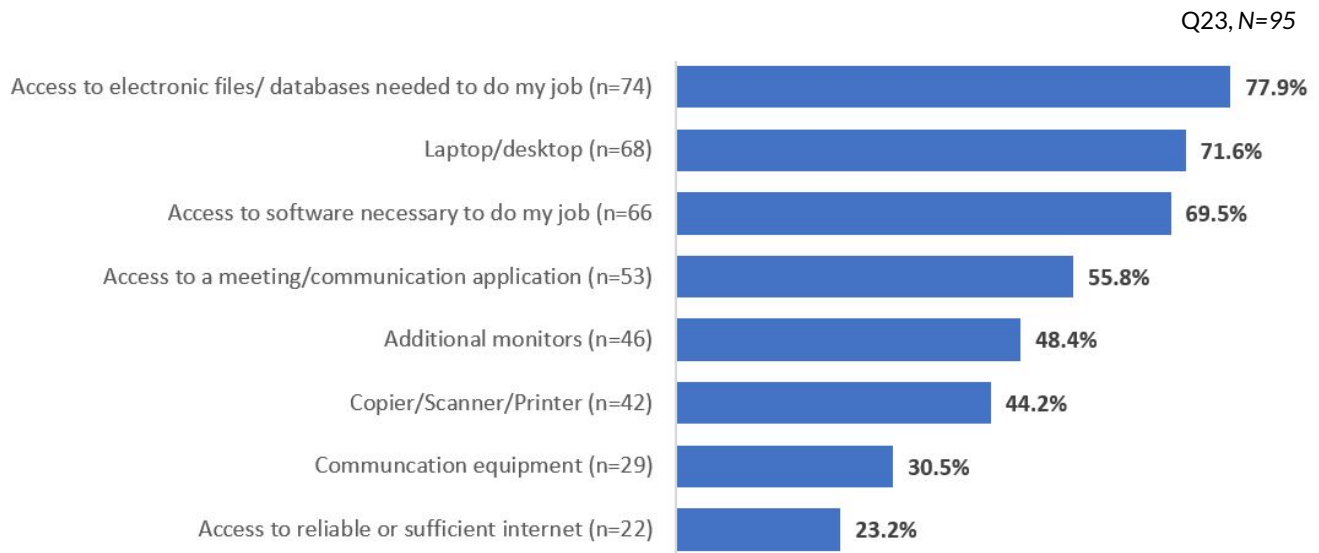
"Lack of communication from supervisor."

"The sense of isolation. working from home, you are not part of the campus culture."

27.0% were concerned about their psychological / mental health *(n=33)*

"I am being successful but to make it go right, there is a lot more stress."

Needs and Support

When asked, "What supplies and/or services do you need your college to provide to allow you to carry out your work remotely? Staff responded with the following:

Q23, *N=95*

Access to electronic files/ databases needed to do my job (n=74)	77.9%
Laptop/desktop (n=68)	71.6%
Access to software necessary to do my job (n=66)	69.5%
Access to a meeting/communication application (n=53)	55.8%
Additional monitors (n=46)	48.4%
Copier/Scanner/Printer (n=42)	44.2%
Communcation equipment (n=29)	30.5%
Access to reliable or sufficient internet (n=22)	23.2%

What are staff saying about supplies/ service needed:

"Access to databases is limited and would be more effective if employees had direct remote access to their computer screen. So that they're accessing their own work computer from home."

"Copier/Scanner/Printer Supplies and Ergonomic materials."

"Technical and administrative support when needed."

"These phones need to be fixed to work over a remote connection. Otherwise, I have everything I need via personal devices."

"An ergonomic workspace and at least an office work chair. In doing so that would allow us, employees, to produce much more."

"The work I'm trying to do remotely is sometimes lost after I shut down. There is a lot I cannot do at home."

Other Forms of Support

When asked, "What do you need from your college/district leadership to help you carry out your work?" Presented are the top 5 critical things the college can do to support their staff: Q25, *N=133*

59.4% said flexible work schedules *(n=79)*

"Flexible work schedules including the potential to continue working from home entirely."

52.6% said regular updates on status and plans for COVID-19 responses *(n=70)*

"Stop making immediate changes; don't tell us on a Friday that we have to go back to campus that Monday; we are being told what to do but not being able to be part of the decision making..."

39.8% need necessary adjustments to workload and expectations *(n=53)*

"Equipment like a laptop, better internet, and flexible expectations should be helpful."

"There is a lot of work to do when ending one semester and starting another. I'm expected to do 40 hours a week, but I'm limited and until I can get back into my office and when I do, I'll be way behind schedule."

39.8% need clearer expectations for remote work hours and schedules *(n=53)*

"Flexible work schedules and clear, succinct expectations."

37.6% suggested having a plan for accommodating high-risk medical conditions or the immune-compromised *(n=50)*

"AVC should let us continue to work remotely, instead of insisting we started a modified work schedule on campus May 18th. AVC is also supposed to start us back to full-time work on campus on June 1, 2020. I believe this is too soon and would prefer to be safer at home until phase 3. I am over 65 with hypertension."

" ... Despite my autoimmune deficiencies due to two medical conditions, I have returned to work on campus ... I feel compelled to work no matter what because I don't want to lose my job ... I need medical insurance and thus, I need my job."

Working From Home Strategies ───────────

Employees were asked about strategies they have implemented that have improved their experiences working from home. When asked, "Please share any innovations and/or strategies that have helped your experience/ improved your experience working remotely during this time," staff shared the following strategies:

Q44

- ⊘ Keeping a routine/ consistent schedule

- ⊘ Instituting work/ home life balance

- ⊘ Having a designated workspace

- ⊘ Using online software (Zoom, Google, Adobe Suites)

- ⊘ Keeping communication open with colleagues weekly via Zoom meetings and encouraging emails

- ⊘ Be kind to yourself

What are staff saying about working from home strategies:

"Always reminding myself that I should always focus on the GOOD, not the bad. Overall we will be stronger than ever!"

"Keep a routine schedule that does not include working around the clock."

"I have used instant messaging with colleagues to resolve issues..."
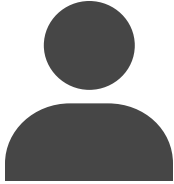
"Weekly zoom meetings with work colleagues help a lot. Maintains work and social connection."

"Try to have a designated space for work. Also, make sure to take a break or two to stretch and give my eyes a break from the computer screen."

"I am able to work more effectively without interruptions when working remotely. Get more done."

Silver Lining ─────────────────────

While the majority of the document focuses on the challenges of working remotely, some staff felt their adjustment went as smoothly as possible, given the current situation.
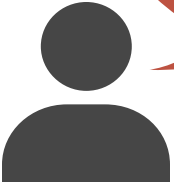
"I feel AVC has addressed all of these needs."

"90% of the time, all has worked well."

"Working remotely has been a tremendous success."

"The college has supported classified staff 100%...Thank you AVC for always doing what is best for your employees and students."
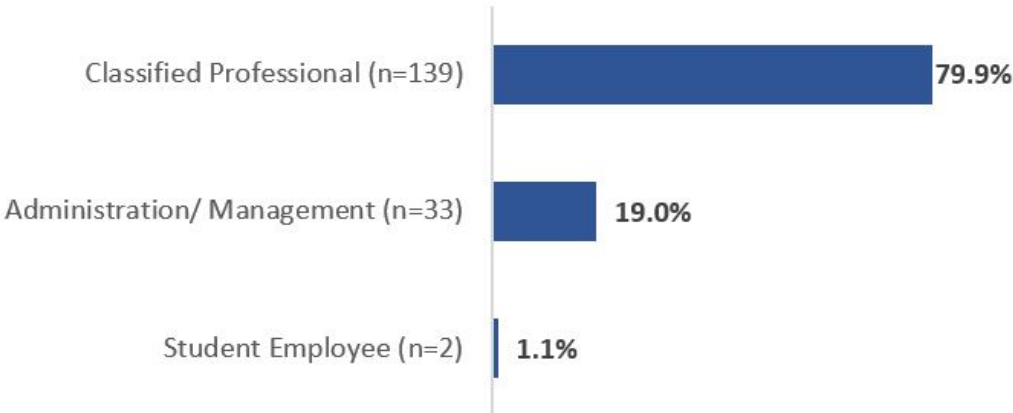
"All of the above has been a learning experience. However, the college has provided a laptop and remote data."
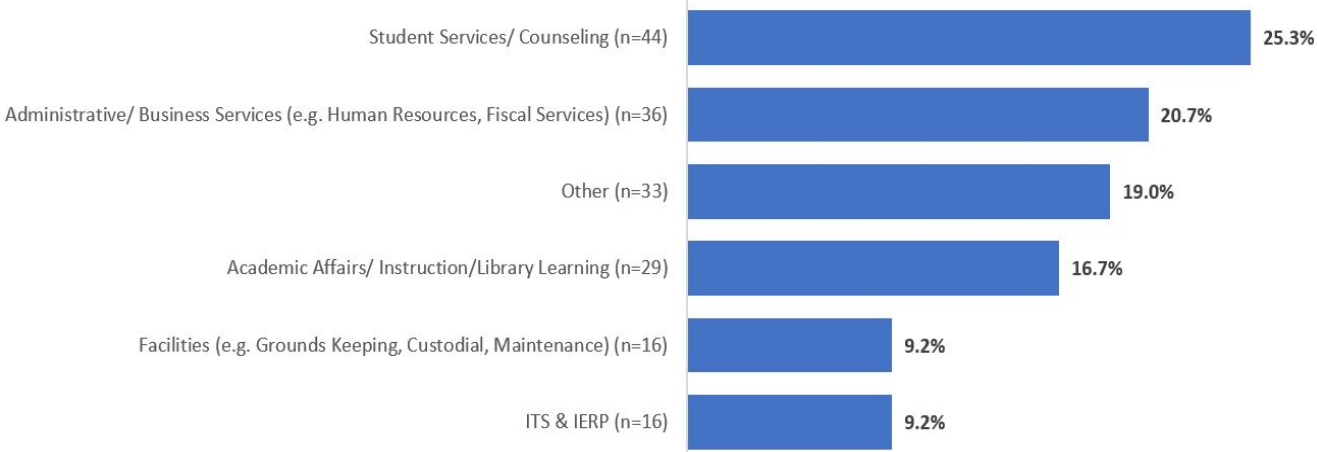
Survey Representation

Staff was asked about their job classification and divisions where they primarily work. Presented are their responses:

When asked, **"What is your primary job classification?"** They responded with the following:
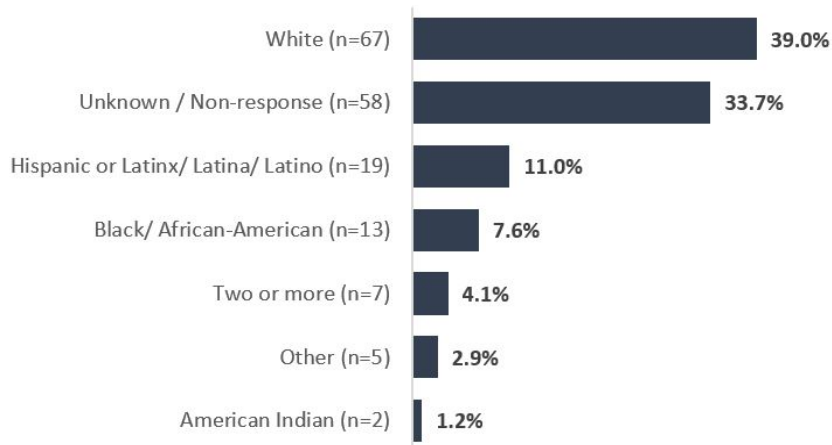

When asked, **"In which division do you primarily work?"** Staff responded with the following:
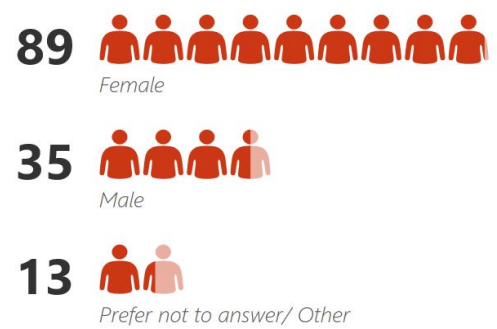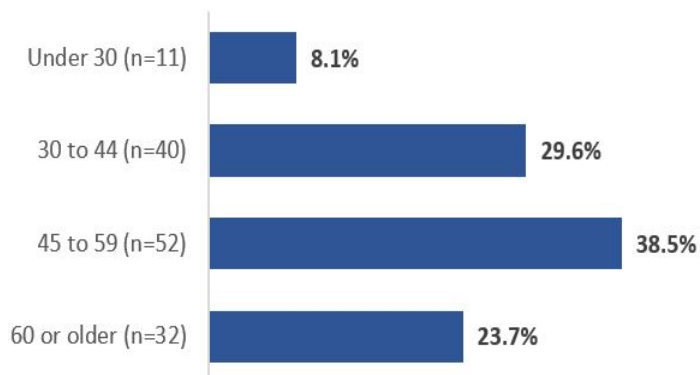
Respondent Demographics

Race/ Ethnicity

White (n=67)	39.0%
Unknown / Non-response (n=58)	33.7%
Hispanic or Latinx/ Latina/ Latino (n=19)	11.0%
Black/ African-American (n=13)	7.6%
Two or more (n=7)	4.1%
Other (n=5)	2.9%
American Indian (n=2)	1.2%

Gender

89 *Female*

35 *Male*

13 *Prefer not to answer/ Other*

Age

Under 30 (n=11)	8.1%
30 to 44 (n=40)	29.6%
45 to 59 (n=52)	38.5%
60 or older (n=32)	23.7%

Are you a parent or guardian?

80 *No*

55 *Yes*

(Q48, *N=135*)