Remote Work / COVID19
UMB Staff Survey
July 2020
Survey Tool

- Sent to all UMB staff via Qualtrics
- 36 items including 6 open text items
- Over 1,500 comments received
- Many items were modified from the faculty survey to allow some comparison between staff and faculty responses
- 1,100+ responses
Responses – Employee Type

Employee Classes

- Contract (C1/C2): 3.80%
- Regular Non-exempt (hourly): 16.18%
- Regular Exempt (salaried): 80.02%

Supervisory and Non-supervisory staff

- No: 66.07%
- Yes: 33.93%
Responses - School/Administration

- HSHSL: 1.32%
- Graduate: 1.32%
- Law: 3.61%
- Dentistry: 3.61%
- Pharmacy: 5.81%
- Nursing: 5.90%
- Social Work: 6.26%
- University Administration: 27.93%
- Medicine: 44.23%
Responses - Gender Identification

- Prefer not to answer: 5.47%
- Prefer to self describe: 0.84%
- Non-binary/third gender: 0.21%
- Woman (cisgender): 71.71%
- Man (cisgender): 21.77%
Responses – Race

Response - Hispanic or Latino/a (EEOC Designation)

- Don't know/prefer not to answer: 6.79%
- No: 89.18%
- Yes: 4.03%

Responses - Race (EEOC Designation)

- American Indian or Alaskan Native: 0.32%
- Asian: 6.38%
- Black or African American: 21.04%
- Don't know/prefer not to answer: 11.26%
- Native Hawaiian or Other Pacific Islander: 0.32%
- Other: 2.55%
- White: 58.13%
School Age Dependents

• Approximately 50% of the respondents reported have a member of their household enrolled in a school at any level.
• Of the 50% reporting a household member in school, over 50% had school age children in junior high or a lower level school.
• 46% of respondents with a household member in school reported that they were the primary source of education
University Leadership

Overall, >90% UMB staff Strongly Agree or Somewhat Agree that University Leadership has done a good job during the COVID-19 pandemic.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, University-level leadership has effectively protected staff from the negative health consequences of COVID-19.</td>
<td>84.38%</td>
<td>12.03%</td>
<td>1.80%</td>
<td>1.80%</td>
</tr>
<tr>
<td>Overall, University-level leadership has supported staff in adapting to the changes at the institution caused by the spread of COVID-19.</td>
<td>71.77%</td>
<td>23.29%</td>
<td>2.66%</td>
<td>2.28%</td>
</tr>
<tr>
<td>Overall, University-level leadership has communicated effectively and transparently during this crisis.</td>
<td>72.50%</td>
<td>21.22%</td>
<td>3.90%</td>
<td>2.38%</td>
</tr>
</tbody>
</table>
Interaction with Supervisor

Approximately 85% - 95% of UMB staff report that supervisors are doing a good job during the COVID-109 pandemic

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Strongly Disagree</th>
<th>Somewhat Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>My immediate supervisor has helped me to reset my priorities due to changes at the institution caused by the spread of COVID-19.</td>
<td>62.72%</td>
<td>24.76%</td>
<td>4.85%</td>
<td>7.67%</td>
</tr>
<tr>
<td>My immediate supervisor has helped me to understand the direction forward in my work due to changes at the institution caused by the spread of COVID-19.</td>
<td>63.40%</td>
<td>24.37%</td>
<td>4.17%</td>
<td>8.06%</td>
</tr>
<tr>
<td>My immediate supervisor has shown care and concern for staff in the response to the COVID-19 crisis.</td>
<td>76.07%</td>
<td>16.28%</td>
<td>3.59%</td>
<td>4.07%</td>
</tr>
<tr>
<td>My immediate supervisor has communicated effectively and transparently during this crisis.</td>
<td>67.57%</td>
<td>21.97%</td>
<td>4.36%</td>
<td>6.10%</td>
</tr>
</tbody>
</table>
Support from UMB

>85% of UMB staff report being Extremely Satisfied or Somewhat Satisfied with the support they are receiving from UMB.

- Extremely dissatisfied: 1.44%
- Somewhat dissatisfied: 3.16%
- Neutral: 9.96%
- Somewhat satisfied: 29.02%
- Extremely satisfied: 56.42%
Comfort with Remote Work

79% of UMB staff report being Extremely Comfortable or Somewhat Comfortable with remote work.

- Extremely uncomfortable: 0.59%
- Somewhat uncomfortable: 5.17%
- Neither comfortable nor uncomfortable: 6.05%
- Somewhat comfortable: 28.39%
- Extremely comfortable: 59.80%
**Assistance with Remote Work**

**Have you sought help with remote work?**

- No: 58.40%
- Yes: 41.60%

**From whom did you seek help?**

- CITS Technology Group: 30.31%
- Peers / coworkers: 28.86%
- My supervisor: 25.72%
- Other (please specify): 11.47%
- Human Resources: 3.62%
Areas of Assistance

Top areas UMB staff report needing assistance with in the future

- Greater access to technology for remote work: 24.08%
- Webinars for staff on how to be successful with remote work: 14.90%
- Information on how to best engage with coworkers in a remote work environment: 14.73%
- More assistance with using remote work technology: 13.03%
- More opportunities to connect with others not in my department: 12.75%
- More contact with my coworkers: 10.20%
- More contact with my supervisor: 5.44%
- Other (please specify): 4.87%
# Systems Used

## UMB staff report using the following systems during remote work

<table>
<thead>
<tr>
<th>System</th>
<th>Usage Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebEx</td>
<td>23.42%</td>
</tr>
<tr>
<td>Zoom</td>
<td>22.96%</td>
</tr>
<tr>
<td>MS Teams</td>
<td>17.29%</td>
</tr>
<tr>
<td>Sharepoint</td>
<td>10.23%</td>
</tr>
<tr>
<td>Google Drive</td>
<td>7.63%</td>
</tr>
<tr>
<td>Skype</td>
<td>6.67%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>4.59%</td>
</tr>
<tr>
<td>Blackboard Collaborate</td>
<td>2.26%</td>
</tr>
<tr>
<td>Google Hangouts/Meet</td>
<td>2.20%</td>
</tr>
<tr>
<td>Polling tools</td>
<td>1.90%</td>
</tr>
<tr>
<td>Voice Thread</td>
<td>0.42%</td>
</tr>
<tr>
<td>Mediasite</td>
<td>0.30%</td>
</tr>
<tr>
<td>Aquifer</td>
<td>0.06%</td>
</tr>
<tr>
<td>Webscope</td>
<td>0.06%</td>
</tr>
<tr>
<td>Turning Point</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
Work Effectiveness

Approximately 40% of UMB staff report experiencing a Significant Increase or Slight Increase in productivity while on remote work.

UMB Staff Work Effectiveness

- Significant increase: 17.61%
- Slight increase: 22.09%
- No change: 31.59%
- Slight reduction: 21.13%
- Significant reduction: 7.58%
Work Effectiveness

Has working remotely has changed the frequency with which you engage with your coworkers as a group?

- Less frequent: 41.12%
- No change: 35.73%
- More frequent: 23.15%

Has working remotely has changed the frequency with which you engage with your supervisor?

- Less frequent: 31.95%
- No change: 51.20%
- More frequent: 16.86%
Impact of COVID on Work-life

The majority of UMB staff report being most worried about the health and wellbeing of their family and their own health.

Given the changes caused by the spread of COVID-19, how often do you worry about the following?

- Doing your job effectively despite the changes in your work environment
- Balancing work and home/family responsibilities
- Your health and well-being
- The health and well-being of your friends and family

The majority of UMB staff report being most worried about the health and wellbeing of their family and their own health.
Impact of COVID on Work-life

There is some concern among UMB staff about the future of UMB and continued employment. There is also concern for the health of coworkers.

Given the changes caused by the spread of COVID-19, how often do you worry about the following?

- **What the future holds for UMB**: 19.54% Very Often, 33.51% Often, 29.62% Sometimes, 11.87% Almost Never, 5.46% Never
- **Losing connections with your colleagues and staff at UMB**: 17.32% Very Often, 35.06% Often, 29.36% Sometimes, 11.93% Almost Never, 5.46% Never
- **The health and well-being of your co-workers**: 12.42% Very Often, 33.26% Often, 41.58% Sometimes, 9.37% Almost Never, 3.37% Never
- **Your ongoing employment**: 24.79% Very Often, 34.35% Often, 19.64% Sometimes, 14.50% Almost Never, 6.72% Never
Impact of COVID19

UMB staff appear to fall into two groups, one that spends time following COVID and the other that does not.
Impact of COVID19

UMB staff report not feeling less motivated due to COVID and report that there is an impact on how people are feeling because COVID.