

COVID-19 EMPLOYEE IMPACT SURVEY SUMMARY

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 college system. At Antelope Valley College, a total of 410 employees responded to the survey between May 28-June 17, 2020. This document provides a summary of many challenges employees are facing.

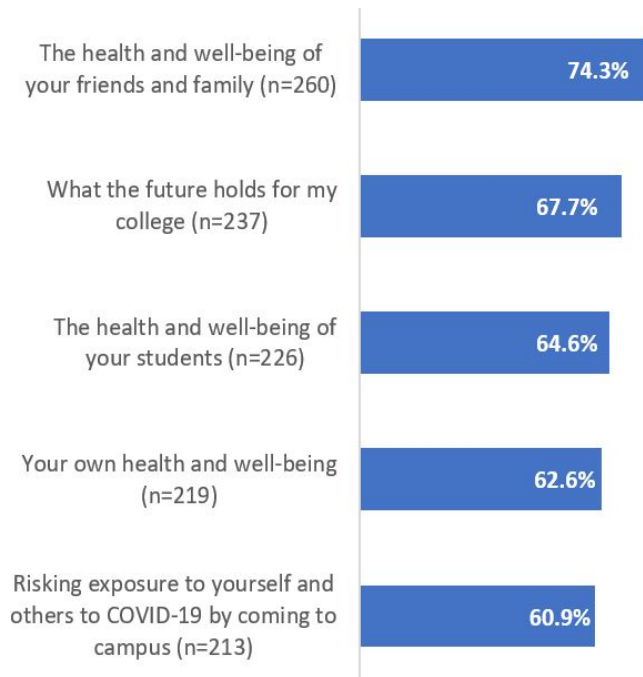
SNAPSHOT:

- At the time of the survey, the majority of employees (62%) were working entirely remotely
- 74.3% were worried about the health and well-being of their family
- 45.8% lacked access to a laptop or computer
- 29.3% experienced increased job pressures during the pandemic

WORRIES DURING PANDEMIC

Q 40

Top 5 Worries During the COVID-19 Pandemic



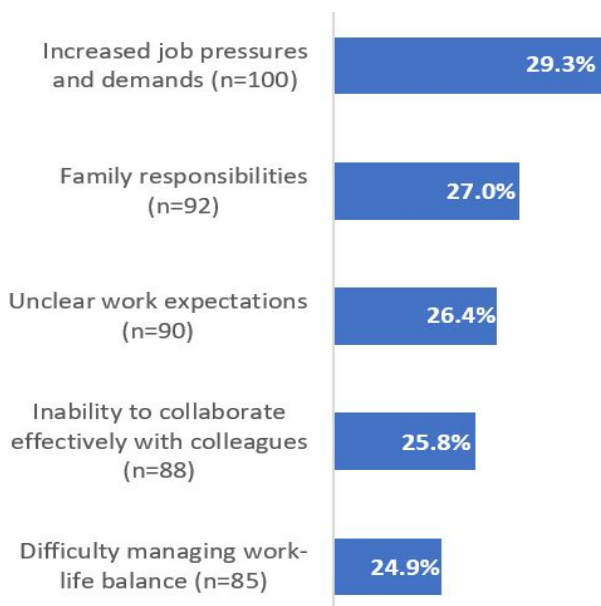
What employees are saying about their worries during the pandemic:

- "So many unprecedented events all on top of each other recently. There has been no mention of how age 65+ instructors will be able to teach their classes. It is important that this age group teach online." (Instructor)
- "I am most scared about returning to work I think the pandemic needs to be in complete control." (Classified Staff)
- "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..." (Classified Staff)

FACTORS AFFECTING WORK

Q 41

Top 5 Factors Negatively Influencing Ability to Work in Current Environment



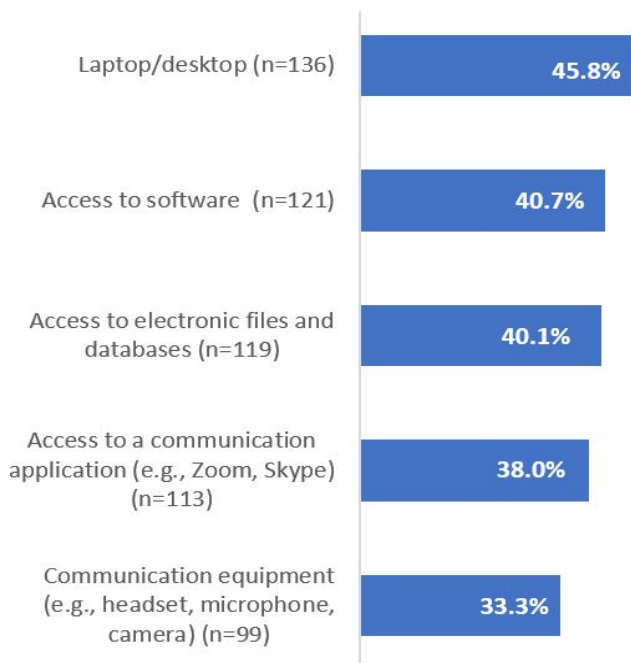
Additional factors affecting work in their current environment:

- "I cannot fully demonstrate my teaching skill online." (Instructor)
- "Many students lack proper technology, resources, and training for online success." (Instructors)
- "It's difficult to work at home. Way too many distractions and my computer freezes up and I have to start all over again." (Classified Staff)
- "Project completions due to stay at home orders and starting the project too late to give adequate reasonable time to complete project opening the doors to another added stress." (Classified Staff)

EMPLOYEE NEEDS

Q 23

Top 5 Supplies and Services Needed to Carry Out Work Remotely



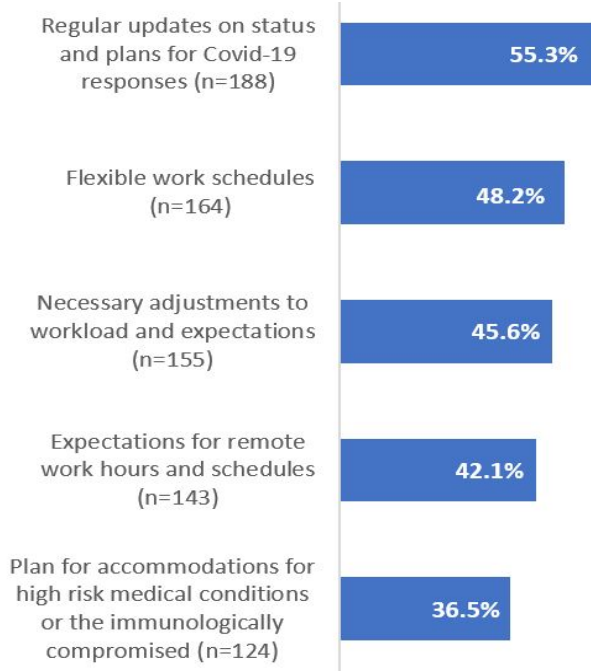
What employees are saying the supplies and services needed to work remotely:

- "Green/Privacy screen, appropriate lighting for camera use, ergonomic equipment." (Instructor)
- "Access to specific equipment. Printers and scanners." (Instructor)
- "An ergonomic workspace and at least an office work chair. In doing so that would allow us, employees, to produce much more." (Classified Staff)
- "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." (Classified Staff)

SUPPORTING AVC EMPLOYEES

Q 25

Top 5 Ways AVC Leadership Can Support Employees



What employees are saying about how AVC leadership can support:

- "Be clearer with expectations. Everyone is doing things differently and there is no consistency. I would need specific equipment to be more effective with my courses." (Instructor)
- "Compensate for extended office hours. Compensate for out of pocket expenses for technology. I would like every student to have equal access to distance learning..." (Instructor)
- "Flexible Work schedules, Access to all necessary software/hardware and databases in order to effectively perform job functions effectively from home. Or plans to have employees return to work safely." (Classified Staff)

STRATEGIES IMPLEMENTED TO SUPPORT STUDENTS

Q 43

AVC employees have made a collective effort to support students during this time. Presented below are some strategies employees have implemented to support AVC students:

SNAPSHOT:

- ✔ Refer students to necessary departments & services for support
- ✔ Encourage engagement by asking open-ended questions
- ✔ Show care and empathy towards students' experiences
- ✔ Frequent (and open) communication through email and Canvas

What employees are saying about strategies implemented to support students:

- "Multi-day assignment and test due dates. Many of my students have a hard time getting online due to being recently homeless." (Instructor)
- "I have made myself available anytime, as I always do via email. However, now my students can set up a Zoom one on one meeting with me by appointment outside of regular class hours...I have implemented iClicker into my lectures to get great feedback from students during the class." (Instructor)
- "As a counselor, I use Cranium Cafe. The platform has been very overrun and has crashed a few times. I have used Google Hangouts as an alternative, and I have used my Google voice number, which was free to set up. and of course, I stay on top of my emails regardless of whether I'm at work or not just because I care about the students." (Instructor)
- "Students are emailing our Financial Aid department with multiple questions/concerns and are asking our department to please contact them. I have had to block my cell phone to be able to speak to them to answer their questions and at the same time giving them some peace of mind and letting them know we are there for them." (Classified Staff)
- "Increased availability of on-line "fillable" PDF forms for our most common student requests. We are honoring electronic signatures and corresponding via email." (Classified Staff)

Employees have implemented several strategies to make working from home more manageable and improve communication with their colleagues or students.

SNAPSHOT:

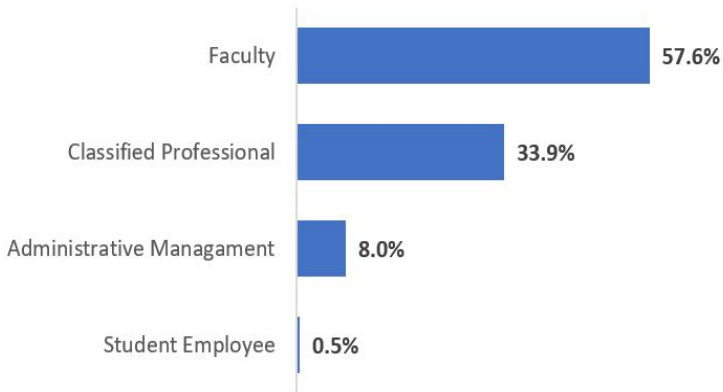
- ✔ Keeping a routine / consistent schedule
- ✔ Utilizing office technology to replace in-person interaction (Google Drive, Adobe Suites, etc.)
- ✔ Keeping communication open with colleagues weekly via Zoom meetings
- ✔ Implementing new teaching strategies
- ✔ Being kind to yourself

What employees are saying about working from home strategies:

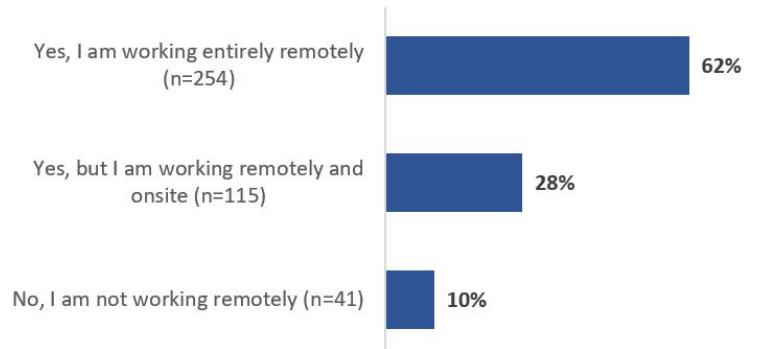
- "I applied my online course instruction materials to my classroom class of the same subject and it was seamless." (Instructor)
- "This is what I will be doing in the summer, holding class sessions at a set time on Canvas where the students are required to watch prerecorded quality videos of my lectures(I make all my own videos which are very labor-intensive) and are able to interact in real-time with me through the discussion board on canvas..." (Instructor)
- "Using a tablet with an active stylus (pen) for teaching online with Zoom." (Instructor)
- "Always reminding myself that I should always focus on the GOOD, not the bad. Overall we will be stronger than ever!" (Classified Staff)
- "Weekly zoom meetings with work colleagues help a lot. Maintains work and social connection." (Classified Staff)
- "Using Google Drive to share documents that other departments need to review and approve instead of sending paperwork thru interoffice mail." (Classified Staff)

SURVEY REPRESENTATION

What is your primary job classification?

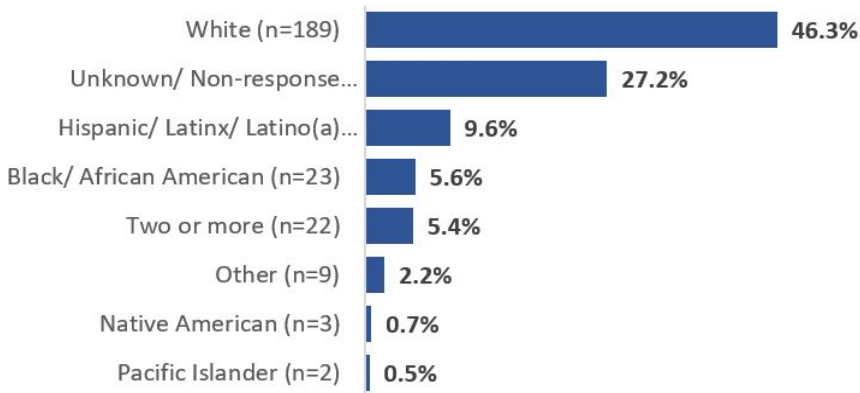


Are you currently working remotely?

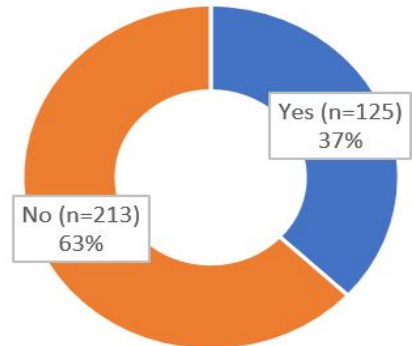


RESPONDENT DEMOGRAPHICS

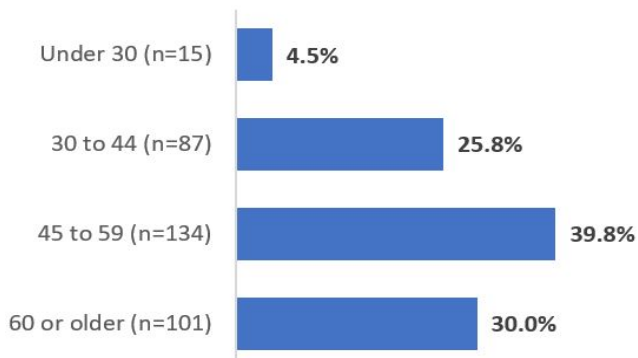
Race/ Ethnicity



Are you a parent or guardian?



Age Groups



189 Female

127 Male

26 Prefer not to answer/ Other