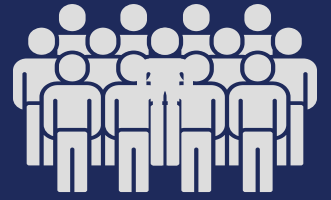




# Staff Needs & Experiences Survey

In Summer 2020, CSUSM administered the Staff Needs & Experiences Survey following the University's transition to virtual operations amidst the ongoing COVID-19 pandemic.



## In these unprecedented times...

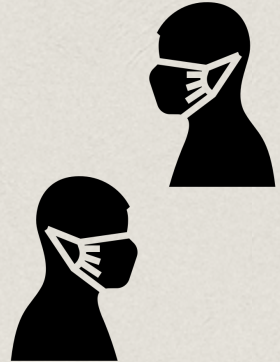


71% of staff are exclusively telecommuting

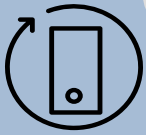
29% of staff work on campus at least occasionally



45% of staff are responsible for child or family care during scheduled work hours



## ...CSUSM rises to the challenge.



87% are satisfied with the University's response to the COVID-19 pandemic

72% are satisfied with the support they receive from CSUSM

80% agree that the University's COVID-19 webpages are helpful

## Staff report positive experiences transitioning to virtual work....

"Our community is flexible, smart, and focused on connection. I am proud of and confident in our ability to adapt to changing circumstances."

82% characterized their telecommuting experience as positive

86% feel they have flexibility in their current work schedules

87% understand how to meet expectations for their role

"I enjoy telecommuting. It provides less interruptions and yet I can still collaborate with coworkers when needed or desired. I appreciate the flexibility CSUSM has offered and am proud to be a CSUSM employee."



## ...and share challenges.

"It has been a steady overwhelming pace since day one. I keep hoping for some down time and it does not materialize."

"I have the necessary equipment to perform my work, but my small laptop is causing eye strain and is difficult to work off full time. I also do not have a formal workspace."

"It is challenging to manage childcare and work full time. I appreciate flexibility and understanding in this area."

### Challenges related to telecommuting

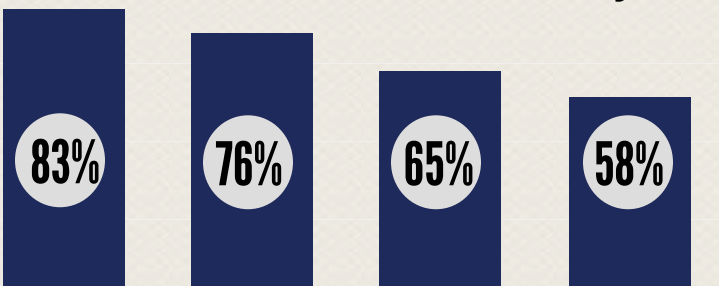
45% are experiencing screen fatigue

38% find it difficult to disconnect from work

35% are sharing workspace with others



## Staff look to the future and ways to improve.



### Highlighted Survey Findings

- Staff expressed worry about the budget, including the potential for layoffs, furloughs, canceled searches, and the long-term effects of reduced staffing on student success and employee morale.
- Throughout the survey, staff not only shared their challenges and concerns, but also reflected on the potential for progress and innovation in the areas of: strategic planning, technology, virtual support to students, and sustainability.
- Verbatim comments suggested that the virtual transition has shown staff can be engaged and productive from home, and respondents wondered what this might mean for the future of work at CSUSM.

■ Agree/Strongly Agree