SAN DIEGO COLLEGE OF CONTINUING EDUCATION EMAIL AND INTERNET USAGE SURVEY 2021

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Planning, Research, & Institutional Effectiveness
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EMAIL AND INTERNET USAGE SURVEY

Purpose

The Academic Senate and the Classified Senate of the San Diego College of Continuing Education (SDCCE) asked the Office of Planning, Research, and Institutional Effectiveness (PRIE) to conduct a study with the following objectives:

1. Gain situational awareness of email-related issues experienced by SDCCE employees when using the district email.
2. Gain situational awareness on internet-related challenges for SDCCE instruction, both on campus and remotely.
3. Discuss findings within SDCCE (EGC) and present to the District.

Methodology

The survey addressed the following research questions:

1. What proportion of SDCCE employees use non-District email services to perform job duties?
2. What job duties do SDCCE employees perform using non-District email services?
3. What are the primary challenges SDCCE employees experience with their District email?
4. How often do SDCCE employees experience these challenges with their District email?
5. What primary internet-related challenges do SDCCE employees experience when working remotely?
6. How often do SDCCE employees experience internet-related challenges when working remotely?
7. What high-internet demand activities do SDCCE employees envision continuing once the campuses reopen?

PRIE conducted online data collection among SDCCE employees throughout April 2020. A total of 1,139 were emailed a survey invitation, followed by three reminders. A total of 290 surveys were completed (25% response rate).

Email and Internet Usage Survey Results

General Section

Q1. Please select your primary role at SDCCE [classification purposes only:]

Program	Total	
Administrator	18	6%
Classified Professional	64	22%
Faculty	190	66%
NANC	18	6%
Total	**290**	**100%**

Answered	**290**
No Reponse	**0**
Skipped	**0**
Not Applicable	**0**

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q2. Which computer devices do you use regularly for your job at SDCCE? (select all that apply):

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Personal desktop computer	**102**	**35%**	78	41%	16	25%	1	6%	7	39%
Personal laptop computer	**175**	**60%**	133	70%	26	41%	9	50%	7	39%
SDCCD-issued laptop	**97**	**33%**	39	21%	39	61%	9	50%	10	56%
SDCCD on-site computer (in-person)	**45**	**16%**	21	11%	20	31%	0	0%	4	22%
SDCCD on-site computer (through LogMeIn or VMWare)	**35**	**12%**	4	2%	20	31%	5	28%	6	33%
Other	**27**	**9%**	18	9%	7	11%	2	11%	0	0%
Total Responses	**481**	**---**	**293**	**---**	**128**	**---**	**26**	**---**	**34**	**---**
Total Respondents	**290**	**100%**	**190**	**100%**	**64**	**100%**	**18**	**100%**	**18**	**100%**

Answered	**290**	190	64	18	18
No Response	**0**	0	0	0	0
Skipped	**0**	0	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Respondents may have selected more than one option. Percentages reflect the response count divided by total respondents answering the question.

Note 4. Rows have been sorted alphabetically except for "Other". Columns have been sorted descendingly based on the number of responses by group.

Q3. Which device do you use the most for your job at SDCCE?

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Personal desktop computer	71	25%	57	30%	7	11%	0	0%	7	39%
Personal laptop computer	120	42%	95	51%	16	25%	7	39%	2	11%
SDCCD-issued laptop	74	26%	27	14%	31	48%	8	44%	8	44%
SDCCD on-site computer (in-person)	11	4%	5	3%	6	9%	0	0%	0	0%
SDCCD on-site computer (through LogMeIn or VMWare)	4	1%	0	0%	2	3%	1	6%	1	6%
Other	7	2%	3	2%	2	3%	2	11%	0	0%
Total	**287**	**100%**	**187**	100%	**64**	100%	**18**	100%	**18**	100%

Answered	**287**	187	64	18	18
No Response	**3**	3	0	0	0
Skipped	**0**	0	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2 . Percentages for each question have been calculated using only valid answers.

Note 3. Respondents may have selected more than one option.

Note 4. Rows have been sorted alphabetically except for "Other". Columns have been sorted descendingly based on the number of responses by group.

Email Usage

Q4. What email address(es) do you use regularly for your job at SDCCE? (select all that apply):

Program	Total		Faculty		Classified Professional		NANC		Administrator	
An email account I created to use primarily for my role at SDCCE (Gmail, Hotmail, Yahoo)	68	24%	58	31%	5	8%	5	28%	0	0%
An email account I use for personal purposes as well (Gmail, Hotmail, Yahoo)	54	19%	46	24%	5	8%	3	17%	0	0%
My District email address (@sdccd.edu)	283	98%	183	97%	64	100%	18	100%	18	100%
Other	20	7%	15	8%	4	6%	1	6%	0	0%
Total Responses	**425**	---	**302**	---	**78**	---	**27**	---	**18**	---
Total Respondents	**288**	**100%**	**188**	**100%**	**64**	**100%**	**18**	**100%**	**18**	**100%**

Answered	**288**	188	64	18	18
No Response	**2**	2	0	0	0
Skipped	**0**	0	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Respondents may have selected more than one option. Percentages reflect the response count divided by total respondents answering the question.

Note 4. Rows have been sorted alphabetically except for "Other". Columns have been sorted descendingly based on the number of responses by group.

Q5. Please indicate which version of email platform you are using most of the time:

(Among those who indicated that they were using their <u>District email address</u> for work regularly)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Desktop App	116	42%	59	34%	38	60%	6	33%	13	72%
Mobile App	6	2%	4	2%	1	2%	1	6%	0	0%
Web Browser	151	55%	111	64%	24	38%	11	61%	5	28%
Total	**273**	**100%**	**174**	**100%**	**63**	**100%**	**18**	**100%**	**18**	**100%**

Answered	**273**	174	63	18	18
No Response	**10**	9	1	0	0
Skipped	**7**	7	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q5. Please indicate which version of email platform you are using most of the time:

(Among those who indicated that they were using an <u>email account I created to use primarily for my role at SDCCE (Gmail, Hotmail, Yahoo)</u> for work regularly)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Desktop App	10	16%	8	15%	1	25%	1	20%	0	---
Mobile App	6	10%	4	8%	1	25%	1	20%	0	---
Web Browser	46	74%	41	77%	2	50%	3	60%	0	---
Total	**62**	**100%**	**53**	**100%**	**4**	**100%**	**5**	**100%**	**0**	**---**

Answered	**62**	53	4	5	0
No Response	**6**	5	1	0	0
Skipped	**222**	132	59	13	18
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q5. Please indicate which version of email platform you are using most of the time:

(Among those who indicated that they were using an <u>email account they use for personal purposes as well (Gmail, Hotmail, Yahoo)</u> for work regularly)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Desktop App	10	22%	9	23%	1	33%	0	0%	0	---
Mobile App	9	20%	8	20%	0	0%	1	33%	0	---
Web Browser	27	59%	23	58%	2	67%	2	67%	0	---
Total	46	100%	40	100%	3	100%	3	100%	0	---

Answered	46	40	3	3	0
No Response	8	6	2	0	0
Skipped	236	144	59	15	18
Not Applicable	0	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q6. What is the primary email address you use to communicate with students?

Program	Total		Faculty		Classified Professional		NANC		Administrator	
An email account I created to use primarily for my role at SDCCE (Gmail, Hotmail, Yahoo)	**29**	**11%**	29	17%	0	0%	0	0%	0	0%
An email account I use for personal purposes as well (Gmail, Hotmail, Yahoo)	**13**	**5%**	11	6%	0	0%	2	13%	0	0%
My District email address (@sdccd.edu)	**211**	**81%**	128	74%	55	98%	13	87%	15	100%
Other	**7**	**3%**	6	3%	1	2%	0	0%	0	0%
Total	**260**	**100%**	**174**	100%	**56**	100%	**15**	100%	**15**	100%

Answered	**260**	174	56	15	15
No Response	**5**	5	0	0	0
Skipped	**0**	0	0	0	0
Not Applicable	**25**	11	8	3	3

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically except for "Other". Columns have been sorted descendingly based on the number of responses by group.

Q7. During the last six months, how often did the following things occur while you were using your District email (@sdccd.edu)? (please answer in consideration of the email platform version you use most of the time; e.g., desktop, web, mobile)

(Responses for Email returned due to size of attachment)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	121	48%	81	49%	25	44%	10	71%	5	31%
Once in a While	51	20%	34	21%	14	25%	2	14%	1	6%
Sometimes	41	16%	24	15%	9	16%	0	0%	8	50%
Frequently	29	12%	18	11%	8	14%	2	14%	1	6%
Almost All the Time/All the Time	9	4%	7	4%	1	2%	0	0%	1	6%
Total	251	100%	164	100%	57	100%	14	100%	16	100%

Answered	251		164		57		14		16	
No Response	12		8		2		1		1	
Skipped	0		0		0		0		0	
Not Applicable	27		18		5		3		1	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q7. During the last six months, how often did the following things occur while you were using your District email (@sdccd.edu)? (please answer in consideration of the email platform version you use most of the time; e.g., desktop, web, mobile)

(Responses for Emails got flagged as spam or sent to junk folders)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	86	34%	60	36%	18	32%	7	47%	1	6%
Once in a While	62	24%	40	24%	15	26%	2	13%	5	29%
Sometimes	56	22%	35	21%	12	21%	4	27%	5	29%
Frequently	32	13%	21	13%	8	14%	1	7%	2	12%
Almost All the Time/All the Time	19	7%	10	6%	4	7%	1	7%	4	24%
Total	255	100%	166	100%	57	100%	15	100%	17	100%

Answered	255	166	57	15	17
No Response	13	9	2	1	1
Skipped	0	0	0	0	0
Not Applicable	22	15	5	2	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q7. During the last six months, how often did the following things occur while you were using your District email (@sdccd.edu)? (please answer in consideration of the email platform version you use most of the time; e.g., desktop, web, mobile)

(Responses for <u>Emails returned marked as "undeliverable"</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	**56**	**21%**	39	23%	8	14%	9	60%	0	0%
Once in a While	**59**	**23%**	41	24%	12	21%	2	13%	4	24%
Sometimes	**50**	**19%**	31	18%	13	22%	2	13%	4	24%
Frequently	**67**	**26%**	40	23%	19	33%	2	13%	6	35%
Almost All the Time/All the Time	**30**	**11%**	21	12%	6	10%	0	0%	3	18%
Total	**262**	**100%**	**172**	100%	**58**	100%	**15**	100%	**17**	100%

Answered	**262**		172		58		15		17	
No Response	**17**		12		3		1		1	
Skipped	**0**		0		0		0		0	
Not Applicable	**11**		6		3		2		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q7. During the last six months, how often did the following things occur while you were using your District email (@sdccd.edu)? (please answer in consideration of the email platform version you use most of the time; e.g., desktop, web, mobile)

(Responses for <u>Reached mailbox capacity</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	76	30%	54	32%	11	19%	9	64%	2	12%
Once in a While	39	15%	28	17%	10	17%	0	0%	1	6%
Sometimes	32	12%	22	13%	7	12%	2	14%	1	6%
Frequently	53	21%	30	18%	13	22%	1	7%	9	53%
Almost All the Time/All the Time	57	22%	34	20%	17	29%	2	14%	4	24%
Total	257	100%	168	100%	58	100%	14	100%	17	100%

Answered	257	168	58	14	17
No Response	16	12	2	1	1
Skipped	0	0	0	0	0
Not Applicable	17	10	4	3	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q7. During the last six months, how often did the following things occur while you were using your District email (@sdccd.edu)? (please answer in consideration of the email platform version you use most of the time; e.g., desktop, web, mobile)

(Responses for <u>Struggled to access public folders -e.g., Faculty Resources folder, ECC Room Calendars</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	**77**	**32%**	48	30%	20	38%	6	50%	3	20%
Once in a While	**52**	**22%**	37	23%	11	21%	2	17%	2	13%
Sometimes	**57**	**24%**	35	22%	15	29%	2	17%	5	33%
Frequently	**29**	**12%**	22	14%	3	6%	2	17%	2	13%
Almost All the Time/All the Time	**25**	**10%**	19	12%	3	6%	0	0%	3	20%
Total	**240**	**100%**	**161**	100%	**52**	100%	**12**	100%	**15**	100%

Answered	**240**	161	52	12	15
No Response	**11**	7	2	1	1
Skipped	**0**	0	0	0	0
Not Applicable	**39**	22	10	5	2

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Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q7. During the last six months, how often did the following things occur while you were using your District email (@sdccd.edu)? (please answer in consideration of the email platform version you use most of the time; e.g., desktop, web, mobile)

(Responses for <u>Struggled to back up emails -i.e., manage your email archive</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	**88**	**39%**	59	41%	20	40%	7	54%	2	13%
Once in a While	**38**	**17%**	23	16%	11	22%	0	0%	4	25%
Sometimes	**41**	**18%**	23	16%	8	16%	5	38%	5	31%
Frequently	**33**	**15%**	23	16%	7	14%	1	8%	2	13%
Almost All the Time/All the Time	**24**	**11%**	17	12%	4	8%	0	0%	3	19%
Total	**224**	**100%**	**145**	100%	**50**	100%	**13**	100%	**16**	100%

Answered	**224**		145		50		13		16	
No Response	**14**		9		3		1		1	
Skipped	**0**		0		0		0		0	
Not Applicable	**52**		36		11		4		1	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q7. During the last six months, how often did the following things occur while you were using your District email (@sdccd.edu)? (please answer in consideration of the email platform version you use most of the time; e.g., desktop, web, mobile)

(Responses for Struggled to find an email)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	63	24%	38	22%	15	26%	9	60%	1	6%
Once in a While	52	20%	35	21%	13	22%	2	13%	2	12%
Sometimes	61	24%	35	21%	14	24%	3	20%	9	53%
Frequently	55	21%	40	24%	12	21%	1	7%	2	12%
Almost All the Time/All the Time	28	11%	21	12%	4	7%	0	0%	3	18%
Total	**259**	**100%**	**169**	100%	**58**	100%	**15**	100%	**17**	100%

Answered	**259**		169	58	15	17
No Response	**19**		15	2	1	1
Skipped	**0**		0	0	0	0
Not Applicable	**12**		6	4	2	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q7. During the last six months, how often did the following things occur while you were using your District email (@sdccd.edu)? (please answer in consideration of the email platform version you use most of the time; e.g., desktop, web, mobile)

(Responses for <u>Struggled to save an email</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	**147**	**60%**	96	59%	37	69%	9	64%	5	31%
Once in a While	**36**	**15%**	24	15%	5	9%	2	14%	5	31%
Sometimes	**39**	**16%**	29	18%	6	11%	2	14%	2	13%
Frequently	**16**	**6%**	6	4%	5	9%	1	7%	4	25%
Almost All the Time/All the Time	**9**	**4%**	8	5%	1	2%	0	0%	0	0%
Total	**247**	**100%**	**163**	100%	**54**	100%	**14**	100%	**16**	100%

Answered	**247**	163	54	14	16
No Response	**12**	7	3	1	1
Skipped	**0**	0	0	0	0
Not Applicable	**31**	20	7	3	1

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q7. During the last six months, how often did the following things occur while you were using your District email (@sdccd.edu)? (please answer in consideration of the email platform version you use most of the time; e.g., desktop, web, mobile)

(Responses for <u>Struggled to send an email</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	88	34%	67	39%	14	24%	6	43%	1	6%
Once in a While	50	19%	30	17%	13	22%	3	21%	4	25%
Sometimes	53	20%	37	22%	12	21%	1	7%	3	19%
Frequently	49	19%	29	17%	11	19%	3	21%	6	38%
Almost All the Time/All the Time	20	8%	9	5%	8	14%	1	7%	2	13%
Total	260	100%	172	100%	58	100%	14	100%	16	100%

Answered	260	172	58	14	16
No Response	16	10	3	2	1
Skipped	0	0	0	0	0
Not Applicable	14	8	3	2	1

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q7. During the last six months, how often did the following things occur while you were using your District email (@sdccd.edu)? (please answer in consideration of the email platform version you use most of the time; e.g., desktop, web, mobile)

(Responses for Struggled to share a file through email)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	100	39%	67	39%	22	39%	10	67%	1	6%
Once in a While	61	24%	40	24%	14	25%	1	7%	6	35%
Sometimes	48	19%	34	20%	7	13%	2	13%	5	29%
Frequently	32	12%	21	12%	8	14%	1	7%	2	12%
Almost All the Time/All the Time	17	7%	8	5%	5	9%	1	7%	3	18%
Total	258	100%	170	100%	56	100%	15	100%	17	100%

Answered	258		170		56		15		17	
No Response	14		8		4		1		1	
Skipped	0		0		0		0		0	
Not Applicable	18		12		4		2		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q8. From the issues identified previously as happening sometimes or more often, which one has the most impact on your ability to perform your work?

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Emails got flagged as spam or sent to junk folders	**9**	**8%**	7	11%	1	4%	0	0%	1	9%
Email returned due to size of attachment	**6**	**8%**	5	10%	0	0%	1	50%	0	0%
Emails returned marked as "undeliverable"	**71**	**48%**	47	51%	18	47%	3	75%	3	23%
Reached email mailbox capacity	**52**	**37%**	30	35%	14	38%	1	20%	7	50%
Struggled to access public folders (e.g., Faculty Resources folder, ECC Room Calendars)	**11**	**10%**	8	11%	2	10%	1	25%	0	0%
Struggled to back up emails (i.e., manage your email archive)	**4**	**4%**	4	6%	0	0%	0	0%	0	0%
Struggled to find an email	**19**	**13%**	15	16%	2	7%	0	0%	2	14%
Struggled to save an email	**0**	**0%**	0	0%	0	0%	0	0%	0	0%
Struggled to send an email	**10**	**8%**	5	7%	3	10%	2	40%	0	0%
Struggled to share a file through email (i.e., email attachments)	**5**	**5%**	5	8%	0	0%	0	0%	0	0%

Answered	**190***		128*		40*		8*		14*	
No Response	**44**		26		13		2		3	
Skipped	**56**		36		11		8		1	
Not Applicable	**0**		0		0		0		0	

* Percentages for each item have been calculated based on the number of respondents who selected "Sometimes", "More often", or "Frequently"; therefore, the denominator may be different for each one.

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Q9. What is the primary reason you use a non-District email for your job?
(Summary of Coded Open-ended Responses)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Avoid email clutter	14	12%	14	15%	0	0%	0	0%	0	0%
Avoid system constraints (e.g., mailbox size)	11	9%	11	11%	0	0%	0	0%	0	0%
Avoid system issues (e.g., undeliverable emails)	44	38%	36	38%	5	42%	2	25%	1	100%
Enjoy benefits from other platforms (e.g., Google Suite)	27	23%	18	19%	4	33%	5	63%	0	0%
Prefer to manage communication using multiple email platforms	7	6%	7	7%	0	0%	0	0%	0	0%
Strenghten communication with students	11	9%	8	8%	2	17%	1	13%	0	0%
Other	3	3%	2	2%	1	8%	0	0%	0	0%
Total	**117**	**100%**	**96**	100%	**12**	100%	**8**	100%	**1**	100%

Answered	**117**	96	12	8	1
No Response	**2**	2	0	0	0
Skipped	**171**	92	52	10	17
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically except for "Other". Columns have been sorted descendingly based on the number of responses by group.

Note 4. This question was only asked to respondents who indicated they were using a non-District email to perform their job.

Q10. Please indicate your level of agreement with the following statements regarding your official District email account (@sdccd.edu):

(Responses for <u>My District email account allows me to effectively communicate with the other employees of SDCCE/SDCCD</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Strongly Agree	**118**	**43%**	70	38%	34	58%	12	71%	2	12%
Agree	**111**	**40%**	78	42%	19	32%	5	29%	9	53%
Neither Agree nor Disagree	**23**	**8%**	16	9%	3	5%	0	0%	4	24%
Disagree	**18**	**6%**	13	7%	3	5%	0	0%	2	12%
Strongly Disagree	**7**	**3%**	7	4%	0	0%	0	0%	0	0%
Total	**277**	**100%**	**184**	100%	**59**	100%	**17**	100%	**17**	100%

Answered	**277**	184	59	17	17
No Response	**12**	5	5	1	1
Skipped	**0**	0	0	0	0
Not Applicable	**1**	1	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q10. Please indicate your level of agreement with the following statements regarding your official District email account (@sdccd.edu):

(Responses for <u>My District email account allows me to effectively communicate with those outside SDCCE/SDCCD</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Strongly Agree	**63**	**24%**	39	23%	18	32%	5	31%	1	6%
Agree	**85**	**32%**	52	30%	21	38%	5	31%	7	41%
Neither Agree nor Disagree	**51**	**19%**	32	18%	10	18%	6	38%	3	18%
Disagree	**41**	**16%**	33	19%	5	9%	0	0%	3	18%
Strongly Disagree	**22**	**8%**	17	10%	2	4%	0	0%	3	18%
Total	**262**	**100%**	**173**	100%	**56**	100%	**16**	100%	**17**	100%

Answered	**262**		173	56	16	17
No Response	**12**		5	5	1	1
Skipped	**0**		0	0	0	0
Not Applicable	**16**		12	3	1	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q10. Please indicate your level of agreement with the following statements regarding your official District email account (@sdccd.edu):

(Responses for <u>*My District email account allows me to effectively communicate with students*</u>*)*

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Strongly Agree	**64**	**25%**	36	20%	20	38%	7	50%	1	7%
Agree	**70**	**27%**	45	26%	17	33%	4	29%	4	29%
Neither Agree nor Disagree	**36**	**14%**	25	14%	6	12%	1	7%	4	29%
Disagree	**53**	**21%**	42	24%	6	12%	2	14%	3	21%
Strongly Disagree	**33**	**13%**	28	16%	3	6%	0	0%	2	14%
Total	**256**	**100%**	**176**	100%	**52**	100%	**14**	100%	**14**	100%

Answered	**256**	176	52	14	14
No Response	**14**	6	5	2	1
Skipped	**0**	0	0	0	0
Not Applicable	**20**	8	7	2	3

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q10. Please indicate your level of agreement with the following statements regarding your official District email account (@sdccd.edu):

(Responses for <u>The features and functions of my District email account allow me to perform my professional duties</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Strongly Agree	**80**	**29%**	42	23%	27	46%	9	53%	2	12%
Agree	**96**	**35%**	68	37%	21	36%	4	24%	3	18%
Neither Agree nor Disagree	**43**	**16%**	29	16%	6	10%	4	24%	4	24%
Disagree	**37**	**13%**	27	15%	3	5%	0	0%	7	41%
Strongly Disagree	**19**	**7%**	16	9%	2	3%	0	0%	1	6%
Total	**275**	**100%**	**182**	100%	**59**	100%	**17**	100%	**17**	100%

Answered	**275**		182		59		17		17
No Response	**13**		6		5		1		1
Skipped	**0**		0		0		0		0
Not Applicable	**2**		2		0		0		0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q11. Based on your disagreement with one or more statements in the previous question, please provide more information to help us understand this/these challenges.

(Open-ended responses among those who <u>disagreed</u> with the statement <u>My District email account allows me to effectively communicate with the other employees of SDCCE/SDCCD</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
District Email System Constraints (e.g., mailbox size)	4	21%	4	27%	0	0%	0	---	0	0%
District Email System Issues (e.g., undeliverable emails)	7	37%	5	33%	1	33%	0	---	1	100%
Ineffective Communication (e.g., redundant emails, email clutter)	8	42%	6	40%	2	67%	0	---	0	0%
Other	0	0%	0	0%	0	0%	0	---	0	0%
Total	**19**	**100%**	**15**	100%	**3**	100%	**0**	---	**1**	100%

Answered	**19**	15	3	0	1
No Response	**6**	5	0	0	1
Skipped	**265**	170	61	18	16
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically except for "Other". Columns have been sorted descendingly based on the number of responses by group.

Note 4. This question was only asked to respondents who selected "Disagree" or "Strongly Disagree" in Q10.

Q11. Based on your disagreement with one or more statements in the previous question, please provide more information to help us understand this/these challenges.

(Open-ended responses among those who <u>disagreed</u> with the statement <u>My District email account allows me to effectively communicate with those outside SDCCE/SDCCD</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
District Email System Constraints (e.g., mailbox size)	7	13%	7	17%	0	0%	0	---	0	0%
District Email System Issues (e.g., undeliverable emails)	43	81%	32	76%	6	100%	0	---	5	100%
Ineffective Communication (e.g., redundant emails, email clutter)	0	0%	0	0%	0	0%	0	---	0	0%
Other	3	6%	3	7%	0	0%	0	---	0	0%
Total	**53**	**100%**	**42**	**100%**	**6**	**100%**	**0**	**---**	**5**	**100%**

Answered	**53**	42	6	0	5
No Response	**10**	8	1	0	1
Skipped	**227**	140	57	18	12
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically except for "Other". Columns have been sorted descendingly based on the number of responses by group.

Note 4. This question was only asked to respondents who selected "Disagree" or "Strongly Disagree" in Q10.

Q11. Based on your disagreement with one or more statements in the previous question, please provide more information to help us understand this/these challenges.

(Open-ended responses among those who <u>disagreed</u> with the statement <u>My District email account allows me to effectively communicate with students</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
District Email System Constraints (e.g., mailbox size)	5	7%	5	9%	0	0%	0	0%	0	0%
District Email System Issues (e.g., undeliverable emails)	51	74%	38	68%	9	100%	2	100%	2	100%
Ineffective Communication (e.g., redundant emails, email clutter)	9	13%	9	16%	0	0%	0	0%	0	0%
Other	4	6%	4	7%	0	0%	0	0%	0	0%
Total	**69**	**100%**	**56**	100%	**9**	100%	**2**	100%	**2**	100%

Answered	**69**	56	9	2	2
No Response	**17**	14	0	0	3
Skipped	**204**	120	55	16	13
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically except for "Other". Columns have been sorted descendingly based on the number of responses by group.

Note 4. This question was only asked to respondents who selected "Disagree" or "Strongly Disagree" in Q10.

Q11. Based on your disagreement with one or more statements in the previous question, please provide more information to help us understand this/these challenges.

(Open-ended responses among those who <u>disagreed</u> with the statement <u>The features and functions of my District email account allow me to perform my professional duties</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
District Email System Constraints (e.g., mailbox size)	20	49%	18	55%	0	0%	0	---	2	40%
District Email System Issues (e.g., undeliverable emails)	16	39%	11	33%	3	100%	0	---	2	40%
Ineffective Communication (e.g., redundant emails, email clutter)	1	2%	0	0%	0	0%	0	---	1	20%
Other	4	10%	4	12%	0	0%	0	---	0	0%
Total	**41**	**100%**	**33**	**100%**	**3**	**100%**	**0**	**---**	**5**	**100%**

Answered	**41**	33	3	0	5
No Response	**15**	10	2	0	3
Skipped	**234**	147	59	18	10
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically except for "Other". Columns have been sorted descendingly based on the number of responses by group.

Note 4. This question was only asked to respondents who selected "Disagree" or "Strongly Disagree" in Q10.

Q12. What alternatives have you used to communicate with your students?
(Summary of Coded Open-ended Responses)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Canvas Messaging Tool	**30**	**37%**	29	43%	0	0%	1	50%	0	0%
Email (from non-District account)	**53**	**65%**	47	69%	5	63%	0	0%	1	33%
Phone Call	**23**	**28%**	16	24%	6	75%	0	0%	1	33%
Pronto Messaging Tool	**11**	**14%**	7	10%	3	38%	0	0%	1	33%
Text Message	**14**	**17%**	10	15%	4	50%	0	0%	0	0%
Zoom Videoconferencing Tool	**5**	**6%**	4	6%	1	13%	0	0%	0	0%
Other	**12**	**15%**	10	15%	2	25%	0	0%	0	0%
Total Responses	**148**	**---**	**123**	**---**	**21**	**---**	**1**	**---**	**3**	**---**
Total Respondents	**81**	**100%**	**68**	**100%**	**8**	**100%**	**2**	**100%**	**3**	**100%**

Answered	**81**		68	8	2	3
No Response	**5**		2	1	0	2
Skipped	**204**		120	55	16	13
Not Applicable	**0**		0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Respondents may have selected more than one option. Percentages reflect the response count divided by total respondents answering the question.

Note 4. Rows have been sorted alphabetically except for "Other". Columns have been sorted descendingly based on the number of responses by group.

Note 5. This question was only asked to respondents who selected "Disagree" or "Strongly Disagree" in Q10 (student-communication-related statement).

Internet Usage

Q13. How is the computer/laptop you use most often for work connected to the internet?

Program	Total		Faculty		Classified Professional		NANC		Administrator	
It uses a wired connection	50	18%	38	21%	9	15%	0	0%	3	18%
It uses a Wi-Fi connection	227	82%	146	79%	50	85%	17	100%	14	82%
Total	**277**	**100%**	**184**	100%	**59**	100%	**17**	100%	**17**	100%

Answered	**277**	184	59	17	17
No Response	**13**	6	5	1	1
Skipped	**0**	0	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q14. Please indicate which of the following items apply to your current home internet set-up (select all that apply):

Program	Total		Faculty		Classified Professional		NANC		Administrator	
I have a modem/router in a different room than where I work	**143**	**54%**	96	55%	31	54%	6	35%	10	59%
I use a router extender to improve Wi-Fi connection (if Wi-Fi)	**101**	**38%**	69	40%	18	32%	6	35%	8	47%
There are multiple users in my house accessing the internet at the same time	**194**	**73%**	123	71%	45	79%	11	65%	15	88%
Total Responses	**438**	---	**288**	---	**94**	---	**23**	---	**33**	---
Total Respondents	**264**	**100%**	**173**	100%	**57**	100%	**17**	100%	**17**	100%

Answered	**264**	173	57	17	17
No Response	**26**	17	7	1	1
Skipped	**0**	0	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Respondents may have selected more than one option. Percentages reflect the response count divided by total respondents answering the question.

Note 4. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q15. When working remotely, how often do you need to apply the following fixes to improve/recover your connection?

(Responses for <u>Log out and then log in to a video conference to recover connectivity</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	95	35%	69	38%	19	33%	6	35%	1	6%
Once in a While	81	30%	54	30%	13	22%	6	35%	8	47%
Sometimes	62	23%	36	20%	18	31%	2	12%	6	35%
Frequently	24	9%	14	8%	6	10%	2	12%	2	12%
Almost All the Time/All the Time	10	4%	7	4%	2	3%	1	6%	0	0%
Total	272	100%	180	100%	58	100%	17	100%	17	100%

Answered	272		180		58		17		17	
No Response	18		10		6		1		1	
Skipped	0		0		0		0		0	
Not Applicable	0		0		0		0		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q15. When working remotely, how often do you need to apply the following fixes to improve/recover your connection?

(Responses for <u>Lower the quality or turn off your video when videoconferencing</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	126	46%	92	51%	23	40%	8	47%	3	18%
Once in a While	48	18%	28	16%	12	21%	4	24%	4	24%
Sometimes	53	19%	35	19%	9	16%	3	18%	6	35%
Frequently	29	11%	15	8%	10	17%	1	6%	3	18%
Almost All the Time/All the Time	16	6%	10	6%	4	7%	1	6%	1	6%
Total	**272**	**100%**	**180**	100%	**58**	100%	**17**	100%	**17**	100%

Answered	**272**		180		58		17		17	
No Response	**18**		10		6		1		1	
Skipped	**0**		0		0		0		0	
Not Applicable	**0**		0		0		0		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q15. When working remotely, how often do you need to apply the following fixes to improve/recover your connection?

(Responses for <u>*Plug an ethernet cable to your computer/laptop*</u> *)*

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	177	67%	115	66%	40	70%	10	63%	12	71%
Once in a While	22	8%	16	9%	4	7%	1	6%	1	6%
Sometimes	24	9%	15	9%	4	7%	3	19%	2	12%
Frequently	13	5%	8	5%	3	5%	1	6%	1	6%
Almost All the Time/All the Time	29	11%	21	12%	6	11%	1	6%	1	6%
Total	**265**	**100%**	**175**	100%	**57**	100%	**16**	100%	**17**	100%

Answered	**265**		175		57		16		17	
No Response	**25**		15		7		2		1	
Skipped	**0**		0		0		0		0	
Not Applicable	**0**		0		0		0		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q15. When working remotely, how often do you need to apply the following fixes to improve/recover your connection?

(Responses for <u>*Reset your router/modem/computer to recover connectivity*</u> *)*

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	91	33%	59	33%	21	36%	8	47%	3	18%
Once in a While	76	28%	57	31%	12	21%	2	12%	5	29%
Sometimes	71	26%	45	25%	15	26%	4	24%	7	41%
Frequently	23	8%	14	8%	6	10%	1	6%	2	12%
Almost All the Time/All the Time	12	4%	6	3%	4	7%	2	12%	0	0%
Total	**273**	**100%**	**181**	100%	**58**	100%	**17**	100%	**17**	100%

Answered	**273**		181		58		17		17	
No Response	**17**		9		6		1		1	
Skipped	**0**		0		0		0		0	
Not Applicable	**0**		0		0		0		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q15. When working remotely, how often do you need to apply the following fixes to improve/recover your connection?

(Responses for Reset your computer to recover connectivity)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	100	37%	68	38%	21	36%	7	44%	4	24%
Once in a While	76	28%	52	29%	15	26%	4	25%	5	29%
Sometimes	62	23%	42	23%	11	19%	4	25%	5	29%
Frequently	24	9%	12	7%	9	16%	0	0%	3	18%
Almost All the Time/All the Time	8	3%	5	3%	2	3%	1	6%	0	0%
Total	**270**	**100%**	**179**	100%	**58**	100%	**16**	100%	**17**	100%

Answered	**270**	179	58	16	17
No Response	**20**	11	6	2	1
Skipped	**0**	0	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q15. When working remotely, how often do you need to apply the following fixes to improve/recover your connection?

(Responses for <u>Adjust your Wi-Fi speed/channel to recover connectivity</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	156	59%	106	61%	35	63%	9	53%	6	35%
Once in a While	48	18%	36	21%	6	11%	2	12%	4	24%
Sometimes	41	15%	22	13%	10	18%	4	24%	5	29%
Frequently	14	5%	8	5%	4	7%	0	0%	2	12%
Almost All the Time/All the Time	6	2%	3	2%	1	2%	2	12%	0	0%
Total	265	100%	175	100%	56	100%	17	100%	17	100%

Answered	265		175		56		17		17	
No Response	25		15		8		1		1	
Skipped	0		0		0		0		0	
Not Applicable	0		0		0		0		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.
Note 2. Percentages for each question have been calculated using only valid answers.
Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q15. When working remotely, how often do you need to apply the following fixes to improve/recover your connection?

(Responses for <u>Use mobile data instead of your home's connection</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	148	55%	111	62%	24	41%	8	50%	5	29%
Once in a While	61	23%	38	21%	14	24%	4	25%	5	29%
Sometimes	38	14%	18	10%	11	19%	3	19%	6	35%
Frequently	14	5%	8	4%	5	8%	0	0%	1	6%
Almost All the Time/All the Time	10	4%	4	2%	5	8%	1	6%	0	0%
Total	271	100%	179	100%	59	100%	16	100%	17	100%

Answered	271		179		59		16		17	
No Response	19		11		5		2		1	
Skipped	0		0		0		0		0	
Not Applicable	0		0		0		0		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q15. When working remotely, how often do you need to apply the following fixes to improve/recover your connection?

(Responses for <u>Use a hotspot from a business or other place instead of your home's connection</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	201	74%	135	76%	40	68%	12	71%	14	82%
Once in a While	33	12%	24	13%	6	10%	2	12%	1	6%
Sometimes	25	9%	14	8%	7	12%	3	18%	1	6%
Frequently	8	3%	3	2%	4	7%	0	0%	1	6%
Almost All the Time/All the Time	4	1%	2	1%	2	3%	0	0%	0	0%
Total	**271**	**100%**	**178**	**100%**	**59**	**100%**	**17**	**100%**	**17**	**100%**

Answered	**271**	178	59	17	17
No Response	**19**	12	5	1	1
Skipped	**0**	0	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q15. When working remotely, how often do you need to apply the following fixes to improve/recover your connection?

(Responses for Tell other household members to stop using devices connected to the internet)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	150	55%	106	59%	33	56%	7	41%	4	24%
Once in a While	39	14%	25	14%	7	12%	3	18%	4	24%
Sometimes	47	17%	28	16%	9	15%	6	35%	4	24%
Frequently	23	8%	13	7%	5	8%	0	0%	5	29%
Almost All the Time/All the Time	14	5%	8	4%	5	8%	1	6%	0	0%
Total	273	100%	180	100%	59	100%	17	100%	17	100%

Answered	273		180	59	17	17
No Response	17		10	5	1	1
Skipped	0		0	0	0	0
Not Applicable	0		0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q16. When videoconferencing, how often do the following problems occur?

(Responses for <u>I get disconnected from the meeting</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	89	32%	62	34%	19	32%	4	25%	4	24%
Once in a While	112	41%	74	41%	21	36%	10	63%	7	41%
Sometimes	53	19%	34	19%	13	22%	1	6%	5	29%
Frequently	17	6%	10	5%	6	10%	0	0%	1	6%
Almost All the Time/All the Time	3	1%	2	1%	0	0%	1	6%	0	0%
Total	**274**	**100%**	**182**	**100%**	**59**	**100%**	**16**	**100%**	**17**	**100%**

Answered	**274**	182	59	16	17
No Response	**16**	8	5	2	1
Skipped	**0**	0	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q16. When videoconferencing, how often do the following problems occur?

(Responses for My audio breaks)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	**112**	**41%**	75	42%	24	41%	9	53%	4	24%
Once in a While	**71**	**26%**	47	26%	15	25%	3	18%	6	35%
Sometimes	**60**	**22%**	40	22%	12	20%	3	18%	5	29%
Frequently	**23**	**8%**	14	8%	7	12%	0	0%	2	12%
Almost All the Time/All the Time	**6**	**2%**	3	2%	1	2%	2	12%	0	0%
Total	**272**	**100%**	**179**	100%	**59**	100%	**17**	100%	**17**	100%

Answered	**272**	179	59	17	17
No Response	**18**	11	5	1	1
Skipped	**0**	0	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q16. When videoconferencing, how often do the following problems occur?

(Responses for <u>My audio does not work</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	177	65%	119	66%	38	64%	11	69%	9	53%
Once in a While	42	15%	29	16%	9	15%	2	13%	2	12%
Sometimes	41	15%	25	14%	9	15%	1	6%	6	35%
Frequently	10	4%	7	4%	2	3%	1	6%	0	0%
Almost All the Time/All the Time	3	1%	1	1%	1	2%	1	6%	0	0%
Total	**273**	**100%**	**181**	100%	**59**	100%	**16**	100%	**17**	100%

Answered	**273**	181	59	16	17
No Response	**17**	9	5	2	1
Skipped	**0**	0	0	0	0
Not Applicable	**0**	0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q16. When videoconferencing, how often do the following problems occur?

(Responses for <u>My video does not work</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	**157**	**57%**	104	57%	35	59%	10	59%	8	47%
Once in a While	**65**	**24%**	40	22%	13	22%	6	35%	6	35%
Sometimes	**32**	**12%**	24	13%	5	8%	0	0%	3	18%
Frequently	**15**	**5%**	10	6%	5	8%	0	0%	0	0%
Almost All the Time/All the Time	**5**	**2%**	3	2%	1	2%	1	6%	0	0%
Total	**274**	**100%**	**181**	100%	**59**	100%	**17**	100%	**17**	100%

Answered	**274**		181		59		17		17	
No Response	**16**		9		5		1		1	
Skipped	**0**		0		0		0		0	
Not Applicable	**0**		0		0		0		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q16. When videoconferencing, how often do the following problems occur?

(Responses for My video lags/freezes)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Almost Never/Never	**65**	**24%**	43	24%	15	25%	5	29%	2	12%
Once in a While	**92**	**34%**	63	35%	18	31%	5	29%	6	35%
Sometimes	**69**	**25%**	43	24%	17	29%	4	24%	5	29%
Frequently	**39**	**14%**	25	14%	8	14%	2	12%	4	24%
Almost All the Time/All the Time	**9**	**3%**	7	4%	1	2%	1	6%	0	0%
Total	**274**	**100%**	**181**	100%	**59**	100%	**17**	100%	**17**	100%

Answered	**274**		181	59	17	17
No Response	**16**		9	5	1	1
Skipped	**0**		0	0	0	0
Not Applicable	**0**		0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q17. Please rate your experience with the following activities based on the quality of your current internet connection:

(Responses for <u>Audio calling -e.g., WhatsApp, Zoom, FaceTime</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Very Good	78	32%	57	37%	12	22%	6	38%	3	19%
Good	108	45%	65	42%	28	51%	6	38%	9	56%
Fair	48	20%	30	19%	12	22%	2	13%	4	25%
Poor	6	2%	2	1%	2	4%	2	13%	0	0%
Very Poor	2	1%	1	1%	1	2%	0	0%	0	0%
Total	**242**	**100%**	**155**	**100%**	**55**	**100%**	**16**	**100%**	**16**	**100%**

Answered	**242**		155		55		16		16	
No Response	**17**		8		6		2		1	
Skipped	**0**		0		0		0		0	
Not Applicable	**31**		27		3		0		1	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q17. Please rate your experience with the following activities based on the quality of your current internet connection:

(Responses for Using email -e.g., web Outlook, desktop Outlook, Gmail, Yahoo)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Very Good	120	44%	81	45%	26	45%	9	56%	4	24%
Good	105	38%	69	38%	23	40%	5	31%	8	47%
Fair	36	13%	26	14%	4	7%	2	13%	4	24%
Poor	10	4%	5	3%	4	7%	0	0%	1	6%
Very Poor	2	1%	1	1%	1	2%	0	0%	0	0%
Total	273	100%	182	100%	58	100%	16	100%	17	100%

Answered	273		182		58		16		17	
No Response	17		8		6		2		1	
Skipped	0		0		0		0		0	
Not Applicable	0		0		0		0		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q17. Please rate your experience with the following activities based on the quality of your current internet connection:

(Responses for <u>Videoconferencing -e.g., Zoom, Skype, Hangouts</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Very Good	82	30%	61	34%	15	26%	5	31%	1	6%
Good	114	42%	66	37%	28	48%	9	56%	11	65%
Fair	59	22%	44	25%	11	19%	0	0%	4	24%
Poor	12	4%	6	3%	4	7%	2	13%	0	0%
Very Poor	3	1%	2	1%	0	0%	0	0%	1	6%
Total	**270**	**100%**	**179**	**100%**	**58**	**100%**	**16**	**100%**	**17**	**100%**

Answered	**270**		179		58		16		17	
No Response	**17**		8		6		2		1	
Skipped	**0**		0		0		0		0	
Not Applicable	**3**		3		0		0		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q17. Please rate your experience with the following activities based on the quality of your current internet connection:

(Responses for Web browsing -e.g., Google Chrome, Edge, Safari)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Very Good	119	44%	83	46%	23	40%	7	44%	6	35%
Good	112	41%	73	41%	26	46%	6	38%	7	41%
Fair	35	13%	21	12%	7	12%	3	19%	4	24%
Poor	4	1%	3	2%	1	2%	0	0%	0	0%
Very Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Total	270	100%	180	100%	57	100%	16	100%	17	100%

Answered	270		180		57		16		17	
No Response	18		9		6		2		1	
Skipped	0		0		0		0		0	
Not Applicable	2		1		1		0		0	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Q17. Please rate your experience with the following activities based on the quality of your current internet connection:

(Responses for <u>Connecting remotely to your on-campus work computer -e.g., LogMeIn or VMWare</u>)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
Very Good	41	29%	24	36%	12	26%	3	23%	2	15%
Good	48	35%	19	29%	20	43%	6	46%	3	23%
Fair	33	24%	17	26%	10	21%	3	23%	3	23%
Poor	11	8%	3	5%	4	9%	1	8%	3	23%
Very Poor	6	4%	3	5%	1	2%	0	0%	2	15%
Total	139	100%	66	100%	47	100%	13	100%	13	100%

Answered	139		66		47		13		13	
No Response	19		10		6		2		1	
Skipped	0		0		0		0		0	
Not Applicable	132		114		11		3		4	

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically. Columns have been sorted descendingly based on the number of responses by group.

Expected future remote/in-person activities

Q18. Based on your experience working remotely during the last year, if you were to work on-campus, how would you expect your activities to change in comparison to the past (e.g., more Zoom meetings, less in-person meetings)?

(Summary of Coded Open-ended Responses)

Program	Total		Faculty		Classified Professional		NANC		Administrator	
I would increase my remote activities	**120**	**53%**	80	51%	27	63%	4	33%	9	60%
I would keep my remote activities to the same level	**61**	**27%**	42	27%	10	23%	6	50%	3	20%
I would look to combine remote/in-person activities	**35**	**15%**	25	16%	6	14%	2	17%	2	13%
I am unsure at this time	**10**	**4%**	9	6%	0	0%	0	0%	1	7%
Total	**226**	**100%**	**156**	100%	**43**	100%	**12**	100%	**15**	100%

Answered	**226**		156	43	12	15
No Response	**64**		34	21	6	3
Skipped	**0**		0	0	0	0
Not Applicable	**0**		0	0	0	0

Note 1. Due to the small number of responses for "NANC" and "Administrator", percentages should not be compared between groups as the differences may not be statistically significant.

Note 2. Percentages for each question have been calculated using only valid answers.

Note 3. Rows have been sorted alphabetically except for "I am unsure at this time". Columns have been sorted descendingly based on the number of responses by group.