

SDCE EMPLOYEE REMOTE WORK AND TECHNOLOGY NEEDS ASSESSMENT

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and Institutional Effectiveness

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PLANNING, RESEARCH, & INSTITUTIONAL EFFECTIVENESS
SAN DIEGO CONTINUING EDUCATION AT MESA COLLEGE
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PURPOSE

The San Diego Continuing Education Office of Administrative Services (AS) asked the Office of Planning, Research, and Institutional Effectiveness (PRIE) to conduct a study that would allow SDCE to meet its employees' needs during an unprecedented shift to remote work caused by COVID-19.

METHODOLOGY

The Office of Administrative Services and the Office of Planning, Research, and Institutional Effectiveness partnered on the design of an employee survey in April 2020. The survey instrument provided a series of structured questions designed to gain quantitative information. The survey addressed the following items:

- 1) Computer availability for work
- 2) Challenges experienced by employees working remotely

PRIE conducted online survey data collection in April 2020 (4/09/2020 – 4/26/2020). A total of 1,297 SDCE employees were emailed one survey invitation followed by four reminders. A total of 386 surveys were completed (29.8% response rate).

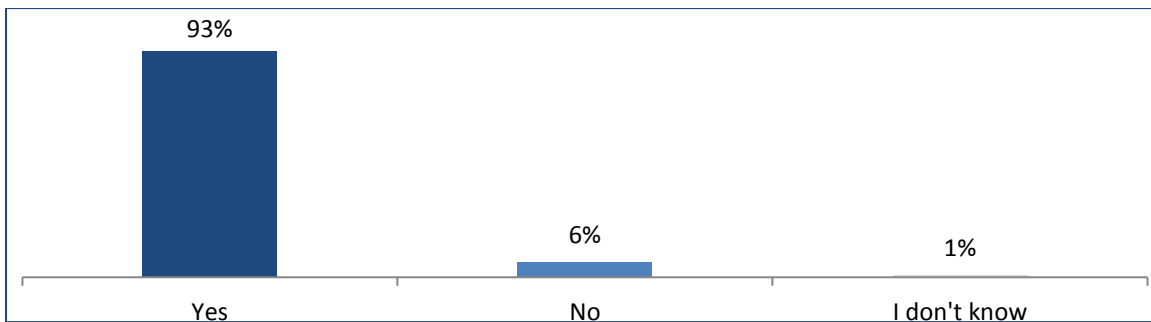
SURVEY RESULTS

Q1. Do you have a working computer or laptop to use for work?

Answer choices	Responses	
Yes	358	93%
No	24	6%
I don't know	3	1%
Total	385	---

Answered	385
Skipped	1

Note. Percentages are calculated based on "Answered"

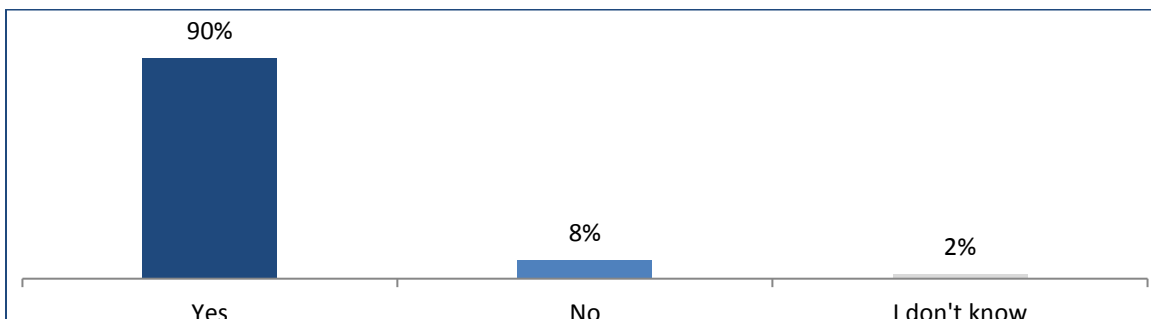


Q2. Does your computer or laptop have a web camera?

Answer choices	Responses	
Yes	321	90%
No	27	8%
I don't know	7	2%
Total	355	---

Answered (Yes to Q1)	355
Skipped	31

Note. Percentages are calculated based on "Answered"

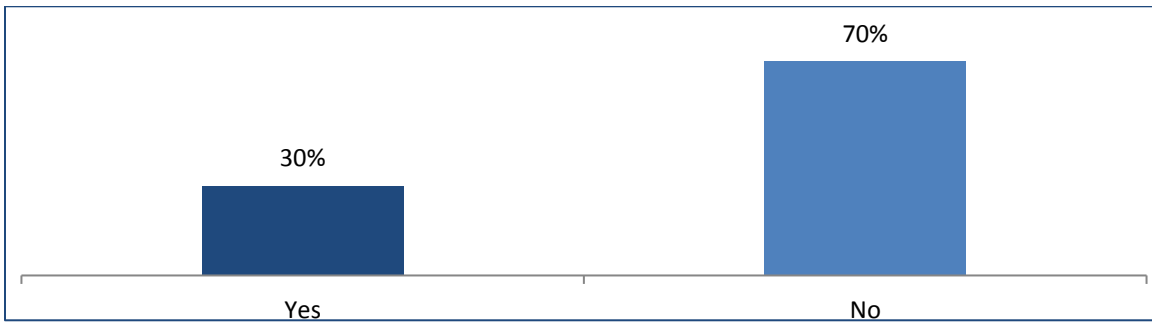


Q3. Do you share this computer or laptop with others at home?

Answer choices	Responses	
Yes	104	30%
No	248	70%
Total	352	---

Answered (Yes to Q1)	352
Skipped	34

Note. Percentages are calculated based on "Answered".

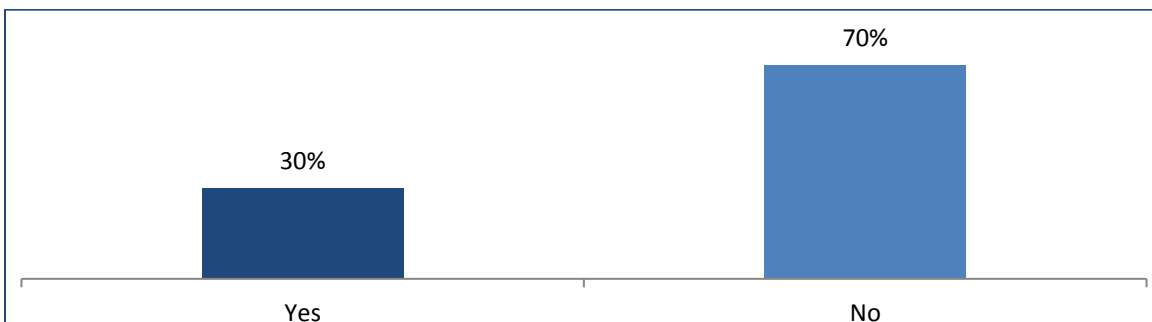


Q4. Are you experiencing any challenges related to access to office supplies?

Answer choices	Responses	
Yes	113	30%
No	265	70%
Total	378	---

Answered	378
Skipped	8

Note. Percentages are calculated based on "Answered".

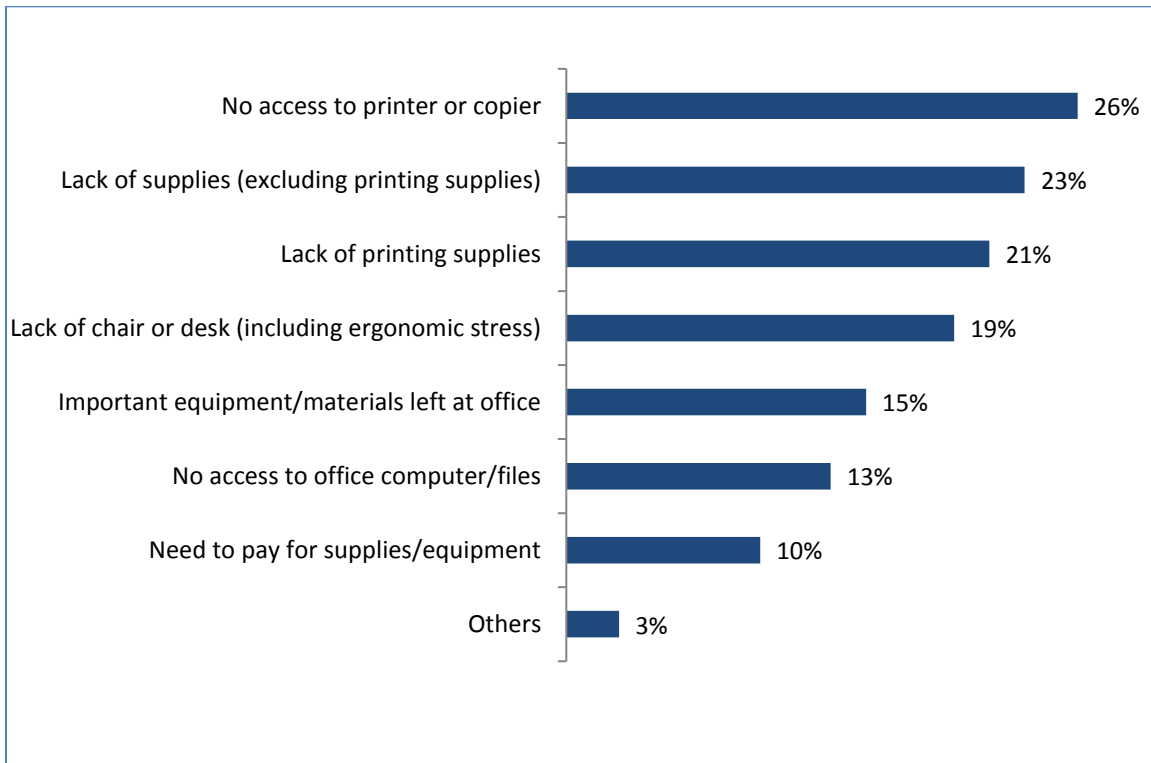


Q4. What challenges are you experiencing regarding access to office supplies?

Answer choices	Responses	
No access to printer or copier	29	26%
Lack of supplies (excluding printing supplies)	26	23%
Lack of printing supplies	24	21%
Lack of chair or desk (including ergonomic stress)	22	19%
Important equipment/materials left at office	17	15%
No access to office computer/files	15	13%
Need to pay for supplies/equipment	11	10%
Others	3	3%
Total	113	---

Answered (Yes to Q4)	113
Skipped	273

Note. Each respondent could have selected multiple items.
Percentages are calculated based on "Answered".

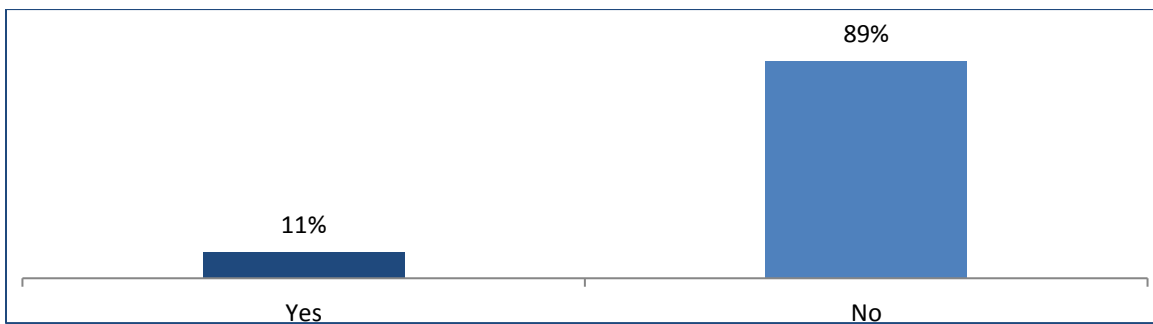


Q5. Are you experiencing any challenges related to cell phone communication?

Answer choices	Responses	
Yes	41	11%
No	340	89%
Total	381	---

Answered	381
Skipped	5

Note. Percentages are calculated based on "Answered".

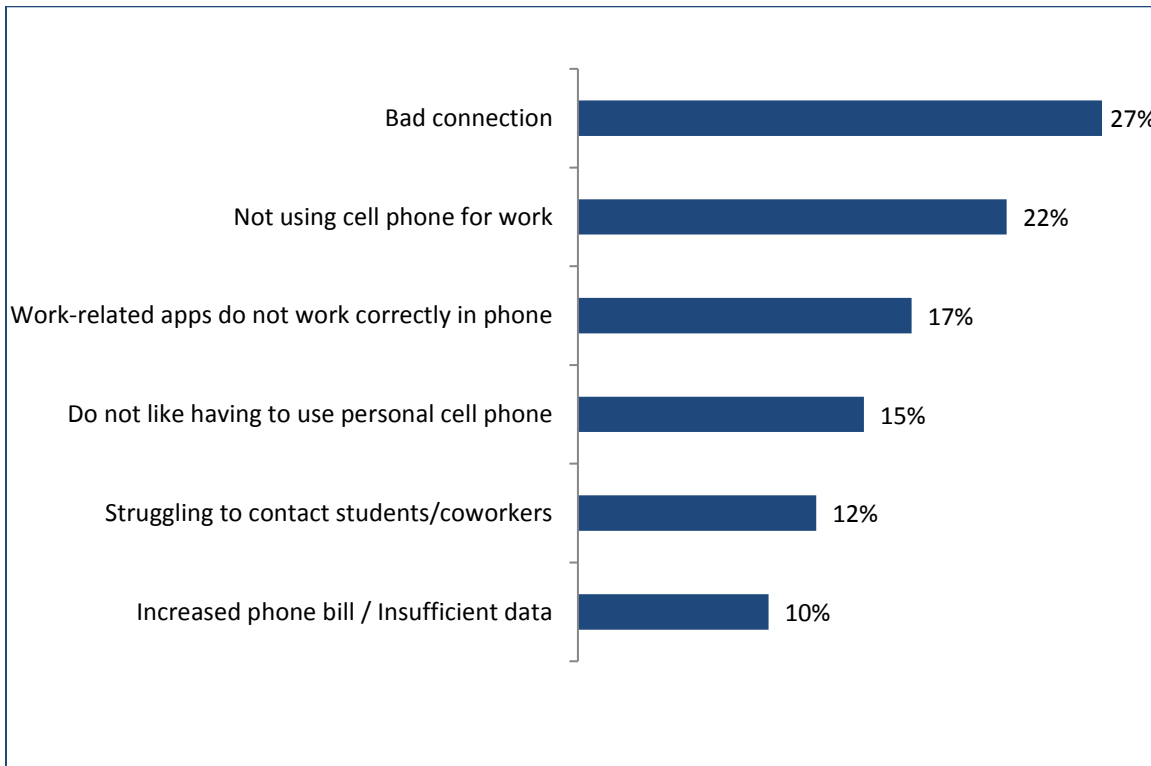


Q5. What challenges are you experiencing regarding cell phone communication?

Answer choices	Responses	
Bad connection	11	27%
Not using cell phone for work	9	22%
Work-related apps do not work correctly in phone	7	17%
Do not like having to use personal cell phone	6	15%
Struggling to contact students/coworkers	5	12%
Increased phone bill / Insufficient data	4	10%
Total	41	---

Answered (Yes to Q5)	41
Skipped	345

Note. Each respondent could have selected multiple items.
Percentages are calculated based on "Answered".

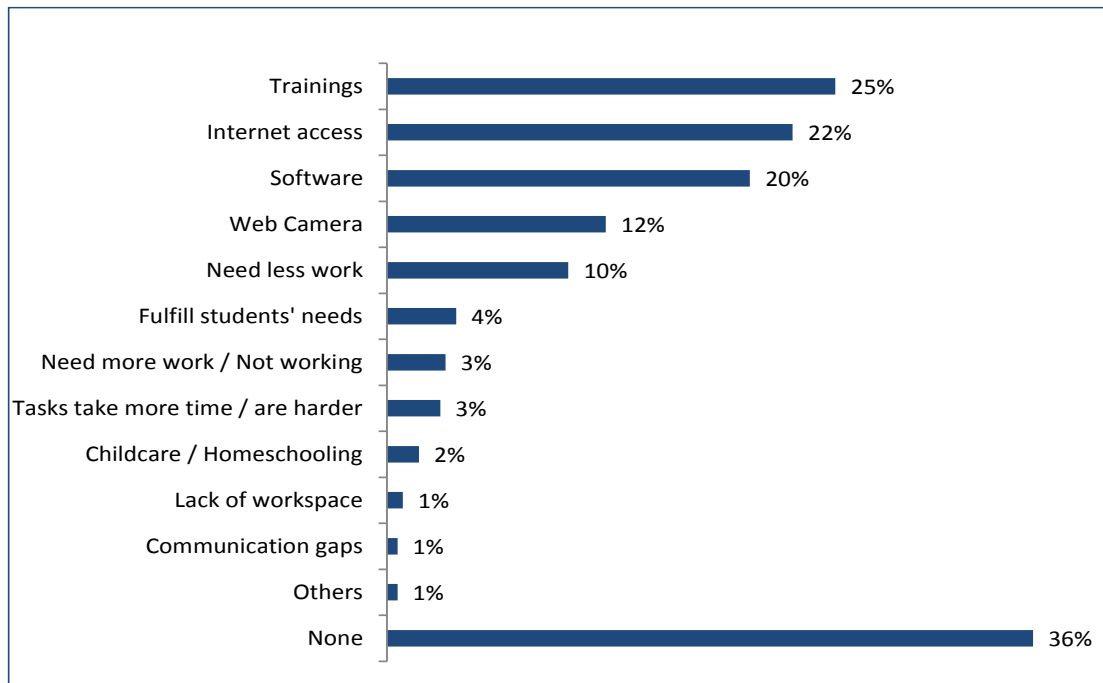


Q6. Are there any other challenges you are facing in doing your job remotely? (select all that apply)

Answer choices	Responses	
Trainings	84	25%
Internet access	76	22%
Software	68	20%
Web Camera	41	12%
Need less work	34	10%
Fulfill students' needs	13	4%
Need more work / Not working	11	3%
Tasks take more time / are harder	10	3%
Childcare / Homeschooling	6	2%
Lack of workspace	3	1%
Communication gaps	2	1%
Others	2	1%
None	121	36%
Total	340	---

Answered	340
Skipped	46

Note. Each respondent could have selected multiple items. Percentages are calculated based on "Answered".



Q7. In which program/department do you work? (select all that apply)

Answer choices	Responses	
Administrative Services Office	18	5%
Career and College Transitions	9	2%
Counseling (with SSSP Integrated)	17	4%
DSPS	22	6%
Instructional Services Office	19	5%
Information Technology	6	2%
Planning, Research and Institutional Effectiveness	7	2%
President's Office	6	2%
Public Information Office	3	1%
Rising to Success	20	5%
Student Services Office	25	7%
SDCE Foundation	2	1%
Campus support - CE Mesa	7	2%
Campus support - CE Miramar	9	2%
Campus support - César Chávez	15	4%
Campus support - ECC	18	5%
Campus support - Mid-city	23	6%
Campus support - North City	28	7%
Campus support - CE West City	24	6%
Program - ABE/ASE	23	6%
Program - Automotive	10	3%
Program - Business and Accounting	21	6%
Program - Child Development	14	4%
Program - Digital Media	8	2%
Program - DSPS	13	3%
Program - Emeritus	45	12%
Program - ESL	96	25%
Program - Fashion	11	3%
Program - Healthcare	10	3%
Program - Hospitality and Culinary Arts	7	2%
Program - Information Technology	10	3%
Program - Skilled and Technical Trades	15	4%
Total	380	---

Answered	380
Skipped	6

Note. Each respondent could have selected multiple items.

Percentages are calculated based on "Answered".