



TRITONLYTICS

COVID-19 SURVEY

2020
EXECUTIVE
SUMMARY

UC San Diego

UC San Diego Tritonlytics™ created the COVID-19 Survey to assist colleges and universities in reaching out to their communities during the crisis in order to better understand how to support connection, communication, productivity, and well-being. There were several options for survey distribution. Participating institutions could:

- 1) Opt to have us create and manage the survey on our Tritonlytics™ platform.
- 2) Have us create, share, and manage the survey on a Qualtrics platform.
- 3) Create the survey themselves on another platform such as Survey Monkey.

WHO RESPONDED

Ten colleges and universities participated in the survey:

LOCATION	SURVEYED	RESPONSES
Cal Poly Pomona	Staff/Students	783
CSU Northridge	Staff/Faculty	1,215
Santa Ana College	Staff/Faculty	515
Santiago Canyon College	Staff/Faculty	274
San Francisco State University	Staff	30
San Jose State University	Staff/Faculty	492
UC Santa Barbara	Staff/Faculty	175
UC Santa Cruz	Staff/Faculty	1,593
UC San Diego	Staff/Faculty	3,090
University of Washington - IT	Staff	250

The survey included six satisfaction items rated on a scale from 1="Strongly disagree" to 5="Strongly agree":

- Overall, I am satisfied with how the university is managing the COVID-19 crisis.
- I am satisfied with (your university's) level of communication (frequency, timeliness, breadth) about COVID-19's impact on the university.
- I feel that the university cares about my well-being during this crisis.
- I feel I have the tools I need to continue to perform my job duties regardless of where I am working.
- My department has been active in communicating how work will continue beyond the current crisis.
- My supervisor is supportive of personal issues that arise due to COVID-19.

It also included items designed to measure how much participants' lives had been impacted by disruptions to services in the areas of:



Childcare



Eldercare or care
for another adult



Regular healthcare
(not related to Covid-19)



Schooling for
children K-12



Schooling for
college students



Housing



Spouse or
partner's
employment



Your employment



Other

Respondents rated how much they were affected on a scale from 1="Not at all" to 5="A great deal."

Finally, the survey included six open-ended items for respondents to comment on communication, support for their well-being, support for continuing job performance, support from supervisors, staying connected and any suggestions they might have for leadership.

Satisfaction with COVID-19 Response

Overall, respondents were satisfied with their college or university's response to the COVID-19 crisis, with mean ratings in the "Good" (3.60 to 4.29) or "Excellent" (4.30 and above) range. Respondents were most satisfied with their supervisor's support for personal issues. They were least satisfied with communications about the crisis from their college or university.

Among those participating institutions where respondent type could be identified, staff showed the highest levels of satisfaction, while students and faculty were less satisfied. Faculty were least satisfied with the tools provided for them to continue to perform their job duties.

Areas Impacted by the COVID-19 Crisis

Looking across all participating colleges and universities, participants felt the most impact in the areas of schooling for K-12 children, their spouse's or partner's employment, and childcare, with almost half of all respondents saying that these areas were significantly impacted. Housing was the least impacted area, with over 80% of respondents saying that the crisis had a low impact.

KEY FINDINGS FROM THE UC SAN DIEGO COVID-19 SURVEY

Survey Responses by Gender

For the UC San Diego COVID-19 Survey, Tritonlytics™ collected information on respondents' gender. Because of the social and economic effects of the crisis, it was possible that there would be differences in the way men and women rated their satisfaction with response to the crisis and its impacts. Men and women showed similar levels of satisfaction with UC San Diego's response to the COVID-19 crisis. Also, contrary to expectations, men and women rated the impacts of the crisis in similar ways. Both rated childcare, schooling for K-12 children, and their spouse or partner's employment as having the highest impact on them and their families. However, women were more likely to rate eldercare as having more impact on them than were men.

The survey included six open-ended items allowing respondents to expand on their ratings for the scaled items. We analyzed over 5,000 comments to identify the major themes that UC San Diego staff expressed.

- Staff were most concerned about the effects the crisis would have on employment. Jobs had been guaranteed through June 30, but the potential for reductions beyond that are unknown.
- UC San Diego staff felt that they were not being considered as much as faculty and students in the plans and communications coming from leadership. They felt that they were receiving information later, sometimes seeing it in the media first. One request was for more opportunities to interact with and give feedback to leaders.
- Respondents felt that Zoom and similar applications were adequate to keep them in communication with their co-workers. They valued regular opportunities to check in and also appreciated non-work-related virtual events, wellness workshops, and classes.
- Most staff adjusted well to requirements for working remote. There was a strong feeling that they would like to continue to do so until they felt secure in returning, and would also like supervisors to consider allowing at least some remote work options indefinitely.
- The greatest concerns with remote work were adequate space, ergonomic office equipment, and computer equipment. Departments varied in how well they were able to supply these or allow staff to borrow them. WIFI and VPN capacity was also an issue for many staff.
- Respondents were generally satisfied with the support they received from their supervisors. However, they did note the toll that the crisis was taking on mental health and general well-being. Some felt that, after the first couple of weeks, demands for productivity and meeting deadlines were starting to rise beyond what was reasonable, given continuing issues with childcare and meeting other family and personal commitments.

NEXT STEPS AT UC SAN DIEGO

At UC San Diego, survey results have been presented to the executive leadership and various task forces related to the Return to Learn program. University-level actions underway to address our primary opportunity of enhancing communication and creating two-way feedback channels include:

- 1) The development of a website that will centralize information and resources associated with the re-opening of the campus.
- 2) A series of virtual townhalls for all staff, faculty, and students.
- 3) Focus groups and follow-up interviews.
- 4) The inclusion of a subset of the COVID-19 survey questions in the annual Staff@Work Survey this Fall to continue to track and monitor staff perceptions, concerns, and behaviors surrounding the evolving COVID-19 crisis.

If you are interested in participating in the Staff@Work or other surveys provided by Tritonlytics™, contact tritonlytics@ucsd.edu or visit tritonlytics.ucsd.edu.