



**SUMMARY
REPORT**
**ANN ARBOR CAMPUS
STAFF SURVEY**
DECEMBER 2020



UHR COVID-19 Staff Survey (Ann Arbor Campus)

December 2020

Overview

University Human Resources sent an electronic survey to 12,008 staff on the Ann Arbor campus by email on December 10, 2020. The survey was open until December 18, 2020. UHR received 6,580 responses for a 55% response rate.

The survey asked about the following topics:

- Experience working remotely or on-site during COVID-19
- Dependent care challenges and concerns
- Well-being concerns and resources
- Effectiveness of communication to employees
- Acceptance of the new vaccine

Summary of Findings

Remote Work Experience

Since the start of the pandemic, 71% of respondents have mostly worked remotely. For most of these employees, working remotely has been a new experience (71% infrequently or never worked remotely prior to the pandemic). Ninety-two percent of staff working remotely feel their unit has successfully adapted to remote or hybrid work. After the pandemic ends, 87% are interested in continuing to work remotely at least one day a week.

On-Site or Hybrid Work Experience

For staff working on-site or in a hybrid fashion, 84% understand the reason why they have to work on-site. Two-thirds feel comfortable with workplace safety protocols in place. Just over half feel they are treated fairly compared to staff primarily working remotely.

Dependent Care

Forty percent of respondents report having dependents in need of care and 76% report disruptions to their dependent care arrangements because of COVID-19. The most common disruptions are online school, working remotely with family members present and participation required to support online school. In response, staff are considering alternate work schedules, structuring their job in a more flexible way and relying on family members to help with dependent care needs.

The top barriers to dependent care are concerns about exposing their family to COVID-19 through interactions with caregivers or other families, uncertainty about 2021 and lack of in-person school. Twenty-five percent say help with the cost of dependent care would be helpful and 20% would like information about how to support online learning/homeschooling.

Well-being

Seventy-eight percent of staff report some level of concern with stress and anxiety; 72% report concerns with burnout. Work-life balance (66%), personal health/illness (66%) and physical activity (64%) are the next most common well-being concerns.

Seventy-nine percent are aware of resources provided by the university to support well-being.

Communication

Approximately 80% say the university, their department and their supervisor communicate effectively about the response to COVID-19 issues that impact employees.

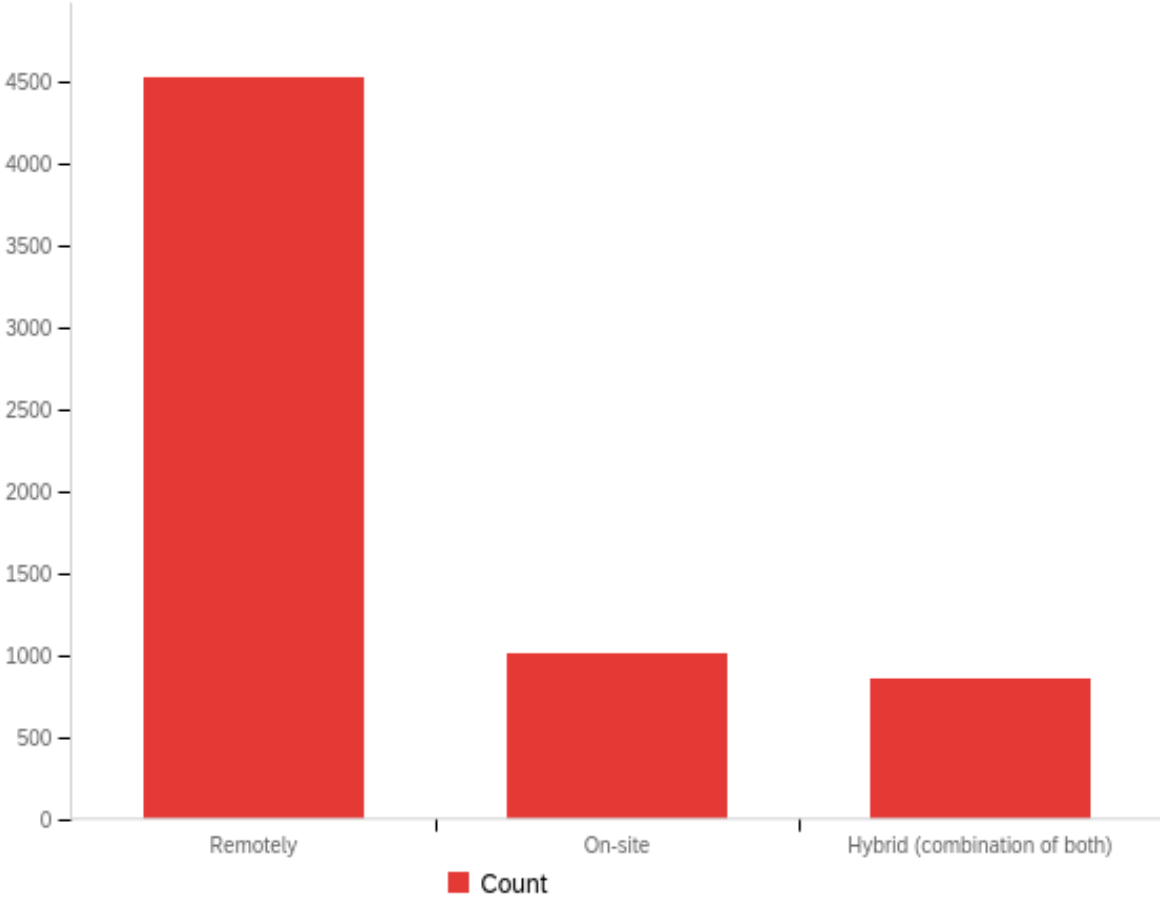
Vaccine

Seventy percent of staff say they plan to get the COVID-19 vaccine when it becomes available.

Survey Responses

Open-ended responses have been removed to protect confidentiality of respondents

Since the start of the COVID-19 pandemic, I have mostly worked:



#	Answer	%	Count
1	Remotely	70.79%	4527
2	On-site	15.72%	1005
3	Hybrid (combination of both)	13.49%	863
	Total	100%	6395

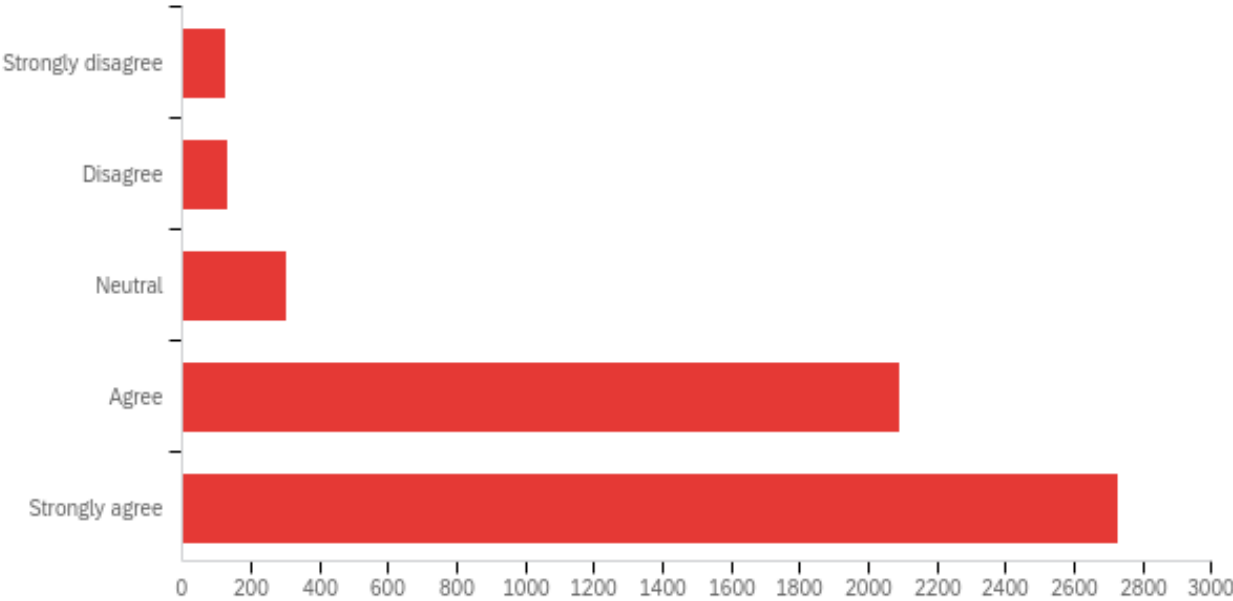
In the last six months:

#	Question	Yes		No		Total
1	Were you furloughed (temporarily laid off)?	7.99%	509	92.01%	5860	6369
2	Did you reduce your hours/effort?	7.03%	447	92.97%	5910	6357
3	Did you utilize paid time off (e.g., E-FMLA, COVID-PTO, vacation or PTO) to manage child or dependent care?	24.41%	1565	75.59%	4845	6410

Please answer the following questions as it relates to your on-site working environment, even if you sometimes work remotely

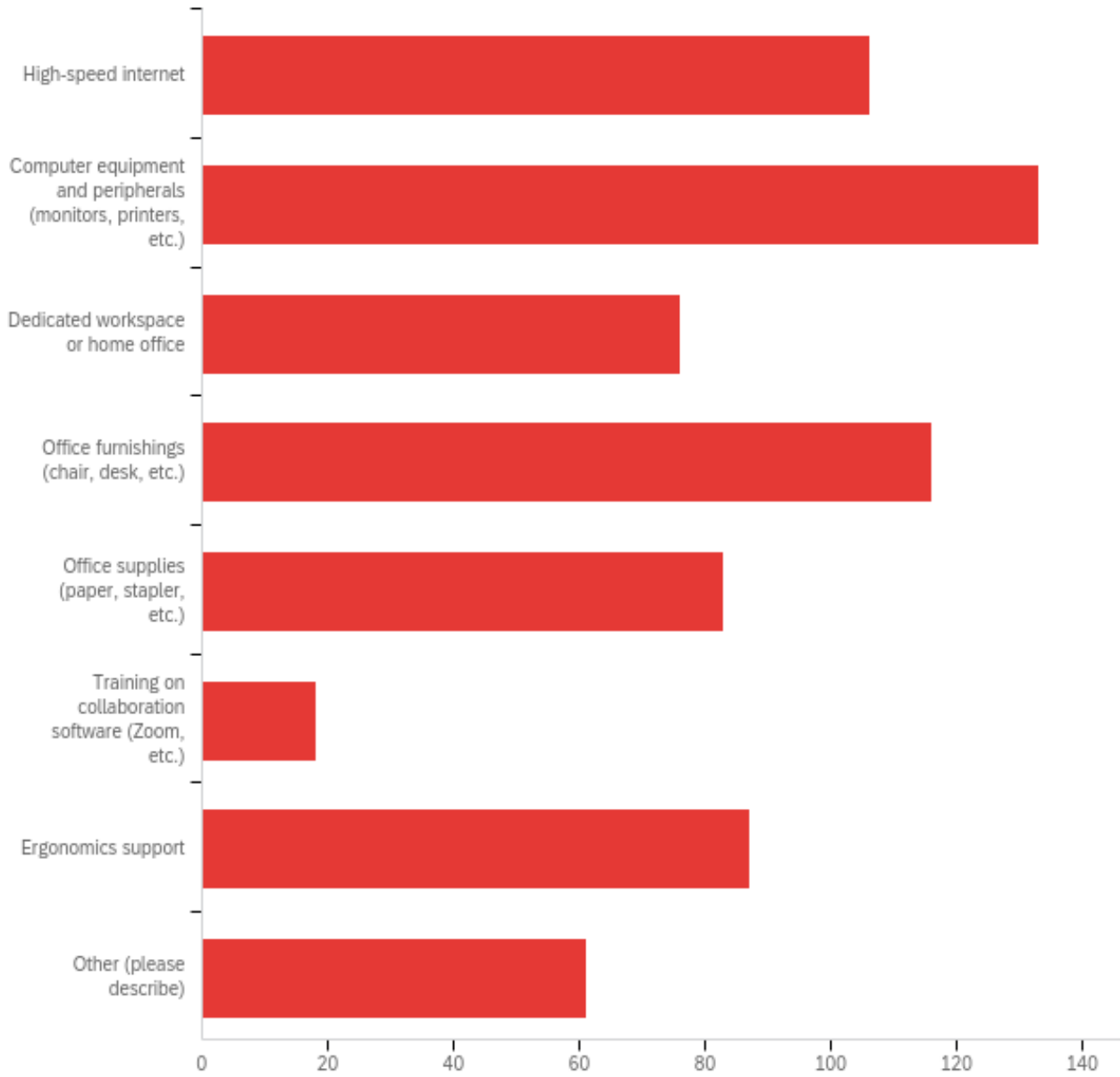
#	Question	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
1	I feel comfortable with the safety protocols in place to prevent the spread of COVID-19 while at work	4.58%	85	9.60%	178	17.79%	330	42.75%	793	25.28%	469	1855
2	I understand the reason why I have to work on-site	3.45%	64	3.94%	73	8.58%	159	38.57%	715	45.47%	843	1854
3	I am treated fairly compared to employees who are primarily working remotely	7.29%	135	13.49%	250	24.50%	454	30.55%	566	24.18%	448	1853

I have access to resources necessary to perform my job remotely.



#	Answer	%	Count
1	Strongly disagree	2.38%	128
2	Disagree	2.44%	131
3	Neutral	5.60%	301
4	Agree	38.85%	2090
5	Strongly agree	50.73%	2729
	Total	100%	5379

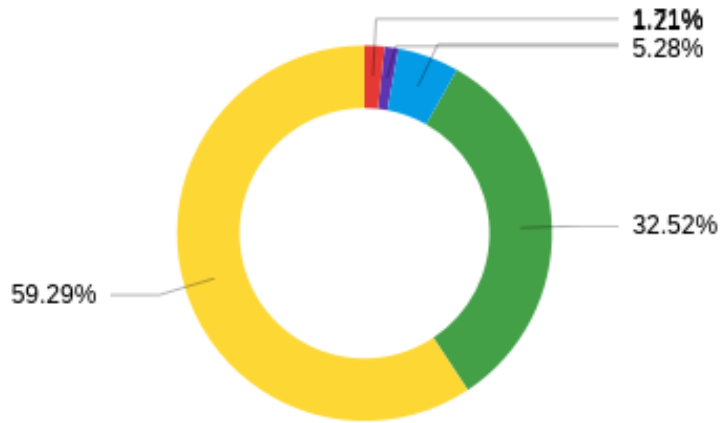
Which of the following resources would help you more effectively perform your job remotely:



#	Answer	%	Count
1	High-speed internet	15.59%	106
2	Computer equipment and peripherals (monitors, printers, etc.)	19.56%	133
3	Dedicated workspace or home office	11.18%	76
4	Office furnishings (chair, desk, etc.)	17.06%	116
5	Office supplies (paper, stapler, etc.)	12.21%	83

6	Training on collaboration software (Zoom, etc.)	2.65%	18
7	Ergonomics support	12.79%	87
8	Other (please describe)	8.97%	61
	Total	100%	680

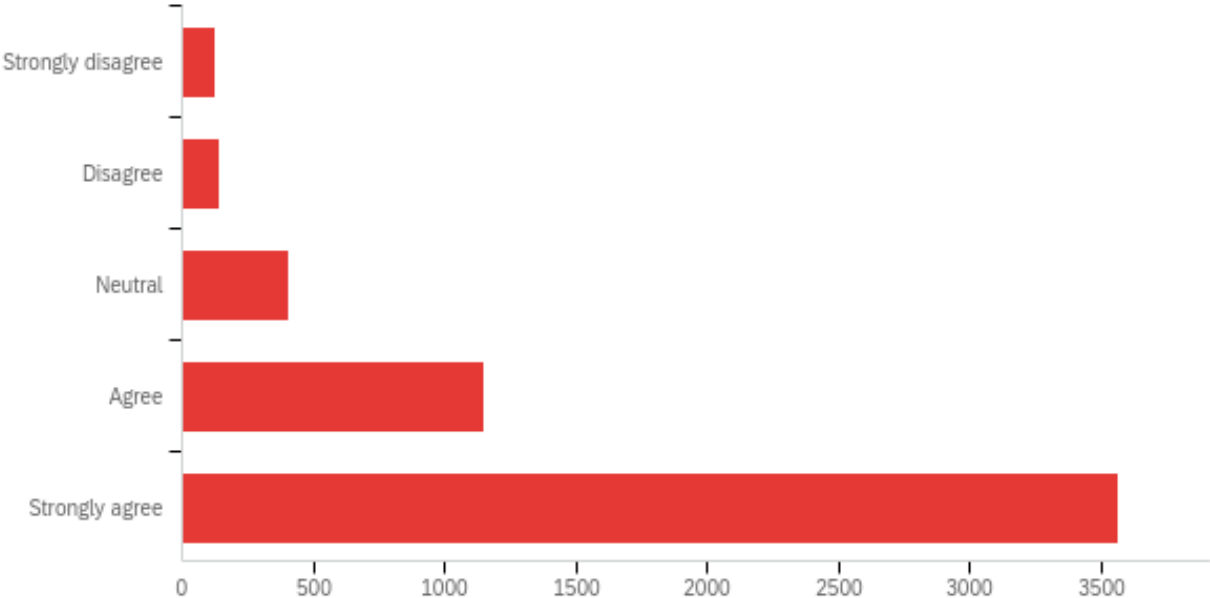
My unit has successfully adapted to remote or hybrid work.



■ Strongly disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly agree

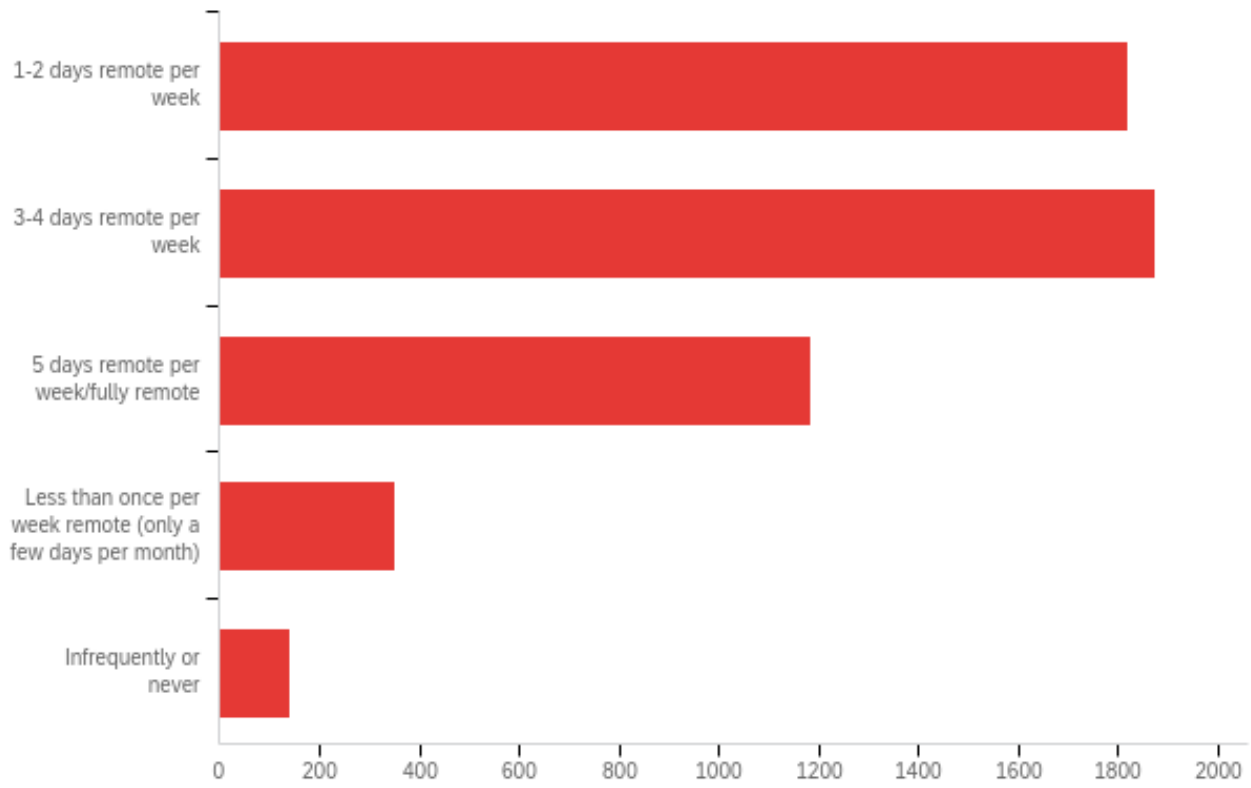
#	Answer	%	Count
1	Strongly disagree	1.71%	92
2	Disagree	1.21%	65
3	Neutral	5.28%	284
4	Agree	32.52%	1749
5	Strongly agree	59.29%	3189
	Total	100%	5379

After the pandemic, I am interested in continuing to work remotely at least some of the time.



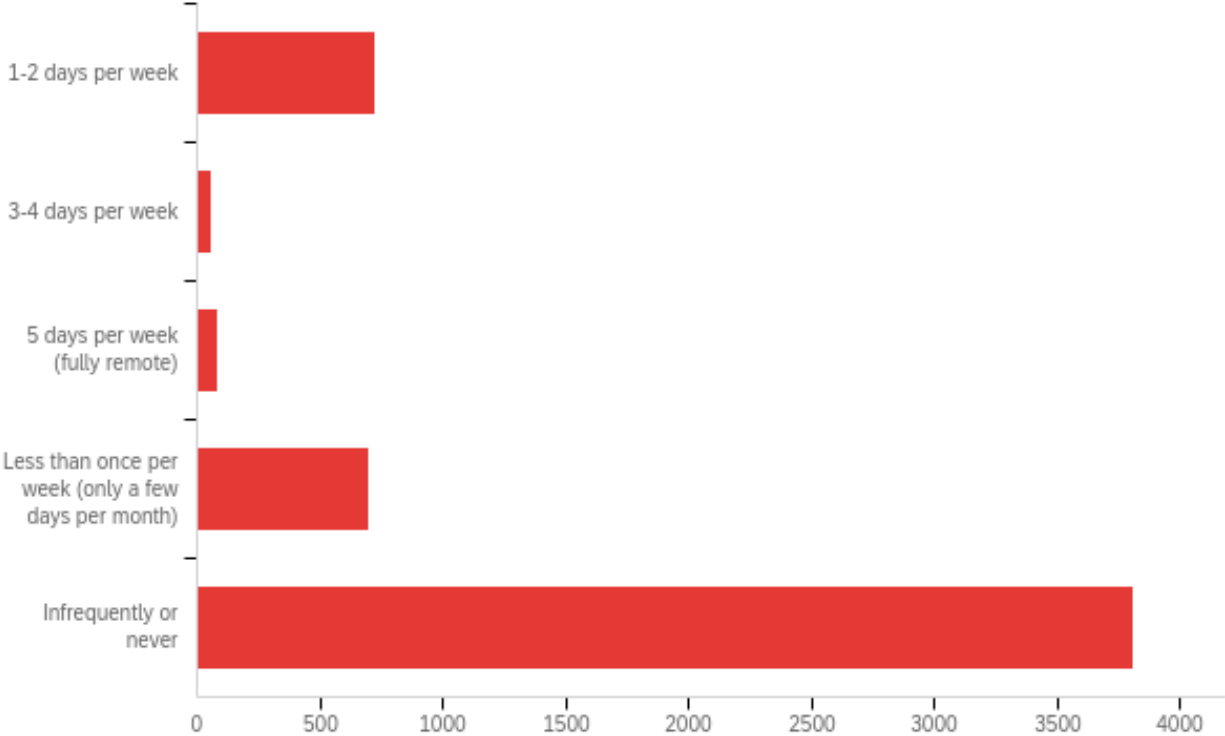
#	Answer	%	Count
1	Strongly disagree	2.27%	122
2	Disagree	2.66%	143
3	Neutral	7.46%	401
4	Agree	21.35%	1148
5	Strongly agree	66.27%	3564
	Total	100%	5378

If you could choose, what would be your ideal remote work schedule after the pandemic? (Please base your answer on a full-time schedule, even if you work part-time.)



#	Answer	%	Count
1	1-2 days remote per week	33.87%	1819
2	3-4 days remote per week	34.89%	1874
3	5 days remote per week/fully remote	22.08%	1186
4	Less than once per week remote (only a few days per month)	6.52%	350
5	Infrequently or never	2.64%	142
	Total	100%	5371

Before the pandemic, how frequently (if at all) did you work remotely? (Please base your answer on a full-time schedule, even if you work part-time.)

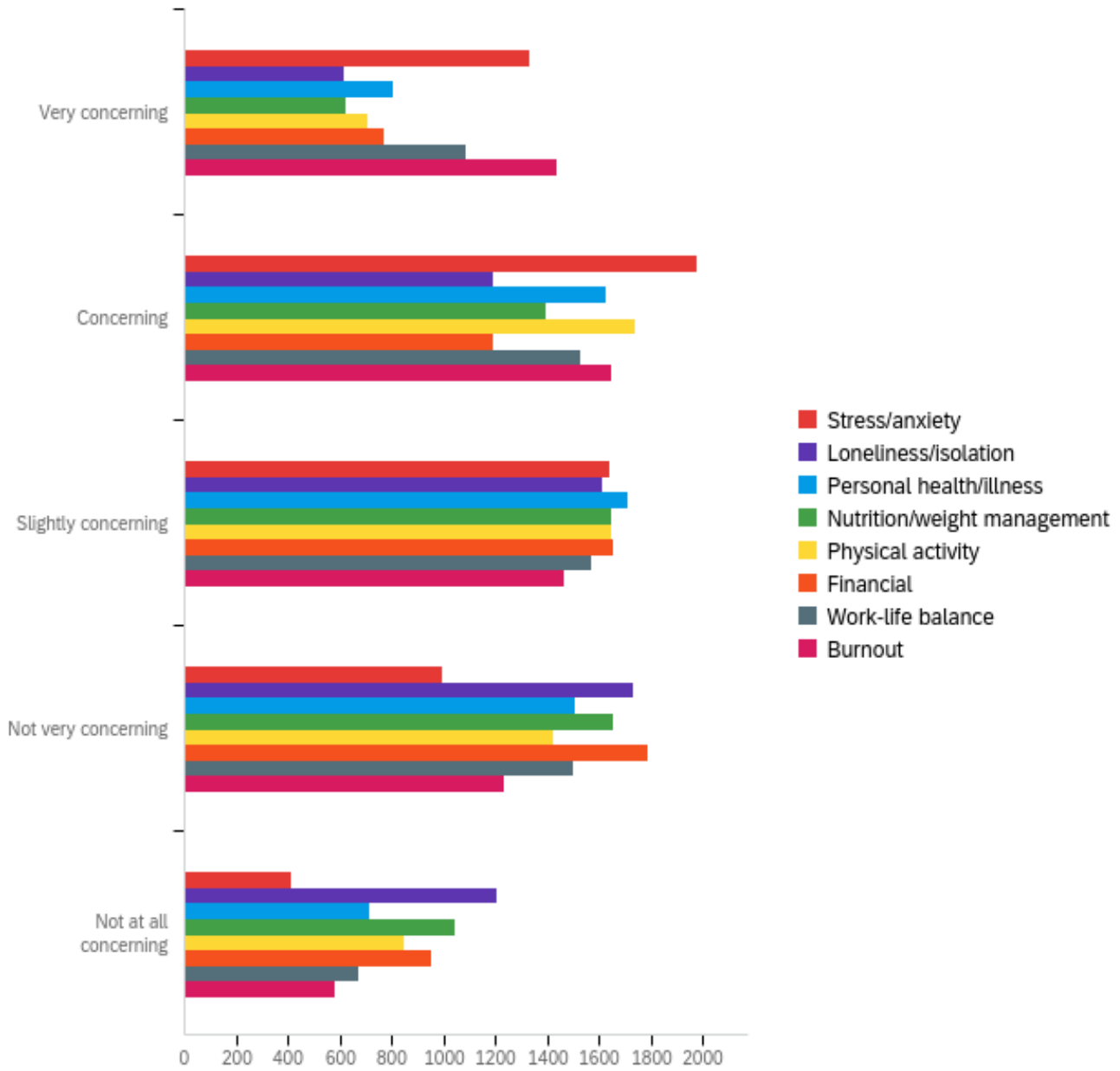


#	Answer	%	Count
1	1-2 days per week	13.50%	724
2	3-4 days per week	1.03%	55
3	5 days per week (fully remote)	1.47%	79
4	Less than once per week (only a few days per month)	12.94%	694
5	Infrequently or never	71.06%	3810
	Total	100%	5362

Please respond to the following statements about employee communication.

#	Question	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
1	The university communicates effectively about its response to COVID-19 issues that impact employees.	2.19%	140	5.35%	343	13.13%	841	45.11%	2890	34.22%	2192	6406
2	My department communicates effectively about its response to COVID-19 issues that impact employees.	2.69%	172	4.79%	307	11.32%	725	38.87%	2489	42.33%	2711	6404
3	My supervisor communicates effectively about the response to COVID-19 issues that impact employees.	2.64%	169	3.33%	213	11.44%	733	33.16%	2124	49.43%	3166	6405

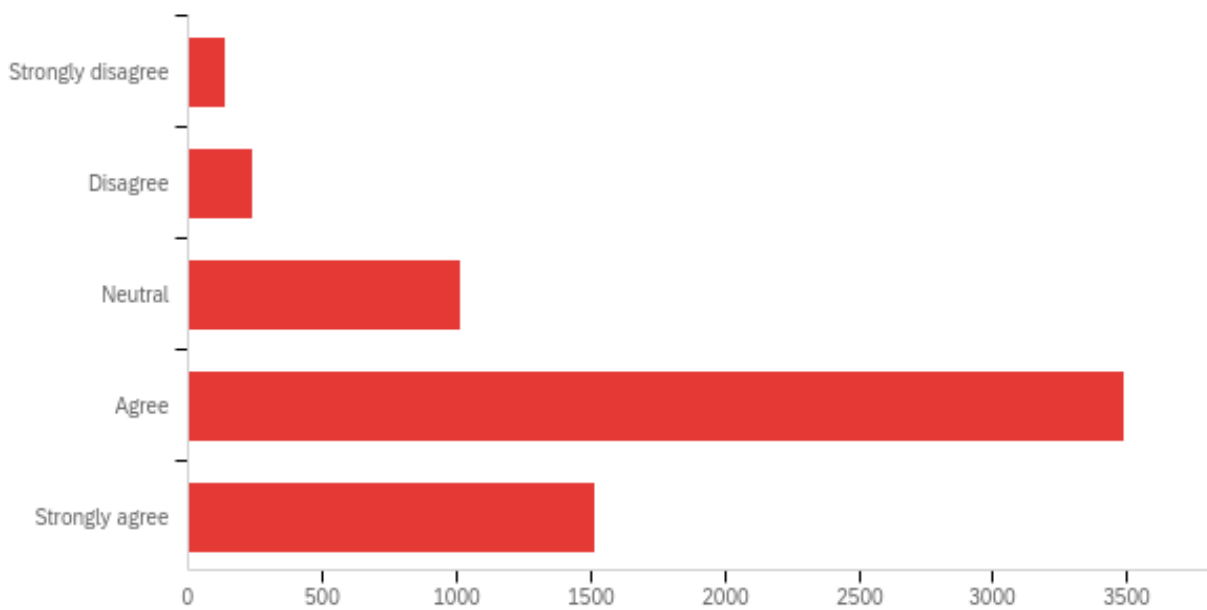
Please rate the following well-being topics based on your personal level of concern.



#	Question	Very concerning	Concerning	Slightly concerning	Not very concerning	Not at all concerning	Total
1	Stress/anxiety	20.98% 1335	31.10% 1979	25.79% 1641	15.62% 994	6.51% 414	6363
2	Loneliness/isolation	9.66% 614	18.71% 1189	25.38% 1613	27.30% 1735	18.96% 1205	6356
3	Personal health/illness	12.63% 803	25.55% 1625	26.95% 1714	23.68% 1506	11.19% 712	6360

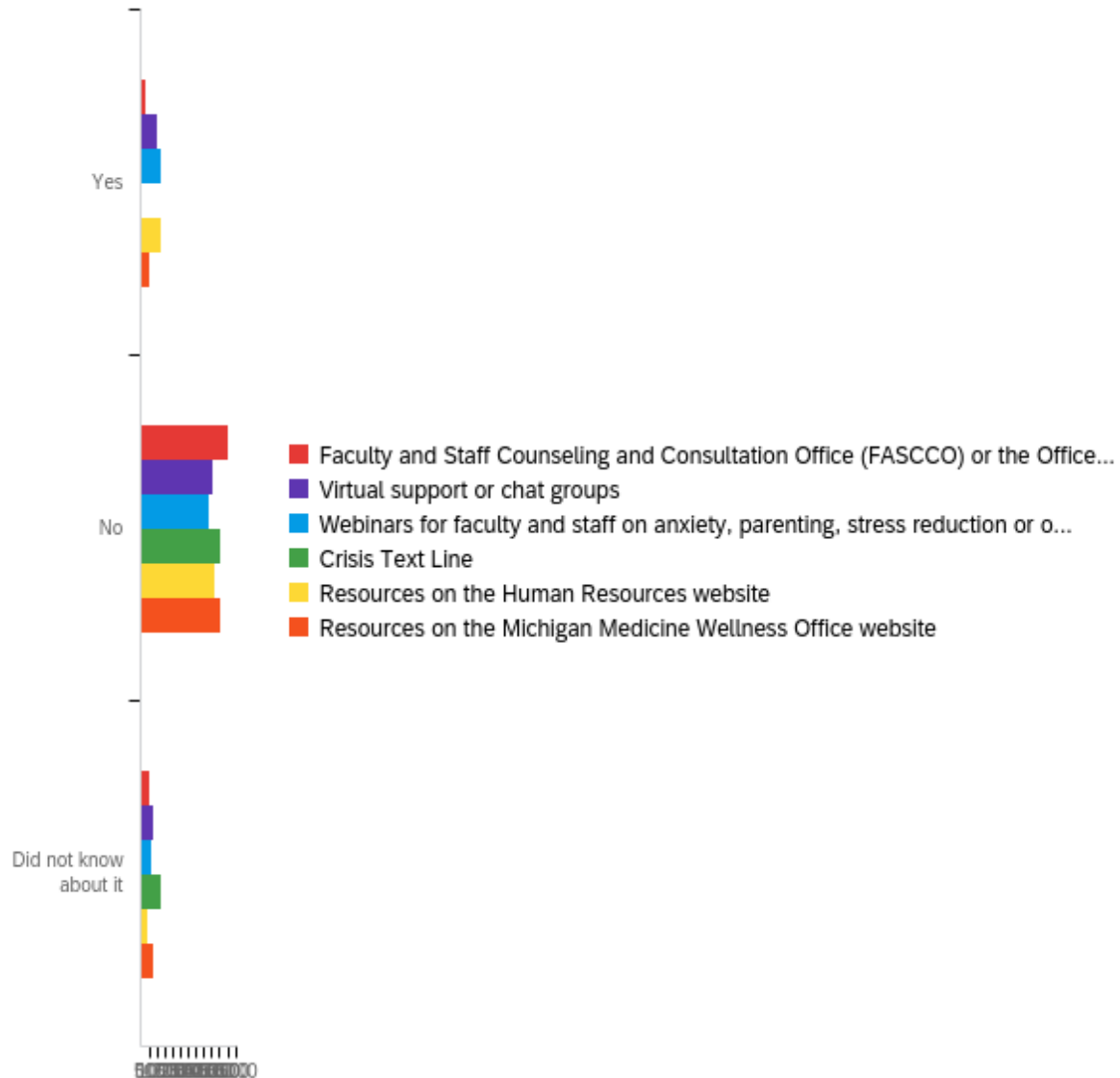
4	Nutrition/weight management	9.72%	619	21.93%	1396	25.93%	1651	26.01%	1656	16.40%	1044	6366
5	Physical activity	11.08%	705	27.34%	1739	25.91%	1648	22.39%	1424	13.28%	845	6361
6	Financial	12.12%	771	18.70%	1189	26.07%	1658	28.12%	1788	14.99%	953	6359
7	Work-life balance	17.06%	1085	23.98%	1525	24.74%	1573	23.64%	1503	10.58%	673	6359
8	Burnout	22.55%	1434	25.87%	1645	23.04%	1465	19.44%	1236	9.11%	579	6359

I am aware of resources to support my well-being available through the university.



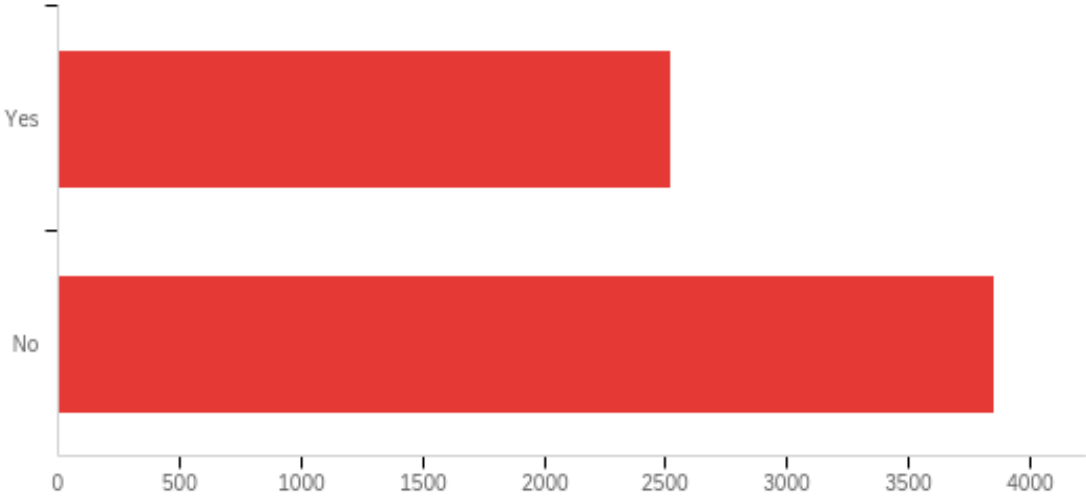
#	Answer	%	Count
1	Strongly disagree	2.14%	137
2	Disagree	3.70%	237
3	Neutral	15.85%	1014
4	Agree	54.56%	3490
5	Strongly agree	23.75%	1519
	Total	100%	6397

Have you used any of the following to manage your stress during the pandemic?



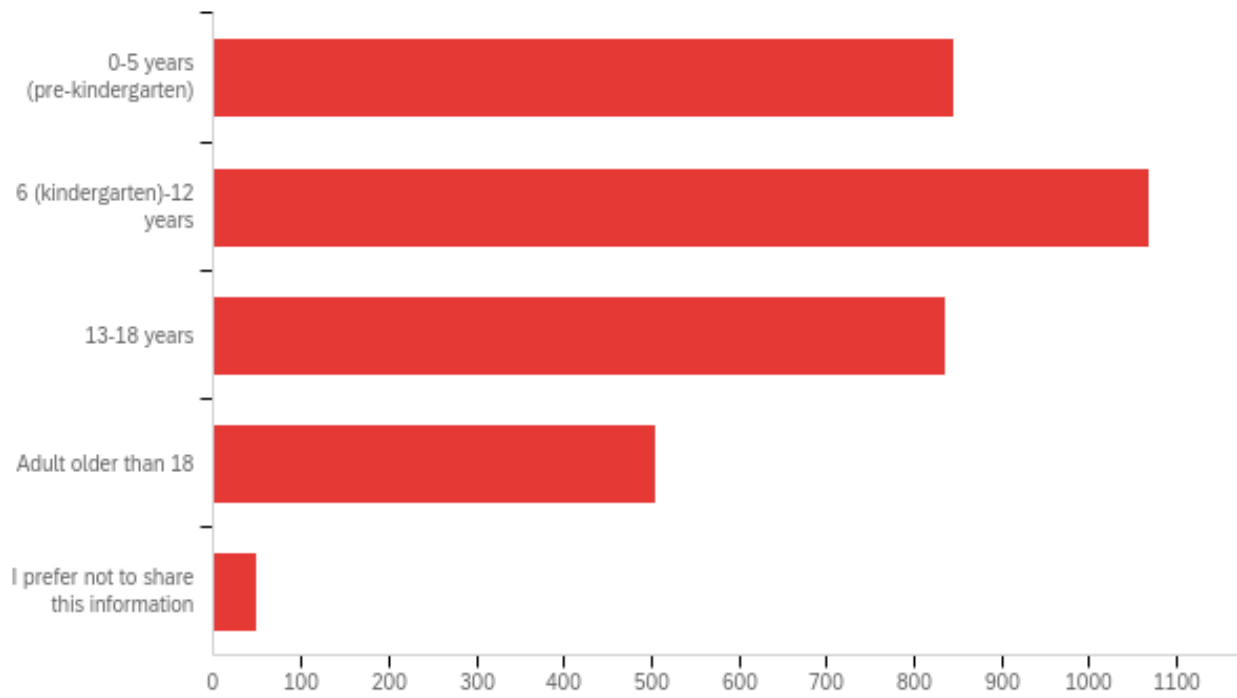
#	Question	Yes	No	Did not know about it	Total
1	Faculty and Staff Counseling and Consultation Office (FASCCO) or the Office of Counseling and Workplace Resilience	5.55% 354	86.73% 5530	7.72% 492	6376
2	Virtual support or chat groups	15.44% 984	71.62% 4563	12.93% 824	6371
3	Webinars for faculty and staff on anxiety, parenting, stress reduction or other COVID-19 related topics	20.80% 1325	68.40% 4358	10.80% 688	6371
4	Crisis Text Line	0.52% 33	79.94% 5081	19.54% 1242	6356
5	Resources on the Human Resources website	19.50% 1241	74.58% 4746	5.92% 377	6364
6	Resources on the Michigan Medicine Wellness Office website	8.98% 572	78.92% 5025	12.09% 770	6367

Do you have dependents for whom you are a primary caregiver (dependents are defined as people who are unable to fully care for themselves; for all questions, please also include anyone for whom you are a legal guardian).



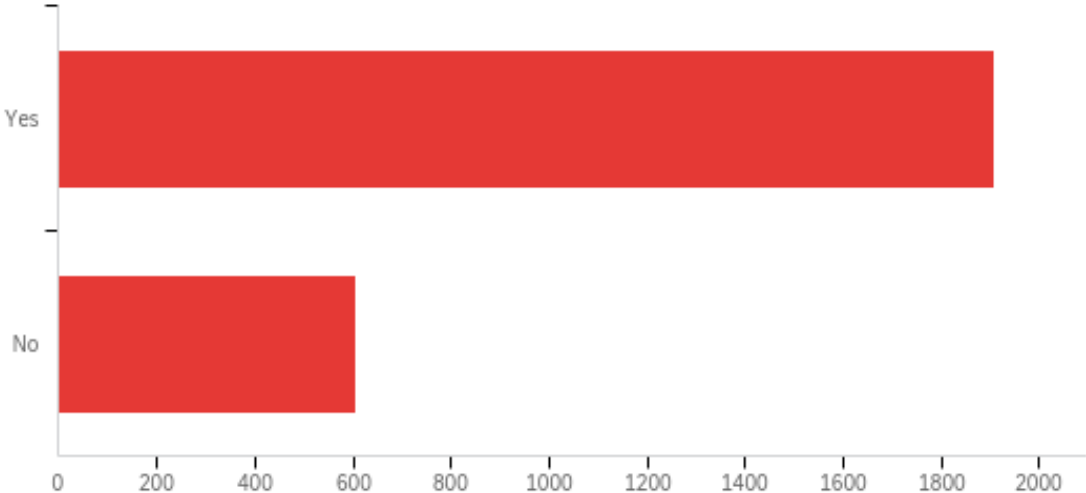
#	Answer	%	Count
1	Yes	39.59%	2526
2	No	60.41%	3854
	Total	100%	6380

What is the age range of the individuals you identified in the previous question? (select all that apply)



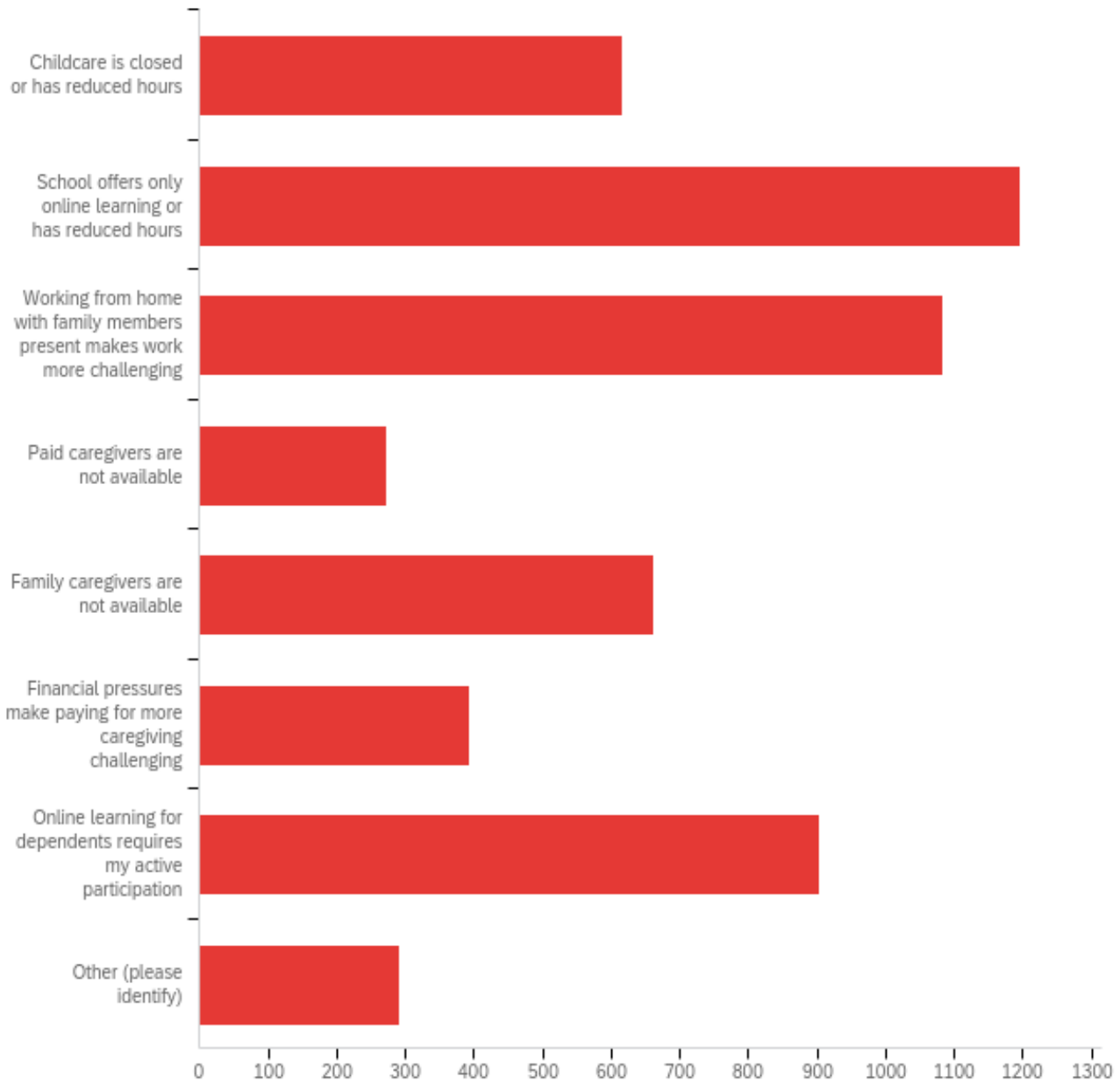
#	Answer	%	Count
1	0-5 years (pre-kindergarten)	25.61%	846
2	6 (kindergarten)-12 years	32.35%	1069
3	13-18 years	25.33%	837
4	Adult older than 18	15.25%	504
5	I prefer not to share this information	1.45%	48
	Total	100%	3304

Has COVID-19 affected the planned arrangements you have to care for your dependent/s?



#	Answer	%	Count
1	Yes	75.96%	1908
2	No	24.04%	604
	Total	100%	2512

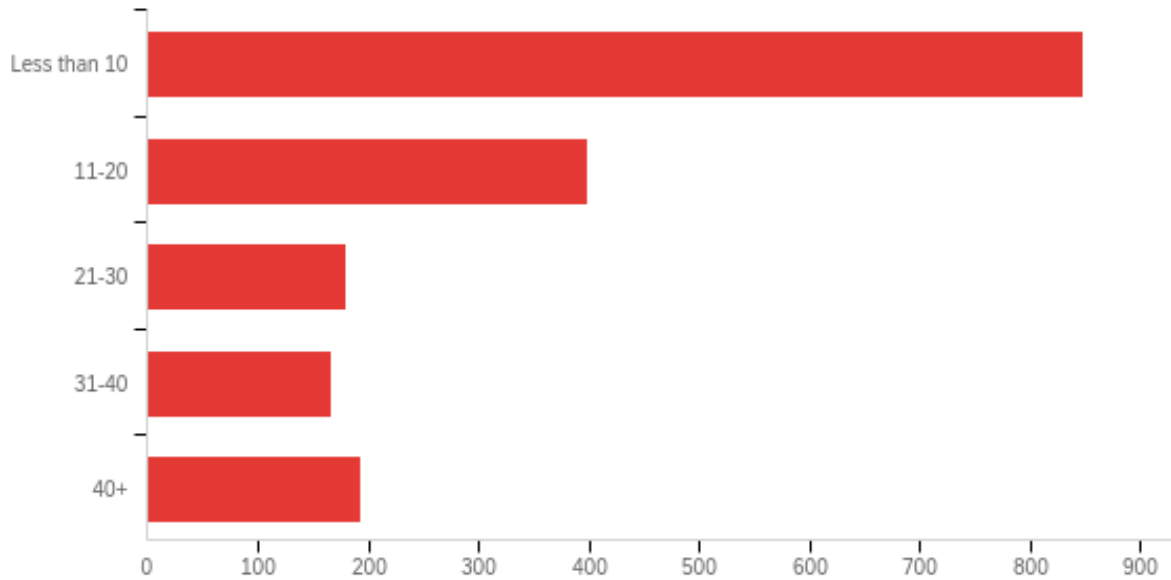
How has COVID-19 disrupted your planned arrangements? (select all that apply)



#	Answer	%	Count
1	Childcare is closed or has reduced hours	11.37%	616
2	School offers only online learning or has reduced hours	22.07%	1196
3	Working from home with family members present makes work more challenging	20.01%	1084
4	Paid caregivers are not available	5.02%	272
5	Family caregivers are not available	12.22%	662

6	Financial pressures make paying for more caregiving challenging	7.24%	392
7	Online learning for dependents requires my active participation	16.69%	904
8	Other (please identify)	5.39%	292
	Total	100%	5418

How many hours of dependent care per week are not covered by your existing arrangements?



#	Answer	%	Count
1	Less than 10	47.53%	848
2	11-20	22.31%	398
3	21-30	10.03%	179
4	31-40	9.30%	166
5	40+	10.82%	193
	Total	100%	1784

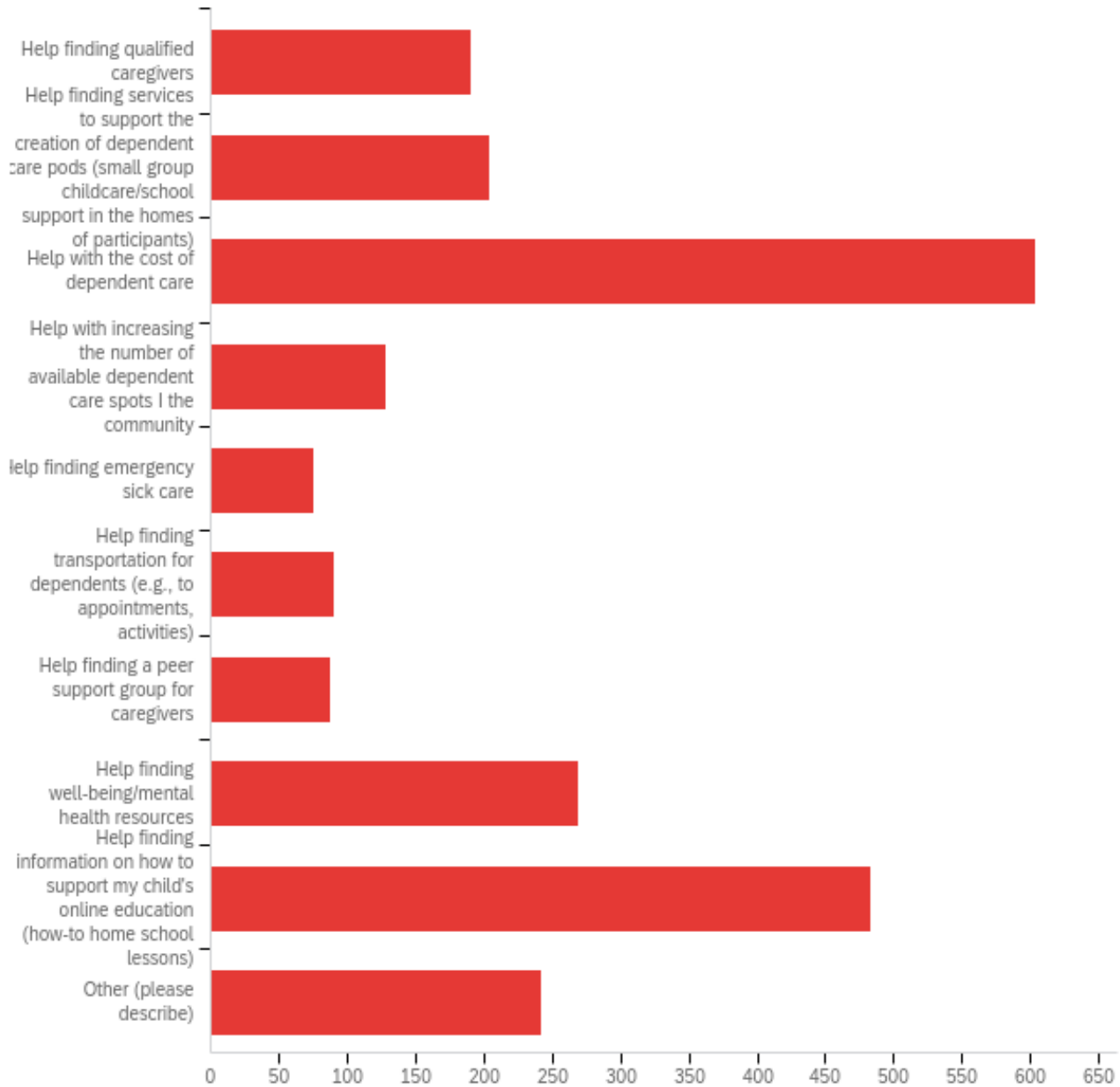
What dependent care options are you currently considering? (select all that apply)

#	Answer	%	Count
1	Stopping work entirely to stay at home full-time	1.91%	77
2	Taking a leave of absence to stay at home full-time	3.24%	131
3	Reducing my current effort/FTE	5.82%	235
4	Adjusting my work schedule while remaining full-time	22.66%	915
5	Finding an in-home caregiver (I.e., nanny, sitter, private teacher, health aide)	5.52%	223
6	Relying on a family member who can provide caregiving support	14.91%	602
7	Finding a childcare spot for children not yet in school	2.65%	107
8	Finding a childcare spot for school-aged children	2.35%	95
9	Sharing caregiving or tutor with one or more families	3.79%	153
10	Structuring my job in a flexible way to allow me to provide full or partial care of my dependent(s) during traditional work hours	21.05%	850
11	Trying to find a student/tutor to assist dependent(s) with virtual learning needs	3.79%	153
12	I don't have any additional dependent caregiver needs currently	8.87%	358
13	Other (please describe)	3.44%	139
	Total	100%	4038

Which of the following barriers have you encountered while exploring dependent care solutions? (select all that apply)

#	Answer	%	Count
1	Lack of available qualified caregivers, including those trained to care for individuals with special needs	3.12%	158
2	Lack of availability of childcare or school-aged childcare spots	4.34%	220
3	Lack of in-person school	14.67%	744
4	Don't know where to start	2.68%	136
5	Don't have time to search	3.75%	190
6	Financial constraints	10.71%	543
7	Concerns from caregivers about exposure to COVID-19	12.09%	613
8	Concern about exposing my family to COVID-19 through interaction with caregivers or other families	20.87%	1058
9	Lack of flexibility in my work arrangements	3.59%	182
10	Care for dependents not available for the hours I have to work	1.62%	82
11	Uncertainty about which solutions to pursue for the early part of 2021 due to changing impacts of COVID on schools, childcare providers, etc.	15.92%	807
12	None	5.13%	260
13	Other (please describe)	1.52%	77
	Total	100%	5070

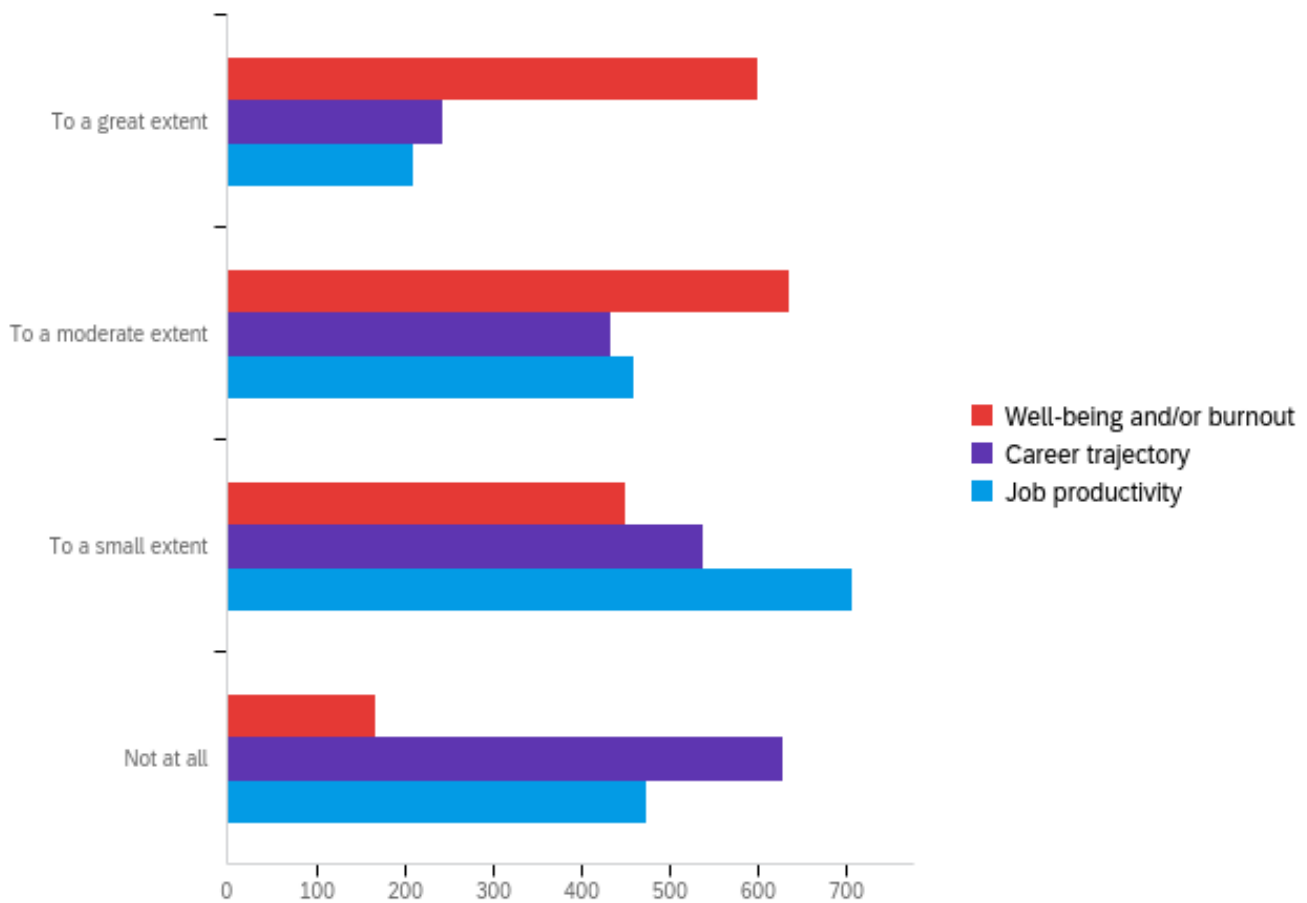
What resources, whether sponsored by U-M or available in the community, would be most helpful to you at this time? (select all that apply)



#	Answer	%	Count
1	Help finding qualified caregivers	8.00%	190
2	Help finding services to support the creation of dependent care pods (small group childcare/school support in the homes of participants)	8.59%	204
3	Help with the cost of dependent care	25.44%	604
4	Help with increasing the number of available dependent care spots in the community	5.39%	128

5	Help finding emergency sick care	3.16%	75
6	Help finding transportation for dependents (e.g., to appointments, activities)	3.79%	90
7	Help finding a peer support group for caregivers	3.71%	88
8	Help finding well-being/mental health resources	11.33%	269
9	Help finding information on how to support my child's online education (how-to home school lessons)	20.39%	484
10	Other (please describe)	10.19%	242
	Total	100%	2374

To what extent is COVID-19's impact on dependent caregiving needs and/or availability affecting you with respect to:



#	Question	To a great extent	To a moderate extent	To a small extent	Not at all	Total
1	Well-being and/or burnout	32.33% 600	34.32% 637	24.30% 451	9.05% 168	1856

2	Career trajectory	13.23%	244	23.54%	434	29.18%	538	34.06%	628	1844
3	Job productivity	11.33%	210	24.88%	461	38.15%	707	25.63%	475	1853

Based on what I currently know, I plan to get the COVID-19 vaccine when it becomes available.

#	Answer	%	Count
1	Strongly disagree	7.03%	446
2	Disagree	5.36%	340
3	Neutral	17.66%	1120
4	Agree	25.78%	1635
5	Strongly agree	44.17%	2802
	Total	100%	6343