

**PURDUE**  
UNIVERSITY  
**FORT WAYNE**

**COVID-19 Impact on Working Survey Summary**  
**Spring 2020**

In the spring of 2020, staff members were invited to participate in a survey, which seeks to identify any challenges associated with the transition to remote working caused by the COVID-19 pandemic. Of the 678 staff members surveyed, 257 responded for a response rate of 37.9%. Below is a summary of the response distribution, followed by a series of appendices, which outline the open-ended answers.

What supplies or services do you need your institution to provide to allow you to carry out your work remotely? (Check all that apply)

	N	%
Laptop / desktop	188	77.7%
Access to a meeting / communication application (e.g., WebEx, Skype)	178	73.6%
Communication equipment (headset, microphone, camera)	102	42.1%
Additional monitors	100	41.3%
Copier / scanner / printer	92	38.0%
Access to or reimbursement for internet / hotspot	62	25.6%
Additional Comments: <b>Please see Appendix B</b>	43	17.8%
Other: <b>Please see Appendix A</b>	34	14.0%

What information from leadership (e.g., system office, departmental, central administration) would be most helpful to you in carrying out your work? (Check all that apply)

	N	%
Regular updates on status and plans for COVID-19 responses	185	79.1%
Necessary adjustments to work goals and timelines	146	62.4%
Expectations for remote work hours and schedules	122	52.1%
Flexible work schedules to accommodate needs for dependent care	106	45.3%
Changes to paid sick time for staff who are ill	42	17.9%
Additional Comments: <b>Please see Appendix D</b>	25	10.7%
Other: <b>Please see Appendix C</b>	14	6.0%

Which of the following technological issues have been a challenge for you since the transition to remote work? (Check all that apply)

	N	%
Downloading / running my normal work-related software or application(s)	73	42.2%
Other: <b>Please see Appendix E</b>	59	34.1%
Lack of familiarity or comfort using remote technologies (e.g., Zoom, Skype, Google)	50	28.9%
Access to reliable internet service	38	22.0%
Additional Comments: <b>Please see Appendix F</b>	36	20.8%
Access to a reliable device (laptop, mobile device)	25	14.5%
Access to reliable telephone service	5	2.9%

Are you able to maintain necessary connections with colleagues?

	N	%
Yes	249	97.3%
No, please explain: <b>Please see Appendix G</b>	7	2.7%

If we could solve one problem for you, what would that be?

**Please see Appendix H**

<b>Appendix A: What supplies or services do you need your institution to provide to allow you to carry out your work remotely? – Other.</b>
Ability to forward office phone to cell phone would be ideal.
ability to transfer phone to home
Appropriate software, such as Adobe Pro
As a lab tech my work is 99% on campus.
Batteries for wireless devices (mouse, keyboard, number pad)
Cell phone
chair that is good for posture
Continued Tech support remotely
Copy paper for printing. I am currently purchasing it myself.
Ergonomic chair
Ergonomic chair
Fax
I could have used a work chair
I did not have anyone to move my work computer to my home. Having my two monitors would have been very helpful. Working from my home laptop is okay, but I miss working at my ergonomically correct sit/stand desk at the office.
I was not required to work throughout the shutdown.
Ink for my home printer, rather than providing me a printer
I've had to buy printer cartridges so hopefully reimbursement will be allowed.
minor office supplies, paper, pens, jump drive
My computer and two monitors, one with built in camera/microphone
Not applicable
Not necessary but consideration for reimbursement for phone usage during COVID-19 work
Nothing needing.
Office chair
Office Quality Chair
office supplies (printer ink, paper, etc.)
onnection since my home connection is sketchy at bes I'm not sure about your question: I have been given what I needed, but do you need o know what that was? If so I have a laptop and docking station that I had already been using for work, then I received a new keyboard mouse that needed replacing, a second headset with speaker since I'm online 6+ hours every day, 2 monitors and a temporary MiFi Verizon wireless data ct.
Printer paper, envelopes and stamps
Reimbursment for personal ink/ printer use for work related business.
replacement ink cartridge for home printer
scanner
Software like Adobe, content studio,
to be able to call in and check messages on my office phone
vpn, paper, pens, postage

<b>Appendix B: What supplies or services do you need your institution to provide to allow you to carry out your work remotely? – Additional Comments.</b>
All of the stuff I need has already been provided to me , I only needed a laptop. We meet on Zoom. We have found alternative ways to use printer such as fillable forms.
all of these needs are currently met
All the chosen items I currently already have as our office either had prior to COVID-19 or invested in the beginning of the COVID outbreak.
having a second screen would really make my job sooooo much easier. Having a printer would have been helpful too. None of this was offered nor did I think to ask. I also was not aware that I could be reimbursed for using the internet from home. Otherwise this has been fantastic!! Would like to continue this arrangement permanently.
I already have use of a university owned desktop. My department already provided a headset, camera, and microphone. We are currently using Zoom for advising appointments, but I was recently told the university will not support that application. A scanner and additional screen would be ideal but not absolutely necessary to continue my work from home.
I brought home my entire desk set up
I came to campus...
I currently have access to everything I need.
I do NOT have internet at home, nor a computer so I am currently working from the office.
I get a lot of sensitive information via fax. I've been teleworking, yet still going into the office to retrieve faxes. For productivity, it would be beneficial to have software that forwards faxes to a secure email box for retrieval.
I had an additional monitor at home, so I was able to get assistance through Bruce Arnold, that works in the biology department along with ITS to get it hooked up.
I had to be added as an admin to add my home printer files and some additional software on my university laptop.
I have a laptop which I can remote in to my desktop but my desktop does not have a microphone. I'm fine with teleconferences via phone but others want more robust options. Sure do miss my additional monitor though.
I have a personal computer I'm using to remote into my work machine, and I already have internet at home. But those are typically for personal use so, while I don't require the university to provide me with those items, having it recognized that my personal equipment and services are being used for work is needed.
I have a webcam, but not a speaker or microphone on the provided desktop from IT
I have all of that at home.
I have both a PC and laptop at home that I can use. I use Windows 10 Remote Desktop, so I need access to the computer in my campus office. If that were not available, then I would need the university to provide a desktop or laptop for me to use at home. An extra monitor would be helpful, but currently I can use the one I already have.
I have some of these things myself (monitor, keyboard, internet access) but I checked them because they are necessary to do my job.
I just need the work laptop. I already have other things such as Internet and headphones. I do need to upgrade my Internet to make sure online meeting run smoothly.
I need all of the above to complete my work but personally own the appropriate equipment.
I need many of the items listed, I just already had my own
I needed all of this (computer, extra monitor, headset, printer, training on communication software, etc.) when this all started. Because it wasn't provided, I had to purchase all of it at my expense. That was frustrating to say the least.
I purchased a printer/copier/scanner for myself along with an additional monitor.

<b>Appendix B: What supplies or services do you need your institution to provide to allow you to carry out your work remotely? – Additional Comments.</b>
I took my desktop home without it I would not be able to do my job remotely.
I use my home computer to remote in to my work computer. However, I have had to provide my own webcam and headset to communicate with colleagues and students. I have spent a fair amount of money to get my work area ready.
I wish I brought my printer with me, but its not keeping me from my job. I just list everything in a folder that needs to be printed when we get back.
I would only need a Copier if I need to physically mail something to someone/entity and a scanner if I am NOT able to send something by uploading a pic from my phone.
I'm using my own additional monitor and cable connected to the University's laptop.
laptop was provided
Most of these have already been provided to me.
Of the above, I was able to bring home all but the Printer (too big to safely move by myself, but I will need if this extends into the fall) and reimbursement for internet (or just reimbursement for an upgrade. Five adults using the bandwidth in this house has occasionally impacted my work.)
Purchased internet during this COVID season.
Since the remote work has started, I have been using my own laptop and printer.
Specifically scanner, headset, hotspot access
The above provides the ideal remote work environment.
the chair is so, so important. the one i've been using has caused me such back and neck pain :(
The reason I was in need of access to internet is that I live in an area that does not get a bandwidth that is suitable to work from. I was fortunate enough to be provided a jetpack (mifi) unit that works wonderfully. LV McAllister made it happen that allowed me to work on a strong bandwidth with this device or I otherwise would have to work from my car outside a local library. Kudos to LV!
The supplies that I have are sufficient
the university has generously provided all these for me
The work desktop compute I brought home doesn't have a working camera on the monitor. I've reached out to IT Help desk for help, but I haven't heard from them.
These are things I need to do my work. My institution has only provided the laptop, port to connect to external peripherals, and access to meeting/communication applications. The remainder of my equipment is equipment that I have purchased/had at home.
These were provided to me
was provided a desktop. It would have been better to have a laptop and all equipment needed to handle my responsibilities

<b>Appendix C: What information from leadership (e.g., system office, departmental, central administration) would be most helpful to you in carrying out your work? – Other.</b>
Additional staff to compensate for staff taking a lot of sick time.
Better communication in general deliveries quickly in an ever changing environment
Communication from my department chair, faculty, and all others has been very good.
Compassion. Alternative expectations
expectations from Supervisor
I was not required to work throughout the shutdown.
Long term plans and contingency plans - even if they change. It would be nice to know what plans A,B,&C are.

<b>Appendix C:</b> What information from leadership (e.g., system office, departmental, central administration) would be most helpful to you in carrying out your work? – Other.
My supervisor does a great job on being flexible and supplying COVID-19 information.
Regular departmental communication/meetings
Regular HONEST updates on status and plans for COVID responses would be nice - it seems like remote workers are supposed to work from home in COVID emails but behind the scenes something else is happening
This is a really small box to write in.
timely communication with sufficient lead time to implement upcoming changes
TIMELY Inside PFW issues. Receiving them after hours is not helpful, especially for hourly paid employees that don't check their mail after hours
We seem to be working in a really good system right now.

<b>Appendix D:</b> What information from leadership (e.g., system office, departmental, central administration) would be most helpful to you in carrying out your work? – Additional Comments
beign able to shut off work and not being on call all the time
cease and desist from HR on "do busy" crap, some of us are actually still working and do not have time for their paper pushing BS
Everyone needs to release the stressful situation this is for everyone and use kindness and flexibility vs. unreasonable expectations and/or harsh words
Expectations for remote work hours and schedules dis not pertain to me because I kept my same hours, gave out my cell number to users, and work the same as when i was on campus from 8 AM until 5 PM and i still work after 5 if needed. None of that has changed for me. I know what the expectations are.
Flexible work schedules to accommodate needs for dependent care is one of the most important things to me right now during this pandemic because I'm responsible for the care of my parents - cooking, grocery shopping, picking up their medicines, etc.
I appreciate the daily e-mail
I believe all of the above has been addressed adequately at this time
I find that I have had some difficulty adjusting to a lack of the communication cues that occur through in person communication.
I think that the campus has communicated quite well. Accessibility to others in a remote working environment has been a challenge, but that is to be expected.
I think we are receiving regular updates, but at the same time we can't help but expect that the changes happening at WL will eventually trickle over to us.
It would be good to hear concerns for "staff" mentioned in emails from administration so that we know that we are considered to be just as important as students and faculty
Leadership expectations on work hours and schedules were clear.
Most of these are already being provided.
needed to inform College faculty and staff
Our department leader has done a great job setting up and keeping the lines of communication open.
Overall would be ideal to see the university become more cloud/web based and stop relying on network drives. Would be a great opportunity to provide office 365 training and to utilize programs such as SharePoint, Microsoft Teams.
Please address the rumors of impending layoffs.
The information that I have from leadership has been sufficient

<b>Appendix D: What information from leadership (e.g., system office, departmental, central administration) would be most helpful to you in carrying out your work? – Additional Comments</b>
The lack of guidance from campus leadership leading up to this was appalling. We didn't get any direction on how to do work from home until about 5 p.m. the day the stay at home order was issued. We looked woefully underprepared, despite it being an open secret that the hammer was going to fall for staying in place. This has felt very haphazard despite the fact that we are now 4 weeks into this. Direction and guidance from central office is welcome and appreciated but so far lacking.
There has been no need to change anything as far as time spent and goals. They are the same as always. I'm administrative and typically work way over a 40 hour week as a norm. That has not changed since telecommuting.
this information has been sufficiently supplied
To fairly have the same expectation within the group as the "preferred" employees are activating as they are on vacation and the committed /hard-word employees are working to assure the success of their departments even when they are full-time employees, parents, spouses, teachers, care givers, etc.
Understanding that this is a learning curve and all is being done during a global pandemic. Nothing about this is normal, or should be treated as normal.
We worked it all out before, so we were prepared to work from home. We meet virtually twice a day. Once at 10:00 am, and once at 3:00 p.m.
when I say ill, I mean a migraine headache one afternoon.

<b>Appendix E: Which of the following technological issues have been a challenge for you since the transition to remote work? - Other</b>
a MIFI pack would be nice so I wouldn't have to use my husbands.
Access to Purdue systems like Sharepoint, TALX
Access to the paper files
Access to the vpn
Access to VPN for the first week and a half.
Access to webcam
Accessing my work PC
adjusting from having 2 large monitors to one small laptop screen
Amount & length of virtual meetings. I feel like I only go to meetings and can't complete other tasks
Band width issues occasionally. We have the fast, high speed internet at home, but at times it still wasn't enough.
Can't do my job remotely other then answer an occasioal question
connection speed I have at home, nothing faster is available in my rural area
Difficulty working on one small laptop screen when I normally have 2 in my office at work. I have a lot of programs open at one time and it is extremely difficult to navigate this on my laptop at home.
Fax to email access
Having a quiet, focused workspace at home while family is at home as well.
Having o use my personal cell phone to speak with students.
I am using my cellphone service as a hotspot. I have unlimited date but the speed gets slowed down after 15G, which I hit within the first week.
I don't have sound on either of my 2 monitors so I have not be able to participate in webex meetings
I had issues in Qualtrics and was unable to acquire help
I had to purchase a headset for my mobile phone to talk with students
I have everything I need to do my job.

<b>Appendix E: Which of the following technological issues have been a challenge for you since the transition to remote work? - Other</b>
I have had a large issue with WebEx working correctly. In the future, I'd like to see the university providing an Enterprise account for Zoom rather than WebEx.
I was not required to work throughout the shutdown.
In the beginning there was an issue with the VPN but since that has been resolved it's been good.
IT support for Outlook issue
I've had some network connection issues.
lack of a printer/scanner and double monitors
Lack of printer
Lack of structure.
Lack of true VPN access. I know I can use the My Files function but the lack of readily available server access has been a real challenge and hindrance.
Making sure that my VPN Connect is loaded properly on my home computer & understanding when to use it.
No having access to my desktop computer's camera for meetings. I am using my home iPad for work meetings now.
No issues
No issues.
No IT Help Desk hours on weekend.
None
None, I have been able to conduct all of my work remotely.
None, whatsoever.
Nothing needed
Occasional VPN issues but our IT team has worked quickly to fix those.
Other's lack of familiarity with remote technologies/applications
printing
Remote desk top crashing/VPN not working
Remotely accessing my office computer reliably
restrictions on computers connecting to VPN, servers, conferencing systems not being easily downloadable on Macs
software I believe called bitlock locked me out of loaner laptop. Could not retrieve reset code. IT had to reimage laptop.
The issue with downloading software has only been a minor problem & would happen on campus as well
The VPN connection doesn't stay connected long enough. Consistently having to reconnect is cumbersome.
The VPN needed to do my work randomly disconnects several times a day and slows my progression.
They should let people know that when you need to change your password, you have to be on campus wifi to make it work.
things went well for me technologically
Using Google Voice between multiple staff for students to call in, which only allows one call to be answered at a time.
VPN access has been spotty, but that could be due to my equipment.
VPN connection doesn't work



<b>Appendix E: Which of the following technological issues have been a challenge for you since the transition to remote work? - Other</b>
VPN Stability
We have internet access at our home so that was not an issue. I did borrow a laptop from ITS so that I can access Banner, Cognos, myBlueprint and my files from my laptop at home. Having access to these additional programs has been beneficial to be able to do my job.
when idle too long, remote connectivity is lost and can be very time consuming to get reconnected
Wish I could save documents on my i: and o: drives from home, but I am backing everything up on a flash drive for when I return to the office.
Working from our office server is very hard. Downloading/uploading if very slow. Depending on the file size, it can take up to an hour to download.

<b>Appendix F: Which of the following technological issues have been a challenge for you since the transition to remote work? - Additional Comments</b>
Actually I have had no issues
Have to learn to feel comfortable with some of the technologies and occasional disruptions in VPN connection etc.
Help Desk has been easy to contact and work with.
I also struggle with university colleagues using social media (Facebook) for instant messaging and professional communications. It would've been great to have a professional idea sharing portal, such as Slack for example, being suggested at the beginning of the transition rather than having older generations blindly creating insecure FB chats instead.
I came to campus to work
I had to upgrade my home Internet access.
I have not experienced technological challenges.
I have not had any issues
I have not had very many technological issues.
I live in an area w minimal internet support so I've had to use my husband's work provided MIFI pack to ensure i'm always up and running on my laptop.
i live in the country, so the internet is not always reliable. Some days I have to use a hot spot....which is only for a limited amount.
I needed to bring home a headset, but that was it.
Internet service may at times be unreliable due to the unusually high volume of users during the COVID-19 shutdown.
IT was a HUGE help with questions
It was an ordeal at the beginning, but everything is flowing smoothly now.
I've had no real challenges. Everything has worked well
lack of desks in the house
Like I said, I wish I had my printer and my 2nd computer screen. You don't realize how much you use it, till you don't have it!
n/a
No issues.
None of the above has been an issue
None of the above. The university has done an amazing job with setting up software and technology that is needed for me to work from home.
None of the above; has been very smooth

<b>Appendix F: Which of the following technological issues have been a challenge for you since the transition to remote work? - Additional Comments</b>
None! This is going great - much better than I thought it would!
None, I have been using laptops for years so it's all familiar to me.
None, since I have brought my office computer home.
Not all department members have access to devices. I had to wait for ITS to get my device ready and could not start remote work as soon as I would have liked.
Our helpdesk has been amazing! I had a small issue and they were very helpful and the response time was GREAT!! I can't say enough good things!!
remote access have frequent pauses. I don't often lose connection but things just pause for several seconds. Not sure if it is my ISP or the university's system
Support has been adequate to meet my needs
The biggest issue has been that my computer was running slow at work before this so when I remote in, it regularly lags. In addition, since we did not have VOIP set up before this started, I am having to use personal devices to make calls to students. I use Google Voice to accomplish this, but I should not have to be doing so if VOIP had been set up.
The IT Helpdesk has been the most critical source of support to me during this pandemic - I don't want to try to do my job without the ITHelpdesk!!!
The lack of familiarity has been with others as I participate in online meeting options. The first 20 minutes of many online meetings are spent getting people settled and understanding how to do what they need to do, or listening to someone adjust their monitor/mic/chair/other piece of noise equipment. I also miss my double monitors as I have only one at home. Getting things accomplished is much harder using one small laptop monitor instead of two large monitors.
We set up Google Phone, however it does not provide multi-lines.
West Lafayette and Fort Wayne are on two different Internet domains. This means that the campuses have mutually exclusive VPN platforms. This presents a particular problem for employees in HR, Procurement, and Finance.
Would have preferred a laptop

<b>Appendix G: Are you able to maintain necessary connections with colleagues?</b>
connections were minimal, but effective. A phone provided by the university would be helpful
In my position, I need often to meet face to face with large groups and have robust conversations. While we do have webex - or skype, it is difficult to hold these discussions properly. Even the simplest of sharing a screen with a colleague, is difficult if they don't understand how. And accomplishing tasks is difficult if you need someone to sign and deliver something.
Never heard from them, I had to contact them to find out anything
Passing on of information seemed none existent
remote work cannot replace face to face interactions with students and colleagues.
We have been using TEAMS which has been extremely helpful
WebEx has been great.

<b>Appendix H: If we could solve one problem for you, what would that be?</b>
a better way to receive/track shipments of products, some of our vendors have sent items, i have found them in my office, the ITS office, the warehouse, etc.
a second sreen hookup to my laptop
Ability to forward my desk phone to another number.
Access to reliable internet connection. My internet service is adequate for home use, and I've been able to get my work done so far. If working remotely had to continue indefinitely, having better service would help.
Accessing SIS remotely has impacted my ability to assist students effectively and complete job tasks
Add TEAMS to our supported products
All good!
Allowing staff members who do the day to day processing to dictate what realistic expectations are instead of goals being set by upper administration that cannot be realistically be achieved in the timeframe allowed in the present circumstances.
Allowing VPN connection to be longer to avoid so many reconnects.
Anxiety. Do not rush to open campus and make faculty and staff choose between our health and safety over employment.
As essential personnel, I have been reporting to work from day 1, what additional compensation will I receive for risking my life to come into work every day?
Assurance that we will not be losing our jobs when we the stay at home order is lifted. Several are very concerned with other universities letting staff go do to registration numbers down. Not a guarantee but at least address the topic.
better communication.
Better providing exercises and perks to boost office morale
Child care (nothing that you can solve but it has been my biggest issue)
Clearly state how/when nonessential staff are to return.
Communication with my students has been very one-way and uncertain
Consistency in communication and application of remote work arrangements when we return
Continue to prioritize employee safety through Covid-19 response/telework as possible.
encouraging the "social" interactions with coworkers. This is a challenging time
Ensure when essential staff are on campus that other employees are using required social distancing, wearing a mask and using gloves. I have been on campus several times and there are many staff not using any protective items (gloves/mask).
Faxes! I would love to save myself trips into the office to retrieve my faxes...it seems like it could be an easy fix to save some productivity.
get me a free internet hotspot
Getting my ergonomic chair from physical work place
Give us notice on plans so we can prepare.
having a desk
Having my entire desk/computer/two monitors here at home would be ideal, but not realistic. None of us thought the work from home would last so long which made it difficult to know what adaptations might be needed. All in all, it's working out okay.
Having to use my personal cell phone to speak with students.
How to complete work and take care of children - when those without children don't change their expectations of turn around time and availability
How to connect my laptop to my wireless home printer.

<b>Appendix H: If we could solve one problem for you, what would that be?</b>
how to connect to the PFW server for work related issues
How to effectively work with constant interruptions from small children.
I am a new employeeso training has been difficult
I don't know what else the university could do at this point.
I have been able to do all of my work from home. Being able to forward office phones to cell phones could be one improvement. Ideally, our unit would have the ability to change which cell number the phone is forwarded to, daily or weekly, in order to create a schedule of employees taking calls.
I have found no problems working remotely.
I have most supplies and apps that I need. As one former boss put it, I could do my work upside down in a phonebooth. Location is not an issue. One thing that would be helpful is a 2nd monitor because I have a lot of data and spreadsheets to look at.
I have no problems - I have what I need. Laptop and VPN were set up for me. I have projects to work on, I have regular contact with my coworkers through IM chat, online (Webex) meetings and by telephone
I live in a a rural area, so promotion by our university (and others) for better internet service.
I live out of state and an essential employee working from home. When I need to
I miss my office chair.
I need larger size monitors for what I do.
I need to be able to work from home remotely like everyone else!
I never wanted to work from home in the past, however, I have found I am just as productive, if not more. Working remotely, even just a few days a week, would be a huge benefit for me. Since the university is not able to give raises, or even adequate ones in a good year, these kinds of benefits (working remotely) would go a long way towards retention.
I think I am good. I have been working very well in the remote environment, however my office set us up prior to the campus closing. Other staff members I have heard issues from concerning using Google phone numbers to manage phone calls. They have said that when taking a call, all other calls go to voicemail and then someone has to return the calls. That will be a major issue if we are not back in the office in July/August.
I think this proves we can work remotely. I'd like the flexibility to work remotely some days in the Fall especially if there is a surge in COVID cases
I think working remotely has went fairly well.
I usually do the bulk of my work on the computer, so working from home has been a smoth transition for me. Please continue to keep us informed and provide assistance when it is requested. That is always important.
I went to campus and brought my printer home which helped a lot. We found out that we could get a loaner laptop from ITS and both of the administrative assistant staff (me and one other) both did that early on. I'm glad we were proactive. I also brought some of my files home so that I have access to information to assist with doing my job. With WebEx, we were able to have virtual M.S. seminars, faculty meetings, were able to continue our searches that were in the midst of. All of the faculty in our department have been very helpful and assist each other with making this situation easier to work with. I'm pleasantly surprised that I can handle my job duties working remotely.
I work with student-athletes so to cutdown on anxiety they communicate to our staff, provide professors with a communication and teaching model that involves more video teaching and less of simply assigning readings, tests and papers.
I would like the administration to recognize that flexible remote working can be productive and efficient and should be an option even in "normal" times.
I would like to continue working from home. It really works well for me.

<b>Appendix H: If we could solve one problem for you, what would that be?</b>
I would love to be able to work remotely in the future; other than in-person meetings, my job has not changed much at all.
I would prefer not to use my personal laptop.
If someone says the university leadership team (Chancellor, Vice Chancellors, and Dean) are not doing their best; it is unconsidered. At COVID-19 times, there is no additional problems or issues aside from the ones mentioned above. However, thank you for asking it. We must rise from it as one unified campus, and not as campus there, leaders here, personal interest in the middle, and a group of ungrateful and complainers somewhere around.
I'm losing vacation time (at the max so won't accumulate anymore). There's no reason to take vacation to sit at home and there's too much work to do at home. Our timelines have not changed. Some people may be sitting at home doing nothing and getting paid but I am not. I would like to be able to take my vacation (get credit for) that I am losing due to this situation.
Inability of certain others to communicate effectively virtually.
increase in compensation
internet booster to improve wifi signal. My webex, skype, and zoom calls get dropped 9 out 10 times. Very frustrating.
It has been fairly smooth for the most part - just the couple items I mentioned above.
It has not been that bad for me.
It is working well for me.
It would have been my internet issue, but thankfully, LV McAllister took care of that for the time being..
It would have been nice to be able to forward my office phone to my personal phone without giving out a personal phone number while working remotely.
It's not easy to find some things on the website. It's hard to search for an office if you don't know the (FIRST NAME) of the person there.
Just continue to support with transparency and good communications and treating all with kindness and respect
Just getting back to our building!
keep other departments from asking fro frivolous stuff just because they are sitting at home looking for something that makes it appear they are busy
Keep up the great work!
Keeping remote work permanently
Knowing who is essential and who isn't so that we know who is in their offices and who is not. If we need to get in touch with them over the phone for example.
Make Fall 2020 an online semester. As the COVID-19 cases go sky rocketing and the vaccine not in sight we can't take risk for students to be here on campus. According to many students remote learning is working for them as there is no sense of fear. Although it is something we all have to adjust for, but it is a small sacrifice compared to people's health. Safety should be our number 1 priority
Make network domains consistent with West Lafayette so I don't have to use two VPNs
Make the COVID19 go away
Make the VPN stay connected.
Making it possible for me to print documents at home without it costing me out of pocket (ink cartridges).
More consistent network connections. It takes an average of 5 attempts before I'm given access to the network.
More information about what leadership is thinking, variables they are considering in reopening the campus

<b>Appendix H: If we could solve one problem for you, what would that be?</b>
More information and campus policies earlier pertaining to pre-college programs. These are not always addressed when ongoing announcements are made primarily about classes. Earlier information would help with planning how to proceed/cancel/or adapt them if possible.
More than anything, having the ability to access my campus phone line from my computer rather than use my cellular device. I know the VOIP project was behind, and no one can do anything about that, but it is critical that it becomes a priority upon return to real life.
my only problem is that I enjoy working from home and I don't want to go back to the office when it's time to go back.
my transition to working from home has been very easy
N/A - For me WFH has been working out as good as it can be.
NA
none
None.
None. Campus has been great.
Not having many problems. Thank you for asking though.
Nothing at this time.
nothing I can think of at this time
Nothing, I've had no problems at all
Offered training to use technology: Office Teams, Qualtrics to replace paper forms
Please don't open campus back up until the COVID-19 pandemic is under control on a global level.
poor connection to VPN
printer access have a printer but cannot get it to work with laptop.
Provide a fax that sends faxes to email. Provide a printer/scanner for documents to be completed and sent.
Provide laptops for everyone in the office to work remotely.
Provide me with notification of device updates
Provide me with two large monitors.
Purchase Campus Logic student forms to provide our students an easy way to securely upload their required documents for financial aid. This is the only viable solution.
Sending out accurate, honest updates in the chancellor emails as it pertains to those who can remote work
Since I don't have an office chair, I do feel more pain in my back. I know offices can't pay for things such as chairs, but maybe just having someone send out tips or reminders on how to sit better, etc. I know we can look these up ourselves, and I have but, reminders would be nice.
So far, I have been able to do most of my work from home. I do have issues with using the O drive. I can access the information on it, but so far have not been able to figure out how to edit the folders that exist in the O drive.
So far, I have been satisfied with our university's response to this unprecedented matter
Some plan for adjusted timelines, a lot of work can be done, but it takes a little longer to get it done. A method for dealing with that adjustment would be great.
Stop relieing on just sending out a emial every now and then, as a wasy to communitate with the staff.
stronger IT helpdesk
Student audio if often poor when using Webex. It's hard to troubleshoot and guide them remotely to fix this.
Supervisor expectations and goals assigned should be equally attainable for all colleagues

<b>Appendix H: If we could solve one problem for you, what would that be?</b>
Supplying all of the items i need to work from home
That remote working would be allowed on a regular basis within our departments.
The amount of FEAR and additional PRESSURE from my supervisor during this process.
The challenges I'm experiencing with WFH are largely related to motivation/focus, so I don't know that there's much the university could do to solve those.
The only I've experienced is due to the age of my laptop. Updated equipment would be ideal.
There are some challenges, but I do not think they can be solved by the university.
This entire questionare is irrelevant, I have been working as "essential" every day.
Tips and tricks that our university is doing to help with productivity and motivation during these times.
To be able to get in the office for one time to get some work related objetcs.
To have our administrators understand that we are not working from home. We are at home, in the midst of a crisis, trying to do our best. Compassion, understanding all go a long way.
Unable to generate printed letters to students and mail them. Had to rely on email and so few students look at their email that I know they never received the information.
Using a secure form of technology to exchange data with students. Internal use of Filelocker is good, but it's hard to use with students.
VPN/Server access
Wifi bandwidth
World peace.