

Staff Survey – Working Remotely – Highlighted Findings

Summary and Top Findings

The Working Remotely Staff Survey was sent out to **1,889¹** staff members using an email list provided by the Office of Human Resources. Staff, who work at The Graduate Center or the Advanced Science Research Center (ASRC), as well as those who work in the building but are employees of another organization, such as the Research Foundation, were invited to participate. Contractors, such as Restaurants Associates, were not included in the survey. The survey was programmed in the Qualtrics survey platform and sent out via individual links in July 2020. It was open for two weeks.

The aim of the survey was to better understand how The Graduate Center staff has been able to work remotely under the COVID 19 necessary restrictions, the commutes of GC staff, their roles and working spaces within The Graduate Center, and their preferences and thoughts for the coming academic year. There was a robust response to the survey: **33%²** overall response rate and a **97%** completion rate.

For questions about the findings, or further aggregated analyses of the data, please contact the Office of Institutional Research and Effectiveness at institutionalresearch@gc.cuny.edu.

The top findings of the survey include the following five takeaways:

- As of July 2020, when this survey was administered, The Graduate Center staff **overwhelmingly agree that we are able to work well remotely**.
- **More than half** do not need additional supports to work remotely. Others indicate they do need additional supports, such as a better computer, office supplies, or training.
- Over **two-thirds** of the staff report they would only be comfortable working remotely in the fall.
- When staff return to work, **50%** expect their commute will not change. **56%** of essential, onsite staff have not changed their modes of commuting.
- We also learned that **75%** of The Graduate Center staff live in the five boroughs of New York City; **57%** have a commute to The Graduate Center that is under an hour; and the majority of the staff commute by subway.

¹ This staff list, provided by the Office of Human Resources, is made up of the following email address domains: 26% gc.cuny.edu; 45% gradcenter.cuny.edu; 6% tv.cuny.edu; 19% other CUNY campus email

² This rate reflects the following percentages of responses from email address domains: 48% gc.cuny.edu; 34% gradcenter.cuny.edu; 13% tv.cuny.edu; 5% other CUNY campus email

Who Responded to the Survey

- **357** GC staff members and **70** staff members from other organizations at The Graduate Center or ASRC
- **74%** have no other role other than staff member; **14%** are also students at The Graduate Center



Figure 1: Number of survey responses by office

*Note: "Other" category includes those who work for more than one office (4), and responses from offices such as CUNYBA and a variety of other administrative services offices.

**Note: Institutional Services includes the Property Management Office, Central Stores, Mail Services and Print Services.

How we Work

- **92%** have been working remotely during the pandemic and closure of the building
- **71%** work full-time; **29%** work part-time

The office spaces we work in are varied.

- **44%** work in a shared office
- **31%** work in their own office

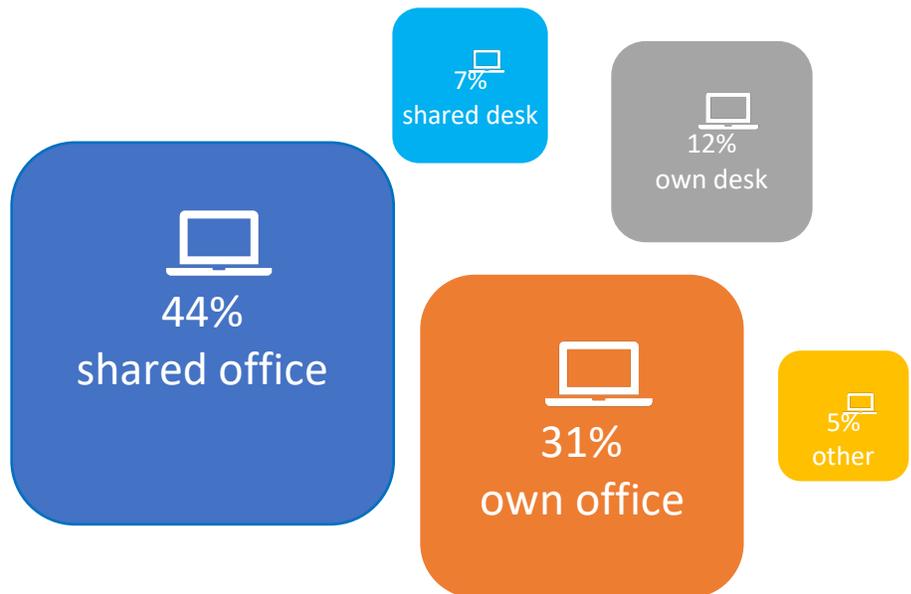
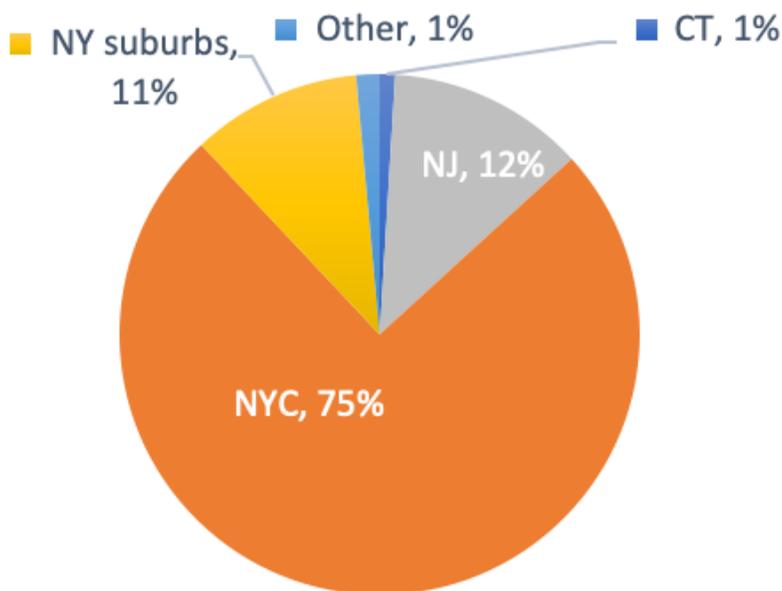


Figure 2: Workspaces

Where We Live



- **75%** live in the five boroughs of New York City
- **12%** live in New Jersey
- **11%** live in the New York suburbs
- **87%** have remained at home and have not relocated during the pandemic and closure of the building

Figure 3: Location of primary residences

Length of Commute

- **57%** have a commute that is **under an hour**
- **31%** have a 60–90-minute commute

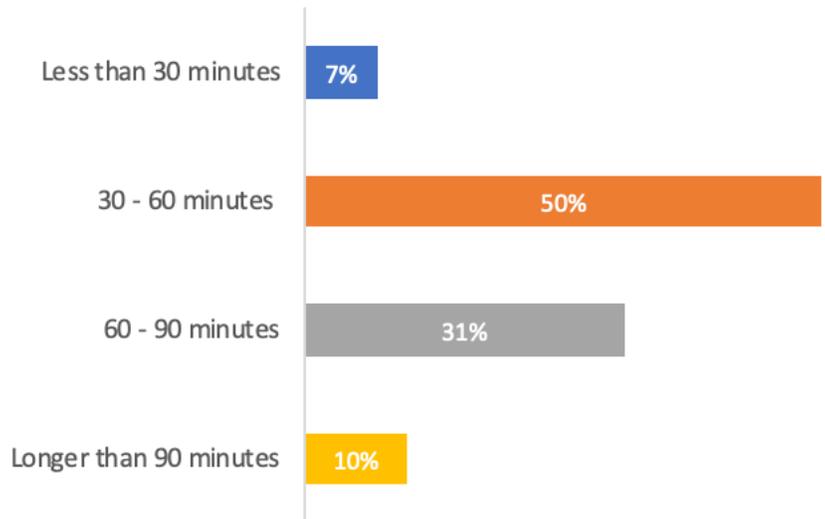
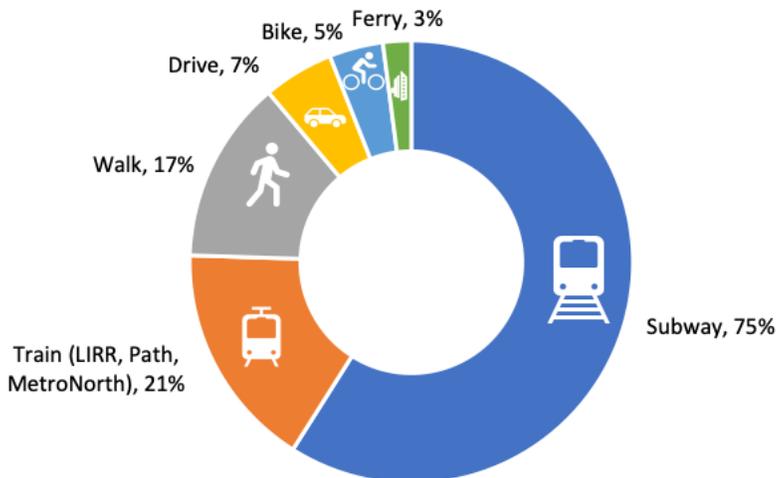


Figure 4: Length of commute

Mode of Commute



- We commute by subway (**75%**), followed by train systems, such as LIRR (**21%**)
- **17%** walk to work
- Another **22%** commute by driving, biking, ferry, taxi, or bus

Figure 5: Mode of commute

- When we return to work, **50%** expect our commute won't change. The rest believe it will change, or are not sure (**25%** expecting to bike, **16%** expecting to walk)
- **56%** of essential, onsite staff have not changed their modes of commuting

How We Work Remotely

As of July 2020, when this survey was administered, The Graduate Center staff **overwhelmingly agree that we are able to work well remotely**. Specifically, we agree with the following statements...

- I have the remote technology I need to help me stay connected to my team **95% Agree**
- I know who I can turn to if I have work-related challenges **92% Agree**
- I have the materials and equipment I need to perform my work effectively **89% Agree**
- My office or team welcomes new methods of working and communicating **89% Agree**
- I have a space where I can focus on work **87% Agree**
- I am able to be just as productive as working onsite **85% Agree**

Over **two-thirds** of the staff report they would only be comfortable **working remotely** in the fall. **Sixty-six percent** of the staff report they would be **uncomfortable** returning to onsite work at The Graduate Center, once it has officially reopened to all staff.

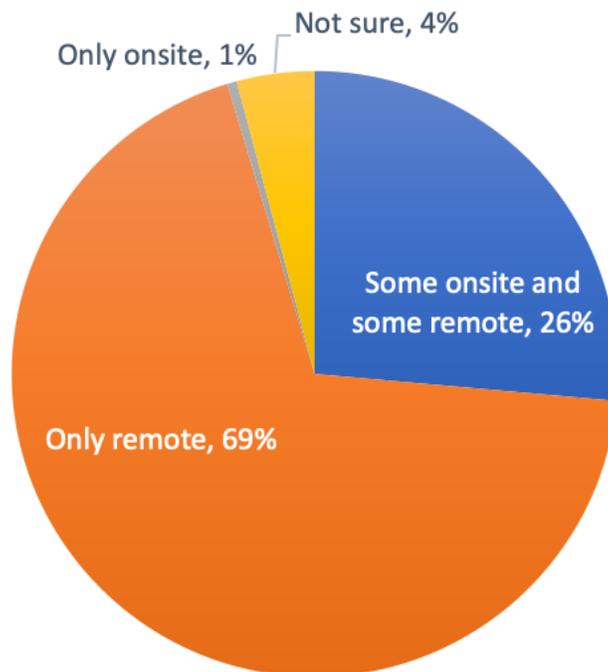
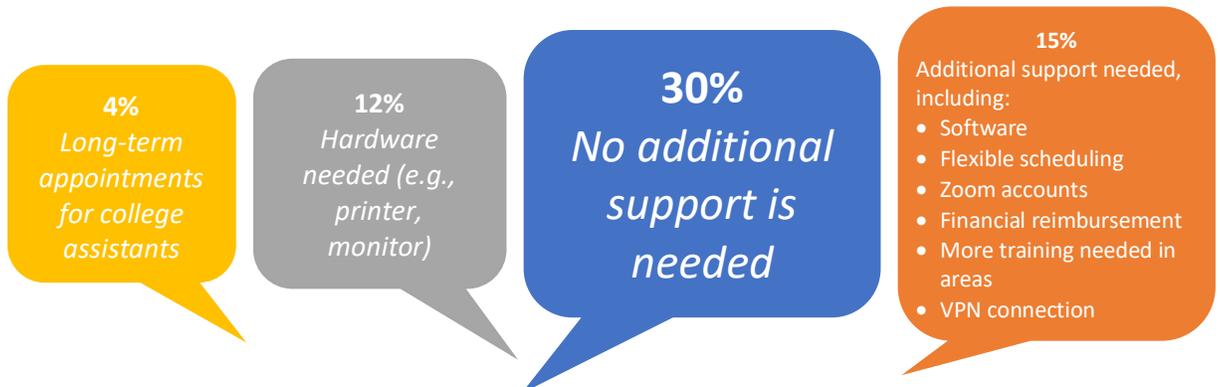


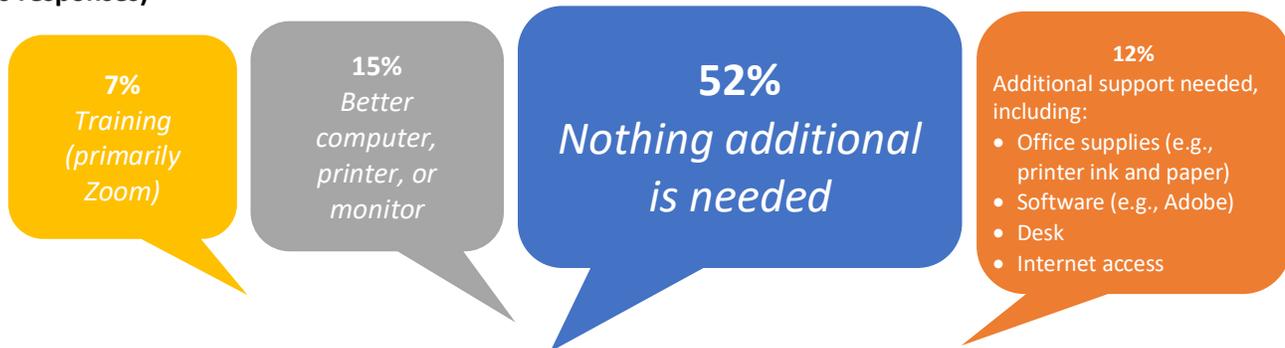
Figure 6: Comfort with work location for fall 2020

Summary of Text Responses

What support could The Graduate Center reasonably provide to help you complete your assigned responsibilities? (271 responses)



Are there any additional materials, trainings, supports, or equipment that you currently need to do your work? (276 responses)



Are there any remote work processes or practices that you would like to see continued when staff return to onsite work? (252 responses)



What could The Graduate Center reasonably do to make you more comfortable with onsite work? (62 responses)

