

# Distance Teaching and Working Survey Results May 2020

## Office of Institutional Effectiveness and Analytics

### Executive Summary

The BMCC community of faculty and staff were asked to reflect on their past few weeks and respond to the following two questions, (1) *What have been your greatest challenges over the last few weeks?* (2) *What can we do to better support distance teaching and working?* The survey was open for a period of three weeks, from April 6, 2020 - April 24, 2020. There were a total of 953 individuals from the BMCC community that responded to the survey (Full-time faculty  $n = 297$ , Part-time faculty  $n = 368$ , Staff  $n = 288$ ).

### Full-time Faculty

#### **Question 1. *What have been your greatest challenges over the last few weeks.***

A total of 288 full-time faculty responded to the question. The following themes were found in the data:

1. Decreased student engagement, attendance, and communication.
2. Students' lack of access to technology (e.g. laptop, internet, knowledge of Blackboard) to successfully engage in an online learning environment.
3. Creating a work-life balance with increased work and family responsibilities.
4. Second recalibration period was more disruptive than the initial transition to distance learning.
5. Time management - overwhelming increase in time spent on class preparation.
6. Feeling disconnected to students.

#### **Question 2. *What can we do to better support distance teaching and working?***

A total of 283 full-time faculty responded to the question. The following themes were found in the data:

1. Provide faculty with access to hardware for successful online learning (e.g. computer/laptop with webcam, microphone).
2. IT providing quicker turnaround time for remote access to technology.
3. Increased distance learning and online technology trainings, and E-learning staff.
4. Provide students with distance learning tools in advance of the start of the semester and provide technology training to students.

5. Reduced faculty teaching loads or enrollment caps.
6. Continue to reach out to students about support services available to them.

## Part-time Faculty

### **Question 1. *What have been your greatest challenges over the last few weeks.***

A total of 357 part-time faculty responded to the question. The following themes were found in the data:

1. Student engagement, participation, communication, and attendance were among the most difficult challenges.
2. Maintaining academic integrity and continuity in transitioning to an online learning platform.
3. PT faculty reported a significant increase in work responsibilities including course preparation time, learning new online tools, and restructuring courses for an online learning environment.
4. Supporting the growing needs of their students, from noncognitive support to assisting students with obtaining access to the tools and technology they need to learn and thrive in a distance learning modality.
5. Persistent feelings of an uncertain future including continued employment, income insecurity, and overall health, safety, and well-being.
6. PT faculty reported concerns and difficulties with reliable technology and having access to the tools they need to successfully perform their teaching responsibilities.

### **Question 2. *What can we do to better support distance teaching and working?***

A total of 331 part-time faculty responded to the question. It should be noted that the highest loaded response to this question was not a request by faculty; the most common response was, "Thank you for the support." The following themes were found in the data:

1. Increased professional development opportunities to learn online tools and distance learning pedagogy.
2. Provide students with reliable tools for online learning faster.
3. Provide a framework for leadership, there are inconsistencies in messages from leadership at all levels.
4. Ask individual part time faculty what tools (online and hardware) they will need for a successful summer/fall course and provide them prior to the start of the semester.
5. Provide increased IT support during off-peak hours for evening and weekend courses.
6. Assist faculty in communicating with students and promoting student expectations throughout the semester.

## Staff

### **Question 1. *What have been your greatest challenges over the last few weeks.***

A total of 287 staff responded to the question. The following themes were found in the data:

1. Lack of technology or resources to complete job responsibilities (e.g. big screen laptop, internet connection, access to shared drives, access to VPN).
2. Communication and collaboration between students and staff including interdepartmental.
3. Balancing work responsibilities with home responsibilities.
4. Helping Students stay organized and engaged.
5. Increased workload and expectations of same work output with limited resources.
6. Increased concerns over job insecurity and physical health.
7. Dealing with loneliness, isolation, and lack of human interaction.
8. There was not a transition period for staff.
9. Supporting students, faculty, and staff impacted by COVID 19.

### **Question 2. *What can we do to better support distance teaching and working?***

A total of 256 staff responded to the question. The following themes were found in the data:

1. Provide adequate hardware to all staff (bigger screen laptops, earphones, phones).
2. Allow remote access to all programs and files (e.g. VPN access, G:Drive).
3. Provide more extensive technical support (e.g. create tutorial videos for staff and students, provide access to software for data collection and analysis ).
4. Encourage faculty and staff colleagues to be more responsive in an online working environment.
5. Shorter staff meetings to give staff more room to do students' support work.
6. Provide continued counseling services to help with the emotional stress, including words of encouragement, flexibility, compassion and understanding from supervision.
7. Allow reimbursement for the use of personal technology to execute work responsibilities.
8. Provide high quality Personal Protective Equipment (PPE) for staff members.