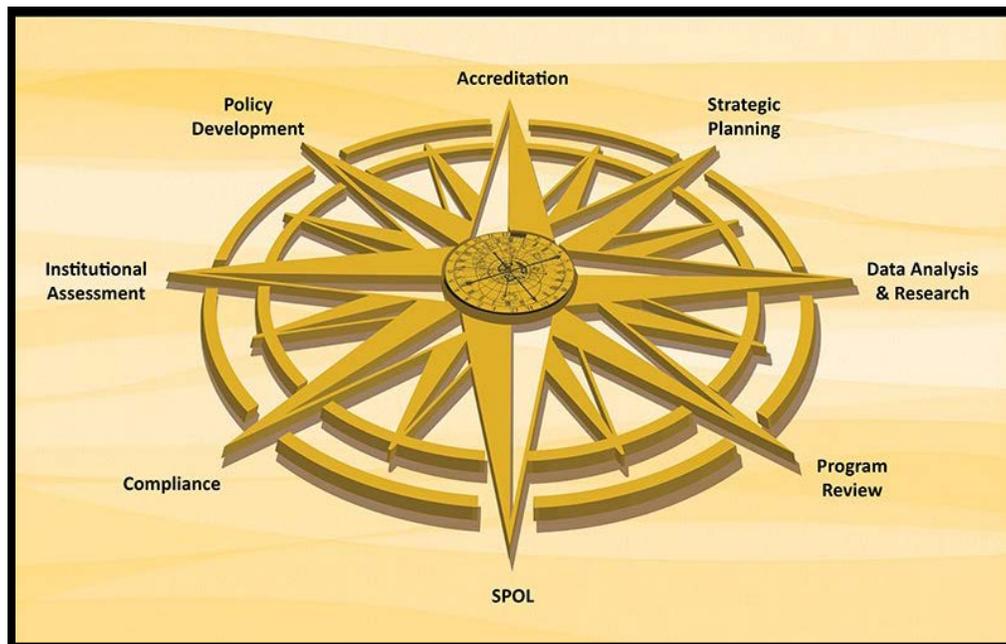


THREE RIVERS COLLEGE

Office of Institutional Effectiveness



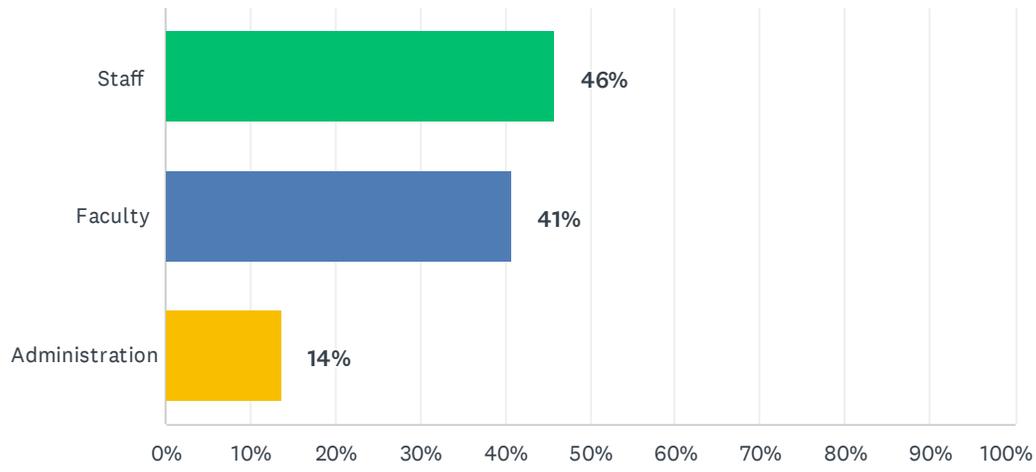
Employee COVID Response

Survey Results

Spring 2021

Q1 Select One:

Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Staff	46%	27
Faculty	41%	24
Administration	14%	8
TOTAL		59

Q2 What changes in your functional area or operations has occurred because of the Coronavirus Pandemic?

Answered: 59 Skipped: 0

#	RESPONSES	DATE
1	Masks. Limited face to face meetings. Difficult to conduct workshops, group meetings and brainstorming sessions. Limited capability due to technology not adequate for home. Very dysfunctional working situation.	3/27/2021 10:22 AM
2	We had to change our check-in and check-out processes, how we handle students in the office and outside of the office.	3/22/2021 8:24 AM
3	I have avoided public buildings due to the pandemic, so entering a college building and especially a classroom does raise anxieties. In response to minimize direct interaction with possible carriers, I have worked best in an environment with little human presence and worked toward creating courses that can be delivered online so that students can complete their work in environments of their preference.	3/17/2021 2:29 PM
4	Using more online instruction and technology	3/16/2021 3:01 PM
5	Mostly in acquiring and supporting technology enabling Zoom remote learning from the classroom and work from home plans.	3/16/2021 10:14 AM
6	Seating charts, masks, no food or drink allowed in classroom, wearing masks during lecture, changes to lab.	3/16/2021 10:05 AM
7	Increased work, shifting to work from when needed.	3/16/2021 8:17 AM
8	Clinicals were impacted adjustments were made to accommodate the changes.	3/15/2021 11:20 AM
9	We are not allowed in all of our schools and are not allowed to travel with our students. We have to adjust our way of reaching all our students if some of them are virtual.	3/15/2021 10:25 AM
10	I would say some things have slowed down significantly in terms of production because the shift to online instruction took priority so other responsibilities of faculty took a backseat which in turn has slowed or shifted priorities or tasks in our office as well. Actual operations continued despite the challenges. While mask and social distancing protocols are being followed, the amount of meetings have just been reduced in general as all employees are opting for email, phone, and zoom rather than face to face meetings which seems to slow down timelines in general.	3/15/2021 9:58 AM
11	Mask, no eating or drinking in classrooms, difficult to teach in mask, assigned seating, changes in implementation of lessons	3/15/2021 9:53 AM
12	Mask mandate, social distancing	3/15/2021 9:47 AM
13	We are sharing more spreadsheets so we know that each department is taking care of students as the calls come in. This was very important when we were working from our home offices.	3/15/2021 9:45 AM
14	The biggest change has been doing more on-line and the working from home.	3/15/2021 9:32 AM
15	More meetings via zoom/teams.	3/15/2021 9:21 AM
16	I wasn't able to go into all of my schools, so I had to schedule sessions via ZOOM. Also, quite a few students went virtual, so I had to keep on top of that list to make contact outside of the school settings via individual ZOOM, texts, emails, phone calls, and actual mail. Our department wasn't able to take our 6-12th grade students on college visitations or cultural trips.	3/15/2021 9:10 AM
17	Fewer in-person meetings; Zoom meetings. Fewer students on campus to photograph/video, especially last Spring. Bigger push to communicate online offerings. Fewer events to promote and events going virtual. Masks, being more aware of precautions to avoid the virus. Images of people in masks will date photos and videos that should be longer-lasting.	3/15/2021 9:09 AM

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18	limited access to students. because of masks, the interaction required for full input/feedback has suffered. The field of education involved must have full interaction to be most effective.	3/15/2021 9:02 AM
19	I teach in a mask.	3/15/2021 8:50 AM
20	Learning how to deal on an individual basis with a busy office.	3/12/2021 4:53 PM
21	Needing to provide synchronous instruction for all classes. Equipping classrooms with video cameras and sound so I can Zoom from any classroom on campus.	3/12/2021 2:11 PM
22	I have had to remote in more. However, since returning to work my daily activities have more or less returned to normal. I have had to rely more on electronic communication rather than face to face, but that has actually increased efficiency.	3/12/2021 12:50 PM
23	Part or all of my classes were or presently being offered online. Many of our face to face labs were moved to online labs.	3/12/2021 12:13 PM
24	Too many to list here. These are all recorded in SPOL for FY20 and FY21.	3/11/2021 10:51 PM
25	My program was completely online before the pandemic so I was not affected as much as others.	3/11/2021 3:35 PM
26	Changes in nursing clinical opportunities. Being unable to get into very many clinical sites in 2020 made it very difficult for students to use what they learned in class on real patients.	3/11/2021 10:57 AM
27	We have cameras in most of the classrooms to facilitate students zooming into class. We have cleaning products provided. We also have no food or drink in the classroom.	3/11/2021 8:39 AM
28	Mask mandates, social distancing, Zoom options for face-to-face learning.	3/11/2021 8:33 AM
29	We are working with fewer students on campus and more through virtual means (Zoom, email, phone). That is taking some getting used to but is exciting, as well.	3/10/2021 7:26 PM
30	The means of connecting with students.	3/10/2021 3:14 PM
31	Meetings are being held via zoom instead of in person. Social events are basically non-existent.	3/10/2021 2:55 PM
32	We haven't had much that has changed.	3/10/2021 2:53 PM
33	There has been a shift to more virtual learning. Also, it has sometimes become harder to communicate effectively with the students while wearing a mask. Finally, it is harder to sometimes read the students' non-verbal cues as you do not see the entirety of their face.	3/10/2021 1:32 PM
34	One major change to my operations was working from home using mine as well as the college provided resources. It was challenging based upon my internet capabilities and adequate space needed, but I was able to perform my job to the best of my ability. Another change was the inclusion and encouragement of virtual communication through zoom or email. This change presented many challenges that were a result of shifting to remote working, but I was still able to complete my required duties.	3/10/2021 12:59 PM
35	Had to learn to use Zoom. Had more students that needed help catching back up then normal.	3/10/2021 12:42 PM
36	The use of masks, desk shield, hand sanitizer stations as well as the ability to work from home at any given moment.	3/10/2021 12:32 PM
37	We worked from home for a month in April 2020. It's slower to work from home as there are no dual monitors, internet is slower, more difficulties printing and collaborating. But we made it work without significant loss of productivity. Since coming back to the office, there have not been significant changes in office operations beyond wearing a mask when interacting with others. We do more Zoom meetings, but that has not been an issue. It has presented problems with videos/publications with students wearing masks.	3/10/2021 12:20 PM
38	Teaching was done remotely last spring and with masks this past fall and this spring	3/10/2021 12:16 PM
39	plexiglass was installed between myself and the seat students sit in to provide a barrier. But by sitting in a common area, I keep a mask on at all times because I never know when a student will walk up.	3/10/2021 12:02 PM
40	Increased cleaning protocol. Computer keyboards, mice and desks are cleaned after each use. Half the computers in the computer lab have been disabled for social distancing. All tables and	3/10/2021 12:00 PM

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chairs are disinfected daily. Public patrons are not able to use library resources at this time. Zoom/ITV sessions have been used instead of some in-person library resource sessions...especially for the satellite campuses. OverDrive eBook program has been added to assist with online learning.

41	We have taken course online that we never intended to offer in that modality. We have also made some big changes to online courses that we taught in the past. The increase in the number of instructors in those courses have given us more opportunity to experiment with various ways to improve the learning experience for online students.	3/10/2021 11:52 AM
42	Students and staff are forced to switch from face to face classes to zoom or online. Staff are also affected by working from home without needed computer equipment and phones.	3/10/2021 11:19 AM
43	Students and staff have been forced to switch to remote/work from home instruction and classes. This hinders students and staff members who do not always have reliable internet and/or working computers at home in order to complete their work	3/10/2021 11:17 AM
44	Ensuring COVID-19 college guidelines are being followed while people are in the building. We are also dealing with making sure sanitation items are in the classrooms and lobbies. We are also supporting a very large increase of online students (partially and fully) often meeting with them virtually and sometimes physically meeting with them. We have also had to step in to make sure students have quality access to internet, equipment and tutoring. We are dealing with student emotional needs due to COVID illness, quarantine, family remote working or schooling at home and the strain all of this can bring.	3/10/2021 10:57 AM
45	Zooming with students that are out sick, had to make special arrangements to bring back a spring class in the summer to complete. Seating charts, and mask that are difficult to lecture in for several hours.	3/10/2021 10:49 AM
46	There were no real changes that took place in my area because of the pandemic, all of our processes were already available online so the only real change was where we performed the work when necessary. Since fewer students were on campus we did create a series of "how to" documents to help students with processes that they might normally come to us for help with.	3/10/2021 10:35 AM
47	Must wear masks when not in our office alone. Extra cleaning of surfaces. Hand sanitizer stations. Quarantine measures for students and/or staff when exposed.	3/10/2021 10:29 AM
48	So many! I have more students online than in-person. Every in-person class also has a parallel online component, which functionally requires twice the instruction for a single course. Nearly every in-class activity or object lesson has been modified to minimize movement. I have used more online tools, like Poll Everywhere, during in-person classes.	3/10/2021 10:17 AM
49	masks-social distancing	3/10/2021 10:12 AM
50	Changes to the way certain procedures or events are carried out.	3/10/2021 10:11 AM
51	I have had to learn to produce and edit instructional videos and look for new tools for students to use in an online format.	3/10/2021 10:04 AM
52	Virtual learning and zoom classes are not ideal for student learning. I do not feel that one can adequately lecture certain sensitive content over zoom. I agree that it is better than nothing.	3/10/2021 9:58 AM
53	Use of ZOOM for lecture and Honorlock for proctored testing.	3/10/2021 9:54 AM
54	Masks and plexiglass barriers	3/10/2021 9:54 AM
55	Using computers and programs more. One example is Zoom.	3/10/2021 9:49 AM
56	Masks, desk shields, routine sanitizing of computer areas.	3/10/2021 9:47 AM
57	Mask mandate adherence, additional hand sanitizer, increased use of disinfectant wipes after each person leaves the area, expansion of online and virtual opportunities for students	3/10/2021 9:46 AM
58	We had to evaluate processes and gathering required information remotely. We also had to take a look at all operations for tasks that could be completed from remote status verses areas of responsibility on site. Our department also had to adjust to a different way of communication.	3/4/2021 7:58 AM
59	More business is conducted by phone, email, Teams	3/3/2021 6:01 PM

Q3 How have you adjusted the way you work to provide our students or employees with quality services and/or instruction?

Answered: 59 Skipped: 0

#	RESPONSES	DATE
1	Na	3/27/2021 10:22 AM
2	n/a	3/22/2021 8:24 AM
3	Because I sense the pandemic may be ongoing for a few more years, in responding to the immediate needs, I also invested time into creating an online curriculum that can be used in the long run. Additionally, going into this project, who knew what could happen to us. If I were to become ill and hospitalized, who would run my courses? With that said, activities were developed so that during pressuring times, the activities could be completed individually by students. The flexibility exists, however, for greater levels of interaction, whether that be podcasts or discussions on the discussion board, Zoom, and even Zoom breakout rooms.	3/17/2021 2:29 PM
4	With online instruction, time management is essential. Especially when giving feedback on discussion boards. Also, when teaching online, you have to allow for down time between group work whereas in the class, things seem go more smoothly. There were times when I gave out instructions for group work but everyone didn't get the instructions and they were split up I groups using the breakout rooms.	3/16/2021 3:01 PM
5	Primarily in the acquisition and support of technology that supports Zoom capabilities in the classroom and work from home pivots. We've also worked to enhance our data security.	3/16/2021 10:14 AM
6	Recording lecture to absences due to covid, masks, changes to labs.	3/16/2021 10:05 AM
7	Worked from home when needed.	3/16/2021 8:17 AM
8	Incorporated zoom meetings for quarantined students, added more activities, adapted group activities.	3/15/2021 11:20 AM
9	I always wear a mask into the schools whether it is mandated at that school or not. I have several students who now are learning remotely. I have had zoom meetings with them and communicate with them through Student Access or my work email.	3/15/2021 10:25 AM
10	Zoom is much more heavily used although probably not as well as it could be leveraged. I rely more heavily on technology communication than speaking to someone in person in general. Between working from home, being available to students online, zoom availability, etc., I don't think working standard office hours are a consideration. And what I mean by this, I may get a phone call from a faculty member in the evening because it is their only free moment to respond to an email I sent a couple days ago. I may get an email on the weekends asking for something right then because someone only has time to work on a project outside of M-F and needs it right then. I understand and help where I can, but the convenience of having everything available with technology has also taken the standard "work week" and thrown it out the window.	3/15/2021 9:58 AM
11	Not a lot of change outside of mask and social distancing	3/15/2021 9:53 AM
12	Rough at first, better now	3/15/2021 9:47 AM
13	We have let the student dictate how they would like to be communicated with. Some still prefer F2F, but they are very open to phone, email, Zoom or texting. We are meeting them where they are and not forcing them to pick or choose one or two options.	3/15/2021 9:45 AM
14	Working with the students in a more virtual way than face to face has been the biggest adjustment.	3/15/2021 9:32 AM
15	When we were working from home, it was a challenge, but I just started doing the same thing there that I did when I was at work. Office 365 helped to facilitate that.	3/15/2021 9:21 AM

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16	Because I couldn't get into Twin Rivers (3 schools for me), I made sure my materials were very organized and delivered to the schools before my meetings so the students would have everything they needed, and the counselors didn't have to do anything but open and pass out the information in the folders. The IT department had difficulty getting ZOOM up and running, so I ended up having to call into the counselors, be put on speaker phone, and deliver my lessons via telephone. For students who are virtual, I have written out lessons and mailed and/or email/texted them to keep them active in our program.	3/15/2021 9:10 AM
17	Working to get more useful information on the website. Use Zoom meetings more instead of face-to-face.	3/15/2021 9:09 AM
18	Different types of homework, assignments, and evaluation methods were incorporated so that instructors might gauge the understanding and thought processes of the students. This was a good effort but not what was needed for the students to fully be able to apply and analyze data or situations effectively.	3/15/2021 9:02 AM
19	Offering ZOOM office hours as virtual tutoring	3/15/2021 8:50 AM
20	A lot of the behind the scenes duties have faltered or even failed due having to totally take on providing quality services to our students.	3/12/2021 4:53 PM
21	I have used my own personal phone to Zoom with students during class time. I offer Zoom meetings pretty much anytime students need me. I have used nights and weekends to Zoom with students to help them get through coursework. Honestly, I feel like COVID has forced me to use technologies to their fullest extent and caused me to brainstorm on other ways to accommodate students learning convenient to both students and myself. I think the improvements we have made and are continuing to make will revolutionize education.	3/12/2021 2:11 PM
22	No, not really. I work in an area that mostly processes things on the backend anyway. My day to day was usually handled through email and Teams messaging. It still is under the Coronavirus.	3/12/2021 12:50 PM
23	I have developed online lectures, homework, labs and tests for my classes in the last year. I have had more office hours online in the past years.	3/12/2021 12:13 PM
24	More zoom options, more phone calls rather than in-person meetings.	3/11/2021 10:51 PM
25	Alternative assignments had to be created for students to fulfill observation and experience hours due to not being allowed in facilities.	3/11/2021 3:35 PM
26	Tried to incorporate more hands on lab time in the classroom and use the clinical time we had more efficiently.	3/11/2021 10:57 AM
27	I have perminant Zoom links created for each face to face class. If a student has to miss, he or she can just zoom into the class without having to make a big fuss and set something special up. I always sent weekly announcements to all of my classes, but now I also usually send midweek announcements to act as a reminder for in-progress work. I have added some additional videos, as well.	3/11/2021 8:39 AM
28	Making Zoom classes available; changing group discussion work to individual basis rather than small group work.	3/11/2021 8:33 AM
29	We have had to change how we verify information and document services. In some ways working virtually has meant adding more paperwork to our everyday processes.	3/10/2021 7:26 PM
30	Heightened emphasis on usage of Microsoft forms, emails, phone calls, and video creation to accommodate online/virtual students.	3/10/2021 3:14 PM
31	Keeping up with technology changes and using the phone more to communicate instead of visiting offices.	3/10/2021 2:55 PM
32	We made the adjustments prior to Covid because of Ransomware hit.	3/10/2021 2:53 PM
33	I started implementing "brain dumps" into the classroom to allow the students to ask questions that they might have, but are too shy or reluctant to ask in class. I then provide them with the clarifying information.	3/10/2021 1:32 PM
34	Since COVID-19, I have had to make several adjustments to fulfill my duties. One of the most immediate was the use of personal protective equipment as a means of keeping myself safe from any potential contaminations. I also had to limit my direct interactions with students and	3/10/2021 12:59 PM

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use sanitizing equipment to make sure our students would be safe. I also had to offer services in a virtual manner to meet the needs of students that did not want to be anywhere physically.

35	Having itv use Zoom has been a great help. Students appreciate being able to come to class through Zoom where they could not before.	3/10/2021 12:42 PM
36	Yes, we advise through zoom, over the phone and respect that students may not want to sit down and rather stand 6 ft away when advised or helped.	3/10/2021 12:32 PM
37	We are adjusting delivery of information to include more virtual modes of communication.	3/10/2021 12:20 PM
38	I have tried to make sure students don't touch the same things and wear masks even if social distancing isn't possible	3/10/2021 12:16 PM
39	I have not had to make any adjustments. Students still prefer to see me in person even when I try to encourage zoom meeting or a phone call.	3/10/2021 12:02 PM
40	Zoom/ITV sessions have been used instead of some in-person library resource sessions...especially for the satellite campuses.	3/10/2021 12:00 PM
41	I have learned new skills and improved old skills in response to the demands to provide instructor interaction with students in an online modality. I have learned how to make Zoom function the same as my open office door functioned in the past. I also stay on top of email more than I used to because I can no longer touch base in person with a student as often. I also collaborate more with other faculty outside my department as a side effect of looking for better approaches to student-instructor interactions online.	3/10/2021 11:52 AM
42	Our staff now offers more zoom meetings.	3/10/2021 11:19 AM
43	I have been offering more zoom appointments for students needing advising appointments and/or financial aid issues	3/10/2021 11:17 AM
44	We have learned to be able to switch to remote working "on a dime". Creativity utilizing what technology and internet and phone services we personally own. During remote learning utilizing email, zoom, calls, signal vine have been useful and have carried over into the office setting as well. Students do not want to travel in as often as in the past. The want convenience. We are coordinating more frequently with instructors who are having trouble with students responding to their inquires.	3/10/2021 10:57 AM
45	Seating charts, mask dividing the students into groups to accommodate smaller groups. Zoom lectures and working from home at a seconds notice.	3/10/2021 10:49 AM
46	Other than providing students "how to" documents there hasn't been a change in our service, we provide now as we did before the pandemic and as we did through shut down periods.	3/10/2021 10:35 AM
47	First, see the previous questions answers above. Offered more virtual courses, meetings, etc.	3/10/2021 10:29 AM
48	I am available nearly at all times via email or Zoom instead of just during my office hours. Announcements and video lectures have supplemented written module information.	3/10/2021 10:17 AM
49	masks-social distancing- more virtual communication	3/10/2021 10:12 AM
50	No	3/10/2021 10:11 AM
51	For the Spring and Summer 2020 semesters, I had to create video lectures. These comprised the PowerPoint shown on-screen, with a smaller window at the corner with a webcam pointing at a whiteboard (which would be enlarged for drawing images, or some writing). Additionally, this required trying to adapt the lab component of the course to an online format, most of which have been adapted successfully, and some of which required using new tools.	3/10/2021 10:04 AM
52	I feel like I'm having to work harder to ensure that the content is delivered is a way that the students understand.	3/10/2021 9:58 AM
53	Development of materials able to be used online while maintaining student engagement and learning.	3/10/2021 9:54 AM
54	Okay	3/10/2021 9:54 AM
55	Yes.	3/10/2021 9:49 AM
56	Increased online presence for forms to be more accessible.	3/10/2021 9:47 AM

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57	Expanded/shifted hours of operation, increased availability of virtual resources, full embrace of ZOOM and Microsoft Teams	3/10/2021 9:46 AM
58	Continue to evaluate our support processes and ensure we know why we are doing something and if it is positive to students as well as faculty and staff. With changes related to COVID, our documentation has increased and/or changed to better reflect services and evaluation for future needs.	3/4/2021 7:58 AM
59	We've encouraged more ways to contact us and/or conduct business remotely. We've also developed skills to allow us to serve students remotely when not able to be on campus.	3/3/2021 6:01 PM

Q4 As a result of the Coronavirus Pandemic, what changes (good or bad) in performance have you noticed (yours, a department, or the College)?

Answered: 59 Skipped: 0

#	RESPONSES	DATE
1	Lost time. Loss of forward movement and thinking.	3/27/2021 10:22 AM
2	We have finally started using the technology we have. However, most of our staff/faculty were not ready to use the technology we had in place. We also make too many rushed decision which end up getting changed in the middle of operation and then no one knows what is going on.	3/22/2021 8:24 AM
3	I support the idea of finding and marketing a niche for moving forward during this time. Rather than dwelling on the challenges, the college found windows of opportunity. Additionally, I am thankful for the support in requiring and enforcing the wearing of face masks.	3/17/2021 2:29 PM
4	Using technology more in the classroom. Sometimes the technology would have glitches that would make teaching online challenging.	3/16/2021 3:01 PM
5	Because my team remained on site during the ransomware attack and then were essential personnel that worked onsite when the college had initially closed down (and/or work from home initiated), I believe moral was pretty low at the beginning. However, that is long past and our performance is simply back to normal, with the exception of work from home productivity. I believe productivity in most areas of mine was down at least 50% or more. I believe the areas in which productivity dropped the least was on the actual instructional side, provided adequate internet was available on the student and instructor locations.	3/16/2021 10:14 AM
6	Feeling of disconnect due to lack of reading facial expressions, hinderance to lab/demonstration activities such as oral care, feeding assistance, oral assessment, etc, and unable to drink when thirsty during lecture.	3/16/2021 10:05 AM
7	Output of our department has remained consistent. Many of our processes are unaffected.	3/16/2021 8:17 AM
8	Adapting to changes has not ever been an issue for our program/staff.	3/15/2021 11:20 AM
9	I have done more technology based instruction.	3/15/2021 10:25 AM
10	It feels like a lack of collaboration and teamwork in the physical sense which I know isn't true when I see the production of initiatives and projects taking place. That being said, I do think some of the actual products being produced are lackluster and not our best efforts due to burn out, lack of time/energy, or perception of low priority. As a result of the pace by which the need to convert courses to online, some aspects have had to take a backseat. For example, our adjuncts have had to rely on their department chair and mentor to be really on top of their game in sharing information and training. We have wonderful adjuncts with a ton of experience and I think we are going to miss a great opportunity if we do not bring them into the discussion as we continue expanding our online offerings. Also, I just miss seeing people. Colleagues I would see on a regular basis, I have seen maybe twice this entire year! While I think most are doing the very best they can in the given circumstances, I see retention of students and employee morale continuing to be strained. I am very proud of our department and my colleagues who continue to push forward.	3/15/2021 9:58 AM
11	Less interaction and social gatherings	3/15/2021 9:53 AM
12	None	3/15/2021 9:47 AM
13	With the use of the shared spreadsheets, everyone in the division has access to see the needs of our students and see the new applicants we have. We are interacting with new students much earlier and it has become a group effort on recruitment.	3/15/2021 9:45 AM
14	I believe that our performance has been good during all that has gone on.	3/15/2021 9:32 AM
15	Less time spent actually in meetings face to face. Sometimes it is harder to meet online.	3/15/2021 9:21 AM

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16	I appreciated that early on the college went to a mask mandate. I feel this certainly was the right thing to do, and it made it so that everyone had to be on the same page. Also, I was able to get my first dose of the Coronavirus vaccination due to an email from Chuck Stratton saying there were doses available at the Regional Hospital. Because of the first dose, I was automatically processed for the final dose.	3/15/2021 9:10 AM
17	I believe we have rolled with the punches well. Even when we were working from home last year, as a department, we were still very productive. I have not noticed any negative change in performance from myself, my department, or the College. We have figured out what we have needed to to keep moving forward.	3/15/2021 9:09 AM
18	More forgiving overall, with limited computer and internet, many concessions have been made and it seems to be carrying forward.	3/15/2021 9:02 AM
19	I don't see that performance has changed. It is different. We communicate with students differently. It requires more work, but it hasn't changed how well I teach.	3/15/2021 8:50 AM
20	Overwhelmed due to lack of feelings of accomplishment.	3/12/2021 4:53 PM
21	I think we have adjusted as quickly as possible and are working on ways to accommodate all students while protecting all of us.	3/12/2021 2:11 PM
22	I think that the pandemic has forced the college to evolve. One thing I have noticed while working at the college is that people tend do things the way they have always done them without considering other options. I guess that is true anywhere though. The pandemic has pushed the college to offer more classes online. Which seems to be the way education was trending. It is possible if the pandemic would not have occurred the college would have lagged behind this trend. It has also pushed employees to learn new technologies. More and more employees are using things like Teams and Zoom. This has cut down on many pointless meetings and in some cases made some responses quicker. One negative that I see is that not everyone was able to respond the same way when it came to remote or online work. Some of this is because of the lack of technological knowledge of the employee and other times it was because of internet infrastructure issues where the employee lived. I am not sure of a solution to this problem but I did hear some employees voice fairness issues. These employees felt that is wasn't right that they were expected work remotely because they had the ability but others got a free pass because they did not.	3/12/2021 12:50 PM
23	I don't feel the changes because of the Coronavirus pandemic has altered any performance level of the college, department or myself in the last year.	3/12/2021 12:13 PM
24	Less personal connection with colleagues but it is getting better as less cases of coronavirus are reported.	3/11/2021 10:51 PM
25	Zoom meetings have added the ability to attend more meetings and trainings.	3/11/2021 3:35 PM
26	One of the bad things is the inability for students to have snacks or drinks in the classroom. Our students are in the classroom for 8 hours a day. We give frequent breaks, but it's hard for them to run outside every time they needed a drink. Good things I've seen is the example that faculty and staff are setting for the students by wearing masks appropriately. I think this has made it much easier to enforce masking by the students.	3/11/2021 10:57 AM
27	I feel everyone is working much harder, which results in greater sense of comradery, but also results in higher levels of frustration and exhaustion.	3/11/2021 8:39 AM
28	Less student participation in group discussions; less enthusiasm in F2F students.	3/11/2021 8:33 AM
29	Each interaction takes a bit longer in some ways. There are a few more steps to go through. Sometimes that can be frustrating, but it isn't always a bad thing. It takes a little longer to fill out some of the paperwork and students have to sit and wait while we are filling in forms and sometimes they can get a little anxious. However, others like having us take that extra time with them to make sure everything is in order.	3/10/2021 7:26 PM
30	Many have been forced to learn technology :) - great	3/10/2021 3:14 PM
31	Lack of socialization has reduced the closeness that the college once had. Casual conversations where ideas used to be exchanged are limited	3/10/2021 2:55 PM
32	Students feel that these things that have happened in ransomware and covid as personal.	3/10/2021 2:53 PM
33	There seems to be a lack of interaction across the college as there are less events being held.	3/10/2021 1:32 PM

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It allows for less time for people to get together and exchange ideas or meet outside the classroom as people are hesitant to meet with COVID continuing to be a potential exposure risk.

34	Because of the Coronavirus Pandemic, I had to increase my job output. It took more time and work in general to meet the needs of our students. I was able to adapt and overcome these obstacles, but I certainly rose to the occasion to assist them. I believe every staff member and faculty member stepped up to meet these new challenges to better serve our students. One change that I believe will be a catch-22 going forward will be online classes. I agree that having more availability for students to choose the learning environment or structure is crucial, but the college needs to keep in mind that learning barriers are likely to develop if the quality of our education does not meet the needs of our students.	3/10/2021 12:59 PM
35	Can not think of any.	3/10/2021 12:42 PM
36	I have not noticed any changes negatively but I do notice a lot of student utilizing the tools we are giving them to be safe. Asking for masks when they forget theirs, using hand sanitizer pumps entering and exiting the building. I think it is a great thing even when the pandemic is over that should be provided to keep students safe.	3/10/2021 12:32 PM
37	I have not seen significant changes in performance. We are sometimes adjusting the way we approach things, but not the effort we devote to getting things done.	3/10/2021 12:20 PM
38	Meetings done by Zoom are an improvement	3/10/2021 12:16 PM
39	More departments are willing to have zoom meetings.	3/10/2021 12:02 PM
40	Negative - Patronage of Rutland Library has gone down dramatically. We have fewer students using the computer lab and resource check-outs have gone down. No students have been using the library in the evening. Public patrons are not able to use library resources at this time. Positive - All at TRC are trying to work together to help each other (although I have always found this to be the case).	3/10/2021 12:00 PM
41	Thinking of all of our courses as potentially an Online course has made us put more in Blackboard in terms of what in the past was delivered as lecture content. That has made Blackboard less of a supplement and more of a comprehensive representation of the content of the courses. That has made a marked increase in standardization of methods and content as well as pedagogical theories. We have struggled to retain students that need a daily reinforcement from an instructor or other authority figure. Those students are not as adept at forcing us to provide that reinforcement. That type of student used to be someone we retained in reaction to stimulus. Most of us have struggled to gain the skill or awareness necessary to preemptively or proactively meet that need. Fortunately, it is usually one or two students per sections, but that could end up being a bigger number when added together. I have also seen quite a bit of instructor exhaustion as well as office-worker types of physical issues such as neck issues, nutritional issues, and other "sitting at the desk all the time" types of problems. Being a teacher usually means getting some level of exercise moving between classes. However, when interaction is increasingly done from a computer terminal, problems that some people had never encountered have suddenly become a reality.	3/10/2021 11:52 AM
42	Our department has adapted to all phases of the pandemic and still provides the excellent customer service students expect.	3/10/2021 11:19 AM
43	During work from home periods staff members have had to use their own personal laptops/computers which are not always up to date enough to run all the programs we work with daily. This causes a drop in performance from staff members because they have to wait on lagging computers and/or constantly having to switch back and forth between programs/web pages due to not having dual monitors at home.	3/10/2021 11:17 AM
44	We are working efficiently and safely. We do seem tired from so much screen time and I am hearing more cases of eye strain. We do need to look into wireless earpieces for those staff who are working virtually with students and are on the phone with them for extended periods. Privacy has to be maintained so speaker phone is not always the best option. VOIP phones plugged in routers was an issue. They would not work all the time depending on internet or resulted in dropped calls. Because of where some staff have routers placed in there homes it was difficult to plug in a phone to be used.	3/10/2021 10:57 AM
45	The faculty and staff has upped their game to meet the needs of the students. I feel the students were lacking in their level of preparedness due to being remote. As a program that	3/10/2021 10:49 AM

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requires hands on training, when we were able to return the students had a lot of catching up to meet the required standards.

46	I haven't personally noticed changes in performance, I feel that my department and others were exceptional in figuring out ways to get things done remotely and finding ways to continue moving forward. As we continue on after remote work, again I feel that we have come together and worked as hard as we always have to try to make TRC the best we can.	3/10/2021 10:35 AM
47	The staff I work with all work hard regardless of pandemic, no pandemic, we do the best job we do to serve students and other staff - external and internal customers.	3/10/2021 10:29 AM
48	ITV has been the most difficult format. I have noticed poor performance in those students compared to my online or in-person. The whole room video is difficult to hear and see in some locations.	3/10/2021 10:17 AM
49	less morale due to not as much face to face work	3/10/2021 10:12 AM
50	None	3/10/2021 10:11 AM
51	Some courses have added an online section, allowing students who would not be able to enter a face-to-face class to have an option to take classes. I think more instructors have become more familiar with useful online tools to enhance their courses.	3/10/2021 10:04 AM
52	The availability of zoom is good, this way we do not have to cancel class. However, many students do not have access to adequate internet which makes interaction difficult.	3/10/2021 9:58 AM
53	Lack of framework to utilize in an online learning environment.	3/10/2021 9:54 AM
54	Students and staff all seem more subdued and quiet.	3/10/2021 9:54 AM
55	The one good thing I can see that has come from the pandemic is, we have fully online programs. This is something people have wanted and needed for some time.	3/10/2021 9:49 AM
56	Increase in meeting attendance through Zoom.	3/10/2021 9:47 AM
57	Overall, I feel that most changes have truly been for the better. We are more conscious of sanitization, and we work harder to implement new ways of meeting students' needs.	3/10/2021 9:46 AM
58	Remote work was hard to evaluate as you are not with individuals on a daily basis. However, accomplishments continued to happen on projects, support services to students as well as employees was maintained and new ways of providing service were implemented.	3/4/2021 7:58 AM
59	We already had a pretty good start by keeping documents electronically, having ways for students to conduct business by email/phone/website, etc. We did tackle learning some new staff skill sets to more fully use technology such as Teams and remote desktop.	3/3/2021 6:01 PM

Q5 What resources (work materials, technology, training, staffing) do you need to perform at your best despite our challenges?

Answered: 59 Skipped: 0

#	RESPONSES	DATE
1	Technology comparable to office needed for home. Needs to be updated and ready for emergency use. Need training on conducting zoom meetings	3/27/2021 10:22 AM
2	Office staff would need a computer, dual monitors, keyboard and mouse to properly complete our work from home if a stay at home order were to happen again.	3/22/2021 8:24 AM
3	Options for fresh airflow within the classrooms.	3/17/2021 2:29 PM
4	I feel that I have the appropriate resources to perform at my best. I learn best by doing, so the more I can engage in online instruction, the better I will become.	3/16/2021 3:01 PM
5	None, when we are working from our regular place of work. The needs for work for home are greater. We need Fast, reliable internet at the home locations. With that we can provide full VoIP phone service. Additionally dual monitors would be helpful, as all employees have that at work. Of some concern to me is the security of our systems when employees are using their home computers, because we have no control of those home computers, as far as if the OS is up to date, if they're running antivirus software or not, and there is always a possibility that they have malware on their home computers, including the possibility of keylogging software.	3/16/2021 10:14 AM
6	Smart board, masks, policy, disinfectant, hand sanitizer.	3/16/2021 10:05 AM
7	Technology	3/16/2021 8:17 AM
8	N/A	3/15/2021 11:20 AM
9	Keep updated on technology and best ways to reach our students	3/15/2021 10:25 AM
10	I would like more in-depth training involving Zoom, Blackboard etc., but less about "this is what is it is" and more "this is how to best leverage it in your class along with some standardized practices so students don't have to learn it one way in ENGL and another way in MATH. So I would say training with recommended or directed use for consistency. I would also like to see us get back to better communication efforts. Not more, or different avenues, but better communication. I've been contacting someone for weeks only to find out they were unavailable and if I hadn't met the right person I never would have known. We ask high school counselors about programs needed in the community, but we never host sessions with our own faculty and ask them! Depending on who you are trying to find faculty wise on any given day, they aren't on campus despite their faculty hours. We don't need more or different - we just have to do better. Technology wise, I have equipment to handle what I can, but dual monitors at home would increase production. Also, some kind of directory to be able to contact via phone would be great rather than email. While I'm being picky picky, can we get VOIP extensions on the website directory please? It would also be beneficial for all staff to have adobe pro for the purpose of working with pdfs.	3/15/2021 9:58 AM
11	Teaching cubicles or stations so that teachers mask can be removed to teach	3/15/2021 9:53 AM
12	Training	3/15/2021 9:47 AM
13	The biggest challenge our division had internet restrictions. Everyone has internet now but some are restricted on the amount of data they can use. Nearly all cannot work on the internet and have VoIP phones. Some computer set ups were weak with using older laptops that they own. Having an office ready to go at home would only be a matter of makin the call to be virtual and we would be ready. Desktop set ups for all supervisors and coordinators would be helpful with dual monitors. To have phones set up we will have to look at something other than VoIP and expect people to use their own cell phones or home phones. A disposable flip phone is all that is needed for the staff to have the ability to communicate with students while being virtual. Minutes could be added when the need arises.	3/15/2021 9:45 AM

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14	Technology and training would be extremely helpful.	3/15/2021 9:32 AM
15	I can't think of anything additional that is needed.	3/15/2021 9:21 AM
16	Nothing	3/15/2021 9:10 AM
17	More staffing would be helpful. We have more work than we can do and it all needs to be done. This is not unique to the pandemic, but when people have had to be out because of illness, it has been extra hard to keep things going while being short-staffed.	3/15/2021 9:09 AM
18	more electronic application processes for simulated training	3/15/2021 9:02 AM
19	Students need the resources to connect digitally and the training to use 365 programs effectively. I have what I need.	3/15/2021 8:50 AM
20	Should we ever have to do something like this again, to work from home I will need an office computer with dual monitors, camera, and scanner to be able to be more productive and responsive at my job duties. Additional staff would be nice.	3/12/2021 4:53 PM
21	A good internet connection, computer video and audio, Zoom application and my laptop. I need video cameras and sound in my classroom too.	3/12/2021 2:11 PM
22	None that I don't have. Office 365 allows me to log into anywhere. As long as I have a way to remote in to Colleague and have Office 365 I can function no matter where I am located. Again, I also work in a office that process things on the backend so frontline communication is not as critical for me. I would be nice if more things in Office 365 were opened up. Having to call IT to have Team setup or start a SharePoint is burdensome. I also think that most employees will never explore those options because it is currently locked. You can't really ask for something if you are not sure what the capabilities are or that it even exist.	3/12/2021 12:50 PM
23	I feel that every faculty member that teaches an online class from home, should be given the resources for a good and strong internet connection and a laptop with all up to date software and hardware that is needed to run an online course.	3/12/2021 12:13 PM
24	Cameras in the classroom to provide adequate zoom options are being installed now. This was a limiting factor that is now being remedied.	3/11/2021 10:51 PM
25	No additional needs at this time.	3/11/2021 3:35 PM
26	I don't feel like I really lacked anything once we were all updated on the technology changes and expectations.	3/11/2021 10:57 AM
27	1. It would be nice to have dual monitors in the classrooms with the heaviest zoom traffic. Sometimes I have students who don't have audio, so they participate via the chat feature, which then either takes up part of the screen or is hidden so they don't participate as well. Additionally, I think this would aid with general instructions because we could keep our attendance/gradebook on one screen while our classroom/projected materials are on another. 2. Having the tracking cameras (when they are installed) will be a tremendous help, but we may need training to learn how to utilize them to the fullest. The same is true for the new Starfish software; we will need training to utilize that in the most effective way. 3. I still feel that, although cost prohibitive, it would be great to have a 24-hour student tech support line or center. Dr. Bixby does an amazing job supporting students with Honorlock questions, and Ben Gordon is very helpful with Blackboard issues, but the two of them can't help students all the time and sometimes there are things that I, as an instructor, don't know, either. Being able to say that there is a 24-hour tech support line would be an asset to the college and the students.	3/11/2021 8:39 AM
28	Internet	3/11/2021 8:33 AM
29	I don't know if there is one thing. It seems like there is always something that isn't working or didn't get updated correctly, or someone can't access. For instance, one time I received a download for a new program but no instructions on how to install or use it. A coworker received instructions, but no download, so he had no idea what the program was or what he was supposed to do with it. It would be nice to be able to do more in a truly paperless format. Most items I give to students on paper are lost and they end up coming back for another copy anyway. If we could things digital and keep our technology up-to-date, that would be great for everyone I think.	3/10/2021 7:26 PM
30	N/A	3/10/2021 3:14 PM
31	I have the resources that I need.	3/10/2021 2:55 PM

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32	None	3/10/2021 2:53 PM
33	It would be great to have two monitors in the classroom as it would make it easier when having students Zoom into the classroom.	3/10/2021 1:32 PM
34	The resources that will assist my performance to support our students would be technology. When I worked from home, my computer was not ideal for the type of work I was doing and made it difficult at times to contact students, faculty, staff in a timely manner. Having technology available, whether a computer or a phone for remote use, would increase my ability to perform my duties when I am not in the office. Perhaps some IT related training would benefit my ability to work overall as well.	3/10/2021 12:59 PM
35	Could use more training on Zoom. Maybe better technology, for example office camera and home camera.	3/10/2021 12:42 PM
36	the college has already gone above and beyond to make sure we had what we needed to perform our jobs successfully when having to move to remote working and advising. I do think having phones available for when working from home is something that would help out tremendously.	3/10/2021 12:32 PM
37	VPN from home to work desktop is essential for my job. Office 365 and Teams have been helpful. Could use more training for this. Training has been offered but so far I have been unable to fit it into my schedule. Zoom has allowed us to meet virtually. Could always use more staff.	3/10/2021 12:20 PM
38	Help with the students who need to take classes while in quarantine.	3/10/2021 12:16 PM
39	It would be nice to have a float person to cover departments who are short on staff.	3/10/2021 12:02 PM
40	Zoom and Microsoft Teams are needed. Additional online resources need to be purchased to assist in online learning. Cleaning materials should continue to be purchased. Free masks and hand sanitizer should be available to give to students, faculty and staff as long as they are needed. A Covid vaccination clinic at TRC would be great, as many of the TRC employees have not had access to the shots yet.	3/10/2021 12:00 PM
41	We have been provided with most of the things that we need for our courses. Impossible things like an institution-issues smartphone or tablet would help, but we have been able to adapt without them. More laptops for students to rent or be given outright is always a good investment. Allergy-free snacks would also be nice (dairy and nuts are the biggest allergens). Some of the technology trainings have been confusing because we are asking non-instructors to become professional development trainers. I am not sure how to address that issue. However, it might be possible to ask instructors to create training videos for things like Stream or Zoom or whatever AFTER we figure out how to use those technologies. As instructors, we might be able to provide more effective training materials. If we asked everyone to think of what one thing they could make a video teaching, we could build a collection of those videos. If nothing else, they would show the current trainers what we are doing wrong when using those technologies.	3/10/2021 11:52 AM
42	Home computer with dual monitors or laptop webcam for zoom meetings VoIP Phone Data Cables Computer Speakers Power Surge Protector Printer Scanner	3/10/2021 11:19 AM
43	Cell phones for all staff members so we can contact students from home without having to use our personal phones. Laptop computers with web cams and dual monitors to use at home when work from home so that we do not put extra wear and tear on personal computers that are already too slow to run programs needed	3/10/2021 11:17 AM
44	part timers could help with the heavier burden of virtually followup and registration. Earpieces (wireless) would help. All staff expected to work remotely because of pandemic, flu outbreak whatever being assigned a laptop and prepaid cell would be helpful to meet student contact needs.	3/10/2021 10:57 AM
45	If we have this again, I would like to see dual screens available and cameras that could be sent home to function in our classes to make things easier.	3/10/2021 10:49 AM
46	When we have to work remotely, not all my staff have the technology or service available to work from home which leaves me short staffed. Once we are in the office we are fine.	3/10/2021 10:35 AM
47	Would be good to have a college provided laptop for work at home instead of needing to use	3/10/2021 10:29 AM

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	personal laptop for work at home. Also a cell phone provided for work calls.	
48	We need either better cameras and microphones in the ITV classes, or they should be moved to synchronous online (this is what we plan to do for the fall).	3/10/2021 10:17 AM
49	my computer	3/10/2021 10:12 AM
50	None	3/10/2021 10:11 AM
51	For the face-to-face classes, the only major changes have been in preventing spreading disease (such as use of masks and cleaning desks after class). For the new online classes (and last year's switch to online) I have had to learn how to use Zoom, Microsoft Stream, and video editing software. In addition, we are working to get some offline materials to students to perform certain labs in their home.	3/10/2021 10:04 AM
52	Adequate internet. Zooming a class used more data and increased my home bill as we do not have unlimited data. Also living in an area that does not have adequate internet increases stress on me as an instructor.	3/10/2021 9:58 AM
53	More in depth training focusing on student engagement in the online learning environment.	3/10/2021 9:54 AM
54	Adequate computer requirements.	3/10/2021 9:54 AM
55	NA	3/10/2021 9:49 AM
56	Basic computer requirements.	3/10/2021 9:47 AM
57	For now (when we aren't working remotely), we have the resources we need. When we have gone remote, the College has provided VOIP phones as necessary to meet our needs.	3/10/2021 9:46 AM
58	Training is always helpful; however, there have been relevant sessions offered over the last few months that have been great (Zoom, Teams, etc.) We are relying on personal technology equipment which is fine; however, it is more of a challenge than the desktop dual monitor we are used to working with in the office setting. More files are electronic but several in our office have not yet transitioned so this proves more difficult at times from a remote status.	3/4/2021 7:58 AM
59	We need to update some technology where we have aging laptops, particularly if camera/mic are needed. We need to couple that with training to setup and use equipment at home, how to use technology to communicate and collaborate (such as Teams), along with the requisite etiquette.	3/3/2021 6:01 PM

Q6 What policies or adjustments in college operations are needed so we may perform at our best despite our challenges?

Answered: 59 Skipped: 0

#	RESPONSES	DATE
1	Review revise and create emergency policy and regulations on how we should operate under emergency situations to work from home.	3/27/2021 10:22 AM
2	n/a	3/22/2021 8:24 AM
3	I am sure that I can come up with a better response than this, but this causes my skin to crawl: Having your nose outside of the mask isn't any different from not wearing one at all. If students are going to prefer being in a classroom, then they just need to figure this out. Maybe "how to wear a mask properly" could be included in marketing.	3/17/2021 2:29 PM
4	N/A	3/16/2021 3:01 PM
5	We probably need to define critical positions for work from home. For prolonged periods of work from home, we should consider the possibility of having people that cannot work from home use vacation/personal days., kind of like we would if someone couldn't make it in because of flood waters, but the majority of the college personnel could.	3/16/2021 10:14 AM
6	Masks, food/drink, absentee due to covid.	3/16/2021 10:05 AM
7	I believe the College has met the challenge.	3/16/2021 8:17 AM
8	If we can remain within 6 feet from students and have been vaccinated for Covid 19 it would be helpful to not be required to wear masks while lecturing. Our students are in the class room for up to 8 hours it would also be helpful if they could have a drink in the classroom.	3/15/2021 11:20 AM
9	I don't have anything new to add on this issue. I think administration is doing a great job of staying on top of everything and making changes to adapt to our ever changing environment.	3/15/2021 10:25 AM
10	I think we need clear policies for employees about work from home and what can and cannot be done. It is hard to know who I can and cannot contact on a WFH day because I don't want to bother someone who really shouldn't be working or I don't know what their capabilities are from their home. Policies for technology use as far as the dos and don'ts. Can I use my zoom account associated with my College email to contact someone for a personal call? Do I need to set up a waiting room for my students? Force them to use a passcode?	3/15/2021 9:58 AM
11	No change	3/15/2021 9:53 AM
12	None	3/15/2021 9:47 AM
13	Some processes and items that need to be printed and mailed will have to be done from the office. Security and reliability of internet with posting of some processes. So if the college is closed we will need to allow certain personnel to come to office to complete parts of their jobs. Some employees have to temporarily up the usage of their data package and we will need to help them cover that cost.	3/15/2021 9:45 AM
14	We need to realize that our on-line presence will be a much bigger factor than it has ever been.	3/15/2021 9:32 AM
15	None that I can think of.	3/15/2021 9:21 AM
16	None that I am aware of.	3/15/2021 9:10 AM
17	More staff. The pandemic has resulted in more work in some ways, so I think it has exposed how thin we are stretched.	3/15/2021 9:09 AM
18	Provide & share CARES money or other grants from coronavirus programs with the employees as I have heard from other state education employees have received from their institution. Many of us have used additional supplies, gone over internet access available plans, had to	3/15/2021 9:02 AM

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change our households to be able to provide online support and instruction to students without additional salary.

19	I can't think of any policy changes.	3/15/2021 8:50 AM
20	unsure	3/12/2021 4:53 PM
21	No clue	3/12/2021 2:11 PM
22	The fairness issue of having some people work remotely and letting others off the hook needs to be addressed. I am not sure how to fix this issue. It is not like the college can have internet infrastructure built all over of Southeast Missouri, but there still needs to be some recognition of what is going on. At a certain level of responsibility, I think it is just assumed you do what you have to, especially if you are an exempt employee, but we had hourly employees that we expected work from during the pandemic and it seemed like expectations differed depending who the employees were and their situation.	3/12/2021 12:50 PM
23	I feel that the biggest adjustments or changes at the College level should be in budgetary spending. As more courses and students move online than the college budget should reflect these changes. We need to spend less on brick, mortar, and on campus facilities , infrastructure and hardware. We need to move these funds to a better online environment. Newer versions of Blackboard. More money put into the IT department in hardware and software. More money spent on online teaching like better internet and laptops for faculty teaching online classes from home.	3/12/2021 12:13 PM
24	More attention paid to online course policies.	3/11/2021 10:51 PM
25	I feel the college as a whole has met needs and tried to come up with the best solutions possible during an unprecedented time.	3/11/2021 3:35 PM
26	n/a	3/11/2021 10:57 AM
27	1. We need consistent due dates for all of the college online courses (ex: all work due Saturday night at midnight). These changes would effect many instructors, so we would also need time to figure out how to make the changes work in our individual classes. These discussions needs to take place as soon as the possibility of setting a due date comes up. 2. We need more non-Sunday time for attendance. Most instructors teach Monday mornings, which means trying to take attendance Sunday nights. Some attend church Sunday evenings and others have family times, so even just having until Monday at midnight would help a great deal.	3/11/2021 8:39 AM
28	Vaccinations should be made available on campus to everyone who wants one.	3/11/2021 8:33 AM
29	Hopefully just being able to keep some of these new adjustments and refinements in place so that we can be less reactionary in future. Thinking there is a plan in place before disaster strikes and having some idea of what needs to be done would be nice.	3/10/2021 7:26 PM
30	N/A	3/10/2021 3:14 PM
31	I do not see the need for any	3/10/2021 2:55 PM
32	Not switching classes to online when students wanted to take them in class.	3/10/2021 2:53 PM
33	I think that we need to discuss the implementation of midterm grades to provide students with a better signpost as to where they are at the midpoint of the semester.	3/10/2021 1:32 PM
34	At this time, I believe the college has adopted the best policies available to address the challenges of the Coronavirus Pandemic and we should only adjust those depending on the severity of this situation.	3/10/2021 12:59 PM
35	If have to shut down again, allowing us to come to campus sooner to get material.	3/10/2021 12:42 PM
36	I do think it would make it more efficient to have the things we need to work from home available for an easier distribution. Wither these are things that are checked out to us to keep at home just in case or available at our centers already for pick up when working remotely is chosen.	3/10/2021 12:32 PM
37	Many faculty and staff members are expected to use their personal phones for work communications. And now we are when we are required to work from home, we are expected	3/10/2021 12:20 PM

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to use our personal devices and internet to perform work duties. It would be nice to receive some monetary compensation to help with this.

38	Maintain social distancing at work, wearing masks, and help with people who take classes on blackboard.	3/10/2021 12:16 PM
39	no that I am aware of.	3/10/2021 12:02 PM
40	I think the administration, faculty, and staff have done a fantastic job of meeting the challenges of the pandemic. As far as adjustments to policies and operations, it might help if free laptops and internet access were provided to the students upon enrollment. Also, if students continue to prefer online classes, it would be nice if employees were given the option to work from home, if possible.	3/10/2021 12:00 PM
41	I am not sure what college operations includes. All the staff-side operations seem to be functioning well.	3/10/2021 11:52 AM
42	Policies need to be put into place when staff goes from work desk to home. Faculty need to be on the same page with lectures and testing.	3/10/2021 11:19 AM
43	A policy needs to be put in place that states when staff is expected to move from the office to a work from home period. Also, all faculty should be on the same page with lectures and testing during remote instruction (either zoom during class time, post video lectures etc.) instead of each instructor deciding on their own how they will handle it. With each class doing remote instruction a different way students get confused about what they are supposed to be doing for each class.	3/10/2021 11:17 AM
44	I think if staff are expected to work from home all equipment is provided. If internet or data packages need to be increased to work remotely employees should be reimbursed by receipt those charges. We need to have more laptop (updated) units available to be checked out to students who are typically face to face and pushed remoted unexpectedly.	3/10/2021 10:57 AM
45	Remove the mask and lets get back to some sense of normal.	3/10/2021 10:49 AM
46	I can't think of any additional polices or adjustments to change due to challenges from COVID 19.	3/10/2021 10:35 AM
47	Our office operations seem pretty streamlined to be able to fulfill our duties in a work-from-home format and I feel we are very prepared for the scenarios that may arise due to pandemic situations.	3/10/2021 10:29 AM
48	I need to travel more often to see ITV classes in person. The vehicle procurement process has been faulty, so we have driven our own vehicles. It would be helpful if people were available in that office when there is an appointment.	3/10/2021 10:17 AM
49	none	3/10/2021 10:12 AM
50	Areas for students to utilize if they need a place to go for their virtual learning environment and/or devices and access to internet	3/10/2021 10:11 AM
51	The current changes implemented (laptops for students to rent, more webcams on computers in campus computer labs, new trainings for faculty, etc.) have been sufficient to aid performance after the COVID-19 pandemic started.	3/10/2021 10:04 AM
52	Not having access to the building unless it is unlocked is frustrating.	3/10/2021 9:58 AM
53	I feel that college operations has done a good job despite the challenges.	3/10/2021 9:54 AM
54	Adequate staffing and safety measures.	3/10/2021 9:54 AM
55	NA	3/10/2021 9:49 AM
56	No further adjustments needed.	3/10/2021 9:47 AM
57	None.	3/10/2021 9:46 AM
58	As we navigate, continue to review the policy changes we have already made to the work hours for employees and clarify/revise as necessary.	3/4/2021 7:58 AM
59	We need to continue to reshape our mindset away from assuming a student can physically access campus.	3/3/2021 6:01 PM

Q7 Please provide any additional feedback regarding this matter so we may perform at our best despite our challenges.

Answered: 59 Skipped: 0

#	RESPONSES	DATE
1	We R 3 R. We can do anything with proper guidance and planning. Stay ahead ... ASPIRE 2025	3/27/2021 10:22 AM
2	n/a	3/22/2021 8:24 AM
3	These students that are successfully navigating college today are also the ones that will be finding their own niche for moving forward. I am seeing that many students are realizing that it is a privilege to be able to be in a classroom today. And many have stated being thankful. Our marketing should reflect our support in "building futures" in this "new normal." (But a term other than "new normal.")	3/17/2021 2:29 PM
4	N/A	3/16/2021 3:01 PM
5	I am proud of resilient and adaptable the college has been in the last year. Amazing. Great teamwork.	3/16/2021 10:14 AM
6	Would like to have drink allowed in class, would like to be able to teach without a mask, would like to have leniency with masks in our classroom.	3/16/2021 10:05 AM
7	n/a	3/16/2021 8:17 AM
8	There are studies that show the vaccine is effective and fully vaccinated people are at a very low risk of severe illness and hospitalization.	3/15/2021 11:20 AM
9	N/A	3/15/2021 10:25 AM
10	I am concerned about our students as we continue to expand our online offerings. The last few semesters, I have experienced more students being dropped for lack of attendance, not answering their emails, phone calls, etc. than ever before. Some of these classes were never intended to be taught online and it is clear some of these students, while doing it now out of convenience and pandemic necessity, do not need to be in the online environment until they have the fundamental reading, comprehension, and technological skills making them successful. Until we figure out more interventions and check points for these students, I am afraid we will continue to see the trend of student retention and success on the decline.	3/15/2021 9:58 AM
11	No feedback to give	3/15/2021 9:53 AM
12	None	3/15/2021 9:47 AM
13	I do not have any additional feedback.	3/15/2021 9:45 AM
14	I believe what I have said so far covers it.	3/15/2021 9:32 AM
15	None	3/15/2021 9:21 AM
16	I like the mask mandate. I also think the updated water fountains, masks, and hand sanitize stations are good ideas.	3/15/2021 9:10 AM
17	I heard we might be provided the vaccination here, like the flu shot. That would be great, if possible.	3/15/2021 9:09 AM
18	Be as concerned with employees welfare as we are students - although it is understood that it is the students that help keep our duties, roles, & responsibilities valid as employees!!	3/15/2021 9:02 AM
19	none	3/15/2021 8:50 AM
20	unsure	3/12/2021 4:53 PM
21	n/a	3/12/2021 2:11 PM

Employee COVID-19 Survey

22	After reading the questions to this survey I think the focus may be on what to spend resources on. I would advise the college to not only think about what employees need to function remotely but also the expectations going forward. For instance, I have heard some employees talk about getting part of there internet expenses covered for remote work. If the college takes those steps what will the expectation be going forward. Since the college has made the decision pay for part of the employees internet, will employees be expected to always be on call? A certain level it can feel that way now with a cell phone connected to email in your pocket. What will the situation feel like when the college paying for part of your internet service? More importantly what will be expected from college administration?	3/12/2021 12:50 PM
23	I feel that the College has done an outstanding job and the best we could do under the circumstances of the last year.	3/12/2021 12:13 PM
24	Continue to do morale boosters--pizza and donut day, etc.	3/11/2021 10:51 PM
25	N/A	3/11/2021 3:35 PM
26	I would like to see the college's plan to move forward as more and more people become vaccinated or have had Covid and have some immunity.	3/11/2021 10:57 AM
27	I think the college has handled the situation as well as possible. No, things haven't been perfect. However, there was no trial run to pilot or template to follow. I think most people did the best they could with what they had. I'm not sure what more anyone could expect.	3/11/2021 8:39 AM
28	I hope we can cancel the mask mandate by the start of the Fall 2021 semester.	3/11/2021 8:33 AM
29	While I imagine we will always have holdouts who want face-to-face classes, I am curious to see how TRC will handle becoming more of an online presence in response to the growing demand of our students. I know some of our technology classes for instance have not always taught the most recent versions of programs. Teachers and classrooms do not necessarily have access to a very wide array of interactive technologies and instructors have not always been prepared to deal with a heavily online format. Are there plans to expand Quality Matters training and update classroom technology capabilities?	3/10/2021 7:26 PM
30	N/A	3/10/2021 3:14 PM
31	None	3/10/2021 2:55 PM
32	Drop the high carbs for appreciation donuts and pizza	3/10/2021 2:53 PM
33	N/A	3/10/2021 1:32 PM
34	The only other aspect of this college that may need to be addressed is the availability of tutoring or reinforcement of what resources are available. It is difficult for instructors to physically be available due to scheduling, but the online tutoring needs to be stressed more in the classrooms as well as in our offices. If our students need help in certain subjects, we need to address this if we are going to better serve our students.	3/10/2021 12:59 PM
35	Like students, not all faculty have access to high speed internet or have at home a desktop computer. The college needs to figure out a way to help them.	3/10/2021 12:42 PM
36	I believe the college has done an amazing job for its employees as well as their student in adapting and making accomidations during covid and those affected buy it.	3/10/2021 12:32 PM
37	-	3/10/2021 12:20 PM
38	Masks should be easier to get for people who forget them.	3/10/2021 12:16 PM
39	no additional comments	3/10/2021 12:02 PM
40	As I said earlier, I think all administration, faculty, and staff have done a great job working together to get through the pandemic.	3/10/2021 12:00 PM
41	No additional feedback available. This unit is operating within the acceptable parameters as stipulated by the manufacturer.	3/10/2021 11:52 AM
42	This has been an interesting year for both the students and staff members. Due to the pandemic, more students have switched from face-to-face to web. I fear this movement will hurt the retention rate of the students and the number of students who actually take classes at one of our campus sites.	3/10/2021 11:19 AM

Employee COVID-19 Survey

43	With the cyber attack and COVID both happening in the past year, TRC has faced many challenges. The pandemic has caused more students to take web classes due to not want to/not able to meet face to face. This is hurting the numbers of seated classes for external locations especially.	3/10/2021 11:17 AM
44	I think the challenge for all education institutions is how to provide the same quality of service while working remotely planned or unexpected. Creating a plan(s) A, B, and C can be helpful to staff when the unexpected happens. Be Mask Mandated and social distancing when possible has allowed us to continue functioning when other businesses and schools had close or suspend business.	3/10/2021 10:57 AM
45	Lets get back to normal and remove the mask restrictions, as Governor Parson has stated, Missouri has no mask mandate.	3/10/2021 10:49 AM
46	Perhaps I am in a bubble, but remote work went well for my staff other than not all of us had access to internet and machines, but we made it without incident to best of my knowledge. Technically if I could have a set up at home like I do at work I would likely be faster at the tasks I am performing from a small laptop screen at home but no more than we had to perform this way it isn't a true obstacle and I feel this is the same for my staff as well. We were able to access a laptop for use during shutdown, it was just very old and we are budgeting for a new one should we have to go remote in the future. The internet was also an issue during shutdown because we had children doing online school work as well as us trying to work, during the shutdown we didn't go over allowable data, which I believe is likely because the internet companies were a bit more lax during that time, but during the snowstorm recently one of us had to up our internet package in order to continue working which is a sizeable increase in billing that had to be committed to for a year. Again though, these are not things that the college needs to do better or change, just obstacles that we had to overcome personally.	3/10/2021 10:35 AM
47	Might want to consider moving to more E-books for instructional textbooks to help with delivery to students of course materials in a no-contact or reduced contact environment.	3/10/2021 10:29 AM
48	I think things have been going remarkably well despite the challenges!	3/10/2021 10:17 AM
49	none	3/10/2021 10:12 AM
50	We need to continue to put our students first and do anything possible to allow them to learn the ways that work for them, while also making access to internet, etc. available. For the staff, continue virtual work environments when necessary through phones, device usage/VPN, etc.	3/10/2021 10:11 AM
51	No additional feedback.	3/10/2021 10:04 AM
52	Na	3/10/2021 9:58 AM
53	n/a	3/10/2021 9:54 AM
54	I feel that overall the college has adjusted well to all changes that were needed to continue to provide support for our students.	3/10/2021 9:54 AM
55	NA	3/10/2021 9:49 AM
56	None.	3/10/2021 9:47 AM
57	None.	3/10/2021 9:46 AM
58	Questions are good.	3/4/2021 7:58 AM
59	Overall we've done well, and just need to continue to refine.	3/3/2021 6:01 PM