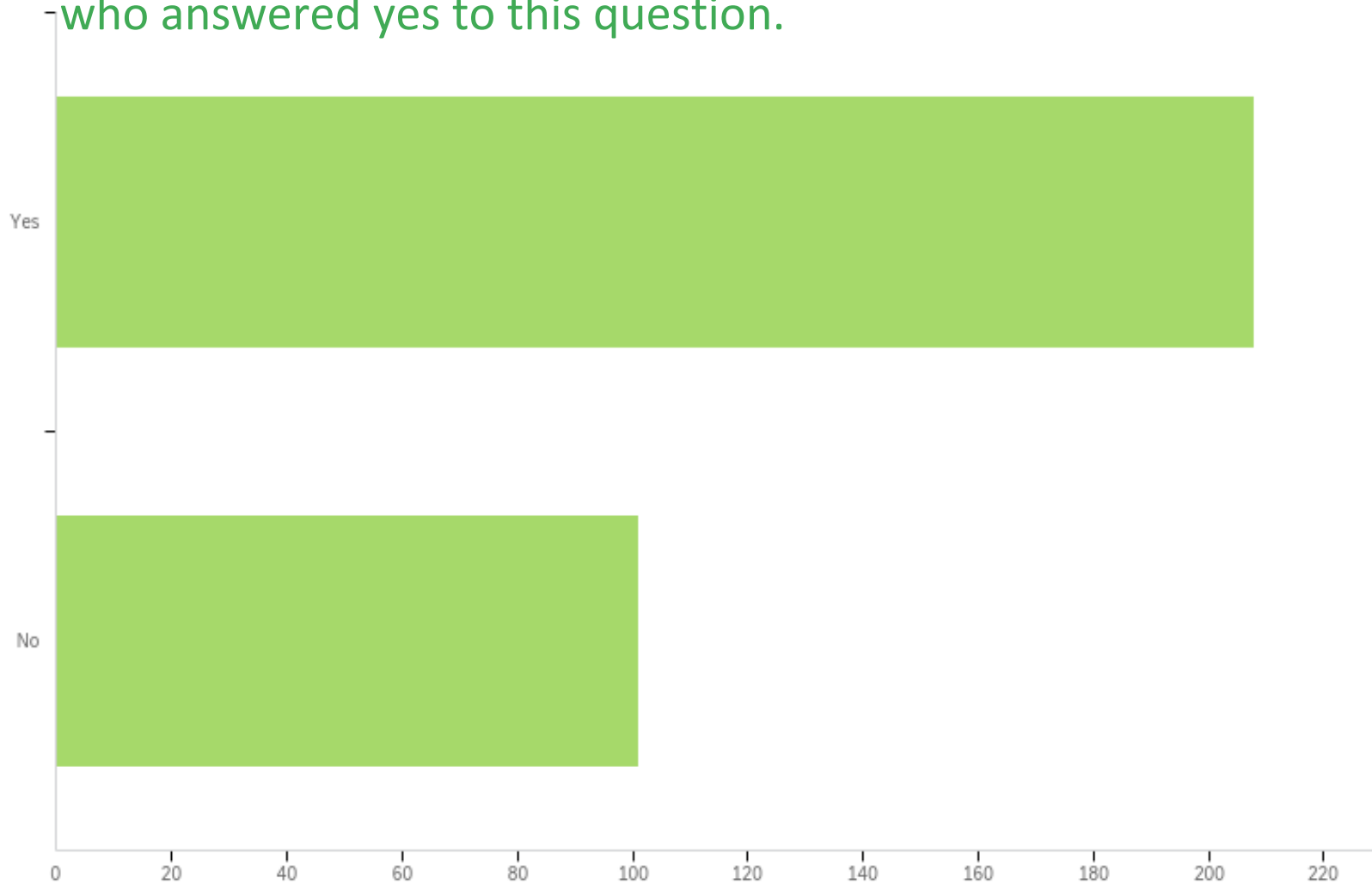


# USF Health Remote Work Experience Survey Results

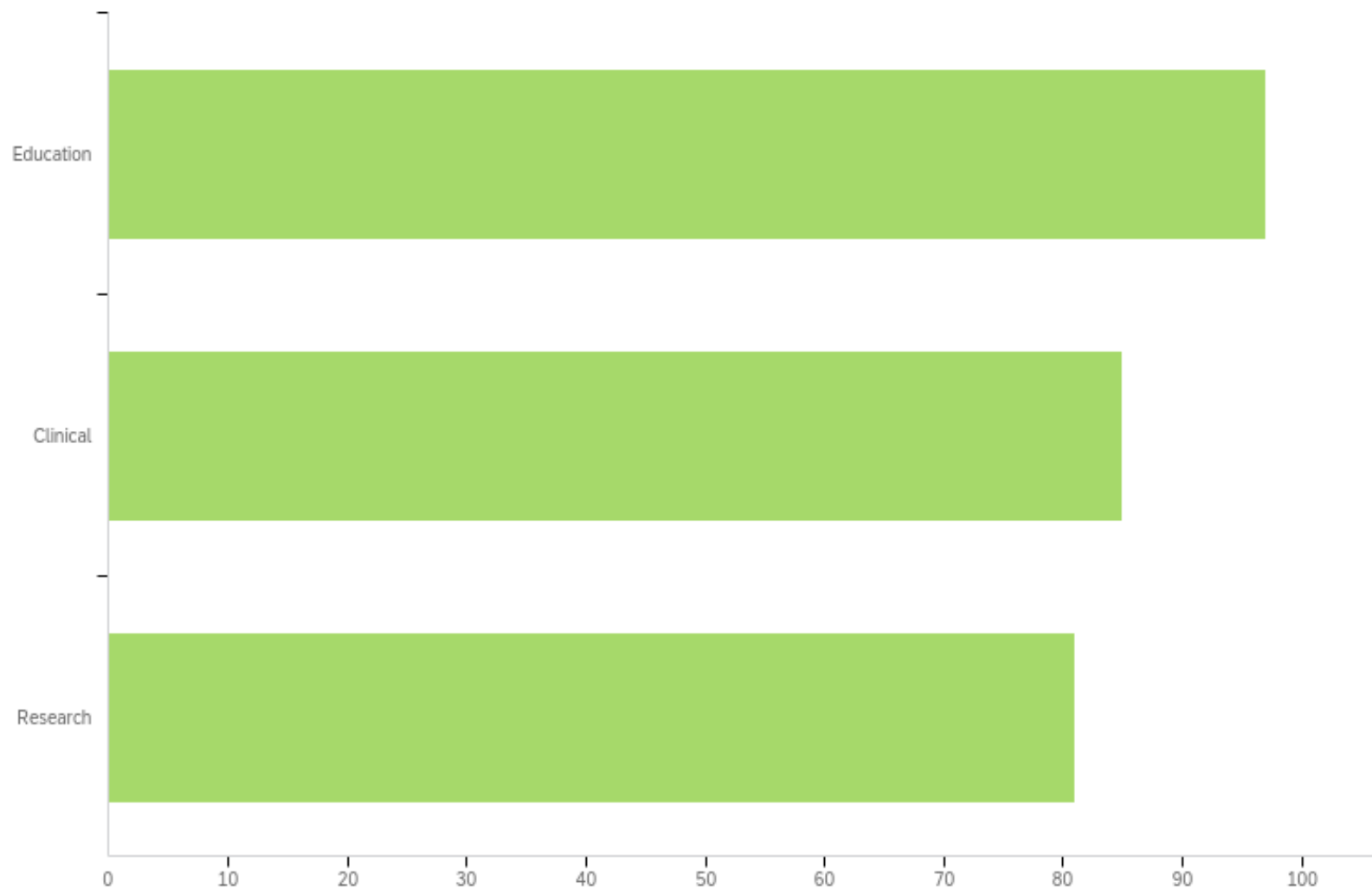
April 21 - May 3, 2020

# Q1 - Are you managing staff who work remotely?

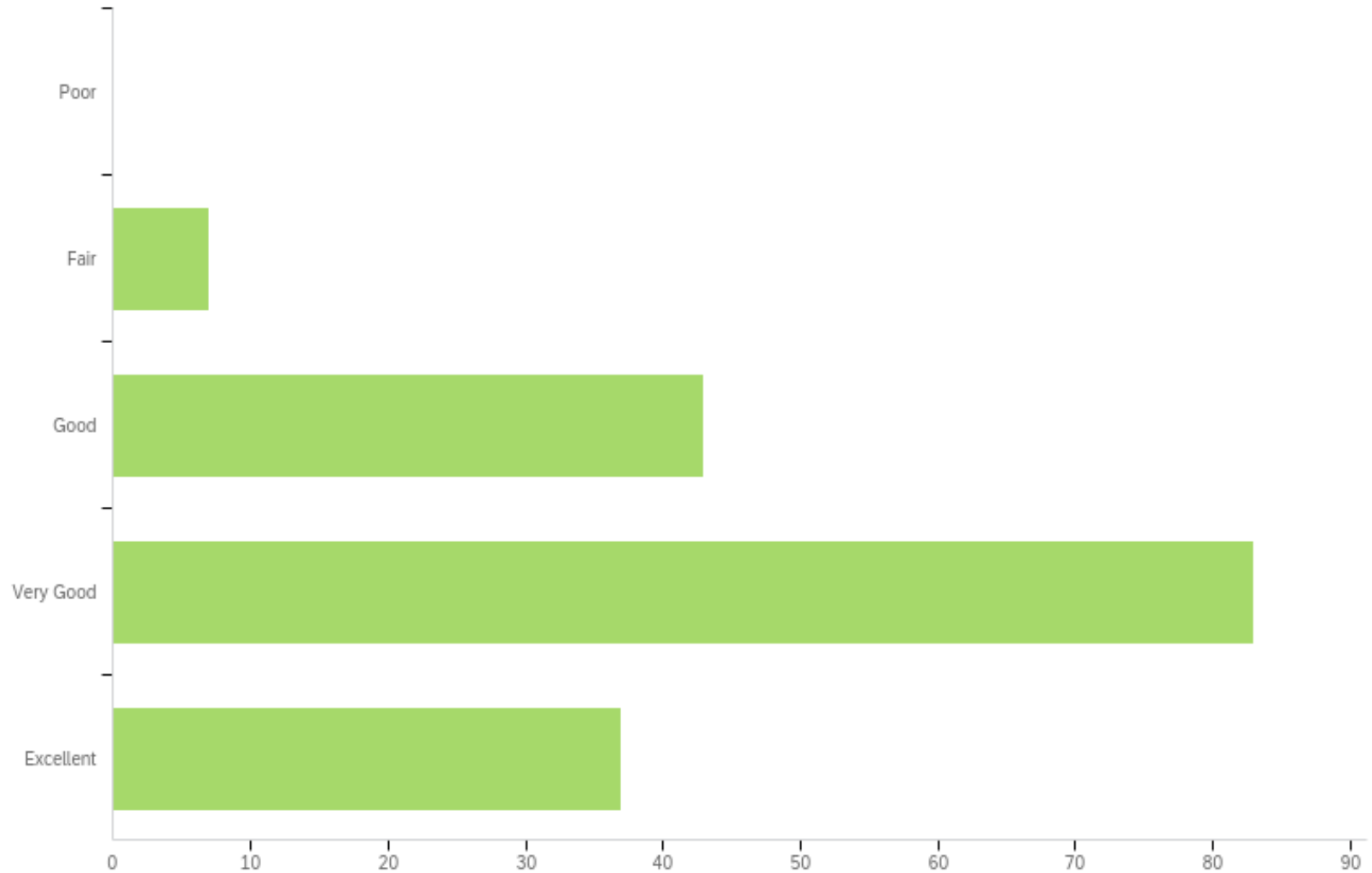
Responses that follow were captured only from those who answered yes to this question.



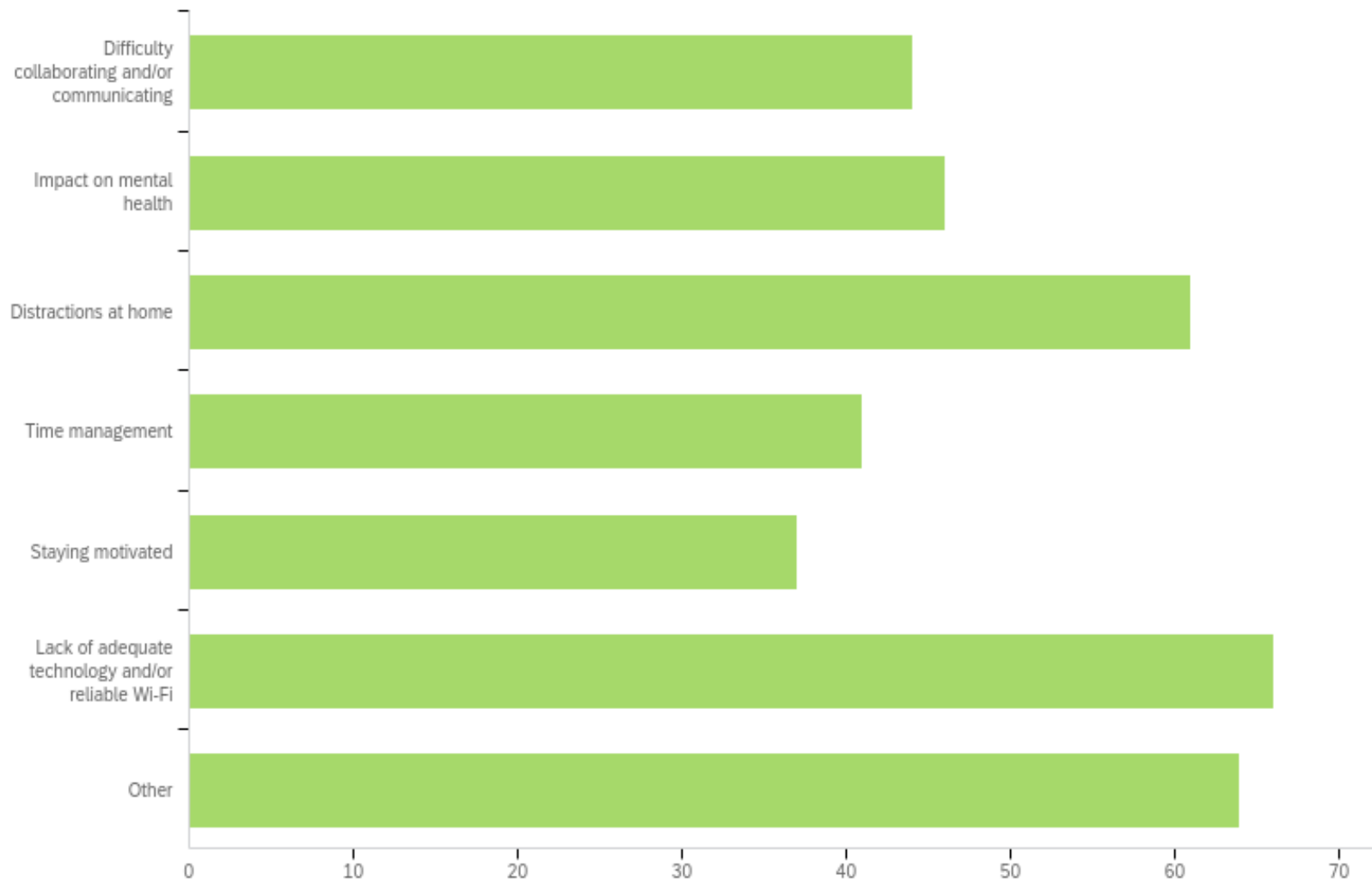
Q2 - Which mission area does your unit largely support? (Check more than one if applicable.)



### Q3 - How would you rate your current experience managing staff who work remotely?



## Q4 - What challenges have you and your staff encountered while working remotely? (Choose all that apply.)



Q4 - What challenges have you and your staff encountered while working remotely? (Choose all that apply.)

### Other - THEMES

Lack of proper office setup at home (dual monitors, desk, chair, printer, fax, mail function)

Reporting structure and staff expectations are not clear

MAs are able to communicate better

Research mission stalled because lab data can't be collected, unable to do experiments

Working longer hours

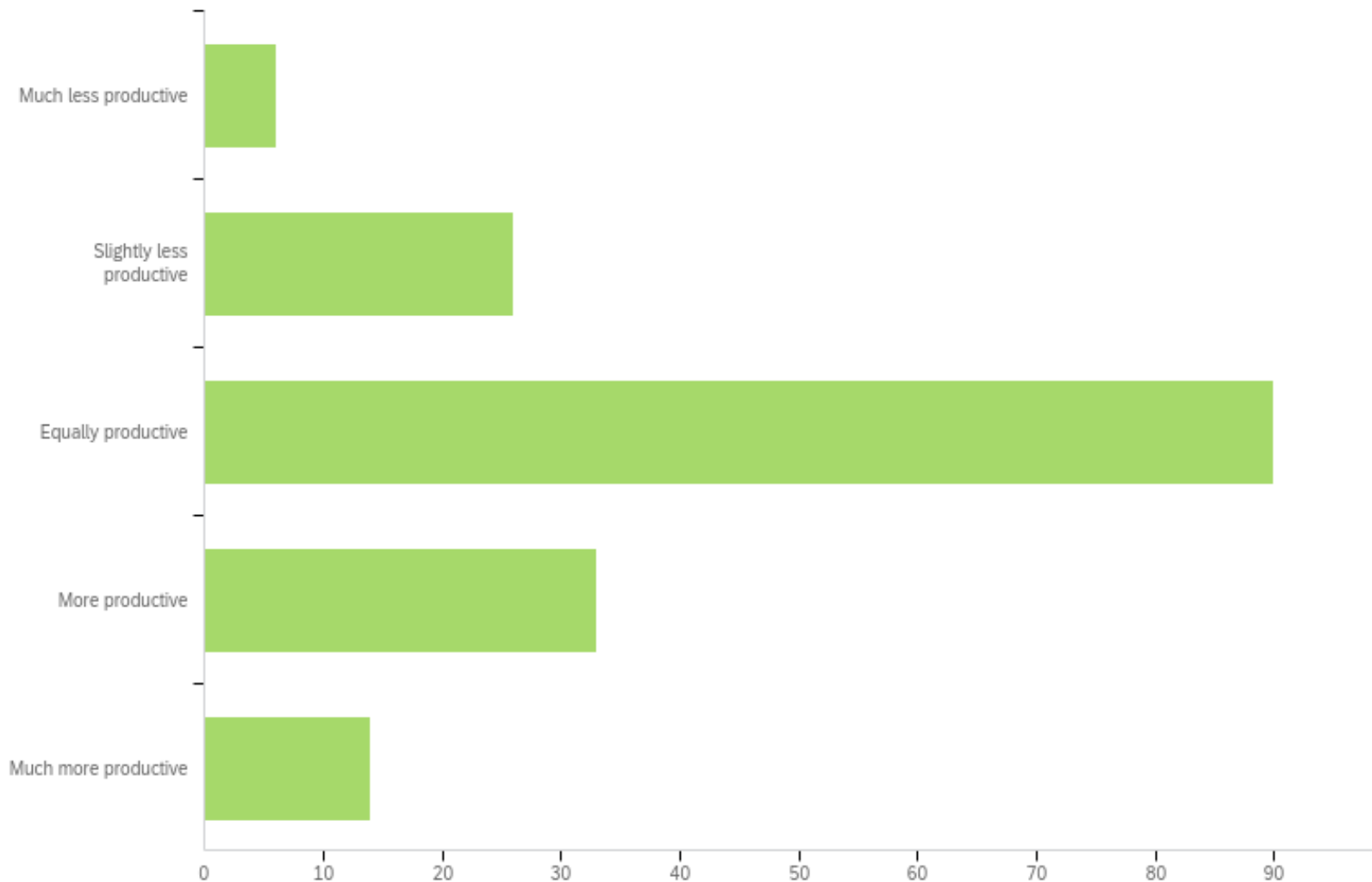
Maintaining the emotional/psychological "closeness" that comes from working together in person

Technology and connection issues, including trouble with remote desktop access

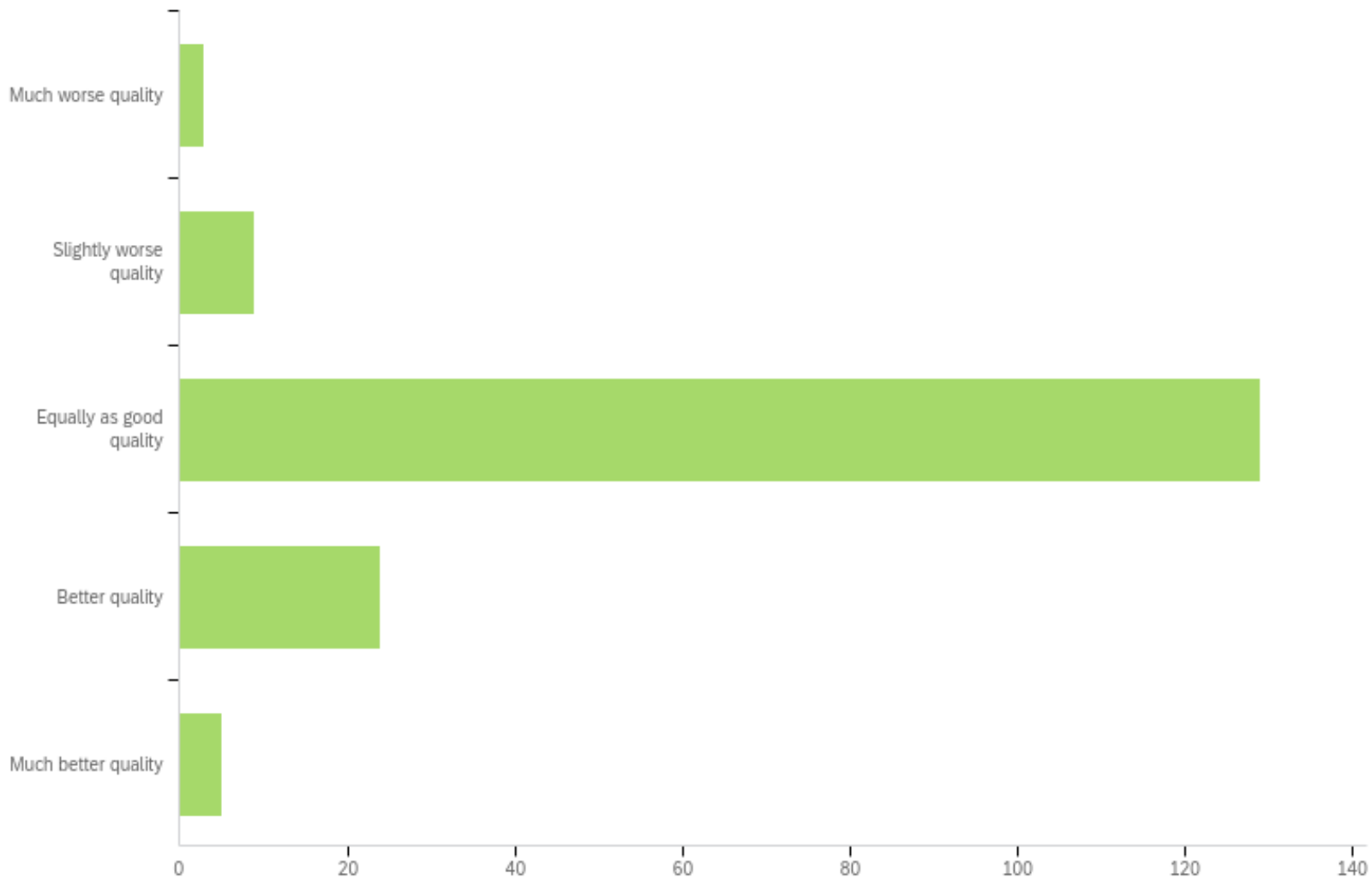
Children at home

Some positions not suited for remote work

## Q5 - How would you rate the productivity of remote staff compared to their productivity in the office/clinical environment?

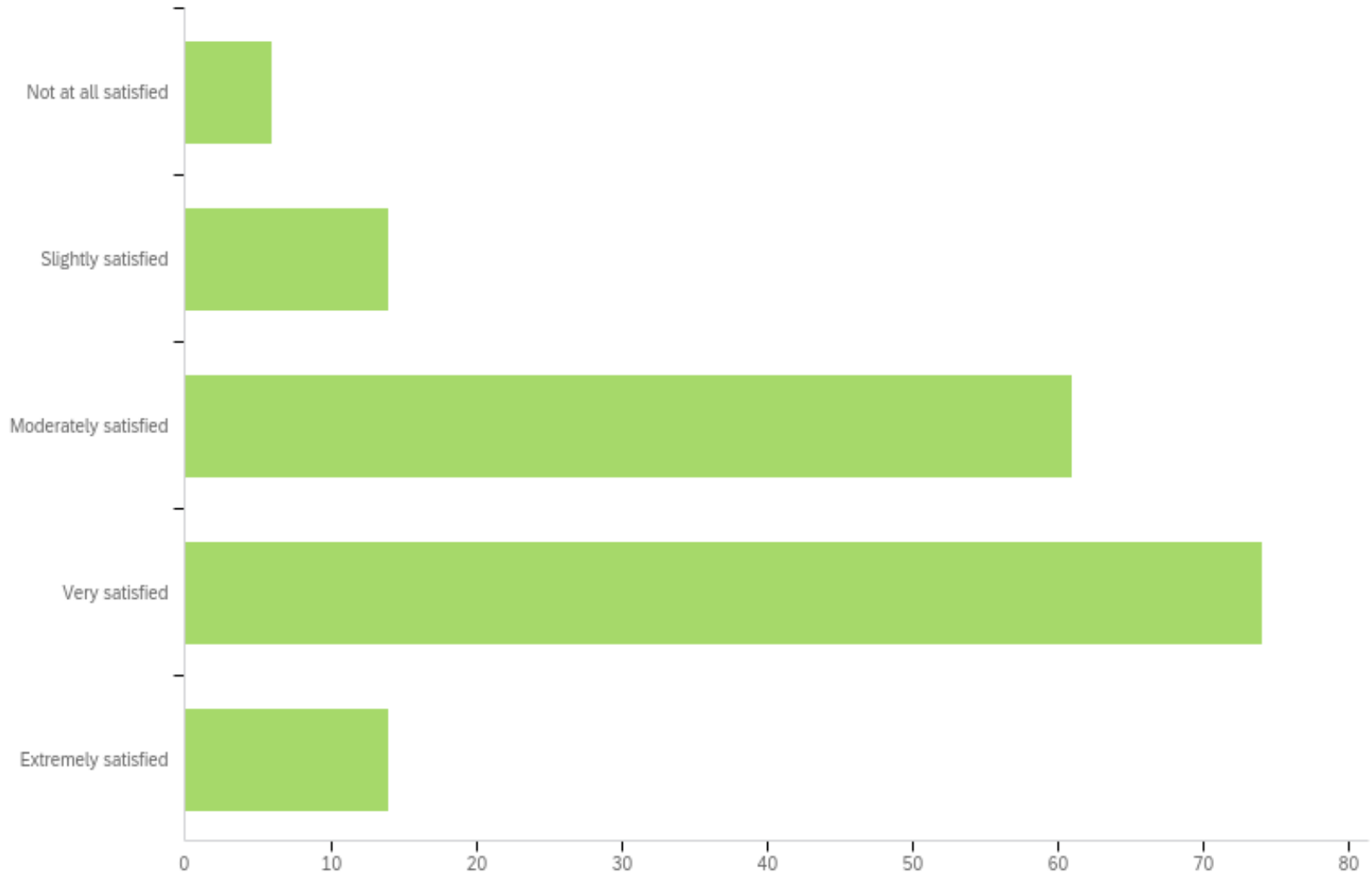


# Q6 - How would you rate the quality of work produced by remote staff compared to their quality of work in the office/clinical environment?





# Q7 - As a leader, how satisfied are you with the tools and resources provided by USF Health to support remote work?



## Short Response Options

Q8 - How can USF Health improve the remote work experience for employees?

Q9 - As you look toward the future of USF Health, how will you position your unit for modern ways of doing business? What are some changes you might make to increase productivity, streamline processes, and save costs?

Q10 - Based on your experience with our new working conditions, what suggestions or lessons learned do you have for other USF Health members?

## Themes – Questions 8, 9, 10

1. Essential elements of remote work:
  - A. Office-equivalent computer equipment, resources and supplies (many suggested stipends)
  - B. Standard processes and procedures for remote work
  - C. Clear direction from supervisors on expectations during remote work
  - D. Consistent, frequent and enhanced communication between supervisors and staff
  - E. Sense of community, engagement, and wellbeing
  - F. Consistent schedule (work hours and recurring meetings) and daily routine
  - G. Methods for productivity tracking, time management, and project management - stronger employee evaluation process and metrics tied to these methods
2. Strong interest in, and work already being done, to improve efficiency
3. Ability to reduce and share office and clinical space to save costs
4. Reduce in-person meetings, shift to Teams – and improve meeting agendas so they are objective-driven

## Themes – Questions 8, 9, 10 continued

5. Desire for more training (and cross-training) on: software, managing remote teams, telehealth systems and related procedures
6. Better support for the use of USF Health technology tools and increased access to other remote work tools such as Zoom
7. Praise for USF, IT, and Health leadership
8. Recommendation to continue to work from home with flexible schedules
9. Recommendation to continue telehealth programs, but improve associated processes

# Major Themes

