Flexible Work Environment Survey Results

The Flexible Work Environment Survey was open from March 14-27, 2023 and was available to all professional staff and their supervisors. The survey received a 46% response rate.
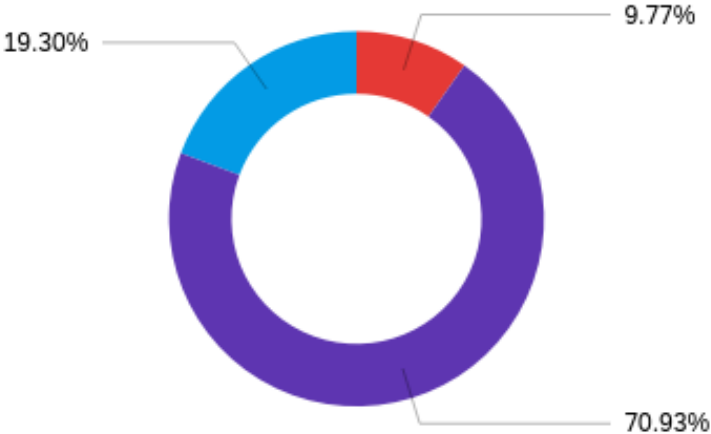
Role

Answer	%	Count
Supervisor (supervises one or more professional staff members)	33.99%	447
Non-supervisor	66.01%	868
Total	100%	1315

Working Location

Answer	%	Count
100% on-campus	9.77%	129
Hybrid: some on-campus, some remote	70.93%	937
100% remote work	19.30%	255
Total	100%	1321

Current work arrangement. (Check all that apply.)
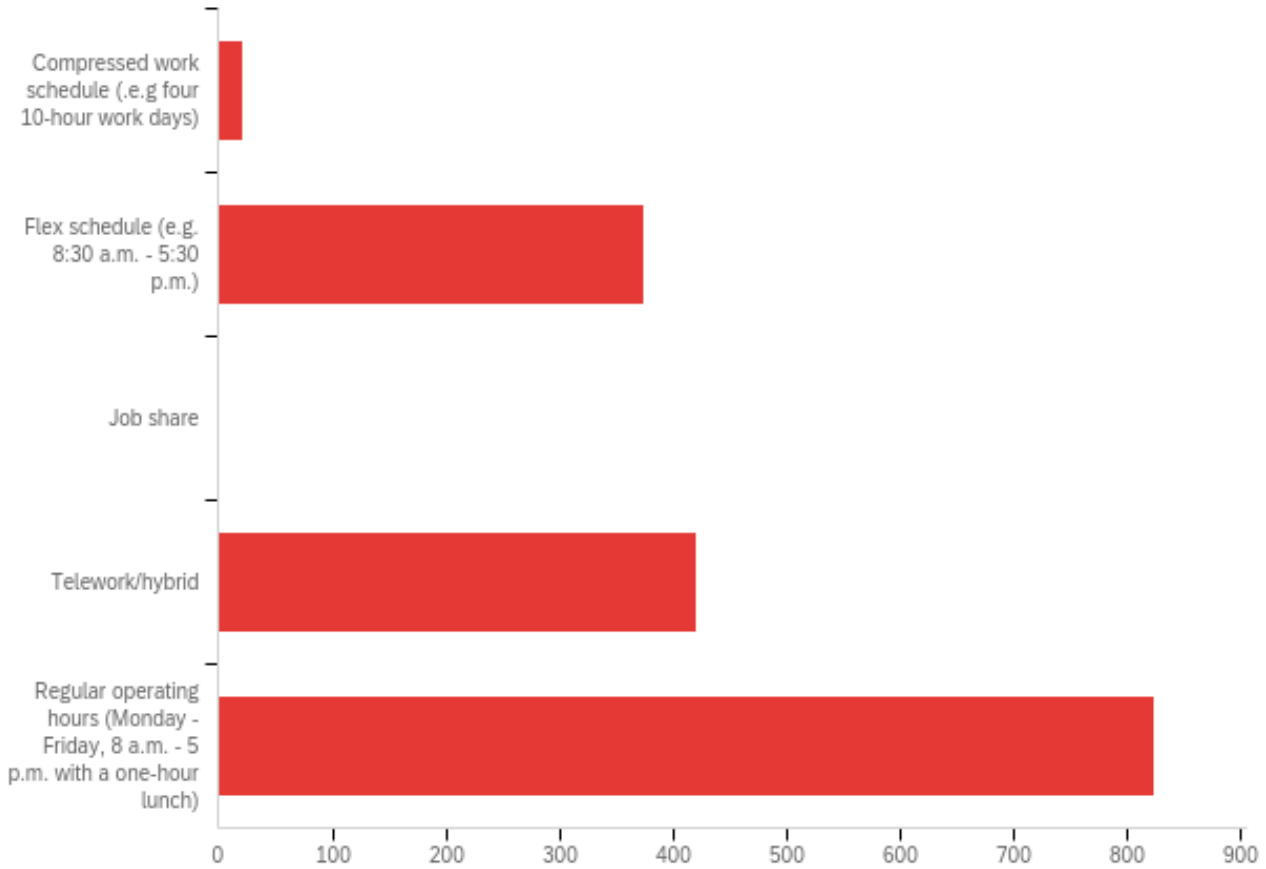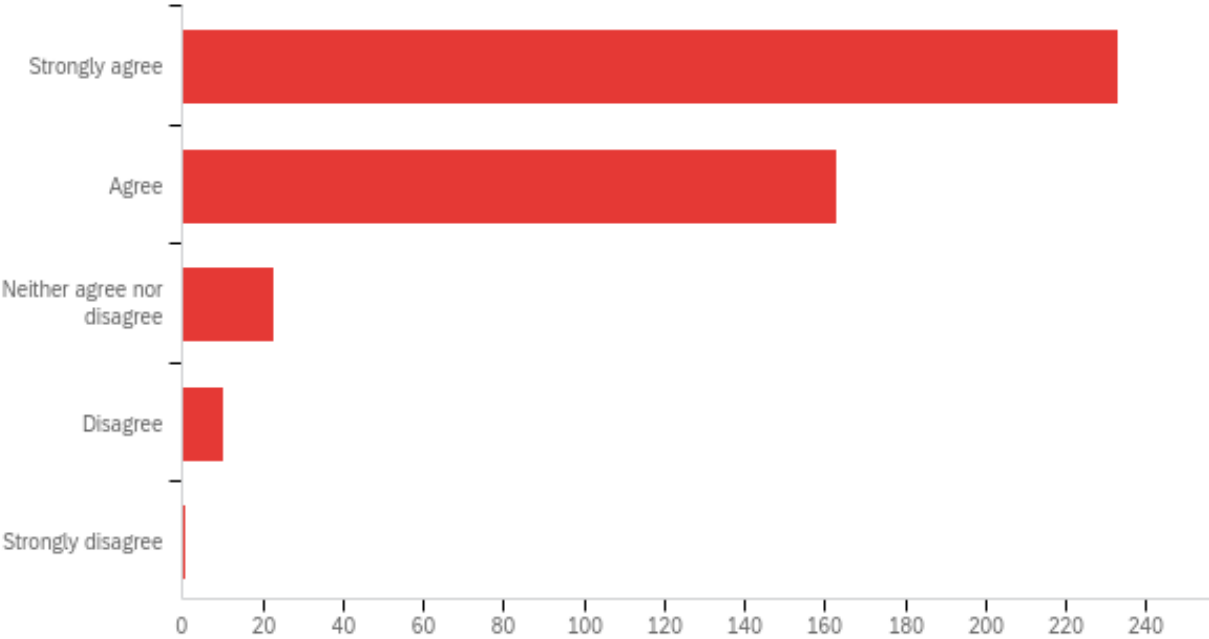

Answer	%	Count
Compressed work schedule (.e.g four 10-hour work days)	1.34%	22
Flex schedule (e.g. 8:30 a.m. - 5:30 p.m.)	22.84%	375
Job share	0.06%	1
Telework/hybrid	25.58%	420
Regular operating hours (Monday - Friday, 8 a.m. - 5 p.m. with a one-hour lunch)	50.18%	824
Total	100%	1642

The Flexible Work Arrangement policy instructs professional staff to submit a request form to their supervisor that details the flexible work arrangement they are requesting. Did you submit a request form for your current working arrangement?

41.81%

58.19%

Yes   No
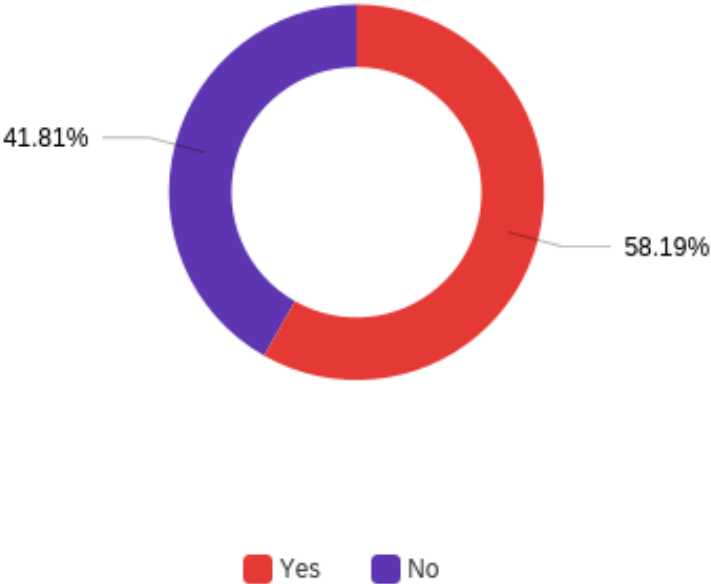
Answer	%	Count
Yes	58.19%	554
No	41.81%	398
Total	100%	952

My direct reports' work arrangements allow me to feel connected and engaged with them.

Answer	%	Count
Strongly agree	54.19%	233
Agree	37.91%	163
Neither agree nor disagree	5.35%	23
Disagree	2.33%	10
Strongly disagree	0.23%	1
Total	100%	430

You responded above that you do not feel connected and engaged with your direct reports. What could improve that connection?
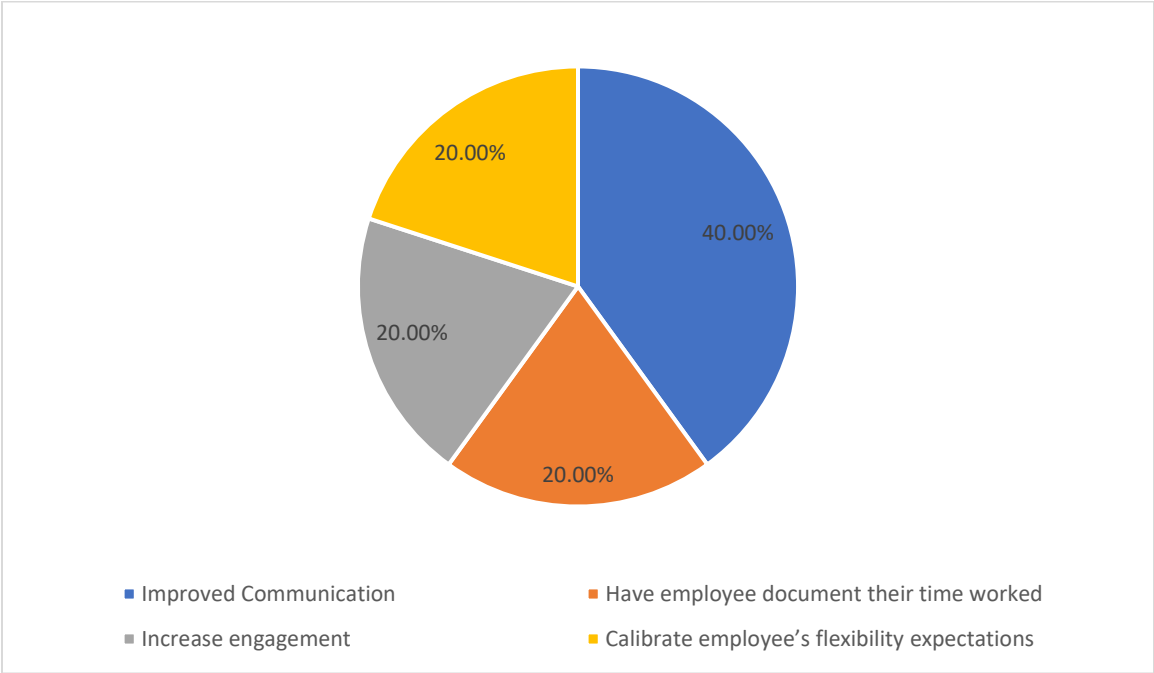
Answer	%	Count
Improved communication	40%	2
Have employee document their time worked	20%	1
Increase engagement	20%	1
Calibrate employee's flexibility expectations with supervisor's	20%	1
Total	100%	5

The current flexible work arrangement policy and procedures meet my needs for flexibility.
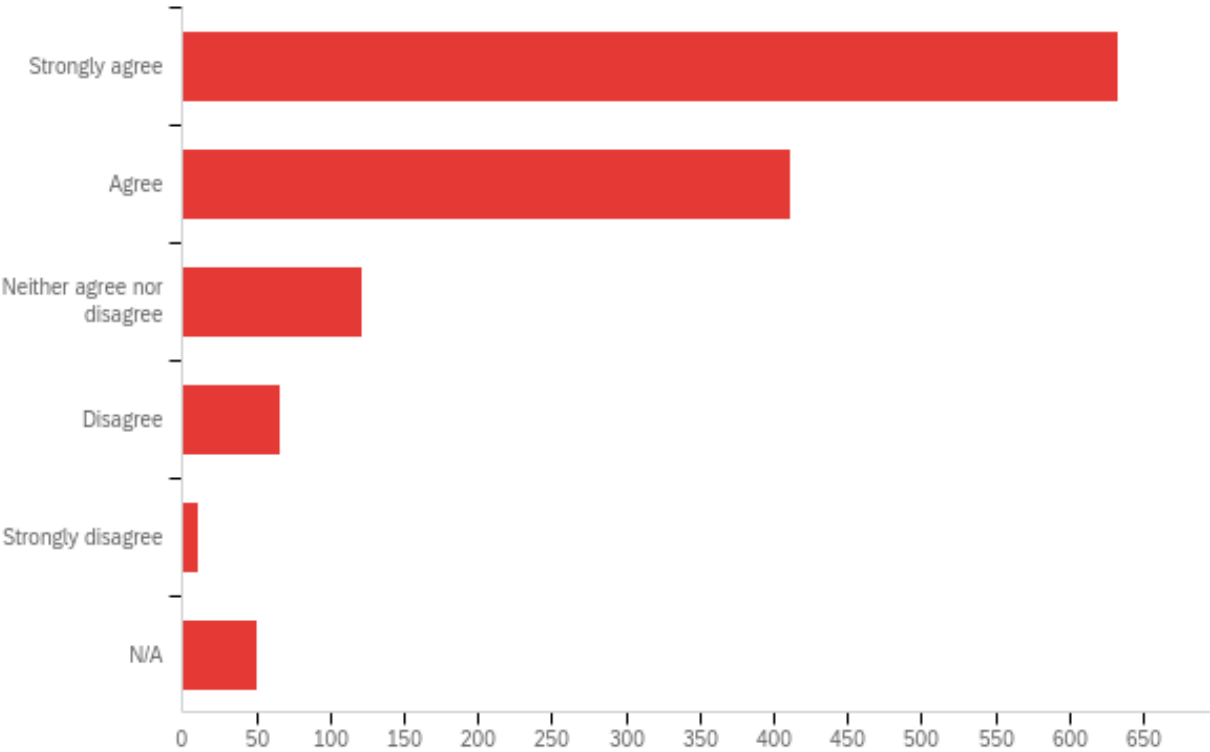
Answer	%	Count
Strongly agree	48.96%	633
Agree	31.86%	412
Neither agree nor disagree	9.36%	121
Disagree	5.10%	66
Strongly disagree	0.85%	11
N/A	3.87%	50
Total	100%	1293

**Based on your answer above, how can the flexible work arrangement policy and procedures be improved?**
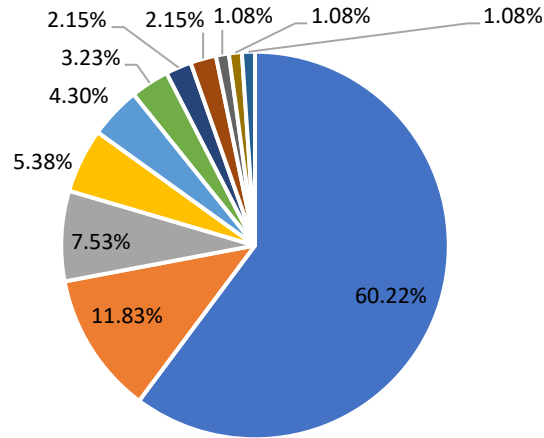
- Increased flexibility
- Improve communication/engagement
- Have more on-campus staff/faculty presence
- Better support for supervisors/staff
- City Wage Tax rule clarification
- Workload is too high
- Apply policy uniformly across university
- Ensure supervisors improve understanding of policy
- Not enough staff coverage on team to provide flexibility
- Flex work form improvement
- Implement cross-training for better on-campus coverage

Answer	%	Count
Increased flexibility	60.22%	56
Apply policy uniformly across university	11.83%	11
Improve communication/engagement	7.53%	7
Ensure supervisors improve understanding of policy	5.38%	5
Have more on-campus staff/faculty presence	4.30%	4
Not enough staff coverage on team to provide flexibility	3.23%	3
Better support for supervisors/staff	2.15%	2
Flex work form improvement	2.15%	2
City Wage Tax rule clarification	1.08%	1
Implement cross-training for better on-campus coverage	1.08%	1
Workload is too high	1.08%	1
Total	100%	93

Please answer the following questions.
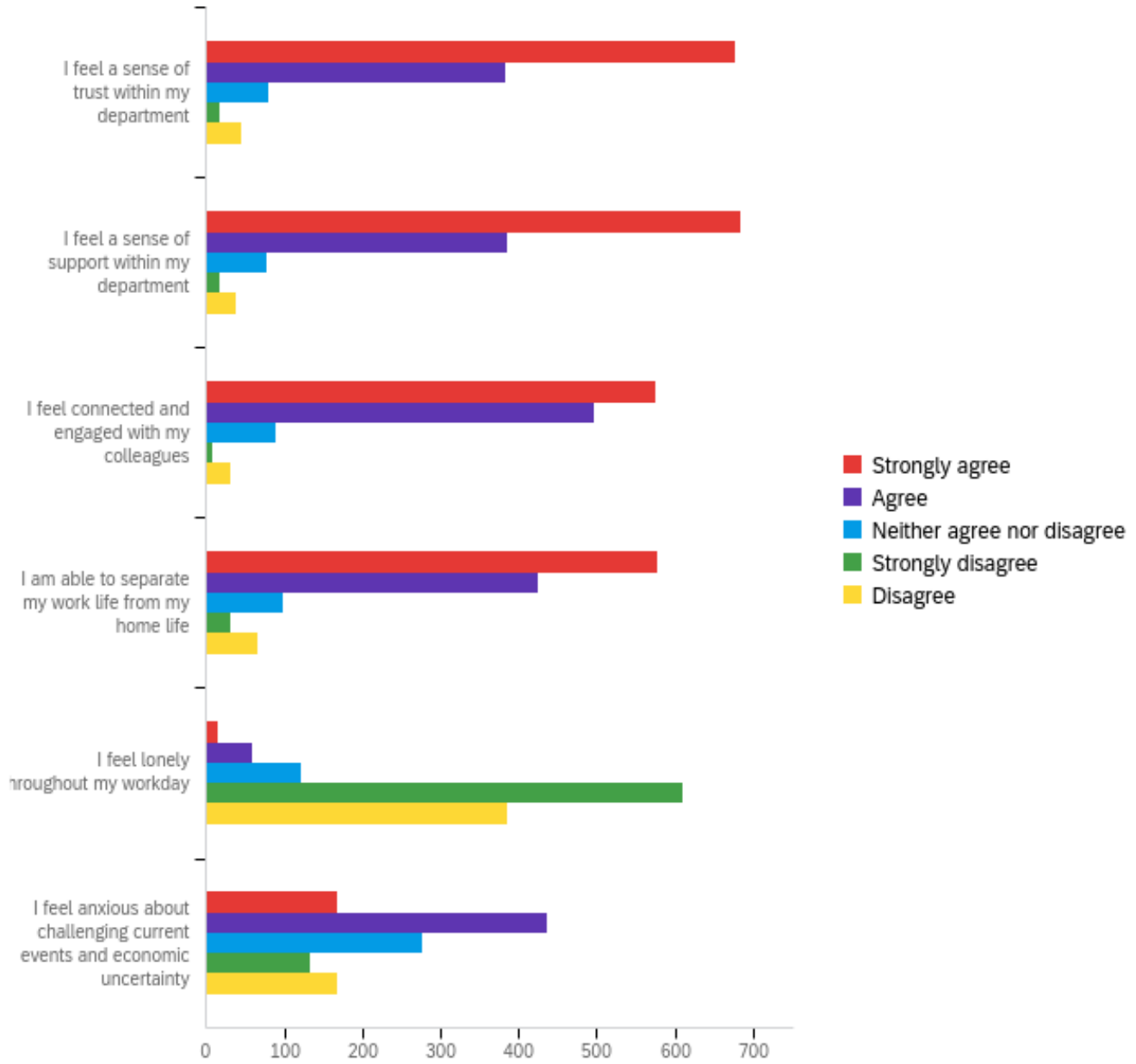
Question	Strongly agree/agree		Strongly agree		Agree		Neither agree nor disagree		Strongly disagree		Disagree		T
I feel a sense of trust within my department	88%	1060	56.23%	677	31.81%	383	6.73%	81	1.50%	18	3.74%	45	
I feel a sense of support within my department	89%	1069	56.86%	684	32.00%	385	6.48%	78	1.41%	17	3.24%	39	

I feel connected and engaged with my colleagues	89%	1072	47.88%	576	41.23%	496	7.48%	90	0.75%	9	2.66%	32
I am able to separate my work life from my home life	83%	1001	48.24%	577	35.45%	424	8.19%	98	2.59%	31	5.52%	66
I feel lonely throughout my workday	6%	73	1.26%	15	4.87%	58	10.16%	121	51.30%	611	32.41%	386
I feel anxious about challenging current events and economic uncertainty	51%	604	14.20%	168	36.86%	436	23.42%	277	11.33%	134	14.20%	168

I have the tools needed to perform my job effectively.
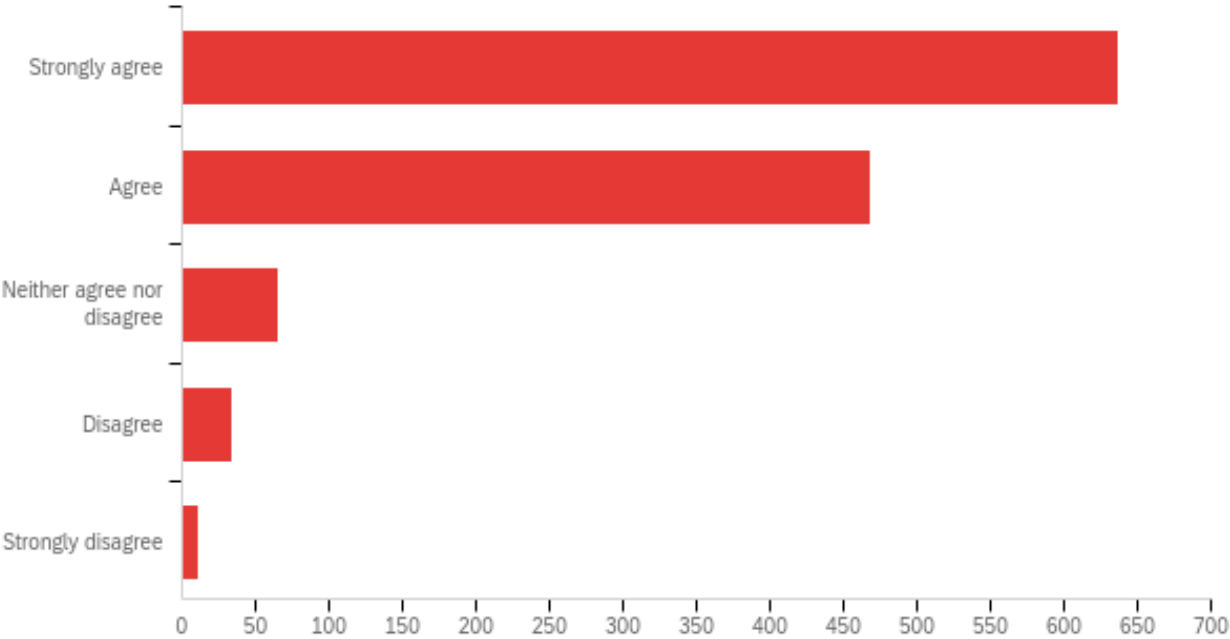
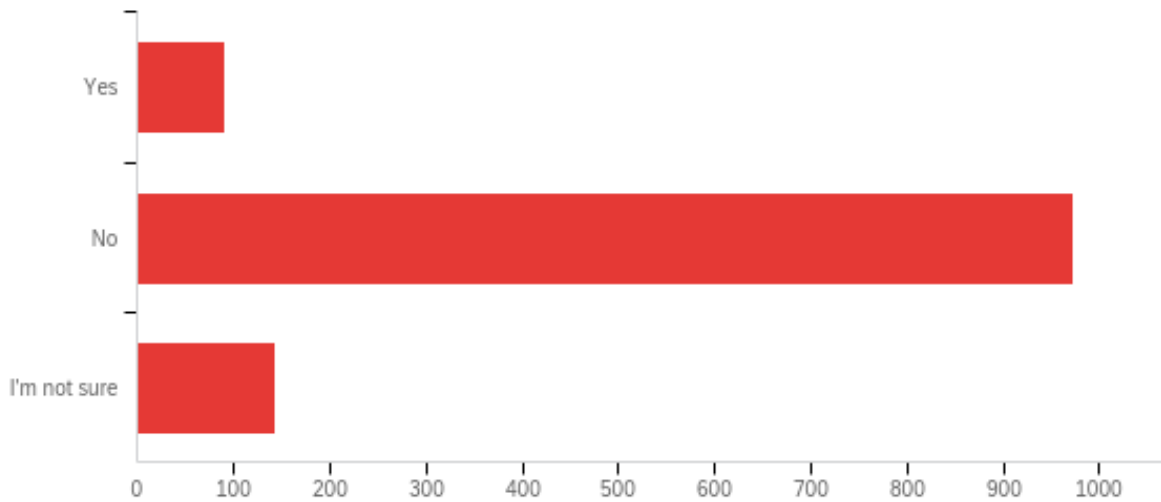| Answer	%	Count
Strongly agree	52.47%	637
Agree	38.55%	468
Neither agree nor disagree	5.35%	65
Disagree	2.80%	34
Strongly disagree	0.82%	10
Total	100%	1214

Based on your answer above, what additional tools can Drexel/your team provide to enable you to perform your job more effectively?
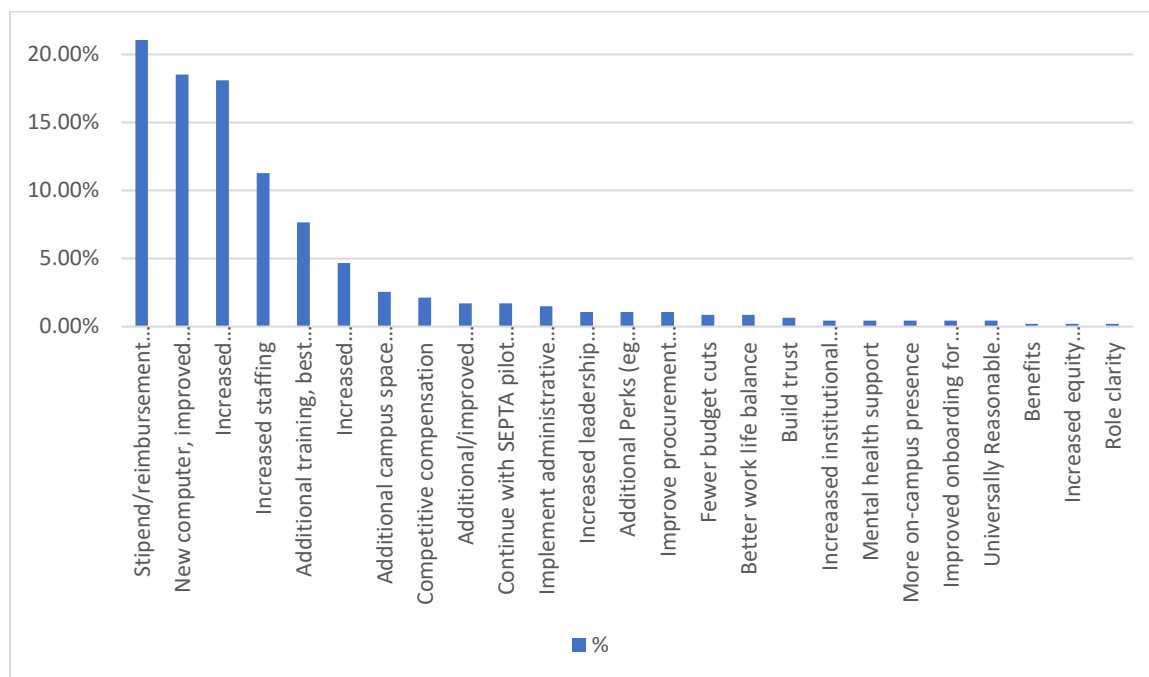
Answer	%	Count
Stipend/reimbursement for home office supplies/furniture	21.91%	103
New computer, improved technology/software/tools	18.51%	87
Increased flexibility/continue level of flexibility	18.09%	85
Increased staffing	11.28%	53
Additional training, best practices, professional development	7.66%	36
Increased communication/engagement/collaboration	4.68%	22
Additional campus space or hoteling space	2.55%	12
Competitive compensation	2.13%	10
Additional/improved remote IT support	1.70%	8
Continue with SEPTA pilot program	1.70%	8
Implement administrative efficiencies	1.49%	7
Increased leadership oversight/transparency	1.06%	5
Additional Perks (eg free/reduced parking)	1.06%	5
Improve procurement issues	1.06%	5
Fewer budget cuts	0.85%	4
Better work life balance	0.85%	4
Build trust	0.64%	3
Increased institutional support	0.43%	2
Mental health support	0.43%	2
More on-campus presence	0.43%	2
Improved onboarding for remote staff	0.43%	2

Universally Reasonable timelines	0.43%	2
Benefits	0.21%	1
Increased equity regarding flexible work	0.21%	1
Role clarity	0.21%	1
Total	100%	470

**Have there been any negative impacts on you or your department as a result of flexible work arrangements?**

Answer	%	Count
Yes	7.54%	91
No	80.61%	973
I'm not sure	11.85%	143
Total	100%	1207

Please explain the negative impacts that flexible work arrangements have had on your department, including any suggestions for improvement, if applicable.
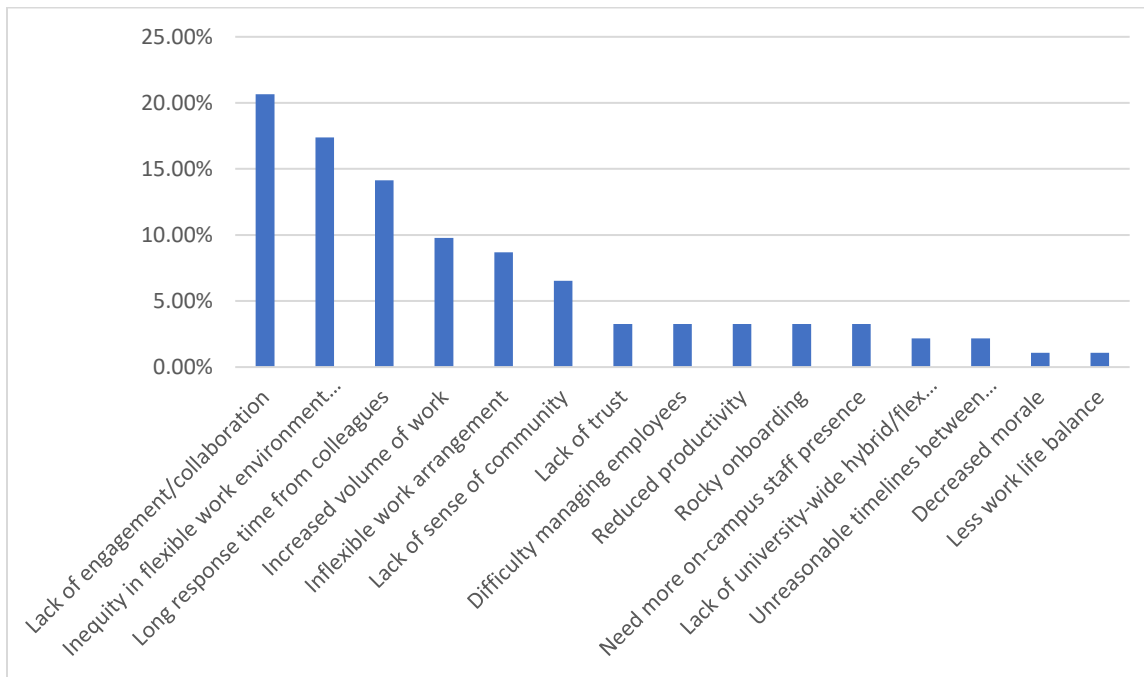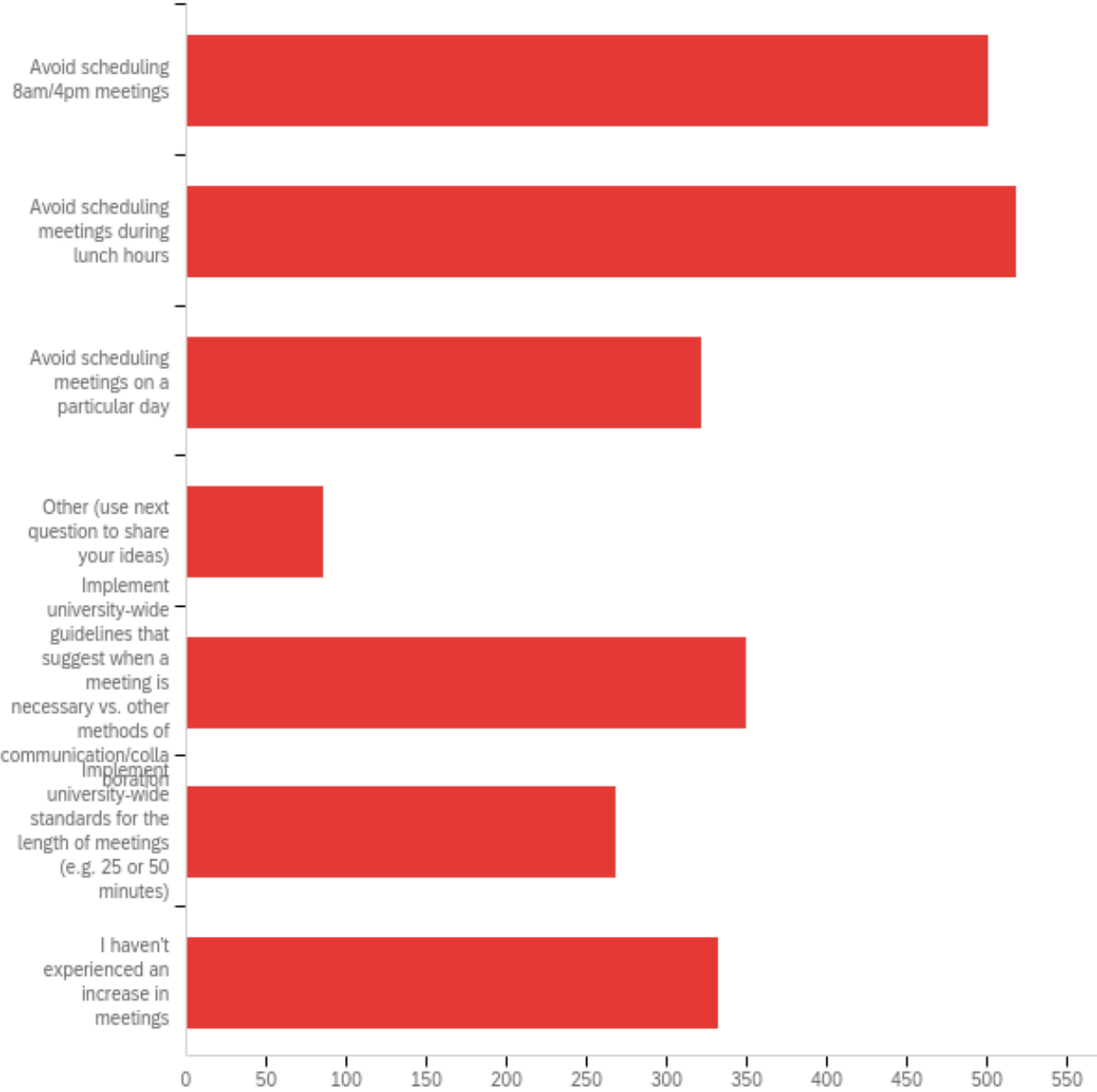

Answer	%	Count
Lack of engagement/collaboration	20.65%	19
Inequity in flexible work environment offered	17.39%	16
Long response time from colleagues	14.13%	13
Increased volume of work	9.78%	9
Inflexible work arrangement	8.70%	8
Lack of sense of community	6.52%	6
Lack of trust	3.26%	3
Difficulty managing employees	3.26%	3
Reduced productivity	3.26%	3
Rocky onboarding	3.26%	3
Need more on-campus staff presence	3.26%	3
Lack of university-wide hybrid/flex work strategy	2.17%	2
Unreasonable timelines between colleagues	2.17%	2
Decreased morale	1.09%	1
Less work life balance	1.09%	1
Total	100%	92

If it were to become available, would you be interested in any of the following flexible work arrangements? (Select all that apply.)
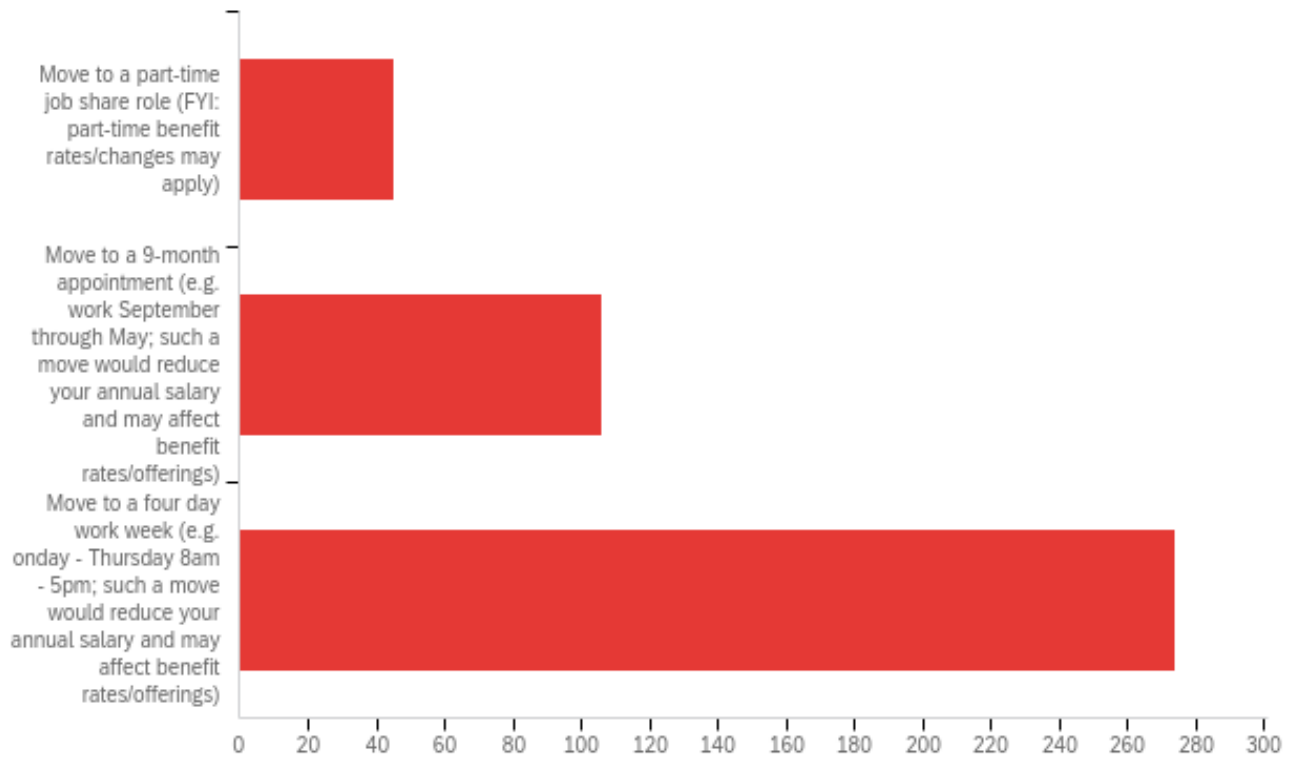
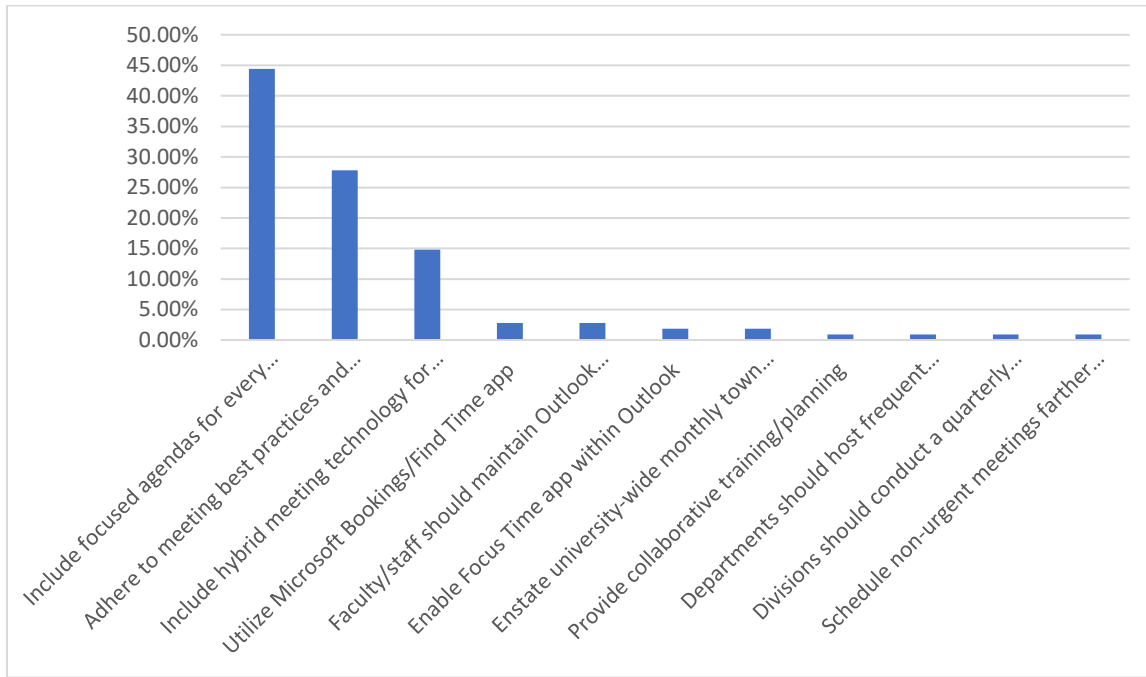| Answer	%	Count
Move to a part-time job share role (FYI: part-time benefit rates/changes may apply)	10.59%	45
Move to a 9-month appointment (e.g. work September through May; such a move would reduce your annual salary and may affect benefit rates/offerings)	24.94%	106
Move to a four day work week (e.g. Monday - Thursday 8am - 5pm; such a move would reduce your annual salary and may affect benefit rates/offerings)	64.47%	274
Total	100%	425

Recent surveys have shown an increase in meeting occurrences since the pandemic started. If you are experiencing an increase in meetings, which of the following practices might help alleviate the over-scheduling of calendars and/or encourage a better work/life balance? (Please note: these are not current Drexel standards. Choose all that apply.)

Answer	%	Count
Avoid scheduling 8am/4pm meetings	21.09%	502
Avoid scheduling meetings during lunch hours	21.81%	519
Avoid scheduling meetings on a particular day	13.53%	322

Other (use next question to share your ideas)	3.61%	86
Implement university-wide guidelines that suggest when a meeting is necessary vs. other methods of communication/collaboration	14.71%	350
Implement university-wide standards for the length of meetings (e.g. 25 or 50 minutes)	11.26%	268
I haven't experienced an increase in meetings	13.99%	333
Total	100%	2380

Please share any meeting scheduling norms that you think would be helpful for Drexel to set as a best practice. (Aside from those listed above.)

Answer	%	Count
Include focused agendas for every meeting	44.44%	48
Adhere to meeting best practices and protocols	27.78%	30
Include hybrid meeting technology for every meeting/conference room	14.81%	16
Utilize Microsoft Bookings/Find Time app	2.78%	3
Faculty/staff should maintain Outlook calendar availability	2.78%	3
Enable Focus Time app within Outlook	1.85%	2
Host university-wide monthly town hall meetings	1.85%	2
Provide collaborative training/planning	0.93%	1
Departments should host frequent brief standing meetings	0.93%	1
Divisions should conduct a quarterly assessment of meeting needs	0.93%	1
Schedule non-urgent meetings farther out to avoid over-crowded calendars	0.93%	1
Total	100%	108