



Title: Communication and the Transition to Online during COVID-19

Date: April 9, 2020

In the spring of 2020, the COVID-19 pandemic changed the face of education. Instruction and counseling moved to online delivery only and, due to the extraordinary speed with which the state was asking everyone to ‘stay at home’ there were not many days to prepare for this transition. Clovis Community College offered faculty and staff training and support as people mobilized and readied themselves to teach, counsel, and work from home. Most people were off site by Monday, March 23, 2020. The next 2 weeks included increased communications from the President as well as support from the IT Department and key faculty and staff. The following are results of a survey completed during week 3 of the transition that attempts to understand how these efforts are being received and how people are doing during this unprecedented event.

One hundred and sixty-five surveys were returned (42% of total administration, faculty, and staff). The largest response group is faculty (full and part time).

	Full time		Part Time	
Faculty	61	37%	52	32%
Classified Staff	43	26%	2	1%
Administrators	5	3%	-	-
Total	109	67%	54	33%

Forty-eight percent of respondents have worked for more than 5 years, 26% have worked 3-5 years and 25% have worked for CCC 0-2 years.

When asked about the transition to remote work, most people responded positively and are, at a minimum, getting through it. Overall, 11% responded that it was a rough transition.

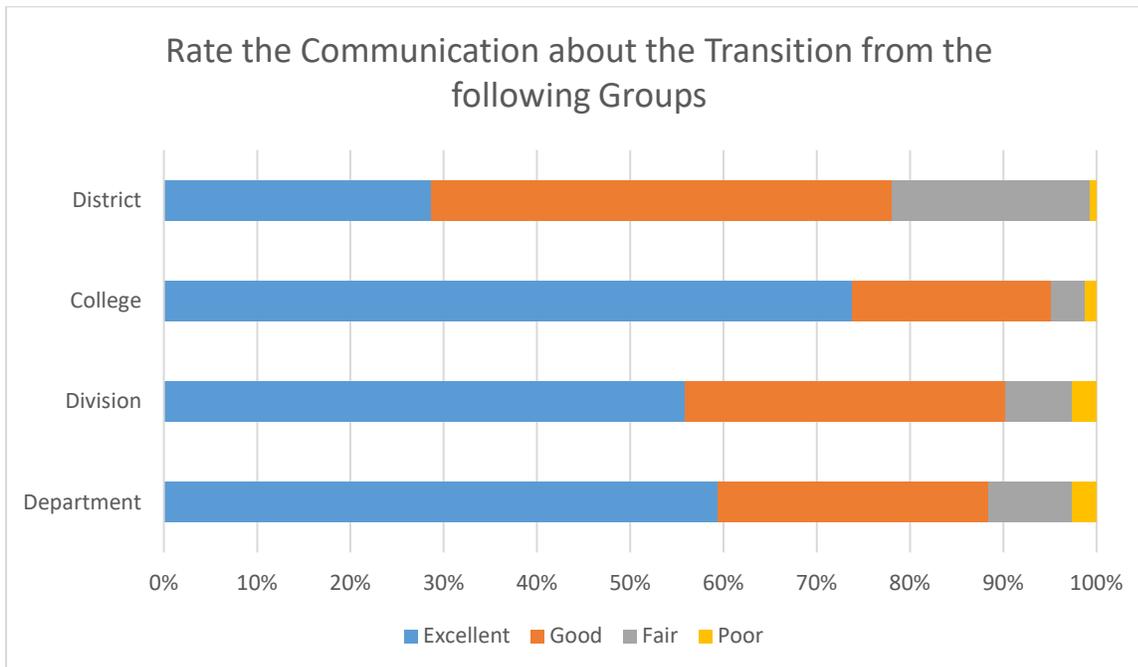
Please rate your experience with the transition to remote work						
	It was a rough transition		I’m getting through it		It was a smooth transition	
Administration	-	-	3	60%	2	40%
Faculty	15	13%	70	62%	28	25%
Classified Staff	2	5%	118	43%	22	52%

When asked to be specific as to why people responded as they did, 5 themes emerged.

- Communication and IT Support (38%)
 - Primarily positive responses
 - Communication has been transparent and plentiful
 - IT support has been responsive and quick
 - Instructional training and support has been responsive and helpful
- Difficulties in Transitioning (29%)
 - Primarily negative responses
 - Increased work-load for many
 - Instructional faculty who never expected to teach online
 - Uncertainty
- Technology Issues (10%)
 - Primarily neutral responses
 - Some difficulty adjusting to new programs
 - Additional work load noted
- Access to Equipment (7%)
 - Primarily neutral responses
 - Some difficulties in the beginning having the equipment needed
 - Positive responses regarding people being able to resolve equipment requests quickly
- Student Engagement (5%)
 - Concern for student well-being and engagement

Twelve percent reported no issues in transitioning.

Overall, communication coming from differing levels of administration receives positive response rates (excellent or good) with College, Division, and Department communications near or over 90%



People generally think the amount of communication is Just Right (82%) with 13% saying it is Too Much and 4% indicating it's Not Enough.

People would like to have weekly Zoom Town Halls (61%) and, support receiving Dr. Bennett's Update Memo's once a week (52%).

When asked to provide any comments or suggestions for communication for the next several weeks or months, themes once again emerged.

- Frequency (49%)
 - Generally, these are explanations to their choice in the previous question
- Suggestions (17%)
 - Mixing up Town Hall times to accommodate different schedules
 - Provide Zoom Meetings (recorded)
 - A space on the website to go to for information, recordings, new forms, etc.
- Compliments (12%)
 - CCC is doing a great job!
- Keep Zoom over Teams for Town Hall (9%)

The remaining comments were very specific to whichever individual posted and included Classified Professional issues (6%), Concern for Students (3%), and District Responsiveness (3%).