

MIT Architecture

Staff

Fall 2021 | Survey Results

Brief Summary

The Department of Architecture initiated this survey to develop potential new models for work in the department by identifying practices or policies that were successful in the fully remote model and that could be continued in the future. Through this survey, the department hopes to gain insight into opportunities to promote flexible approaches to work while understanding the preferences of staff members and addressing possible underlying issues.

Department administrative and support staff were surveyed. **The survey was conducted from October 18th, 2021 to October 28th, 2021, and consisted of eleven questions: seven quantitative questions and four qualitative open-ended questions soliciting additional comments. 18 responses were received, with a 72% response rate.** The survey gathered information on department work culture, engagement in decision making, work deadlines and responsibilities, work expectations and performance management, overtime, collaboration, safety, health, and well-being. The responses within these topics were evaluated with respect to the three different working models: fully remote, hybrid, and in-person. This summary presents some of the highlights from the survey.

Working Experience | Work Expectations

When staff members were asked how work expectations have changed since March 2020 when MIT implemented a fully remote model due to Covid-19, **69% of the staff responded that the work expectations overall increased** (44% somewhat increased, 25% increased), while 12% responded that they have decreased overall (6% somewhat decreased, 6% decreased) and 19% that work expectations are the same. In particular, when asked about how strongly they feel the expectation to reply to email/phone calls/texting correspondence outside normal works hours, the responses indicate that **during the remote model, staff members felt the expectations to be higher** (27% high, 47% somewhat high), **compared to the in-person model** (7% high, 13% somewhat high), and the hybrid model (33% high, 33% somewhat high) respectively. Comparison of the fully remote and hybrid model to the in-person model **clearly shows an increase in the expectations from the in-person model.**

Working Experience | Performance Management

When staff members were asked to evaluate whether the **deadlines set by the department and faculty are clear**, **75% of the staff agreed** (19% strongly agreed, 56% somewhat agreed), **while 19% somewhat disagreed with the statement.** Similarly, when asked whether the **roles and responsibilities set by the department and faculty are clear**, **81% agreed** (12% strongly agreed, 69% somewhat agreed), **while 19% somewhat disagreed with the statement.** Some additional responses on this topic were given in a follow-up, open-ended question, where some staff members highlighted that they think that deadlines usually fall on them, that faculty supervisors and staff supervisors are not always on the same wavelength, and that faculty don't know what is involved with teaching and the support required to align curriculum with the desired outcome.

Working Experience | Virtual Collaboration

Responses show that staff found their remote scheduling and working experience in Fall 2021 satisfying (33% somewhat satisfying, 33% very satisfying). Staff members also feel satisfied (40% somewhat satisfied, 20% satisfied) with the tools and training provided by the department. The responses also indicate that **staff would prefer to have meetings only on Zoom (40% somewhat agreed, 40% strongly agreed).** Additionally, **in the open-ended questions, some respondents highlighted that the ratio of remote/in-person would be better at 60/40 and 80/20 during IAP.**

Stress and Well-Being

The responses in this category indicate that **there is concern about commuting and having in-person interactions, but staff overall feel safe and comfortable being on campus.** In particular, 53% of the staff somewhat disagreed with the statement “I feel safe and comfortable commuting to campus” while 60% responded that they feel safe and comfortable being on campus and 27% somewhat disagreed. Lastly, 73% of the staff disagreed with the statement “I feel safe and comfortable having in-person meetings”.

Community

To assess the community’s pulse, staff members were asked if **they feel part of the MIT community and if they feel part of their designated groups. 83% agreed** (50% strongly agreed, 33% somewhat agreed) **and 72% agreed** (50% strongly agreed, 22% somewhat agreed) **with these statements, respectively.** When asked whether **their contributions are well recognized, 44% somewhat and 17% strongly agreed with the statement, while 33% somewhat disagreed with the statement.** In addition, **when asked whether they feel that they are being engaged in decision-making, 33% of staff somewhat disagreed, and 6% strongly disagreed with the statement.** In comparison, 17% somewhat and 22% strongly agreed with the statement.

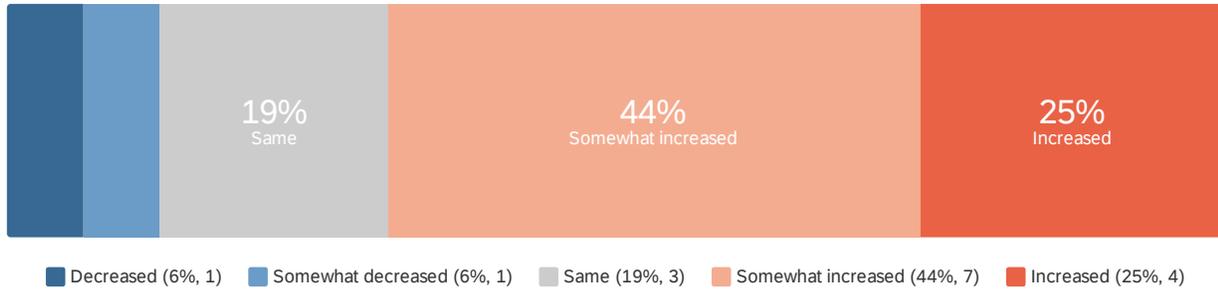
Additional Comments

The open-ended questions solicited comments about the roles and responsibilities set by the faculty and department, successful practices from the remote model, and general thoughts. The majority of comments highlighted the preference of 60% remote and 40% in-person work ratio for better concentration, productivity, reduced commuting, and a more healthy work/life balance.

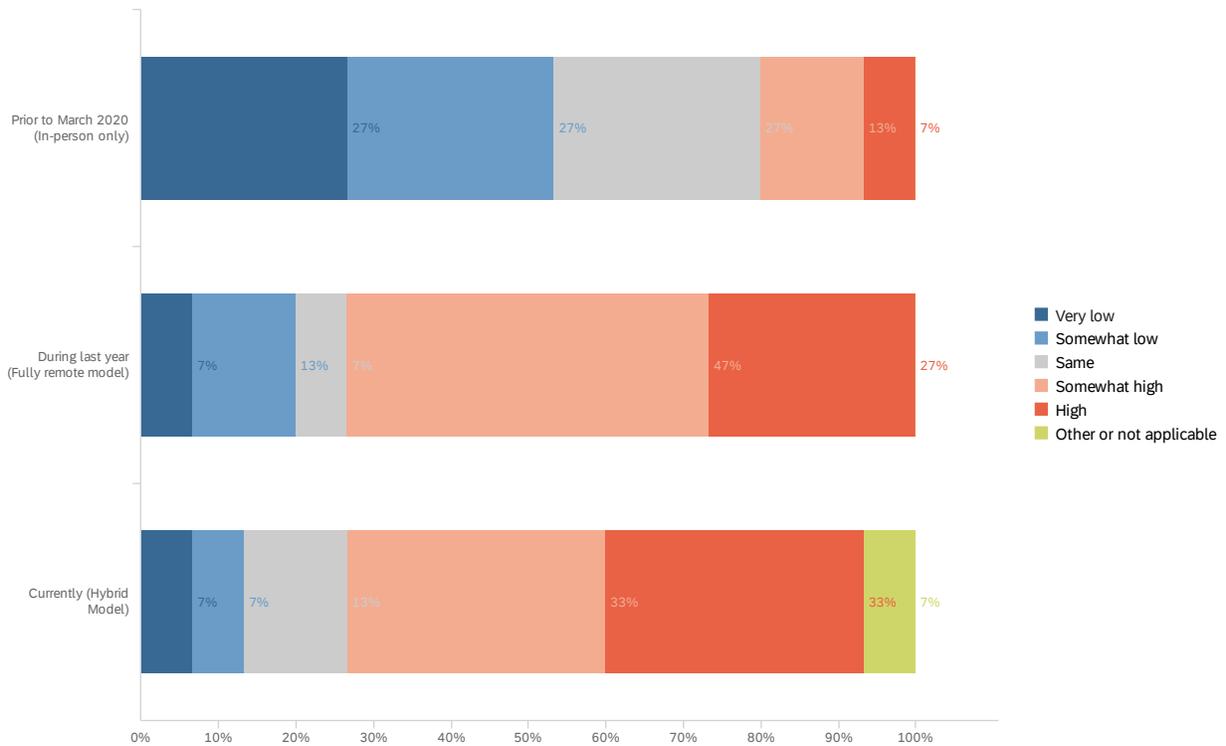
Working Experience | Work Expectations

How do you feel the work expectations changed since March 2020? (total responses =

16)

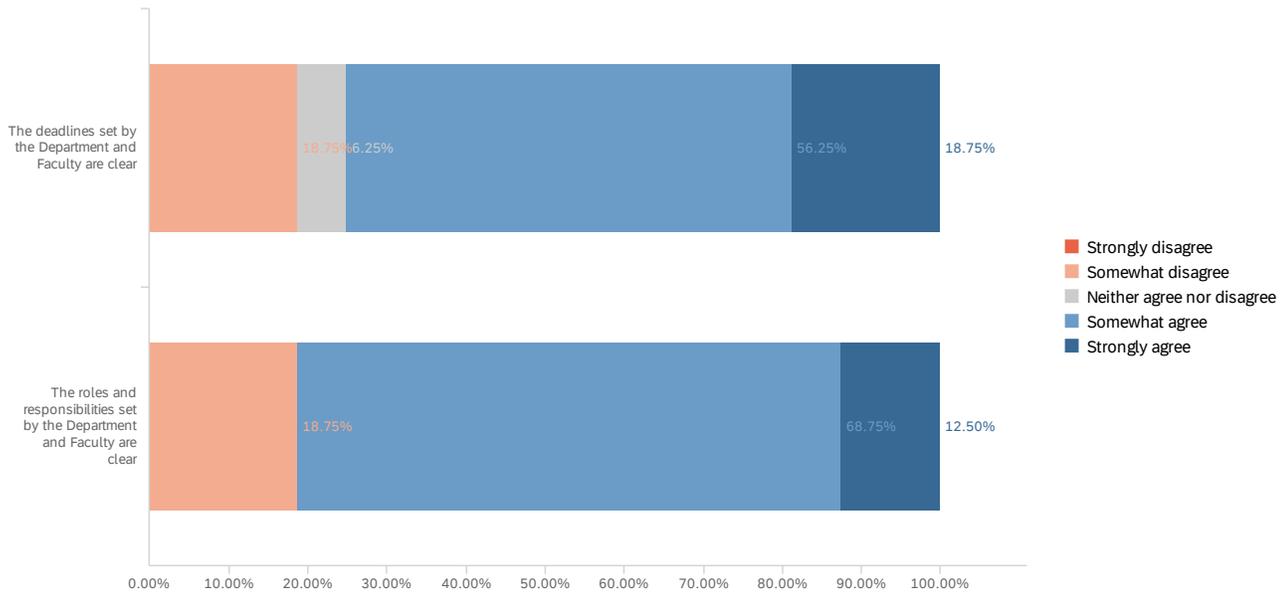


How strong do/did you feel the expectation to reply to emails/phone calls/text messaging/Zoom or WebEx outside of normal work hours was/is? (total responses = 15)



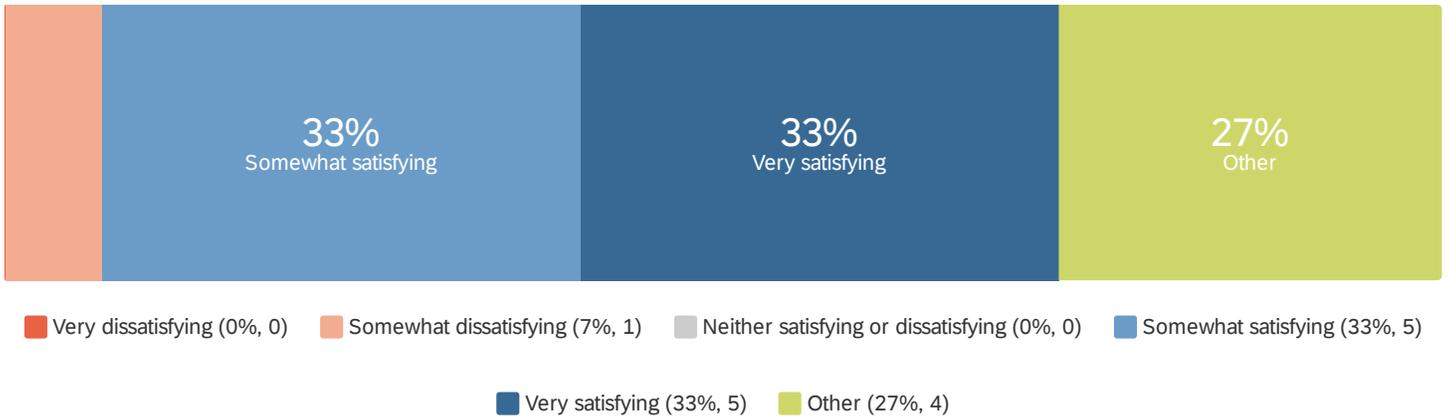
Working Experience | Collaboration, Management

To what extent do you agree or disagree with the following (total responses = 16):



How has your experience with remote scheduling and working been so far this Fall?

(total responses = 15)



Other [Text entry - Additional comments]

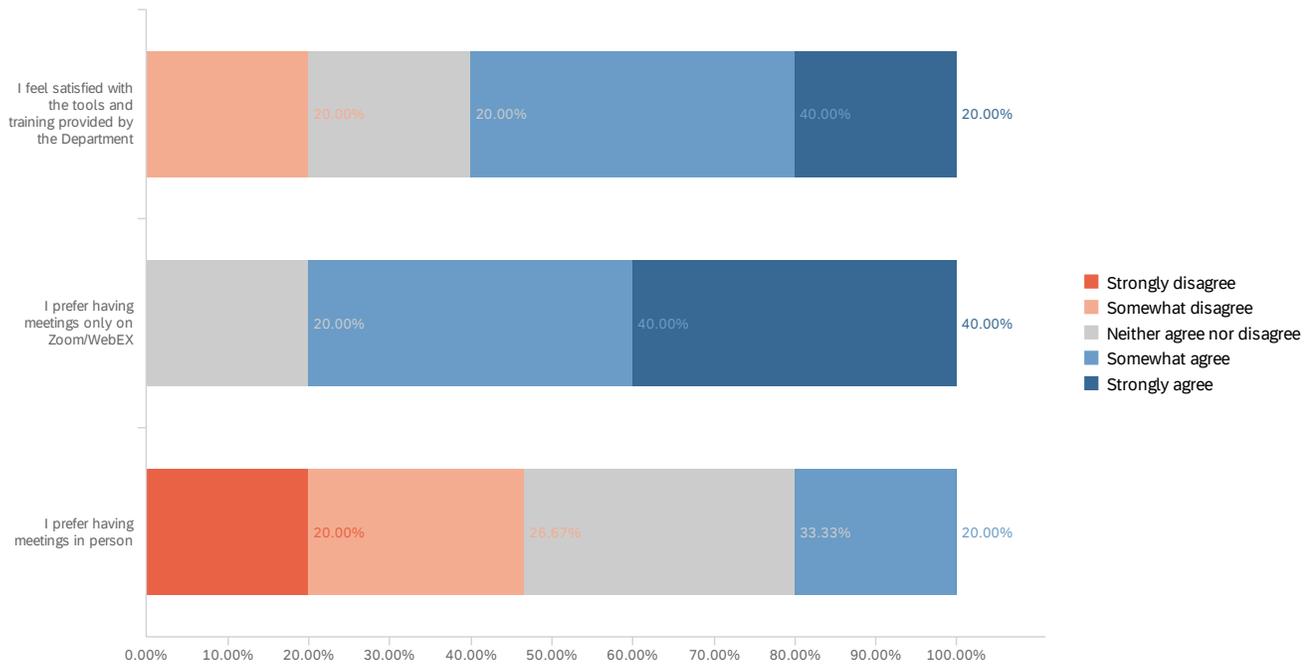
would prefer to stay fully remote with option of coming in when necessary/3day a week

not enough coverage for me to do hybrid

More remote work would be better, the ration should be 60% remote

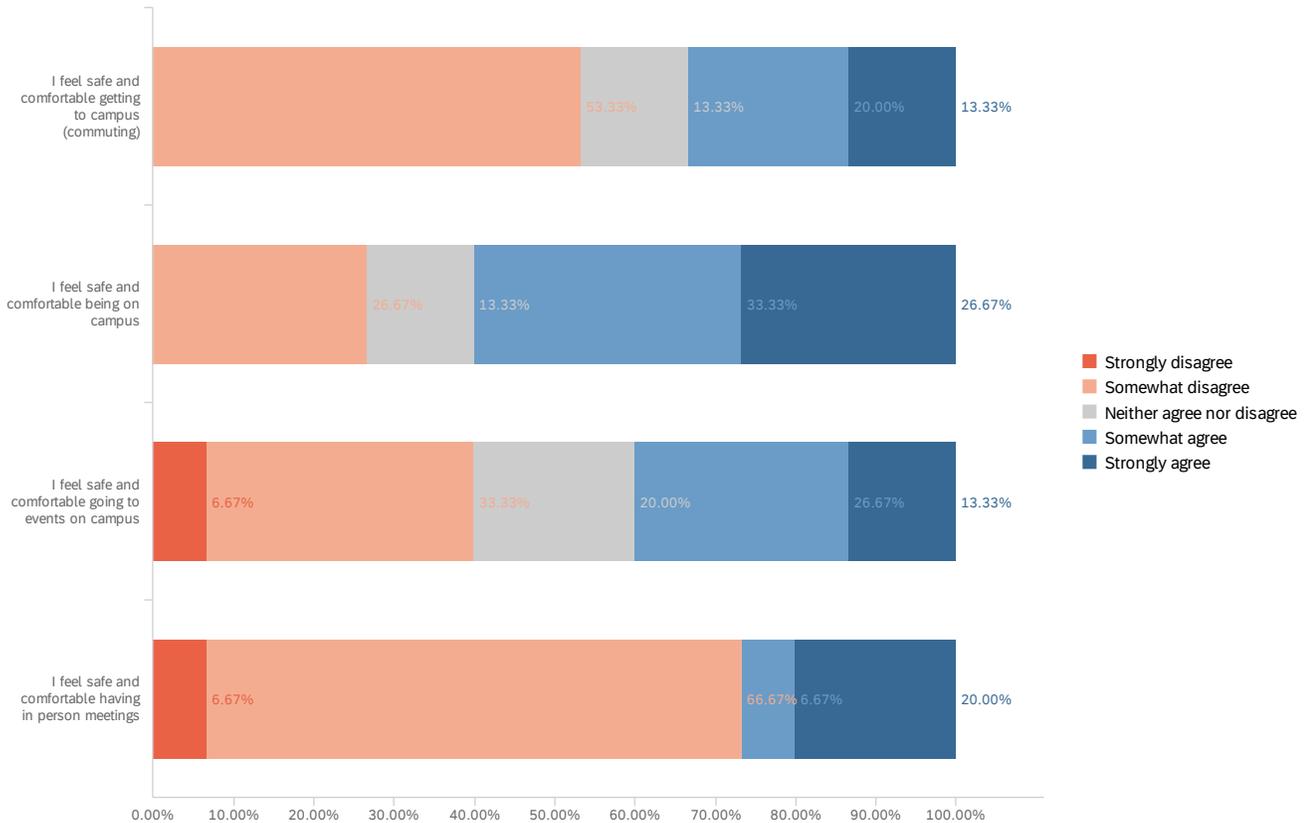
better to do 60% remote

To what extent do you agree or disagree with the following (total responses = 15):



Stress and Well-Being

To what extent do you agree or disagree with the following (total responses =15):



Community

To what extent do you agree or disagree with the following (total responses = 18):

