

1. How did it go?

**Thank you for providing feedback as we test our telework program and systems during this response to the COVID-19 pandemic. Your responses will help us understand where things are working well and where we have opportunities to improve. The results of this survey will be shared with your administrator and city leadership.**

1. What Department - Division/Team do you work for?

Other (please describe)

2. I am a supervisor or lead.

Yes  No

3. Please choose **all** that apply:

I telecommute on a regular or intermittent schedule (ongoing/formal agreement)

I am telecommuting temporarily (short term/informal agreement in place)

I do not telecommute.

My boss telecommutes.

Some or all of my workgroup telecommutes

I am available to my customers online

Other (please specify)

4. I've been telecommuting for (skip if this does not apply)

Days  Weeks  Months  Years

5. I am connecting via (skip if does not apply)

Net Motion (from City-issued device)  FortiClient (from personal device)  I don't know

Other (please specify)

6. So far, telework is...

- About the same* as if everyone was at their desk.  *Better* than when everyone is at their desk.  
 *Not as good* as when everyone is working at their desks.  Too soon to tell.

Feel free to explain your response.

7. What are your biggest barriers to productivity **as it relates to teleworking** at the moment? (you may check more than one and add more)

- Technology challenges (I or my team don't have what they need or its not working)  Skill in using the technology that is available to me (I or my team need some training or practice)  Increased email traffic (excessive check-ins or questions)
- Tracking productivity (instead of working)

Other barrier(s) or additional comments.

8. Please rate the following aspects of your experience over these two days of testing:

Terrible!   Could be better   Just Fine   Pretty Good   Doing great!   N/A

Engaged with my team/peers

             

Feel free to comment on this answer:

Accessible to my customers

             

Feel free to comment on this answer:

Informed of things that impact me or my work

             

Feel free to comment on this answer:

Productive

             

Feel free to comment on this answer:

Capable of using the tools I've been given

             

Feel free to comment on this answer:

Equipped for the work I'm doing

             

Feel free to comment on this answer:

I am empowered to innovate

             

Feel free to comment on this answer:

Trust is high on my team, no matter where they are working.

             

Feel free to comment on this answer:

9. In the last week, I have sought assistance with (check all that apply)

- Access to my office desktop from my personal computer at home
- My City-issued laptop connecting to the City network
- My City-issued laptops applications and/or capabilities
- Video conferencing
- Phone conferencing
- Issues related to my schedule or availability to my team
- Timesheet related questions

Other or comments about the above.

10. Additional comments or feedback?

11. If you'd like to be contacted about your responses, please provide your name. (if not, you may skip this)  
Providing your name removes your anonymity.

**Name**

**Email Address**

**Phone Number**