

**University of Maryland Libraries
Personnel Programs
Telework Evaluation**

Teleworker Evaluation

Summary

Teleworking can have an immense and positive impact on an employee's personal and professional life. We are interested in whether you have experienced any changes since you started to telework. In addition to you completing the survey, we are also surveying supervisors of teleworkers to gauge their experiences and views of telework as you participate in this program.

Please return this survey to Johnnie Love, Coordinator of Personnel Programs by November 12, 2004. Your responses will remain completely confidential.

A) How long have you officially participated in the Telework Program?

 4 less than 1 year 3 1 year 5 2 years

B) For each item listed below, please indicate how you rate change using the scale provided. Please place a check mark in the box that best describes your perception of the change teleworking has made in your life.

| Rating Scale | (1) Much better than before | (2) | (3) | (4)No change from before | (5) | (6) | (7) Much worse than before | N/A | Left Blank |
|---|---|-----|-----|-----------------------------------|-----|-----|--|-----|---------------|
| | | | | | | | | | |
| 1. Flexibility to coordinate my work schedule with my personal responsibilities | 6 | 2 | 1 | 3 | | | | | |
| 2. Balance between my work and my personal life | 6 | | 3 | 3 | | | | | |
| 3. Control over my work environment | 7 | 2 | 3 | | | | | | |
| 4. Coordinating schedules with staff of my work team | 3 | | | 9 | | | | | |
| 5. Social interaction with my coworkers | 2 | 1 | | 9 | | | | | |

| | | | | | | | | | |
|--|---|---|---|---|---|--|--|---|---|
| 6. Interaction with my colleagues on work-related matters | 2 | 1 | | 9 | | | | | |
| 7. Feedback on my job performance | 1 | 1 | 1 | 9 | | | | | |
| 8. Job satisfaction has improved | 7 | 3 | 2 | | | | | | |
| 9. My ability to give direction/feedback to employees that I supervise | 1 | 1 | | 5 | | | | 4 | 1 |
| 10. Service to my customers | 3 | 1 | 1 | 3 | 1 | | | | 3 |
| 11. Quality of the work I produce | 5 | 2 | 2 | 3 | | | | | |
| 12. My overall work productivity (including all work days, in and away from the office) | 5 | 4 | 2 | 1 | | | | | |
| 13. Attendance at important meetings | 2 | 1 | | 8 | | | | | |
| 14. My ability to communicate with my supervisor when I experience difficulties with my work on my telework days | 1 | 1 | 1 | 8 | | | | | |
| 15. Meeting my deadlines | 2 | 3 | 2 | 5 | | | | | |
| 16. Completing my work without having to work overtime | | 3 | 3 | 5 | | | | | 1 |
| 17. My sense of belonging to my organization. | 2 | 2 | | 9 | | | | | |
| 18. My support from my Supervisors and Colleagues. | 1 | 2 | 2 | 6 | 1 | | | | |

Comments listed here support questions in the chart.

4) **See Line 16:** I am leaving it unchecked as my overtime and long hours are unrelated to the Telework schedule. The main problem is that Nonprint Media Services has been understaffed for a long time and that there is a shortage of qualified staff to provide technical services to meet the critical needs of our organization.

10) **Question 9:** Not impacted-I telework on a day my GA is not here-for that reason. I want to be available to provide feedback when she is in the office.

Question 13: No impact- I change my schedule as needed to attend meetings.

11) **Question 10:** I can help patrons in a email or phone. But not face to face and sometimes that is needed. On the other hand before telecommuting. I was leaving the office at 2:30-so I wasn't here in the afternoon anyway. And Friday's are slow. And my theatre and dance students know from library instruction that I leave early on Friday's.

11) **Question 18:** Since PAL has a small state. There might be times **are(?)** librarians and staff are out and only students are here. I have not been asked to change my plans and I haven't, but I feel that maybe I should have.

Additional comments: Due to library instruction or meeting commitments or work I just had to do from the office-I have only worked from home a few times.

14) None

C. What is the greatest challenge you have faced teleworking? Check the answer that best describes your challenges.

1. 3 **Accessing files on the LAN from off-campus**
2. 4 **Ability to keep to my telework schedule due to commitments in the office.**
3. **Ability to effectively communicate with coworkers, /supervisor/those I supervise on telework days.**
4. 3 **Please describe other**

5) Teleworking has made my work easier to do, because of freedom from distractions. I can't really point to any great "challenges" due to telework per se.

8) Scheduling the appropriate work to do at home and making sure I take the necessary materials home with me.

Comments:

4) I find teleworking a very good alternative to conventional methods to achieve productivity and I believe that it contributes to my work life in a positive manner. However, I find one major concern that it is not recognized by the management I work under. Even though there is a significantly measurable improvement to my productivity at work, my supervisor does not seem to consider telecommuting a part of the conventional work routine.

Because my department does not have a structured and well organized work system, Such great concepts as teleworking or team work, etc. do not work well in an organization such as ours. The total number of hours I worked in the last two years has increased by 25%. On average, I work more than fifty hours a week, with at least forty hours of work per week in the Nonprint media services on campus including working on Saturdays and with an additional 10 or more hours at home. When my staff are sick or out of office, I work more than sixty hours within a week. Our department is severely under staffed with no contingency plan and no structured planning of any sort.

9) My computer at home is slower than at work, but I have more time to be patient at home!

- 12) None so far.
- 14) None.

D. What has been the biggest benefit to you in participating in the Telework program?

- 3) Having undisturbed time to do scholarly work, particularly anything involving writing, reflection, or a flow of thought.
- 4) Some flexibility in the work schedule.
- 5) Ability to concentrate fully on very detailed work; ability to manage physical disabilities without missing work or using leave.
- 6) On days I telework-being able to work on one project for more then one hour without a phone and walk-ins.
- 7) Ability to accomplish tasks that always went to bottom of list.
- 8) Less time wasted and less stress from commuting.
- 9) I've been able to work on my "creativity" facet of my job where without telecommuting I couldn't do it.
- 10) I don't think teleworking has kept me from working with my colleagues (questions 4-6) nor have I had any specific feedback one way or the other-but I can say it has improved my morale and lowered my stress level (due to commuting.)
- 11) Not having to drive my long commute.
- 12) Increased productivity due to not having to commute one day a week (I live in Virginia). Cost and energy savings.
- 13) Meeting deadlines, particularly for projects that involve considerable report writing or preparations.
- 14) Saves my sanity!

E. Do you see yourself continuing in the telework program? 9 Yes, indefinitely 3 Yes, until the end of my next evaluation cycle (PRD, PRC) No

- 3) However, I will continue to request a few day per month. When possible for teleworking.
- 4) Telework program is fine. It does not work very well if managers are not supportive of it and unable to manage it.

F. Do you have any suggestions for improving our Telework Program in our organization?

- 3) Make the paperwork process clearer for new versus continuing teleworkers.
- 4) I believe the Telework program is fine. It does not work very well if managers are not supportive of it and unable to manage it.
- 5) I can't think of any improvements necessary to the kind of work I do; but others may have other needs.
- 6) Have more people take part.
- 7) Consider possibility of allowing flexibility to work more than one day a week.
- 10) Telework brown bag-have current participants in program available to answer questions for people who might be interested in participating as new teleworkers?
- 12) Please keep the program going! It is wonderful.

13) Should not be confined to our day per week, particularly for librarians. Could be scheduled two [**and**] half days a week, for example. The way it is set up right now, it is more prevalent to paraprofessionals. Some items in the paper work do not go well with faculty status, they are more for support staff.

If you have any questions about this survey, please contact Johnnie Love at X5-9048 or jlove1@umd.edu. Thank you for your assistance in completing this evaluation.