

**Staff Advisory Council COVID-19 Response Survey
Stillwater and Tulsa Campuses**

“Is there anything else you would like OSU Staff Advisory Council to know regarding the impact of COVID-19 on you and your experience at OSU?”

In total, there were 380 responses and after excluding neutral comments (e.g. “N/A” or “I don’t know”), 353 comments remained. The process for analysis involved an assessment specialist reading through each comment and attributing its general message to one to three themes. After encoding each comment, those that related to the same concerns/issues were consolidated into a smaller list of unique responses, displayed in the table below. Due to many comments falling under more than one theme, the below table represents a frequency total of 505.

A total of 10 common themes were identified and are as follows: Remote Work, Mandates, Salary, Concerns, OSU’s Response, Politics, Resources, Staff, Online Learning, and Miscellaneous. Many themes are present more than once within the below table, showing the variety of opinions or nuances amongst comments for several of the themes.

Table 4. Theme Break-Down of Responses to Open-Ended Question

Theme	Description	Frequency	Percentage
Remote Work	Would like more opportunities to work remotely; would like to be allowed to design a customized hybrid schedule both due to pandemic and indefinitely.	96	19.0%
Mandates	OSU administration guidelines often conflicted with college or department guidelines; there were cases in which expectations were different within a unit and unfair advantages were given to some.	51	10.1%
Miscellaneous	Miscellaneous comments not related to survey or one-off comments that could not be categorized.	40	7.9%
Mandates	The mandates should have been harsher; vaccines should be mandated; the “Masks Expected” guidelines were not sufficient.	26	5.1%
Remote Work/ Salary	Worried about losing staff due to lack of remote work options or competitive pay; considered/considering leaving due to these problems.	23	4.6%
Concerns	Worried about family members’ health; worried about own health; feeling unsafe returning to campus.	19	3.8%
Mandates	The mandates were too strict; there should have been no mandates at all (particularly mask mandates).	18	3.6%
Remote Work	Enjoyed working remotely but did not specify wanting to continue.	17	3.4%
Mandates	Mandates should cease.	16	3.2%
Mandates	Students did not respect mandates.	15	3.0%
Remote Work	Work-life balance was increased by working remotely/during the pandemic.	15	3.0%
Mandates	Employees did not respect mandates.	13	2.6%
Mandates	Vaccines should not be mandated.	13	2.6%
Salary	Pay should increase, either due to cost-of-living concerns or to be competitive in the job market.	12	2.4%
OSU’s Response	Overall, I am pleased with OSU's response to COVID-19.	12	2.4%
OSU’s Response	OSU does not care about its employees.	11	2.2%
Miscellaneous	Comments referring to the survey itself.	10	2.0%

Theme	Description	Frequency	Percentage
Politics	Concerned regarding how politics entered the conversation regarding COVID-19 and the administration's response.	8	1.6%
Remote Work	Remote work should be ended for everyone.	8	1.6%
Remote Work	Identified that they were unable to work remotely.	8	1.6%
Resources	University Health Services did a good job/was a helpful resource.	7	1.4%
Remote Work	Saw an increase in productivity due to remote work.	7	1.4%
Concerns	Actively or previously worried about running out of leave, layoffs, or pay cuts.	7	1.4%
Staff	There was a lack of accommodations made for staff, especially compared to accommodations for faculty and students.	7	1.4%
Remote Work	Did not like working remotely/had a hard time working remotely.	6	1.2%
Remote Work	Did not have a preference on working remotely or not.	6	1.2%
Miscellaneous	Gave personal information regarding when they started at OSU (often joining during the pandemic); gave further context to their responses to survey.	5	1.0%
Resources	OSU needs more mental health resources for employees.	5	1.0%
Online Learning	Online learning was bad for students.	5	1.0%
Miscellaneous	Thank you/positive messages.	4	0.8%
OSU's Response	Identified having lost faith in OSU.	4	0.8%
Resources	There were not enough safety precautions in place on campus; hand sanitizer stations were not regularly filled; shortage of masks; and insufficient cleaning.	3	0.6%
Resources	Wanted more communication from leadership.	2	0.4%
Resources	Felt there was too much communication.	2	0.4%
Miscellaneous	Tulsa-campus specific concerns.	2	0.4%
Resources	Liked the communication provided by OSU.	2	0.4%
Total		505	100.0%