

Preparing for a Post-COVID Era: Workplace Policies and Practices Survey

The following survey was developed by the AAMC Group on Business Affairs, Data and Benchmarking Committee, with input from the Group on Institutional Planning, Facilities Planning & Space Management Subcommittee. It collects data on remote and hybrid work policies and practices, the workplace environment and support to employees, productivity measures, and space considerations. The purpose of the survey is to give our members within the GBA and GIP committees an understanding of shifting workplace policies and administrative issues as you prepare your offices for a post-COVID workplace. We recognize that policies and practices are constantly evolving with respect to these areas. This survey is intended to ascertain the policies and practices at your medical school *today*, as of the date you receive this survey. All questions pertain to the medical school, where appropriate, and should not reflect related or affiliated entities that might differ from the medical school.

Participation in this survey is completely voluntary and should take no longer than 30 minutes. If you choose to participate, survey responses are due by August 23, 2022.

The data is classified as restricted. That is, a general summary of the data will be presented in the aggregate to GBA and GIP committee members for informational purposes and as such will not be released with individual or institutional identification. Your identified survey responses will be securely stored by the AAMC with appropriate access controls to limit exposure of your data to only those with a need to know.

This activity has been reviewed according to AAMC policies and procedures. For questions, please contact AAMC staff at gba@aamc.org.

By continuing with this survey, you acknowledge that you have read the above and you agree to participate.

Medical School Policies

Definitions

Remote Only: Individuals who are 100% remote as well as those who may come on-site less than once/week - fully remote unless asked by supervisors on an ad-hoc basis.

On-Site Only: Individuals who are consistently on-site 4-5 days/week.

Hybrid: Individuals on-site routinely 1-3 days/week.

1. Do you have an institution-wide remote work policy for all staff?

- Yes
- No, our policies are established at the department level
- No, we do not have a remote work policy for all staff

This Question is Conditionally Shown if: (1 = No, our policies are established at the department level OR 1 = No, we do not have a remote work policy for all staff)

2. If no institution-wide policy exists, are there specific groups that are eligible for remote work agreements?

- Yes _____
- No _____

This Question is Conditionally Shown if: (1 = Yes)

3. Do you allow staff to work in other states as part of your remote work policy? (If "Yes", please report the number of other states as a numerical digit)

- Yes _____
- No
- Not addressed in our remote work policy

This Question is Conditionally Shown if: (1 = Yes)

4. Is compensation based on your home institution's employment market or is it adjusted to the market rate based on where people live?

- It is based on my home institution's employment market
- It is adjusted to the market rate based on where people live
- Don't know
- Depends _____

5. Do you have an established remote work policy for all faculty?

- Yes
- No

This Question is Conditionally Shown if: (5 = Yes)

6. Is this policy the same as for staff?

- Yes, the policy is the same
- No, it has different stipulations for faculty (please specify) _____

7. Are any of your policies influenced by unions or bargaining agreements?

- Yes
- No
- N/A, we do not have a union

(End of Page 2)

Workplace Environment

Definitions

Remote Only: Individuals who are 100% remote as well as those who may come on-site less than once/week - fully remote unless asked by supervisors on an ad-hoc basis.

On-Site Only: Individuals who are consistently on-site 4-5 days/week.

Hybrid: Individuals on-site routinely 1-3 days/week.

8. Approximately what percentage of all staff (regardless of employer, but who support faculty and core work of the school) will work in a remote-only, on-site only or hybrid capacity in the Fall of 2022? (Note: total should add up to 100%)

All Staff

Remote-Only _____

On-Site Only _____

Hybrid _____

9. For each of the staff functions below, please indicate what type of work arrangement you will be offering in the Fall of 2022? (Choose all that apply)

	Remote-Only	On-Site Only	Hybrid	Don't Know
Administrative Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Revenue Cycle/Professional Billing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliance/Legal/Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities/Space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Department Administrators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grants and Contracts (e.g., research administration, pre-post award)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Institutional Advancement (e.g., PR, communications, marketing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laboratory Research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Office Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Care (for health care professionals/technicians)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Affairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teaching Support (e.g., graduate student coordinators, residency coordinators)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vivarium	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Logistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic Affairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. For those who are hybrid, what are the expectations for this group to be on-site? (Choose all that apply)

- When all other team members are on-site to promote collaboration
- Scheduled to be staggered with other team members to easily share work space
- Variable depending on meetings and other on-site needs
- We do not have hybrid staff
- Other _____

11. For those who are remote-only, what are the expectations for this group to be on-site? (Choose all that apply)

- When all other team members are on-site to promote collaboration
- Variable depending on meetings and other on-site needs
- We do not have remote-only staff
- There are no expectations for this group to be on-site
- Other _____

Support to Employees

12. For each type of work arrangement, does your school financially support (in part or in full) any of the following resources and services? (Choose all that apply)

	Remote	Hybrid	On-Site	Don't Know
Telephone/mobile stipend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office furniture (e.g., desk, chairs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer(s) and monitor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliance/Legal/Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer camera	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile hot spot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet service fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stipend for use of alternate space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid on-site parking for times they must be on-site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional compensation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation subsidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare subsidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gym access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complimentary snacks/food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complimentary coffee/beverages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. If "Other" was selected, please specify below, otherwise proceed to the next question.

Productivity Measures and Work Schedules

14. Before COVID, did you have set identified performance metrics for staff?

- Yes
- No
- No, but we were in the process of developing them

15. Do you currently have the same performance metrics for staff?

- Yes, metrics are the same
- Yes, metrics are the same, but we are developing new metrics based on remote work status for future implementation
- No, we have made changes since COVID
- N/A, we have never had identified performance metrics

This Question is Conditionally Shown if: (15 = No, we have made changes since COVID)

16. If no, what has changed? Select all that apply.

- We have developed new performance metrics that differ depending on whether staff are remote, hybrid, or on-site
- We have developed new performance metrics, but they are consistent whether you are remote, hybrid, or on-site
- Other _____

This Question is Conditionally Shown if: (8 (All Staff) [Remote-Only] > "0" OR 8 (All Staff) [Hybrid] > "0")

17. For staff who are remote or hybrid, please select from the options below:

- Staff are required to work a set schedule, but have the flexibility to schedule their hours between 6am-9pm (M-F)
- We do not require staff to have a set schedule, but they must work enough hours over the course of a week to constitute a "work week"
- Staff are required to work a set schedule during our regular business hours (M-F)
- Staff are permitted to work a condensed schedule (3-4 days/week)
- Other _____

18. For staff who are on-site, please select the option below that applies to the majority of your staff:

- Staff are required to work a set schedule, but have the flexibility to schedule their hours between 6am-9pm (M-F)
- We do not require staff to have a set schedule, but they must work enough hours over the course of a week to constitute a "work week"
- Staff are required to work a set schedule during our regular business hours (M-F)
- Staff are permitted to work a condensed schedule (3-4 days/week)
- Other _____

Space & Policies

19. Have there been any changes to space as a result of the pandemic?

- Yes
- No

This Question is Conditionally Shown if: (19 = Yes)

20. Have you or do you expect to change your square footage as a result of the shift to a more hybrid workforce?

	Have already reduced	Plan to reduce	Keep Same	Increase
Conference rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wet lab research space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dry lab/computational research space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unassigned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

This Question is Conditionally Shown if: (19 = Yes)

21. If "Other" was selected, please specify below.

22. Were you leasing space pre-pandemic?

- Yes
- No

This Question is Conditionally Shown if: (22 = Yes)

23. Are you considering breaking your lease?

- Yes
- No

24. Were you sub-leasing space pre-pandemic?

- Yes
- No

25. Are you currently sub-leasing space?

- Yes
- No
- No, but we are considering it.
- N/A, we have no space to sub-lease.

26. Are you reassigning any of your space? (Please describe below)

27. Do you currently offer hoteling space? (Hoteling space is defined as a form of office space management in which workers reserve desks or offices ahead of time instead of being permanently assigned to a single workstation or choosing a free space as they arrive)

- Yes
- No, there are no plans
- No, however we do have spaces available that are first-come, first serve
- Not now, but in the future
- Don't know

(End of Page 6)
