# Supplementary tables of responses to survey questions & survey tool

## 4.2 Experience with video-facilitated work practices pre-CRAZI and now (CRAZI)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| How often work from home? | | | | | |
|  | Never | Occasionally | Once a week | Several Days a week | All working days |
| Pre-COVID | 33 | 88 | 37 | 35 | 8 |
| COVID | 2 | 8 | 5 | 0 | 152 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| How often use Videoconferencing and how often was it present pre-CRAZI | | | | | | | |
|  | Never | Once a month | Once a fortnight | Once a week | Twice a week | Three or more times a week | Every day |
| Pre-COVID (present) | 45 | 66 | 20 | 26 | 13 | 20 | 11 |
| Pre-COVID (use) | 61 | 64 | 18 | 23 | 10 | 14 | 11 |
| COVID (use) | 0 | 4 | 5 | 10 | 15 | 65 | 102 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Meeting Length | | | | | | |
|  | Less than 15 minutes | 15-30 minutes | 30-60 minutes | 60-90 minutes | 90 minutes-2 hours | More than 2 hours |
| Pre-COVID meeting | 1 | 4 | 99 | 71 | 20 | 6 |
| Pre-COVID teleconference | 2 | 8 | 97 | 45 | 6 | 4 |
| COVID teleconference | 1 | 10 | 123 | 57 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Meeting Size | | | | | |
|  | 1-2 | 3-5 | 6-8 | 8-10 | More than 10 |
| Pre-COVID meeting | 13 | 75 | 49 | 31 | 32 |
| Pre-COVID teleconference | 25 | 70 | 34 | 24 | 29 |
| COVID teleconference | 9 | 58 | 59 | 33 | 42 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Multi-task frequency | | | | | |
|  | Never | Rarely | Sometimes | Often | Always |
| Pre-COVID | 29 | 56 | 50 | 27 | 25 |
| COVID | 8 | 37 | 80 | 52 | 24 |

|  |  |  |  |
| --- | --- | --- | --- |
| Teleconference geographic spread | | | |
|  | Local | National | International |
| Pre-COVID | 106 | 116 | 94 |
| COVID | 189 | 94 | 62 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Main reason for videoconference use: | | | | | | | |
|  | Work collaboration meetings | Work team meetings | Seminars/webinars | My learning | Leisure | Teaching | Other |
| Pre-COVID | 79 | 58 | 18 | 6 | 5 | 1 | 202 |
| COVID | 40 | 0 | 8 | 0 | 0 | 16 | 202 |

## 4.3 Platforms and equipment supporting CRAZI

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| CRAZI Platform | | | | | |
| Zoom | Microsoft teams | Skype | Google meet | Cisco WebEx or VMR | GoTo Meeting/Webinar |
| 179 | 117 | 60 | 28 | 15 | 7 |
| FaceTime | WhatsApp | Facebook | Jitsi | Blackboard | BlueJeans |
| 6 | 6 | 3 | 3 | 2 | 2 |
| Pexip | Phone | Slack | Other |  |  |
| 2 | 2 | 2 | 20 |  |  |

|  |  |  |
| --- | --- | --- |
| Headphone Use | | |
| In-ear headphones | I don’t use headphones | Over-ear headphones |
| 70 | 68 | 63 |

## 4.4 Home Locations for CRAZI

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Where work | | | | | | |
| Dedicated study/home office | Living room | Bedroom | Kitchen | Outside | Dining room | Laundry |
| 113 | 111 | 66 | 45 | 39 | 8 | 2 |

4.5 CRAZI tolerance and adverse effects

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| How many hours of teleconferencing can you tolerate? | | | | |
| Min | Q1 | Median | Q3 | Max |
| 0 | 2 | 4 | 5 | 15 |

|  |  |  |
| --- | --- | --- |
| Can you tolerate more, less or the same amount of videoconferencing? | | |
| Less | Same | More |
| 56 | 74 | 70 |

|  |  |  |  |
| --- | --- | --- | --- |
| What is the reason for your maximum tolerable amount of video-conferencing? | | | |
| Ear pain | Eye strain | Fatigue | Other |
| 5 | 12 | 139 | 46 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Is work or study interaction harder now? | | | | |
| Much harder | Harder | About the same | Easier | Much easier |
| 43 | 89 | 45 | 20 | 3 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Is work or study interaction more tiring? | | | | |
| Much more tiring | More tiring | About the same | Less tiring | Much less tiring |
| 52 | 94 | 38 | 12 | 4 |

## 4.6 Managing CRAZI

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Phrases heard | | | | | | |
| You’re on mute | Can you hear me? | We can’t hear you | You’re breaking up | Please go on mute | Nice background, where are you? | I like your [insert animal] |
| 163 | 161 | 148 | 114 | 113 | 103 | 82 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| How often do you | | | | | |
|  | Always | Often | Sometimes | Rarely | Never |
| Turn off video | 7 | 34 | 82 | 59 | 18 |
| Forget to mute yourself | 4 | 7 | 33 | 100 | 56 |
| Have an internet outage | 6 | 20 | 62 | 90 | 22 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Reason for turning off video | | | | | |
| Improve stability | Multi-task | Drink or bio-break | Privacy | Interact with children | Hide facial expressions |
| 104 | 65 | 61 | 56 | 35 | 33 |
| Don't like seeing self | Hide mess | Play games/use social media |  |  |  |
| 32 | 23 | 8 |  |  |  |

|  |  |  |
| --- | --- | --- |
| Code Exists | | |
| Yes | No | Don't know |
| 44 | 118 | 39 |

|  |  |
| --- | --- |
| Code warranted | |
| Yes | No |
| 80 | 118 |

## 4.7 CRAZI life and fashion

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| How often is CRAZI used for work events? | | | | |
| Never | Once a month | Once a fortnight | Once a week | More than once a week |
| 42 | 51 | 21 | 62 | 24 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| What dress standards have you applied | | | | |
| Casual wear (more casual than what you would wear to work) | Work attire (just top) | Activewear/tracksuit/gym clothes | Work attire | Pajamas |
| 143 | 53 | 49 | 39 | 18 |
| Costume | Naked or in my underwear (what you can’t see) |  |  |  |
| 9 | 4 |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Virtual background | | | | |
| No virtual background | Scenic view | Outlandish location (e.g. space or underwater) | Office/work environment | No virtual background but I tilt the screen so no-one can see my room |
| 146 | 40 | 26 | 24 | 18 |
| Deliberately absurd images that isn’t of a location (a meme or someone’s face etc) | A simple background that isn’t of a location (A block colour or a background pattern etc) |  |  |  |
| 12 | 10 |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Background reason | | | | |
| To get a laugh from my colleagues/studymates. | It looks cool | For privacy | I haven’t cleaned my house and need to hide my shame | I’m trying to pretend I’ve left my house |
| 42 | 31 | 30 | 13 | 10 |
| Everyone else is using it and I felt left out |  |  |  |  |
| 8 |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Number of pets seen | | | | |
| Min | Q1 | Median | Q3 | Max |
| 0 | 1 | 2 | 3.75 | 20 |

|  |  |  |  |
| --- | --- | --- | --- |
| Types of pets seen | | | |
| Dog | Cat | Bird | Rabbit |
| 151 | 128 | 14 | 9 |

## 4.8 CRAZI Childcare

|  |  |
| --- | --- |
| Children at home | |
| Yes | No |
| 89 | 111 |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Percentage of responsibility for children at home (if children at home) | | | | | | | | | | |
| 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| 9 | 4 | 2 | 7 | 2 | 19 | 9 | 6 | 9 | 6 | 15 |

|  |  |
| --- | --- |
| Have you witnessed a parent having to interrupt their call to respond to a child? | |
| Yes | No |
| 153 | 47 |

|  |  |  |  |
| --- | --- | --- | --- |
| If yes, what was the gender of the responder? | | | |
| Woman | Man | Non-binary | Unknown |
| 131 | 62 | 2 | 3 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| If yes, how often have children interrupted? | | | | |
| Once | Several Times | Often | Every other meeting | Every meeting |
| 63 | 0 | 13 | 8 | 1 |

## 4.9 The future of CRAZI

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| How do you feel about working from home now? | | | | |
| It’s pure bliss and I’m in heaven | I like it | I neither like nor dislike working from home | I dislike it | It’s horrible and the worst thing imaginable |
| 18 | 96 | 48 | 37 | 2 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Would you prefer to continue working from home or return to previous work practices? | | | | |
| I strongly want to continue to work from home | I want to continue to work from home | I have no preference either way | I want to return to previous work arrangements | I strongly want to return to previous work arrangements |
| 18 | 68 | 29 | 70 | 14 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Once the pandemic is over, I … | | | | |
| Will be happy to continue to use video-conferencing for meetings at every available opportunity | Would like to continue using video-conferencing for meetings but want some face-to-face meetings too | Don’t care either way what I use for meetings | Can’t wait to reduce to a minimum or remove use of video-conferencing in my work life | Never want to see another video-conference again |
| 20 | 134 | 19 | 23 | 5 |

Survey tool

“Can you hear me now?” Video conference coping strategies and experience during COVID-19 and beyond

# Research Project Outline

This survey explores the use, joys and pain of remote video-facilitated work practices during the COVID-19 work from home period. We have called this new normal, Covid Response And Zoom-style Interactions (CRAZI). We are particularly interested in the experience of individuals who were not routinely working or studying from home prior to COVID-19 (pre-CRAZI). Please share with your colleagues and friends. This short survey will ask you to record your thoughts about pre-CRAZI, CRAZI and post-CRAZI working habits.

While this is a light hearted look at working from home in this CRAZI way, we are serious researchers from The Florey Institute of Neuroscience and Mental Health, Melbourne, Australia and we genuinely want to know about your experience. As non-essential research, our ethics committee is not able to review this project right now, so ethics approval will be sought retrospectively. Completion of this survey indicates your consent for anonymized use of these data for research purposes related to this project only.

You can be assured that this survey does not log or collect any identifying information. The 'information about you' at the end of the survey will help us look at the experiences of different groups of users. You can contact the research team if you would like to receive a summary of the results of the study or if you have any questions. Our details are at the end of this survey.

We expect this survey to take about 10-15 minutes of your time.

It's not possible to save an incomplete survey to finish later. So grab a coffee, to complete in one sitting. Thank you.

Here we ask you a few questions about your work habits and video conferencing habits pre-CRAZI.

Work and Video Conferencing Habits pre- CRAZI

# Prior to this CRAZI period, I performed my work or study from home:

## *Mark only one oval.*

Never Occasionally Once a week

Several Days a week All working days

# Prior to this CRAZI period, how often did you have work or study related meetings in which some, or all, of the participants used video conferencing.

## *Mark only one oval.*

Never

Once a month Once a fortnight Once a week Twice a week

Three or more times a week Every day

Multiple times a day

# Prior to this CRAZI period, approximately how often did YOU use video conferencing software to participate in a work or study meeting?

## *Mark only one oval.*

Never

Once a month Once a fortnight Once a week Twice a week

Three or more times a week Every day

Multiple times a day

# Pre-CRAZI, how long were your work or study meetings? (Include both physical and video conference meetings)

## *Mark only one oval.*

Less than 15 minutes 15-30 minutes

30-60 minutes

60-90 minutes

90 minutes-2 hours More than 2 hours

# On average, how long were your work or study video conference meetings pre- CRAZI?

## *Mark only one oval.*

Less than 15 minutes 15-30 minutes

30-60 minutes

60-90 minutes

90 minutes-2 hours More than 2 hours N/A

# In a typical pre-CRAZI work or study meeting, how many people attended? (Consider both physical and video conference meetings)

## *Mark only one oval.*

1-2

3-5

6-8

8-10

More than 10

# 7. In a typical pre-CRAZI video conference, how many people attended?

## *Mark only one oval.*

1-2

3-5

6-8

8-10

More than 10

# In a typical pre-CRAZI video conference, how often did you multitask (e.g. check emails, floss)?

## *Mark only one oval.*

Always Often Sometimes Rarely Never

# Did your pre-CRAZI video conference meetings involve local, national or international groups? Check all that apply.

*Check all that apply.*

Local (e.g. team meetings)

National (e.g. discussions with interstate collaborators/colleagues) International (e.g. discussions with international collaborators/colleagues)

# What did you mainly use pre-CRAZI video conferencing for?

## *Mark only one oval.*

Work team meetings My learning Teaching

Leisure Seminars/webinars

Work collaboration meetings Other:

CRAZI Period Video Conference Habits And Experience

Now we want to understand your habits and experiences since the COVID-19 disruption, or CRAZI.

# Since the COVID-19 disruption, I perform my work from home:

## *Mark only one oval.*

Never Occasionally Once a week

Several days a week All working days

# When did CRAZI start for you? (when did you start working from home due to COVID-19?)

*Example: January 7, 2019*

# What platforms have you been using for CRAZI?

*Check all that apply.*

Zoom

Skype for business Google meet Microsoft teams

Other:

# Since CRAZI began, approximately how often do you use video conferencing software to participate in a work meeting?

## *Mark only one oval.*

Never

Once a month Once a fortnight Once a week Twice a week

Three or more times a week Every day

# On average, how long are CRAZI work meetings?

## *Mark only one oval.*

Less than 15 minutes 15-30 minutes

30-60 minutes

60-90 minutes

90-minutes-2 hours more than 2 hours

# In a typical CRAZI video conference meeting, how many people attend?

## *Mark only one oval.*

1-2

3-5

6-8

8-10

More than 10

# On a typical CRAZI day, do your meetings normally involve local, national or international groups? Check all that apply.

*Check all that apply.*

Local National International

1. What's the longest CRAZI meeting you have had (in minutes, not over continuous days)? This could include seminars, workshops or remote conferences that would usually be performed face-to-face.
2. What's the largest number of people you have seen in a single CRAZI meeting? Again, this could include seminars, workshops or remote conferences that would usually be performed face-to-face.
3. What was the purpose of the largest CRAZI meeting you attended?

## *Mark only one oval.*

Meeting with external collaborators about COVID-19 Internal meeting about COVID-19

Internal meeting about ongoing work activity

Educational activity that would otherwise be held face to face (e.g. seminar, conference)

Other:

# What do you mainly use video conferencing for during this CRAZI period?

## *Mark only one oval.*

Work team meeting My education Teaching

Leisure Seminars/webinars

Work collaboration meetings Other:

# What parts of your house have you been using for CRAZI?

*Check all that apply.*

Living room Kitchen Bedroom

Dedicated study/home office Outside

Laundry

Bathroom and/or toilet Other:

# How often does your internet connection cause problems engaging in CRAZI?

## *Mark only one oval.*

Always Often Sometimes Rarely Never

# What type of headphones do you use?

## *Mark only one oval.*

I don't use headphones In-ear headphones Over-ear headphones

# How many hours of CRAZI can you tolerate each day?

1. Is this the same, more or less than your pre-CRAZI tolerance for meetings?

## *Mark only one oval.*

Less Same More

# Why is this the maximum amount of CRAZI you can tolerate?

## *Mark only one oval.*

Technological limitations Ear pain

Eye strain Fatigue Other:

# How often do you forget to mute your microphone in a large CRAZI meeting?

## *Mark only one oval.*

Always Often Sometimes Rarely Never

# How often do you turn off the video during a CRAZI meeting?

## *Mark only one oval.*

Always Often Sometimes Rarely Never

# If you turn off your video, why?

*Check all that apply.*

I don't like seeing myself

To make coffee/tea or take a short bio-break To make the connection more stable

So others can't see the mess in the background For privacy

I need to interact with my children

So I can work on other things at the same time So I can check my social media or play games I wish to hide my facial expressions

Other:

# How often do you multitask during a CRAZI meeting (e.g. check emails, floss)?

## *Mark only one oval.*

Always Often Sometimes Rarely Never

# In the past week, how many of these phrases have you heard?

*Check all that apply.*

"You’re on mute" "Please go on mute" "Can you hear me?" "We can’t hear you" "You’re breaking up"

"I like your [insert animal]"

"Nice background, where are you?"

# Has your work mandated a code of behaviour for CRAZI meetings?

## *Mark only one oval.*

Yes No

I don't know

# Based on what you have seen, do you think a code of behaviour is warranted?

## *Mark only one oval.*

Yes No

# Have you noticed any differences in how you experience CRAZI work interactions compared to pre-CRAZI interaction (e.g. topics of conversation, duration of interaction, desire to seek out social interaction with colleagues, more/less enjoyment of socialising?) If so, what do you think is the reason for these differences?

CRAZI Socialising

A few questions now about using video conferencing for social purposes

# How often is CRAZI used for work social events now?

## *Mark only one oval.*

Never

Once a month Once a fortnight Once a week

More than once a week

# Is work or study social interaction via CRAZI easier or harder than pre-CRAZI face-to-face social interaction?

## *Mark only one oval.*

Much harder Harder

About the same Easier

Much easier

# Is work or study social interaction via CRAZI more or less tiring than pre-CRAZI face-to-face social interaction?

## *Mark only one oval.*

Much more tiring More tiring About the same Less tiring

Much less tiring

# Have you noticed any differences in how you experience CRAZI social interaction compared to pre-CRAZI interaction (e.g. topics of conversation, duration of interaction, desire to seek out social interaction with colleagues, more/less enjoyment of socialising?) If so, what do you think is the reason for these differences?

CRAZI Fashion and Art

This new normal can be fun. This is your opportunity to share.

# What dress standards have you applied to your CRAZI meetings?

*Check all that apply.*

Work attire

Work attire (just top)

Casual wear (more casual than what you would wear to work) Activewear/tracksuit/gym clothes

Pyjamas Costume

Naked or in my underwear (what you can't see) Other:

# What type of virtual backgrounds have you been using during CRAZI meetings?

*Check all that apply.*

No virtual background

No virtual background but I tilt the screen so no-one can see my room Scenic view

Office/work environment

Outlandish location (e.g. space, underwater)

A simple background that isn't of a location (A block colour, a background pattern, etc) Deliberately absurd images that isn't of a location (a meme, someone's face, etc)

Other:

# If you have used a virtual background, why have you used it?

*Check all that apply.*

For privacy It looks cool

I'm trying to pretend I've left my house

I haven't cleaned my house and need to hide my shame Everyone else is using it and I felt left out

To get a laugh from my colleauges/studymates.

Other:

# What's the funniest virtual background that you've seen?

CRAZI

For many of us, moving to use these platforms comes without any guidance or standards. In this section, we're aiming to capture the good, the bad and the ugly of CRAZI used for work or study.

Behaviour

1. What's an example of good behaviour you've seen during CRAZI meetings?
2. What's an example of bad behaviour you've seen during CRAZI meetings? (please do not identify individuals or workplaces)
3. What's an example of inappropriate behaviour you've seen during CRAZI meetings? (please do not identify individuals or workplaces)
4. What is one thing you're embarrassed to admit YOU have done whilst on a CRAZI meeting?
5. What is the funniest thing you've heard or seen in the background during a CRAZI meeting?

CRAZI life

Almost there! This section is about parents, carers and animals in the home

# In the last week, have you witnessed a parent needing to interrupt their call to respond to children?

## *Mark only one oval.*

Yes No

# What was the gender of the person responding to children? If multiple parents have had to interrupt their call, select all that apply.

*Check all that apply.*

Man Woman Non-binary Unknown

# If yes, how often has this happened in the last week?

## *Mark only one oval.*

Once

Several times Often

Every other meeting Every meeting

# In the last week have you witnessed a person needing to interrupt their call because someone they are a carer for needs help?

## *Mark only one oval.*

Yes No

# How many pets have you seen in a CRAZI meeting in the last week?

1. What sort of pets have you seen during CRAZI meetings?

*Check all that apply.*

Dogs Cats Birds

Mice or Rats Rabbits

Other:

A bit about you

The information you provide below will help us understand if different groups of people have different experiences. We cannot identify you from this information and will report only summary information in our report.

# What country do you live in?

## *Mark only one oval.*

Prefer not to say

\*Full list not shown for brevity

# Are you a student?

## *Mark only one oval.*

No

Yes, High School

Yes, Technical or Trade School Yes, Undergraduate

Yes, Postgraduate (non-research) Yes, Postgraduate (research)

# What industry do you work in?

## *Mark only one oval.*

Agriculture, Forestry and Fishing Mining

Manufacturing

Electricity, Gas, Water and Waste Services Construction

Wholesale Trade Retail Trade

Accommodation and Food Services Transport, Postal and Warehousing Information Media and Telecommunications Financial and Insurance Services

Rental, Hiring and Real Estate Services Professional, Scientific and Technical Services Administrative and Support Services

Public Administration and Safety Education and Training

Health Care and Social Assistance Arts and Recreation Services Other

# What is your job?

1. How old are you (years)?

## *Mark only one oval.*

Younger than 18

18-25

26-35

36-45

46-55

56-65

66-75

76-85

86-95

Older than 95

# What is your gender?

## *Mark only one oval.*

Man Woman Non-binary

# Do you have children at home?

## *Mark only one oval.*

Yes No

# If you have children at home, are you home schooling?

## *Mark only one oval.*

Yes No

# If you have children at home, on a scale of 0-10 what percentage of childcare/homeschooling/etc are you responsible for? (e.g. 0 for 0%, 10 for 100%, 5 for 50%)

*Mark only one oval.*

0 1 2 3 4 5 6 7 8 9 10

0% 100%

Post- CRAZI

This will end. Here we're interested in your thoughts about working from home using video conferencing beyond this period

# How do you feel about working from home now?

## *Mark only one oval.*

It’s horrible and the worst thing imaginable I dislike it

I neither like nor dislike working from home I like it

It's pure bliss and I'm in heaven

# Once the pandemic is over, would you prefer to continue working from home or to return to your work practices prior to the pandemic?

## *Mark only one oval.*

I strongly want to continue to work from home I want to continue to work from home

I have no preference either way

I want to return to previous work arrangements

I strongly want to return to previous work arrangements

# Once the pandemic is over I will be

## *Mark only one oval.*

Happy to continue to use video conferencing for meetings at every available opportunity

I would like to continue using video conferencing for meetings but want some face- to-face meetings too

Don’t care either way what I use for meetings

Can’t wait to reduce to a minimum or remove use of video conferencing in my work

life

Never want to see another video conference again

# Thanks for your time!

If you would like to hear about the results of this survey, contact [XXXXXX](mailto:sharon.kramer@florey.edu.au) for a copy of the report

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