

Appendix

Survey Questionnaire:

1. Organization type
 - a. University
 - b. College
 - c. Research Institute
 - d. Hospital
 - e. Other
2. Type of work
 - a. Pre-Award
 - b. Post-Award
 - c. Both Pre/Post-Award
3. Area of work
 - a. Central Office
 - b. Office Embedded in Department
 - c. Specialization (Procurement/Finance/Compliance etc.)
4. Years in research administration
 - a. 1-5 years
 - b. 6-10 years
 - c. 11-20 years
 - d. 20+ years
5. Are you currently working from home due to COVID-19?
 - a. Yes
 - b. No
 - c. If not, for how long did you work remotely:
6. Prior to the COVID-19 crisis, what mode of communication did you most prefer?
 - a. In-person
 - b. Email
 - c. Phone
 - d. Video
 - e. Instant messaging
7. During the COVID-19 crisis and remotely working, what mode of communication do you most prefer?
 - a. Email
 - b. Phone
 - c. Video
 - d. Instant messaging

8. Prior to the COVID-19 crisis, on average how many hours a week did you spend in meetings via the following modes?
- In-person: _____ # of hours
 - Teleconference: _____ # of hours
 - Video conference: _____ # of hours
9. While remotely working on average how many hours a week do you spend in virtual meetings via the following modes?
- Telephone conferencing: _____ # of hours
 - Video conferencing: _____ # of hours
 - Instant messaging: _____ # of hours
 - Other: _____; _____ # of hours
10. Technostress: stress caused by using Information and Communication Technology (ICT) Technology Overload may include using new and different communication application platforms and/or new online portals. Did you feel frustrated and distressed due to technology overload?
- Yes
 - No
 - Did not impact
 - Sometimes
11. Techno-invasion describes the invasive effect of ICTs in situations where employees can be reached anytime and feel the need to be constantly connected, thus blurring work-related and personal contexts. Did you find yourself in this situation?
- Yes
 - No
 - Did not impact
 - Sometimes
12. Techno complexity describes situations where the complexity associated with ICTs leads users to feel inadequate regarding their computer skills and forces them to spend time and effort in learning and understanding ICTs. Did you find yourself in this situation?
- Yes
 - No
 - Did not impact
 - Sometimes
13. If you felt Technostress, can you reflect on some of the ways you adapted to it?
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14. Working environment: As you moved into a remote working arrangement, did you struggle with setting up appropriate ICT infrastructure and working space?

- a. Yes
 - b. No
15. How often did you struggle with having uninterrupted internet availability and internet performance issues?
- a. Frequently
 - b. Rarely
 - c. Did not impact
16. Workload: If you are working from home, are you experiencing an increase in the volume of work or is it perceived because you are working from home?
- a. Yes
 - b. No
17. If there is an increase in the volume of work, is there an increase in the number of pre- and/or post-grant activities?
- a. Yes-both grant activities increased
 - b. No-both grant activities remained the same
 - c. Only pre-grant activities increased
 - d. Only post-grant activities increased
 - e. Do not know
18. Work-life integration: Did any family factors impact your work productivity?
- a. Yes
 - b. No
19. If Yes, please explain
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20. Have you experienced an increase in work efficiencies and the ability to get work done more quickly while working remotely?
- a. Yes
 - b. No
 - c. Does not apply
21. If you have experienced an increase/decrease in the ability to complete more work, what do you attribute that to? Please state below:
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22. Team synergy: Since the COVID-19 crisis, what would you say has changed (if any) in your frequency of communication and meetings within your team?
- a. I communicated with my colleagues more frequently prior to the COVID-19 crisis

- b. I communicated with my colleagues more frequently during the COVID-19 crisis
 - c. No change in my frequency of communication
23. How do you feel COVID-19 has impacted your working relationships in general?
- a. I feel I am closer to my colleagues as a result of the COVID-19 crisis
 - b. I feel I am more isolated from my colleagues as a result of the COVID-19 crisis
 - c. I don't feel my working relationships have changed as a result of the COVID-19 crisis
24. Communicating with faculty: Since the COVID-19 crisis, what would you say has changed (if any) in your frequency of communication and meetings with faculty?
- a. I communicated with faculty more frequently prior to the COVID-19 crisis
 - b. I communicated with faculty more frequently during the COVID-19 crisis
 - c. No change in my frequency of communication
25. Since the COVID-19 crisis, what would you say has changed (if any) in your efficiency to provide quality service to faculty?
- a. My efficiency to provide quality service to faculty was great prior to the COVID-19 crisis
 - b. My efficiency to provide quality service to faculty was great during the COVID-19 crisis
 - c. No change business as usual
26. Please explain your reasoning behind your answer to Q#25.
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27. How would you reflect on your adaptability to the 'new norm'?
- a. I adapted to the 'new norm' easily
 - b. Adaptation to the 'new norm' was a challenge
28. Do you feel your organization's response to COVID-19 was/is sufficient for your ability to continue to work as "usual"?
- a. Yes
 - b. No
29. After the COVID-19 crisis subsides and you can return to work as normal, what do you anticipate will be your preferred mode of communication?
- a. In-person
 - b. Email
 - c. Phone
 - d. Video
 - e. Instant messaging
30. Given the option, how would you see future work arrangements
- a. Prefer working remotely

- b. Prefer in-person
- c. A mix of a. and b.

31. Please share what you have learned during this 'new norm' that might continue post-pandemic.