EDUCAUSE Webinar | Affective Labor Under COVID-19

May 22, 2020: 1:00 p.m. ET

Chat Transcript:

Technical Help, Jody Tracy: Welcome, everyone! Today’s EDUCAUSE Webinar “Affective Labor Under COVID-19” will begin at 1 p.m. eastern time.

Deb Baff: Hi all ... connecting in from Wales in the UK

Carol Kiliany - CSU: Hello from the CSU

CSUB/ Abel Nunez-Guerrero: Good morning from CSU, Bakersfield CAMP!

Scott Russell - Western Michigan University: Hello from sunny Kalamazoo, MI!

Randy - Shoreline CC: Hello from rainy Seattle!

Priscilla Stadler: Hi, all! saying hello from Queens NYC, work @ LaGuardia CC/CUNY

Meryl Krieger, University of Pennsylvania: connecting from Philadelphia, PA

Robyn F.: Hi Randy, I'm in Seattle as well. :)

Jacque Orr: Hello from sunny AZ : -)

Colleen Craig: Yo Robyn!

Mark Walker: Hello from Portland, Oregon!

Robyn F.: Colleen!!!

Colleen Craig: :D

Kim Case, VCU: Hi from Richmond, Virginia!

Julia Philyaw, Ed.D.: Hello from sunny but soon to be stormy South Florida

Trisha Clay (HCCC): Hi from sunny NYC!

Christina Frasher: Hello from Pittsburgh!

Malcolm Brown: that's a murmuration
Alison D: hi from eastern PA

David Mulford: Thank you Lee! David from Harrisonburg VA here'


CSUB/ Abel Nunez-Guerrero: Yes, we are supporting students and staff. Not easy.

David Mulford: Managing up and down!

Jean-Pierre: Hi from UGA!

CSUB/ Abel Nunez-Guerrero: 100% David Mulford!

Julia Philyaw, Ed.D.: Our initial focus (rightfully so) was on the instructional technology support. However, we quickly realized that we needed to develop equity, empathy, and compassion sessions too. We are trying to help all - faculty, staff, students.

Alison D: anyone balancing that with either cuts or furloughs, or that kind of unknown? Interested in advice

Diana Perez: Diana Perez (HCCC) Hi everyone from Jersey!

Rebecca: @Alison - yes. we're going through that

Deb Baff: yes that is so true ...

Julia Philyaw, Ed.D.: We have seen a lot of humility and support in our video calls. So so many of our faculty, staff, and students are parents and caregivers and they too are not having any "free" space to breathe and reset.

Rebecca: @Julia, how receptive is your community to those equity, empathy, and compassion sessions?

Amy Ingalls: I do so much tech support at work that I don't have patience for helping my elderly mom = zoom seems easy to me but it is not for her!

David Mulford: My contract was not renewed... Looking for work supporting DL efforts currently!

David Mulford: COVID cuts are happening

Alison D: I was more asking for the larger dimension of when those types of concerns come through people you are interacting, but yes, it can be within the group too

Alison D: as aware
Julia Philyaw, Ed.D.: @Rebecca - we have had a great response to the series. We average about 30 participants for each session. What we are struggling most with now (and struggle is not the right word) are the faculty that are unable/unwilling to move away from traditional assessments and the limitations to proctoring.

Martha Diede: Yes, Julia, We're seeing that too.

Julia Philyaw, Ed.D.: *forgive my typos! Sorry about that :)

Rebecca: Thanks, @Julia

SHARON: Working full-time from home while simultaneously home schooling my 6-year old and managing our household is overwhelming. I am experiencing what I will call "shame" or perhaps guilt because I am struggling emotionally. I am, as we all are, simply stressed and have feeling a great lack of control.

Julia Philyaw, Ed.D.: Happy to talk more if you wish, Rebecca. Feel free to contact me at jphilyaw@broward.edu

David Mulford: I lost my job but our main library DL/ID folks are working overtime. I was supporting a college that had to make cuts so was seen as "extra"

Malcolm Brown: I'm surprised that instructional support staff is furloughed given the amount of faculty support that is needed

Malcolm Brown: it's crazy

Chloe Warfford: I agree Malcolm, our instructional support staff are needed more than ever. I think their ticket intake has tripled since this all started.

Carol Kiliany - CSU: The uncertainty of what budget cuts means weighs heavy on everyone for next fiscal year.

Elisabeth Greenwood UCF: every adjunct i have spoken to for our summer term has twice as many students as they did last year, so scaling up is a major concern

Malcolm Brown: wow. I like the line from King Lear: winter’s not over if the geese still fly that way

David Mulford: AMEN - budget driven decisions are making people nervous and we need more emotional intelligence in the process

Martha Diede: I'm worried that we're going to have at least a 4-year hangover.

David Mulford: We let our adjuncts go to keep our tenure track faculty jobs.

Rebecca: And schedules for next year are still uncertain. We're not making a final official decision until July 1.
Vickie: We’re being encouraged to WFH efficiently and productively.

Rebecca: students and faculty are stressed because they can't start preparing.

Jacque Orr: I work to manage a district IT budget. Budgets are unknown and technology needs, and help desk ticket requests are booming. There is so much change right now; it's hard to keep up.

Priscilla Stadler: grateful that our college President wrote me (and i would hope other CTL colleagues too) individually to personally thank me for doing so much work to help faculty

Jacque Orr: Priscilla that’s wonderful that the President reached out

Kathy: Will we be getting to concrete recommendations for managing our affective labor and to recommend to instructors who are also doing affective labor with their students?

Malcolm Brown: there was an article in the Chronicle on 5/18: "Colleges Aren’t Reopening in the Fall, Don’t be misled by presidents who say otherwise"

Priscilla Stadler: yes! there are still extraordinary demands on us - and everyone - but it definitely helps to be seen, acknowledged and appreciated

Lee Skallerup Bessette: Yes! We definitely will!

Dawnmarie: Thanks Kathy - I have the same question.

Malcolm Brown: has your institution decided if they will have F2F classes this fall?

Kathy: @Dawnmarie - : ): )

Kathy: @Lee - thank you!

Greg Brandenburg: We are planning on being f2f in the Fall

David Mulford: James Madison in Virginia says we'll have Fall classes FTF but our faculty are unsure. They have to plan for online and FTF just in case students can’t return

Rebecca: I think there's a hope we'll at least be able to have some students, but nothing is settled

Lisa Kidder: It definitely is unknown - people want answers - but there are none, really.

Dawnmarie: Is this primarily for faculty? I am support staff (IT) and feel like we’re holding up both faculty and students.

Martha Diede: Syracuse is claiming f2f in the fall, with appropriate social distancing.

Malcolm Brown: Follow up question: if your institution is allowing “some” students back on campus, how do you decide which ones?
Martha Diede: @Dawnmarie - I think we'll talk about the needs of support staff as well.

Dawnmarie: Thanks Martha!

Meryl Krieger, University of Pennsylvania: We haven't made any final decisions at Penn, but the conversation is around who needs to be f2f as fundamental to operation. No decisions on our end yet.

Trisha Clay (HCCC): We are planning for many classes to be remote/online. For classes that really *need* to have a F2F component, like Culinary Arts, we have to plan for appropriate social distancing.

Malcolm Brown: @meryl thanks. seems like a tough decision

Meryl Krieger, University of Pennsylvania: @Malcolm, indeed.

Trisha Clay (HCCC): As an urban campus in a hot zone, figuring out getting people in and out is a heavy lift.

Carol Kiliany - CSU: The CSU is going to online except for degree courses that require labs

CSUB/ Abel Nunez-Guerrero: I do the same thing! I dress up for work!

Malcolm Brown: I find that exercise, like going for a run, is helpful in recuperating from emotionally difficult situations

Julia Philyaw, Ed.D.: We created a collaboration site that was initially facilitated by CTL and Instructional Design staff.....however over time, the faculty really began to support each other. It is a very low risk space that faculty can ask questions and demo technology. They also post articles, videos, and resources. It has turned into a great community of practice.

Deb Baff: I’m trying to write my PhD proposal at the moment & hoping to research how Personal Learning Networks can provide emotional support for educators … I’m hoping this would be a good area of research to study .. ?

Lee Skallerup Bessette: There has been lots of research on that, actually, and to look at how it is working now under COVID-19...

Lisa Kidder: @Deb I think that would be an interesting topic.

Lee Skallerup Bessette: What a fascinating topic Deb.

Carol Kiliany - CSU: Zoom fatigue

Priscilla Stadler: Hahaha @Lindsay!!!!-))))

Deb Baff: yes situating it in COVID19 ...
Julia Philyaw, Ed.D.: One of the "equity and empathy" sessions we hosted was about the digital divide....and how requiring video on zoom/collaborate/connect sessions can be very challenging for not only our students but also our staff/faculty

Rebecca: I have a colleague who found turning off the self view on their zoom greatly reduced her sense of fatigue

CA: It is a relief being in some meetings where there is not an expectation for having our video on

Jacque Orr: It has been so hard to have all communication online! It's hard to pick up those non-verbal cues.

Deb Baff: @lisa @lee thank you that's good to know ...

Lisa Kidder: I wouldn't survive without my backchannel

William Illingworth: if we advocate for the value of 3rd spaces and backchanneling for students, we need it for us too

Rebecca: So hard. The video creates intimacy but also pressure.

Trisha Clay (HCCC): Yes, please, for your sanity, turn off the self-view

Carol Kiliany - CSU: Agree @CA

Joanna: @Sharon...I read your comment and resonated. It is such a challenge!

Julia Philyaw, Ed.D.: Yes!! @Martha

Lee Skallerup Bessette: YES! Trauma-informed Teaching and Learning! So important.

Malcolm Brown: i agree, the back channel is very important

Malcolm Brown: lots of genuine conversation can happen in that channel

CA: It is so nice that I know I don't have to expend energy on maintaining a poker face.

Priscilla Stadler: ZPT = Zone of Proximal Trauma - thanks @Martha

Lindsay Bernhagen: I would lose my mind without the back channel. It's also kind of made up for the drop-in, impromptu, informal conversations that used to happen at the office.

Rebecca: My manager has explicitly addressed how we're all trying to be strong for each other and aren't disclosing how we're really feeling. Just even putting it out there was nice. He wasn't expecting any disclosures

Priscilla Stadler: we have so much ZPT in NYC now
Colleen Craig: As a humble chemist, I don’t know anything about trauma-informed teaching. Can you share resources?

Trisha Clay (HCCC): So true @Priscilla

Martha Diede: https://answers.syr.edu/display/AC/Trauma-Informed+Teaching+Practices

Colleen Craig: ty martha!

Trisha Clay (HCCC): Thanks Martha

Jacque Orr: Thanks Martha

Malcolm Brown: have any of you experienced a zoom bomb? must be a wretched experience

Deb Baff: @lee that helps so much ... creating online spaces where we can feel human ...

Priscilla Stadler: we had a "Happy hour" with our CTL staff where we played games for an hour. Fun!

Priscilla Stadler: beverages optional

CA: I've been hosting virtual lunchrooms on a weekly basis where folks can show up and eat together and chat about whatever they want

Martha Diede: @Melissa Dagleish, that's a great idea!

Jacque Orr: Love it!

Martha Diede: We also do a once-a-week guided meditation lunch

Rebecca: For the casual gatherings, they can so easily get overwhelming if there are a large number of people.

Vickie: It’s tough when you're in a culture that discourages messaging that isn't task-oriented.

Deb Baff: I work remotely anyhow ... we have a water cooler google hangout chat , and meet for a cup of tea once a week just to chat. We also have a specific health and well-being slot on our weekly team meeting ...

CA: @Rebecca - true. luckily the casual gatherings have been limited in number of people

Deb Baff: even though we are used to working from home in our team ... we are not used to the rest of the household also being at home at the same time ... that has been a learning curve!

CSUB/ Abel Nunez-Guerrero: Walking and hiking helps with stress

Melissa Dalgilesh: Our broader team is only 6-10 people and normally only 4 or 5 are available every afternoon, so it stays manageable.
Lisa Kidder: @Deb very true. My husband works from home, and me being home and really thrown him off.

Melissa Dalgleish: Our meditation and yoga have gone virtual

Trisha Clay (HCCC): @Malcolm - no Zoom bombing here. We are primarily a WebEx campus, anyway.

Vickie: At first I thought Lee said medication! :)

CA: @Rebecca - I had sent out an email asking those who want to be part of a mask sewing party to let me know and then I sent out specific invitations for those who want to attend regular "meetings" where folks sew masks together and chat...it feels good to socialize and accomplish something that feels like getting control over an uncontrollable situation

Lee Skallerup Bessette: Well, that too.

Lee Skallerup Bessette: lol

Deb Baff: @Lisa it’s something I wasn’t prepared for ... homeschooling two teenagers and keeping hubby busy who is currently on furlough is exhausting!

Shannon: Virtual Happy Hour with a Virtual game/Teambuilder

Rebecca: @CA yes. I find hangout time where we’re gently working on other works instead of completely focusing on the conversation can be relaxing.

Nancy Chick: <3 UW Wisconsin campuses & their faculty

Colleen Craig: Any advice for faculty who can't really step away from their students? There's no one else to do the E.L. for students in my class.

Melissa Dalgleish: @colleen I can totally address that

Rebecca: @Colleen, can you share some of that E.L. with student deans?

Colleen Craig: thanks melissa

Trisha Clay (HCCC): @Lisa @Deb my husband and I are home with a high schooler and college student, both remote learning. We are doing well, but we have space to spread out. And some days have been yucky.

Colleen Craig: Well, one of my students is dealing with a home invasion on top of all this

Lindsay Bernhagen: Yikes!

Colleen Craig: I know!
Rebecca: @Colleen, That's awful! : (  

Trisha Clay (HCCC): @Colleen, that's horrible!  

Malcolm Brown: @martha agree!  

Priscilla Stadler: great suggestion, @Martha -  

Colleen Craig: Also, general anxiety, not feeling like they can effectively study, feeling disconnected from their colleagues... etc  

CA: What do y'all see happening now that you hope continues into future "normal" times? I like having meetings with the ability to chat and hope to still have a text chat available during face to face meetings  

David Mulford: We have a KUDOS thread in our SLACK communication - anytime the team gets a nice comment or complement I encourage the staff to post there - it's like virtual cheerleading  

Lisa Kidder: @Trisha, I've had to have direct conversations about how it is ok to want to be alone.  

Colleen Craig: @rebecca he's handling it gracefully, but i hear so many stories like this....  

 Deb Baff: @colleen blimey ... yes there we so many different things that people are having to deal with that are just so all consuming ... so tough  

Lisa Kidder: Any thoughts about how to model handling emotional labor above you?  

Vickie: Interesting q Lisa...  

Priscilla Stadler: I often think about those living with domestic violence in this time...not sure how to help  

 Deb Baff: we had positive feedback in the post in the way of a postcard from the boss earlier this week ... it really was so lovely to receive ...  

Martha Diede: @Deb Braff - that's a great idea!  

 Deb Baff: @priscilla oh my word yes so difficult to know how to best help  

CA: Makes me want to move to Canada  

Lindsay Bernhagen: @lisa--i'm pretty passive-aggressive (v. upper midwestern), so when those above me show even an inkling of doing that emotional labor work, I try to acknowledge it, praise it, thank them for it.  

Colleen Craig: excellent...ty melissa  

 Deb Baff: @martha it really was lovely to receive ...
Malcolm Brown: @lee great idea

Martha Diede: @priscilla - a school around you might have a social work group. Some of them may know places to refer those who need support.

Priscilla Stadler: yes, I think we should reach out to some colleagues who know more

Deb Baff: this has been really great! it actually feels like emotional support!

Rebecca: talking with faculty about universal design for learning and building in flexibility to help students

CA: Are you going to make the chat info available too?

Christina Frasher: this has been so helpful

Lily: I’d love to know the gender division of the attendees here

Deb Baff: very sad that I can’t put my usual emojis in the chat ....

Jacque Orr: Thank you for sharing and for the emotional support

Lisa Kidder: LOVE IT! Thank you!

Faye Riley: Thank you so much! So helpful!

Priscilla Stadler: this has been really great - mix of honest despair and upliftingness!!!!-)))

Deb Baff: so I’m feeling that my research might be worth doing folks! thank you so much ... just gotta try and frame in now!

Rebecca: POD’s session was great too

Technical Help, Jody Tracy: @CA - We will be posting the chat from this session, yes.

CSUB/ Abel Nunez-Guerrero: Thank you for your time!

Rebecca: Thank you

David Mulford: Thank you all - fantastic discussion. Glad we’re not alone!

Sandra: Thank you!

Joanna: Thank you very much!

Krystal Boehlert: Thank you!

Deb Baff: so important ... thank you so much ...
Isaac Mankita: Thank you. Wonderful ideas

Priscilla Stadler: can you share link to the affective labor collection pls?

Vickie: Thank you!

Lee Skallerup Bessette: No link, yet, unfortunately, but follow me on Twitter @readywriting and as soon as we have a link/date, I'll be trumpeting it there!

Priscilla Stadler: Thx!

Meryl Krieger, University of Pennsylvania: thanks for this!

Deb Baff: awesome !

CSUB/ Abel Nunez-Guerrero: 100%

Lisa Kidder: Thank you!

Mark Walker: Thank you! Important topic

Technical Help, Heather Cisneros: Recordings and resources from this session will be available on the EDUCAUSE event archive page:  https://events.educause.edu/webinar/2020/affective-labor-under-covid-19

David Mulford: Just signed up for the POD google group - thanks for the idea!

Technical Help, Heather Cisneros: Join us for our other upcoming events: https://events.educause.edu/

S Eastman: Thank you!

Deb Baff: thank you