

What is the *Current Approach* to Online Learning and Working from Home?

How are remote work and online learning affecting us and our lives seven months after the COVID-19 outbreak? What works, and what needs to be improved? What are the challenges? In this report, ClickMeeting conducted research among full-time employees, and we're presenting the findings.



Highlights

69% of respondents **think that legal regulations should be introduced for the remote working model**

69% of those remote workers expect compensation for using their Internet or electronic equipment

49% don't have the right conditions to work remotely or are still facing some issues

Only 16 % would like to work at the office

42% say that schools still need to invest in the right equipment to be ready for teaching online

56% confirm that a combination of traditional and online classes is best for students

There is no doubt that history will remember 2020 as a year where everything turned upside down. The pandemic took us all by surprise and forced businesses, schools and universities, state institutions, and NGOs to make a rapid switch to online communication.

Even though **e-learning** or **remote work** weren't anything new, and they have been a part of our landscape for the last several years, it was challenging to adapt to a lockdown reality overnight.

It enforced a fast transition to work, teach, and learn from home, requiring an immediate implementation of technology created for this kind of purpose. And this is where **webinars and video conferencing platforms** came to the rescue.

In March 2020, we have experienced an enormously high demand for using the **ClickMeeting platform**. The statistics were so mind-blowing that the situation inclined forced us to create a massive, in-depth report called "**Webinars and video conferencing in times of the pandemic.**"

Introduction

The document wrapped up our platform's statistics and survey's results to find out how webinars and online meetings have changed due to the lockdown.

Here's what we've found:

Every week, we have noticed **375% more online events** than before COVID-19. Those events have gathered **560% bigger audiences**.

In March 2020 alone, the **number of webinars** organized on ClickMeeting has reached nearly a quarter million. In the first month of the pandemic, as much as **3,203,034 attendees** participated in those online events. A year earlier (in March 2019), webinars have attracted 870,579 participants to put it into perspective.

Introduction

Where we are right now

We were all overwhelmed that the way we work and learn changed. But as we are at the beginning of October, seven months after the “earthquake”, we want to get a brand-new overview of the situation.

That’s why we carried out another survey that delivers answers from full-time professionals located mostly in the US and UK. We needed to examine **the current situation** in both cases – **working from home** and **online learning**.

Hence, we divided this report into two sections dedicated to each of the subjects. The findings from the survey help us answer the questions below:

- Is the remote work model good enough, or does it require a different approach?
- Is online education a well-deserved substitute for traditional education?
- What are the challenges in both areas?

Are you ready?

Let's dive in!

Working from home – does it really work?

Although remote work has been steadily growing in popularity over the last decade, it was rather an employee perk embraced, especially by digital nomads. But the lockdown changed it all. Suddenly, we were facing a “tsunami of publications and guidelines” dedicated to working from home.

There were many doubts about the efficiency of working in distributed teams, and concerns circulating around this question – “are we ready for such a revolution?” Luckily, the technology was already there, so it was a matter of time to introduce it to companies’ environments.

But how do we feel about remote work now, after several months of adapting?

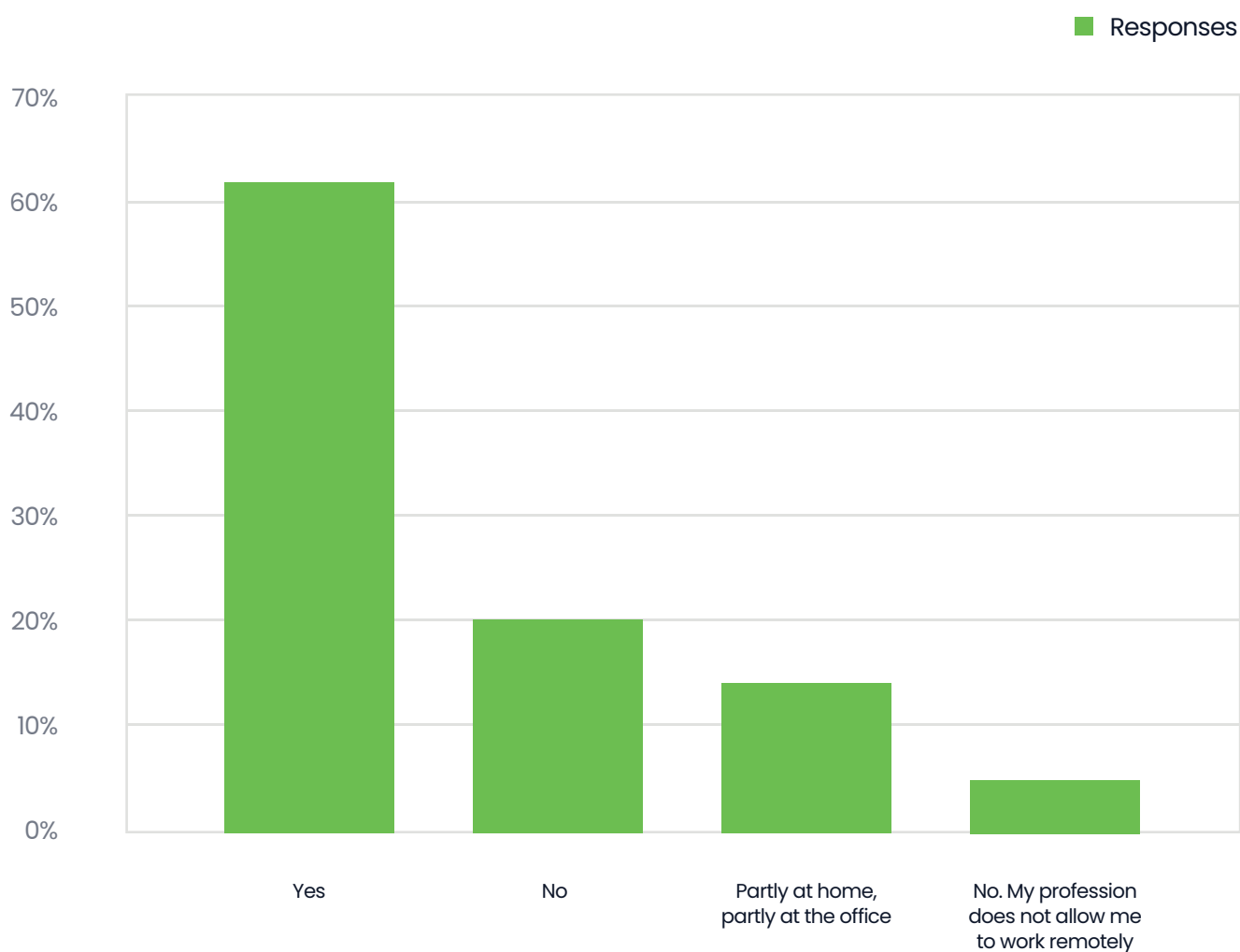
Are you working remotely now?

Our survey's opening question was about estimating the ratio of remote workers among the rest of the professionals.

It turns out that **61%** of our respondents confirmed that **work from home is still a part of their reality**. However, 20% admitted that they **don't work remotely** at all, and another **5%** stated that **their profession doesn't allow them** to choose that kind of work model. And that's completely understandable.

Lastly, **14%** of respondents operate in a **hybrid model**, partly at home and partly at the office.

Are you working remotely now?



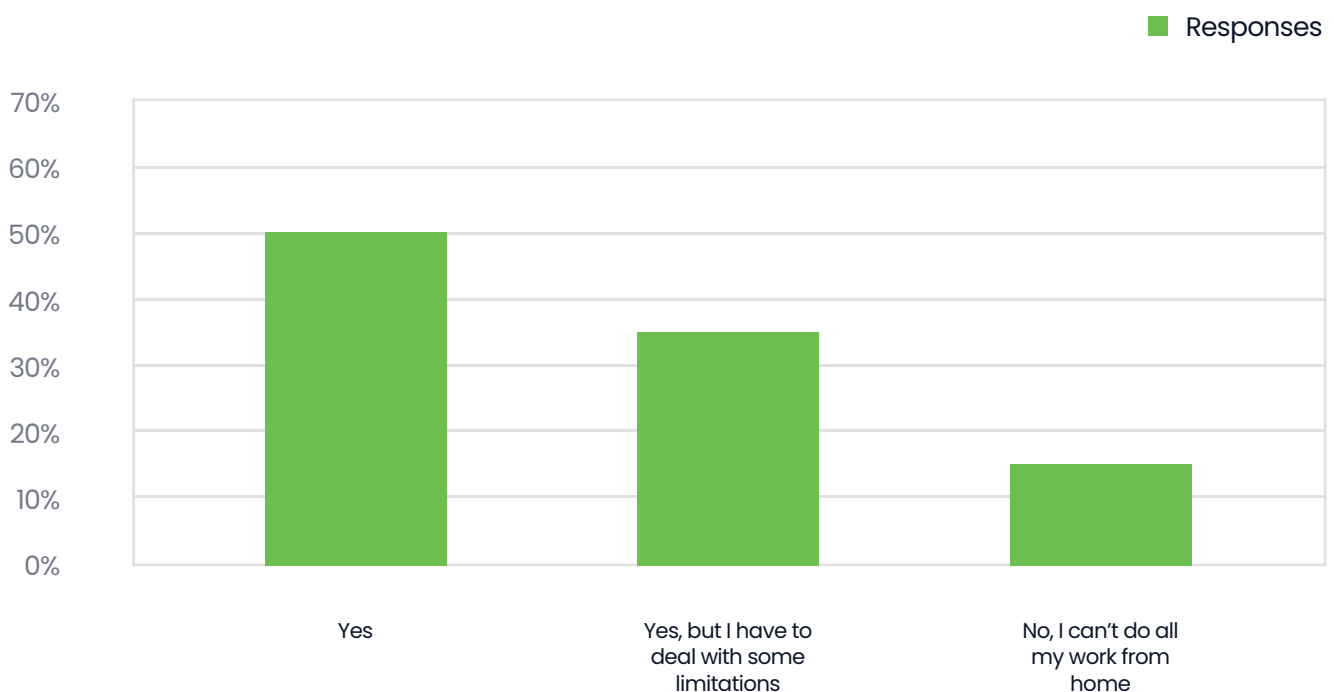
Is your equipment good enough for remote work?

One of the main concerns from the first phase of the pandemic was about employees' efficiency in doing their tasks from their homes. Is the quality of the computer good enough? What about additional monitors, headsets, webcams, or printers?

According to our survey results, **50%** confirm that they have everything sorted out as far as their **equipment** is concerned. For **35%**, the situation is less optimistic because **they have to deal with some limitations**.

On the other hand, **15%** of respondents can't relate to it because **they can't perform all their work at home**.

Is your equipment sufficient/good enough for remote work?



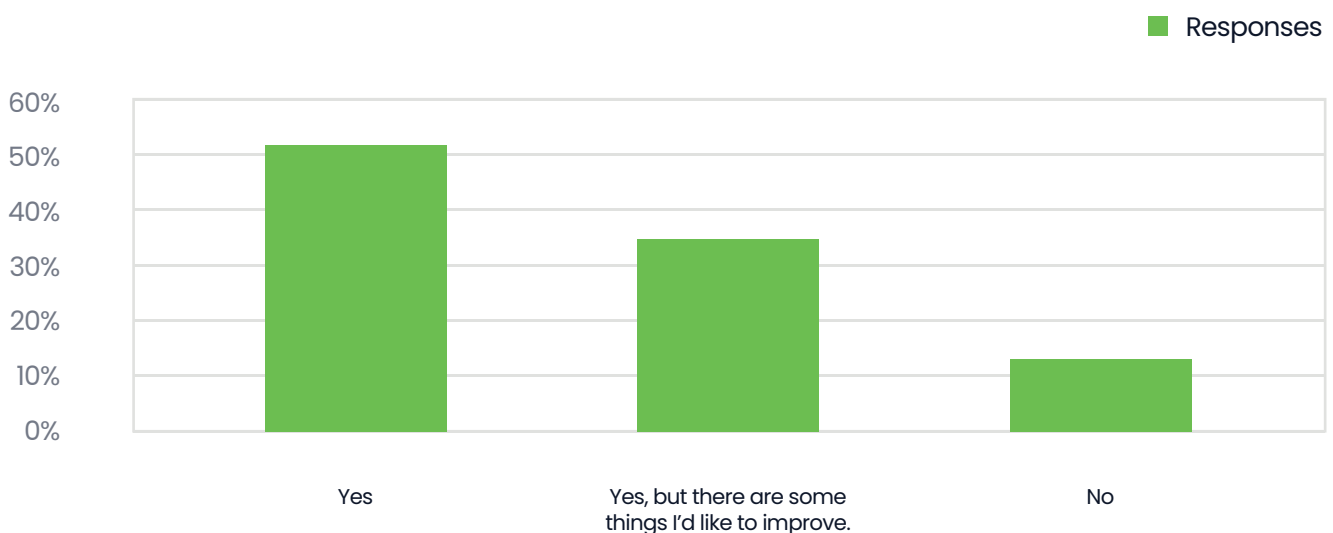
Do you have the right conditions and enough space at home to work remotely?

Back in the day, offices provided a dedicated space for their employees to perform their jobs and appropriate conditions, i.e., furniture. Transforming houses and apartments into home offices involved challenges such as lack of a proper office desk or a comfortable chair, or not enough room to create a place to work (especially with kids all over the place).

Slightly more than half of our respondents (**51%**) **don't have any problems** in this matter. **35%** admit that they experience only some **aspects they'd like to improve**.

Finally, **14% said "no,"** which means that they don't have the right conditions and enough space to work from home.

Do you have the right conditions and enough space at home to work remotely?

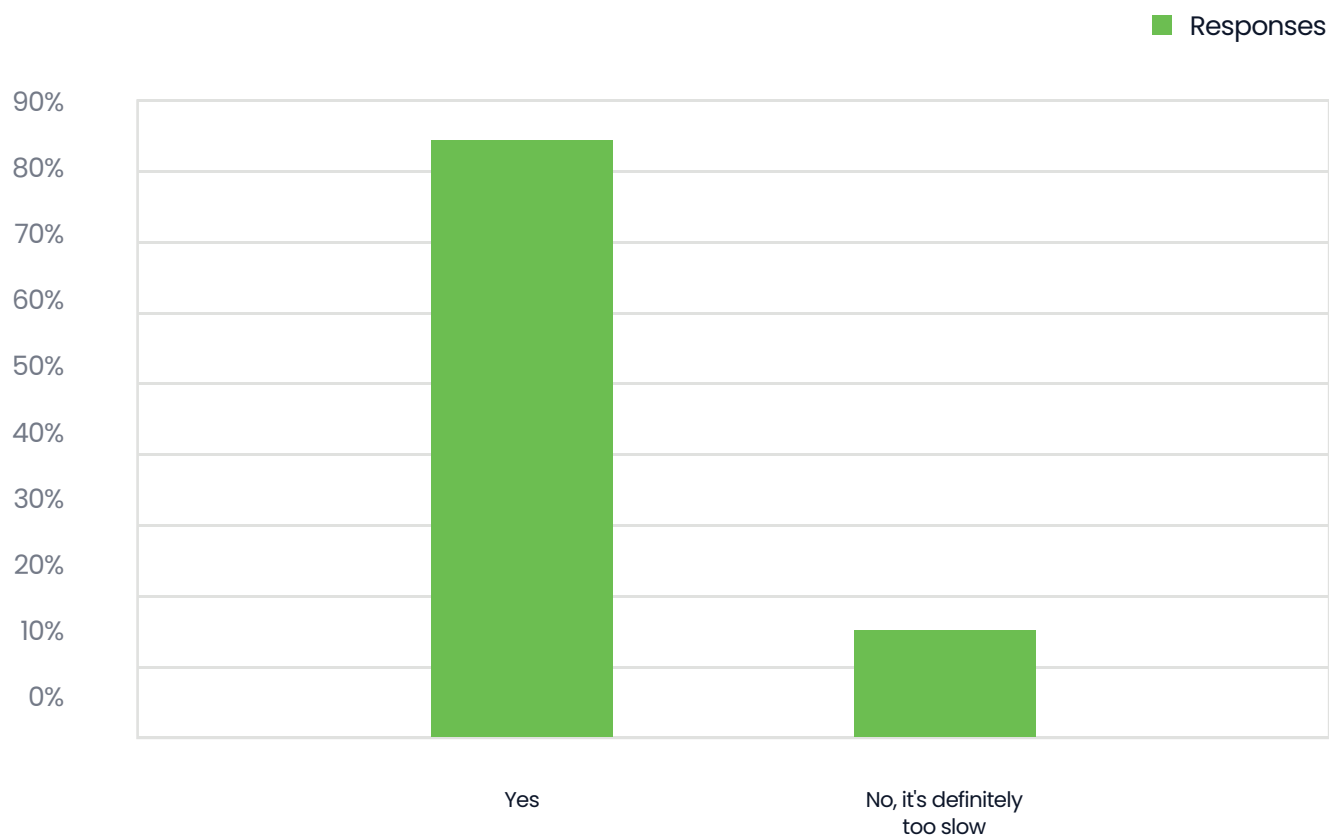


Is your Internet connection good enough for remote work?

Let's face it – it's impossible to carry on with online work if the **Internet connection** is unstable. Luckily, it's not an issue for the vast majority of our respondents. As much as **84%** confirm that they are **alright with their Internet speed**.

On the other side, **16%** faces frustration because of **too slow connection**.

Is your Internet connection good enough for remote work?



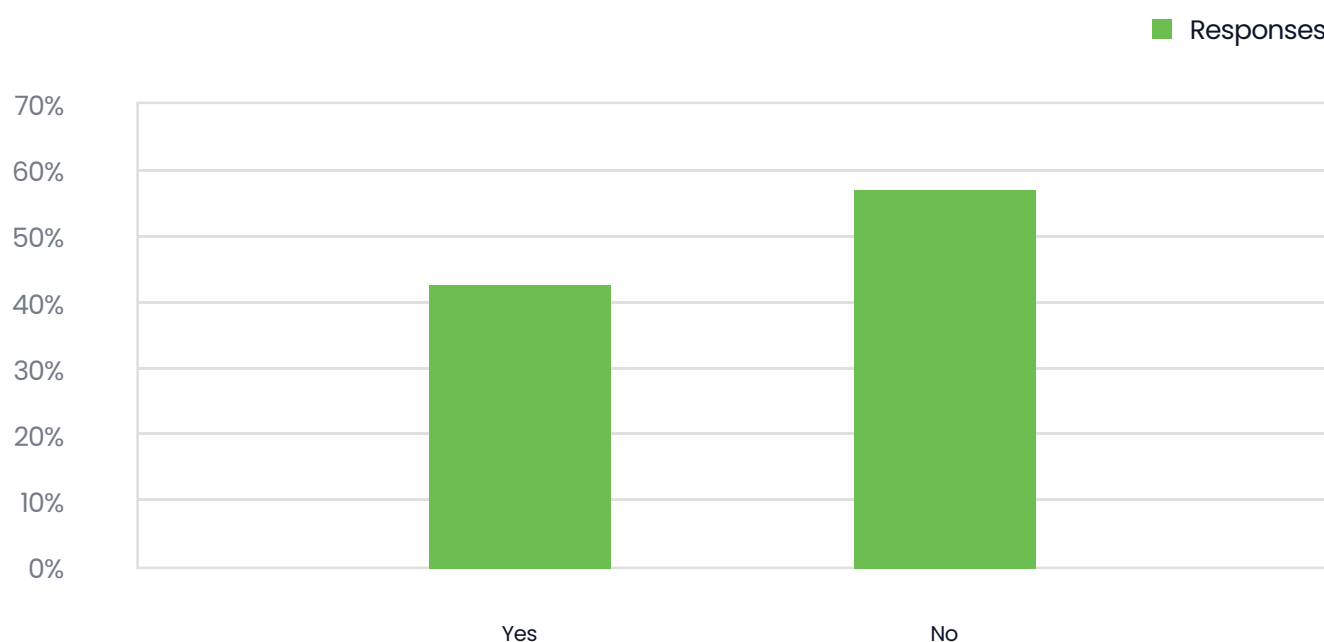
Did you have a chance to work remotely before the pandemic?

As we outlined before, remote work is definitely not a pandemic invention. Considering freelancers and the gig economy alone, it has been a part of a business landscape long before the lockdown.

However, the answers to the above question indicate that **58% of professionals working from home were complete newbies.**

The other **42% were familiar with remote work** before the COVID-19.

Did you have a chance to work remotely before the COVID-19 pandemic began?



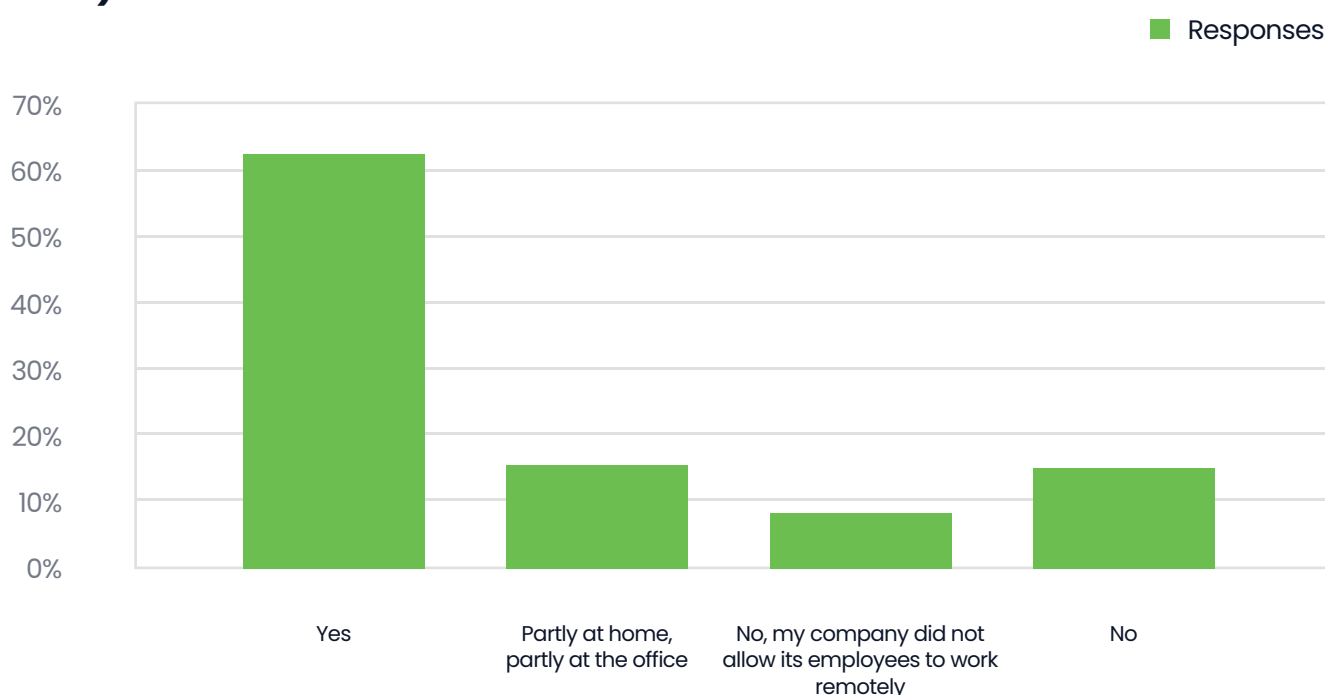
Did you work remotely during the lockdown?

How did the situation look like when the pandemic hit us the hardest **between March and April 2020**? According to our survey, **the majority (62%) switched to work from home model.**

The aforementioned **hybrid solution** (working partly at home, partly at the office) was a way to go for **15%.**

Clearly, not all workers had an option to quit the traditional way of doing their jobs. It was a **definite “no” for 14%** of respondents, and another **9%** admitted that **their companies didn’t allow them to work remotely.**

Did you work remotely during the lockdown period (from March to April 2020)?



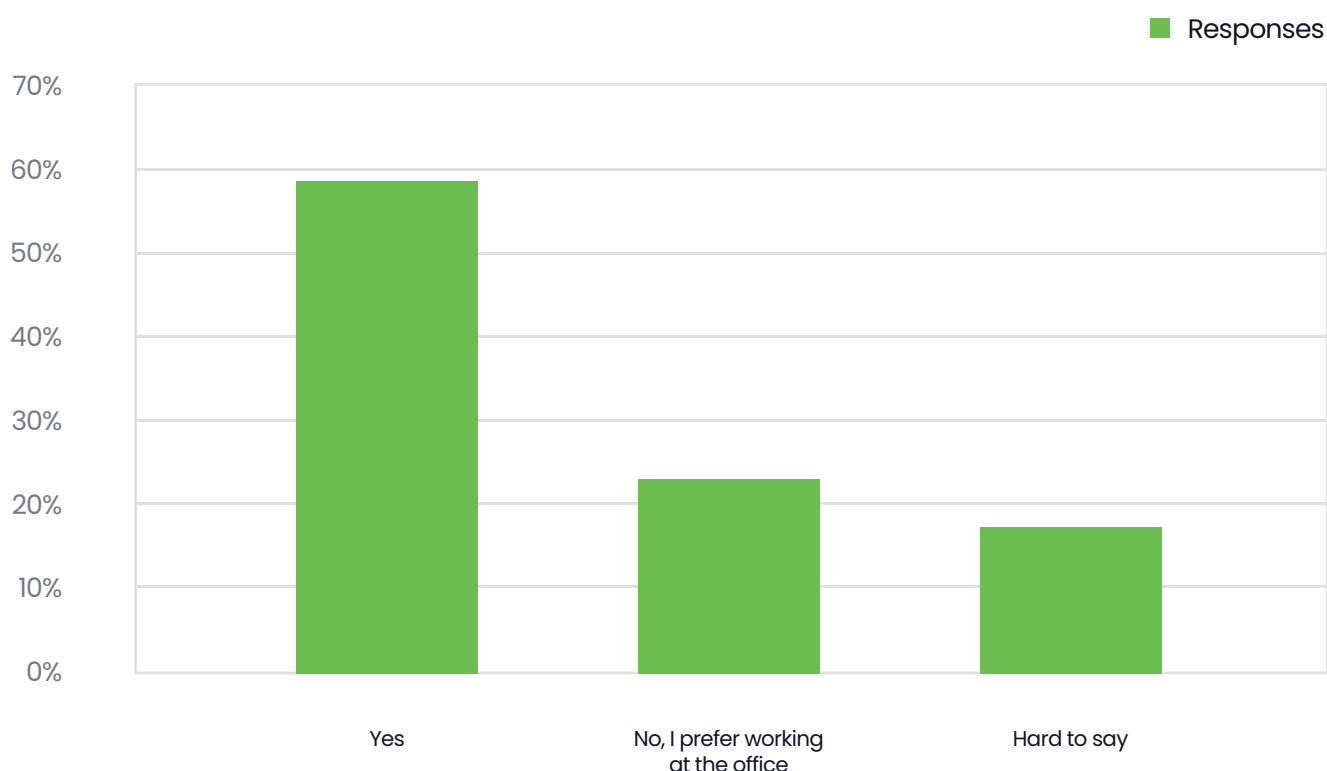
Do you like working remotely?

The lockdown wasn't optional. Although working from home has its pros, such as not having to spend time and money to commute to the office, living and working in one place can also be challenging.

Our survey confirmed that this model is **enjoyable for 59% of professionals**, but a considerable **23% still prefers to work at the office**.

For **18%**, it's not obvious to say **whether they like working remotely or not**.

Do you like working remotely?



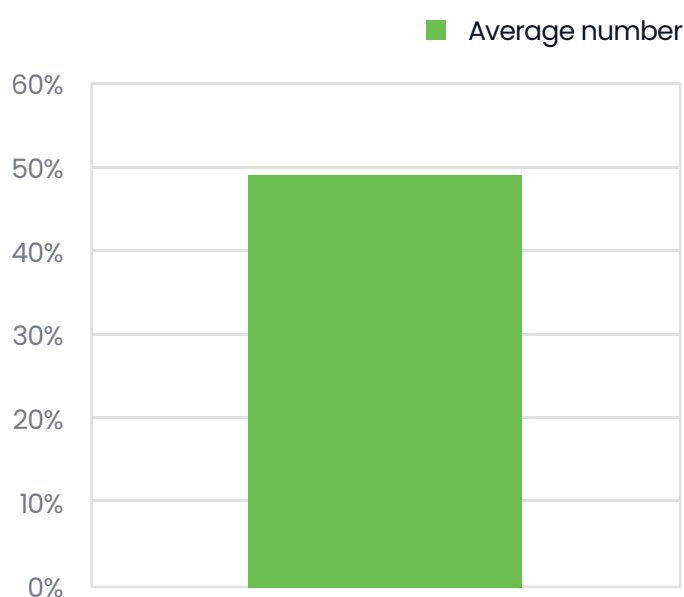
How much do you miss interpersonal relationships while working remotely?

Office culture and traditional 9 to 5 working could have caused stress or anxiety, but on the opposite, it could also be exciting and fun. Offices often turned out to be our second homes – places to combine professional aspects with having a great time with teammates.

We asked our respondents how much they miss good-old times and socializing with colleagues. The scale was from 0 to 100, and given answers deliver an **average of 49**, which nearly hits the middle of the scale.

It can be interpreted that **we miss the interpersonal relationships that we remember from the office**. The higher usage of video conferencing platforms after the virus outbreak can indicate that we still need to learn to use online meetings as a substitute for office-like hanging around with other people.

Please mark on the scale, how much you miss interpersonal relationships while working remotely.



Remote work, office work, or a hybrid model?

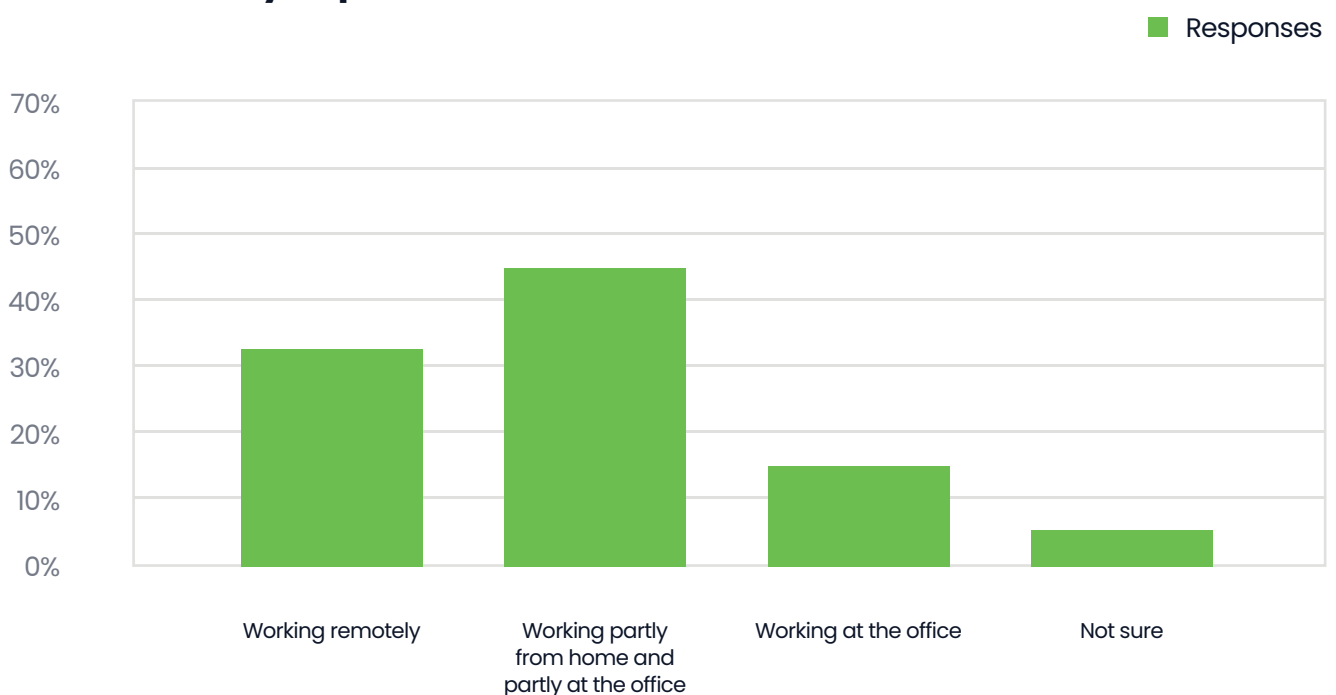
We wanted to discover current preferences regarding staying home or coming back to an office from the answers to the following question.

It's interesting to find out that the majority (**46%**) of respondents **vote for a hybrid model**, which means a mixture of remote and office work.

Remote work supporters are in the second position, with **33% of answers**, which means one third stands for a 100% work from home approach.

16% goes for **office work defenders**, and finally, **5%** don't have a clue where to go from here.

Which one do you prefer?



What benefits do you expect from your employer as compensation for your remote work?

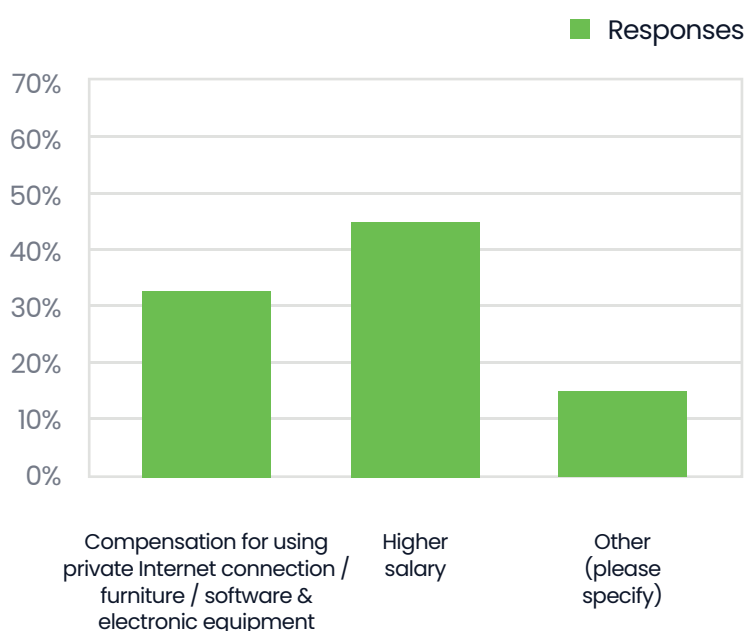
Rearranging home interiors into workplaces requires more extensive usage of electricity, water, heating, private Internet connection, and exploiting furniture or electronic equipment. It boils down to more costs on the employee side.

The answers to the above question clearly show what employers need to do to make it up for their employees. The smashing **69%** of respondents **expect compensation for using the Internet and equipment**.

On the other hand, **32% would like a salary bump** in compensation for switching to work from home.

Among the other **14%**, we found a “none” answers as the most frequent one.

What benefits do you expect from your employer as compensation for your remote work?



Remote work brings you...

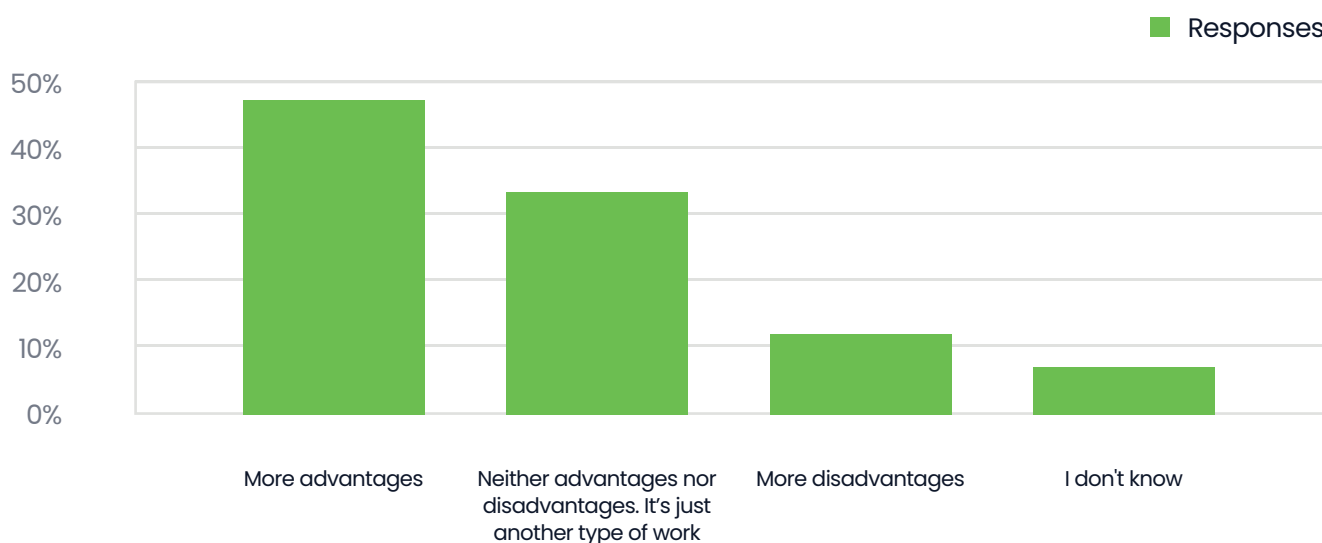
Next, we wanted to discover what experiences the last couple of months of remote work gave us? Did it work to our advantage?

The results come in favor of work from home fans – **48% see more advantages** of this remote work policy.

On the other hand, more than one-third (**33%**) claim that **it's only another type of work**, which neither brings advantages nor disadvantages.

11% of respondents are not happy with remote work and are sure about more disadvantages of this reality. In the end, **8% don't know how** to estimate it.

Please end the sentence by choosing one from the options below. Remote work brings me...



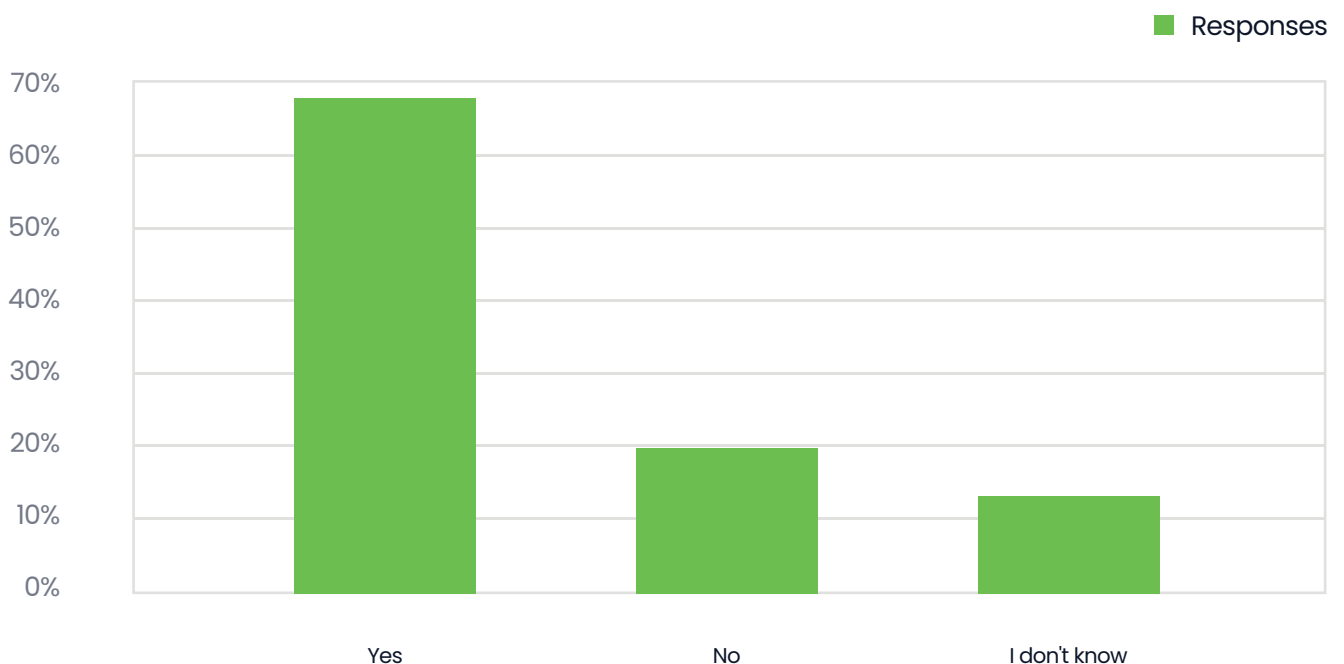
Does remote work allow you to save more time comparing to the office work?

One of the concerns, vivid among the managers skeptical about working from home, comes down to efficiency. Remote work enthusiasts, on the other hand, highlight the time-saving aspect.

How are the answers to this question? Crushing **68%** agree that working remotely **helps them save more time**.

19%, however, firmly stand against it and say that **it's not a time-saver**, and the remaining **12%** of respondents feel clueless here.

Does remote work allow you to save more time in comparison to the office work?



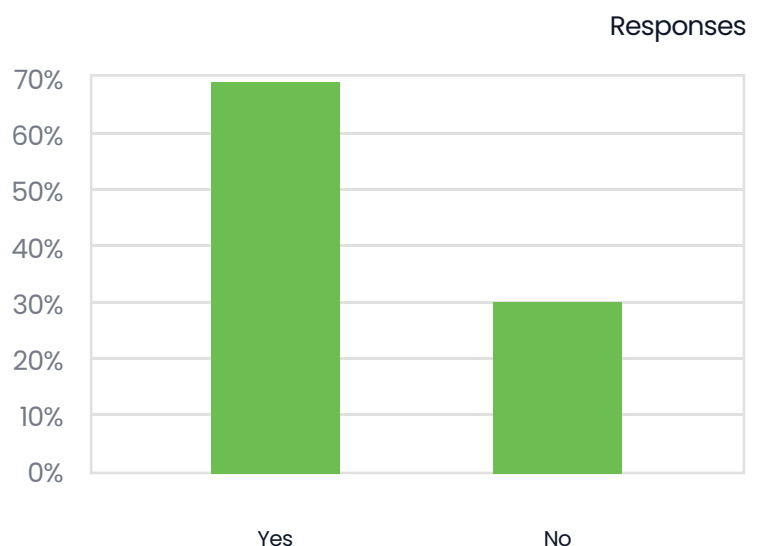
Do you think remote work should be regulated by labor law?

This pandemic-driven transformation was a revolution. Apart from its pros and cons, the fact is it happened so fast that it created a gap between the situation, technology, and real-life scenarios.

That being said, we wanted to know whether professionals see the need for changes in the law. The majority of **69% agree that legal regulations should be introduced** to settle this area.

On the opposite, **31%** think there **shouldn't be any legal interventions** here.

Do you think remote work should be regulated by labour law?



Online learning – are we all set to learn remotely?

The second pillar of our report is about online education. Locking the gates of schools and universities took the teaching and learning to virtual classrooms and lecture halls.

Like remote work, e-learning didn't come out of anywhere and has been on the rise for years, opening educational institutions for students scattered worldwide.

In this section, we are going to analyze the answers concerning the efficiency of online learning.

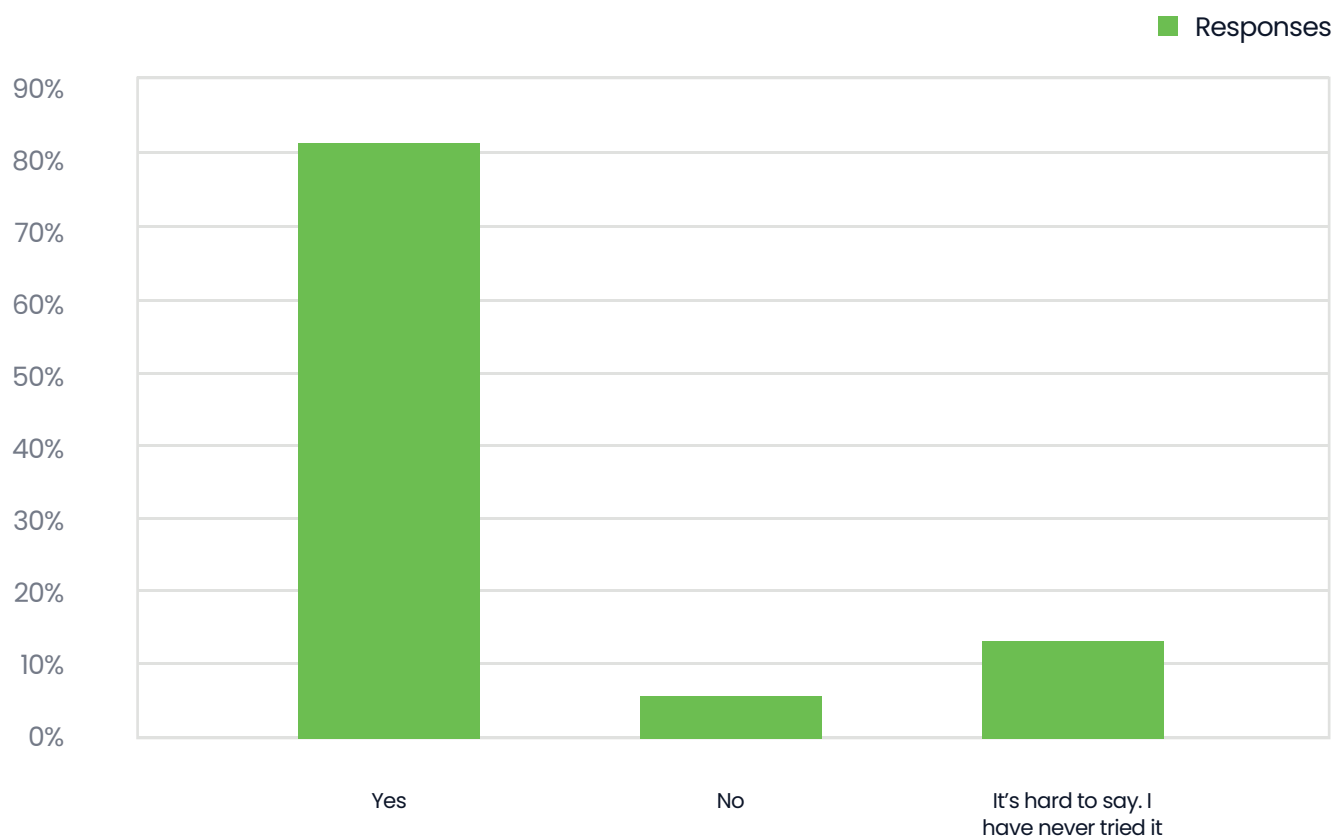
Would you be able to write a test or take an exam online?

The opening question here was about to determine if respondents feel ready to learn online. In particular, are they confident with writing a test or taking an exam virtually?

It turns out that a staggering **81% doesn't have any problem** with that. **13%** of respondents confirmed that **they are new** to the subject; therefore, it's hard for them to judge if they can.

The remaining 6% is confident they won't cope with doing tests or exams online.

Would you be able to write a test or take an exam online?

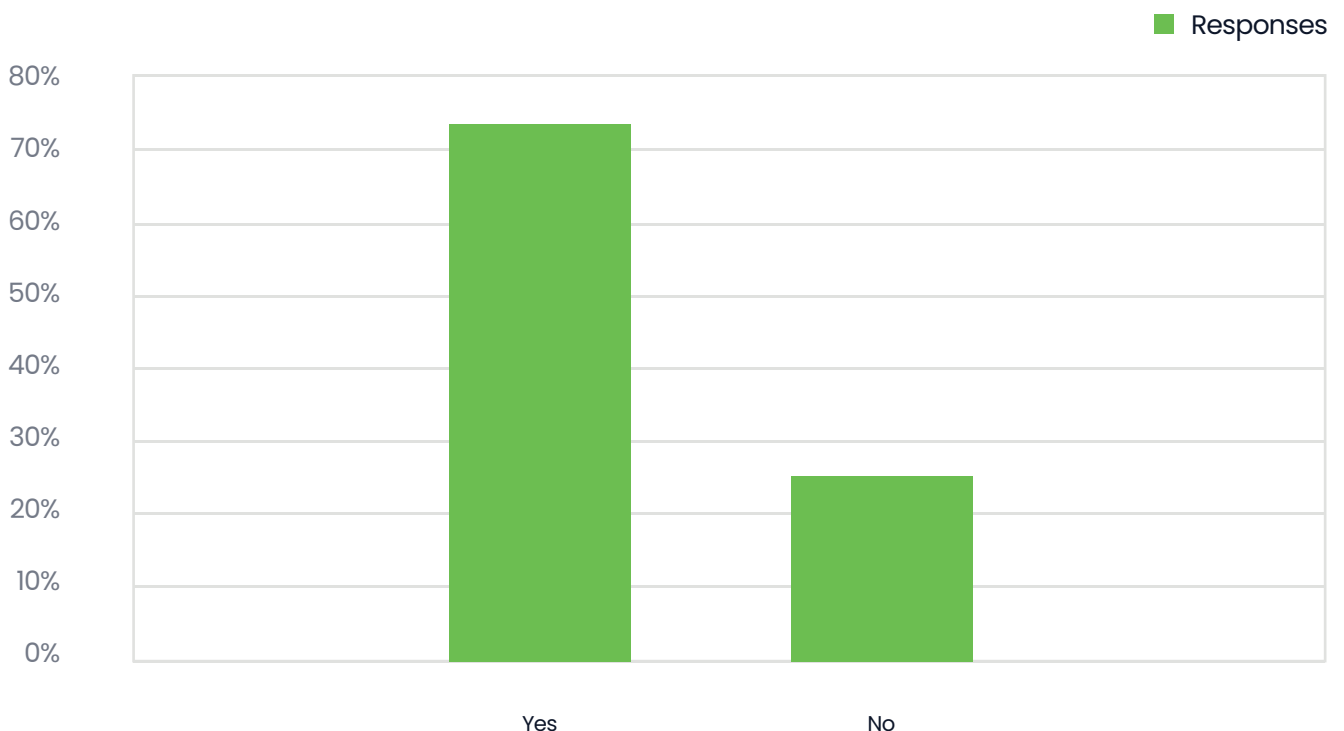


Have you ever studied or taken online courses?

The answers to the second question tell us a lot about the e-learning experience of our respondents. At the same time, it comes in line with the findings from our “Webinars and video conferencing in times of the pandemic” report where online education was one of the leading goals for using the ClickMeeting platform.

As much as **74%** confirmed **they have studied or taken courses online**, which leaves the other **26%** (that are not into e-learning at all) far behind.

Have you ever studied or taken online courses?



Which solution works best for students?

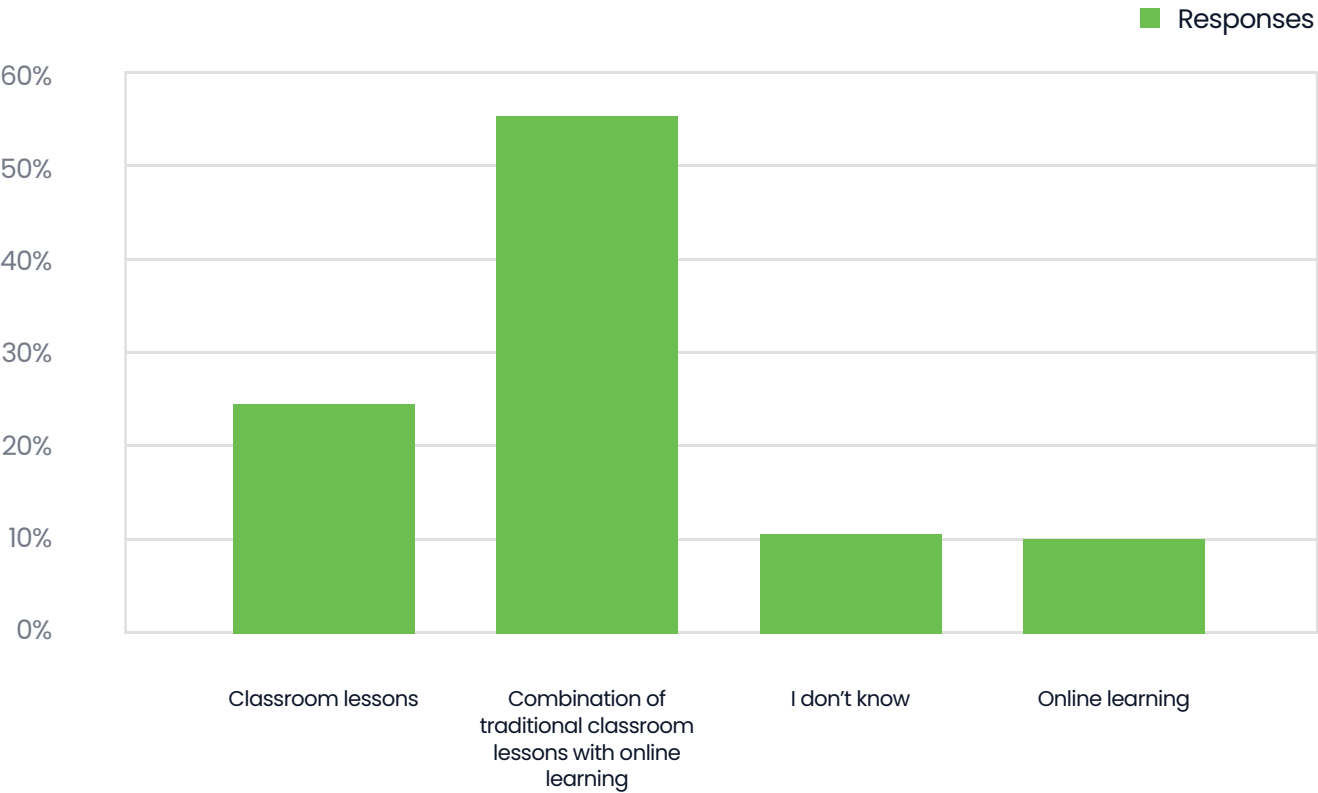
So, let's see where we are here. How does online learning look like in the eyes of our respondents? There were four options given:

- Classroom lessons (as traditional ones) – **24%**
- Combination of conventional classroom lessons and online learning – **56%**
- Online learning – **10%**
- I don't know – **10%**

As we can see, the hybrid model is the winner. Combining traditional and online education received the majority of votes. A conventional, stationary way of teaching and learning is the second option.

The rest of the answers split equally between uncertainty and supporting pure online learning, which means that e-learning has still much to catch up.

Which solution works best for students?



Is online learning more difficult than regular classes?

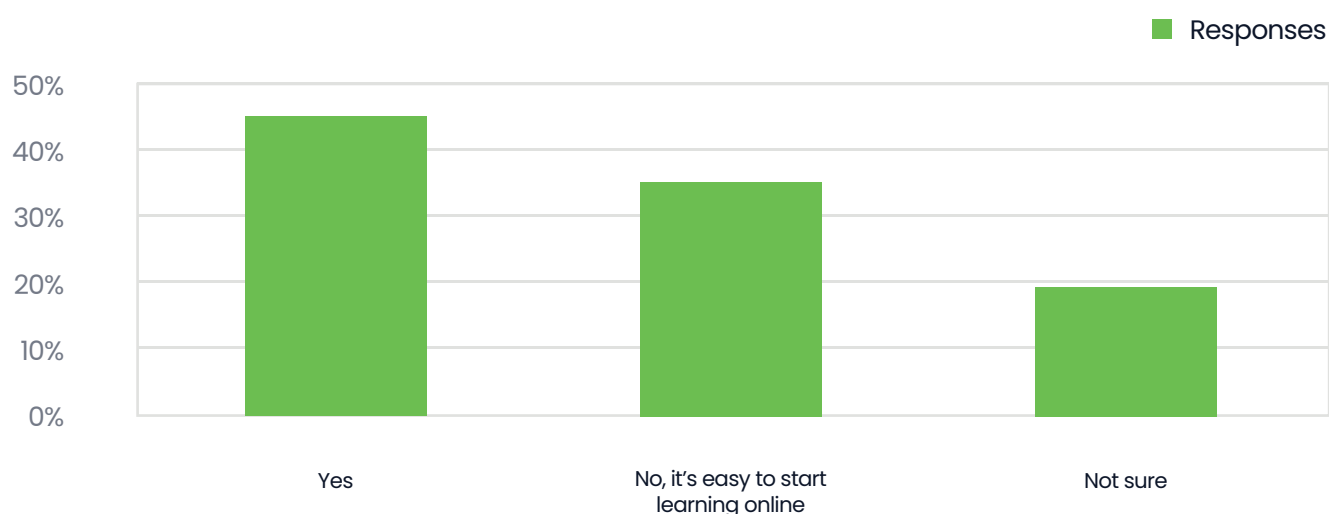
Just like in remote work, the conversion of conventional education to the digital one was full of doubts. Schools, teachers, and students who had little experience in e-learning were about to set foot on the moon.

How do our respondents feel about the difficulty of online learning months after virtual classrooms were implemented?

The answers show that we still need to adapt:

- **44%** admit that **online learning is more challenging** than traditional classes;
- **36%** see **no problem** with starting online learning;
- **19%** are somewhere in between.

Is online learning more difficult than regular classes?



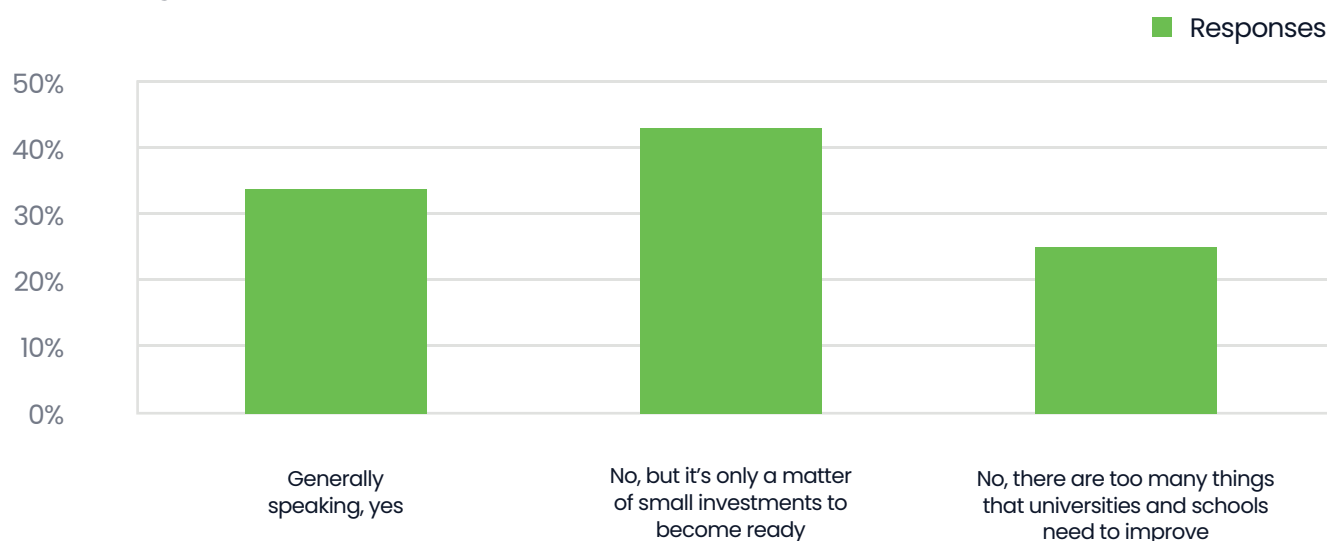
Do you think that schools and universities are prepared for online teaching?

Implementing virtual classrooms requires getting to know specific software, technological literacy from teachers, and educational institutions. Moreover, the last couple of months proved that securing online meetings with students is also paramount.

How, in our respondents' opinion, schools and universities are prepared to teach virtually?

- The leading **42%** say that schools and universities **are not ready**, but it's a **matter of small investments** to plug this gap.
- **33%**, on the other hand, thinks that the education sector is **well prepared**.
- Finally, **25%** give those institutions a red card and admit that **there are too many aspects to improve** in this matter.

Do you think, that schools and universities are prepared for online teaching?

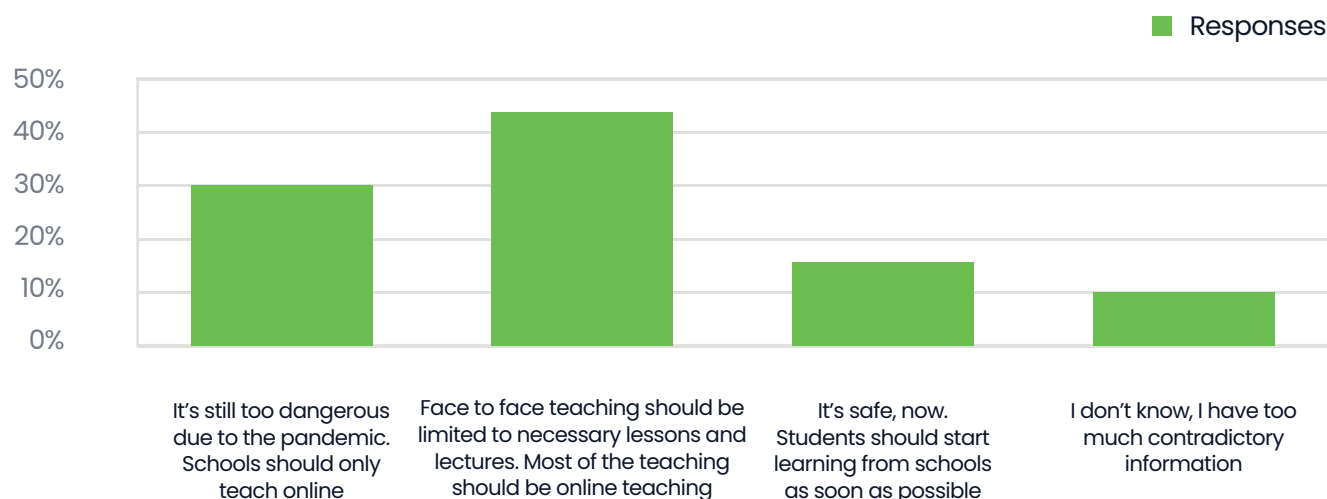


Students and pupils are going back to schools now. What's your opinion on this?

The last question in our survey touches a vital matter – reopening schools for a new academic year. Is it a wise decision concerning the COVID-19 and social distancing rules? Would it be better to stay in the online learning model?

- **Face to face teaching should be limited to necessary lessons and lectures.** Most of the learning should be online – as much as **44% of respondents** support this statement.
- It's still too dangerous due to the pandemic. **Schools should only teach online** – that's the opinion of **31%** of people who took part in our study.
- It's safe now. **Students should start learning from schools as soon as possible** – **15%** of respondents stand for returning to school premises.
- I don't know, I have too much contradictory information. – **11% feel uncertain** about this matter.

Students and pupils are going back to schools now. What's your opinion on this?



This year is significantly challenging, and it undoubtedly revolutionized the way we work, teach, and learn. Our report shows how the last seven months of professional and educational experiences influenced the opinions about remote work and online learning.

Summary

Here are the key takeaways:

Remote work

- **The majority** of our respondents (61%) **work remotely right now**. This correlates with the **62%** who switched to work from home model during the lockdown in **March and April**.
- Around half the surveyed professionals agree that their **equipment** (50%) and **conditions** (51%) are **good enough** to perform their jobs online. The rest admits that they are facing moderate difficulties or limitations that make work from home impossible.
- The **Internet connection** works just fine for as much as **84%** of respondents, and it's **too slow** for the remaining **16%**.
- **59% enjoy remote work**, whereas **23% of people still miss office reality**.
- The **hybrid model** (working partly at home, partly at the office) is an ideal vision for **46%** of the respondents. **33%** vote for **pure remote work**, and **16%** stand for the **office work** approach.
- As much as 69% of people who took part in our survey **expect compensation** for using their private Internet, furniture, or equipment. **32%** think that they should receive a **higher salary** for working at home.

Online learning

- Unexperienced in online education are outnumbered: **81%** of respondents **can easily take an exam online**, and **74%** have already taken **studies or courses via the Internet**.

- **A combination of conventional and virtual classrooms** is a perfect option for **56%**, whereas **23%** of respondents vote for **traditional education** and only **10%** for pure **online learning**.
- **44%** of interviewees think that **online learning is more complicated** than traditional classes, and 36% is convinced that **online learning is reasonably** easy to start.
- **Schools and universities are not prepared** for online education, according to **42%** of respondents, but it's only a matter of **small investments** to catch up. However, **33%** believe that **schools are ready to teach online**, and the remaining **25%** say that there are **too many things to improve** here.
- **Most of the teaching should be done online, according to 43% of respondents.** Another **31%** worry about kids returning to school and think that education **should be taken virtually**. For **15%**, it's ok that students and pupils **will come back** to conventional learning.

How did we collect the answers?

We asked 555 respondents online, full-time workers, mostly from UK & USA.

