

Data from Telework Diaries: Week 1 (February 2 – February 8, 2009) through Week 15 (April 27 – May 3, 2009)

How many days did you work last week?																
	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6		Week 7		Week 8	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
None	2	5.7 %	0	0.0 %	2	4.9 %	0	0.0 %	0	0.0 %	0	0.0 %	2	3.9 %	0	0.0 %
One day	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Two days	0	0.0 %	1	2.5 %	2	4.9 %	1	2.4 %	1	2.4 %	2	5.4 %	1	2.0 %	1	1.9 %
Three days	1	2.9 %	2	5.0 %	3	7.3 %	6	14.6 %	2	4.9 %	3	8.1 %	4	7.8 %	4	7.4 %
Four days	4	11.4 %	10	25.0 %	22	53.7 %	7	17.1 %	6	14.6 %	8	21.6 %	4	7.8 %	8	14.8 %
Five days	28	80.0 %	26	65.0 %	11	26.8 %	26	63.4 %	31	75.6 %	23	62.2 %	39	76.5 %	39	72.2 %
Six days	0	0.0 %	1	2.5 %	1	2.4 %	1	2.4 %	1	2.4 %	1	2.7 %	1	2.0 %	2	3.7 %
Seven days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Total	35	100.0 %	40	100.0 %	41	100.0 %	41	100.0 %	41	100.0 %	37	100.0 %	51	100.0 %	54	100.0 %
	Week 9		Week 10		Week 11		Week 12		Week 13		Week 14		Week 15		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
None	3	5.8 %	1	1.8 %	1	1.8 %	1	2.0 %	1	2.0 %	1	2.0 %	1	2.0	15	2.1 %
One day	0	0.0 %	1	1.8 %	0	0.0 %	1	2.0 %	0	0.0 %	0	0.0 %	0	0.0	2	0.3 %
Two days	1	1.9 %	1	1.8 %	3	5.5 %	1	2.0 %	2	4.1 %	1	2.0 %	1	2.0	19	2.7 %
Three days	3	5.8 %	5	8.9 %	2	3.6 %	3	6.0 %	6	12.2 %	2	4.0 %	2	3.9	48	6.8 %
Four days	8	15.4 %	8	14.3 %	8	14.5 %	12	24.0 %	6	12.2 %	8	16.0 %	10	19.6	129	18.3 %
Five days	36	69.2 %	39	69.6 %	41	74.5 %	31	62.0 %	33	67.3 %	38	76.0 %	36	70.6	477	67.9 %
Six days	0	0.0 %	1	1.8 %	0	0.0 %	1	2.0 %	1	2.0 %	0	0.0 %	1	2.0	12	1.7 %
Seven days	1	1.9 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0	1	0.1 %
Total	52	100.0 %	56	100.0 %	55	100.0 %	50	100.0 %	49	100.0 %	50	100.0 %	51	100.0 %	703	100.0 %

Why didn't you work last week? (asked of those that didn't work)																
	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6		Week 7		Week 8	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Sick or Leave	2	100.0 %	0		0		0		0		0		0		0	
Vacation	0		0		2	100.0 %	0		0		0		2	100.0 %	0	
Lack of work	0		0		0		0		0		0		0		0	
Other	0		0		0		0		0		0		0		0	
No longer working	0		0		0		0		0		0		0		0	
Other	0		0		0		0		0		0		0		0	
Total	2	100.0 %	0		2	100.0 %	0		0		0	100.0 %	2	100.0 %	0	
	Week 9		Week 10		Week 11		Week 12		Week 13		Week 14		Week 15		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Sick or Leave	0		1	100.0 %	0		0		0		0		0		3	20.0 %
Vacation	3	100.0 %	0		1	100.0 %	1	100.0 %	1	100.0 %	0		1	100.0 %	11	73.3 %
Lack of work	0		0		0		0		0		1	100.0 %	0		1	6.7 %
Other	0		0		0		0		0		0		0		0	0.0 %
No longer working	0		0		0		0		0		0		0		0	0.0 %
Other	0		0		0		0		0		0		0		0	0.0 %
Total	3	100.0 %	1	100.0 %	1	100.0 %	1	100.0 %	1	100.0 %	1	100.0 %	1	100.0 %	15	100.0 %

How many days did you work at your central worksite? (asked of those that worked)

	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6		Week 7		Week 8	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
None	2	6.1 %	1	2.5 %	1	2.6 %	0	0.0 %	3	7.3 %	2	5.4 %	1	2.0 %	4	7.4 %
One day	0	0.0 %	0	0.0 %	3	7.7 %	2	4.9 %	0	0.0 %	1	2.7 %	0	0.0 %	2	3.7 %
Two days	2	6.1 %	5	12.5 %	5	12.8 %	6	14.6 %	8	19.5 %	4	10.8 %	8	16.3 %	9	16.7 %
Three days	2	6.1 %	7	17.5 %	16	41.0 %	7	17.1 %	8	19.5 %	11	29.7 %	11	22.4 %	10	18.5 %
Four days	24	72.7 %	21	52.5 %	10	25.6 %	20	48.8 %	15	36.6 %	11	29.7 %	18	36.7 %	16	29.6 %
Five days	3	9.1 %	6	15.0 %	3	7.7 %	6	14.6 %	6	14.6 %	7	18.9 %	11	22.4 %	12	22.2 %
Six days	0	0.0 %	0	0.0 %	1	2.6 %	0	0.0 %	1	2.4 %	1	2.7 %	0	0.0 %	1	1.9 %
Seven days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Total	33	100.0 %	40	100.0 %	39	100.0 %	41	100.0 %	41	100.0 %	37	100.0 %	49	100.0 %	54	100.0 %

	Week 9		Week 10		Week 11		Week 12		Week 13		Week 14		Week 15		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
None	2	4.2 %	1	1.8 %	2	3.7 %	2	4.1 %	5	10.6 %	3	6.1 %	3	6.0 %	32	4.7 %
One day	2	4.2 %	5	9.1 %	5	9.3 %	4	8.2 %	4	8.5 %	4	8.2 %	3	6.0 %	35	5.1 %
Two days	6	12.5 %	7	12.7 %	6	11.1 %	9	18.4 %	6	12.8 %	7	14.3 %	8	16.0 %	96	14.0 %
Three days	8	16.7 %	11	20.0 %	11	20.4 %	6	12.2 %	7	14.9 %	9	18.4 %	10	20.0 %	134	19.5 %
Four days	19	39.6 %	23	41.8 %	19	35.2 %	21	42.9 %	14	29.8 %	19	38.8 %	17	34.0 %	267	38.9 %
Five days	11	22.9 %	8	14.5 %	11	20.4 %	7	14.3 %	10	21.3 %	7	14.3 %	9	18.0 %	117	17.1 %
Six days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	2.1 %	0	0.0 %	0	0.0 %	5	0.7 %
Seven days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Total	48	100.0 %	55	100.0 %	54	100.0 %	49	100.0 %	47	100.0 %	49	100.0 %	50	100.0 %	686	100.0 %

How many days did you telework last week? (asked of those that worked)																
	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6		Week 7		Week 8	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
None	8	24.2 %	11	27.5 %	13	33.3 %	11	26.8 %	12	29.3 %	14	38.9 %	14	28.6 %	17	31.5 %
One day	20	60.6 %	24	60.0 %	21	53.8 %	25	61.0 %	18	43.9 %	10	27.8 %	23	46.9 %	22	40.7 %
Two days	1	3.0 %	2	5.0 %	2	5.1 %	2	4.9 %	6	14.6 %	10	27.8 %	6	12.2 %	7	13.0 %
Three days	2	6.1 %	2	5.0 %	1	2.6 %	2	4.9 %	2	4.9 %	1	2.8 %	5	10.0 %	3	5.6 %
Four days	0	0.0 %	0	0.0 %	1	2.6 %	1	2.4 %	1	2.4 %	0	0.0 %	0	0.0 %	2	3.7 %
Five days	2	6.1 %	1	2.5 %	1	2.6 %	0	0.0 %	2	4.9 %	1	2.8 %	1	2.0 %	3	5.6 %
Six days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Seven days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Total	33	100.0 %	40	100.0 %	39	100.0 %	41	100.0 %	41	100.0 %	36	100.0 %	49	100.0 %	54	100.0 %
	Week 9		Week 10		Week 11		Week 12		Week 13		Week 14		Week 15		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
None	15	30.6 %	19	34.5 %	17	31.5 %	12	24.5 %	16	33.3 %	14	28.6 %	12	24.0 %	205	29.8 %
One day	23	46.9 %	21	38.2 %	24	44.4 %	23	46.9 %	17	35.4 %	18	36.7 %	22	44.0 %	311	45.3 %
Two days	4	8.2 %	8	14.5 %	6	11.1 %	8	16.3 %	8	16.7 %	7	14.3 %	6	12.0 %	83	12.1 %
Three days	4	8.2 %	3	5.5 %	4	7.4 %	3	6.1 %	2	4.2 %	4	8.2 %	7	14.0 %	45	6.6 %
Four days	1	2.0 %	3	5.5 %	1	1.9 %	2	4.1 %	1	2.1 %	3	6.1 %	1	2.0 %	17	2.5 %
Five days	2	4.1 %	1	1.8 %	2	3.7 %	1	2.0 %	4	8.3 %	3	6.1 %	2	4.0 %	26	3.8 %
Six days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Seven days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Total	49	100.0 %	55	100.0 %	54	100.0 %	49	100.0 %	48	100.0 %	49	100.0 %	50	100.0 %	687	100.0 %

Why didn't you telework last week?																
	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6		Week 7		Week 8	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Not ready to telework yet	3	33.3 %	3	27.3 %	3	27.3 %	3	27.3 %	1	7.7 %	2	14.3 %	2	14.3 %	1	5.9 %
Not scheduled to telework last week	2	22.2 %	3	27.3 %	3	27.3 %	3	27.3 %	3	23.1 %	2	14.3 %	0	0.0 %	4	23.5 %
Was required at central worksite	1	11.1 %	4	36.4 %	4	36.4 %	3	27.3 %	5	38.5 %	9	64.3 %	6	42.9 %	8	47.1 %
Other	2	22.2 %	1	9.1 %	1	9.1 %	2	18.2 %	4	30.8 %	1	7.1 %	5	35.7 %	3	17.6 %
No Answer	1	11.1 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	7.1 %	1	5.9 %
Total	9	100.0 %	11	100.0 %	11	100.0 %	11	100.0 %	13	100.0 %	14	100.0 %	14	100.0 %	17	100.0 %
	Week 9		Week 10		Week 11		Week 12		Week 13		Week 14		Week 15		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Not ready to telework yet	2	13.3 %	2	10.5 %	2	11.8 %	2	16.7 %	2	12.5 %	2	14.3 %	2	16.7 %	32	15.6 %
Not scheduled to telework last week	5	33.3 %	6	31.6 %	3	17.6 %	3	25.0 %	4	25.0 %	3	21.4 %	2	16.7 %	46	22.4 %
Was required at central worksite	4	26.7 %	6	31.6 %	6	35.3 %	5	41.7 %	6	37.5 %	7	50.0 %	6	50.0 %	80	39.0 %
Other	4	26.7 %	5	26.3 %	5	29.4 %	0	0.0 %	4	25.0 %	1	7.1 %	1	8.3 %	39	19.0 %
No Answer	0	0.0 %	0	0.0 %	1	5.9 %	2	16.7 %	0	0.0 %	1	7.1 %	1	8.3 %	8	3.9 %
Total	15	100.0 %	19	100.0 %	17	100.0 %	12	100.0 %	16	100.0 %	14	100.0 %	12	100.0 %	205	100.0 %

	ID	Other reason for not teleworking last week
Week 1	42234	I took a vacation day on my telework day.
	62131	Forgot materials at worksite
Week 2	112132	Sick child
Week 3	32637	Co-worker had surgery
	62131	Out-of-town conference
	42234	Took a vacation day
	32131	Personal schedule/holiday/scheduled meetings
Week 4	42332	Sick
	50031	Went to Texas to Adopt a child
Week 5	62131	Had other offsite meetings 2 days
	122131	Need files at office for project I'm working on & better workspace at office
	102131	Had to travel for work
	132131	Teleworked partial days / still drove into office
Week 6	62131	Conference in Seattle during time scheduled to telework
Week 7	112132	Husband out of town, no child care
	82131	Sick two days
	14305	Appointments at my work site are more effective if I am present
	62232	Vacation
	102132	Needed to get caught up on stuff at office due to home show previous weekend
Week 8	42431	Vacation
	32232	Telework is not feasible for me anymore.
	14319	Took day off for a funeral
Week 9	32232	Am no longer regularly telecommuting
	102132	Due to being stranded week prior
	132232	Computer OOS
	14305	Had kids at home on spring break - can't telework with kids running around
Week 10	42431	Conference
	42234	Sick
	32434	I telework every other Monday.
	42241	On vacation
	14312	Took a vacation day instead
	14300	Took a vacation day on my normal telework day.

Week 11	82232	Had vacation days (thurs and fri)
	32232	No longer teleworking on a regular basis
	42440	Attended a conference
	14305	More efficient at central worksite. Better environment and no reason to stay home.
	14312	Took a vacation day instead
	32434	I was required to be at work to finalize a project.
Week 12	32434	I telecommute every other Monday.
Week 13	62131	Already out of office one day
	14312	Took a vacation day instead
	14305	Getting to work was simple due to good weather
Week 14		
Week 15	14302	Jury Duty on 2 telework days
	14315	Out sick

How well did telework “work” last week? Were there any problems?																
	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6		Week 7		Week 8	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
No problem last week	21	87.5 %	25	86.2 %	22	84.6 %	26	86.7 %	24	85.7 %	19	86.4 %	29	82.9 %	30	81.1 %
Minor problem	2	8.3 %	4	13.8 %	4	15.4 %	4	13.3 %	4	14.3 %	3	13.6 %	4	11.4 %	7	18.9 %
More serious problem	1	4.2 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	2	5.7 %	0	0.0 %
No Answer	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Total	24	100.0 %	29	100.0 %	26	100.0 %	30	100.0 %	28	100.0 %	22	100.0 %	35	100.0 %	37	100.0 %
	Week 9		Week 10		Week 11		Week 12		Week 13		Week 14		Week 15		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
No problem last week	26	76.5 %	29	80.6 %	33	89.2 %	35	94.6 %	30	93.8 %	29	82.9 %	35	92.1 %	413	86.0 %
Minor problem	6	17.6 %	6	16.7 %	3	8.1 %	2	5.4 %	2	6.3 %	5	14.3 %	2	5.3 %	58	12.1 %
More serious problem	2	5.9 %	1	2.8 %	0	0.0 %	0	0.0 %	0	0.0 %	1	2.9 %	1	2.6 %	8	1.7 %
No Answer	0	0.0 %	0	0.0 %	1	2.7 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	0.2 %
Total	34	100.0 %	36	100.0 %	37	100.0 %	37	100.0 %	32	100.0 %	35	100.0 %	38	100.0 %	480	100.0 %

	ID		Comments about problems
Week 1	112132	Minor problem	Issue with logging on to an offsite system to run a query.
	32335	Minor problem	Minor technical difficulties with Remote Desktop. Our IT department is working on the problem.
	32232	More serious	I had major difficulties with my remote access... my IT department is currently working to remedy that situation.
	112133	No problem	My family shares one car. A concern is not having a vehicle at home in case of an emergency.
Week 2	112131	Minor problem	My laptop crashed but I was able to work off of our PC.
	32335	Minor problem	Still experiencing minor issues with Remote Desktop, but our IT department is working on it.
	32131	Minor problem	Remote desktop connection can be slow during normal working hours.
	132131	Minor problem	One of the projects scheduled for that day required the download of a large file. Ran into technical difficulty and readjusted the workload for the day.
Week 3	62232	Minor problem	For a period of about an hour my remote access dropped 4 times. I simply logged in again.
	132232	Minor problem	IT person did not follow through with setting up access to some files, as previously requested. Brought extra work home in case this happened.
	12132	Minor problem	I had to have a co-worker in the office email me documents that I had not realized that I would need so that I could continue working on a project at home.
Week 4	92131	Minor problem	Transitioning from one system to another; personal issues; communications broke down.
	12132	Minor problem	Our remote email is limited with no contact information, so I had to have email contacts with me or call to get them.
	82131	Minor problem	I had to make an international call from home to someone to make new arrangements, but that was not a problem, other than I had to ask someone to look on my desk to find the phone number as I didn't have it with me.
	22233	Minor problem	A switch in computer programs caused a sign-on problem that was fixed in about 40 minutes.
Week 5	132232	Minor problem	Although VPN was established for connecting to network at work, the connection was not stable. Was able to reconnect at a later time.
	42440	Minor problem	Slow VPN speed.
	22233	Minor problem	There was a connection problem with the main system. It did take 2 hours to correct.
Week 6	132232	Minor problem	Lost connectivity with office network; reset. Difficulty downloading some documents from office network, and cannot print office network documents. Sent to home computer via e-mail attachment, and opened on home computer.
	82131	Minor problem	Needed to make a trip in to the office on a normal telework day to fix a minor Daylight Savings related problem.
Week 7	92131	More serious	First week in the new office, I was sick all week but needed to get my office set up. Not all systems set up yet; no virtual server so no sharing of database. Everyone behind in normal work so resources not available for parts of my job. It will get better. Moving is not fun.

	12132	Minor problem	Not having direct access to the company server continues to require pre-planning to bring home documents I need to work on. Also, our webmail is very rudimentary and difficult to use remotely.
	22233	Minor problem	the It department fixed a remote-server problem
	32434	More serious	There are problems connecting remotely. It took up to three hours to copy files or access files.
	14320	Minor problem	Lost my connection to the Redmond VPN several times each day. This happens on a regular basis. I have to reboot my laptop in order to reconnect, which impacts my productivity :-)
Week 8	14302	Minor problem	Had brief connectivity problems connecting to the secure corporate VPN network, and trouble connecting to one phone conference.
	62131	Minor problem	Lack of motivation... resolved by quick trip to Starbucks (minimal distance)
	42241	Minor problem	My home computer 'crashed' Thursday morning, a day I would normally telecommute, so I worked at the office that day. Bought new computer.
	92131	Minor problem	I left my Blackberry at home twice. Just not used to being tied to a phone so with no hard-line at the office it impacts work when the phone is at home - alone.
	14301	Minor problem	There was a meeting that I missed due to not having instant access. It was called rather ad hoc, and they didn't phone me to be there.
	22233	Minor problem	1/2 hour delay with sign on for all remote users.
	14302	Minor problem	Short-term connectivity issues, co-workers forgot to dial in to phone conference bridge.
	14320	Minor problem	Conference phones were not working well. Network connection problems. Resolved by IM'ing with meeting attendees and relying on meeting notes. Rebooted computer to regain lost connections.
Week 9	42241	More serious	Home computer crashed and had to be replaced
	14301	Minor problem	I still do not have full corporate internet access (my manager is working on it). This keeps me from doing 100% of my work offsite.
	132131	Minor problem	Had problem accessing email on VPN. Work around via web email access until fixed.
	22233	Minor problem	Minor it problem corrected w/in 30 min on one day
	32434	More serious	The motherboard of my laptop crashed. I am now using my desktop to work but all my files were on my laptop.
	14320	Minor problem	Same as every week. Some conference room phones don't work very well. Network connections drop causing me to have to reboot my computer.
Week 10	14320	Minor problem	I wish my employer did a better job of conference room phone maintenance. So frustrating when you cannot hear.
	14305	More serious	My internet connection was painfully slow and intermittent. I was unable to function at 100% due to network problems.
	14308	Minor problem	Very poor network connectivity. Dropped-off the corporate net several times; simply had to reconnect. Delay to connect the VPN is very long.
	72131	Minor problem	Had to Telework on a Saturday - and there we're communication problems simply because it was the weekend.
	22233	Minor problem	minor connecting problem IT easily solved

	14302	Minor problem	Had a pet emergency (dog needed stitches when husband was out of town) - was able to arrange extra day of teleworking that day to better accommodate family schedule.
Week 11	14314	Minor problem	Broadband failures for ~ 1.5hrs
	14301	Minor problem	I still don't have RAS so I could not update my internal web site. I got around this by putting it off until the following day.
Week 12	14320	Minor problem	Same as always... dropped network connections and conference room phones that don't work well.
	14301	Minor problem	I still don't have RAS access, and that makes it necessary to drive in for certain tasks.
Week 13	14320	Minor problem	Same as every week - dial-in conference phones that don't work very well (hard to hear) and dropped network connections.
	14301	Minor problem	Still didn't have RAS access.
Week 14	14304	Minor problem	Had some internet outages, but came back pretty quickly.
	22131	Minor problem	My minor problems related to updating my laptop and computer software patches...it was something I was not anticipating so it took a little extra time and I had to go into my central worksite when I was not planning on it.
	14305	Minor problem	Full communication with corporate intranet is always a problem. Bandwidth is sometimes an issue.
	132232	Minor problem	Difficulty with computer VPN connection, which caused delay in work. Also had difficulty accessing some files. Worked around situation, and accomplished other work.
	14320	Minor problem	Same as always - conference room phones that don't work all that well difficult to hear, lost network connections, etc.
	14306	No problem	We are in the midst of planning for our next fiscal year. Some of the planning meetings were very hard to participate in from the phone so I will be coming into the office more this week.
	72131	More serious	Though telework itself is problem-free, I am not treated as part of the team while I am at home. I am just as productive at home, but the company does not really support me doing it.
Week 15	14310	Minor problem	Someone wanted to physically walk through some code, had to schedule it a little early.
	14308	More serious	Couldn't access SharePoint over RAS; Had to call Helpdesk and go 4 hours without access. It was fixed by the end of the day, but I had specifically planned to do work on SharePoint from home.
	14320	Minor problem	Same as always - too many dropped network connections; reboot necessary to reestablish connection.

Productivity: In terms of getting work done, was your telework day (or days) last week ...

	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6		Week 7		Week 8	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Just as productive as a day at the normal worksite	14	58.3 %	16	55.2 %	17	65.4 %	19	63.3 %	17	60.7 %	12	54.5 %	18	51.4 %	20	54.1 %
More productive than normal	9	37.5 %	13	44.8 %	8	30.8 %	10	33.3 %	9	32.1 %	8	36.4 %	17	48.6 %	14	37.8 %
Less productive than a day at the normal worksite	1	4.2 %	0	0.0 %	1	3.8 %	1	3.3 %	1	3.6 %	2	9.1 %	0	0.0 %	3	8.1 %
Not sure	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	3.6 %	0	0.0 %	0	0.0 %	0	0.0 %
Total	24	100.0 %	29	100.0 %	26	100.0 %	30	100.0 %	28	100.0 %	22	100.0 %	35	100.0 %	37	100.0 %
	Week 9		Week 10		Week 11		Week 12		Week 13		Week 14		Week 15		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Just as productive as a day at the normal worksite	17	50.0 %	14	38.9 %	20	54.1 %	19	51.4 %	14	43.8 %	19	54.3 %	21	55.3 %	257	53.5 %
More productive than normal	15	44.1 %	19	52.8 %	15	40.5 %	14	37.8 %	14	43.8 %	12	34.3 %	16	42.1 %	193	40.2 %
Less productive than a day at the normal worksite	2	5.9 %	3	8.3 %	2	5.4 %	4	10.8 %	4	12.5 %	4	11.4 %	1	2.6 %	29	6.0 %
Not sure	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	0.2 %
Total	34	100.0 %	36	100.0 %	37	100.0 %	37	100.0 %	32	100.0 %	35	100.0 %	38	100.0 %	480	100.0 %

ID		Comments about productivity	
Week 1	32232	Less productive	It was less productive because of computer problems...
Week 2			
Week 3	112132	Less productive	Ran out of work to do
Week 4	62131	Less productive	Computer/VPN was slower for the projects I was working on.
Week 5	50031	Less productive	I spent the entire week out of state and in a different time zone. This made some communications difficult.
Week 6	92131	Less productive	I was sick toward the end of the week but we still had to move and have the moving sale. I wasn't as helpful as I would have liked.
Week 7	92131	More productive	More productive since I couldn't have done much at the new office that wasn't set up, but spent time cleaning and organizing home office.
Week 8	62131	Less productive	Lack of motivation, but I suppose the same thing happens in the office, too.
	92131	More productive	I needed the quiet day at home to concentrate since the week had been rather hectic.
	14301	Less productive	I was on the move a lot last week, not fixed in one spot. Was better suited for using a phone to stay in touch, both via phone call and email.
	102132	Less productive	Out of town due to car troubles, did have limited access so able to get some work done remotely due to limited systems on lap top borrowed from my daughter.
Week 9	14301	Less productive	Corporate intranet access
Week 10	14305	Less productive	Unable to connect to critical sites due to network issues. I was constantly putting forth effort to keep the communication channels open rather than working on the tasks I was to complete.
	72131	Less productive	It is difficult to Telework on the weekend because there is no available assistance from co-workers.
Week 11	122232	Less productive	Due to my daughter being sick, last week was less productive working at home than it normally is.
	14302	Less productive	Manager had trouble connecting key meeting to conference call – missed 20+ minutes of the meeting.
Week 12	22233	More productive	There were 2 people out on vacation and with my boss in meetings, working at home freed me from the office distractions, to accomplish more.
	14303	Less productive	Household distractions resulted in less work getting done.
	14301	Less productive	Because I don't have RAS access.

Week 13	132232	Less productive	Last minute schedule change required attendance at an event away from work. Affected work scheduled on a telework day.
	14308	Less productive	Needed to run personal errands; this is the only day I am near home to take care of these things.
	14304	Less productive	Was busy with some house stuff and internet went down.
	50032	Less productive	Having to drive to Jefferson County for a meeting (bridge down, 180 miles r/t).
	14302	More productive	Best work week in ages. Because of the bridge closure, teleworked all week; was roughly 15% more productive. Worked longer hours than normal and still had more family time - no 6 hour RT commute!
	72131	Less productive	Cooperation and communication was lacking. I did not have feedback or e-mails returned to me from other employees in the office. They would rather have me at the central worksite.
Week 14	82232	Just as productive	I'm usually 'more' productive (on a telework day) but felt distracted by email coming in from staff requesting little things. Little things add up to big chunks of time lost on project.
Week 15	14308	Less productive	Couldn't access SharePoint over RAS

Satisfaction: Taking everything into consideration, how satisfied are you with telework at this point in time?

	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6		Week 7		Week 8	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Very satisfied	20	83.3 %	25	86.2 %	21	80.8 %	24	80.0 %	24	85.7 %	18	81.8 %	25	71.4 %	28	75.7 %
Mostly satisfied	4	16.7 %	4	13.8 %	5	19.2 %	6	20.0 %	4	14.3 %	4	18.2 %	10	28.6 %	6	16.2 %
Neutral-Undecided	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	2	5.4 %
Mostly dissatisfied	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Very dissatisfied	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
No answer	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	2.7 %
Total	24	100.0 %	29	100.0 %	26	100.0 %	30	100.0 %	28	100.0 %	22	100.0 %	35	100.0 %	37	100.0 %

	Week 9		Week 10		Week 11		Week 12		Week 13		Week 14		Week 15		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Very satisfied	27	79.4 %	24	66.7 %	27	73.0 %	29	78.4 %	25	78.1 %	26	74.3 %	31	81.6 %	374	77.9 %
Mostly satisfied	7	20.6 %	11	30.6 %	9	24.3 %	8	21.6 %	7	21.9 %	8	22.9 %	7	18.4 %	100	20.8 %
Neutral-Undecided	0	0.0 %	1	2.8 %	0	0.0 %	0	0.0 %	0	0.0 %	1	2.9 %	0	0.0 %	4	0.8 %
Mostly dissatisfied	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0 %
Very dissatisfied	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0 %
No answer	0	0.0 %	0	0.0 %	1	2.7 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	2	0.4 %
Total	34	100.0 %	36	100.0 %	37	100.0 %	37	100.0 %	32	100.0 %	35	100.0 %	38	100.0 %	480	100 %

ID		Comments about satisfaction with telework	
Week 1	22131	Very satisfied	Teleworking saves me time, money and maintenance on my car.
	32232	Mostly satisfied	I have faith that the changes our IT Department is making will make all the difference in my capabilities...
	92133	Very satisfied	1 day last week was for a meeting (neither central work location nor telework) so I wasn't sure where to put it. 2 telework days spent at a workshop but did work at home that I normally wouldn't have
Week 2	92131	Mostly satisfied	Deciding between two locations and then give 30 days notice at our current location. Then purchase laptops, cell phones and go to a server and automated phone attendant in the cloud.
	82232	Mostly satisfied	I'm very satisfied with my level of productivity however, there's a toll on my personal health habits. Exercise and healthy meals are not designed into the day.
Week 3	72131	Very satisfied	Telework eliminates one hour of driving (round trip) per day for me. This cuts down on fuel expenses as well.
	12132	Mostly satisfied	Having access to our work server would make it easier to do projects from home.
	112133	Very satisfied	It would be beneficial to have a back-up work plan for those who telework via Internet. Should an Internet disconnection occur, productivity would be sustained through the back-up work plan.
Week 4	132232	Mostly satisfied	Takes extra planning to work from home, to make sure I have everything I may need to complete tasks.
	82232	Very satisfied	I was able to figure out some problems that helped me move my project along a good way.
Week 5	42135	Very satisfied	We can now telecommute up to two days per week.
Week 6	132232	Very satisfied	Having a quiet environment to concentrate on transcribing minutes of a sensitive nature in content a major advantage.
Week 7	92131	Mostly satisfied	It should be better going forward. Also forgot to mention the quality of my bluetooth headset is not good; need to resolve that this week.
	14301	Very satisfied	Given that my workspace (at work) does not even include a phone nor a monitor, and that my cell phone does not get reception there, it's a much better experience at home!
	14309	Mostly satisfied	Originally I teleworked 3 days a week. Due to a new project, I now go into the office 3 days a week and telework 2 days a week. I got much more work done teleworking 3 days a week ...less interruptions
	32434	Mostly satisfied	After being able to copy files to my home computer. I was able to concentrate on getting work done without interruption.
	14320	Mostly satisfied	If the VPN connections would hold all day I'd be very satisfied.
	14302	Very satisfied	I get nearly 2x done on a typical telework day that I do during an on-site day.
Week 8	92131	Very satisfied	Hoping to settle into a schedule of two days at home, and some days of 'working' my way to the office.

	14301	Mostly satisfied	Having to pay for my own GSM card for my computer is not a great situation, given that I'm using it for work related issues all the time.
	14309	Very satisfied	I would like to telework more days as my commute is 2 1/2 hours each way = 5 hours total. That 5 hours could more efficiently be used to work.
	14315	Neutral-Undecided	My schedule and meeting load doesn't let me work remotely as much as I would like.
	82232	Very satisfied	Though I'm satisfied with the teleworking, I would like to increase the number of days worked from home to 2 days per week
Week 9	92131	Mostly satisfied	Still working out schedule. Many of my days will be split. Work at home, go to meeting, spend time in the office and work my way home.
	14312	Very satisfied	I have more control of my time when I telework. No meetings + fewer interruptions = more focus on core deliverables
Week 10	50032	Very satisfied	I get more work done at home.
	14310	Very satisfied	It's great. I wished everyone was on 2/3 telework cycle. We might actually get stuff done!
	22131	Very satisfied	Teleworking has become a great benefit for me. I have been teleworking for about 2 1/2 years now and it is great. I am able to balance my work and home life.
	14306	Very satisfied	I am a very social person and get much more done when I telework because it reduces the amount of distractions I have.
	14309	Very satisfied	I would like to telework more than 2 days a week
	14303	Mostly satisfied	The biggest problems are inconvenience of access to my company's network. It is possible, but the secure access tools are slower and more prone to glitches than direct access at the office.
Week 11	14306	Very satisfied	It allows me to be much more focused and stay out of office politics that can be distracting.
	92133	Very satisfied	My dog had surgery last week and without telework I would have needed to take a sick day. It's nice having the option to telework so that I can still get everything done.
	14301	Mostly satisfied	Still need RAS access for best experience.
Week 12	14306	Very satisfied	It allows me to focus for longer periods of time with less distractions. My office at work is in a shared space with many distractions.
	12132	Very satisfied	Because I was already set up to telework, I was able to respond to an emergency work situation which needed immediate attention. I was able to quickly and efficiently respond from home.
Week 13	32637	Mostly satisfied	I wish I could do it more...but I fear that with lay-offs occurring that telework will be seen as 'cheating'.
	122333	Very satisfied	Now that the bridge is down I am doing more work from home and am set up to video conference with my employer. Had my first video meeting with my boss using this technology and all went well.

	82232	Very satisfied	Satisfied with the work but not happy about not being able to count on having the day (Thursday) to work from home each week. Meetings are often scheduled on Thursdays.
Week 14	14306	Very satisfied	I still love teleworking - I just know that there are certain times of year that I need to reduce the amount I telework.
	72131	Mostly satisfied	I love the concept of telework. It is actually MORE productive for me to work at home because my focus is greater. However, the program is not appealing to my co-workers who do not participate.
Week 15	14310	Very satisfied	I love the separation from work that working from home gives me. Also, it is highly productive compared to the personal randomization I would get there.

	ID	Final comments about telework or about the diary
Week 1	12131	I only worked a couple hours on my 'non-office' day, but everything went smoothly.
	72131	Our company had a project deadline that required me to commute to work at the office all last week. :)
	92131	I have been working from home one day a week for quite a while now. We are in the process of looking for a new office and at that point I will most likely work at home 2-3 days a week, although it may be part days with just one full day at home.
Week 2	42234	The best part about telework is that I'm not interrupted by silly administrative distractions.
	112133	I'm interested in knowing what my employer thinks of telecommuting. Are employers surveyed as well?
	82232	I was thrilled to work through a project that required a high degree of focus - something that is difficult to achieve at my regular place of work at times.
Week 3	32637	Co-worker had surgery; I will need to cover for him for 3-4 weeks at the jobsite. Telecommuting will not be an option during this time.
	92131	We have signed a lease on our new office and will be moving to Silverdale and a more virtual office situation during the first two weeks of March. We are purchasing laptops and Blackberries and preparing for the change.
	62131	Out-of-town conference for three days, so worked, but not regular commute
	132131	This was a short work week due to a Monday holiday which eliminated a day of commuting to work.
	112133	Changed telework day to Tuesday, due to President's Day holiday.
Week 4	92131	Today we start serious discussion about the move. I also have jury duty. The next few weeks may be stressful with the work load rather high during this transition.
	50031	I will be 'teleworking' for at least the next week while I'm in Texas, where my wife and I just adopted a baby boy
	72131	Telework is a great idea. I think more people should have the opportunity to work from home - especially parents with small children. For those who have a longer commute (like myself), telework is very convenient.
	90032	On vacation through the 25th so only in office 2 days. We are just now preparing to begin Telework.
Week 5	32637	Co-worker is still recovering from back surgery...
	92131	The Blackberrys have arrived and we're learning to use them. The virtual phone attendant is set up but we haven't given out the number yet. Moving day is Wednesday. At home I am getting my home office ready.
	132232	Was able to assist an employee at work with a problem, as I have the connection to the network.
	122131	Too inconvenient to work from home for the projects I have right now. Need access to files & email. Need the type of physical workspace I have at the office but don't have at home.

	50032	We are short staffed so I had to work on site all week.
	102131	I will be teleworking next week.
Week 6	92131	Hopefully this week we get the new computers set up, the new server in the cloud set up, the copier moved and set up and get used to the new phone system
	132232	Accessing office network affect office printer default, so need to reset when I return to work. Not communicated, until I mentioned the problem
	50032	We were short staffed last week and had to come into the office. We are at full staff this week and should return to telecommuting for one day this week
	32637	Co-worker still recovering from back surgery – still can't telework
	92133	We spent last week moving our office. The new location will be set up for telework. Computers have been switched to laptops and phones are now cell phones with a central virtual attendant answering the initial call.
Week 7	32637	Co-worker still recovering from back surgery
	92131	Working toward the perfect balance!
	102131	I'm teleworking today as I'm taking this survey! Yeah! There is hope!
	12132	I found myself printing out documents on my home printer to take to a meeting. I need to work out a way with my employer to get reimbursed for printing/copies made at home.
	92133	Working on getting everything moved into the new office. Next week should be able to start a regular telework schedule finally.
	132131	Telework was only for one half day, as I needed to be in the office or at off-site meetings the rest of the week. Survey does not provide for partial day check box.
Week 8	92131	Really need to get our manual done. Still settling into the office. Today is the day we all work to get the boxes put away. Open house scheduled for April 15th, 4 to 6PM - you're all invited!
	42138	Attended out of town conference all week
	32232	As it turns out, being away from the office is not working so well. It is too difficult on my co-workers to have me out of the office regularly. I will continue to telework on an as needed basis.
	92133	Spent the week moving into the new office and putting stuff away.
Week 9	32637	Co-worker still recovering from back surgery.
	132232	Possibility of a virus on home computer, so worked from the office. Now resolved.
Week 10	50032	Telework is helping me be more productive
	14306	I teleworked one day from Whidbey Island where we have a second home. It did not disrupt any of my normal work and no one even noticed that I was working from a different location.

	22233	I was on vacation the Monday this was received and unable to complete until today
Week 11	50032	Even though I had to come to work all five days - I was able to work shorter hours at the office and finish up projects from home. Didn't save me mileage but saved me hours of time.
	62232	I had to go into the office for a meeting on the day that I teleworked.
	12132	Per the new instructions for filling out location of days worked: I had two days that I did not go to the office, but was in meetings at other locations the whole time that I worked.
	14301	Getting RAS access has been problematic with my employer.
Week 12	32637	Friday was our Classified Staff Connection day at Kianna Lodge in Poulsbo, WA. It wasn't at the central worksite, but it was a day I worked.
	50032	It is working fine to spend one day at home.
	132131	I did Telework for approximately 3 hours in excess of the normal work week hours.
Week 13	50032	Had a sick employee so I had to be on-site.
	122333	We are experimenting with video conferencing and so far all is going well, and I look forward to continuing to test this new way of doing business.
	132131	Although there was no telework during normally scheduled work hours, did telework approximately 3 hours in excess of normal work hours.
Week 14	112132	Was away at meeting two days last week.
	62233	Only worked 3 days total - was on vacation 2 days last week.
	122333	We experimented with video conferencing and to the most part it went well. We had a little problem with sound quality, but otherwise the ability to see each other while we talked made it almost seem as if we were actually together in the same room.
	132131	No telework day, but because this was a four-day work week, had telework hours in excess of normal work schedule.
	82131	On one of my regular telework days, I attended an all-day conference, therefore I did not work from home, but I was not in the office either.
Week 15	14302	Atypical week - worked onsite 3 days, then had jury duty other two, so no telework at all.
	132131	Telework this week was approximately 12 hours in addition to normal work week for special project completion.