

Vyopta Survey  
QuickRead Report  
August 2021

METHODOLOGY

An online survey of 200 U.S. executives with a minimum seniority of VP, at companies of 500+ employees

CONTENT QUESTIONS

1. Thinking about the next 12 months, what percentage of your internal meetings do you anticipate holding solely in person, in person with a virtual option, or solely virtual?

*(Solely in person)*

Response	%
0%-24%	33%*
25%-49%	41%
50%-74%	22%
75%-100%	5%
<b>QuickFacts<sup>±</sup></b>	
Average (including 0)	33%
Average (excluding 0)	35%

*(In person with a virtual option)*

Response	%
0%-24%	40%
25%-49%	49%
50%-74%	8%
75%-100%	4%
<b>QuickFacts</b>	
Average (including 0)	29%
Average (excluding 0)	30%

\* All decimals are rounded to the nearest percentage point. This may result in certain numerical totals adding up to slightly more or slightly less than 100%.

<sup>±</sup> Data under "QuickFacts" were derived from the responses, not included as response options that were read during fielding. We include QuickFacts in instances where we feel they will be helpful.

(Solely virtual)

Response	%
0%-24%	28%
25%-49%	41%
50%-74%	21%
75%-100%	11%
QuickFacts	
Average (including 0)	38%
Average (excluding 0)	39%

2. When it comes to collaboration opportunities, how disadvantaged, if at all, are participants who join meetings remotely compared to those who join in-person?

Response	%
Extremely disadvantaged	11%
Very disadvantaged	12%
Somewhat disadvantaged	24%
A little bit disadvantaged	30%
Not at all disadvantaged	24%
QuickFacts	
Extremely / very disadvantaged (net)	23%
At least somewhat disadvantaged (net)	47%
At least a little bit disadvantaged (net)	77%
A little bit / not at all disadvantaged (net)	54%

3. What measures, if any, does your company take to ensure those who join meetings remotely are given the same opportunities to connect and participate as those who attend in person?

Response	%
Specifically prompting feedback from the remote participants during discussions	66%
Encouraging those who attend remotely to join using video	65%
Keeping the meeting link open until all or most participants have left the room	65%
Having someone monitor the chat for contributions from remote participants	57%
Other	1%
None of these	-



4. Thinking about the next 12 months, what percentage of your meetings with external stakeholders do you anticipate holding solely in person, in person with a virtual option, or solely virtual?

*(Solely in person)*

Response	%
0%-24%	31%
25%-49%	46%
50%-74%	18%
75%-100%	6%
QuickFacts	
Average (including 0)	33%
Average (excluding 0)	35%

*(In person with a virtual option)*

Response	%
0%-24%	33%
25%-49%	57%
50%-74%	8%
75%-100%	3%
QuickFacts	
Average (including 0)	30%
Average (excluding 0)	31%

*(Solely virtual)*

Response	%
0%-24%	26%
25%-49%	48%
50%-74%	16%
75%-100%	11%
QuickFacts	
Average (including 0)	38%
Average (excluding 0)	40%



5. Which of the following, if any, has ever happened at your company due to technology or connection issues?

Response	%
Had to reschedule a meeting	75%
Missed a project deadline	41%
Lost a client or business opportunity	32%
None of these	15%
<b>QuickFacts</b>	
Any (net)	86%

6. How often have you had someone outside your organization ask to use their own virtual collaboration tools after experiencing problems with the technology your company uses?

Response	%
All the time	26%
Often	24%
Sometimes	18%
Just once or twice	18%
Never	14%
<b>QuickFacts</b>	
All the time / often (net)	50%
At least sometimes (net)	68%
At least just once or twice (net)	86%
Just once or twice / none (net)	32%

7. Which of the following, if any, has ever happened at your company due to a staff member's error during an audio or video call?

Response	%
Moved responsibility for setting up calls to another staff member	53%
Given an informal reprimand	40%
Given a formal reprimand	38%
Removed a staff member from a project	33%
Fired a staff member	24%
Other	2%
None of these has ever happened at my company	18%
<b>QuickFacts</b>	
Has happened at my company (net)	83%



8. How many virtual calls or meetings you've joined at your company in the past month would you estimate included at least some wasted time dealing with technology or connectivity issues?

Response	%
0	15%
1-10	49%
11+	37%
<b>QuickFacts</b>	
Average (calls) (excluding 0)	20

9. Which of the following, if any, have ever happened to you due to issues with virtual collaboration technology?

Response	%
Had difficulty hearing or understanding a speaker due to connectivity issues	50%
Had one or more callers join late because they couldn't get access to the meeting	48%
Been unable to share content on the screen due to freezing, delays, or screen share issues	45%
Delayed a meeting due to needing to install a program or an update	44%
Had a meeting end early because your line did not allow for longer meetings	36%
Had invitees unable to join because you reached the maximum allowed callers	30%
Been unable to record a call or ended up with a recording of nothing but silence	28%
Other	1%
I have never had any of these things happen due to issues with virtual collaboration technology	9%
<b>QuickFacts</b>	
Had any of these happen due to issues with virtual collaboration technology (net)	91%



10. How important is your confidence in a staff member's ability to navigate remote collaboration technology when deciding if a person will be allowed to work remotely?

Response	%
Extremely important	57%
Very important	33%
Somewhat important	8%
A little bit important	2%
Not at all important	2%
<b>QuickFacts</b>	
Extremely / very important (net)	89%
At least somewhat important (net)	97%
A little bit / not at all important (net)	3%

11. What percentage of your staff do you fully trust to be able to correctly navigate the remote collaboration technology needed to make remote work successful?

Response	%
0%-24%	7%
25%-49%	12%
50%-74%	36%
75%-100%	46%
<b>QuickFacts</b>	
Average	66%

12. Who is most responsible for ensuring the needed remote collaboration technology is available and functioning?

Response	%
The company	58%
The employee	42%



13. How, if at all, do you anticipate your company will alter its policy on hybrid schedules in the next 12 months?

Response	%
Eliminate the current use of hybrid schedules completely	13%
Reduce the number of employees allowed to work a hybrid schedule	13%
Maintain the number of employees allowed to work a hybrid schedule	44%
Expand the number of employees allowed to work a hybrid schedule	29%
N/A—My company does not currently offer or plan to offer a hybrid schedule	3%

14. How concerned are you that your company does not fully understand what employees are looking for in a hybrid work option?

Response	%
Extremely concerned	31%
Very concerned	28%
Somewhat concerned	19%
A little bit concerned	13%
Not at all concerned	10%
<b>QuickFacts</b>	
Extremely / very concerned (net)	58%
At least somewhat concerned (net)	77%
A little bit / not at all concerned (net)	23%

15. How do employees at your company learn how to collaborate with remote co-workers?

Response	%
Formal training	64%
Informal training	27%
Figuring it out on their own	10%

**Methodological Notes:**

The Vyopta Survey was conducted by Wakefield Research ([www.wakefieldresearch.com](http://www.wakefieldresearch.com)) among 200 U.S. executives with a minimum seniority of VP, at companies of 500+ employees, between July 30<sup>th</sup> and August 10<sup>th</sup>, 2021, using an email invitation and an online survey.

Results of any sample are subject to sampling variation. The magnitude of the variation is measurable and is affected by the number of interviews and the level of the percentages expressing the results. For the interviews conducted in this particular study, the chances are 95 in 100 that a survey result does not vary, plus or minus, by more than 6.9 percentage points from the result that would be obtained if interviews had been conducted with all persons in the universe represented by the sample.