Telecommuting Application Review Guide for Supervisors

Program highlights

- This is not the same program that was liberally applied from March 2020 through August 2021.
- This telecommuting program is to support those employees whose work does not require in-person student/constituent service delivery and interaction, including classroom presence. Employees whose work if typically performed away from the end customer (i.e. the student, coworker, constituent) are more suited for this program.
- Telecommuting is for a specific set schedule each pay period. Not appropriate for "as needed" arrangements
- Telecommuting is limited to no more than 50% of a pay period. Example, a 10 day pay period, only five days can be approved for remote work.

Supervisor considerations when reviewing applications

- The work of the applicant does not require in-person student/constituent interaction, classroom presence and/or patient care or contact. Work is typically performed away from the end customer (i.e. the student or patient).

    - What is the core service/role the applicant performs?

    - What secondary role does the applicant pay in serving constituents to ensure continuity of service?

    - How do they deliver this service?

    - What inefficiencies/delays/concerns can occur if this work is performed remotely?

    - Will there be any delays in workflow continuity if the applicant is working remotely? I.e. will things need to sit until the person is back in the office?

- The work can be performed as effectively from a telecommuting location as a campus location.

    - How will this be evaluated?

    - How do you know the true impact on the constituent being served?

    - If remote work was done previously, what gaps were identified and have these been resolved?

    - What is the applicants typical onsite work hours/obligation?

    - Will the applicant be available at this same timeframe remotely? How will they receive phone calls?

    - Is this request a substitute for child or elder care? Employees are expected to make such arrangements for child or elder care so as not to adversely impact telecommuting workflow and productivity. Are there any disruptions at the remote work location that

may adversely impact workflow, responsiveness, and productivity (on more than an occasional or exceptional basis)?

- o Do they possess necessary technology at home to perform this work? (Only a laptop or similar device meant to be transported can be taken home)

- o How does the work performed relate to our [data classification policy](#)? It is a violation of campus policy to transmit certain data types such as FERPA and PHI data, from non-college owned devices.

- o The university will not install additional applications or purchase additional licenses to install applications onto a personal device. Does the employee have the ability to remote (VPN) into their desktop unit to perform their work remotely?

- o An employee working remotely should mostly be unnoticeable to constituents – how will their remote working impact and be noticed by others?

- o How will review of accrual use at the remote location be consistent with use on campus?

- The telecommuting arrangement does not necessitate the transfer of work which increases the workload to co-workers on campus.

  - o Will any colleagues need to perform duties of the applicant that cannot be done away from the office? What and how often might hey occur?

- The assignments completed in the telecommuting location are consistent with the employee's performance program and scope of responsibilities, or job description based upon civil service title.

  - o Are any modifications required to support remote work, and if so what are they and what is the impact on the rest of the team or customers.

- Key performance metrics such as quality of work products, quantity of work produced, response time/turnaround time, level of service, etc., are measurable and are routinely measured and assessed consistent with the employee's regular professional obligation or job description.

  - o Have these been discussed and specifically detailed to clearly identify minimum levels of acceptable performance?   Does this minimum level of acceptable performance diminish quality of work compared to being present on campus?

- The immediate supervisor/manger is accountable for communicating performance expectations, monitoring and measuring performance, providing ongoing performance feedback and formally addressing performance issues via established policies and collective bargaining agreements.

  - o How specifically will this be accomplished? Is it articulated clearly and in writing?

- Recognizing that telecommuting arrangements cannot be approached in a one-size fits all manner, supervisors must ensure equity when evaluating the operational need for telecommuting arrangements.

  - What impact is there on colleagues within the team? How will similarly situated team members be equitably considered/rotated for preferred days of TC?

- Telecommuting arrangements must be evaluated, reviewed, documented, and approved by the immediate supervisor/manager, department head/division leader of the area, and senior campus leadership.

- Telecommuting arrangements are reviewed for effectiveness on an ongoing basis and in conjunction with the ongoing assessment of the employee's performance.

  - Does the supervisor understand and accept the responsibility to conduct assessments and possess the ability to withdraw this TC arrangement if expectations are not being met?

- Telecommuting arrangements may be modified or terminated at any time following appropriate notice (as discussed above) by an immediate supervisor/manager in consultation with HR, based on operational needs, performance concerns, or any other non-discriminatory reason.

  - Telecommuting may be cancelled at any time and with short or no notice.