Q. What is the University’s policy for Teleworking?
A. The University has adopted a formal Policy that permits regular, full-time, non-union Administrative/Professional and Support employees to telework if an application is duly submitted and approved, and a formal Telework Agreement is signed.

Q. Why has the University decided to establish a Telework Policy?
A. There are a number of reasons to support teleworking arrangements, including improving work-life balance, reducing costs and time lost in connection with commuting, reducing the University’s carbon footprint, and enhancing the University’s ability to attract and retain a world-class workforce.

Q. What is the process for submitting an application to telework?
A. The Telework Application form must be fully completed and submitted to your manager. The University retains complete discretion whether to approve the request, deny the request, or approve some aspect of the request. Human Resources, the Senior Department Head and the appropriate Vice President (President, or designee) also must approve the request for it to be granted. If the request or some aspect of it is granted, a formal Telework Agreement must be signed.

Q. What sorts of positions are best suited for possible telework?
A. Positions best suited for telework are those that require little face-to-face interaction, and for which performance results in specific, measurable work product. Other factors that may be considered include potential impact on co-workers, whether the employee works with restricted data, financial or other burdens on the department, and consistency with other requests.

Q. Are temporary or part-time employees eligible for teleworking?
A. No. Eligibility is limited to regular, full-time, non-union Administrative and Support employees.

Q. If my telework application is denied, will a reason be provided for the record?
A. Teleworking is not a right, and it is not required that management specify in writing a reason for denying a telework application. Nevertheless, it is generally expected that your manager will discuss with you the concerns that were involved regarding the decision.

Q. My child is finished with school in mid-afternoon; may I telework so that I can be home when he/she is back from school?
A. No. Teleworking is not to be used as a substitute for personal needs such as dependent or elder care.

Q. What is a permissible reason to apply to telework?
A. The issue is not so much the reason for applying, but rather the circumstances that will exist when an employee is engaging in telework. While engaging in telework, an employee must devote full attention to his/her job duties, and not use telework time as an opportunity to be available for personal or family matters.
Q. How many days per week are allowed for telework?
A. There is no specific limit to telework schedules. Telework schedules must be assessed and approved by departmental supervision such that all duties and responsibilities are accomplished at or above existing levels absent the teleworking arrangement.

Q. If a University Holiday or Holy Day of Obligation falls on one of my scheduled telework days, will I be able to make it up by teleworking on another day outside my normal telework schedule?
A. No. A telework schedule is not a guarantee of a set number of telework days; it is the establishment of a regular schedule of days upon which, generally speaking, you will be permitted to work remotely. Therefore, if a holiday falls on one of your telework days (and you do not otherwise have to work), it simply means that you may observe the holiday on that day. Similarly, if it turns out that you are requested to come to your campus work location on a day that is normally a telework day, it is not required that you be permitted to telework on a different day outside your normal telework schedule (although management, at its discretion, may make such an arrangement with you).

Q. If I am already teleworking, do I need to submit an application?
A. Yes. All existing telework arrangements must be submitted for approval in accordance with the Policy.

Q. If I am approved for telework, can the approval be rescinded?
A. Yes, all telework agreements are subject to annual review as well as termination at the discretion of the University.

Q. Will the University provide me with the equipment that I need in order to telework?
A. Possibly, although you may have to provide or use your own equipment. Details as to equipment needed to perform your job remotely must be agreed upon by you and your manager. It is your responsibility to ensure the safe use of equipment and compliance with CTS and University confidentiality and other policies.

Q. If I telework, how will that affect my other terms and conditions of employment?
A. It won’t. All other terms and conditions of employment remain unchanged.

Q. Are there any other teleworking responsibilities that I need to be concerned about?
A. As stated in the Policy, and defined in further detail in individual agreements, teleworkers have a number of other responsibilities, including maintaining regular communication, returning to campus as requested on what otherwise are telework days, establishing and maintaining a safe telework environment, abiding by all University policies regarding confidentiality and information security, and maintaining appropriate insurance coverage for the telework location.

Q. As a manager, how will I know whether to approve or deny a telework request?
A. First you need to be sure that you understand the details of how the applicant proposes to perform all of the responsibilities of the job. Review the application and engage in a detailed discussion with the
employee. Remember that jobs requiring face-to-face interactions likely are not appropriate for teleworking. For example, an employee with receptionist responsibilities cannot perform those duties remotely. On the other hand, an employee who performs data entry duties in a manner that can be readily transferred to University systems may well be able to telework, so long as appropriate measurements and arrangements are put into place.

The bottom line is that the University supports reasonable telework arrangements, but all material components of the job must be performed at levels that equal or exceed those existing absent the telework arrangement. Customer service must be seamless. A good rule of thumb is that any colleagues outside the department who work with a teleworker should not know that the employee is teleworking on scheduled telework days. In addition, departmental colleagues should be able to consult and communicate with a teleworker as though no telework was being done.

Q. What if an employee who works with protected health information, or other restricted data, applies to telework?

A. If the employee will have to use, or access, restricted data while working remotely, you must carefully consider the risks. It is critical that you consult with CTS to understand the technical and equipment requirements necessary in such a situation, and that those requirements be specified in the Telework Agreement if telework is approved. In addition, if telework is approved, the employee will need to sign an Information Security Requirements for Remote Access form.

Q. What are my responsibilities as a manager if one of my staff members has a telework arrangement?

A. As the supervisor of a teleworker, in addition to ensuring that the work is appropriate for telework and that a satisfactory Telework Agreement is in place, you are responsible for managing the telework arrangement, ensuring that all work is performed without prejudice or diminution due to the telework arrangement, maintaining regular communication with the teleworker, and including the teleworker in meetings and other interactions as appropriate.

Q. What if I approve a telework arrangement, and subsequently circumstances change, or it is determined that the telework is detrimental to customer service or achievement of other departmental goals?

A. The department has the right to terminate any and all telework agreements, so you should reassess all agreements and determine what changes are to be implemented to ensure that all responsibilities are achieved and goals are met as they would be without any telework agreements in effect.