

TELEWORK FACTORS TO CONSIDER

April 15, 2021

The purpose of this document is to serve as a guide in determining if a position and an employee are good candidates for telework. Also included in this document are other factors for both the employee and supervisor to consider before entering into a Telework Agreement.

The decision to allow an employee to telework must first be determined by an evaluation of the job responsibilities. Employee performance considerations are evaluated after deciding whether the job responsibilities are suitable for telework. It is important to consider the nature of the job responsibilities based on a review of the employee's job description to include the nature of the job and the specific job duties.

Job Responsibility

- The job has clearly defined tasks, deliverables, and/or levels of service.
- Work is of a nature where in-person interaction is minimal and/or may be scheduled or facilitated effectively with technology.
- The job tasks require reading, writing, research, working with data and talking on the phone.
- The job does not rely upon specific equipment or supplies/information that are only available on site.
- The work can be performed away from the University office without diminishing the quality of customer service, the flow of work, communication, and productivity.
- The needs of internal and external customers (co-workers, faculty/staff/students, etc.) can be satisfied without adverse impact on the unit.
- The job functions can be performed in a way that appears invisible to customers.

- Working from an alternate location will not have an adverse impact on the productivity or work quality of other employees.

Employee Performance

- The employee's PRD evaluation is at least meets expectations in all rating categories on the most recent PRD.
- The employee works effectively without regular close supervision or monitoring.
- The employee demonstrates good time management skills by completing assignments on time.
- The employee demonstrates self-motivation and independence.
- The employee communicates information to leadership, co-workers, support staff, and customers in a timely and complete manner.
- The employee's demonstrated computer skills and proficiency with technology tools are sufficient to allow the employee to be productive at the alternate work location.
- Employee understands and demonstrates effective use of technology to ensure integrity, confidentiality, and security of data.

Other Factors to Consider

Communication Expense

- The university does not pay for any telephone service or equipment used by or installed for telework.
- The university does not pay for any fees, equipment, or installations for internet access services.

Work Hours

- Telework will be performed during assigned work hours, up to a specific number of days per week.
- Telework does not change the number of hours an employee is expected to work.

- Any changes in work hours are to be approved in advance by the supervisor, including requests for overtime or leave.

Use of Home and University Office

- The teleworker will not meet with the public or customers in their home location in an official capacity.
- The teleworker is responsible for establishing and maintaining an adequate workspace for providing a work environment free of interruptions and distractions that would affect work performance.

Equipment and Security

- The employee must possess the appropriate equipment, including internet connectivity, to allow the job to be performed away from the office. In general, the University will not reimburse the employee for the purchase of special equipment or software to support telework.
- In general, confidential and/or proprietary information must not leave the University premises. In the rare occurrences that confidential information must be accessed by the teleworker, the teleworker will comply with all University policies and utilize all available technology and best practices to ensure the integrity and security of the data and information.
- Teleworkers are expected to maintain the same security procedures at home that they have at the University, including the use of locked file cabinets, locked or encrypted removable media, anti-virus software, and any other appropriate security measures.