

Office of Human Resources Administrative Procedure

2021-1

Remote Work

Responsible Division/Office: Office of Human Resources
Responsible Officer: Chief Human Resource Officer
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Next Review: December 15, 2021

- (A) **Summary.** Youngstown State University recognizes changing workplace needs and supports a work environment that provides flexibility for employees while still maintaining the highest standards for the services we provide. One way to provide flexibility for employees is to permit an employee to work some or all of their work hours remotely (i.e. remote work). However, when remote work is considered and in order to ensure productive collaboration, team building, and fulfillment of University business needs, a hybrid onsite/remote-work schedule is recommended.
- (B) **Purpose.** To establish guidance and a process for managers and employees regarding remote work opportunities.
- (C) **Definition.** Remote work is a work arrangement where an eligible employee may perform some or all of the normal duties and responsibilities of their position through the use of telecommunication and not on the University's Youngstown, Ohio campus.
- (D) **Parameters.**
- (1) When considering remote work arrangements, the operational needs of the university and the services it provides are priority consideration. Remote work is not an entitlement, a convenience, or a substitute for dependent care issues. Remote work arrangements cannot create additional budgetary requirements, whether through additional hours or through the purchase of additional equipment.
 - (2) Managers of remote employed are not relieved of supervisory responsibilities and must maintain timely and appropriate communications and interactions with the employee necessary to assess productivity and successful work completion.
 - (3) An employee working remotely must be available for on-campus work when necessary and upon demand.

- (4) These guidelines apply to excluded Professional/Administrative Staff and may be extended the bargaining unit employees with agreement of union leadership. Not all positions and not all employees are good candidates for remote work.
- (a) Eligibility. When assessing whether a particular position is eligible for remote work, the criteria which must be considered, include but are not limited to:
 - (i) Whether remote work is a necessary recruitment and/or retention tool for the type of position. Remote work approval cannot be based on the convenience or personal needs of an employee.
 - (ii) Whether the job duties/responsibilities can be effectively and fully performed remotely without diminishing the quality of university services or disrupting the productivity of the office or unit.
 - (iii) Whether the position requires face-to-face interactions or has interactions that can effectively be performed remotely (i.e., email, telephone, virtual meetings); also considering the frequency and necessity to provide services or support on a “walk-in” or “just-in-time” basis.
 - (iv) Whether remote work will lessen the delivery or timeliness of services, especially to students and other University employees.
 - (v) Whether the staffing levels of the department or area will remain at levels appropriate to provide optimum services.
 - (vi) Whether the position is one that requires independent work.
 - (vii) Whether the position has specific, easily measurable duties or outcomes that allow for effective remote supervisor oversight.
 - (viii) Whether the position requires access to equipment, information, or materials which can only be assessed on campus.

- (b) Employee work and performance history. An employee's work and performance must be assessed when considering a request for remote work or continuing approval for remote work. This assessment should include, but is not limited to:
 - (i) A demonstrated ability to effectively manage time, meet deadlines, and work productively with minimal supervision.
 - (ii) A thorough understanding of and timely completion of job responsibilities.
 - (iii) Timely responsiveness to and communication with management and coworkers.
 - (iv) Job evaluations which overall are at least satisfactory.
- (c) In order for a remote work arrangement to continue, employees who begin their employment with the University with a remote work arrangement will be assessed by their managers using the criteria established in (b) above, in order to continue with a remote work schedule.
- (d) Remote work and employment with the University.
 - (i) Unless otherwise specifically approved in a request, an employee's work schedule, duties/responsibilities, work status, leave/time reporting requirements, overtime provisions requiring reporting and preapproval, performance expectations, compensation and benefits remain unchanged.
 - (ii) Employees remain subject to the same federal and state laws and regulations and must comply with all university policies, rules, and practices, including but not limited to data and information security and confidentiality. For instance, employees are required to report and use leave in the same manner as if the employee were not working remotely.

- (iii) Employees are responsible to attend all required meetings, whether in-person/on-campus or electronically as determined by their supervisor/manager, and may be required to report to their on-campus worksite for work-related events.
- (iv) The University reserves the right to approve the remote work location and to approve the appropriateness of the work space. Employees must promptly report any injury which occurs while working remotely. The University is not responsible for injuries to third parties or members of the employee's family.
- (v) All documents, records, and work product used, developed, or revised while working remotely remain the University's property. Employees are responsible for securing all University property.
- (e) [Technology Guidelines.](#)
 - (i) A University-issued laptop must be utilized for remote work. Use of personal devices is not permitted. Downloading data to non-university devices is strictly prohibited.
 - (ii) The following will be provided by the employee and at the employee's expense:
 - (a) [Adequate Wi-Fi connectivity and capacity.](#)
(Note: This is highly dependent on the number of concurrent internet users in your household.)
 - (b) Phone and utility service.
 - (c) A keyboard, mouse, and full-size monitor.
 - (d) Other peripheral devices that are job function specific (scan, fax, etc.).
 - (iii) Employees will need to have access to their office phone in one of the following ways while working remotely:

- (a) [Forward office phone to their mobile phone number.](#)
- (b) Contact ITS about trading in their desk phone for a soft phone license for their University-issued laptop.
- (iv) Printer access for remote work which requires the printing of information on a regular basis.
- (v) Employee's requesting to work remotely must be proficient with the following technology tools:
 - (a) [Microsoft Outlook email & the O365 collaboration software suite.](#)
 - (b) [Shareable Cloud storage \(OneDrive\).](#)
 - (c) Secure connectivity to YSU using [Global Connect VPN.](#)
 - (d) [Videoconferencing software](#) (Cisco WebEx, MS Teams, Zoom and Blackboard Collaborate).
 - (e) Beginning in the fall 2021 semester, participate in the [Multifactor Authentication \(MFA\) roll-out.](#)

(E) **Procedures.**

- (1) An employee who wishes to work remotely must complete a [Remote Work Request](#) form (hereinafter request) and a [Remote Worksite Safety and Productivity Checklist \(hereinafter checklist\)](#) and submit both documents to their manager/supervisor at least fourteen (14) days prior to the requested effective date for remote work. Managers/supervisors may also begin the process by working with the employee to complete the referenced forms.
- (2) The completed request and checklist forms (hereinafter forms) must be reviewed by the manager and the appropriate vice president or associate vice president; the request can be approved, denied or modified. A determination by the vice-president/association vice-president that a remote work request is not approved is final. A request which is approved or modified and approved and the checklist will be forwarded to the Chief Human Resources Officer (CHRO), or designee.

- (3) The CHRO/designee will only complete a review of requests which have been approved for remote work, with or without modification[s]. The CHRO/designee may confirm implementation, confirm implementation with a new start date, or suspend or delay implementation for appropriate reasons (for example, incomplete or incorrect information; internal investigations or complaints involving a possible policy violation by the requesting employee).
- (4) Once the review is completed, the original request will be forwarded to the Office of Human Resources to be placed in the employee's personnel file. A copy will be provided to the employee and a copy will be kept by the manager/supervisor of the department or area.
- (5) An employee on a performance improvement plan, under investigation for a violation of university rule, regulation, or policy, or who has been unable to comply with the attendance requirements of their position is not eligible to submit a request.
- (6) Initial remote work arrangements must be reviewed by the manager at the end of ninety (90) calendar days and at least every six (6) months thereafter.

(F) **Modification or termination of remote work arrangement.**

- (1) The university reserves the right to modify or terminate a remote work arrangement at any time, for any reason, and without advance notice. However, when possible, a manager/supervisor should provide an employee with at least fourteen (14) days' notice prior to the modification or termination of remote work.
- (2) Generally, a request will be modified or terminated if the change better meets the current needs of the department or area or if an employee's performance, productively, or efficiency decreases.

FORMS
REMOTE WORK REQUEST & APPROVAL FORM
REMOTE WORK SAFETY & PRODUCTIVITY CHECKLIST