

Teleworking Guidance and Procedure

Purpose

Teleworking allows employees to work at home, on the road or in a satellite location for all or part of their work week. Langston University considers teleworking to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Teleworking may be appropriate for some employees and jobs but not for others. Teleworking no way changes the terms and conditions of employment with Langston University.

Temporary teleworking arrangements may be approved for circumstances such as inclement weather, natural disasters, public emergencies, special projects, business travel or other exigent circumstances. These arrangements are approved on an as-needed basis only. Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and, if appropriate, with the consent of the employee's health care provider. All informal teleworking arrangements are made on a case-by-case basis, focusing first on the business needs of the institution. Langston University may end the teleworking arrangements at any time and at its discretion.

Eligibility

In preparation for telework, the employee and supervisor, with the assistance of Student and Employee Services, will evaluate the suitability of such an arrangement, reviewing the following factors:

- 1) *Suitability*: The employee and supervisor will assess the needs and work habits of the employee.
- 2) *Job Responsibilities*: The employee and supervisor will discuss the job responsibilities and determine if the job is appropriate for a teleworking arrangement.
- 3) *Resource Requirements*: The employee and supervisor will review the workspace needs and the appropriate location for the telework.
- 4) *Exigent Circumstances*: In the event of inclement weather, natural disasters, public emergencies, or other special circumstances, a teleworking arrangement might need to be considered even if the suitability factors above do not favor such an arrangement.

In circumstances when university-wide teleworking is required and it is determined that a specific employee is not eligible to telework based on the guidance above, then administrative leave will be considered in consultation with Student and Employee Services and approved by the Office of the President.

Communication

While teleworking and during work hours, employees shall be reachable via telephone, email, or designated messaging application. To maintain University operations and customer service, all inquiries should be answered within 1 to 3 days of receipt. Employees are expected to maintain the same response times as if they were at a campus work site.

Appropriate communication between employees and supervisors should include regular interaction by phone, e-mail, or virtual meetings to discuss work progress and problems. The employee and supervisor should regularly discuss and evaluate the arrangement and make recommendations for modifications. Teleworkers must also notify their supervisor if they are not performing work due to illness or personal reasons and must follow the normal procedures for requesting leave time.

Expectations

During periods of approved telework, employees will work as if they were in their regular work location and maintain productivity, performance, communication and responsiveness standards as if they were not temporarily working via telework. This guidance does not change the basic terms and conditions of employment at Langston University. Employees will endeavor to maintain and perform all regularly assigned duties and responsibilities as set forth in their job description. Further, employees remain obligated to comply with all University policies and procedures. Additional and/or different duties may be assigned as deemed appropriate. The following considerations and expectations apply

1. *Telework Site:* Langston University recommends that employees establish and maintain a dedicated and appropriate workspace. Employees will be solely responsible for the configuration and all expenses and services associated with their telework site. This includes ensuring and maintaining a safe work site in their home or alternate location. Employees are not permitted to hold in-person business meetings at their telework site. Teleworkers should consult with a tax expert to examine the tax implications of their chosen telework site.
2. *Hours of Work:* Employees will maintain regularly scheduled work hours agreed upon with the supervisor, including specific core hours and telephone accessibility, as needed. The agreed upon work schedule shall comply with Fair Labor Standards Act regulations. Employees are expected to be productive and actively in work status at least eight (8) hours a day, Monday through Friday during the department's normal business hours. Employees must also notify their supervisor if they are not performing work due to illness or personal reasons and must follow the normal procedures for requesting leave time.

3. *Phone & Voice Mail:* Employees should update their voice mail messaging indicating modified university operations and preferred method of contact i.e., alternate phone number or email address (employees experiencing difficulties should contact the ITS department for assistance immediately).
4. *Email:* Employees should update their email signatures or automatic responses indicating modified university operations and preferred method of contact.
5. *Personal Business:* Employees shall not perform personal business during hours agreed upon as work hours.
6. *Dependent Care:* Employees working via a telework arrangement should make or maintain childcare arrangements during work hours to permit concentration and performance of work responsibilities and assignments.
7. *Non-Exempt Employees:* Non-exempt (hourly) employees, are not to work overtime without prior, written approval from their supervisor and are required to take their breaks and lunch period while teleworking in full compliance with federal, state and local guidelines.
8. *Access to Campus:* During periods of telework arrangements and in conditions where accessing the campus could be unsafe, employees and supervisors should identify any critical business purposes that would necessitate the employee's access to the campus and submit such a request to the University Emergency Leadership Team for approval.

Evaluation

Employees and supervisors will formulate objectives, expected results, and evaluation procedures for work completed while the employee is teleworking. Supervisors will monitor and evaluate performance by relying more heavily on work results rather than direct observation. Evaluation of teleworker performance will be consistent with that received by employees working at the office in both content and frequency but will focus on work output and completion of objectives rather than on time-based performance. Additional evaluation documentation, logs, or processes may be necessary to ensure productivity and accountability during teleworking arrangements.

University Policies and Procedures

Langston University policies, procedure, rules, and practices shall apply at the telework site, including those governing communicating internally and with the public, employee rights and responsibilities, student rights and responsibilities, facilities and equipment management, financial management, institutional data management, purchasing of property and services, and

safety. Failure to follow policy, rules, and procedures may result in disciplinary action. Products, documents, and records developed while teleworking are the property of Langston University.

Resources

In coordination with supervisors and employees, Langston University will determine the appropriate resources needs for each teleworking arrangement. The departments of Student and Employee Services (SES) and the Information Technology Services (ITS) will serve as resources in this process.

- *Network Access* – Langston University employees are required to maintain network access during teleworking arrangements. Employees needing network access for any work-related assignments and responsibilities should contact the ITS department for assistance immediately.
- *Virtual Private Network (VPN) Access* – Langston University employees requiring access to programs, applications or documents housed on University servers shall utilize the Cisco AnyConnect application. Employees needing VPN access and the installation of Cisco AnyConnect should contact the ITS department for assistance immediately.
- *Internet Browsers* – Langston University recommends that employees utilize one of the following free browsers to access the internet – Apple Safari, Google Chrome, Microsoft Edge (formerly Internet Explorer) or Mozilla Firefox.
- *Email (Microsoft Office 365 Outlook)* – Langston University employees are required to utilize Outlook for all University-related communications. This application can be accessed for free via an internet browser or via a downloaded Office 365 application on a computer or mobile device. Employees needing assistance accessing or downloading this application should contact the ITS department immediately.
- *Document Sharing & Storage (Microsoft Office 365 OneDrive)* – Langston University employees are required to utilize OneDrive for all University-related document sharing and storage. This application can be accessed for free via an internet browser or via a downloaded Office 365 application on a computer or mobile device. Employees needing assistance accessing or downloading this application should contact the ITS department immediately.
- *Other Microsoft Office 365 Applications* – Langston University recommends that employees utilize all other University-purchased Microsoft Office products including but not limited to Excel, Forms, OneNote, PowerPoint, and Teams. These applications can be accessed for free via an internet browser or via a downloaded Office 365 application on a computer or mobile device. Employees needing assistance accessing or downloading these applications should contact the ITS department immediately.

Resources supplied by Langston University will be maintained by the institution. Resources supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. Langston University accepts no responsibility for damage or repairs to employee-owned equipment. Langston University reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The teleworker must sign an inventory of all Langston University property received and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all University property will be returned to the University. To be clear, all incidental costs, such as residential utility costs, network plans, or cleaning services, are the employee's responsibility during telework.

Safety

Employees are expected to maintain their telework site in a safe manner, free from safety hazards. Injuries sustained by the employee in a telework site and in conjunction with his or her regular work duties are normally covered by the company's workers' compensation policy. Teleworking employees are responsible for notifying the employer of such injuries as soon as practicable. The employee is liable for any injuries sustained by visitors to his or her telework site.

Security

Teleworking employees should ensure the protection and information security of proprietary University property and the personally identifiable information (PII) of employees and students when working from telework sites, including electronic and paper data, files and information. The following considerations and expectations apply:

1. Authorized users and employees shall protect University data, files and information (including login credentials), even from family members, and utilize strong passwords;
2. When accessing University networks and files, employees should utilize secure remote access (ie, the Virtual Private Network or VPN, known as Cisco AnyConnect) or the appropriate Microsoft Office 365 application;
3. The use of external resources (ie, hardware or software not purchased or provided by the University) must be approved in advance by a supervisor, ITS or the University's Executive Policy Group;
4. All authorized users and employees accessing a University network and file on a personal device or computer shall utilized and maintain the most up-to-date anti-virus software;

5. All authorized users and employees shall regularly complete updates to software and applications when electronic notifications are received, or at a minimum on a weekly basis (e.g. automatic or manual updates to Microsoft Office applications).

ITS can verify compliance with this guidance through various methods, including but not limited to, periodic walk-throughs, video monitoring, business tool reports, internal and external audits, and inspection, and will provide feedback to supervisors, ITS or the Executive Policy Group. In sum, authorized users and employees working from telework sites should protect University property and PII as if they were working at traditional University sites.

Compliance & Exceptions

Authorized users and employees should adhere to this guidance and could be subject to discipline if found to be in serious violation of its provisions and expectations. Authorized users and teleworking employees are prohibited from tampering with any software or hardware provided by Langston University or loaded onto your personal mobile devices to enable you to perform University-related work. Any exception to this guidance must be approved in advance and in writing by a supervisor, ITS or the Executive Policy Group.