



THE UNIVERSITY of
NEW ORLEANS

**ADMINISTERED BY: Office of Vice
President for Business Affairs**

Policy No: AP-BA-51.1
TITLE: Telecommuting
EFFECTIVE DATE: April 1, 2014*
(*Policy Revised, see below)
CANCELLATION:
REVIEW DATE: Spring 2016

PURPOSE

The purpose of this policy is to establish guidelines and procedures relative to telecommuting.

AUTHORITY

Part Two, Chapter III, Section IV of the bylaws and rules of the University of Louisiana System.

GENERAL POLICY

Telecommuting is a voluntary work alternative that may be appropriate for some employees and some jobs where individual, job and supervisor characteristics are best suited to such an arrangement. Telecommuting allows an employee to work at home or in a satellite location for all or part of their regular workweek. Telecommuting is not an entitlement; it is not a department-wide benefit; the agreement is not permanent and may be modified or terminated if the Department's needs are not met.

PROCEDURE

I. SELECTION CRITERIA

Successful telecommuting programs include a careful analysis of job characteristics, employee characteristics and manager characteristics. Approval of requests for telecommuting will be made on a case-by-case basis by analyzing the following criteria:

A. Job Characteristics - Jobs best suited to telecommuting are jobs that:

- Require independent work, such as writing, reading, telephoning, planning, computer programming, word processing and data entry
- Require little face-to-face interaction
- Require concentration
- Have clearly defined tasks and work products
- Have measurable work activities
- Have objectives with identifiable time frame and check points

- Can be monitored by output, not time spent doing the job
- Have minimal requirement for special equipment

B. Employee Characteristics - Individuals best suited to telecommuting are those who:

- Are permanent full-time employees with a minimum of 1 year of service
- Are able to work productively on their own
- Are self-motivated and flexible
- Have advanced knowledge about their job duties and responsibilities
- Have low need for interaction with supervisors, coworkers, etc.
- Are dependable and trustworthy
- Have a history of above-average performance reviews
- Are able to provide a clean, safe, dedicated work space
- Have good communication and organizational skills
- Are able to provide activity reports
- Are able to report to work on any day as deemed necessary by supervisor

C. Manager Characteristics – Managers who work most effectively with telecommuters are those who:

- Empower and trust their employees
- Can manage by results or output rather than time spent working
- Encourage feedback and communication
- Are effective problem solvers or facilitators
- Support telecommuting as a concept and work to make arrangement successful
- Can effectively plan and organize their work and the work of subordinates to facilitate results

D. Telecommuting for student employees is prohibited.

II. REQUESTS FOR TELECOMMUTING

- A.** The employee must complete and submit to his/her immediate supervisor the [Request for Telecommuting Form](#), if practical, at least 30 days prior to the desired telecommuting commencement date.
- B.** The employee and supervisor must agree on the number of days/hours of telecommuting allowed each week, the work schedule the employee will maintain, and the manner and frequency of communication. Any change in the agreed upon work schedule must be reviewed and approved by the supervisor in advance. Requests for telecommuting will be approved in six months increments and will be re-evaluated prior to completion of every six month increment by the incumbents' supervisor and department head.

- C. Employee work schedule must comply with Fair Labor Standards Act and no overtime shall accrue without prior written consent.
- D. All requests will be vetted through the Office of Human Resource Management indicating the recommendation of the immediate supervisor, Department Head, and the appropriate Vice-President. Human Resource Management will then review and ensure request is accordance with this policy prior to final action/approval by the President.
- E. Human Resources Management will notify the respective chain-of-command and employee once the President makes a final decision.

III. RESPONSIBILITIES

A. Employee - The employee will be responsible for the following:

1. Completing and agreeing to a telecommuting agreement. (Copy attached)
2. Complying with the standards specified in the telecommuting agreement, including, but not limited to, hours of work, requests for leave, work productivity, frequency of communications with supervisor, meeting with supervisor to receive/review assignments, etc. Keeping a daily log of hours worked and attach to bi-weekly payroll.
3. Using UNO equipment (if applicable) only for official purposes and complying with all Civil Service Rules and University/Department policies and procedures.
4. Establishing an appropriate work environment for work purposes. UNO is not responsible for any costs associated with initial setup of the employee's home office (remodeling, furniture, lighting, separate phone line installation (if applicable), etc.) nor for operating costs, home maintenance or any other incidental costs (e.g. utilities) associated with the use of the employee's residence.
5. Taking all precautions necessary to secure sensitive information and prevent unauthorized access to UNO systems.
6. Maintaining a designated work space in a clean, safe condition. The employee's supervisor or appointing authority will visit the employee's home work site (depending on location) to inspect for possible work hazards and suggest modifications if necessary. Repeat inspections will occur on an as-needed basis.
7. Agreeing to be accessible by phone or e-mail during the agreed upon work schedule, and reporting to UNO office when needed or as scheduled for routine meetings.
8. For computer work, the electronic communications must be on a separate phone line, so the supervisor, and users have a free telephone line to communicate with the employee.

B. Vice-Presidents - The Vice-Presidents/Department Heads will be responsible for the following:

1. Evaluating each request for telecommuting considering the needs of the Department/Section, the employee's job assignments, job performance, effects on customer service, and benefits to the Department.
2. Assigning and reviewing work assignments/projects to be performed off site; developing and/or amending a performance plan for work to be performed away from the official duty station.
3. Establishing productivity measurements of work assignments and maintaining records of such.
4. Ensuring that IT representative has resolved environmental or technical issues (if applicable) before beginning telecommuting. For example, adequate phone lines where continual electronic communication is required; required software; and adequate hardware to run whatever software is used.
5. Periodically inspecting the work site.
6. Maintaining regular communications with the employee, to include face-to-face meetings as designated by Department Heads.
7. Verifying hours of work through review of employee's work-log & productivity measures.
8. Determining, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software modems, phone and data lines, facsimile equipment or software, etc.) for each telecommuting arrangement. Equipment supplied by the Department will be maintained by the Department. Equipment supplied by the employee, if deemed appropriate by the Department, will be maintained by the employee. UNO accepts no responsibility for damage or repairs to employee-owned equipment. Equipment supplied by UNO is to be used for business purposes only. Upon termination of telecommuting agreement or employment, all UNO property will be returned to the Department.
9. Supplying the employee with appropriate office supplies (pens, paper, etc.) for successful completion of job responsibilities. With prior approval, the Department may reimburse the employee for other business-related expenses such as long-distance phone calls, shipping costs, etc., that are incurred as a direct result of job responsibilities.

IV. MISCELLANEOUS

- A.** Telecommuting is not designed as a replacement for appropriate child care. Although an individual employee's telecommuting schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering into an agreement.
- B.** The availability of telecommuting as a flexible work arrangement for employees of UNO may be discontinued at any time at the discretion of the Department. Every effort will be made to

provide 30 days' notice of such a change to accommodate commuting and other problems that may arise from such a change. There may be instances, however, where no notice is possible.

- C. The telecommuter's salary, job responsibilities, advancement opportunities, benefits (retirement and insurance) do not change as a result of telecommuting unless the hours of work are reduced.
- D. Injuries sustained by the employee while at their telecommuting work location must be reported to the appropriate supervisor immediately and any required worker's compensation forms must be completed. Since participation in the telecommuting program will not include personal customer contact or interaction with people on official business at the alternate work site, injuries to a third party are not covered by the Department.



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President
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**Policy updates:
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