



THE UNIVERSITY of  
NEW ORLEANS

ADMINISTERED BY: Office of Vice  
President for Business Affairs

Policy No: AP-BA-51.2  
TITLE: Telecommuting  
EFFECTIVE DATE: April 1, 2014\*  
(\*Policy Revised, see below)  
CANCELLATION:  
REVIEW DATE: Spring 2018

## 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. Telecommuting at the University of New Orleans is rare and granted only under exceptional circumstances.

## 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 criteria below:

#### 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
- Have clearly defined tasks and work products
- Have measurable work activities

- 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 full-time employees with a minimum of one 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

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

- Can manage by results or output rather than time spent working
- 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 to Telecommute Form](#), at least 30 days prior to the desired telecommuting commencement date, if possible.
- B.** The employee and supervisor must agree on the number of days/and 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 increments no longer than 60 days and will be re-evaluated prior to completion of every 60-day increment by the incumbents' supervisor and department head.
- C.** All requests to telecommute must be evaluated by the Office of Human Resource Management to ensure compliance with the Fair Labor Standards Act, other relevant employment laws, and UNO policy. No request should be submitted to the President until the review by Human Resource Management is complete.
- D.** After the President makes a decision regarding a request to telecommute, Human Resources Management will notify the employee and appropriate supervisors.

### III. RESPONSIBILITIES

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

1. Complete the [Request to Telecommute form](#) and submit it to his/her immediate supervisor.
2. Comply with the standards specified in the [Request to Telecommute form](#) and other arrangements made with the supervisor, 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; keeping a daily log of hours worked; and payroll processing.
3. Use UNO equipment and software (if applicable) only for official purposes.
4. Complying with UNO department policies and procedures.
5. Establish an appropriate work environment for work purposes. UNO is not responsible for any costs associated with setup of the employee's home office (remodeling, furniture, lighting, separate phone line installation if necessary, etc.) nor for operating costs, home maintenance or any other incidental costs (e.g. such as utilities) associated with the use of the employee's residence.
6. Take all precautions necessary to secure sensitive information and prevent unauthorized access to UNO systems.
7. Maintain a designated work space in a clean, safe condition. The employee's supervisor or a representative of UNO may visit the employee's home work site to inspect if whenever UNO deems it necessary. Repeat inspections may occur on an as-needed basis.
8. Agree to be accessible by phone or e-mail during the agreed upon work schedule.
9. Physically report to a UNO office when needed for meetings.
10. Take computer equipment to the Information Technology Department for system and software updates as well as any needed repairs. The Information Technology Department cannot visit or inspect any remote worksites, but will provide remote technical support for UNO-tagged equipment and UNO-licensed software only.

**B. Vice Presidents and Department Heads** – Vice Presidents and Department Heads will be responsible for the following:

1. Evaluate each request for telecommuting considering the needs of the department, the employee's job assignments, job performance, effects on customer service, and benefits to the department.
2. Assign and review work to be performed off site. Develop a performance plan for telecommuting work.

3. Establish productivity measurements of work and monitoring productivity.
4. Ensure that the employee takes the computer equipment to be used while telecommuting to the Information Technology Department for proper installation and setup of UNO licensed software.
5. Inspect the employee's work site when necessary.
6. Maintain regular communications with the employee, to include face-to-face meetings when needed.
7. Verify hours of work through review of the employee's work log & productivity measures, and other relevant information.
8. Determine, with information supplied by the employee and the UNO Information Technology Department, the appropriate equipment needs (including hardware, software, data lines, facsimile equipment, etc.) for each telecommuting arrangement. Equipment supplied by the department will be owned and maintained by the department. Equipment supplied by the employee, if deemed appropriate by the department, will be owned and 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 the telecommuting agreement or employment, the employee must return all UNO property to the department.
9. Supply 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 to be used 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.
- C.** The telecommuter's salary, job responsibilities, advancement opportunities, and employee benefits do not change as a result of telecommuting.
- D.** Injuries sustained by the employee while on duty at the 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 telecommuting work location, UNO is not liable for injuries or damages to any third party.



John W. Nicklow  
President  
University of New Orleans

*\*Policy updates:*  
*Revisions: 10/7/2015*  
*10/31/2017*