



THE UNIVERSITY of  
NEW ORLEANS

**Policy No:** AP-BA-51.7  
**TITLE:** Remote Work  
**EFFECTIVE DATE:** April 1, 2014\*  
(\*Policy Revised, see below)  
**CANCELLATION:**  
**REVIEW DATE:** Spring 2027

**ADMINISTERED BY:** Office of Vice  
President for Finance & Administration

#### **PURPOSE**

The purpose of this policy is to establish guidelines and procedures relative to remote work for unclassified and classified staff employees.

#### **AUTHORITY**

*Part Two, Chapter III, Section IV of the bylaws and rules of the University of Louisiana System; State Civil Service Rule 11.4.1.*

#### **GENERAL POLICY**

Remote Work is a voluntary work alternative that may be appropriate for some unclassified and classified staff employees and some jobs where individual, job and supervisor characteristics are best suited to such an arrangement. Remote work allows an employee to work at home or in a satellite location for all or part of their regular workweek. Remote work 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. Remote work at the University of New Orleans is rare and granted only under exceptional circumstances.

#### **DEFINITIONS**

- Telework – Formal – Telework that occurs as part of an approved on-going, regular schedule or within established limits (e.g., full time or a set numbers of days per week)
- Telework – Situational – Telework that is approved on a case-by-case basis, generally for a fixed duration of time, where hours worked are not part of a previously approved, on-going and regular telework schedule (e.g., telework approved as a result of inclement weather, declared emergency, reasonable accommodations, or office closures).

#### **PROCEDURE**

##### **A. SELECTION CRITERIA**

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

**a. Job Characteristics** - Jobs best suited to remote work are jobs that:

- i. Require independent work, such as writing, reading, telephoning, planning, computer programming, word processing and data entry;
- ii. Require little face-to-face interaction;
- iii. Have clearly defined tasks and work products;
- iv. Have measurable work activities;
- v. Can be monitored by output, not time spent doing the job;
- vi. Have minimal requirement for special equipment.

**b. Employee Characteristics** - Individuals best suited to remote work are those who:

- i. Are full-time staff with a minimum of one year of service;
- ii. Are able to work productively on their own;
- iii. Are self-motivated and flexible;
- iv. Have advanced knowledge about their job duties and responsibilities;
- v. Have low need for interaction with supervisors, coworkers, etc.;
- vi. Are dependable and trustworthy;
- vii. Have a history of above-average performance reviews.

**c. Manager Characteristics** – Managers who work most effectively with remote workers are those who:

- i. Can manage by results or output rather than time spent working;
- ii. Use instant message applications to engage in formal and informal collaborations with their employees;
- iii. Support remote work as a concept and work to make arrangements successful;
- iv. Can effectively plan and organize their work and the work of subordinates to facilitate results.

- d. Graduate Assistants and Student Workers are generally not eligible for remote work, but an exception may be requested based on extenuating circumstances.

## **B. REQUESTS FOR REMOTE WORK**

- a. The employee must complete and submit a Request Remote Work Agreement action in Workday, at least 30 days prior to the desired remote work commencement date, if possible.
- b. The employee and supervisor must agree on the number of days and hours of remote work 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 remote work will be approved in increments no longer than 60 days and will be re-evaluated two weeks prior to completion of every 60-day increment by the incumbents' supervisor and department head.
- c. All requests to remote work 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.
- d. After the Vice President for Finance and Administration makes a decision regarding a request to remote work, the employee will receive a notification in Workday.

## **C. RESPONSIBILITIES**

- a. **Employee** - The employee will be responsible for the following:
  - i. Prior to beginning remote work, a Request Remote Work Agreement action must be submitted in Workday and approved by the employee's supervisor and management chain. Human Resources Management will review the request to identify any compliance issues or concerns related to equity and fairness and will provide a recommendation to the Vice President for Finance and Administration for final approval;
  - ii. Request to remote work must be due to extenuating circumstance and if approved, cannot extend longer than increments of 60 days;
  - iii. Use UNO equipment and software (if applicable) only for official purposes;
  - iv. Comply with UNO department policies and procedures;
  - v. 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;

- vi. Take all precautions necessary to secure sensitive information and prevent unauthorized access to UNO systems;
- vii. 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 it whenever UNO deems it necessary. Repeat inspections may occur on an as-needed basis;
- viii. Agree to be accessible by phone or e-mail during the agreed upon work schedule;
- ix. Physically report to a UNO office when needed for meetings;
  
- x. 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:

- i. Evaluate each request for remote work considering the needs of the department, the employee's job assignments, job performance, effects on customer service, and benefits to the department;
- ii. Assign and review work to be performed off site. Develop a performance plan for remote work;
- iii. Establish productivity measurements of work and monitoring productivity;
- iv. Ensure that the employee takes the computer equipment to be used while working remote to the Information Technology Department for proper installation and setup of UNO licensed software;
- v. Inspect the employee's work site when necessary;
- vi. Maintain regular communications with the employee, to include face-to-face meetings when needed;
- vii. Verify hours of work through review of the employee's work log and productivity measures, and other relevant information;
- viii. 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 remote work 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 remote work agreement or employment, the employee must return all UNO property to the department promptly;

- ix. 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.

#### **D. TRAINING REQUIREMENTS**

- a. Classified employees who are approved for remote work are required to complete the training course “CPTP SCS Teleworking for Employees WBT” within 30 days of approval of remote work.
- b. A supervisor who supervises a classified employee approved for remote work must complete the training course “CPTP SCS Managing Teleworkers WBT” within 30 days of approval of the employee’s remote work.
- c. Employees and supervisors who need to take these courses should contact Human Resource Management for instructions about accessing the courses.

#### **E. MISCELLANEOUS**

- a. Remote work is not to be used as a substitute for appropriate childcare or care of other individuals in the employee’s home. Remote work shall not be used to perform personal business during work hours or for any purpose for which leave (annual or sick) should be requested.
- b. Employees, supervisors, or the University may terminate any remote work agreement at any time, with prior consultation with Human Resource Management.
- c. When a remote work agreement terminates, the employee must promptly return all notes, data, reference materials, sketches, drawings, memoranda, reports, records, equipment, software, supplies, and any other University property in the employee’s possession or control.
- d. The University shall not be held responsible for costs, damages, or losses associated with the termination of a remote work agreement.
- e. The employee’s salary, job responsibilities, advancement opportunities, and employee benefits do not change as a result of remote work.

- f. Injuries sustained by the employee while on duty at the remote work location must be reported to the appropriate supervisor immediately and any required worker's compensation forms must be completed. Since participation in the remote work program will not include personal customer contact or interaction with people on official business at the remote work location, UNO is not liable for injuries or damages to any third party.
- g. At the discretion of the President, all unclassified and classified staff may be placed on special office closure leave (LSOC) due to a weather event that impedes the safety of employees traveling to or being on campus or due to health and State of Emergency declarations.
- h. Depending on the reason therefor (i.e. weather, road conditions, etc.), an office closure may be declared to a specific building, city/town, parish, or entire State. The official domicile for an employee that remote works is the city/town or parish where the employee's alternative worksite is located for the days the employee is to perform work at that location. An employee may only have one domicile on any given workday. Thus, if an office closure is declared on a scheduled telework day, the remote worker is:

<b>Not eligible for special office closure leave (LSOC) and must continue working from the alternative worksite when:</b>	<b>Eligible for LSOC leave when:</b>
<p>The office closure is specific to the primary building.</p> <p>The office closure is specific to a city/town or parish that is different than the city/town or parish in which the employee is remote working.</p>	<p>The office closure is specific to a city/town or parish that is the same as the city/town or parish in which the employee is remote working.</p>

- i. Any employee who wishes to seek remote work as a reasonable accommodation in accordance with the Americans with Disabilities Act must apply for a reasonable accommodation as specified in the UNO policy AP-OP-10 Americans with Disabilities Act (ADA). UNO considers in-person attendance at the workplace to be an essential function of every job and, therefore, remote work as a reasonable accommodation, if approved, will be only for limited time periods and never permanently.
- j. This policy does not apply to unclassified employees on the Medicaid, Office of Technical Services, and Office of Public Health contracts. Their remote work agreements follow the approved Remote Work policies from the Louisiana Department of Health (LDH) or Division of Administration (DOA).



Kathy E. Johnson, PhD  
President  
University of New Orleans

\*Policy updates:

Revisions: 07/01/2024

04/27/2023

08/11/2022

11/11/2021

07/01/2021

10/31/2017

10/07/2015