

Guided Discussion on Teleworking

Policies, Operational Needs, and Best Practices



Meet the Discussion Leaders



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Survey Says . . .

- Nationally, the number of remote workers is growing
- COVID-19 is making it necessary for many of us to work remotely
- Within research administration, flexible work scheduled and arrangements are important to employees
- 54% of office workers say they'd leave their job for one that offers flexible work schedules





Survey/Poll

Of the participants on the call, who

- Is a supervisor and wants to know more about flexible work arrangements?
- Is a non-supervisor looking for justification to convince their leadership to adopt flexible work arrangements?
- Is (or will be) working remote for the first time because of COVID-19
- Other





Prior Experience – CSU

- Since 2019
- Why?
- What kind?
- How was it implemented?
- How many employees?
- What is the process for employees?





Prior Experience – CU Boulder

- Since 2014
- Why?
- What kind?
- How was it implemented?
- How many employees?
- What is the process for employees?





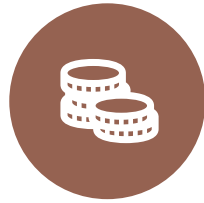
Benefits



WORK/LIFE BALANCE



INCREASE IN
PRODUCTIVITY



TRANSPORTATION
SAVINGS



SAVINGS ON GAS AND
AUTO MAINTENANCE



ADDRESS LACK OF
OFFICE SPACE



INCREASED JOB
SATISFACTION



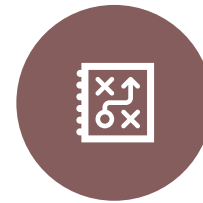
FLEXIBILITY IN
EMERGENCIES



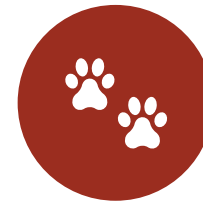
ATTRACT AND RETAIN
TOP TALEN



COMPETE WITH
HOUSING MARKET



VALUE IN FLEXIBILITY



MORE TIME WITH
PET(S)





Challenges



IT AND COMPUTER
ISSUES



TEAMWORK AND
BACK UP PLANS



CONNECTED TO THE
OFFICE AND CO-
WORKERS



BUSY V. SLOW TIMES





Key Considerations

- Have a policy, plan, and agreement
 - Perhaps ‘after the fact’ in light of COVID-19
 - Ensure all parties know and have access to expectations and requirements
 - Document the work arrangement in writing
- Teleworking is a privilege, not a right
- Does your office have an electronic filing system, accessible remotely?





Additional Considerations

- Equipment & Supplies – what will be provided
- Security of confidential work
- Open records acts
- Travel to campus – who pays?
- Communication platforms
- Tech Specs
- Workman's Compensation





Additional Considerations

- HR/Institution allowability and buy-in
- State regulations (if state-supported institution)
- What else?



CSU OSP's Telework Program Teleworker Work Schedule

The following work schedule and locations are agreed upon in support of CSU OSP's agreement:

Office Workplace

Address:	
Phone Number:	

Remote Workplace

Address:	
Phone Number for call forwarding from office:	

Work Hours

Day	Work Schedule	Location (R-Remote, M-Main)
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

Telework Review

The Employee and Supervisor will meet one month following the date of signature below to discuss the effectiveness of the telework arrangement. Additionally, the Employee and Supervisor will meet at least once per quarter to discuss the effectiveness of the telework arrangement.

COMMENTS/ADDITIONAL DETAILS:

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Teleworker:		Date:	
Supervisor:		Date:	

CSU OSP's Telework Program
Remote Workplace Self-Certification Checklist

Name:
Remote Work Address:
Remote Work Phone:
Supervisor:
This checklist is designed to assess the overall safety of your remote workplace and to ensure that you have been properly prepared for teleworking. Upon completion, you should sign and return this form to your supervisor.
Describe the workspace in your remote workplace:

I. Work Space Environment

	Yes	No
1. Is the work space free of potential hazards that could cause physical harm (frayed wires, bare conductors, loose wires, exposed wires to the ceiling, frayed or torn carpeting seams, uneven floor surfaces)?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are electrical outlets grounded (3 pronged)?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are the rungs and legs, and wheels of the chairs sturdy?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are the phone lines, electrical cords, and extension wires secured?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is the office space neat, clean, and free of obstructions and excessive amounts of combustibles?	<input type="checkbox"/>	<input type="checkbox"/>
6. Is there enough light for reading?	<input type="checkbox"/>	<input type="checkbox"/>
7. Is the area free from distractions (e.g., children)?	<input type="checkbox"/>	<input type="checkbox"/>

CSU OSP's Telework Program Remote Workplace Self-Certification Checklist

B. Technical Requirements (See Exhibit A for more information)

	Yes	No
1. If using your own computer, does it meet or exceed these requirements?: -- i5 processor with 8 GB RAM, Windows 10 or current Mac OS	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you have a reliable, consistent high-speed internet connection?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you have Pulse VPN and DUO2 factor authentication installed and updated?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you have Remote Desktop Connection installed and updated?	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have Microsoft Teams installed and updated?	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you have the ability to monitor and respond to phone calls?	<input type="checkbox"/>	<input type="checkbox"/>

Clear Boxes

C. Employee Orientation

	Yes	No
1. Have you read CSU OSP's Teleworker's Procedures & Agreement?	<input type="checkbox"/>	<input type="checkbox"/>
2. Have you been provided with a copy of your signed Teleworking Agreement?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you discussed and completed your work schedule with your supervisor?	<input type="checkbox"/>	<input type="checkbox"/>
4. If you have been issued University equipment, have you been briefed on the care of the equipment?	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you discussed your performance expectations with your supervisor?	<input type="checkbox"/>	<input type="checkbox"/>

Clear Boxes

I certify that all information contained in this check list is true and complete to the best of my knowledge. I authorize OSP or a University authorized designee to inspect the remote work location provided I am given 24 hours notice of the inspection. I understand that any erroneous, misleading or fraudulent information is sufficient grounds for my preclusion from teleworking and/or disciplinary action.

Teleworker

Date

Supervisor

Date



After Implementation

- Be ready for the unexpected!
 - Adjusting for emergencies
- You're setting a precedence for all employees
- Isolation: Consciously connect remote staff
- Carefully communicate policy changes





After Implementation

- Steep learning curve with full-time teleworking
- Remember to take breaks at home, as you would in the office
- Then, you must **TRUST**





Open for Discussion



Resources

- CU Office of Contracts and Grants: www.Colorado.edu/ocg - bottom menu, OCG Staff Resources
- UMB's telework policy: <https://www.umaryland.edu/policies-and-procedures/library/human-resources/policies/vii-611a.php>
- *9 Research-Based Facts that Prove Remote Teams are The Future of Work:* <https://www.timedoctor.com/blog/remote-teams-future-of-work/>
- American Psychological Association: *The Future of Remote Work:* <https://www.apa.org/monitor/2019/10/cover-remote-work>



Additional Resources

- Gallup: *Is Working Remotely Effective? Gallup Research Says Yes:* <https://www.gallup.com/workplace/283985/working-remotely-effective-gallup-research-says-yes.aspx>
- Harvard Business Review *On Managing Remote Workers:* https://hbr.org/2015/02/how-to-manage-remote-direct-reports?referral=03758&cm_vc=rr_item_page.top_right
- State of Remote Work: <https://buffer.com/state-of-remote-work-2019>



Additional Resources

- Stanford Two-Year Study: <https://www.inc.com/scott-mautz/a-2-year-stanford-study-shows-astonishing-productivity-boost-of-working-from-home.html> (includes link to Ted Talk: Go Ahead, Tell Your Boss You're Working from Home)
- Virtual Communication: Presenting with Empathy (resource if you're new to training online):
<https://www.youtube.com/watch?v=3Ubx7uVSMqw&feature=youtu.be>
- Onboarding Remote Employees: <https://www.fastcompany.com/90480127/how-to-onboard-new-employees-when-youre-all-working-from-home>
- Coronavirus: What Science Says Leaders Should Do by NeuroLeadership (Google – Live presentation on March 27)



Questions about this Presentation?

Contact the Presenters:

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Have a topic you want to see presented or discussed?

Contact the Region VII PEDC with your ideas:

OSP_info@mail.colostate.edu



We Appreciate Your Feedback!

http://colostate.az1.qualtrics.com/jfe/form/SV_9ZilhnvImpqVcep

Click this link to access the survey!

