

Staff Remote/Telecommuting and Hybrid Work Arrangement Guidelines

In accordance with **UAP [3245: Remote Work](#) policy** and the **[Remote Work Program](#) website**, the College of Arts and Sciences (CAS) provides opportunities for alternative work arrangements for staff following the procedures outlined by Human Resources (HR). The College is providing the following guidelines in making these arrangements. These guidelines describe the process to establish a **Remote Work Agreement** and provides guidance to assist employees and management (supervisors, and Chairs or Directors) in assessing whether an alternative work arrangement is suitable for their Unit and/or for particular employees in certain positions.

According to HR, **Remote Work** is an arrangement that allows an employee to work *entirely at an alternate work location* other than a UNM work site. Remote work may be appropriate for some employees and jobs, but not for others. It is not an entitlement, and participants remain subject to all of the terms and conditions of employment with the University. **Telecommuting** is an arrangement that allows an employee to work on a part time basis at an alternate location other than a UNM work site. This forms the basis of a **Hybrid Remote Work Arrangement**:

- Maintaining continuity of services is the primary goal for all Units in the College, and all work arrangements must ensure achieving this goal.
 - **Work expectations.** A Work Expectation Plan should be developed for the employee's availability and communication during scheduled remote work hours; to include response times to communications (Teams messages, email, phone calls) from supervisors, coworkers, and the constituency the employee serves. It should also describe the standards for remote work including office coverage, meeting protocols, how assignments will be received and returned, phone coverage and reporting to the supervisor.
 - **Focus on duties and responsibilities.** Remote work is not intended to serve as a substitute for and employee's child and/or adult care during work hours as stipulated in the **UAP [3245: Remote Work](#) policy**.
 - Only employees designated "exempt" under the provisions of the Fair Labor Standards Act are eligible to request Out-of-State Remote Work.
 - Alternate work locations outside of the United States are not authorized for remote work.
- If an employee requests a **Hybrid Remote Work Arrangement**, the College Guidelines will allow for up to two (2) days of telecommuting work (3-onsite/2-offsite) to ensure continuity and consistency of service and access to the employee.
 - Employee should develop a work expectation plan and discuss it with his/her supervisor.
 - Once the employee discusses and finalizes a work expectation plan with his/her supervisor, he/she may complete/sign a **remote work/telecommuting agreement** (his/her supervisor and Chair or Director must also sign the agreement).
 - If a **remote work/telecommuting agreement** is finalized, the supervisor and Chair or Director will ultimately be responsible for the overall and continued success of their Unit.

- If a **remote work/telecommuting agreement** is approved for a bi-weekly employee, he/she must record actual time worked and details about lunch and break times during scheduled remote work hours.
- Once the official **remote work/telecommuting agreement** is completed, a copy of the agreement should be kept for record within the Unit.
- The Dept. Administrator or Unit Manager must attach the **remote work/telecommuting agreement** to a "Remote Work ePAF New/Change" (include me as College/School approver, Denise Rivera as Employment Area approver, anyone in Payroll as the FYI, and Applier)—and submit the ePAF action for each associated employee.
- The **remote work/telecommuting agreement** will be permanently recorded in the employee's HR file and a copy of the agreement should be kept for record within the Unit.
- The Dept. Administrator or Unit Manager must also enter the remote work/telecommuting schedule information onto a "**CAS Telecommuting Arrangement Spreadsheet**" for his/her Unit and send it to Rob Armijo and Shirley Rey Lovato in the CAS Dean's Office. The SUBJECT line in the email should read: "CAS Telecommuting Agreement Spreadsheet for (Name of Dept/Unit).
- Once the official CAS Telecommuting Arrangement Spreadsheet is completed, a copy of the agreement should be kept for record within the Unit.
- All employees approved to work up to a (3-onsite/2-offsite) arrangement may not work both remote days on consecutive business days (i.e. may not occur on Mon/Tues, Tues/Wed, Wed/Thurs, Thurs/Fri, or Fri/Mon); due to the total length of time away from the campus workplace
 - If employees are approved to work half-days off-site remotely AND ARE ALSO WORKING half-days on-site at the campus workplace—the "both remote days may not occur on consecutive business days" rule does not apply.
 - If employees are On-Call—the "both remote days may not occur on consecutive business days" rule does not apply.
 - All employees who work four 10-hour days must be present at the campus worksite for at least 3 of those days.
- Remote Work information is now required within the Staff UNMJobs posting/requisition.
 - If the Unit indicates the position is not "Eligible for Remote Work," a Remote Work Statement is not required.
 - If the Unit indicates the position is "Eligible for Remote Work," a Remote Work Statement is required and should include the following: "After a period of time, the new employee may be eligible for a telecommuting/hybrid remote work arrangement under the discretion of their supervisor, business needs, and successful completion of training."
- Remote Work (Telecommuting) "Roll-Out" Phases for NEW employees:
 - PHASE 1: (5onsite/0offsite) new employees cannot be approved for remote work (telecommuting) until after actively being in the position for 3 months.
 - PHASE 2: (4onsite/1offsite) After 3 months, new employees may be approved to work 1 day remote under the discretion of their supervisor, business needs, and successful completion of training & successful performance subject to their ongoing review.
 - PHASE 3: (3onsite/2offsite) After 6 months, new employees may be approved to work 2 remote days under the discretion of their supervisor, business needs, and continued successful performance subject to their ongoing review.

- All employees must be available during the Core Work days/hours of Monday thru Friday from 8am to 5pm. (and in accordance with the employee's FTE to include an appropriate lunch period as applicable).
 - Any slight fluctuation of these Core Work Hours must be approved by the employee's supervisor.
 - The employee must ensure all phone calls and email are responded to in a timely manner during the Core Work Hours. Employees must adhere to the finalized **work expectation plan** describing the standards for remote work including office coverage, meeting protocols, how assignments will be received and returned, phone coverage and reporting to the supervisor.
 - The employee must come to UNM worksite, at the direction of the supervisor, on a regularly scheduled offsite remote work day for onsite meetings.
- **Modification or Termination of Hybrid Remote Work Arrangements** –Agreements may be modified (with the submission of an updated "CAS Telecommuting Arrangement Spreadsheet" to Rob Armijo and Shirley Rey Lovato) OR terminated (with the completion of a "Staff Termination of Hybrid or In-State Remote Work Agreement" and attaching it to a "Remote Work ePAF End" (see ePAF process mentioned above)—also including the submission of an updated "CAS Telecommuting Arrangement Spreadsheet" to Rob Armijo and Shirley Rey Lovato). **NOTE:** The **remote work/telecommuting agreement** may be subject to modification or termination at any time based on operational or business needs of the University, including revisions to this policy, and may be modified or terminated by the Unit Chair or Director with a minimum of thirty (30) days' notice to the employee.
- **Safety** –The employee is responsible for designating a space at the alternate work location suitable for accomplishing his/her regular job duties during scheduled work hours and creating and maintaining a safe and secure work environment; which includes maintaining the alternate work location in an ergonomically sound manner. The employee is responsible for reviewing resources that provide information on a safe and ergonomically sound work environment at <https://ehs.unm.edu/occupational-safety/ergonomics/index.html>
- **Equipment** –The University may provide equipment, software, data, supplies and materials for use for the duration of the **remote work/telecommuting agreement**, based on the position requirements and within the resource limitations of the department. The employee will be responsible for the safety and security of all University-owned equipment, records, and materials at the alternate work location, including compliance with the New Mexico public records statutes governing the retention and production of public records. The supervisor shall have shared responsibility for ensuring public records generated by a remote employee are properly and adequately maintained and accessible as if the employee was working on a UNM campus.
 - If the employee does not have UNM-issued equipment at the alternate work location, he/she will not save any institutional data on non-UNM-owned devices and will not make hard copies of institutional data. He/she must agree to consult with College of Arts & Sciences IT to determine best practices for securing and transmitting institutional data, especially pertaining to student records. This may require installation of software to ensure data security.

Network Connectivity –The employee will be responsible for ensuring that he/she has a reliable and secure network connection to support remote work activities. In the event of a network connectivity or other disruption impacting an employee's ability to perform his/her duties remotely, the employee may be required by his/her supervisor to report to the UNM campus, seek a suitable alternative worksite to

enable him/her to perform his/her duties, or used accrued annual leave. Because the **Hybrid Remote Work Arrangement** is voluntary, the Unit is NOT required to pay for Wi-Fi to work offsite.

**Remote Work Factors Supervisors and Chairs or Directors should consider
prior to approving a Hybrid Remote Work Arrangement**

Several factors should be considered in determining the feasibility of remote work, including the job/position, nature of the work performed, operational needs, impact on the department and employee performance, the University's ability to supervise the employee adequately and whether any duties require use of certain equipment or tools that cannot be replicated at the alternate work location. Many University services are still directed toward students who are seeking an in-person experience. The main considerations are the operational and business needs of the Unit and the degree to which an employee's job duties can be accomplished remotely at an Alternate Work Location. Other considerations include, but are not limited to:

- Will employee's duties include front desk and/or general office operational responsibilities that would negatively affect the success of the Unit?
- Does the work require face-to-face interactions with other co-workers, core offices, guests, faculty, and/or students?
- Does the employee requesting the **Hybrid Remote Work Arrangement** supervise subordinates?
- Is the employee a Manager or Supervisor who plays an essential role in the Unit? Is he/she the main contact for the Unit?
- Does the employee oversee building or Unit activities or issues that need a physical presence (building coordinator, inventory control, etc.)?
- Does the employee open or close confidential offices, locked files, alarms, etc.?
- If on a **Hybrid Remote Work Arrangement**, is the employee willing to come to UNM worksite, at the direction of the supervisor, on a regularly scheduled offsite working day for onsite meetings, projects, etc.?
- When assessing multiple requests for remote work within a department, supervisors and Chairs or Directors should consider the impact to operations and business needs, equitable distribution of work, and maintaining appropriate office coverage.
- Does the employee have sufficient internet access at the Alternate Work Location to support the technology requirements of his/her position?
- Can the Unit provide equipment capable of supporting the employee(s) joining audio and video of web conferencing meetings with the supervisor and coworkers. Remote meeting access is a requirement for supporting a **remote work/telecommuting agreement**.
- Does the employee have the requisite technical skills and a designated space at the off-site location which would be necessary for the completion of tasks? "Requisite technical skills" means the employee must be able to access all needed applications and data and be able to accomplish basic trouble-shooting from the off-site location.
- Is the employee a successful performer, works independently and does not need to be on campus for meetings with other campus staff, faculty/P.I.s or internal meetings on a daily basis. If personal contact is intermittently required, the supervisor must outline how the employee can meet the requirements for necessary face-to-face contact required by the job.

- Can the work of the position can be monitored with quantifiable tasks? Quantity and quality should be measured as is currently being done in the office. For non-quantifiable or project-oriented tasks, measuring normally involves: establishing the nature and objective(s) of the tasks, setting a deadline or due date, and setting progress or status report/meeting dates.