POLICIES OF COLORADO STATE UNIVERSITY

UNIVERSITY POLICY

Policy Title: Teleworking

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Category: 3. Human Resources

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PURPOSE OF THIS POLICY

The purpose of this policy is to establish the circumstances under which telework may be allowed and the processes that will be followed to support the telework needs of our campus community.

APPLICATION OF THIS POLICY

This policy shall apply to all faculty and staff of the university.

DEFINITIONS USED IN THIS POLICY

Eligible Employee is an employee identified, by the employee’s supervisor, as being suitable for a teleworking arrangement (e.g. consistent performer, work lends itself to remote completion, etc.), as further described in this policy for teleworking.

Ergonomics is the science that seeks to minimize or eliminate exposure to injury risk factors.

Sensitive Information includes social security numbers, personally identifiable health information, personally identifiable financial information including credit card information, driver's license information, personnel employment and student performance information, proprietary research and academic information, third-party proprietary information, FERPA-protected non-directory information and any other information that through disclosure would adversely affect an individual or besmirch the reputation of the University. See the three levels of data classification at CSU (Private Data, Restricted Data, and Public Data).

Shared Workspace is a space shared by many people at different times. These workspaces may require advanced reservations.
Teleworker is a person who is regularly scheduled to work at home or in a satellite office to perform the duties of their job.

Teleworking is an authorized work arrangement that involves an employee routinely working one or more days per week at a location that is not the regularly assigned place of employment.

**POLICY STATEMENT**

It is the policy of Colorado State University to facilitate the use of teleworking arrangements as provided by this policy when it is in the best interests of the university and when it will enhance the productivity of the employee.

Teleworking is not an employee right or benefit, but rather is a discretionary management tool that may be permanent (pursuant to a Telework Agreement) to meet the ongoing needs of the institution and the employees or used temporarily to accommodate injury, illness, pregnancy, natural disasters, pandemic, or planned events such as moving the office or a special project.

An employee's compensation, benefits, work status, and work responsibilities will not change due to participation in the teleworking program.

**POLICY PROVISIONS**

**Eligibility**

1. Selection of employees to participate in the Teleworking Program shall be based on specific, work-related criteria which may include:
   - Employee’s responsibilities as outlined in their job description
   - Need for, and nature of, interaction with faculty, staff, students and external clients
   - Need for use of specialized equipment or facilities
   - Availability of other qualified employees on site
   - Employee’s record of job performance

2. To be considered for a teleworking arrangement, an employee must be able to work independently and demonstrate the ability to consistently use their time in a productive manner. The resources that an employee needs to do their job must be readily transportable or available electronically. See the section on Equipment, Communication and Connectivity, below.

3. Eligibility and suitability of employees to participate in teleworking will vary among departments and business units, depending on the function and responsibilities of the unit and the employee. Each department should determine whether there is a minimum complement of employees, or specific positions, that must work on site at CSU to function effectively.

4. Approvals of requests to telework must be applied equitably, without favoritism or bias.
Application Process

1. Interested employees should review the telework policy and resource documents on the human resources website. If they want to telework and feel that they meet the eligibility and safety requirements, they should contact their supervisor to discuss the feasibility of teleworking. If both parties agree to a teleworking arrangement, the employee should fill out the ergonomics and safety checklist and send it to their supervisor. If their home meets the safety and ergonomic requirements for teleworking, they should jointly (with their supervisor) fill out the Memorandum of Understanding (MOU) for teleworking. After signing the documents, the supervisor should submit both forms to their department’s human resources liaison with a copy to myhr@colostate.edu.

2. A teleworker's MOU must be updated and submitted on an annual basis at the time of the employee review.

3. If an employee is not approved for teleworking, they will receive a written response from their supervisor, explaining the reasons for the decision. Should circumstances change in relation to the denial, the request could be revisited.

Teleworking Memorandum of Understanding (MOU)

1. The opportunity to telework must be approved by an employee's supervisor, and a written teleworking MOU must be signed by the supervisor and the employee. It is up to each Dean/Vice President to determine whether additional approvals above the supervisor level will be required.

2. The MOU is not an employment contract and does not affect an employee's at-will or other existing employment relationship with the University. Disagreements arising from a teleworking agreement are not grievable.

3. Typically, a department or supervisor will not require an existing employee to telework if the individual prefers to work at their regular on-site location. However, there may be circumstances, such as during an ongoing campus closure, that cause certain units or the University as a whole to implement teleworking for some or all employees.

4. In some cases, an employee may be hired into a position that is designed to be performed remotely, and advertised as such, and there is no option to work in a CSU workspace. Otherwise, when a teleworking arrangement is made between the employee and their supervisor for the convenience and benefit of both CSU and the employee, CSU may terminate the arrangement, with or without cause, upon reasonable notice in writing to the employee. In such event, it is the department's responsibility to provide the necessary workspace for the employee to return to work on site at CSU. Should a teleworker wish to end the teleworking arrangement and return to the CSU workspace, they must consult with their supervisor regarding the necessary workspace and other arrangements to determine what is feasible. Supervisors and department heads are encouraged to consult with Human Resources for guidance in modifying or terminating teleworking agreements.
5. At the discretion of their department heads, employees who telework, even partially, might not be provided a designated office or workspace on campus. Departments have discretion to use shared workspaces or reservation processes to provide employees who telework workspaces during times they work on campus.

**Schedules and Hours**

1. Teleworking hours may be different from office work hours; however, teleworkers and their supervisors must agree on the designated work hours. The primary criterion utilized to approve daily work schedules will be business need. A regular teleworking schedule, including specific days and hours, must be approved by the supervisor in advance of the beginning of the telework. The amount of time the teleworker is expected to work per day or per pay period will not change unless specified in the Teleworking MOU and approved by Human Resources.

2. Teleworking is not an alternative to child or elder care but may be used as a tool in structuring workdays and hours to accommodate such needs when it is reasonable to do so. Unless an exception is approved, the teleworker must make appropriate arrangements for dependent care. Exceptions should be approved at the respective Dean/VP level.

3. While teleworking, employees are expected to comply with CSU and departmental policy for all absences. The frequency of teleworking will be decided between the teleworker and the supervisor.

4. A supervisor may require a teleworker to return to CSU on a regularly scheduled teleworking day should the work situation warrant such an action. Examples include (but are not limited to) in-person trainings, team retreats and events, and meetings where virtual participation is not deemed to be effective by the supervisor.

5. Teleworkers are required to account for all time worked in accordance with CSU’s timekeeping policies. If a teleworker is sick while working at home or uses other time off, the teleworker must report hours worked on their timesheet and follow all applicable leave policies and practices.

6. Teleworkers should ensure other employees are aware of their schedule, including when they will be on site and when they will be working remotely.

7. If a teleworker is frequently required to return to CSU during regularly scheduled teleworking days, the supervisor may re-evaluate the compatibility of the teleworker’s position and job responsibilities with respect to teleworking or the specific teleworking schedule. As appropriate, changes should be made to the MOU and signed by both parties.

**Assessment of Teleworking Program by CSU**

Teleworkers and supervisors are encouraged to participate in all studies, surveys, training, inquiries, reports, and analyses approved by Human Resources relating to this program.
Conditions for Implementation

Workspace

1. It is the responsibility of the teleworker to maintain a safe work site at home that is free from potential safety problems.

2. Teleworkers must have an appropriate work area in their home that considers ergonomics, equipment, adequate workspace, noise, and interruption factors. The teleworker’s remote workspace should provide an adequate work area, lighting, telephone and internet service, power, and temperature control. Additional requirements may vary, depending on the nature of the work and the equipment needed to perform the work. Employees should complete the safety checklist and be compliant with the requirements.

3. The designated work location must meet safety rules for the workplace including smoke detector; working fire extinguisher; clear, unobstructed exits; removal of hazards that could cause falls; adequate electrical circuitry, and appropriate furniture.

4. CSU reserves the right to conduct a work site inspection, if necessary.

Ergonomics

1. A home office workstation/work environment should meet the same ergonomics and safety standards as those available on the CSU campus. Teleworkers are highly encouraged to take the ergonomics training as offered on the Environmental Health Services website under Risk Management Ergonomics Program.

2. Employees needing an ergonomic assessment of their workspace can request it online from Risk Management & Insurance (RMI).

3. RMI can sometimes provide matching funds, subject to availability, to use for home office/workstation purchases in accordance with the ergonomic recommendations. RMI also has ergonomic equipment that can be loaned to employees as needed and available.

4. The ergonomic evaluation process is similar to that used while working on the CSU campus. Evaluation and review of work tasks performed, equipment and tools used, workstation measurements, dimensions, as well as pictures and videos may need to be obtained. RMI will determine whether a virtual inspection is appropriate.

Worker's Compensation Coverage

1. If an employee is injured in the course of performing required work duties at the remote workspace, they should notify their supervisor and complete an injury report.

2. If medical treatment is needed, seek treatment through one of CSU's Authorized Treating Physicians (ATPs).

3. As with all claims, on or off campus, the claim will be reviewed and both the employee and supervisor will be asked to provide additional information for the completion of the claim's investigation. In addition, a review of the job duties and work area may be required to
prevent further injury and for determination of compensability for Workers’ Compensation. Teleworkers must agree to have appropriate CSU professionals visit their telework site when needed to complete the claim process.

4. Working from home does not exempt a teleworker from participating in the normal protocols of the worker’s compensation program, including the use of temporary modified duty as needed, which may be at the CSU workplace or another location specified by CSU.

**Equipment, Communication and Connectivity**

1. Teleworkers are expected to provide the equipment and services needed to carry out their responsibilities when working remotely, unless required to telework by CSU. The respective CSU unit may provide an assigned CSU laptop or other such equipment required. If CSU equipment is provided, this must be reflected in the teleworking MOU. The equipment provided by CSU will be used for CSU work only and its use by a teleworker at their off-site location must not impede the work of employees working at the CSU office.

2. Office supplies will be provided by CSU and should be obtained during the teleworker’s in-office work period where applicable. Out-of-pocket expenses for supplies normally available in the office will not be reimbursed. Teleworkers are responsible for all supplies, equipment, and/or materials provided by CSU. All items remain property of CSU and may not be used for personal or other than work purposes, except as provided by the CSU System Policy on Acceptable Use. For those teleworkers who may not be scheduled to work on site, they should make arrangements with their supervisor to obtain any office supplies needed.

3. Teleworkers must take appropriate action to protect CSU-provided equipment from damage or theft. CSU equipment must be returned to CSU when an employee terminates or discontinues the teleworking arrangement. It is the responsibility of the department to track all equipment provided to an employee for use off-site and report to Business & Financial Services any asset that is not returned at the time of the employee’s separation from CSU.

4. Employees are to provide appropriate furniture or workstations for their remote workspace. During sustained, unplanned and temporary teleworking times, such as those attributable to an ongoing campus closure or university directive to work off-site, departments may purchase furniture for employees to use in their workspace. All furniture must be returned to CSU at the end of the teleworking assignment. A list of allowable furniture is maintained by the Office of Procurement Services and all furniture purchases must be approved by that office.

5. Teleworkers may use their own equipment (e.g. printer, photocopier) provided that no cost is incurred by CSU. Repair and maintenance of employee-owned equipment is the responsibility of the teleworker. With the supervisor’s approval, CSU may supply printer paper and ink in reasonable quantities as necessitated by the employee’s CSU business use.

6. Except as provided in the CSU Mobile Communications policy, teleworkers will not be reimbursed for any internet service, connectivity or phone costs when teleworking.
Entering into a teleworking agreement does not, in itself, constitute a business need for a CSU-paid cellular device or allowance under that policy.

7. Before teleworking commences, the employee should test their remote access. The employee should consult with their department’s IT support or the CSU Helpdesk for help with connecting to CSU’s network.

**Geographic Location**

1. Teleworking must be conducted within the confines of the United States and its territories, or US military bases. The University is unable to support the complexities of international payroll and employment law outside of the United States for these arrangements. Should a business need exist to employ a university employee in a foreign country please consult with Human Resources and the Business and Financial Services Tax Office for guidance.

2. The employee’s location for the alternative work assignment (where the work is performed) must be kept on file with the Department of Human Resources and Payroll.

**Employee Access and Availability**

1. Teleworkers must be available by telephone or email during scheduled hours. Teleworkers are required to have voicemail to ensure availability.

2. Supervisors may establish that employees are required to check for messages within a certain period (e.g., at least once every two hours).

3. Teleworkers should provide their supervisors with their current mobile phone number.

**Security**

1. It is the responsibility of the teleworker to take all precautions necessary to secure proprietary and sensitive information and to prevent unauthorized access. The teleworker is required to observe all office security practices when working outside CSU’s office to ensure the integrity and confidentiality of information. Steps to ensure the protection of information include, but are not limited to, use of locked file cabinets, protection of flash drives, regular password maintenance, use of anti-virus and software firewalls, and any other steps appropriate for the job and the environment. In accordance with the [CSU Policy on Information Technology Security](#), private and restricted data, including sensitive information of an individual, should be stored on CSU’s secure servers at all times rather than on portable media or personal computer hard drives, and secure methods of transmission must be used when transferring data between the teleworker and the server (such as the CSU secure VPN connection).

2. Note that devices and services used remotely to interact with CSU resources are required to comply with the IT Security Policy. In particular, applications, the operating system, and
browser versions must be supported by the vendor, and must be kept up-to-date and patched. See the ACNS website for currently supported versions of common software.

3. A teleworker's ability to protect sensitive information while teleworking should be considered by the supervisor when reviewing the request.

COMPLIANCE WITH THIS POLICY

Compliance with this policy is required. For assistance with interpretation or application of this policy, contact Human Resources. Teleworkers must comply with all organizational rules, policies, and procedures.

REFERENCES

CSU Policy on Information Technology Security
ACNS website
CSU Mobile Communications policy
CSU System Acceptable Use Policy
Environmental Health Services website
CSU System FERPA Policy

FORMS AND TOOLS

Authorized treating physicians
Ergonomic assessment request
Ergonomic Training
Ergonomic Checklist
Memorandum of Understanding

APPROVALS

This policy was approved by Joyce McConnell, President on _________________

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