PANDEMIC TELEWORK GUIDE
Staff Resource for Morgan State University
The term “telework” can be labeled in other ways..."telecommute", "working remotely" or even "work from home". All reflect the same meaning of convenience in location and continuation of responsibilities.

This present pandemic has challenged the workforce to manage job productivity while identifying safe and healthy ways of decreasing the spread of the illness and allowing for social distancing.

Morgan State University has enhanced our current teleworking program to meet the needs of the operation of the University. This guide is to be used as a resource for those employees who may be eligible and approved for teleworking.
Not all positions within the University are eligible for a teleworking environment.

It is important to note that telework is not a 'right' but rather encouraged during the pandemic to ensure the safety of the University's community; with sound business and performance management principles.

Successful teleworkers have the support of their supervisors. Employees will be selected based on the suitability of their jobs, an evaluation of the likelihood of their being successful teleworkers, and an evaluation of their supervisor’s ability to manage remote workers. Each department will make its own selections. All telework requests must be approved by the employee’s supervisor.

**TELEWORK CONSIDERATION:**

**Factors:**
- Successfully conduct 75% or more of the employee’s duties at home/off campus
- Have method of communication either phone and/or email.
- Have appropriate working equipment (i.e. computer, phone, etc.)
- Regularly be available to check voicemails and timely respond to messages and emails while teleworking.
- Maintain the security of confidential or sensitive information and protect Morgan’s records from unauthorized disclosure.
ESSENTIALS

Equipment / Tools / Supplies

**Equipment & Tools**

Departments may provide specific tools/equipment for the employee to perform his/her current duties. This may include computer hardware, computer software, phone lines, email, voice-mail, connectivity to host applications, and other applicable equipment as deemed necessary and available.

The use of equipment, software, data supplies and furniture when provided by the University for use at the remote work location is limited to authorized persons and for purposes relating to University business. When the employee uses her/his own equipment, the employee is responsible for maintenance and repair of equipment.

**Office Supplies**

Office supplies necessary for the completion of work responsibilities may be provided by the supervisor as needed. Out-of-pocket expenses for other supplies will not be reimbursed unless by prior approval of the employee's supervisor.
TELEWORKING RESOURCES

Work Hours

Normal Hours

Depending on your role and responsibilities, you may need to work within your normal operating hours. **Supervisors are to communicate the work shift expectation with the teleworker.**

Adjusted Hours

Depending on your role and responsibilities, you may need to work outside of your normal operating hours. Your working hours may need to be adjusted for a variety of approved reasons; e.g. childcare, special projects, technology repairs, etc. **Supervisors are to communicate the shift expectation with the teleworker. The employee is equally responsible to notify their supervisor if there are conflicts with the expected shift.**
TELEWORKING RESOURCES

Child Care

Telework & Childcare

Normally, telework may not be used to supplement or supplant childcare. However, during this pandemic period of telework, there will be flexibility to allow employees to telework while also having children or other individuals at home who may require their care and attention.

Schedule Adjustment

During the pandemic, it is understood that some teleworkers may have the responsibility of caring for their child(ren). Such employees may need to adjust their work schedule/shift to accommodate the need to care for their child(ren). **It is the employee’s responsibility to notify their supervisor if there is a conflict with the expectation of their work schedule.** Communication is key to having a successful teleworking experience.

Available Leave

If the teleworker finds difficulty or has other reasons where teleworking and child care is an issue, they are to **immediately contact their supervisors.** The employee should also send a communication to monica.waters@morgan.edu (Leave Coordinator) for available leave options.
If the employee has been approved for telework, there is an expectation that the employee can communicate with their supervisor. The supervisor may not provide mobile services to the employee during the pandemic. The supervisor should set the expectation of methods of communication prior to approval or continuing telework.

**Phone**

Email is often the preferred method of communication for the University. Employee’s approved for telework must be able to have direct access to see, use and communicate through their Morgan State University email. The supervisor should set the expectation of email response times and deadlines prior to approval or continuing telework.

**Email**

Depending on the position, some teleworkers may be required to have virtual methods of communication. If this is the case, the supervisor should provide the employee with the appropriate tools and training for such software/systems. The supervisor should set the expectation of virtual meetings and/or communication prior to approval or continuing telework.

**Virtual Meeting**
If you are approved to telework, it is your responsibility to ensure continued progression of your assigned roles and responsibilities.

Performance expectations are set by the supervisor and should be monitored throughout the teleworking agreement period. Employees, as a tip, should frequently "self-check" for deadlines, pending status items and projects to be sure they are not behind or decreasing their productivity. It is the supervisor’s responsibility to manage performance, however, it is the employee’s duty to maintain it.

If the employee begins to show a decrease in productivity, has reoccurring errors/mistakes, progressive failure of deadlines and other performance inefficiencies, the telework agreement can be terminated by the supervisor. That employee will be notified to return to campus and removed from the telework environment.

Performance evaluation dates are to remain consistent with the policy of the University. An employee can be placed on performance improvement plans while teleworking, if needed.