

STANDARD OPERATING PROCEDURE

SOP TITLE:	Staff Remote Work Program Guidelines		
SOP NUMBER:	SOP488		
DIVISION / DEPARTMENT:	Business Affairs – Human Resources		
REVIEW DATE:	NEW	AUTHOR:	NEW
POLICY REF:	BA489_Staff Remote Work Policy		

STAFF REMOTE WORK PROGRAM - These guidelines outline the process for establishing a Remote Work Plan & Agreement and offer guidance to leadership in evaluating the suitability of alternative work arrangements for their departments or specific employees. These guidelines also set clear expectations for remote work that promote equitable practices across departments while ensuring business continuity.

STEPS:	INSTRUCTIONS:
1 – Establishing a Remote Work Plan & Agreement	<p>The Remote Work Plan & Agreement (RWPA) is a written agreement that establishes the specific conditions that apply to the eligible employee(s) working remotely.</p> <ul style="list-style-type: none"> • Employees and supervisors should review the BA489_Staff Remote Work Policy prior to beginning RWPA discussions. • Complete the RWPA form and route for appropriate signatures and approvals. The RWPA form is a fillable pdf, allowing for flexibility in completing and routing for signatures. • New hires, complete RWPA form as part of hiring requirements if applicable. • Current employees attach completed/approved RWPA form and send to HR.
2 – Ending or Modifying Remote Work Plan & Agreement	<ul style="list-style-type: none"> • Remote Work Agreements are subject to modification or termination at any time based on operational or business needs. • Either the employee or the departmental manager/supervisor may terminate a remote work arrangement at any time. All employee-proposed changes to remote work arrangements are subject to departmental and divisional Vice President approval. • Complete the Termination of Remote Work Plan & Agreement and submit signed documents to HR.
3 - Eligibility	<ul style="list-style-type: none"> • Employees eligible for remote work include staff in regular full or part-time benefits-eligible positions. • All eligible employees can request Remote Work in accordance with BA489_Staff Remote Work Policy though no University employee is entitled to or guaranteed the opportunity for remote work.

	<ul style="list-style-type: none"> • Certain positions may not qualify an employee for remote work such as customer front-facing or student services. • Alternate Work Locations outside of the United States are not authorized for Remote Work.
<p>4 – Remote Work Factors to Consider</p>	<p>When assessing the feasibility of remote work at WNMU, several factors should be taken into account, such as the specific job or position, the nature of the work, operational requirements, potential impacts on department and employee performance, the University’s capacity to supervise the employee effectively, and whether any job duties require specific equipment or tools that cannot be replicated at the alternate work location. It is also important to consider that many University services continue to cater to students seeking an in-person experience.</p> <p>The primary considerations are the operational and business needs of the department and the extent to which an employee's job responsibilities can be performed remotely from an alternate work location. Additional considerations include, but are not limited to:</p> <ul style="list-style-type: none"> • When evaluating multiple remote work requests within a department, supervisors and chairs/directors should consider the impact on operations, equitable distribution of work, and maintaining appropriate office coverage. • The employee must have adequate internet access at the alternate work location to support the technological needs of their role. • The employee must have the necessary equipment to participate in audio and video web conferencing meetings with their supervisor and coworkers. Access to remote meetings is essential for supporting a RWPA. • The employee should possess the required technical skills and have a designated workspace at the remote location necessary to complete their tasks. "Required technical skills" means the ability to access all necessary applications and data and to handle basic troubleshooting from the remote location. • The employee should be a consistent performer who works independently and does not need to be on campus for daily meetings with campus staff, or internal teams. If occasional in-person contact is needed, the supervisor must outline how the employee will fulfill the necessary face-to-face requirements of the job. • The position's work should be monitorable through measurable tasks. For quantifiable tasks, the quantity and quality should be assessed as currently done in the office. For non-quantifiable or project-oriented tasks, evaluation should involve defining the nature and objectives of the tasks, setting deadlines, and scheduling progress or status meetings.

<p>5 – Remote Work Conduct</p>	<p>Once remote work arrangements are deemed feasible, it is essential to establish clear expectations for employee conduct. While the expectations generally align with those for on-campus employees, it is important to account for certain differences inherent in a remote work environment. Documenting these expectations will help maintain consistent departmental standards and minimize misunderstandings between employees and management.</p> <p>Key areas for conduct standards may include, but are not limited to:</p> <ul style="list-style-type: none"> • Focus on Job Duties and Responsibilities: Remote work should not be used as a substitute for childcare or adult care during working hours. • Contingency Plans for Technology Issues: Employees are expected to have a backup plan for internet outages. If the internet connection is down for more than two hours, the employee should report to the campus. Travel time will not be considered work time. • Virtual Meeting Expectations: <ul style="list-style-type: none"> ○ Adhering to WNMU’s dress standards. ○ Remaining attentive and avoiding multitasking. ○ Keeping the microphone muted when not speaking. ○ Using the video camera appropriately. ○ Ensuring a professional workspace environment and background. ○ Refraining from eating, smoking, or vaping during meetings. • Availability and Communication: Employees must be reachable during scheduled work hours and should adhere to response time expectations for communications (such as Teams messages, emails, and phone calls) from supervisors, colleagues, and those they serve. • Minimizing Distractions: Employees should maintain a workspace that minimizes sound, noise, and other distractions. • On-Campus Work Requirements: <ul style="list-style-type: none"> ○ Being available for on-campus work as needed, such as during staffing shortages or to cover leave. ○ Adjusting remote work days in a hybrid schedule when necessary. ○ Accommodating shared office spaces when working on campus. • Phone Use Expectations: Employees should manage phone coverage appropriately and limit the use of personal cell phones during work hours. • Appropriate Leave/Time Worked Reporting – where applicable.
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<p>REFERENCES / RESOURCES:</p>	<p>BA489_Staff Remote Work Policy</p>
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<p>NOTES:</p>	
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