



Flexible Work Arrangements- STAFF FAQ's

Rationale

Since the start of the pandemic, our goal has been to safely welcome as many people on campus to work and learn as possible. Decisions about when and how to increase the number of people on campus to work and learn have been, and will continue to be, driven by public health guidelines.

- In March 2020, that meant transitioning most of our employees to remote work.
- As we have learned more about the virus and how it is transmitted, we have been able to develop and implement policies, procedures, and mitigation strategies that have proven effective in limiting the spread of COVID-19.
- We have also shown our ability to be nimble in responding to challenges and adjusting when needed, and we are prepared to continue doing so for as long as necessary.
- The way we look and operate today is not how we did pre-pandemic, nor will it be how we may look in AY22/23 and beyond.

The Stetson University experience is not a transactional one. It is driven by relationships and community that sometimes cannot be replicated through a screen. However, we have also found that some of our students need service beyond traditional times and methods and we have found new ways of providing a high level of service remotely.

- Our students, both current and prospective, are asking for and need support and service from us.
 - This may directly affect both our retention of current students and our ability to tell our story well to those students considering Stetson.
 - Students have responded indicating that they long to connect and engage in the community.
- While not every employee works directly with students, each person plays an important role in supporting the work of the University.
- Our working community will not look identical to how it did prior to the pandemic. Flexibility and understanding will be key to our success.
- It takes everyone working together in *Collaboration* for our students to drive the successful outcomes we are known for.

Scheduling and Hybrid Work

We know that many still need flexibility to navigate distance learning and other pandemic-related scheduling issues.

- Work with your supervisor to request schedules and solutions that allow you to transition back as efficiently and effectively as possible.
- Assessment of your department's operations. Are some responsibilities best performed with a hybrid schedule? Are there efficiencies gained? Discuss with your supervisor.

When the pandemic began, the University had to quickly transition to a remote work environment.

- While this was an important step in limiting spread, we had no idea how this would modify our workforce.
- We are a customer-service based organization, and our campus experience requires the highest-level support for student and business needs. Not all students are the same, nor should the way in which we serve them.



Working a hybrid arrangement will be considered on a case-by-case basis driven first and foremost by the needs of the University to support student success, and the effective operation of Stetson University while balancing the needs of the employee.

- We ask for the review of hours, services, and service delivery strategies to determine how to best meet the needs of all of our student populations.
- While we were able to have a large portion of our employees work remotely to help protect the health and safety of our community during the critical stages of the pandemic, it is not the ideal way to provide the majority of our services. However, through careful analysis, we will see change in some areas if flexibility provides for an effective mode of operation.
- The nature of a University campus is to create and foster a vibrant, active community for all. This is best achieved when we are working together and creating the community experience collaboratively.

FAQs

I am interested in working a hybrid or remote schedule. How do I approach my supervisor about this opportunity?

It is helpful to consider some of the factors that are utilized when evaluating flexible and/or remote work opportunities. An interest in remote work is a great start and you may also find it helpful to think about:

- Business need-How might a flexible and/or remote work arrangement enhance operations and productivity?
- Position suitability-Do you require access to equipment, materials or files that can only be accessed on campus? Do you require extensive face-to-face contact with students, other employees or the public?
- Employee suitability-Do you exhibit initiative and organizational skills with a positive performance history? Do you have a strong grasp of your role and expectations of the position?
- Supervisory approach-Do you have a solid communication history with your supervisor? And, if you supervise, do you have a strong relationship/communication history with your direct reports?

These are areas which you may find helpful to explore and assist in your framing when approaching your supervisor.

I would like to approach my supervisor about a hybrid working arrangement (ex: three working days on campus and two working days remotely). Is a Flexible Work Agreement required?

Yes. A Flexible Work Request form is required to document work arrangements where an employee routinely or intermittently performs work away from any university location.

What positions qualify for a flexible work arrangement?

Each work arrangement is evaluated on a case-by-case basis. Characteristics of positions that may be considered suitable for remote work include:

- Jobs that entail working independently.
- Positions that are not student or customer facing.
- Minimal interaction with internal and external contacts.



Limited need for access to equipment and/or work materials in the office. Suitability for remote and/or flexible work is determined through a collaborative process which considers multiple factors. The job must be able to be performed without outside assistance or substantially interfere with internal operations.

What type of positions are not available for a flexible work arrangement?

Although this is on a case-by-case basis, positions that are primarily student facing, such as facilities and public safety. While all positions cannot be remote, there is opportunity for greater flexibility work to be built into the workday.

If my department is not participating in flexible work arrangements, but it does allow flexibility in start and end times, do we still have to fill out an agreement?

The answer is no. Modifications to the work day do not require a FWA. If you are significantly modifying the work structure, such as ½ days or any remote days, that would require an FWA.

If I have already been working in a flexible and/or remote schedule, will I still need to request a continuation of this arrangement?

Yes, you must discuss this request with your supervisor for approval and for the following reasons: emergency management needs, accountability, and basic operational needs.

What if multiple employees in my department ask to continue working hybrid or remotely?

Supervisors will use the FWA policy to review expectations and ascertain if the position is a good match for an FWA setting. Can the position continue to best perform in a new setting and provide the level of service needed? If yes, a conversation should be had regarding expectations and the FWA. If, however, having multiple employees working an FWA in one setting is not operationally effective, conversation could be had surrounding a coordinated, flexible schedule for the interested parties.

How is my work reviewed in an FWA?

Ongoing communication around responsibilities and expectations should continue whether in an FWA or in-person format. Should productivity not be at the desired level, conversation surrounding this aspect should occur with documented expectations so that opportunity is provided to make corrections.

Are employees in non-exempt positions eligible for remote work arrangements?

Perhaps. Fair Labor Standards Act (FLSA) status is not a determining factor for remote work suitability. Regardless of FLSA status, characteristics of positions that may be considered suitable for remote work include:

- Jobs that entail working independently.
- Positions that are not student or customer facing.
- Minimal interaction with internal and external contacts.
- Limited need for access to equipment and/or work materials in the office.

It may be helpful to remember that non-exempt employees, regardless of work location, must record hours worked through the department's official timekeeping system. Non-exempt employees are accountable for work performance and outcomes.

Do temporary changes to the FWA work location warrant a change in the FWA agreement?

Yes, there may be operational needs to be explored, as well as payroll tax implications.



Can two locations be listed for the remote work location on a Remote Work Agreement form?

No. For payroll tax purposes, the employee must choose one location.

What happens if I change positions?

An established FWA exists between the employee and supervisor within their respective roles. A position change would need to go through the FWA approval process.

Is a request for a disability accommodation (ADA) determined under the flexible work arrangement policy?

No. All requests for disability accommodations are processed through the interactive process discussion involving the employee, supervisor, and the HR Director. For questions regarding the accommodation process, contact the HR Director at your respective campus.

Can I be required to come to campus for an in-person meeting?

Yes, supervisors may require employees to report on-campus, as needed, for work-related meetings or other events. In addition, there may be times when attendance at an in-person meeting is necessary with colleagues. While we encourage dual modality of Teams and/or Zoom, it may not always be possible.

Will Stetson provide equipment for remote work?

The university may provide equipment and materials needed by employees to perform their duties; however, the university will not duplicate resources between on- campus and an alternate work location.

Who will fix my equipment if it's not functioning?

Employees are responsible for protecting university-owned equipment and data from theft, damage and/or unauthorized use. The university will maintain, service and repair university-owned equipment and resources used in the normal course of employment. The equipment must be brought to the university for repair.

How will I be reimbursed for mileage if I'm a remote worker?

The remote location address will be used to calculate mileage. If an employee drives to a location other than his or her primary campus (place of employment) for a meeting, conference, etc. that exceeds the ten mile radius from their primary campus and then drives to his or her primary campus, the University will reimburse the employee for the difference between the total miles driven before arriving at the primary campus, less his or her normal commuting mileage. Likewise, if an employee drives from the primary place of employment for a meeting, conference, etc. that exceeds the ten mile radius and then returns to their home without returning back to the primary campus, the University will reimburse the employee for the difference between the total miles driven after arriving at the primary campus, less any one-way normal commuting mileage.

When joining a virtual meeting, am I required to use a camera?

It is greatly recommended to turn on your camera when joining virtual meetings. Being visually present for your audience is a best communications practice. It creates confidence, helps communicate the non-verbals, improves engagement and it helps keeps teams connected.



Can communication standards be enforced while on an FWA?

Yes. Employees on a FWA are expected to be on-camera, answer their phones via the Stetson provided communication services, answer their emails and/or instant messages. Employees must be readily available and responsive during their scheduled work hours.

What happens if I get hurt while working in my remote workspace?

The employee is required to maintain safe conditions in the work area and maintain adequate homeowners, renters, or commercial general liability insurance. Any work-related incidents or injuries should be reported in the normal manner. Incidents will be reviewed by to determine if they are compensable under workers compensation.

Can the FWA be terminated?

Yes, this work arrangement may be terminated and a traditional campus work arrangement be made by either party, unless the work location is a condition of employment. Reasons for termination may include: operational changes, staffing changes, leadership changes, performance, etc. If the termination or change to the arrangement is involuntary, the supervisor must provide notice in writing and copy Human Resources.

What if my FWA request is not approved?

Please contact Human Resources. Human Resources will discuss the situation further with you and your supervisor. Each situation will be discussed on a case-by-case basis. Once all parties have made a final decision, an employee may not request a denial to be pursued through other venues.

What do I do if my internet service is disrupted while I am working at a remote location?

Employees shall promptly notify their supervisor when unable to perform work assignments due to equipment failure or other unforeseen circumstances. The employee may be temporarily assigned to another project and/or work location. Dependent on the disruption, the employee may be required to return to on-campus work.

If I am working remotely, am I expected to use my personal phone for university business?

No. Stetson has resources available to route your Stetson phone to your remote location through the provided phone software.

What services and support can I receive for working remotely?

Please see the [Working Remote - Stetson University](#).

I have an FWA and inclement weather has been declared on my campus. Am I eligible for inclement weather leave and/or pay?

No. If inclement weather is declared at a campus work location, an employee who is working remotely at another location generally is not eligible for inclement weather leave and/or pay.

Where do I direct further questions regarding flexible work arrangements?

Additional questions may be directed to your department supervisor or the Office of Human Resources.