

# Remote Work Fundamentals and Flexible Work Guidelines for Employees and Supervisors



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# Disclaimer

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# Course Overview

This course provides an overview of the following:

- Remote work/flex schedule\* options
- Policy highlights
- Eligibility guidelines
- Supervisor/Management considerations
- Benefits of remote work
- Overcoming remote work challenges
- The application and approval process
- Alternate workplace expectations
- Technical needs/Information technology support
- Keys to program success
- Ongoing productivity monitoring
- Revoking an Agreement

\*Also known as “flex work”.

# Overview of Remote Work and Flex Work Options

# Remote Work/Flex Work Options

There are three different remote work/flexible schedule options to consider: remote work only, flexible schedule only, or hybrid arrangement of both.

Remote  
Work Only

Flexible  
Schedule Only

Hybrid Option  
Remote Work & Flexible Schedule

# Remote Work/Flex Work Options

**Remote Work** - Regularly recurring work hours at an off-site (alternate) location in South Carolina. With supervisory approval, job duties are performed at the off-site location. This arrangement may require routine reporting to the Primary Workplace (CCU). Currently, the University's remote work program allows for no more than one day of remote work per week. A formal agreement is required.

Remote  
Work Only

Flexible  
Schedule  
Only

Hybrid Option  
Remote Work & Flexible  
Schedule

# More About Remote Work

- The State of South Carolina refers to remote work as “**Telecommuting**” so you may see that term on occasion.
- There are two other types of remote work that fall outside of this program and do not require a formal agreement.
  - Periodic, intermittent** – Brief or short-term arrangements, such as a situation when an employee is assigned a project with a short deadline that requires uninterrupted time. There is no scheduling regularity with this arrangement. Advanced supervisory approval is required.
  - Temporary or emergency** – Unplanned and unforeseen short-term arrangements, such as a transportation emergency due to weather, a natural disaster or pandemic health crisis, short-term illness, etc.
- Out-of-State remote work arrangements require additional advance administrative approvals.

# Remote Work (Telecommuting) Policy Highlights

- To view policy, go to [www.coastal.edu/policies](http://www.coastal.edu/policies) and select FAST-248. Information on flex work is also contained in this policy.
- Remote work is a management option, not a universal employee benefit.
- The decision to allow an employee to remote work is solely at discretion of the University.
- Program participation is subject to annual renewal. However, participation may be revoked at any time.
- Denial of an application or revoking an agreement is not grievable.
- Departments are required to ensure appropriate coverage and services are maintained based on University's normal working hours.
- Remote work does not detract from vital interaction with constituents, work colleagues and students.



## Remote Work Eligibility Guidelines

- Must be in an eligible job classification or position with duties considered appropriate for remote work. Refer to the Office of Human Resources (HR) webpage to view a listing of Remote Work Exclusions.
- Must have completed twelve months of service at CCU in an a classified or unclassified (non-faculty) FTE position.
- Have not been issued Notice of Substandard Performance or disciplinary action in the last twelve months.
- Self-assessment reveals the employee has the requisite qualities and skills conducive to working remotely (to be confirmed by supervisor).
- Have reliable internet service available. CCU will not provide.
- Have a safe and appropriate alternate work space.

# Supervisor/Management Considerations on Remote Work

Key considerations for supervisor and administrative approvals of a remote work request:

- Are sufficient staff in the office to support departmental operations?
- Can regular operational activities be maintained?
- Can the department expand services to its constituents?
- Is the employee's position conducive to remote work?
- How will other positions be impacted?
- Does the employee exhibit the qualities that are necessary to be an effective remote worker?

# Remote Work/Flex Work Options

**Flexible Schedule (“Flex Work”)** - Allows employees to work hours that differ from their unit’s normal work schedule to achieve better work-life balance. Work is performed at the primary workplace (CCU). The employee’s position and departmental operations must be conducive to a flex work arrangement.

Remote  
Work Only

Flexible  
Schedule  
Only

Hybrid Option  
Remote Work & Flexible  
Schedule

# More About Flexible Scheduling

- Currently, the University's operating hours are Monday-Thursday 8am-5pm and Fridays 8am-12:30pm.
- Flex work allows or alternate work scheduling, outside of CCU's operating hours.
- Flex work arrangements may include:
  - Compressed work week** - Working four workdays instead of the normally scheduled five workdays while continuing to work 37.5 hours per week.
  - Alternative work schedule** - Working five workdays during the normal workweek but with work hours other than the Mon-Thurs 8:00am-5:00pm and Fri 8:00am-12:30pm.

# Alternate Work Schedule Examples

The University's current normal operating hours are Monday-Thursday 8am-5pm and Fridays 8am-12:30pm. Alternate work examples may include:

**Late Start Time** – An employee has an established schedule in which the employee begins work later than the University normal operating hours and works later. For example, an employee starts at 9am and works until 6pm.

**Early Start Time** – An employee has an established schedule in which the employee begins work earlier than the University normal operating hours and works later. For example, an employee starts at 7am and works until 4pm.

**Split Schedule** – An employee has an established schedule in which the employee takes extended time off during the day. For example, an employee takes time off in the afternoon to pick up child at school and then returns to the office to resume duties. Employee may arrive early or stay late to cover time missed during the work day.

# Remote Work/Flex Work Options

**Hybrid (Remote and Flex Work)** - The hybrid remote/flexible work schedule is a combination of both options. Eligible employees may work the allotted one day remotely with any combination of flexible work schedule for the remainder of the work week. For example, an employee works a compressed schedule four days per week, one of which is remote.

Remote  
Work Only

Flexible  
Schedule  
Only

Hybrid Option  
Remote Work & Flexible  
Schedule

# **Benefits of Remote Work/Flex Work and Overcoming Employee Challenges**

# Benefits of Remote Work

Reduces travel time and stress of commuting

Positive impact on the environment

Provides greater employee flexibility



Reduces Personal Costs

Increase employee/campus morale

May reduce office space



# Is Remote Work and/or Flex Work Right for YOU?

1. You're Excited By Remote Work/Flex Work.
2. You Thrive When Working Alone.
3. You Have Top-Notch Communication Skills.
4. You Can Navigate Technical Problems Yourself.
5. You Know How to Deal With Distractions.
6. You Want to Avoid Commuting.
7. You Have Health Issues.
8. You Need Some Flexibility.
9. You Want or Need Better Work-Life Balance.
10. You're More Productive When You Aren't in the Office.
11. You're Always Asking to Work From Home.
12. You Are Organized and Self-Motivated.

Adapted content from: <https://www.flexjobs.com/blog/post/signs-ready-for-a-remote-job/>

# Remote Work Challenges for Employees

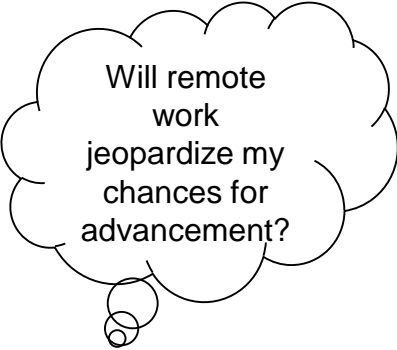


While working remotely, an employee will be able to participate in virtual meetings and interact regularly with your supervisor and colleagues regularly through email, MS teams, phone or other available technologies.

Despite best efforts, there may be instances in which an employee feels alone or left out. Actively engaging with others at work often should alleviate this concern.

If you are unsure about remote work, you may consider it for a six-month “tryout period” or consider a flex scheduling option instead.

# Remote Work Challenges for Employees



Will remote work jeopardize my chances for advancement?

While this should not be a concern, the old adage “out of sight, out of mind” may cause some remote employees concern. Advancement considers employee performance and same evaluation standard is used, without regard of an employee’s remote/flex work arrangement.

A remote employee can help their supervisor or manager by maintaining a high level of communication. This can be done by:

- providing regular updates on your work;
- keeping track of accomplishments and review them with their supervisor or manager during face- to-face meetings; and
- passing along positive feedback from your customers.

Remote employees’ objective is to make sure their supervisors or managers are aware of their high quality work and commitment to CCU.

# Remote Work Challenges for Employees

Can I really meet my supervisor's expectations if I work remotely?



The best way to meet your supervisor's (or manager's) expectations is to set reasonable ones and live up to them.

Be open and honest when you and your supervisor (or manager) negotiate the remote work/flex work agreement. You should meet and discuss your desire to participate in the remote work/flex work program before you apply.

Jointly define what is reasonable for your availability, productivity and response time. Try to uncover all of your supervisor's (or manager's) concerns and specify how you will deal with them in an agreement. ***There should not be a difference between performance expectations on a traditional work arrangement and a remote work/flex work arrangement.***

# Remote Work Challenges for Employees



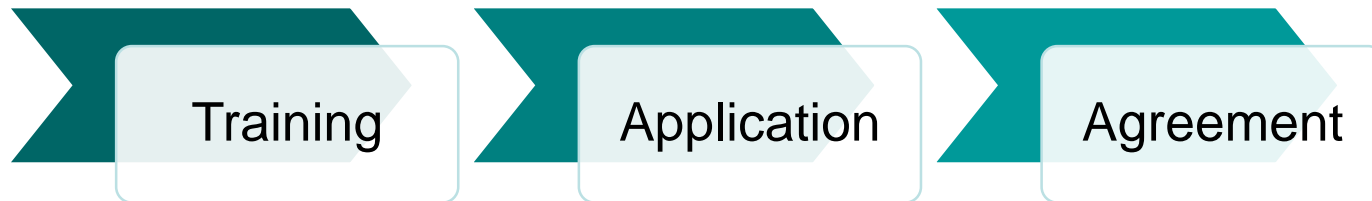
Physically, you need to identify where you can have the equipment and the working environment that you need. Is there enough room for you to do your work? Is it quiet? Can you talk on the phone without disturbing anyone (or anyone disturbing you)? Can you maintain confidentiality?

You need to honestly assess your ability to focus on work and block out competing demands. If you can't, you may want to consider flex scheduling as an alternative.

# Applying for the Remote Work/Flex Work Program

# Process for Granting Remote/Flex Work

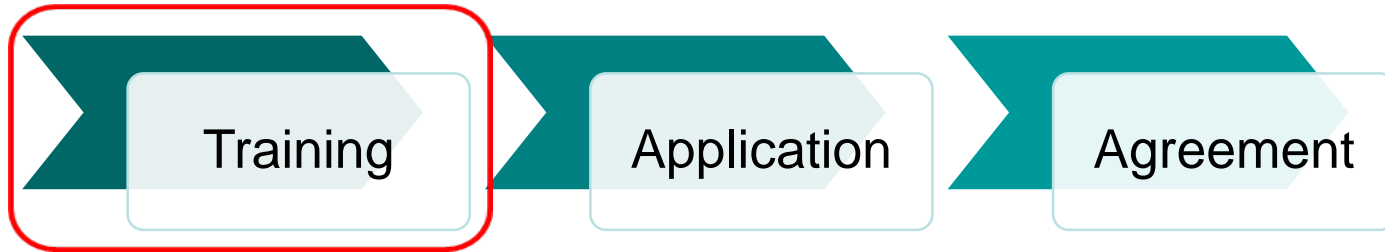
CCU utilizes a three-step process to evaluate an employee's request to utilize remote work, flexible schedules, or a combination of the two.



All three of these steps must be completed prior to allowing an employee to participate in the remote work/flex work program

# Process for Granting Remote/Flex Work

Step 1: Complete required **Training**.



It is expected the employee will complete this required training before submitting an application. This training fulfills the first step of the application process but does not guarantee participation.

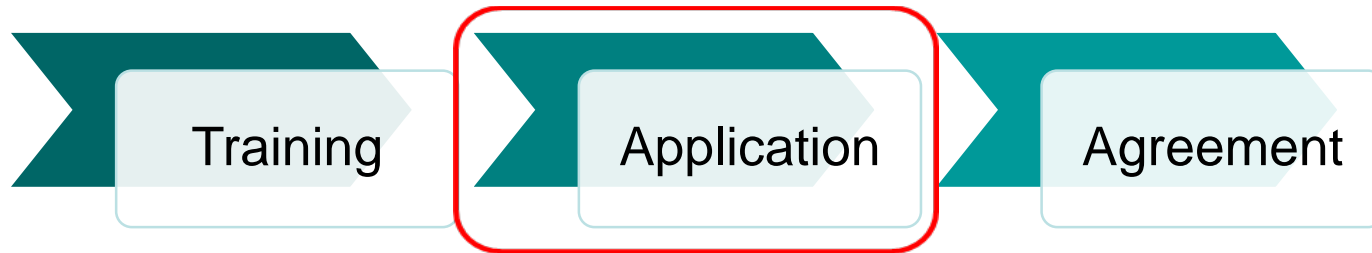
Supervisors and parties' in the employee's administrative channel are also expected to complete the training before reviewing and approving remote work requests.

The training is intended to enhance all parties understanding of the remote work/flex work program, expectations and best practices.



# Process for Granting Remote/Flex Work

Step 2: If interested, begin the **Application** process.



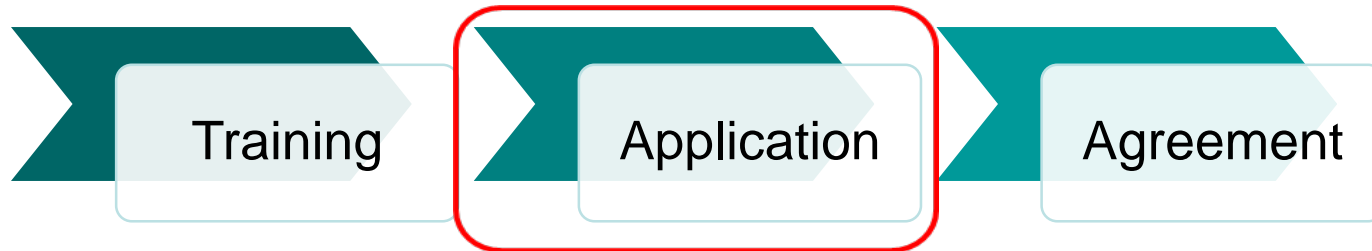
Before formally initiating an application, an employee should discuss their interest with their supervisor (or manager).

Topics to discuss:

- What is the proposed arrangement?
- How will things get done?
- How will communication occur?
- How will the arrangement benefit CCU?
- How will the arrangement impact working with others?
- What equipment/resources are needed to work remotely?

# Process for Granting Remote/Flex Work

Step 2: If interested, begin the **Application** process. (continued)

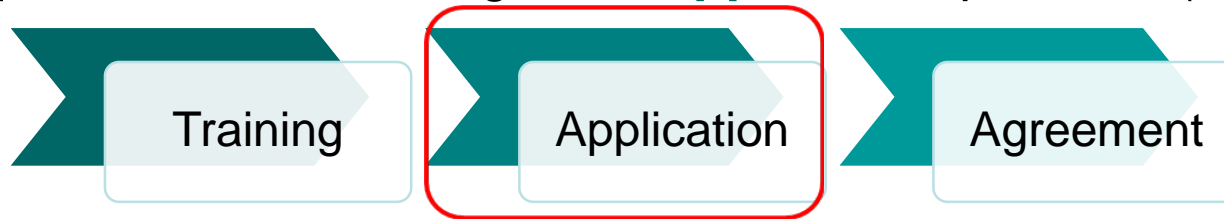


Employee tips for discussion with their supervisor (or manager):

- Do not link remote work to home responsibilities.
- Be honest about possible challenges and concerns.
- Be flexible; a supervisor may not be able to accommodate exactly what the employee is seeking but may offer another workable schedule.

# Process for Granting Remote/Flex Work

Step 2: If interested, begin the **Application** process. (continued)



If you still want to proceed with applying for remote work/flex work after meeting with your supervisor (or manager), the next step is to complete an online application. [Click here to apply.](#)

The next eight slides will show the sections of the application form that the employee has to complete. Key aspects of the application include: *employee information, proposed schedule, self-assessment and a safety checklist. Proposed terms and conditions the employee will agree to when working remotely are also listed.*

# Remote/Flex Work Application

Home



## CCU REMOTE WORK / FLEX WORK APPLICATION AND AGREEMENT

SAMPLE

The decision to work remotely should be based on the ability of an employee to work at other approved areas, without on-site supervision. Similarly, working a non-traditional schedule requires a greater degree of responsibility by the employee. The following tool can be used by an employee as a basis for discussing the option of remote work or flexible work with a supervisor. The employee should submit the application to a supervisor for evaluation and final approval by the Cabinet Member. The decision whether to approve or deny a Remote Work / Flex Work Application is at the discretion of the University. **There is no right or entitlement to remote work or flex work regardless of the responses to the application.**

**THE LANGUAGE USED IN THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE AGENCY. THIS DOCUMENT DOES NOT CREATE ANY CONTRACTUAL RIGHTS OR ENTITLEMENTS. THE AGENCY RESERVES THE RIGHT TO REVISE THE CONTENT OF THIS DOCUMENT, IN WHOLE OR IN PART. NO PROMISES OR ASSURANCES, WHETHER WRITTEN OR ORAL, WHICH ARE CONTRARY TO OR INCONSISTENT WITH THE TERMS OF THIS PARAGRAPH CREATE ANY CONTRACT OF EMPLOYMENT. COASTAL CAROLINA UNIVERSITY'S OFFICE OF HUMAN RESOURCES IS RESPONSIBLE FOR MAINTAINING, INTERPRETING AND IMPLEMENTING THE UNIVERSITY'S HUMAN RESOURCES POLICIES.**

**Instructions:** Please complete this document in its entirety and then send it to your supervisor for review. *Please note we strongly suggest discussing this arrangement with your supervisor before completing this form.*

# Remote/Flex Work Application

## Employee Information (You)

First Name

Kimberly

Last Name

Sherfesee

CCU ID

[REDACTED]

Email Address

ksherf@coastal.edu

Phone

843-349-2138

Department

Human Resources

Internal Title

[REDACTED]

Primary Position

[REDACTED]

Status Hire Date

[REDACTED]

Supervisor's First Name

Thomas

Supervisor's Last Name

Koczara

Supervisor's Email Address

tkoczara@coastal.edu

What type of work arrangement are you interested in?

- Remote Only Schedule
- Hybrid Remote/Flex Schedule
- Flex Only Schedule

**SAMPLE**

Is remote workspace the employees residence?

- Yes
- No
- N/A

# Remote/Flex Work Application

SAMPLE

## Notice of Intent to Collect Private Information

As part of this remote work/flexible schedule agreement, the employee shall provide the address of remote work/flexible schedule location and any contact information for that location, including home phone and/or personal cellphone. If such information changes, the employee has an affirmative duty to inform their supervisor of the updated remote work address and phone number before the move. Failure to provide this information initially and after any change will result in the employee being unable to work remotely. This contact information may be shared with human resources, executive leadership, University safety staff, supervisors, and any other University or state employee with a business need to access this information.

The below "Remote Address Information" is required because you are requesting the "Remote Only Schedule".

Remote Address

Remote Address 2

Remote City

Remote State

Remote Zip

# Remote/Flex Work Application

## Special Conditions / Additional Agreements

Please read and confirm your agreement by entering your initials next to each statement.

My supervisor has reviewed my performance expectations with me, and these expectations are documented in my EPMS planning stage.

I agree that I am responsible for attending all required meetings, unless my supervisor approves otherwise.

I agree to be available and accessible during the scheduled hours for customers, co-workers, and supervisors/managers. Regardless of my remote work arrangement, I can be required to report to the office location at any time with or without advance notice.

I understand that all personal activities, including child and dependent care, pet care, housework, yardwork, personal errands, etc., should be done only during established break times, lunch time and before and after work hours. I understand and agree that I am prohibited from providing dependent care (either to a child or an adult) while working at the remote work location. I understand that I am expected to seek preapproval for annual leave.

I understand that remote work/flexible schedule agreements are not transferable from one position to another and this agreement is valid only for my position at the time the agreement is signed.

I agree to return all University equipment, supplies, material and/or other property immediately upon request, termination of participation in the remote work/flexible schedule program and/or termination of employment.

I agree to inform my manager or supervisor any time there is an actual or suspected security issue that arises during my work at my remote workplace.

I understand that the University is not liable for any damages to my personal or real property while I am performing official duties my remote workplace.

I agree that I will not conduct any face-to-face University business at my remote work location.

I agree to immediately report to my manager or supervisor any work-related injuries that occur while in the remote work arrangement.

**SAMPLE**

# Remote/Flex Work Application

## Proposed Remote Only Schedule

Please describe the remote work or flexible schedule you would like to be considered by the University. Enter your time in and out and note which day, if applicable, you are requesting to work remotely. (NOTE: You are not required to fill in every field.)

DAY	CURRENT		PROPOSED	
<b>Example</b>	8:00 am - 5:00 pm with 45 min. lunch	On-Campus ▾	8:00 am - 5:15 pm with 60 min.lunch	Remote ▾
Monday	<input type="text"/>	N/A ▾	<input type="text"/>	N/A ▾
Tuesday	<input type="text"/>	N/A ▾	<input type="text"/>	N/A ▾
Wednesday	<input type="text"/>	N/A ▾	<input type="text"/>	N/A ▾
Thursday	<input type="text"/>	N/A ▾	<input type="text"/>	N/A ▾
Friday	<input type="text"/>	N/A ▾	<input type="text"/>	N/A ▾

**SAMPLE**



# Remote/Flex Work Application

## Assessment

The below "Assessment" Questions are required since you are requesting "Remote Only" or "Hybrid Remote/Flex Schedule".

Please answer the following questions rating your abilities, using the following scale:

5 - Always      4 - Usually      3 - Sometimes      2 - Rarely      1 - Never

### Question

Employee  
Rating

Supervisor  
Rating

1. I can develop regular routines and am able to set and meet deadlines. I am self-motivated, self-disciplined and able to work independently, completing projects on time with minimal supervision and feedback. I am capable of being productive when no one is checking in or watching at work.

2. I have strong organizational and time-management skills and am results-oriented. I will remain focused on work while telecommuting and not be distracted by television, housework, visiting neighbors, etc. I will manage my time and workload well, solve many of my own problems and find satisfaction in completing tasks on my own. I am comfortable setting priorities and deadlines and can keep my sight on results.

3. I am comfortable working alone, can adjust to the relative isolation of working at home, and can set a comfortable and productive pace while working at home.

SAMPLE

# Remote/Flex Work Application

## Safety Checklist

Success of a remote work arrangement depends, in part, on a realistic assessment of the overall safety of an employee's alternate workplace. The checklist is necessary to make the employee aware of the need for a safe workplace that is conducive to productive work. The employee should read and complete the checklist regarding the designated alternate workplace, discuss any concerns, and always report accidents or injuries immediately to his supervisor.

### General Environment

- The workspace area has adequate lighting and ventilation.
- The workspace is reasonably quiet and free of distractions
- Aisles, doorways and corners are free from obstructions to permit movement.

### Electricity / Equipment

- There are enough electrical outlets in the alternate workplace to support the required equipment. All electrical equipment is free of recognized hazards that would cause physical harm (e.g., frayed wires, bare conductors, loose or exposed wires). If necessary, consult with an electrician or power utility company on capacity questions.
- Necessary electrical outlets are three-pronged (grounded).
- Computer equipment is connected to a surge protector. The equipment is placed at a comfortable height for viewing and will be powered down after the workday is over.
- Computer equipment is on a sturdy, level, well-maintained piece of furniture and the keyboard and mouse are at a height that does not cause wrist strain.

### Safety and Security

- There is a fire extinguisher in the alternate workplace and a developed fire evacuation plan in the event of an emergency.
- There is a working smoke detector in the alternate workplace.

**SAMPLE**

# Remote/Flex Work Application

## Application Signature

By submitting this Remote/Flex Work Application and Agreement, I agree that all information provided is accurate and all necessary steps or actions have been taken to effectively support this request, and that I will complete the Remote/Flex Work Mandatory Training located in My Trainings. I understand that the decision to approve individual remote/flex work plans will be made by the Office of Human Resources and Equal Opportunity (HREO) and Division leadership, and that any decisions or arrangements can be altered, based on the Department or College's needs. Once a telecommuting application is approved, the employee will receive an email from HREO indicating approval to begin the agreement arrangements.

I understand that I am bound by all standards as described in the College's telecommuting policy.

Check this box to accept the above agreement and to insert your electronic Employee Signature

*Digital Signature*

Employee Signature

*yyyy-mm-dd*

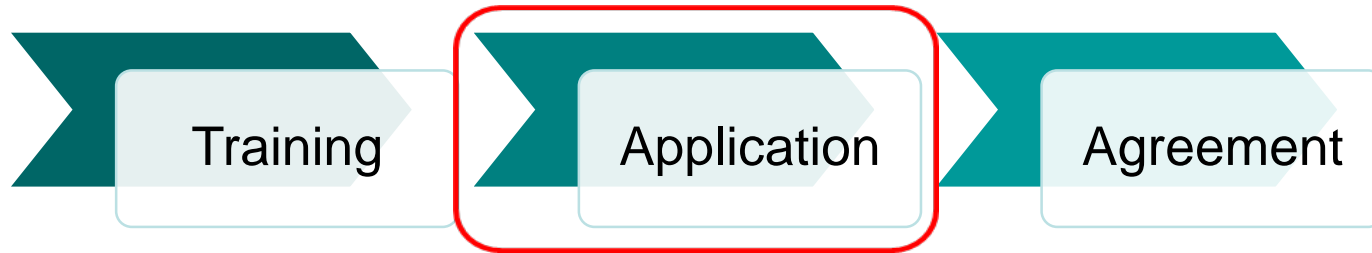
Date Signed

Submit Application

SAMPLE

# Process for Granting Remote/Flex Work

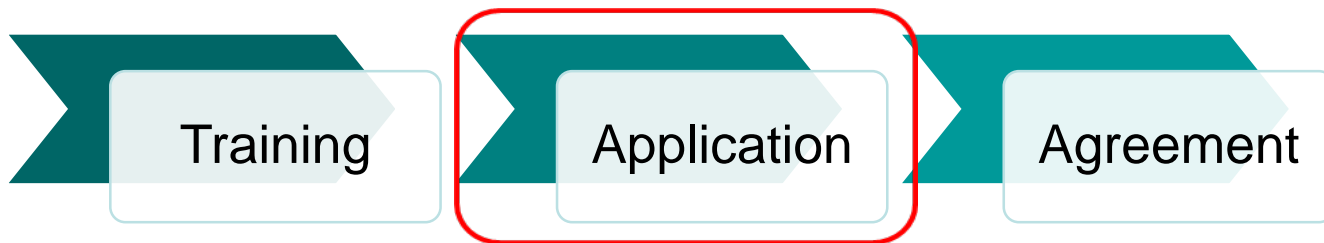
Step 2: If interested, begin the **Application** process (continued)



Once an employee's application is submitted, it will move to their supervisor's queue for a careful review.

# Process for Granting Remote/Flex Work

Step 2: If interested, begin the **Application** process. (continued)



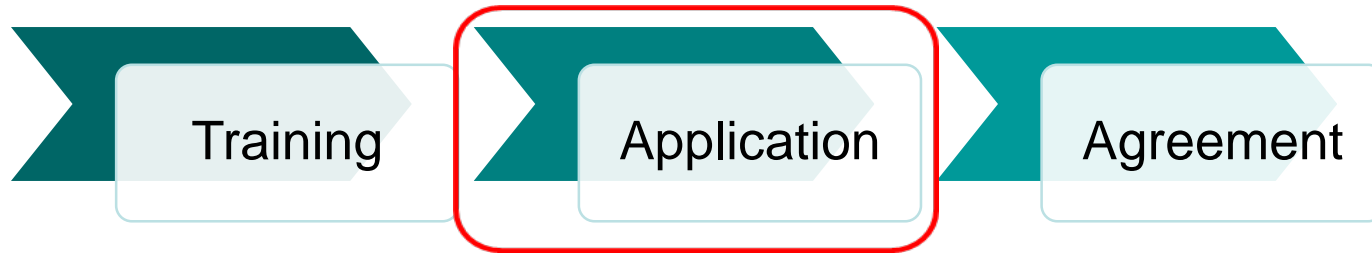
The supervisor is responsible for making an initial recommendation. Options include:

- Approve the application and send it to the next individual in the administrative channel;
- Approve the application with certain conditions\* and send it to the next individual in the administrative channel; or
- Deny the application.

\*The supervisor should discuss proposed conditions with the employee before moving the application forward.

# Process for Granting Remote/Flex Work

Step 2: If interested, begin the **Application** process. (continued)

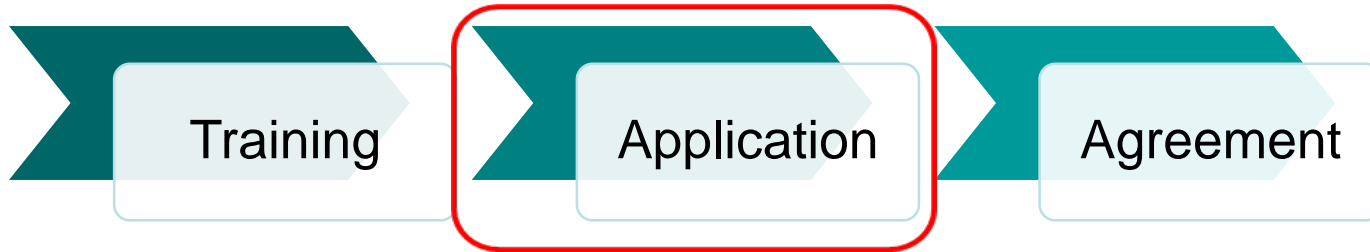


Before making an initial determination, a supervisor should consider the following:

- Will there be adequate on-site coverage to handle work volumes, walk-in traffic, etc.? **Supervisors are empowered to require alterations to the proposed schedule to ensure operational needs are met.**
- Is there adequate supervisory coverage for a non-traditional schedule (e.g., if an employee wants to begin work each day at 6:00am, how will supervision be provided)?

# Process for Granting Remote/Flex Work

Step 2: If interested, begin the **Application** process. (continued)



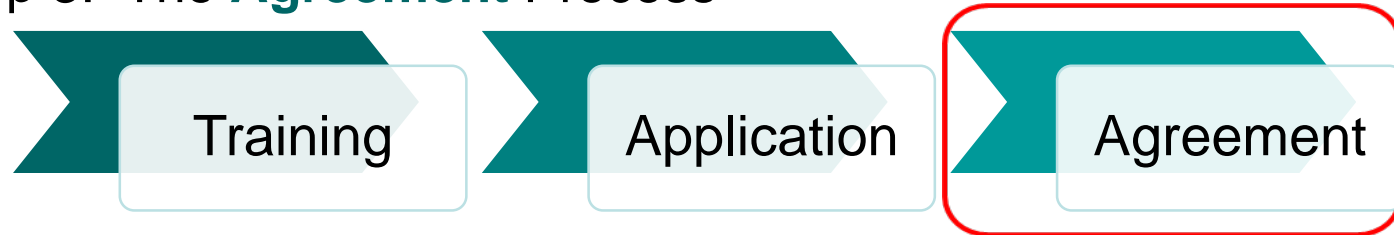
Supervisors should also consider the following:

- Are there any work days where remote work will be problematic (e.g., your office is usually inundated with customer calls on Mondays)? **If you're not confident the proposed schedule will work, feel empowered to suggest a tryout period.**
- Is there sufficient coverage to allow for in-office workers to take available leave?

**As a supervisor, you control this process, so feel empowered to either reject or restructure these agreements to meet the needs of your department.**

# Process for Granting Remote/Flex Work

## Step 3: The **Agreement** Process



- If a remote work/flex work application is approved outright (or with conditions) by all parties in the administrative channel, the remote work/flex work agreement will be sent via email to the supervisor and employee simultaneously. Following notification, the supervisor should arrange a meeting with the employee to clarify roles, set expectations, stress the importance of the productivity tracker and finalize plans.
- If the supervisor does not recommend a particular application or if an application is denied by a party in the administrative channel, notification to the employee will be made by a member of management in the administrative channel.



# Remote Work / Flex Work Agreement

Below are important terms and conditions that remote work employees are agreeing to abide by:

- Must attend required meetings in person
- Must be available and accessible at all times per schedule
- Required to report to CCU workspace at any time without prior notice
- Personal activities can only be performed during breaks and lunch
- Prohibited from providing dependent care while working remotely
- Prohibited from conducting face-to-face CCU business at remote work location
- Must immediately report any work-related injuries that occur during remote work
- Must provide proof of homeowner / renter insurance on demand
- Responsible for any tax implications from remote work
- **Agreement may be terminated at any time, for any reason.**

# Special Note

Remote employees may be required to work remotely if CCU is closed due to severe weather, even if it is a day in which the employee would normally work report to work on campus.

This is a State of South Carolina requirement!

# Alternate Workplace Expectations

# Alternate Workplace

- Is usually the employee's home
- Must be an appropriate and comfortable workspace
- Space must be safe, secure and conducive to work
- Necessary office equipment and software is available and meets CCU standards
- The appropriate level of security is present, as required by CCU.
- Have reliable internet service available. CCU will not provide
- Home or rental insurance does not prohibit a home office
- Travel to CCU from alternate workplace is not reimbursable



# An Alternate Workplace...



Is not a location other than what has been pre-approved by your administrative channel.



Must be a private workspace.

- Free from interruptions
- Employee cannot provide dependent care while working
- Personal activities must be done outside of defined work hours.

# Alternate Workplace



Remote work environment must be conducive to maintaining confidentiality.

- Documents must be maintained in a secure receptacle.
- CCU materials must not be viewable by others.
- Computer screens should not be visible to others. Close when not using.
- Phone discussions and virtual meeting discussions on confidential matters should not occur in the presence of others.

# Alternate Workplace

It is the employee's responsibility to maintain their alternate work space.

- Workspace should be clean and organized.
- Setting should be professional and appropriate for viewing during virtual meetings.
- Space must be free from hazards. *Injuries that occur while you are working remotely must be immediately reported to your supervisor.*



# Technology Needs



# Technology Needs

As you consider remote work or flexible schedules, please keep in mind the following technology tools that may be required, such as:

- Cell phone
- Laptop
- Webcam
- Printer/fax/scanner
- Access to network connections and shared drives.



# Information Technology Resources

View the resource site for online teaching and remote work guidance.

<https://www.coastal.edu/its/facultystaff/onlineteachingandremotework/>

This website covers topics such as:

- **Key Remote Tech Tools:** Familiarize yourself with how to use and access Microsoft Teams, Zoom, OneDrive, & Outlook before you begin remote work.
- **VPN:** Use VPN for specific CCU applications when working remotely. If VPN is required for you to perform your job functions, you must request VPN access and set it up before you begin remote work.
- **Internet Connection:** Tips to ensure internet connectivity.
- **Phone:** Tips for forwarding calls from campus.
- **Security:** Security tips, including beware of phishing attempts & fraudulent emails. Always verify before you trust.

For additional information and resources for IT services, search the IT Service Catalog. <https://www.coastal.edu/its/services/>

# Information Technology Resources (continued)

## Segra Unify for Phone

Segra Unify is available for employees approved for remote work.

- Segra Unify allows for the use of a campus telephone extension through the remote employee's computer or mobile device from off-campus via the internet.
- Approved participants should submit an ITS Telephone Services Request online for the Segra Unify application. In the ticket, note that you are part of the Remote Work/Flex Work Program.

<https://5000.coastal.edu/>

- Login information and installation instructions will be provided through an encrypted email. Additional Segra Unify training materials are available at:

<https://www.segra.com/productsupport/voice-services/applications/unify/>

# Information Technology Resources (continued)

***Information security is a high priority at CCU.***

**Access CCU's Information Security Website for email encryption instructions, security policies, information security tips, and guidance for CCU security. <https://www.coastal.edu/its/security/>**

- Use a CCU-owned device when working remotely.
- Keep your devices locked when they are not in use.
- Keep work devices and personal devices separate.
- Check to ensure your wi-fi is secure.
- Printing from home is not recommended.
- Keep confidential files and information secure from unauthorized access.
- Perform software & operating system updates that are required by CCU ITS.
- Be vigilant and aware of possible phishing attempts/cyber threats. Please be wary of suspicious emails, links, or attachments from senders you do not recognize.

**Need assistance? Contact ITS at ext. 5000  
or <https://www.coastal.edu/its/help/>**

# Remote Work/Flex Work Program Success

# Remote Work/Flex Work Program Success

**It's all  
about  
trust!**

# Remote Work/Flex Work Program Success

Remote/flex work employees can earn trust by:

- doing their best work
- being readily available during scheduled work hours
- completing assignments on time
- pitching in to help when the pressure is on
- keeping their supervisors informed.



# Remote Work/Flex Work Program Success

Supervisors and Managers can nurture the program and build trust by:

- making sure your employees understand the University's remote/flex work policy
- develop effective communication techniques and communicate often
- promptly address performance conduct issues that arise
- manage and treat remote/flex employees and those working in the office the same manner



# How can I be successful telecommuting?



1. **Communicate proactively.** Strong communication skills are key. Use email, phone calls, video calls, and online chat software to effectively communicate with your supervisor and colleagues.
2. **Clarify expectations.** Have frequent and transparent conversations with your supervisor and colleagues to make sure you understand what is expected to be accomplished daily.
3. **Set clear office hours.** Pick a schedule and stick to it. If you need to make a change, make sure to clearly communicate that with your supervisor and colleagues.
4. **Structure your days.** Plan and structure your day so you can keep on a schedule so time works for you, not against you.

# How can I be successful telecommuting?

- 5. Be available.** Be clear about when and how you can be reached. Share your calendar if possible so colleagues know your schedule.
- 6. Establish structured daily check-in.** Schedule daily check-in (ideally, at beginning of shift) and stick to it.
- 7. Track productivity.** Crucial pilot element, and a great way to better manage your time and help build a foundation of trust. Tracking productivity helps with collecting data that shows how effective remote work can be. This data will be presented to the BOT at the end of the pilot.
- 8. Know when to log off.**



# On-going Productivity Monitoring and Leave

# Ongoing Productivity Monitoring

- The State of South Carolina requires state agencies (including CCU) to establish a system of tracking weekly productivity of employees working remotely. Supervisors are responsible for ensuring this occurs.
- Remote employees are expected to complete an online Remote Worker Activities Form each week. The link to the online form will be provided when an application/agreement is approved.
- Must demonstrate productivity while working remotely.
- Activities Form does not replace reporting time through Self Service.
- These weekly tracking forms are subject to periodic audit.

# Ongoing Productivity Monitoring

To access the form, go to <https://www.coastal.edu/app/hreo/remote-flex-work/>

COASTAL CAROLINA UNIVERSITY

Sign out

Home

Home

Application Form

Productivity Tracking Form

Productivity History

Application Approval Process

Productivity Tracking Approvals (supervisors)

My Account & Pages

Contact

More at CCU

About CCU

Admission Aid

## CCU REMOTE WORK / FLEX WORK

- **EMPLOYEES:**
  - To apply for the Remote Work / Flex Work Program, click the "Application Form" link.
  - To track your remote work (weekly), click the the "Productivity Tracking Form" link
  - To view your past Productivity Submission, click the "Productivity History" link.
- **SUPERVISORS & REVIEWERS:**
  - To review a Remote Work / Flex Work Program Application, click the "Application Approval Process" link.
  - Supervisors: To approve your employees' Productivity Tracking Forms, click the "Productivity Tracking Approvals" link.
- To return to this page, you can click the "Home" link at the top of any page.

# Ongoing Productivity Monitoring

**Remote Work Activities Form**

Week Of:  Remote Work Date:

TASK / PROJECT NAME	ACTIVITIES WHILE WORKING REMOTELY	STATUS	TIME SPENT (hours)
Example: TICK:61664 - Create t	Created the CSV file and sent it to the ticke	Complete	2.25
<input type="text" value="Task / Project"/>	<input type="text" value="Activities While Working Remotely"/>	<input type="text" value="Status"/>	<input type="text" value="Time Spent (hours)"/>
<input type="text" value="Task / Project"/>	<input type="text" value="Activities While Working Remotely"/>	<input type="text" value="Status"/>	<input type="text" value="Time Spent (hours)"/>
<input type="text" value="Task / Project"/>	<input type="text" value="Activities While Working Remotely"/>	<input type="text" value="Status"/>	<input type="text" value="Time Spent (hours)"/>
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<input type="text" value="Task / Project"/>	<input type="text" value="Activities While Working Remotely"/>	<input type="text" value="Status"/>	<input type="text" value="Time Spent (hours)"/>

**AUTHORIZED REMOTE EMPLOYEES ARE REQUIRED TO COMPLETE PRODUCTIVITY TRACKING WEEKLY. FORM SUBMISSION WILL BE MONITORED BY THE DEPARTMENT AND THE OFFICE OF HUMAN RESOURCES.**

# Daily Check-In

It is expected that employees and their supervisors will communicate with each other daily to confirm work expectations on remote days.

Discussion should include:

- work activities, deliverables and timing
- concerns
- resources needed
- scheduling matters
- other items



# Remote Work (Telecommuting) and Leave

- While working remotely, employees are expected to follow CCU's leave policies and procedures.
- Sick, annual and other leave will be requested and approved by your supervisor in the same manner as when working in the office.
- All time worked and/or leave must be reported in **Self Service** when engaging in work activities. Remote workers should seek pre-approval for leave.





# Incidents that May Revoke Agreement

# Incidents That May Revoke Agreement

This program will be very carefully monitored by CCU's Board of Trustees. Any transgressions that make their way to the Board will jeopardize the entire program, so your diligence is crucial.

The agreement states, **“I agree and understand that remote work or flexible schedule is a management option, not a universal employee benefit; the decision to allow remote work is solely at the discretion of the University. It may be revoked at any time for any reason, and is not a grievable action.”**

## **Major Issues (not exhaustive):**

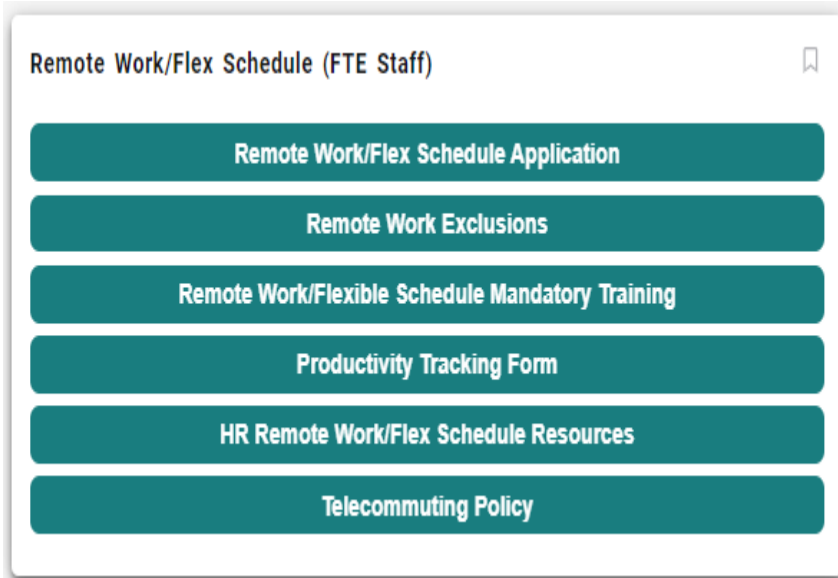
- Engaged in unauthorized personal activities during work hours
- Decline in productivity or missed deadline for important task/deliverable
- Does not report to office location when requested to do so

# Incidents That May Revoke Remote Work Agreement

## Major Issues (not exhaustive):

- Unavailable or unresponsive to phone calls, texts, video calls, urgent emails, etc.
- Performing child care or dependent care at remote location during schedule work time
- Conducts face-to-face University business at remote work location
- Does not immediately report work-related injury that occurs
- Does not promptly provide certificates of homeowners' or renters' insurance when requested
- Any violation of the Safety Checklist
- Any other incident or issue that erodes trust.

# MyCCU Card



HR has created a remote work/flex schedule card on “MyCCU” in an effort to provide direct access to key program elements.

For information on how to customize your “MyCCU” page and add a card, go to [https://www.coastal.edu/media/2015ccuwebsite/contentassets/documents/its/myccu/MyCCU\\_Guide\\_2023.pdf](https://www.coastal.edu/media/2015ccuwebsite/contentassets/documents/its/myccu/MyCCU_Guide_2023.pdf)

# Questions?



Thank you for participating in today's training!

If you have questions, please email [hr@coastal.edu](mailto:hr@coastal.edu) for assistance or call extension 2036.