

College Procedure: 404.6 – Remote Work

Policy Reference:	404 – Employment Relationship
Responsible Department:	Human Resources
Approval Authority:	Cabinet
Procedure Owner:	Vice President, Human Resources and Institutional Effectiveness
Effective Date:	03/05/2012

Version Number:	5
Legal Counsel Reviewed (yes/no):	No
Scope:	College-wide

Purpose and Scope

The culture of learning at Kirkwood is rooted in face-to-face collaboration, exceptional service, hands on learning, and a connected community. Maintaining this culture is centered on employees regularly being on campus and interacting with students, faculty, and staff. Many positions or functions, particularly many of those involving teaching and direct service to students are not amenable to remote work and require a physical presence.

Kirkwood Community College does consider teleworking to be a viable alternative work arrangement in cases where the employee, job duties, and supervisor are suited to such an arrangement. Remote work arrangements may occur either partially, or in rare cases 100%. Work approved for a remote arrangement is generally work that can be optimally conducted electronically without the need for daily face-to-face interaction. Student facing and other public facing roles in general may not be good candidates for remote work arrangements.

The ability to work remotely will be considered on a case-by-case basis. It should be in the best interests of the College and cannot result in poorer service. Remote working employees will be held to the same standard of compliance and responsiveness as office-based employees. A remote work arrangement does not change the terms and conditions of employment with the College or the expectation to be on campus whenever face-to-face contact is necessary, or when not on approved remote assignment. Remote work is not an entitlement or a college wide benefit. Exempt employees who need to take work assignments home at the end of the day, or on weekends, are not considered to be in a remote work arrangement situation.

Any remote work arrangement under this procedure may be discontinued at any time, without cause, by Kirkwood Community College. The College further reserves the right to amend or discontinue the remote work procedure at any time as deemed appropriate by College Administration.

The Procedure

Prior to entering into any telework agreement, the employee and the supervisor, with the assistance of Human Resources, will evaluate the suitability of such an arrangement, paying particular attention to the following areas:

- **Employee Suitability:** The supervisor and employee will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful teleworking.
- **Job Responsibilities:** The employee and supervisor will discuss the job responsibilities and determine if the job is appropriate for a telework arrangement.
- **Equipment needs:** Workspace design considerations and scheduling issues.
- **Evaluation Criteria for Telework Performance:** Human Resources and the supervisor will discuss and determine evaluation and productivity measures for remote work.

The employee and supervisor will agree on the number of days of teleworking allowed each week, the work schedule the employee will customarily maintain, and the manner and frequency of communication. The supervisor and employee will complete and sign the Remote Work Agreement and forward it to their Cabinet officer and HR for review and approval through eForms.

Type of Remote Work and Approval Process:

- **Ad Hoc Remote Work:** Defined as temporary or ad hoc assignment based work that does not exceed 5 consecutive working days and is not recurring requires supervisor approval. These are not meant to be regular remote working arrangements.
- **Long-Term or Recurring Remote Work:** Long-term remote work is defined as remote work that lasts for more than 5 consecutive days, or is recurring on an employee's work schedule (ex. – 1 day per week of remote work each week is "recurring"). Long-term remote work arrangements require the approval of the supervisor, Cabinet member, and Human Resources. In these situations, the supervisor and employee should fill out the Remote Work Agreement and submit it through eForms for review and approval.
- Remote work accommodations requests for disability purposes under the American with Disabilities Act (ADA) require the approval of Human Resources utilizing the ADA process. You can access that process [here](#) (link).

Eligible Positions and Employees:

Faculty – College faculty currently have a great deal of flexibility in their work schedule, and are required to be on campus only for face-to-face teaching, required office hours, meetings, and as otherwise required by the College and their Dean. Faculty should expect to teach face to face classes and offer face to face office hours according to the procedures outlined in the faculty handbook. Some faculty may have the opportunity to teach online or WebLive classes based on student demand for these delivery

formats in their discipline. Faculty should express their desire to teach in these formats to their dean. Deans will assign online and WebLive classes based on a variety of factors, including but not limited to availability of sections based on student demand, need to provide loading for all faculty, faculty interest, and proven online teaching experience and expertise.

Exempt Staff/Administrative - Exempt staff may be eligible for remote work in regular long term, short term, or ad hoc arrangements. However not all positions may be eligible for remote work depending on the nature of the position and the needs of the College. In addition, employees who are not able to maintain a suitable standard of service and responsiveness while working remotely will not be allowed to work remotely.

Nonexempt Employees - Nonexempt employees are those performing work that is subject to the overtime and other provisions of the Fair Labor Standards Act. Because non-exempt positions generally provide support to other staff, a campus/work site, and/or to students, remote work may be more difficult to manage, and the number of nonexempt employees approved for remote work may be limited due to the nature of these positions. Nonexempt workers will only be approved for remote work arrangements when the supervisor and the employee have entered into a clear understanding of work hours, availability, expectations, and assurance that the supervisor is adequately tracking the hours worked. In situations when a non-exempt employee is approved for a remote work arrangement, the employee is required to accurately and timely report all hours worked and any leave time used on their timesheet just as they do when working on campus. This situation requires HR and Cabinet approval.

Whether an hourly employee works on site or remotely, it is critical that they track all hours worked and are paid for those hours. Hours worked in excess of those specified per day and per work week, in accordance with state and federal requirements, will require the advance approval of the supervisor. Supervisors must receive prior HR approval before approving overtime. Failure to comply with these requirements may result in the immediate cessation of the remote work agreement.

Remote Work Expectations:

The availability of remote work as a flexible work arrangement for employees of Kirkwood Community College can be discontinued at any time, with or without cause, at the discretion of the employer.

Remote work performance evaluation will be consistent with the evaluation received by employees working at the office, but may focus in particular on work output, availability, communication, and completion of objectives while working remotely. It is the expectation that a person working remotely be available during their working hours. Remote workers may need to periodically travel to campus, subject to departmental needs. A failure to meet job expectations while teleworking will result in the arrangement ending or disciplinary measures up to and including termination of employment.

Before a remote work period may begin, the employee must have a College provided laptop to work remotely on a regular or extended basis. It is expected that all computer work be performed from the College issued laptop. Personal equipment will not be supported by IT.

Internet service is required meeting the following requirements:

- A secure internet connection, sufficient to complete the tasks assigned to the position within expected timeframes.
- The College recognizes that actual internet service performance may vary widely, but reserves the right to require an employee to change providers if the current provider delivers lower capacity than what is needed to perform the work of the position in the remote environment. In the event acceptable internet service is not attainable, the remote work arrangement situation will be discontinued.

Phone service is required. This may be a cell phone or landline, or other electronic medium. The supervisor will determine which method is preferred for communication. Any costs for phone service will be borne by the employee. Unless otherwise approved, the College will not provide College cell phones or cell phone stipends for employees who wish to work remotely.

The employee must have a dedicated workspace free from distractions during work hours.

Employees approved for remote work must be available during predetermined business hours, or other scheduled time approved by the supervisor. Use of approved leave is required when not available for work during these times.

Employees are required to conduct business from their remote offices with full access to the tools they need to conduct their work. Employees will be required to document/verify time as required when in a remote arrangement as directed by the supervisor.

Employees in remote arrangements are expected to ensure the protection of confidential and proprietary college, student, and employee information accessible from their remote offices. Security measures include, but are not limited to, use of locked file cabinets and desks, regular password maintenance and any other measures appropriate for the job.

Remote work arrangement is not intended to circumvent leave provisions or be a substitute for leave. If an employee must be absent from work for any reason in which leave would normally be utilized, they should use leave and not be in a remote work status.

Remote work arrangements will not be approved for employees under a performance improvement plan or those who have received a disciplinary action within the last 12 months.

Employees participating in the teleworking program cannot have clients, vendors, or other non-College employees at their home workplace. Face-to-face meetings must occur at a Kirkwood worksite or at a site other than the employee's home.

Employees approved for remote work arrangements are required to report to campus for meetings or other work-related purposes as required by their supervisor and/or other higher-level authority. Employees approved for a remote work arrangement may be required to attend professional development activities in person. Employees in remote arrangements may be required to share common/unassigned office spaces when on campus.

Equipment:

Kirkwood Community College will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs for each telework arrangement on a case-by-case basis. Human Resources and Information Technology will serve as resources in this matter. Equipment supplied by the organization will be maintained by the organization. The employee will maintain equipment and supplies supplied by the employee. Kirkwood accepts no responsibility for damage or repairs to employee-owned equipment. The College reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization shall be used for business purposes only. The teleworker should sign an inventory of all office property and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all College property must be returned to the College unless other arrangements have been made.

Consistent with the organization's expectations of information asset security for employees working at the office full-time, teleworking employees have the obligation to ensure the protection of proprietary College and customer information accessible from their home office. Remote employees may not perform work duties using public wireless internet from their home office. A private connection is required.

The employee will establish an appropriate work environment within their home for work purposes. Kirkwood Community College will not be responsible for costs associated with setup or maintenance of the employee's home office such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

A designated representative of Kirkwood Community College may with prior notice visit the employee's work site to inspect for possible work hazards and suggest modifications. If a personal visit is not feasible, the employee may be required to send pictures of the work site. Repeat inspections can occur on an as-needed basis. Injuries sustained by the employee while at their remote work location and in conjunction with their regular work duties are normally covered by the College's workers' compensation policy. Teleworking employees are responsible for notifying the employer of such injuries in accordance with College workers' compensation procedures. The employee is liable for any injuries sustained by visitors to their work site. Employees unable to provide a safe remote work site as determined by the College will not be allowed to work remotely.

The College does not reimburse remote work arrangement employees for remote office expenses such as office supplies, printer cartridges, paper, internet installation, upgrade or monthly service fees, phone expenses, office furniture, shipping and/or postage expenses, etc.

References

KIRKWOOD REMOTE WORK AGREEMENT

Revision Log

Table 1 Revision Log

Version Number	Date Approved	Approved by	Description of Change
1	03/05/2012	Jim Choate, Vice President, Finance	New procedure
2	05/16/2017	Cabinet	New template
3	06/12/2019	Cabinet	Procedure template
4	07/31/2020	Cabinet	Revisions by Vice President, Human Resources
5	08/08/2022	Cabinet	Revisions