

New River Community and Technical College

TELEWORK PROCEDURE

SECTION 1: GENERAL

- 1.1 Scope: This Procedure applies to all employees.
- 1.2 Statutory References: n/a
- 1.3 Passage Date: TBD
- 1.4 Effective Date: upon passage
- 1.5 Background: New River Community and Technical College (“College”) has adopted the following Telework Procedure (“Procedure”) as a measure to establish expectations for employee work arrangements with supervisors and to ensure that the College’s data are safeguarded when employees work remotely.

SECTION 2: DEFINITIONS

- 2.1 **Policies** are subject to review and comment by the President’s Cabinet before submission to the Board of Governors for final approval and adoption.
- 2.2 **Procedures** are created by department supervisors to reflect standardized expectations for services provided.
- 2.3 **Telework** is a work arrangement in which employees are granted flexibility in working location and hours; also, sometimes referred to as **telecommuting**.
- 2.4 **Occasional teleworkers** are employees who work remotely on an irregular basis. Perhaps a situation involves an impending deadline for an important project and a supervisor and employee agree that completing the work from outside the office to meet this requirement is a better strategy than attempting to complete it from within the office. Or perhaps an employee is unable to come to the office due to health reasons but is still able to remotely complete tasks that are agreed to by the supervisor.
- 2.5 **Institutional Data** is defined as any data that is owned or licensed by the College.
- 2.6 **Alternate Work Site** is defined as an acceptable site for performing job duties and

responsibilities outside the traditional New River CTC office location.

SECTION 3: MAINTENANCE

This Procedure will be reviewed by the Chief Information Officer and Chief Human Resources officer every two years or as deemed appropriate based on changes in technology or regulatory requirements.

SECTION 4: ENFORCEMENT

Violations of this Procedure may result in suspension or loss of the violator's use privileges, with respect to Institutional Data and College-owned Information Systems. Additional administrative sanctions may apply up to and including termination of employment or contractor status with the College. Civil, criminal and equitable remedies may apply.

- A. The Human Resources Director is responsible for the administration and implementation of the Telework Procedure.
- B. Human Resources will audit and maintain records on Telework agreements for all employees to ensure compliance with College and state policies, as well as state and federal laws. Human Resources will provide training and guidance on the application of the telework procedure and procedures and will maintain all forms and documentation on the HR home page.
- C. Cabinet level supervisors are responsible for assuring that the requests they approve are within the scope of this procedure and that they establish the following quality assurance controls, where applicable:
 - a. All work objectives and tasks must be clearly defined with measurable results for the telework position.
 - b. The telework position should require minimal supervision and in-person contact with customers. The employee should demonstrate work habits and performance suited to successful telework.
 - c. Annual performance evaluations must indicate performance at the level of at least a "Meets Expectations" or "Exceeds Expectations".
 - d. Telework duties must be arranged so as not to alter the essential job responsibilities nor compromise the level of service provided to the customer, either by the employee or the department.
 - e. Teleworkers are employees of New River Community and Technical College and must adhere to all College policies, as well as state and federal laws.

SECTION 5: COMPLIANCE

Exceptions to this Procedure must be formally documented and approved by the Vice President for Information Technology Services, under the

guidance of the President's Cabinet. Procedure exceptions will be reviewed on a periodic basis for appropriateness.

- A. All employees wishing to telework must complete a **Telework Memorandum of Agreement** (<https://web.newriver.edu/procedures/telework-mou.pdf>) and secure the approval of departmental supervisors as indicated on the form. Once approved, the supervisor must submit the form to Human Resources before the employee begins working from an alternate work site. Failure to do so may result in the inability to telecommute.
- B. Telecommuting Agreements must be reviewed by supervisors after three (3) months to assure that the needs of the department and customer service requirements are being met.
- C. All New River CTC policies, procedures, and practices apply at the approved alternate work site.
- D. Failure to follow policies, procedures, and practices may result in termination of the arrangement and disciplinary action.
- E. If the employee wishes to terminate the **Telecommuting Agreement** and return to work at the place of business, at least a 30-day notice must be provided to the supervisor who will assess the availability of facilities and resources to assign office space.

SECTION 6: PROCEDURE

- 6.1 Approvals to telework do not fundamentally change the basic terms and conditions of employment by the College. All policies and procedures affecting employment remain in effect during telework except for those determined by the College to be non-applicable or those which cannot be applied and enforced.
- 6.2 The College permits telework in situations where (a) the characteristics of the employee's job responsibilities are such that it lends itself to telework; (b) the work can be efficiently performed at an off-campus site; (c) standards for quantity and quality of production can be assessed and maintained; (d) significant economies may accrue to the individual or the College as a result of telework; (e) arrangements to telework either as irregular episodes or as a regular process – have been approved in advance by the employee's responsible president or vice president or their designee; and, (f) a copy of the telework agreement has been provided to the human resources office.
- 6.3 A right to telework does not exist. All telework agreements are approved and entered into by the College voluntarily and electively and are at the sole discretion of the appropriate president or vice president.
- 6.4 The chief human resources officer is responsible for developing, implementing, and administering sufficient procedures to effectuate the provisions of this procedure.
- 6.5 It is the responsibility of the teleworking employee to ensure that all home office equipment and Internet access are conducive to the tasks to be expected.
- 6.6 The College is not liable for any injuries incurred from telework.

- 6.7 The option for telework is not a substitute for child care or dependent care services.
- 6.8 Employees interested in telework should complete a self-assessment to see if telework is suited for them (<https://www.telework.gov/federal-community/telework-employees/self-assessment/>).
- 6.9 All college employees who access confidential information are expected to maintain that confidentiality, particularly when teleworking.
- 6.10 Supervisors may sometimes require teleworking employees to report on-site.

SECTION 7: ADDITIONAL INFORMATION

If you have any questions or concerns related to this Procedure, please send email to the College's Chief Human Resources Officer (CHRO) (hr@newriver.edu).

Additional information can also be found using the following resources:

Telework Procedure (this document)

<https://web.newriver.edu/procedures/Telework-Procedure.pdf>

Data Governance Plan

<https://web.newriver.edu/projects/data-governance/>

Telework Memorandum of Agreement

<https://web.newriver.edu/procedures/telework-mou.pdf>