

Telecommuting Checklist for Managers

Steps for Manager:

Prepare for the Discussion:

- Read the CSUDH Foundation Telecommuting Policy
- Understand the eligibility requirements
- Determine employee eligibility
- Identify technology resources needed

Start the Discussion by Explaining the CSUDH Foundation Telecommuting Policy:

- Telecommuters must live within a daily commuting distance of the campus
- Foundation/University-furnished equipment, property, and supplies
- Internet connectivity is the responsibility of the employee, at the employee's expense, and must be verified
- Telecommuting schedule
- Approval/denial process

Be Specific in Stating Your Expectations For:

- Meeting performance requirements
- Adhering to/changing work schedules
- Maintaining productivity (quality/quantity/timeliness).
- Responding to e-mails and voice mails
- Using sensitive/confidential information
- Attending office meetings on telework days vs. on-campus days
- Reporting injuries
- Handling "down time" from equipment or power issues
- Adhering to privacy, security, and ethics policies
- Obtaining pre-approval for vacation, OT, leave, unscheduled/ad hoc telework, travel to the office
- Determining hours of work on telecommuting days/appropriate use of duty hours (no personal business or child/elder care)

- Reporting updates of work assignments
- Determining how work will be assigned and performance measured
- Ensuring the employee is readily available and has adequate means of communication during specific working hours
- Arranging for the employee to come to the primary work site, when necessary, regardless of the telecommuting schedule.
- Meeting safety responsibilities at the telework site
- Receiving technology support, e.g., IT helpdesk
- Telecommuting is not intended to allow employees to work other jobs or operate their own businesses.

Finish by Listening to the Employee:

- Be receptive to discussing concerns from the employee
- Address questions and most importantly, clarify expectations
- Be open to different ways of doing business, e.g., webcams, conference calls, Instant Messaging, Zoom, and/or text, etc.
- Ensure each employee walks away knowing their role is important to Foundation and the Campus Community.