

College of Arts and Letters

Telecommuting Guidelines Addendum For 2024-2025 Academic Year

The following is provided as additional clarification to telecommuting guidelines as implemented by CAL consistent with Academic Affairs Telecommuting Guidelines for AY 2024-2025 and the CSU Telecommuting Program:

Introduction:

- The Academic Affairs Telecommuting Policy adheres to the CSU Telecommuting Program:
<https://www.csusb.edu/sites/default/files/California%20State%20University%20Telecommuting%20Program.pdf>. Upon discussion of preferred telecommuting day with immediate supervisor/department chair/director and receiving approval of the preferred telecommuting day by the Dean's Office to ensure there is sufficient coverage at the college level and fair distribution of telecommuting days, the staff will submit a [telecommuting agreement](#) created by the Academic Affairs and upload the most recent copy of their job description on Adobe Sign.
- Beginning **Monday, September 9, 2024**, and continuing thereafter until **Friday, May 30, 2025**, **eligible employees will be able to request one telecommuting day per-week**. Departmental office staffing schedules must be staggered to ensure coverage during regular business hours.
- It is the responsibility of each department/unit to ensure that all student, faculty, and staff-facing offices are open for in-person services during university business hours, which are 8:00 AM to 5:00 PM. All departmental offices must remain open during normal business hours. Each department/unit supervisor will work with employees on a plan outlining how coverage will be arranged to ensure each department office will be open during hours. The plan should be pre-approved by the Dean's Office. Such arrangements should not result in additional costs (e.g., personnel, equipment, etc.) to the department and college.
- Participation in telecommuting is voluntary and not an entitlement. The College and the unit supervisor will try to accommodate the staff's preferred telecommuting days as best as possible. However, to ensure continued service to the students and

campus community as well as to ensure office staff availability, provide technical assistance, and maintain the safe and effective functioning of all computers and technical machines, it is possible that employees may not telecommute on their preferred days.

- Participating employees who are authorized by their Appropriate Administrator to telecommute must meet the same performance standards and professionalism expected of campus employees at on-site work locations regarding job responsibilities, work productivity, communication, and interaction with members of the campus.

Application and Approval Process:

- Unless otherwise discussed and approved by the department head or manager and the Dean, the preferred telecommuting day is Friday for most, if not all, CAL employees. This is due to the fact that most classes are not scheduled on Friday, and so we can maintain optimal in-person service to faculty, staff, students, and community members during Monday – Thursday business hours.
- If the request to telecommute is approved, employees will fill out [Academic Affairs' Telecommuting Agreement](#).

Telecommuting Agreement:

- Telecommuting is not feasible for all positions and employees. The job responsibilities of the participating employee, as determined by their unit supervisor/department chair/director and dean must be of nature in which face-to-face interaction with members of the campus community and/or the necessity of their physical presence on campus is minimal or may be effectively scheduled to permit telecommuting.
- Newly hired employees will become eligible for telecommuting after 30 days at CSUSB.
- Each employee requesting a telecommuting agreement will be evaluated for telework suitability and only employees with a satisfactory current performance evaluation are eligible for participation.
- The decision of the Appropriate Administrator to deny an employee's request to participate in Telecommuting is not subject to appeal.

- Department chairs and/or supervisors may not make any additional telecommuting arrangements with staff, whether formal or informal, without express written approval from the Dean. Alternate work-hour schedules outside of the campus-mandated 8:00 a.m. – 5:00 p.m. must also be requested in writing and pre-approved by the Dean.

Telecommuting Procedures and Guidelines:

- **Availability:** Employees who participate in telecommuting must be accessible through Microsoft Teams throughout the scheduled workday. Staff must respond to MS Teams live calls and chats whenever possible, and/or return voice messages and emails in a timely manner while telecommuting. The participating employee must also maintain daily communication with their department supervisor by means of readily available technology ordinarily used in the workplace during regular working hours identified in the Telecommuting Agreement. Staff are also required to keep their Outlook calendars always current and share them with their direct supervisor. Work files should be stored in university cloud services – One Drive or Google Drive.
- **Phone Communication:** Office phones for teleworking employees must be routed to a cloud- based business phone system or comparable communications applications (e.g., Jabber). The use of personal cellular phones is highly discouraged. Office phones may not be routed directly to a voicemail system during business hours while teleworking. *(Staff are expected to answer and make phone calls from their computers).*
- **Virtual Meetings:** During virtual meetings, all participants are expected to have their cameras on.
- **Overtime work:** A non-exempt participating employee shall not work overtime without prior written approval from the Dean. If the participating employee works overtime that has been approved in advance, compensation or compensatory time off will be provided in accordance with eligibility guidelines and applicable laws, policies and collective bargaining agreements. All overtime must be authorized and assigned in advance by the Appropriate Administrator.
- **Vacation and Sick Days:** Staff, chairs, and directors who are taking sick time or vacation days, whether or not they are telecommuting, must fill out the Sick and Vacation Leave Request Form which is available on the CAL website, under the staff navigation bar and [staff forms](#) portal.

- **Temporary suspension of telecommuting:** Special College and/or department events requiring in person participation or attendance may temporarily suspend telecommuting agreements as needed. Approval of vacation schedules will be contingent on department office coverage. Temporary suspension of telecommuting agreements may be implemented on a case-by-case basis to ensure office coverage to help accommodate vacation schedules.
- **Termination of Telecommuting:** The MPPs or participating employee may terminate the Telecommuting Agreement at any time for any reason within twenty-one (21) calendar days (or less by mutual agreement) by written notice to the participating employee or Appropriate Administrator. The Appropriate Administrator may review Telecommuting Agreements as needed.

Notes:

- *If the telecommuting agreements are not adhered to or the Dean's/Provost's Office receives complaints regarding a specific office and/or a specific employee's performance, a verbal warning will be issued, and a discussion of the complaint and resolution will be determined by the supervisor; after a second complaint, a written warning will be provided, and a meeting will be scheduled with the direct supervisor and MPP to discuss an improvement plan. After three complaints, said employee's telecommuting privileges will be suspended.*
- *Individual employees are responsible for supplying their own remote equipment and ensuring that equipment and remote physical workspaces are appropriate for effective telework. See aforementioned CSU Telecommuting Program for a checklist of equipment needed. Any equipment, furniture, utility charge or internet access not provided by the campus is the responsibility of the employee to procure/arrange and at the employee's sole expense, unless otherwise agreed to.*