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<b>TITLE:</b>	<b>Telework</b>
<b>NUMBER</b>	<b>755</b>
<b>APPROVED BY</b>	<b>President</b>
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## Telework Procedure

Telework refers to an arrangement where an employee regularly works from home or from another non-college location away from the usual workplace in lieu of completing regular job duties and responsibilities that would typically be performed from the physical campus. Telework is designed to support a strategy that maximizes employee productivity and performance, regardless of the work location, when the duties of the position allow.

### Types of Telework for Classified and Exempt Staff

There are two types of telework arrangements for employees in telework-eligible positions:

#### *Regular Telework:*

Regular telework arrangements for staff are for ongoing telework and must be supported by a telework agreement that specifies the requirements and details of the arrangement. The arrangement can last for a defined period or can continue indefinitely with regular review. Occasional telework becomes regular telework once it becomes regularly occurring. Departments are responsible for considering proposals objectively and fairly but are not obligated to approve. 100% regular telework is rare.

#### *Occasional Telework Arrangements:*

These are approved on a case-by-case basis, are infrequent, and not regularly scheduled. Occasional telework does not require a telework agreement, however approval must be documented, which can be done by email. Occasional telework is not appropriate as a substitute for leave usage and should not be used when the employee's circumstances interfere with the employee's ability to perform their work.

### Types of Telework for Faculty

#### *Regular Telework:*

Regular telework arrangements for faculty are for ongoing telework in lieu of on-campus presence requirements as defined in the Faculty Negotiated Agreement. The arrangement can last for a defined period or can continue indefinitely with regular review. The Office of Instruction is responsible for considering proposals using a consistent and equitable process but is not obligated to approve.

#### *Occasional Telework:*

These occur on a case-by-case basis, are infrequent, and not regularly scheduled, such as a temporary teaching modality shift. Occasional telework does not require a telework agreement, however written notification must be provided to the faculty supervisor, which can be done by email. Occasional telework is not appropriate as a substitute for leave usage and should not be used when the employee's circumstances interfere with the employee's ability to perform their work.

### Position Telework Eligibility

A position's suitability for telework is based on operational needs and the duties and responsibilities of the position as defined in the employee's position description. It is the responsibility of the department to designate positions as typically telework eligible or telework ineligible. Positions which can be designated typically telework eligible are those where all or a significant portion of the duties of a position can be accomplished remotely.

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When determining position telework eligibility, supervisors must consider whether:

- The position allows for flexibility regarding face-to-face interaction and coordination of their work with other employees, their supervisor, students, and/or the public;
- Some or all of the work activities are portable and can be performed effectively while working away from the WCC campus;
- Technology to support assigned work activities is available;
- Work performance can be evaluated using methods other than measuring time spent on the job;
- The position does not require immediate access to equipment, documents, or other information located only on campus;
- The position is in a high-demand field that may warrant telework to be more competitive in the job market.

Positions requiring in-person contact/customer service, with tasks tied to physical parts of the campus, or that rely upon specific equipment or supplies to work on-site may be excluded from consideration for telework arrangements.

A faculty supervisor shall consider full-time and adjunct faculty duties and responsibilities as outlined in the faculty negotiated agreement and specific faculty position descriptions, specific faculty member's roles, and college assignments, such as faculty leadership roles, instructional assignments, etc. For more faculty-specific guidance, please see [Appendix A](#).

### **Employee Eligibility**

Department supervisors have discretion to decide whether an employee in a telework-eligible position is a candidate for telework. When evaluating a telework request, supervisors will take into account specific position requirements, impact on colleagues, employee performance, and whether the employee can effectively perform the job duties of the position while teleworking. Additionally, supervisors must also determine that the proposed teleworking arrangement follows applicable regulations, policies, and collective bargaining agreements.

A teleworking employee's conditions of employment are the same as those of non-teleworking employees, including compliance with all policies and rules of the College and state while teleworking.

Requirements for in-person attendance can override regular telework work schedules. Supervisors should discuss such instances with the employee (e.g., hands-on training). Telework with 100% remote schedules are rare.

Expectations for timely completion of work to established standards, attendance at meetings, responsiveness to clients/customers, and other performance criteria are the same for teleworking and non-teleworking employees. Supervisors must apply the same performance standards to employees regardless of work location.

### **Employee Readiness for Telework**

Some employees may be better prepared than others to manage the unique requirements of teleworking. When evaluating a telework request, supervisors must consider whether the employee has a record of satisfactory performance in the workplace and has demonstrated the ability to:

- Prioritize work to meet deadlines;
- Accomplish job duties with minimal supervision;
- Understand their role and expectations;
- Be organized, highly disciplined and self-motivated;
- Communicate effectively with clients, stakeholders, and team members;
- Manage time effectively.

It is important that supervisors establish fair and equitable processes to determine whether an employee is successful in using telework.

A faculty supervisor will consider fulfillment of duties and responsibilities (as outlined in Article XII and XVII of the negotiated faculty agreement) of a faculty member requesting a telework arrangement.

### Supervisor and Team Readiness for Telework

Before approving a telework request, supervisors should consider any changes needed to ensure the department continues to meet its objectives. Ensure that the telework employee and work product will be as effectively managed as their on-site colleagues.

### Telework as a Disability Accommodation

Employee requests to telework as a disability accommodation are handled through the accommodation process. Employees should discuss concerns about accommodation-related telework requests with their supervisor, ADA Coordinator, and Human Resources.

### Approval Processes and Documentation

The following types of telework require respective approvals and documentation.

Telework Designation	Approval Process	Documentation
Occasional for Staff <i>Infrequent, not regularly scheduled.</i>	Final approval from employee's direct supervisor.	Telework agreement not required; written approval required. Email is sufficient.
Occasional for Faculty <i>Infrequent, not regularly scheduled.</i>	Written notification by faculty member to faculty supervisor.	Written notification required. Email is sufficient.
Regular <i>Regularly scheduled telework. 100% telework schedule is rare.</i>	Approval from employee's direct supervisor; final approval from respective Cabinet member.	Telework agreement required; annual review required at a minimum.

### Telework Request Process

- 1) Employee submits written inquiry to supervisor.  
Employee submits a written inquiry (e.g., email) to supervisor regarding their interest in an opportunity for telework.
- 2) Employee and supervisor review eligibility and feasibility for telework.  
Upon receipt of a written inquiry, supervisor works with the employee to evaluate their interest to telework, considering position and employee eligibility, as well as readiness as outlined previously in this procedure. Supervisors should maintain consistency and equity of decisions across their department.

There are circumstances in which a request for telework will not be approved. To demonstrate consistency and equity within the department, it is important that the denial is explained to the employee and is based upon policy/procedure, position eligibility, impact on operational needs, and/or the employee's performance.

- 3) Employee and supervisor complete the telework agreement form and submit to the appropriate Cabinet member for review and consideration.

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A telework agreement form is a written plan outlining the understanding of, and commitment to, teleworking as mutually agreed upon by the employee and their supervisor, and is required for regular telework arrangements. At a minimum, a telework agreement form must define:

- a work schedule that specifies telework days and hours of work;
- a telework location that supports the function of the position and its related duties and responsibilities;
- request process for approval prior to moving telework location;
- defined performance standards and expectations;
- required methods of communication specific to telework (e.g., Zoom, phone, email, etc.);
- the duration of the telework arrangement;
- the responsibility for telework equipment, technology, and workspace;
- circumstances requiring on-site attendance;
- employee agreement to maintain a safe work environment;
- attestations regarding relevant and related key policy considerations (as listed in the telework agreement form).

Employees and supervisors must sign and comply with the requirements of the telework agreement. The telework agreement may be terminated by the supervisor at any time with thirty calendar days' notice, unless it is for alleged misconduct or an emergency, in which case, it may be terminated immediately.

Telework agreements are meant to be responsive to the changing needs of the workplace, and must be reviewed and updated as needs change and, at a minimum, annually.

## **Telework-related Policies and Practices**

### Remote Work Office Location

The employee must establish an appropriate and safe work environment consistent with the guidelines outlined in the telework agreement. The College assumes no responsibility for the teleworker's expenses related to maintaining adequate internet service, heating, electricity, water, security, insurance, and usage of personal residence. The College does not provide office furniture as part of an approved telework agreement.

### Technology Equipment

Ensuring equipment decisions demonstrate consistency and equity within a department is essential for the success of telework arrangements. The employee and supervisor shall work together to determine equipment needed for the employee to perform their duties remotely, and whether the College is able to accommodate those equipment needs. This shall be documented in the Telework Agreement form. If an employee already has the needed equipment, the employee may use their own equipment.

Teleworkers are expected to ensure that the expectations for information security are met and that college property is secured.

Telework arrangements will not result in the duplication of technology equipment. Generally, the College will be responsible for the service and maintenance of college-owned technology and an individual teleworker will be responsible for the service and maintenance of their own equipment. The College will maintain an inventory of college-owned technology used for telework and the supervisor will ensure it is returned at the end of the teleworking arrangement.

### Work Schedules, Timekeeping, and Availability

Employees and supervisors are required to comply with all timekeeping and overtime regulations defined by state or federal law, faculty negotiated agreement, collective bargaining agreement, civil service rules, and college policy/procedure.

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Overtime eligible employees must receive approval from their supervisor to work overtime. Supervisors must ensure accurate recording of hours worked.

Employees must receive prior approval to adjust their agreed-upon work schedule. For employees who are represented by a union, refer to the applicable contract language addressing hours of work, overtime, and scheduling.

Employees must be reachable and responsive by phone and email during their scheduled hours.

#### Related Policy/Procedure Considerations

Teleworking employees must adhere to all departmental and college policies including, but not limited to policies regarding confidentiality of information, work schedules, work hours, use of equipment, ethics, performance, leave use and tracking of work hours.

- IT Security Remote Work ([Procedure 751](#)) – Teleworking employees must protect the security, confidentiality, and integrity of data, information, paper files, and access to computer systems. All college policies/procedures on information technology, internet access, and technology use apply to teleworking, as they would at a college work site.
- Use of College Computing Resources ([Procedure 1189](#)) – Use of computing resources, as defined in procedure 1189, is a privilege, not a right. It is the user’s responsibility to use these resources in a manner that is efficient, ethical, and legal.
- Other Employment ([Policy 409](#)) – Allows for other employment provided it does not interfere with employment duties of the individual at the College. State-owned equipment and technology shall not be used for other employment endeavors.
- Access to Public Records and Documents ([Policy 2150/WAC 132U-276](#)) – The work employees do while teleworking remains subject to college record, public records laws, [retention requirements](#), and applicable regulations including the [Washington State Public Records Act RCW 42.56](#).
- Out-of-state work – Out-of-state telework has additional considerations related to taxation, reporting, and applicability of local jurisdiction employment laws. These additional considerations must be considered when reviewing a telework request and included in the telework agreement form.
- Workers’ compensation – Work-related injuries at the remote worksite, during agreed-upon working hours, are covered by Workers’ Compensation. Employees are required to report any work-related illness or injury to their supervisor immediately. Employees are required to fill out an [incident report](#) as an internal record of the incident within 24 hours of the incident.
- Travel policies/procedures ([Policy 327](#) and [Procedure 748](#)) – Travel authorization and related reimbursements must align with college policy and procedures, as well as state definitions of telework for travel purposes.
- Provisions of this procedure are not intended to alter or supersede any existing collective bargaining agreements.

## Appendix A: Telework Guidance for Faculty Roles

All application of telework guidance will be done in accordance with the Faculty Negotiated Agreement.

- A. Occasional telework: See section “Types of telework for faculty” above in procedure.
- B. Regular telework:

	<b>Full-time Faculty</b>	<b>Adjunct Faculty</b>
Office Hours	All faculty are expected to provide in-person, on-campus office hours. *	All faculty are expected to provide in-person, on-campus office hours. *
Campus Presence	Conduct college business and fulfill College service obligations, etc.	Applicable if adjunct or senior adjunct faculty opt to serve on college committee, etc.  Senior adjunct instructors are also expected to maintain a campus presence for activities such as Opening Week, departmental meetings, Professional Development Day, etc. as schedules allow.
Application	All faculty are expected to teach all assigned in-person classes from the assigned campus classroom.  Faculty wanting to exclusively provide remote office hours will need to follow the Telework Procedure.  FT faculty are expected to maintain a campus presence for committee meetings, professional development workshops, and events such as all college day.	All faculty are expected to teach all assigned in-person classes from the assigned campus classroom.  Faculty wanting to exclusively provide remote office hours will need to follow the Telework Procedure.

\* Per Article V.A.2.d.i and V.F.1.b.iii.1, faculty shall be available during the work week to confer with students about their coursework and related subjects. Availability shall include regular hours of presence in office and may include (but is not limited to) the following means of communication: before and after class conferences; email; telephone, and written notes.

Office hours include published availability for individual or group student meetings. Office hours could include time in a faculty member’s office or other appropriate campus location (e.g., Learning Commons), appointment times available through systems such as Starfish or Microsoft Bookings, faculty help sessions, or other student meeting options as appropriate for the course.