

Alternate and Remote Work Expectations and Procedures

Remote/Compressed Work Expectations and Procedures

For certain positions, departments or other work groups identified by the college, remote work may/may not be required. If the remote work request is made by an employee who is not part of a remote working group or holding a position identified as remote based, the request will be determined on a case-by-case basis. If the appropriate executive staff member requires specified positions/divisions to work remote and/or compressed work week, each of the employees that fall within the group specified will need the Alternate Work Arrangement Acknowledgement submitted. Faculty, please reference RSCC Policy PA-24-01.

Remote work positions are classified by the supervisor and appropriate executive staff member. Before entering into any alternate work arrangement with an individual employee, the supervisor will conduct an analysis to evaluate the suitability of such an arrangement. Work performance of the employee will be considered in the decision-making process. Supervisors will need to determine a method for ensuring productive work habits, communication, and successful completion of work. In addition, the supervisor will need to ensure the employee has reliable, secure high-speed internet, college owned device and any other needs are met for their remote work.

The availability of remote work as a flexible work arrangement for employees of Roane State Community College may be discontinued at any time at the discretion of the College. In the event the employee misuses the arrangement, the arrangement can be terminated without notice and may subject the employee to disciplinary action.

Remote/Compressed Work Employee Expectations

Remote/Compressed work employee will work with their supervisor to ensure that their assignments and work duties are being completed as expected. The employee will follow all guidelines and procedures related to timekeeping, breaks, rest periods, safety, security, leave requests, etc. The required number of 37.5 weekly work hours will not change due to the Alternate Work Arrangement. The employee must be accessible via telephone and e-mail during agreed upon hours of accessibility.

Remote work employees are responsible for providing their own reliable, secure high-speed internet access at their remote work location. Roane State will not be responsible for costs associated with initial setup of the employee's home office such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space. The college will provide only one device. Any additional preference beyond a laptop and the college provided equipment will be the responsibility of the employee to

provide. It is the responsibility of the employee to maintain a safe and productive workspace within their home. Injuries sustained by the employee while at the home/work location and in conjunction with regular work duties are subject to Tennessee Worker's Compensation laws. Remote work employees are responsible for notifying the employer of such injuries in accordance with college workers' compensation procedures.

Employees are not permitted to have in-person, work-related meetings in their homes, unless with an individual employed by a TBR institution. Supervisors should not have subordinates in their home for work-related meetings unless it is in a group setting of three or more employees.

Consistent with the institution's expectations of information security for employees working at the office, remote work employees will be expected to ensure the protection of proprietary college information accessible from their home office. Steps include use of locked file cabinets and desks, regular password maintenance, and any other steps appropriate for the job and the environment. The use of data connections and equipment provided by the College for use at remote locations is limited to the authorized employee for purposes of college business only. Employees should not save college data to personal computers or external drives. If you are accessing the college systems remotely using VMWare, it is recommended to install the college's Endpoint and Virus protection software to your personal device. Please contact the Help Desk for the instructions for installation. Please refer to the Mobile Device Policy GA-18-07 for the exhaustive list of IT security requirements. Technology support will not be conducted at an employee's homes for institutional or personal equipment. As support issues arise, the employee must open a Help Desk ticket. If in-person assistance is required from IT, the employee must schedule time onsite at RSCC campus to get assistance with technology equipment, software, or services. All college equipment must be returned to Roane State for critical updates as required by Information Technology.

Supervisors may request that remote work employees work with Information Technology to download the college's phone application or be engaged with a collaborative tool such as Microsoft Teams. This will allow for communication thru the published staff directory.

It is the responsibility of the employee to communicate with their direct supervisor if they have a change in their location or if they need an exception to their agreed upon arrangement. This should be communicated immediately.

It is the employee's responsibility to make sure the duties for alternate work arrangements have been arranged so as not to alter the essential job responsibilities

nor compromise the level of service provided to the customer (student or nonstudent), either by the employee or the department prior to request.

The employee may have to appear in person for scheduled meetings when necessary. These meetings may not coincide with the approved alternate work arrangement, but should be very limited. This also may occur in times of coverage for an office due to vacation or illness of co-workers.

Remote work employees who are entering into a remote work arrangement may be required to use a shared co-working space to maximize institutional office space needs for the success and mission of the college once reviewed and approved by President's Cabinet members.

If a remote work employee resigns, is dismissed, or retires, it is the responsibility of the employee to return all equipment to their designated home base campus. If the equipment can not be returned in person, it will need to be mailed and insured at the responsibility of the employee.

Any non-exempt employee that works during a period when their home base college campus is closed for an Administrative closing due to a weather-related event or a declared emergency will earn compensatory time for the time-period as long as supervisor has approved or requested the employee to work. They will report Administrative closing on their timesheets for the designated time period, and submit a compensatory time earned as well.

Remote Work College Expectations

For remote work employees, Roane State will determine, with information supplied by the employee and the supervisor and discussion with IT, the appropriate equipment needs (including hardware, software, and office equipment) for each remote work arrangement from a set of standard configurations. Equipment supplied by the institution will be maintained by the institution. Equipment supplied by the employee, if deemed appropriate by the institution, will be maintained by the employee. Roane State accepts no responsibility for damage or repairs to employee-owned equipment. Roane State reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the College is to be used for business purposes only. Remote work arrangements are not supposed to increase cost to the college; therefore, the recycling of devices may not be immediately available upon request which could delay a start date for remote work.

The remote worker's department will supply the employee with appropriate office supplies (pens, paper, etc.) for successful completion of job responsibilities thru the

normal purchasing guidelines. All items must be shipped to the college and should not be purchased personally by the remote worker. Business-related expenses must be requested and approved in advance.

Remote Work Supervisor Expectations

Remote work may include daily interaction by phone and e-mail between the employee and the supervisor, and regularly scheduled meetings to discuss work progress and problems. The supervisor and remote worker will communicate in a manner and frequency that seems appropriate for the job and the individuals involved.

If approved, the arrangement will be reviewed by the supervisor periodically (and no less than annually) for compliance and to insure the continued business justification for the work arrangement.

Although the Office of Human Resources is responsible for the administration and implementation, the service and work provided is the responsibility of the supervisor certifying time worked and maintaining service is still being provided satisfactorily.

It is the supervisor's responsibility to make sure the duties for alternate work arrangements must be arranged so as not to alter the essential job responsibilities nor compromise the level of service provided to the customer (student or nonstudent), either by the employee or the department prior to approval.

Request Remote Work/Compressed work week

Once you have read the expectations noted above, if you would like to establish a remote or compressed work week, you will need to start with a discussion with your supervisor. It is the supervisor's discretion whether an employee can work remotely and/or in a compressed work week efficiently. Please complete the [Alternate Work Arrangement Acknowledgment](#) The request will be submitted thru dynamic forms and will require the supervisor's, appropriate executive staff member and the Director of Human Resources' signatures for review and approval. If denied, an employee may appeal to the Director of Human Resources for further review of the request. The Director of Human Resource will review for fairness and equity within the division. The Director will review documentation for both the employee and the supervisor to bring forth any viable options.

