

University of Michigan-Flint
Guidelines for Staff Working Remotely

March 16, 2020

At UM-Flint, it is important that all units and departments provide conscientious and intentional customer service. Excellence in service and operations supports the university's mission and goals, as well as enhances the experience of students, faculty, staff and campus visitors. Therefore, it is important that our campus remain open at all times. However, there may be circumstances or events where the University needs to interrupt or reduce operations for periods of time, while minimizing (as much as possible) the negative impact on services and people. The guidelines listed below reflect the high value the University places on its faculty, staff and students. They are designed to assist the campus during events or situations that may limit operations or require staff to work remotely for a period of time. The immediate concern is the COVID-19 virus; however, there are many situations which may cause a reduction in services, such as weather or power outage. We are committed to keeping everyone safe in our community and to supporting our faculty and students by continuing to teach through alternative and remote learning activities. We are also committed to continuing the operational activities of the campus and preserving our staff members' ability to work.

Employees Required to Report to Work

- The decision to allow a staff member to work remotely is at the discretion of the dean, director or department head.
- Some staff, based on their job responsibilities, will not be able to perform their duties from a remote working arrangement.
- When considering remote working arrangements, unit leaders should factor in the employee's health and safety, continuity of operations and department efficiency. In doing so, some staff will be required to report to work.
- Generally, bargained-for staff will be excluded from working remotely.
- Days/times/schedules of remote working arrangements will vary as needed by each unit.
- Work expectations need to be clearly communicated. This includes the expectation to continue best customer service through email signatures, department voicemail or automated phone greeting and on department websites.

Procedures for Staff Working Remotely

- Departments should consider rotation schedules for staff members.
- Non-exempt employees who work remotely will continue to report and account for time as required under University time and labor standards and FLSA (see productivity tracker below).
- Staff working remotely will be expected to check in on a regular basis (daily or every other day) with supervisors while working remotely. The method of check-in is at the discretion of the supervisor, i.e via phone, email, text, etc.
- HR recommends departments use a document in order to better communicate and track the tasks/work/productivity of the office. This can be through the use of electronic

documents, such as excel, word or a google document and can be adjusted with work hours/dates to align with employee schedules. Two examples of tools are attached.

- Since it is the expectation of the University that all aspects of the job be performed, as much as applicable, while working remotely, it is important that supervisors and employees create alternative arrangements to avoid barriers which come from working remotely.
- Unit leaders need to reiterate guidelines, rules and policy related to working remotely with sensitive data such as ([SPG601.33](#)) and ([SPG 601.12](#)), federal and state laws (such as FERPA) and any other university policies which apply to their specific work responsibilities. This includes using their own equipment or using university owned equipment.

Resources for Staff Working Remotely

- Managers should consider setting up daily phone calls, conference calls and/or group chats to manage daily business operations. Flint ITS has prepared a [“Remote Resource Guide”](#) to assist you in this endeavor.
- For assistance with these tools, contact the ITS Helpdesk at (810) 762-3123 and press option 1 or email flint.its.support@umich.edu