



**OFFICE OF
SPONSORED PROGRAMS
COLORADO STATE UNIVERSITY**

TELEWORK PROCEDURES AND AGREEMENT

Prepared by the OSP Telework Design Committee

I. PURPOSE:

It is the policy of the State of Colorado to encourage the use of Flexplace as an alternative work option (FLEXPLACE: Maximizing Efficiency by Working Smarter. Prepared by the Division of Human Resources in the Colorado Department of Personnel & Administration, revised March 5, 2007). Flexplace (aka Telework) Facts, as defined in the FLEXPLACE document, are as follows:

- 1) Flexplace/Telework is not an employee right or benefit. It is a discretionary management tool.
- 2) Flexplace/Telework may be permanent, lasting the duration of the Flexplace/Telework agreement, or temporary to accommodate an injury, illness, pregnancy, natural disasters, pandemic, or planned events such as moving the office or a special project.
- 3) Participants' benefits, status, and salary do not change due to Flexplace/Telework.
- 4) Workers' Compensation, FLSA, FMLA, and other laws apply when working at an alternate office location.

OSP is supportive of staff teleworking when consistent with OSP Telework Procedures and Agreement. Teleworking may provide the following benefits:

- 1) Work/Life Balance (less time spent in travel to/from the office)
- 2) Increase in productivity
- 3) Parking cost savings
- 4) Savings on gas and auto maintenance
- 5) Address lack of office space
- 6) Increased job satisfaction

II. DEFINITIONS:

- a. Teleworking: working at a location other than the employee's customary worksite.
- b. Eligible Employee: an employee identified, by the employee's supervisor, as being suitable (e.g., consistent performer, work lends itself to remote completion, etc.) for teleworking.
- c. Teleworker: a person who is regularly scheduled to work at home, or a satellite office to produce an agreed upon work product.

III. EMPLOYEE PARTICIPATION:

When teleworking, employees are expected to maintain the same level of productivity and responsiveness in their assigned duties and their regular work schedule as if working in the office. This includes having the appropriate hardware and software, remote access to their work computer, the ability to forward work phone, the ability to talk with supervisor, colleagues, campus, and collaborators.

Teleworking is voluntary on the part of the supervisor and employee. As stated above it is **not** an employee right. The supervisor will determine which employee(s) are in jobs suitable for teleworking. The employee must be suitable for teleworking; the employee must want to telework; and the supervisor must be willing to allow employee to telework. At the discretion of

the supervisor, the employee will be permitted to telework on designated day(s). The following criteria shall be utilized in determining position(s) and employee(s) suitable for teleworking:

- a. The position has tasks which are portable and can be performed away from the main worksite.
- b. The employee has a minimum performance rating of “meets expectations” (Administrative Professional) or “Level 2 Successful Performer” (State Classified)” in the previous and current year.
- c. The employee is a successful performer, works independently and does not need to be on campus for meetings with campus staff/PIs or internal meetings on a daily basis. If personal contact is intermittently required, the supervisor/manager must outline how the employee can meet the requirements for necessary face-to-face contact required by the job.
- d. The employee has the requisite technical skills and has a designated space at the off-site location which would be necessary for the completion of tasks. By ‘requisite technical skills,’ the employee must be able to access all needed applications and data, and be able to accomplish basic trouble-shooting from the off-site location.
- e. Work of the position can be monitored with quantifiable tasks; quantity and quality should be measured as is currently being done in the office; for non-quantifiable or project-oriented tasks, measuring normally involves: establishing the nature and objective(s) of the tasks; setting a deadline or due date; and setting progress or status report/meeting dates.
- f. It is expected that if the off-site internet connection will be down for more than two hours, the employee will travel to the OSP office location. Travel time is not counted as work time.

III. TELEWORK AGREEMENT:

Once a position has been identified as suitable for teleworking, the supervisor and employee shall review and sign the:

- a. CSU OSP Telework Agreement (which outlines terms and conditions between employee and supervisor for the duration of the telework project);
- b. CSU OSP Remote Workplace Verification Checklist (which verifies that the remote worksite is suitable and functional for employee completion of assigned tasks); and
- c. CSU OSP Teleworker Schedule

These documents shall also receive the approval of the Director or Designee prior to the start of the telework project.

The telework agreement is voluntary and may be terminated for any reason by the employee or the supervisor at any time. In addition, the telework agreement is limited to the current supervisor/employee reporting relationship and is not guaranteed to continue into a new supervisory or reporting relationship.

IV. EMPLOYMENT AND DISCIPLINE:

The teleworker's duties, responsibilities, conditions of employment, salary and benefits shall be unaffected by teleworking. All work hours, overtime compensation (if applicable) and leave usage will continue to conform to the established University policies and procedures as well as the CSU OSP Teleworking Agreement. The University's established disciplinary procedures and drug and alcohol policies will remain in force and are not affected by the employee's status as a teleworker. The Office of Sponsored Programs will take appropriate disciplinary action against the teleworker for failure to comply with the provisions of the CSU OSP Telework Agreement.

CSU OSP TELEWORK AGREEMENT

This agreement, effective _____, is with _____ (hereinafter referred to as "Employee"), an employee of the Office of Sponsored Programs (hereafter referred to as "OSP"). The parties agree as follows:

Scope of Agreement:

Employee agrees that teleworking is voluntary and may be terminated, by either the Employee or OSP, with or without cause.

Other than those duties and obligations expressly imposed on Employee under this agreement, the responsibilities and conditions of employment with the University remain unchanged. Employee's salary and participation in the retirement, benefits, and University-sponsored insurance plans shall remain unchanged.

The terms "remote work location" or "remote workplace" shall mean Employee's residence or any remote office location approved by OSP. The term "office" shall mean Employee's usual and customary OSP work address.

This agreement shall be construed, interpreted and enforced according to the laws of the State of Colorado.

Term of Agreement:

Employee's participation as a teleworker is entirely voluntary and is available only as long as Employee is deemed eligible at OSP's sole discretion. There exists no right to telework. Either party may terminate Employee's participation as a teleworker, with or without cause, by providing notice, in writing, to the other. The University will not be held responsible for costs, damages or losses resulting from cessation of participation as a teleworker. This writing is not a contract of employment and may not be construed as one.

Compensation and Leave:

Employee agrees that work hours will conform to the terms agreed upon by Employee and the Supervisor. Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using CSU's time-keeping system. The Employee agrees to obtain advance supervisory approval before performing overtime work and before taking leave. Working overtime without such approval may result in termination of the teleworking privilege and/or other appropriate corrective action.

Work Schedule and Work Status:

Colorado State University's standard operating hours are:

7:45 – 4:45 during the Academic period

7:30 – 4:30 during the Summer period

However, OSP management understands that flexibility in work hours is sometimes necessary. Employee agrees that the work schedule will be as designated in the attached

Work Schedule as agreed upon by the Employee and the supervisor. Additional teleworking beyond the agreed upon Work Schedule is allowed when one of the following circumstances applies and the additional teleworking is approved by the Employee's supervisor in advance:

- Planned: Employee needs to be away from the office but still able to work, due to planned circumstances. Employee should request planned teleworking at least one week in advance.
- Occasional: Employee needs to be away from the office due to unforeseen circumstances, but is still able to work. Occasional teleworking needs prior written (e.g. email) approval from the employee's supervisor.
- As a Disability Accommodation: Coordination with the Office of Equal Opportunity is required.

Any short-term changes to the Work Schedule must be agreed to by Employee's supervisor in advance. Any long-term changes must be modified in writing via the Teleworker Work Schedule form. Employee agrees to maintain contact with the office as specified in the Work Schedule.

Employee agrees to perform only official duties and not conduct personal business while on work status at the remote work location. Personal business includes but is not limited to caring for dependents or performing household tasks, etc.

Employee agrees not to conduct any in-person work-related meetings at the employee's residence. This is for the Employee's protection.

It is also expected that flexibility on the part of the Employee may be needed in order to accommodate Teleworking requests. The matrix of on-site and off-site Employees will be reviewed quarterly by OSP Management, and adjustments may be made for office coverage.

Work Performance:

Employee agrees to regularly communicate with the supervisor to go over performance reports (Negotiation module, KRPD, KFS, etc.) to help judge work performance. Employee understands that a decline in work performance may result in termination of the telework agreement by OSP. As stated in the teleworker work schedule the employee and the supervisor will meet quarterly to discuss the effectiveness of the telework arrangement.

Standards of Conduct:

Employee agrees to be bound by University regulations, policies and procedures while working at the remote workplace. Violation of the foregoing may result in termination of this agreement and the teleworking privilege. Nothing in this agreement precludes OSP and the University from taking any appropriate disciplinary or adverse action against the Employee if the Employee fails to comply with the provisions of this agreement.

Equipment and Other Resources:

CSU OSP will not reimburse the Employee for the cost of off-site related expenses such as telecommunications equipment, furniture, computers, printers, residential insurance and utility costs that are incurred by the employee.

Employee must have and maintain the required equipment and resources during work hours as detailed in Section B of the Self-Certification Checklist, and has read the Technical Specs and Support document (Exhibit A).

Parking and Transportation Options:

See Exhibit B

Supplies:

The Employee agrees to obtain from their CSU on-campus office all supplies needed for work at the remote workplace and understands that out-of-pocket expenses for supplies regularly available at the central office will not be reimbursed unless previously approved by the University. Since OSP is now largely paperless, it is not expected that paper for printers will be needed. However, small amounts of paper are acceptable. OSP will not pay for printer ink cartridges.

Remote Workplace and Work Space:

The Employee agrees to designate a work space within Employee's remote work location for placement and installation of equipment. The work space must be adequate for performance of the Employee's official duties. Employee shall maintain this work space in a safe condition, free from hazards and other dangers to Employee and equipment. The site chosen as Employee's remote workplace must be approved by the supervisor through the Remote Workplace Self-Certification Checklist.

The Employee agrees that if the Employee's designated work space is no longer functional (i.e. loss of power, loss of connectivity, etc.) for more than two hours that the employee will travel to the OSP office. Travel time is not counted as work time.

Inspections:

The Employee agrees that OSP or a University authorized designee may make on-site visits to the remote work location for the purposes of determining that the site is safe and free from hazards. In the unusual event that an on-site visit is needed, the Employee will receive at least 24 hours notice of an inspection and inspections will only be made during normal working hours.

Reimbursement:

The Employee agrees that the University will not be responsible for operating costs, home maintenance, or any other incidental cost (e.g. utilities, insurance, etc.) whatsoever, associated with the use of the employee's residence or computer equipment.

Liability for Injuries:

The Employee understands that Employee is covered under the Colorado Workers' Compensation Law if injured in the course of actually performing duties at the office or at the remote workplace. Employee agrees to notify the supervisor immediately of any accident or

injury that occurs at the remote workplace and to complete any required forms. The University agrees to investigate such a report immediately.

The Employee also understands that OSP or the University at large will not be liable for damages to Employee's personal or real property while Employee is working at the remote work location, except to the extent adjudicated to be liable under Colorado Law.

Security of Confidential Information:

The Employee agrees that all University-owned data, software, equipment, facilities and supplies must be properly protected and secured. University-owned data, software, equipment, facilities and supplies must not be used to create Employee-owned software or personal data. Employee will comply with all University policies and instructions regarding security of confidential information. Any software, products or data created as a result of work-related activities are owned by the University and must be produced in the approved format and medium.

The Employee agrees to protect University records from unauthorized disclosure or damage and will comply with all requirements of law regarding disclosure of University information.

Miscellaneous Conditions:

The Employee agrees to participate in all studies, inquiries, reports or analyses relating to teleworking for the University and understands that such studies and reports are public information. The release of such information shall not be inconsistent with existing laws or regulations regarding public information.

I affirm by my signature below that I have read this agreement and exhibits referenced hereto and understand its subject matter.

Printed Name of Teleworker

Signature / Date

Printed Name of Immediate Supervisor

Signature / Date

Printed Name of Director

Signature / Date

CSU OSP's Telework Program Teleworker Work Schedule

The following work schedule and locations are agreed upon in support of CSU OSP's agreement:

Office Workplace

Address:
Phone Number:

Remote Workplace

Address:
Phone Number for call forwarding from office:

Work Hours

Day	Work Schedule	Location (R-Remote, M-Main)
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

Telework Review

The Employee and Supervisor will meet one month following the date of signature below to discuss the effectiveness of the telework arrangement. Additionally, the Employee and Supervisor will meet at least once per quarter to discuss the effectiveness of the telework arrangement.

COMMENTS/ADDITIONAL DETAILS:

Teleworker: _____	Date: _____
Supervisor: _____	Date: _____

CSU OSP's Telework Program Remote Workplace Self-Certification Checklist

Name:
Remote Work Address:
Remote Work Phone:
Supervisor:
<p>This checklist is designed to assess the overall safety of your remote workplace and to ensure that you have been properly prepared for teleworking. Upon completion, you should sign and return this form to your supervisor.</p>
<p>Describe the workspace in your remote workplace:</p>

A. Work Space Environment

	Yes	No
1. Is the work space free of potential hazards that could cause physical harm (frayed wires, bare conductors, loose wires, exposed wires to the ceiling, frayed or torn carpeting seams, uneven floor surfaces)?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are electrical outlets grounded (3 pronged)?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are the rungs and legs, and wheels of the chairs sturdy?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are the phone lines, electrical cords, and extension wires secured?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is the office space neat, clean, and free of obstructions and excessive amounts of combustibles?	<input type="checkbox"/>	<input type="checkbox"/>
6. Is there enough light for reading?	<input type="checkbox"/>	<input type="checkbox"/>
7. Is the area free from distractions (e.g., children)?	<input type="checkbox"/>	<input type="checkbox"/>

CSU OSP's Telework Program Remote Workplace Self-Certification Checklist

B. Technical Requirements (See Exhibit A for more information)

	Yes	No
1. If using your own computer, does it meet or exceed these requirements?: -- i5 processor with 8 GB RAM, Windows 10 or current Mac OS	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you have a reliable, consistent high-speed internet connection?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you have Pulse VPN and DUO2 factor authentication installed and updated?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you have Remote Desktop Connection installed and updated?	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have Microsoft Teams installed and updated?	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you have the ability to monitor and respond to phone calls?	<input type="checkbox"/>	<input type="checkbox"/>

C. Employee Orientation

	Yes	No
1. Have you read CSU OSP's Teleworker's Procedures & Agreement?	<input type="checkbox"/>	<input type="checkbox"/>
2. Have you been provided with a copy of your signed Teleworking Agreement?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you discussed and completed your work schedule with your supervisor?	<input type="checkbox"/>	<input type="checkbox"/>
4. If you have been issued University equipment, have you been briefed on the care of the equipment?	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you discussed your performance expectations with your supervisor?	<input type="checkbox"/>	<input type="checkbox"/>

I certify that all information contained in this check list is true and complete to the best of my knowledge. I authorize OSP or a University authorized designee to inspect the remote work location provided I am given 24 hours notice of the inspection. I understand that any erroneous, misleading or fraudulent information is sufficient grounds for my preclusion from teleworking and/or disciplinary action.

Teleworker

Date

Supervisor

Date

EXHIBIT A - Teleworking Technical specs & support

Contacts: Chris Carsten, Jon Peterson

Best practices recommendations:

Use Remote Desktop Connection for access to OSP resources (H: drive, applications (esp. FileHold))

Use smartphone or home (personal) computer for Teams meetings and calls; Zoom meetings; BlueJeans meetings

Security warning:

DO NOT map network drives from the home personal computer – high security risk

Network, Connection, Hardware

High-speed Internet

- Home network setup & connection is the responsibility of the individual – no CSU setup/support
 - Speedtest.net: download/upload bandwidth
 - Latency = response time – can vary by provider
- Major cable providers – 60 Mbps+ download speed
- Century Link – 40 Mbps+ download speed
- Satellite – not recommended because of low speeds and latency issues
- Connexion broadband – Fort Collins only, roll-out beginning Winter 2019/2020

Secure VPN connection = Pulse Secure + DUO 2-factor authentication

- Pulse Secure
 - Download available via CSU ACNS website
 - <https://www.acns.colostate.edu/security/> (Pulse Secure section at the bottom of the page)
 - Works with newest operating systems (current + 2 prior versions)
 - Windows 10 (as of 10/24/2019: current = 1903, prior 2 = 1809, 1803)
 - Mac OSX (as of 10/24/2019: current = 10.15 (Catalina); prior 2 = 10.14 (Mojave); 10.13 (High Sierra))
 - Must be kept up-to-date – prompts for update when available, won't connect if required update not installed
 - Reduces bandwidth, increases latency – can cause significant processing slowness (e.g., screen and/or application windows slow to refresh (symptoms: dragging mouse, delayed email))
- DUO application for 2-factor authentication
 - Download app on smartphone (App Store, Play Store)
 - Create the link between the app and your device using setup on ACNS website:
<https://www.acns.colostate.edu/duo/>
 - Devices for DUO 2-factor authentication must be kept current (i.e., must update your device list if you get a new phone or a different phone number)

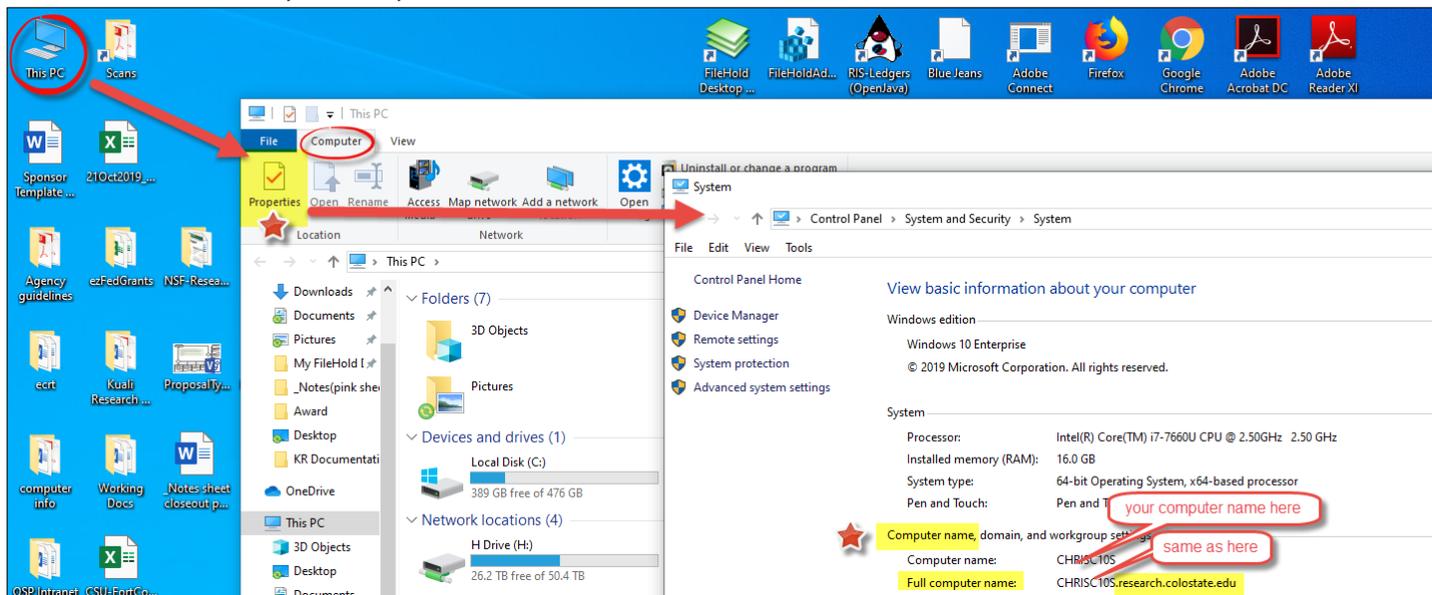
Equipment considerations

Personal (home) computer

- Minimum requirements:
 - i5 processor with 8 GB RAM
 - Windows 10 or current Mac OS
 - To have/support multiple monitors, need a multi-monitor video card (not standard)
- Setup, maintenance, and repair are the responsibility of the individual
- RS can provide limited assistance to install apps required for remote work, but no general support, maintenance, or repair can be provided
 - Remote Desktop Client application
 - Virus protection
 - Windows Defender comes with Windows 10, but 3rd party apps are often installed as well – can run only one anti-virus app at a time in order for virus defense to work properly
- Operating system security updates are the responsibility of the individual

CSU desktop computer

- Power must be on to establish the remote desktop connection ('shutdown' shuts off the computer; 'restart' instead)
- Maintained by Research Services
 - If support is needed while person is working from home, can schedule time with RS for updates, troubleshooting
- Remote desktop client application on personal computer must be kept current & user must know the full name of their CSU desktop computer to connect.
 - Format is *ComputerName.research.colostate.edu*
 - To find your computer name:



CSU laptop & Surface users

- Maintained by Research Services
- To support multiple monitors, will need a separate dock at home – the dock at OSP should not be taken home
- Home office dock, monitors, cabling are the responsibility of the individual (RS can provide recommendations)
- The laptop or Surface must be brought to the office for admin updates, maintenance, or repair

Applications

- When connected via Remote Desktop, all applications on the CSU computer are available, as well as the H: drive (shared drive)
 - If the H: drive does not fully display, try this link: [\\csunts.acns.colostate.edu\osp2](https://csunts.acns.colostate.edu/osp2)
- When **not** connected via remote desktop:
 - No H: drive!
 - Microsoft O365 = Word, Excel, Outlook, PowerPoint, Teams, etc., are available for download to personal computer (5 free licenses per employee)
- FileHold – use remote desktop connection for best results
 - Web app is available, but not as functional as the desktop app

Work phone number

- Forwarding CSU phone via MyPhone interface, <https://myphone.colostate.edu/>
 - Does not work if destination number is long-distance
 - Google Voice 970-area-code (local) number option: <https://voice.google.com/u/0/about>
- Cell phones used for work – cost will not be reimbursed by OSP
 - Limited RS support for installing work-related apps on smartphones (e.g., Teams, DUO, email)

Meetings & Chat

- Applications:
 - Microsoft Teams – installed on home (personal) computer and phone for best connectivity
 - PLEASE NOTE:
 - This app uses data or Wi-Fi, depending on app setup and device location.
 - Retention policy for Teams chats is **FOREVER**
 - For meetings
 - Use the Teams app on a smartphone/mobile device instead of through a remote desktop connection
 - For meetings that will include teleworkers, add a Teams meeting to the Outlook meeting invitation
 - For chats/calls within Teams
 - Use IM for quick conversations, instead of email.
 - Use IM or a Teams call to screen-share
 - Create chat groups for ongoing collaborations and conversations
 - Zoom – web application, account registration required only if you want to set up your own meetings
 - Is free for individual 1:1 meetings, for limited sessions (30 minutes)
 - BlueJeans (from OSP conference rooms only)
 - Jon P maintains access for OSP and RS conference rooms
 - Recording is an extra step that must be configured ***before*** the meeting (contact Jon P for details)
- Hardware/peripherals:
 - USB Headset strongly recommended
 - Webcam optional

EXHIBIT B: Teleworking Parking Options

All CSU parking options are detailed at <https://pts.colostate.edu/parking/permits/>. The summary table below is intended to assist Employees with available parking and transportation options to consider as a teleworking employee.

Code	Type	Description	Annual Price
A	Faculty or Staff Permit	Permit for regular CSU staff and faculty members	\$600
H	Handicapped Faculty or Staff Permit	Permit for long-term handicapped CSU staff and faculty members	\$600
M	Motorcycle Permit	Permit for CSU staff, faculty, or students who drive a motorcycle	\$281
CP	Employee Carpool Permit	Permit for CSU faculty and staff who split the cost of the permit to carpool and park designated carpool spaces	\$600
MB	Moby Arena Permit	Permit for CSU staff, faculty, or students to park only in the Mobby Arena lot	\$412
RB	Research Blvd Permit	Permit for CSU staff, faculty, or students to park only in the Research Blvd lot	\$258

Daily permits are available for all visitors, as well as CSU staff, faculty, and students for \$12 each.

Parking and Transportation Options to Consider:

- Carpooling Options: <https://pts.colostate.edu/transportation-options/carpool-general/>
- Vanpool: <https://pts.colostate.edu/transportation-options/vanpool-general/>
- Permit Sharing
- Commuter 10 pack
- Remote Lots (Moby Arena, Research Blvd)
- Utilizing MaxLine/Around the Horn

Resources

CSU Ergonomics Homepage: <http://rmi.prep.colostate.edu/ergonomics/>

Ergonomics Training: <http://rmi.prep.colostate.edu/ergonomics/ergonomics-training/>

Ergonomics Resources and Information:

<http://rmi.prep.colostate.edu/ergonomics/officecomputer-ergonomics/newsletters/>

CSU Parking and Transportation: <https://pts.colostate.edu/>

State of Colorado Flexplace: <https://www.cu.edu/doc/flex-place0pdf>

State of CO Introduction to Flexible Work Arrangements:

https://www.colorado.gov/pacific/sites/default/files/Flexible%20Work%20Arrangements%20Introduction_2.pdf

State of CO Flexible Work Arrangements Employee Self-Assessment:

https://www.colorado.gov/pacific/sites/default/files/Flexible%20Work%20Arrangements%20Employee%20Assessment_1.pdf

“A 2-Year Stanford Study Shows the Astonishing Productivity Boost of Working From Home”:

<https://www.inc.com/scott-mautz/a-2-year-stanford-study-shows-astonishing-productivity-boost-of-working-from-home.html>

“9 Research-Based Facts That Prove Remote Teams are The Future of Work”:

<https://www.timedoctor.com/blog/remote-teams-future-of-work/>