

Telework Guidelines

What Is Telework:

Mason's top priority is the safety, health, and well-being of our faculty, staff, and students. To ensure the safety of our community and to sustain our academic mission, we are encouraging all supervisors and employees to begin the transition to telework and to provide services virtually. During this emergency situation, telework is being expanded to provide additional flexibility. It is important that employees and managers work closely together to find ways to accommodate telework in different situations.

Telework Tools:

Information to help employees stay connected to the workplace is available at [Working Remotely: A Guide to Maintaining Continuity](#). Most Mason applications—Office 365 email, Patriot Web, Blackboard/myMason—are available via the Internet with just your NetID and Patriot Pass Password. Some select services, including MESA and Banner Admin, may require the Virtual Private Network (VPN) when teleworking.

- [Office 365 \(Email for Employees\) information](#)
- [VPN information](#)
- [Webex Meetings information](#)
- [Webex Teams information](#)

Call forwarding to an external line, such as a cell or home phone, is available. Contact your department's Telecom Coordinator or [Telecom Administration](#) to coordinate getting this service.

Managing and Working Remotely

Regular communications are critical between supervisors and employees when teleworking. In setting expectations for employees who are teleworking, follow the same approach you would in any other situation. Supervisors and managers should look at the duties/responsibilities outlined in the employee's Employee Work Profile or Position Description and note the work that can be conducted via telework and the work that cannot. Where gaps are identified, the employee and supervisor should outline other duties that will ensure the employee is able to have a full day's work on which to focus.

We recognize many of you are facing additional responsibilities outside of work during the day, as child or other care needs may be more demanding with the closing of schools, daycares and other facilities. Employees should work with their managers to prioritize their responsibilities. We encourage all supervisors to be flexible and accommodating, and encourage you to report leave as appropriate. Please consult the latest guidelines on [Public Health Emergency Leave \(PHEL\)](#).

Telework Forms

- Review appropriate policies
 - University Policy 2202 – [Flexible work](#)
 - University Policy 1301 – [Responsible Use of Computing](#)

- Complete the [Flexible Work Agreement](#)
 - Specific arrangements and expectations should be documented in the “Additional Comments” section.
 - The emergency telework option should be selected as this arrangement is not necessarily intended to be permanent.
 - In this case, completion of the Flexible Work Agreement is not a prerequisite to initiate telework, but should be completed when time permits.
- Ensure appropriate equipment to complete work on time and properly

Telework Training

All employees have access to LinkedIn Learning through [MasonLeaps](#). MasonLeaps is a virtual learning platform that you can search using a keyword. Organizational Development and Learning (ODL) will continue to highlight learning opportunities on our [website](#). We think the following courses may be of value to you and your team:

- “Managing Virtual Teams” with Phil Gold (56 min). It covers trust, communication, setting norms and expectations. Module 4: “Managing Workloads and Deliverables” may be of particular interest.
- “Leading at a Distance” with Kevin Eikenberry (36 min). He wrote a book on Remote Management. Managers can choose modules that apply to them and their staff.
- “Leading Virtual Meetings” (32 min) with Kevin Eikenberry.
- “Developing Adaptable Managers” with Gary Bolles (44 min). This module highlights the value of a “growth mindset” and talks about the need for leaders to be flexible, adaptable and creative and even includes a self-inventory. This module also includes tools to think differently about work and be agile.