

DePaul's Guide to Effective Remote Work (Telework/Telecommuting)

Remote work is best managed when employees and managers communicate clearly about expectations. The following checklist aims to help managers and employees establish effective teamwork, continued productivity, and service to the DePaul University community in light of the ramifications of COVID-19.

Understand relevant policies. Review the related policies and practices below that are detailed on the HR website at hr.depaul.edu.

- [Flexible work arrangements](#)
- [Sick time, short and long-term disability](#)
- [Family and Medical Leave Act \(FMLA\)](#)

While the university has a formal Telecommuting policy, the need for simplicity and expediency due to COVID-19 requires that we “relax” the formal protocols for developing a telework/telecommuting arrangement, where needed. Therefore, the guidelines below will be followed in order to ensure that effective remote work arrangements are established.

Review technology needs and resources. Become familiar with the technology tools available at the university, and make arrangements to use these resources when working from home. Information about DePaul's technology resources can be found [here](#).

Ensure that you know how to access technical support if you should need assistance.

- Know how to access their voicemail from home
- Set up remote access on office computers
- Determine which platform(s) you will use to communicate as a team, clarify expectations for online availability, and confirm that everyone has access to the technology tool(s) and support resources.

Draft a work plan. Managers and employees should jointly review and work through the answers below.

- What routine responsibilities/tasks cannot be fulfilled while working remotely and how will it impact operations or other people? Are there alternatives to reduce the impacts?
- What routine responsibilities/tasks require regular communication and collaboration with others? Proactively contact each team member to confirm how you will communicate while everyone is working remotely.
- Individuals often experience fewer interruptions while teleworking. Are there any special projects or tasks that can be advanced while working remotely?
- What events or meetings are scheduled during the time in which the temporary telework arrangement is in place? Will they be postponed or canceled, or will they take place via technology? What follow-up needs to occur due to postponements or cancellations?
- In the event that an entire unit is working remotely, what messaging needs to change to ensure that customers (e.g., students) are assured that they will have their needs addressed?

Make a communication and accountability plan. All managers will inform employees of their expectations regarding how often to send updates on work plan progress and what those updates should include. Managers will also communicate how quickly they expect the employee to respond while teleworking and the best ways for the employee to contact the manager while working remotely.

- Team and one-to-one meetings will be maintained.
- Regular check-ins by phone or video chat will be conducted. It will be important during this time for managers and employees to connect in order to provide regular updates, to establish work structure, and to keep everyone positive and optimistic. Ideally, check-ins should occur every other day, or at least weekly.

Be positive. Let's maintain a positive attitude toward remote work; show a willingness to assist and support colleagues across the university; and be charitable in our dealings with each other. An all-remote or partially remote workforce is a bit of a new world order. Our success during this time will depend on the quality of our attitudes and behaviors.