

Rancho Santiago Community College District
ADMINISTRATIVE REGULATION
Chapter 7
Human Resources

AR 7280 Remote Work

Remote Work options allow CSEA, confidential and supervisory employees a varied geographic and daily distribution of their normal work hours. It does not change the number of days and/or hours worked. Remote work allows individuals the flexibility to adjust their work location and/or schedule to manage their personal needs while maintaining or increasing the efficiency, effectiveness, and equity of outcomes of their work.

The major benefits of a Remote Work schedule are:

1. Talent acquisition and retention strategies
2. Improve program operational effectiveness and flexibilities, individual productivity, and morale;
3. Reduce absenteeism;
4. Expand opportunities for employee health and wellness;
5. Decrease the spread of communicable diseases;
6. Decrease commuter traffic and improve regional air quality;
7. Improve employee morale and job satisfaction;
8. Enhance flexibilities and opportunities for persons with disabilities;
9. Effectively continue business as a part of a disaster recovery or emergency plan.

Purpose

Rancho Santiago Community College District (“District”) encourages workplace flexibilities to better support employees, students and District operations. The District recognizes the benefits of flexible work options for employees when both program and employee personal needs can be met.

Granting a remote work arrangement is a privilege and not a right or entitlement. The arrangement is a cooperative effort between the employee and their supervisor. The operational needs of the District and the justification for the request will be the primary consideration. Certain positions, assignments, and classifications will not be suitable for a remote work arrangement. The District encourages an environment where all staff, whether they are participating in remote work or not, work collaboratively.

Managers and employees must understand that adherence to the administrative regulation and procedures is essential to the success of the Remote Work program.

The District’s Remote Work program is a separate and independent process from the ADA/Medical Accommodation process. All ADA/Medical accommodation requests must be referred to People and Culture.

Eligibility

Management, confidential, and classified staff are eligible to request remote work assignments pursuant to this protocol, with a maximum of up to two full workdays per work week and requires approval by the area's Vice President/Assistant Vice Chancellor. A request to work remotely beyond two days per workweek requires the approval of the Vice Chancellor/President. A denial decision by the appropriate Vice President/Assistant Vice Chancellor or Vice Chancellor/President is final.

Remote work assignments are not suitable for all positions or essential personnel. Remote work will not be offered when doing so would impact the department's ability to meet the demand for on-campus services, District Services, or student needs. All permanent Management, Confidential, and Classified District employees in positions where essential job functions may be performed remotely are eligible for a Remote Work assignment, pending approval, from their supervisor and respective Vice President/Assistant Vice Chancellor, as outlined below.

Temporary, short-term, substitute and other non-permanent employees may be eligible for Remote Work when specific job duties allow.

Remote Work Assignment Requirements

Remote Work assignments are assessed based on the essential job functions and employee performance. The following required elements must be considered before a Remote Work assignment is approved:

1. Job Knowledge – does the employee have adequate job knowledge to perform their core functions without close supervision or regular input from their supervisor and coworkers that would impede the efficiency of working remotely?
2. Employee Characteristics – does the employee's past performance demonstrate the necessary work quality, consistency, responsibility, accountability, and self-direction for successful remote work?
3. Employees must be in good standing, meeting expectations in their most recent evaluation, and cannot be on a performance improvement plan.
4. Employees' remote work location must be primarily within the state of California and within a reasonable vicinity of the District.
5. Employees must keep their accrued vacation leave balance below the established maximum for their position.
6. Task, Assignment, and Projects – can the employee's core work responsibilities be assigned, performed, completed, and managed away from the office?
7. Student/Employee/Public Contact – can the employee's routine interpersonal interactions be conducted remotely without reducing the effectiveness, efficiency, or equity of services provided?
8. Reference Materials – does the employee have access to necessary information, guides, manuals, and similar resources and materials necessary to perform their work remotely?
9. Technology Resources – does the employee have adequate technology resources to perform work remotely (e.g. high-speed internet, monitors, etc.)?

10. Special Equipment – do the employee’s routine work assignments require any special equipment requiring them to be onsite to complete core tasks?
11. Information Security – can the District provide adequate security of confidential and private information stored and transmitted through internet technologies and can the employee provide adequate security of information possessed, viewed, and used while working remotely?
12. Travel – will the employee be able to meet travel needs while working remotely?

Remote Work Assignment Options

1. Ad Hoc: an ad hoc Remote Work assignment at the request of the employee and with the prior written approval by the Vice President/Assistant Vice Chancellor. A Remote Work Agreement (Appendix 1) is not required for temporary or emergency based remote work arrangements. In these cases, documentation between the employee and their supervisor is sufficient.
2. Fixed: a set, reoccurring schedule of remote work and onsite work assignments at the request of the employee with prior written approval by the Vice President/Assistant Vice Chancellor. A Remote Work Agreement is required for this assignment.

All employees, as outlined under “Eligibility” above, may request an Ad Hoc or Fixed Remote Work assignment. Employees may not be assigned a Remote Work assignment without their consent unless the assignment is necessary for the continuity of operations during an emergency. Ad Hoc Remote Work assignments may also be used to manage personal and public health concerns, such as allowing employees who are experiencing symptoms of a communicable illness to work remotely, health permitting.

The decision to approve or disapprove of a Remote Work assignment shall be at the discretion of the supervisor and the respective Vice President / Assistant Vice Chancellor and final approval by the President / Vice Chancellor.

Employee Responsibilities

Employees must be available for regular communication while working remotely during their assigned work schedule. Regular communication may include telephone (online), email, video conferencing, instant messaging, and other readily available forms of communication. The supervisor may assign acceptable communication methods and expectations for the timely response as long as they are consistent with onsite work expectations, acceptable technology standards, and standard business practices. Acceptable communication methods and expectations shall be clearly communicated to the employee.

Employees must promptly notify their immediate supervisor of any disruptions at the alternate work location (e.g., equipment failure, power outages, telecommunication difficulties) impacting the employee’s ability to perform their job duties. In such occurrences, the supervisor may require the employee to report to the District worksite or the employee may request leave. If the employee is required to report to the District worksite, the employee is not guaranteed “replacement time” or an “in lieu of” remote workday. However, the employee’s remote workday may be temporarily switched to another day with approval from their immediate supervisor.

Employees may be asked to provide progress reports, meet benchmarks, and produce deliverables on a predetermined schedule.

Employees must maintain regular communication with managers and supervisors, coworkers, and individuals served in the performance of their job while working remotely at a substantially similar level as would be accomplished working onsite.

Employees must complete a safety and ergonomic checklist, on the Remote Work Agreement, attesting that their Remote Work location is safe and that they have appropriate equipment. Employees assume the duty to secure District equipment.

Employees must maintain the confidentiality and privacy of documents, communications, data, and any other information used while working remotely. The District will provide training as needed for the employee to effectively maintain confidentiality and privacy.

Employees must comply with District IT policies and procedures, including appropriate use of District equipment, timely and routine software and firmware updates, and other protocols to protect the integrity and operations of the District's IT resources.

Employees understand that all equipment, records, and materials provided by the District shall remain the property of the District. The employee agrees to use District owned equipment, records, and materials for purposes of District business only and to protect them against unauthorized or accidental access, use, modification, destruction, loss, theft, or disclosure.

Employees will implement steps for good information security, as outlined in the 'Remote Work Agreement' titled "Remote Work Data Security" and agree to abide by the Remote Work Data Security checklist, at the Alternate Worksite, and will promptly inform their supervisor and the ITS Department when information security may be an issue. The employee further agrees to report immediately to the supervisor instances of loss, damage, or unauthorized access.

Employees understand that District ITS technical support will only be provided for District owned equipment and only while they are on a District site. Technical support for employee's personal devices and equipment are the responsibility of the employee.

Remote work is not intended to allow employees to pursue outside employment, run their own businesses, or engage in personal activities during working hours.

Employees who are remote working are not entitled to reimbursement for travel mileage to attend work unit meetings.

Employees shall not work overtime without prior supervisory approval. If the employee works overtime that has been approved in advance, compensation or compensatory time off will be provided in accordance with applicable laws and policies.

The District is not liable for damages to the employee's property that may result from participating in the remote working program.

Employees must work the agreed-on work schedule as established in their Remote Work Agreement, and take meal and rest breaks, as required by law regardless of their worksite.

Employees participating in a remote work program must meet the same performance and professionalism standards expected of District employees at District worksites regarding job responsibilities, work productivity, communication, and interaction with members of the campus community. Employee evaluations will be conducted in accordance with the contracted procedures.

Employees must comply with all District policies/procedures, applicable law, and their Collective Bargaining Agreement.

Supervisor Responsibilities

Supervisors must provide timely support, feedback, and direction for employees working remotely in a substantially similar manner to employees working onsite.

Supervisors must be available through regular communication methods during their work hours, with clear expectations for responses to employees' communications. Supervisors should meet regularly with each employee to set clear goals, benchmarks, and deliverables.

Supervisors must proactively monitor employee performance, provide support and feedback, and ensure services and operations are not negatively impacted by remote work assignments.

Supervisors must manage coverage and availability of services to ensure students, other District employees, and/or the general public receive timely and appropriate service.

Supervisors must ensure employees have completed all requirements to participate in Remote Work and maintain eligibility, or promptly notify the employee when they are no longer eligible for Remote Work.

Supervisors should schedule regular staff meetings to facilitate communication and teamwork within the department.

Supervisors should ensure employees have completed all requirements to participate in a Remote Work Agreement, and maintain eligibility, or notify People and Culture and the employee within twenty-four (24) hours when the employee is no longer eligible for a Remote Work Agreement.

Supervisors must ensure employees on a Remote Work assignment comply with all confidentiality and privacy requirements and District IT policies and requirements.

Technology, Worksite, Equipment & Information Security

District Owned Equipment located at the Alternate Worksite is subject to all laws, District policies and procedures, and other restrictions related to the use of District-owned property. Only the employee working under the Remote Work Agreement may use District-owned equipment, and this use is limited to purposes related to District business. The employee is responsible for seeing that District-owned equipment is used in accordance with AR3720 Information Resources Acceptable Use. As the District cannot safeguard Alternate Worksites, employees should contact their insurance provider for information regarding insurance coverage for District-owned equipment entrusted to them for use at their Alternate Worksite.

Technical Support will be provided to remote work employees only for District owned equipment.

- Employees in need of technical support must contact District ITS and may be required to bring the equipment to their District Worksite.
- If the employee needs specialized technical support beyond the types of technical support normally provided by the District to all employees, the employee must purchase private technical support.
- In the event of delay in repair or replacement of equipment, resolution of technical issues or any other similar circumstance making it impossible for the employee to work remotely, the employee may be required to work from their District Worksite until the issue is resolved.

Information Security

- Employees must use district issued computers or tablets while working remotely to guarantee the security, accessibility, and functionality of systems and technical resources. The use of personally owned computers or tablets may only be granted with the approval of Information Technology Services and the employee's supervisor.
- Employees must take reasonable precautions to ensure employee-owned devices required to establish internet connectivity or other personally owned devices that are connected to the same home network where district issued devices are connected to are secure before connecting remotely to the District's network.
- Employees are expected to close or secure all connections to the District desktop or system resources when not conducting work for the District.
- Employees must maintain adequate firewall and security protection on all devices used to conduct District work from the Alternate Worksite.
- Employees must safeguard all sensitive and confidential information, on paper and in electronic form, relating to District work while at or in transit to the Alternate Worksite.
- Employees must take reasonable precautions to prevent third parties from accessing, viewing, or handling sensitive and confidential information at the Alternate Worksite. This also includes preventing third parties from listening in on sensitive or confidential phone calls, electronic communications, or virtual meetings.
- Employees may not remove confidential or sensitive information from their District Worksite. Confidential and sensitive information may not be electronically accessed, copied, downloaded, or transferred to an unapproved electronic media except as permitted and authorized by established policy and procedure, as needed in the performance of legitimate work responsibilities, and with the expressed approval of the employee's supervisor.
- Employees must return all records, documents, and correspondence to the District at the termination of the Remote Work Agreement or upon request by any District administrator in accordance with BP 3720 Computer and Network Use.

Expenses

Employees participate in this Remote Work program voluntarily and are responsible for any costs incurred to work remotely. Such non-reimbursable expenses include but are not limited to utilities, internet service, phone service, purchase of office equipment or furniture, home improvements, any construction, and any alterations to real or personal property. The District will provide, if available, essential technology required for employees to perform their job.

Employees understand that there are lead times and costs associated with the procurement of

technology equipment. Employees and Supervisors should ensure their area has the appropriate budget to fund technology equipment required for remote work and be cognizant of delivery and setup timelines prior to the start of a Remote Work Agreement.

Employees must request the equipment and supplies necessary to perform their job from their supervisor. Employees that purchase and use any equipment and/or supplies without prior approval will not be reimbursed. The District is not liable for damage to employee-owned equipment used in remote work.

Approval Process & Workspace Review

The employee and appropriate immediate supervisor meet to discuss position suitability, operational need, and employee eligibility for remote/hybrid work assignments. The employee will complete the Remote Work Agreement form (Appendix 1) and submit it for approval.

Designated Workspace

Employees designated Alternate Worksite should:

- Be quiet, free of distractions
- Have reliable internet and/or wireless access
- Be secure in order to preserve the confidentiality of District-related documents and content
- Allow employees to perform their job responsibilities during the hours their work schedule requires
- Adhere to District standards for a safe work environment, including but not limited to, ergonomics, indoor air quality, injury and illness prevention, as outlined by RSCCD Risk Management
- Any computer used for District business must be plugged into a surge protector, and have current virus protection maintained

The Alternate Worksite is an extension of the District Worksite. All existing workplace health and safety rules, as well as all existing employment laws, rules, and policies, apply the same as they would for employees reporting to a District Worksite.

Request and Approval for Remote Work Agreement

No employee is entitled to participate in Remote Work. It is a voluntary mutual agreement between the employee and appropriate supervisor and respective Vice President/Assistant Vice Chancellor. Employees must submit a written request on a 'Remote Work Agreement form' to their appropriate supervisor.

Once an employee has submitted a written request for a Remote Work Agreement to their supervisor, the District will provide written approval or denial of the request to the employee within fifteen (15) business days. Any denial of a Remote Work Agreement request must include the reason for the denial. There is no appeal to this decision and requests for remote work can only be submitted once every twelve (12) months.

Noncompliance with policies and procedures may result in immediate rescission of the Remote Work Agreement and/or corrective action.

Remote Work Agreement Review

Remote Work Agreements will be reviewed, at a minimum, on an annual basis, but may be reviewed more frequently as deemed necessary by the supervisor.

New Remote Work Agreements will be reviewed at thirty (30) day intervals during the first ninety (90) days, which is intended to provide both the employee and their supervisor an opportunity to review and evaluate the effectiveness of the Remote Work Agreement.

Remote Work Assignment Termination

Employees may request to end a remote assignment and return to onsite work at any time.

Supervisors may cancel an employee's remote work agreement based on obligations as set out in the Remote Work Agreement or performance concerns with 3 (three) calendar days' notice.

A Vice President/Assistant Vice Chancellor may cancel an employee's Remote Work agreement based on a validated conduct issue with 24-hour notice, excluding weekends and holidays.

A Vice President/Assistant Vice Chancellor may require employees to report to work onsite temporarily due to an unforeseen business necessity or emergency with 24-hour notice.

Supervisors may require employees to report to work onsite immediately during an emergency as directed by the Chancellor/President.

Adopted: June 5, 2023