



University of Dallas

**Human Resources
Flexible Work Policy**

POLICY HBF

Responsible Executive:
Chief Human Resources Officer
Responsible Office:
Human Resources
Issued: July 20, 2021
Rev: 5.5.22; 7.1.23

1. PURPOSE

This Policy provides for the administration of the hybrid work program for the University of Dallas. This policy sets forth the requirements and expectations of University of Dallas employees who are granted the opportunity to work remotely. The University desires to support flexible work arrangements that are beneficial to both managers and employees, when this can be accomplished by providing the same consistent service, resources, and support to our students.

2. SCOPE AND LENGTH

- 2.1. This policy is intended for all University Administration, library faculty, and staff employees on the Irving campus, both full time and part time. Note that some personnel cannot perform their jobs on a remote basis and may have limited or no access to remote work schedules and locations.
- 2.2. The effective date for this policy is July 1, 2023.

3. PRINCIPLES OF UD'S FLEXIBLE WORK POLICY

Any employee seeking some flexibility to work from home must submit a Flexible Work Agreement (FWA) form to their supervisor for approval. The employee can suggest the number of days and the specific days they request to work from home. Typically, the maximum amount of time spent away from campus would be no more than the total hours comprising two work days, though exceptions may be considered. The supervisor is responsible to review the request for the appropriateness of the position for remote work, whether the employee is suited for remote work, and if appropriate departmental staffing and service can be maintained. Flexible Work Agreements must be reviewed no less frequently than annually, preferably during the annual performance review process. See section 4.0 Eligibility Criteria for supervisor considerations to determine whether to approve a remote work request and Section 5.0 Approval Process for details regarding FWA approval and notice requirements.

- 3.1. Except as otherwise approved by the office supervisor, non-academic University of Dallas offices will remain open, at minimum, 8 am – 5 pm Monday through Friday and must provide in-person assistance.
- 3.2. Offices opting to include an option for virtual appointments must provide instructions regarding how to reach a remote work employee by phone or virtual platform.
- 3.3. Supervisors should grant a request for remote work to employees on a case by case basis.
- 3.4. Supervisors should specify a communication plan for the office/department.

- 3.4.1. It is up to the department how departmental telephone lines are handled. If an employee works from home, his or her individual telephone line should be forwarded so that the employee will receive office calls at home.
- 3.4.2. All employees on a flexible work schedule must share their calendar with rights to “event details” with their supervisor, as well as with department colleagues if requested by their supervisor.
- 3.4.3. All employees on a flexible work schedule must use Google Chat or an alternative collaboration platform as directed by the supervisor during the workday to make it easy and efficient to connect with the team members.
- 3.5. A Vice President or Dean may establish additional requirements to meet the needs of his or her areas of supervision. That may include, but is not limited to, the maximum number of hours an employee may work remotely in their weekly schedule, minimum staffing levels during core business hours (8 am – 5 pm), established exception periods (such as the first few weeks of the beginning or end of a semester), or other parameters for flexible hours.
- 3.6. The University reserves the right that a supervisor may make a temporary change to an employee’s FWA based on a coverage shortage, special training, or the needs of the department. The supervisor is expected to give appropriate notice, given the situation.

4. ELIGIBILITY CRITERIA

There are various tax, benefit, and employment law considerations when allowing an employee to work remotely on a regular basis. Therefore, eligibility for remote work is limited to University Administration and staff employees located within the State of Texas.

- 4.1. Criteria to determine if a **position** is right for flexible work schedule:
 - 4.1.1. Consider the job duties that the incumbent of the position performs. A position may be considered suitable for a flexible work schedule if some or most of its responsibilities can be performed away from the regular campus work location. This change in work location should not impact productivity, customer service, operational efficiency, or team collaborations. The determination should be based on the type of work, not just on employee performance.
 - 4.1.2. Determine how much of the employee’s role is customer facing and if this can be handled remotely.
 - 4.1.3. Determine level of staffing needed on campus based on departmental needs.
- 4.2. Criteria to determine if an **employee** is suited for a flexible work schedule:
 - 4.2.1. Determine the suitability of the employee’s ability to work remotely based on past work performance.

- 4.2.1.1. Employee performing the job has a demonstrated ability to work well with minimal supervision.
- 4.2.1.2. Employee has a thorough knowledge and understanding of the job tasks and operations for which they are responsible.
- 4.2.1.3. Employee has demonstrated the ability to establish priorities and manage their time.
- 4.2.1.4. Employee performing the job has a history of reliable and responsible accomplishment of work duties.

4.2.2. All core duties of the job must be able to be performed remotely.

4.3. **Team Considerations** for approving flexible work schedule(s):

- 4.3.1. When reviewing flexible work schedule requests, the supervisor should ensure fairness and equity across their staff by treating requests from employees in similar positions similarly.
- 4.3.2. In determining days for flexible work schedule(s) across the team, the supervisor should coordinate flexible work schedules to ensure there is time for collaboration and coordination among the team.

5. APPROVAL PROCESS

The Flexible Work Agreement (FWA) is an integral part of, and is incorporated into, this policy.

- 5.1. When a FWA is completed by the employee and approved by their supervisor/manager, the request shall be sent to the Vice President or Dean of that area for approval.
- 5.2. If the Vice President / Dean approves, the FWA will be sent to the Office of Human Resources (hr@udallas.edu) for documentation of the employee's work schedule and location.

6. FLEXIBLE WORK LOCATION

Typically, the flexible work location will be the employee's home, or a location in the Dallas/Fort Worth area so that the employee is available to report to campus on alternating days.

- 6.1. Employees are generally not permitted to work out of state on a FWA. Exceptions may be considered on a case-by-case basis.
- 6.2. If the employee is not a US citizen or permanent resident (green card holder), a change or addition of a work location may result in the need to update the employee's immigration record. Please consult with the Office of Human Resources prior to approving a FWA.
- 6.3. The employee is responsible for ensuring adequate resources, including but not limited to internet access and phone service, are necessary to complete all work-related tasks.

7. TERMINATION OF FWA

The FWA is voluntary and is a privilege, not a right. The FWA may be terminated by the University at any time with ten (10) calendar days written notice or by the employee with ten (10) calendar days written notice.

- 7.1. A FWA may be terminated with ten (10) calendar days written notice when:
 - 7.1.1. A shortfall in the quantity or quality of the employee's work continues to decline after coaching, as compared to the employee's previous work or those who work on site.
 - 7.1.2. The supervisor is unable to obtain a prompt response from the employee during regular work hours.
 - 7.1.3. Persistent distractions at the remote work location while communicating with the employee that become disruptive to a team or interfere with the employee's ability to perform the duties and responsibilities of their work.
 - 7.1.4. The supervisor determines remote work is no longer in the best interest of the department for legitimate business reasons.
- 7.2. The Office of Human Resources should be notified when a FWA is terminated by a supervisor or employee.

8. SECURITY OF INFORMATION

Employees on a FWA are expected to follow the University's Acceptable Use policy. The employee may not compromise confidentiality or security of University information due to remote work or remote computer access. Breaches of information security while working remotely may result in the termination of the FWA and/or disciplinary action up to and including termination.

9. DEFINITIONS

- 9.1. **“Remote Work”** means work that is completed by an employee at a remote location away from the University campus, approved and scheduled in advance as part of a Flexible Work Agreement.
- 9.2. **“Hybrid Schedule”** means a combination of remote work and on campus work scheduled via alternating days, as approved by the supervisor.
- 9.3. **“Flexible Starting/Ending Time”** – there is flexibility in an employee's scheduled starting and ending times (regardless of remote or on campus work).
- 9.4. **“University”** and **“the University”** mean the University of Dallas.

10. RESPONSIBILITIES

Responsible Party	List of Responsibilities
Office of Human Resources	1. Monitor compliance with this Policy.
Supervisor/Manager	<ol style="list-style-type: none">1. Receive requests for Flexible Work Agreement.2. Evaluate and grant or deny FWA.3. If the FWA is approved by the Supervisor/Manager, the Supervisor/Manager forwards the FWA to the appropriate Vice President / Dean.4. Notify the Office of Human Resources if FWA is terminated.5. Coordinate use and monitor effectiveness of flexible work arrangements.
Vice President/Dean	<ol style="list-style-type: none">1. Receive FWAs approved by Supervisor/ Manager.2. Evaluate and grant or deny FWA.3. If the FWA is approved, the Vice President/Dean forwards the FWA to the Office of Human Resources for inclusion in the employee's file.4. Monitor effectiveness of flexible work arrangements.

11. PROCEDURES

Task	Procedure
Evaluation of FWAs	<ol style="list-style-type: none">1. Supervisor/Manager receives FWA request and makes initial decision to grant or deny.2. Vice President/Dean receives approved FWA requests and makes secondary decision to grant or deny.3. Vice President/Dean forwards approved FWA requests to the Office of Human Resources.
Coordination and Monitoring of Employee Effectiveness	<ol style="list-style-type: none">1. The Supervisor/Manager and the Vice President/Dean coordinate and monitor employee effectiveness in light of FWAs.2. The Supervisor/Manager and/or Vice President/Dean institute guidelines or requirements for use of FWAs.

12. POLICY ENFORCEMENT

Enforcement	The Office of the General Counsel or the Office of Human Resources will investigate suspected violations of this Policy, and take appropriate action in accordance with University policy.
Reporting Violations	Report suspected violations of this Policy to the Office of the General Counsel or the Office of Human Resources.

13. RELATED DOCUMENTS

Policy or Document	Web Address
Office of Human Resources	https://udallas.edu/offices/hr/

14. CONTACTS

Subject	Office or Position	Telephone Number	Office Email or URL
Policy Clarification	Office of General Counsel	(972) 721-5363	hlachenauer@udallas.edu
Policy Implementation	Office of Human Resources	(972) 721-5382	hr@udallas.edu
Web Address for this Policy		https://udallas.edu/about/university-policies/index.php	