Appendix 1: Telework Expectations and Requirements

This document contains the expectation for teleworkers, and is in conjunction with the Telework and Flexible Work Guidelines.

Telework Expectations

Communication. While teleworking, the employee shall be reachable by telephone, chat, e-mail or other established methods during agreed-upon work hours. The employee and supervisor shall agree on expected turnaround time and the medium for responses.

Equipment. Home worksite furniture and equipment shall generally be provided by the teleworker. In the event that equipment and software is provided by BSU at the telework-site, such equipment and software shall be used exclusively by the teleworker and for the purposes of conducting official BSU business. Software shall not be unlawfully duplicated. If BSU provides equipment, the teleworker is responsible for safe transportation and set-up of such equipment.

Equipment liability. Ball State University will repair and maintain any loaned equipment. Surge protectors must be used with any BSU computer. The employee will be responsible for: any intentional damage to the equipment; damage resulting from negligence by the employee or any member or guest of the employee's household; damage resulting from a power surge if no surge protector is used; and maintaining the current virus protection for software.

BSU may pursue recovery from the teleworker for BSU property that is deliberately, or through negligence, damaged, destroyed, or lost while in the teleworker's care, custody or control. Damage or theft of BSU equipment that occurs outside the employee's control will be covered by BSU. Teleworkers should check their homeowner's/renter's insurance policy for incidental office coverage. BSU does not assume liability for loss, damage, or wear of employee-owned equipment.

Dependent Care. Telework is not a substitute for childcare or other dependent care. Teleworkers shall make or maintain childcare arrangements to permit concentration on work assignments.

Home Work Site. The teleworker must establish and maintain a dedicated workspace that is quiet, clean, and safe, with adequate lighting and ventilation. The teleworker will
not hold in-person business visits or meetings with professional colleagues, customers, or the public at the home worksite.

**Hours of Work.** The teleworker will have regularly scheduled work hours agreed upon with the supervisor, including specific core hours and telephone accessibility. The agreed upon work schedule shall comply with FLSA regulations and timekeeping requirements. Overtime work for a non-exempt employee must be pre-approved by the supervisor. The teleworker will attend job-related meetings, training sessions and conferences, as requested by supervisor. In addition, the teleworker may be requested to attend "short-notice" meetings. The supervisor will use telephone conference calling whenever possible as an alternative to requesting attendance at "short-notice" meetings.

**Inclement Weather.** If BSU is closed due to an emergency or inclement weather, the teleworker may continue to work at the telework-site. If there is an emergency at the telework-site, such as a power outage, the teleworker will notify the supervisor as soon as possible. The teleworker may be reassigned to the primary worksite or an alternate worksite.

**Inspections.** In case of injury, theft, loss, or tort liability related to telework, the teleworker must allow agents of BSU to investigate and/or inspect the telework site.

**Injuries.** The employee will be covered by workers' compensation for job related injuries that occur in the designated workspace, including the teleworker's home, during the defined work period. In the case of injury occurring during the defined work period, the employee shall immediately report the injury to Employee Relations. Workers' compensation will not apply to non-job related injuries that might occur in the home. BSU does not assume responsibility for injury to any persons other than the teleworker at the telework-site.

**Intellectual Property (IP).** In accordance with BSU IP Policy, works of intellectual property developed while teleworking are owned by Ball State when either of the following applies: (1) the intellectual property was developed within the scope of employment; or (2) the intellectual property was developed with the significant use of funds or other resources administered by Ball State.

**Network Access.** BSU is committed to supporting telework by supporting network access to remote locations. However, network access is not guaranteed. Teleworkers are responsible for providing and paying for their own internet and phone service at their telework site.
Office Supplies. Out-of-pocket expenses for supplies normally available in the office will not be reimbursed.

Personal Business. Telework employees shall not perform personal business during hours agreed upon as work hours.

Policies. BSU policies, rules and practices shall apply at the telework site, including those governing communicating internally and with the public, employee rights and responsibilities, facilities and equipment management, financial management, information resource management, purchasing of property and services, and safety. Failure to follow policy, rules and procedures may result in termination of the telework arrangement and/or disciplinary action.

Record Retention. Products, documents and records that are used, developed, or revised while teleworking shall be copied or restored to BSU’s computerized record system. Whenever possible, all telework related information shall be stored in a directory designated for telework and this information shall be backed up on university-supported file storage systems, such as your university Box or OneDrive account.

Security. Security and confidentiality shall be maintained by the teleworker at the same level as expected at all worksites. Restricted access or confidential material shall not be taken out of the primary worksite or accessed through a computer unless approved in advance by the supervisor. All remote access to university data must be in accordance with Information Technology polices, as described in this policy. The teleworker is responsible to ensure that non-employees do not access BSU data, either in print or electronic form.

Taxes. A home office is not an automatic tax deduction. Teleworkers should consult with a tax expert to examine the tax implications of a home office.

Travel. The teleworker will not be paid for time or mileage involved in travel between the telework-site and the primary worksite.

Worksite. Telework-sites that are not in Indiana must be reported to Payroll Services, as there may be work tax implications.

Questions? Contact
University Human Resource Services 765-285-1834, humanresources@bsu.edu
**IT Telework Requirements:**
All remote work must adhere to the university’s requirements for data security and as well as the IT user’s privileges and responsibilities policy and information security requirements outlined in the Keep Teaching and Working guide. In particular, all remote workers must agree to:

- At no time provide their password to anyone, including family members. Note that Help Desk employees will never ask for a Remote User’s password. Lock your workstation before leaving your workstation unattended, even you expect your time away to be brief.

- Abide by Data Handling Guidelines for protecting and controlling sensitive or restricted information in hardcopy and electronic format.

- Understand and abide by the University’s Information Technology Users’ Privileges and Responsibility Policy. Work with your supervisor to consider these privileges and responsibilities when establishing use of this remote work agreement.

- Follow the Data Management Procedures and Governance Structure, Authentication And Access Control Standards and any additional guidelines issued by my department or Information Technology.

- Understand and adhere to the Technology Data Management Procedures and Governance Structure.

Questions? Contact the IT Helpdesk.

**Related Documents/Resources:**
Telework and Flexible Work Application
Telework Self-Certification Safety Checklist
Flexible Work Arrangements website and FAQ’s