Human Resources and Payroll provides guidance below for some of the most common questions that supervisors and employees may have about remote work. Please continue to check back often as new FAQ will be added as needed.

**GENERAL**

1. **Who is a good candidate for remote work?**
   Good candidates for remote work may include employees who possess:
   - Demonstrated time management and organizational skills.
   - Successful performance history.
   - Initiative and dependability.
   - Tech-savvy skillset.
   - Ability to work independently.
   - Strong understanding of role and expectations.

   Suitability for remote work is determined through a collaborative process which considers multiple factors.

2. **What positions at NDSU qualify for a remote work arrangement?**
   Each remote work arrangement is evaluated on a case-by-case basis. Characteristics of positions that may be considered suitable for remote work include:
   - Jobs that entail working independently.
   - Minimal interactions with internal and external contacts or those with the use of technology having effective contact interactions as those in face-to-face situations.
   - Limited need for access to equipment and/or materials.

   Suitability for remote work is determined through a collaborative process which considers multiple factors.

3. **What is the purpose of the remote work agreement form?**
   The agreement document details about the remote work arrangement including work location, job duties and work schedule. In addition, it specifies operating parameters and acknowledgments unique to the working arrangement. Finally, it documents approvals and agreement of all parties including the employee, supervisor and other signatories as needed.

4. **Who initiates a request or takes primary responsibility for exploring a remote work arrangement?**
   Either the employee or the supervisor may suggest a remote work arrangement. The employee and the supervisor are encouraged to discuss their needs and to work together to develop the best possible arrangements for their situation. Supervisors have the authority to request approval of a remote work arrangement, or to postpone consideration of a remote work arrangement to another time.

5. **Who is responsible for submitting the remote work agreement form?**
   Supervisors are responsible for submitting the remote work agreement form.

6. **What is a hybrid work arrangement?**
   A hybrid remote work arrangement involves splitting time between university and non-university work locations. For example, a hybrid work arrangement could have an employee work on campus three days a week and remotely two days a week.

7. **I am interested in working remotely. How do I approach my supervisor about this opportunity?**
   An interest in remote work is a great start and you may also find it helpful to think about:
   - Business need—How might a remote work arrangement enhance operations and productivity?
   - Position suitability—Do you require access to equipment, materials or files that can only be accessed on campus? Do you require extensive face-to-face contact with students, other employees or the public?
   - Employee suitability—Do you exhibit initiative and organizational skills with a positive performance history? Do you have a strong grasp of your role and expectations of the position?
   - Supervisory approach—Do you have a solid communication history with your supervisor? And, if you supervise, do you have a strong relationship/communication history with your direct reports?

   These are areas which you may find helpful to explore and assist in your framing when approaching your supervisor.
8. I would like to approach my supervisor about a hybrid working arrangement. Is a remote work agreement required?
Yes. A remote work agreement is required to document work arrangements where an employee routinely or intermittently performs work through an electronic connection away from any university location. The approval process for the agreement is the same whether an employee has a hybrid or remote request.

9. Do temporary changes to the remote work location warrant a change in the remote work agreement?
No. Temporary changes in location such as travel to a conference or a short duration summer trip do not warrant a change in the agreement. Only regular recurring changes will require adjustments to the remote work agreement.

10. Can two locations be listed for the remote work location on a remote work agreement form?
No. For payroll tax purposes, the employee must choose one location.

11. I have an irregular work schedule. Do I need to specify these hours in the remote work agreement?
A remote work agreement specifies an employee’s typical work schedule with an understanding that variations may occur.

12. Do remote work arrangements expire?
When a remote work agreement is completed, the form does require an end date. It is recommended that supervisors review the remote work arrangements on an annual basis to evaluate the success of the arrangement.

13. Under what circumstances can a supervisor change or terminate a remote work arrangement?
The supervisor can terminate or amend the agreement based on a number of reasons, including operational changes, staffing changes, leadership changes, performance, etc. If the termination or change to the arrangement is involuntary, the supervisor must provide notice in writing to the employee within ten working days.

14. Can the denial of a request for a remote work arrangement be appealed?
The grievance or appeal procedures do not apply to decisions regarding remote work requests.

15. Can a request for a remote work arrangement for a similar position in different colleges and units be handled differently? Can one be approved and the other denied?
Yes. Remote work arrangements are handled on a case-by-case basis. Since every job, employee and situation are different; it cannot be assumed that the same decision is appropriate for two similar positions. Supervisors know the operations of their department/unit(s) best and are responsible for final decisions on how to get the work accomplished. Supervisors have the authority to request approval of a remote work arrangement, or to postpone consideration of a remote work arrangement to another time.

16. What happens if an employee who is working remotely wants to return to his or her on-site role?
The employee should discuss this with his or her supervisor. All employee-proposed changes to an existing agreement are subject to department and/or university approval.

17. What happens if an employee with a remote work arrangement transfers to another department?
An established remote work arrangement exists between the employee and supervisor within their respective college/unit. An employee who transfers to another college/unit would need to go through the remote work approval process in their new college/unit. A new remote work suitability assessment and remote work agreement form would need to be completed.

18. Is a request for a disability accommodation determined under the remote work policy?
No. All requests for disability accommodations are processed through the interactive process discussion involving the employee, supervisor, and Human Resources.

19. My satellite work location is my home. What happens if I have an accident while working remotely?
If the employee’s satellite work location is at home, the employee is required to maintain safe conditions in the work area and maintain adequate homeowners, renters, or commercial general liability insurance. Any work-related incidents or injuries should be reported in the normal manner. Incidents will be reviewed by the North Dakota Workforce Safety and Insurance to determine if they are compensable under workers compensation.
MANAGERS
1. How do I know if an employee is a good candidate for remote work?
There are many factors to consider when exploring the possibility of remote work. Employees will not be approved for remote work if they are on a performance improvement plan.

2. Can a supervisor mandate a remote work arrangement for an entire unit or department?
Perhaps. If a department is considering a remote work arrangement for their entire workforce, the department head should engage with HR and Payroll as soon as possible.

3. How do supervisors evaluate multiple remote work arrangement requests?
It is essential that supervisors work with individual employees and consider the whole team objectively when evaluating remote work arrangements. When possible, supervisors should consider a group of proposals together which ensures a process that is consistent and transparent. Remote work should have either a net-positive or net-neutral effect on business results and the work environment. Supervisors may need to consider coordinating schedules to provide adequate coverage of services to the campus.

4. How should a supervisor handle a situation where it may be appropriate to approve one person’s request for remote work and deny the request of another?
It is essential that supervisors work with individual employees and consider the whole team objectively when evaluating remote work arrangements. When possible, supervisors should consider a group of proposals together which ensures a process that is consistent and transparent. Remote work should have either a net-positive or net-neutral effect on business results and the work environment. Supervisors are encouraged to be transparent in their decision-making process and point to business reasons for considering a remote work arrangement.

5. Are supervisors eligible for a remote work arrangement?
Yes. Suitability for remote work arrangement is based on multiple factors. Characteristics of positions that may be considered suitable for remote work include:
- Jobs that entail working independently.
- Minimal interaction with internal and external contacts or those with the use of technology having effective contact interactions as those in face to face situations.

Suitability for remote work is determined through a collaborative process which considers multiple factors.

6. Are employees in non-exempt positions eligible for remote work arrangements?
Perhaps. Fair Labor Standards Act (FLSA) status is not a determining factor for remote work suitability. Regardless of FLSA status, characteristics of positions that may be considered suitable for remote work include:
- Jobs that entail working independently.
- Minimal interaction with internal and external contacts or those with the use of technology having effective contact interactions as those in face to face situations.
- Limited need for access to equipment and/or materials.

It may be helpful to remember that non-exempt employees, regardless of work location, must record hours worked through the department’s official timekeeping system.

7. How do I modify an existing remote work arrangement?
Modifications to a remote work arrangement should be documented and initialed by the original signatories on the existing form OR captured on a new remote work agreement form.

8. How do I end a remote work arrangement early?
If there is a desire to end a remote work arrangement early, an employee or a supervisor may begin the process.

COMPUTER AND SOFTWARE
1. Can I use personally owned computing devices to conduct NDSU work while working from home or another location?
NDSU business must be conducted on laptops issued by the university.

2. How do I get additional software I need on my personal device to work remotely?
NDSU cannot install many of our enterprise applications on personally owned devices. NDSU business must be conducted on laptops issued by the university.
3. What collaboration tools are available for use through NDSU?
NDSU offers several platforms for virtual collaboration including Microsoft Teams and Zoom conferencing.

4. Can I be reimbursed for upgrades to my internet for high-speed internet?
The university will not be responsible for operating costs associated with the employee's satellite work location including but not limited to home maintenance, digital subscriber line (DSL), cable, cell phone bills, internet, utilities, any associated incidental costs (such as property or liability insurance), or other incidental expenses (utilities, cleaning services, etc.).

5. Where do I find more information about the IT requirements for remote work?
https://kb.ndsu.edu/work