

## Managing Remote Work: A Guide for Supervisors – COVID-19

In this state of emergency in response to the COVID-19 outbreak, Marquette University is committed to protecting the health, safety and wellbeing of our students, faculty, staff and visitors. The goal is to be creative, flexible and empathetic to employees' concerns and offer guidance for making work accommodations for essential positions, non-essential positions and for those in quarantine.

For details on time and attendance policies visit the [Human Resources section on the COVID-19 webpage](#).

---

When determining remote work options for your team, ask yourself: **Which types of jobs can be done remotely, and which need to be "campus present?"**

- Make sure you distinguish, "Well, it would be nice to have this person here," reasons from, "It is critical to have this person here," reasons.
- Consider the nature of the work and the interactions involved.
- Does the employee need to be physically present on campus in order to complete their job?
- Will having the employee work remotely jeopardize the team's ability to complete work?
- If there are positions that require a person to on campus, consider creative alternatives, such as cross-training and "taking turns" to provide some flexibility. **(Regardless, ensure you have back-up coverage for each position in your department!)**
- Is it possible for some job duties to be temporarily ceased to allow someone to be home?

### Equipment & Technology

- Does this person have a university-provided laptop? If not, do they have a secure home computer?
- Do they have a Wi-Fi connection?
- Please consult the following links for added information and functionality:
  - [Working Remotely](#)
  - [Scheduling a meeting via Outlook](#)
  - [Joining a Teams Meeting](#)

### Information Security

- Protect FERPA/HIPAA information from being accessed or viewed by others in the home.

## Managing Remote Employees

- When working remotely, employees are working. **Employees should not use email out-of-office messages, mark their calendars as out of the office or change voicemail indicating they are out when working remotely.** These are to be used only when employees are taking time off work.
- Employees should keep Skype open to leverage the availability indicators and instant messaging components.
- Create clear guidelines and expectations.
- Set specific, measurable goals.
- Set specific timelines.
- Focus on results.
- Require regular check-ins.
- Set up several virtual meetings or conference calls with your entire team to share progress updates.
- Communicate the specific work at home expectations in writing/email to keep all parties accountable them.

## Balancing Employee Emotions

- Situations like this create much fear and anxiety. Do whatever you can to support yourself and your employees. Don't hesitate to use or recommend our [Employee Assistance Program](#).

If you have any questions or need additional guidance, please [contact Human Resources](#).