Alternative Work Arrangements FAQ

- Can any employee have an Alternative Work Arrangement (AWA)?
  - Not all positions can support an AWA, nor are they an employee right. Jobs that require frequent personal interaction with customers, clients or the public are generally not suitable candidates for this program. Certain jobs may be excluded from eligibility if employee presence is critical during standard work hours.
  - For employees to be successful, they may need to be strong communicators, self-motivated or directed, well organized, flexible, independent, focused or demonstrating adequate performance. The supervisory structure is ultimately responsible for taking all of these factors into consideration in approving these arrangements within the organization’s business goals and needs.

- As a supervisor, how can I manage an alternative work arrangement successfully?
  - You are encouraged to write specific metrics into Flexplace agreements in order to ensure your expectations are understood and delivered on.
  - It would also be a good idea to define what will be accomplished when the employee is working remotely and to follow up on the employee’s accountability to that work.
  - Communicate regularly and schedule check-ins

- What are the challenges in managing AWAs?
  - The most common concern to address for management is trust that an employee can be as productive at an alternate work location as they are in a traditional office setting. Studies show that the right employee working from an alternative office at least one day a week can be at least as productive, has a better attitude, becomes even more trusted and is more likely to stay at their job.

- Who is responsible for costs associated with setting up an AWA?
  - Not all AWAs have a cost associated. If the employee has the tools needed to complete the duties available at the alternative office location, then those existing resources may be used, resulting in no additional costs to the employer or employee. Some work assignments may have specific requirements such as computers, telephones, certain software, access to email, etc. Determining the cost impact, if any, before implementing an AWA and ensuring both the employee and department are aware of who is responsible for the cost or equipment requirements is necessary.

- Can an employee request and AWA because of a medical condition?
  - If an AWA is being requested as a result of a medical condition, please consult with the central HR Office to ensure compliance with any applicable laws or policies.

- How does this apply to Faculty?
  - For the most part it does not. It is already understood that faculty schedules are quite flexible. Regardless, faculty are expected to conduct business as appropriate in their assigned office space and hold office hours sufficient to meet the needs to students and colleagues. It may be prudent to develop an AWA in collaboration with your school/college human resources office.

- My department’s core hours are different from the university’s standard 8am-5 pm hours. Do I need to have a flex schedule form developed?
  - No, as long as you are working within your department’s core hours there is no need for a flex schedule.