

Hybrid Work Guidelines and Resources

The Academy supports partial hybrid work schedules, when possible, as it aligns with IMSA's alternative work arrangement [policy](#). Voluntary work alternatives may not be feasible for every position at IMSA, but for positions where it is possible, it will not be solely denied because of a supervisor's personal preferences, but rather, the decision to work hybrid should be guided by business needs and approval from a supervisor, with sincere consideration for making it work.

Eligibility and Restrictions

Currently, all employees are eligible to request consideration for working a hybrid schedule, however, not all requests will be able to be granted. Several factors must be considered by employees and supervisors to determine if certain work of a position can be completed while not on campus, including:

- Is there face to face interaction and coordination of work with other employees, IMSA's campus, or documents or other information that can only be accessed on campus?
- Are in-person interactions with students, colleagues, or external visitors necessary?
- Will the employee's absence on campus impact the quality of service, IMSA operations, or increase workload for other employees?
- Can performance be measured by quantitative or qualitative results-oriented standards, rather than time spent face to face?

Expectations for ALL Employees

- Utilize the different communication methods that allow you to communicate with hybrid employees working remotely. The [IMSA Staff Directory](#) can be used to find an Employee's email and phone number.
 - The Academy supports a number of communication methods, including email, phone, [Google chat](#), and [Zoom](#).

- If you need further assistance understanding how to utilize or optimize your experience with any of the above tools, please contact helpdesk@imsa.edu.
 - As a reminder, all hybrid employees working remotely are still available via their office telephone, even when not on campus.
 - They've either forwarded their office phone to their cell phone or have a soft phone on their computer which is connected to their office phone.
- Generally respond to emails, google chats, voicemails, etc., within 24 working hours.
- Be aware of the best way to communicate with team members when an immediate response is critical
- Utilize an employee's calendar to determine if they are on campus or remote for the day.
- When setting up meetings, expect to set up hybrid meetings to accommodate in-person and remote employees (i.e. reserve a room on google calendar and make it a Zoom meeting)
- When responding to calendar invites, indicate whether their attendance will be virtual or in-person.

Expectations, Responsibilities, and Guidelines for Hybrid Staff

- Please keep in mind that as we explore offering greater flexibility to employees, it's important that employees reciprocate that flexibility. There may be times when a business or operational need overrides your request form. (For example, if you regularly work from home on Tuesdays, but your team needs to be in-person on a Tuesday to conduct an on-campus interview, the expectation from your supervisor may be that you need to be on campus to fulfill that business need).
- Ensure you are available by email, google chat, and phone (through MiCollab or by [forwarding your office phone](#) to your personal phone). (Note: This means you should be able to reach any working employee by calling their extension and in turn, you should be available at your extension when remote. All phone extensions can be found here: [IMSA Staff Directory](#))
- Utilize [VPN](#) during work hours to access necessary resources to complete work in a secure and protected manner.
- Complete work in a productive environment with reliable internet, that is free from

external distractions, as well as, free from health and safety hazards. If your internet isn't working or consistently unreliable, you will be required to work on campus.

- If employees are working remotely, they should indicate this on their google calendar by putting a note at the top of the day stating they are working from home.
- When setting up meetings, expect to set up hybrid meetings to accommodate in-person and remote employees when feasible (i.e. reserve a room on google calendar and make it a Zoom meeting)
- Individual circumstances that fall outside the guidelines can be considered on a case by case basis with approval by the cabinet.
- A request to use flex work options is separate from a medical accommodation request. Any requests to work from home for medical reasons should be sent to the Office of Human Resources to review to ensure compliance with the Americans with Disabilities Act.
- All employees should continue to know:
 - IMSA property will be used for IMSA business in accordance with IMSA policies.
 - Reasonable steps should be taken to protect all IMSA property from theft, damage, or misuse.
 - Appropriate data security and record management practices and protocols will be followed to at least the same degree as when the employee is on-site and in accordance with [IMSA Security Guidance](#).
 - Licensing agreements will be complied with for all software owned by IMSA, whether on or off site.
 - IMSA assumes no responsibility for any damage to, wear of, or loss of the employee's personal or real property.

 - If there are deficiencies in performance, remediation may include requiring the employee to adjust or cease their hybrid schedule.

 - Employees working a hybrid schedule will not be given additional equipment to support their remote workspaces.

 - All legal protections and workplace policies that relate to an employee's employment status that normally apply to the physical workplace will apply to an employee's alternative work arrangement. (FMLA, FLSA, workers' compensation, performance evaluations, and other standards and requirements).

 - The use of an alternative work arrangement will not impact the compensation and benefits of an employee.

Expectations for Supervisors

- *Ensure that you are holding your employees accountable.* The application requires employees to work with you to summarize how they will be held accountable. An example of an appropriate summary can be found [here](#).
- *Ensure your employees are available via email, phone, and Google Chat when working from home.* (for example, employees can [forward their work phone](#) to their phone line.) As a reminder, all employee's work phone numbers can be found in the [IMSA Directory](#).
- *Ensure that your department is physically posting your team's weekly schedule* (whether they are remote, on-campus, or off) *in a place visible and accessible to colleagues.* Additionally, ensure your employees update their Google calendars with the same information.
- In an effort to be inclusive, set up hybrid meetings when possible rather than in-person meetings.
- A request to use flex work options is separate from a medical accommodation request. Any requests to work from home for medical reasons should be sent to the Office of Human Resources to review to ensure compliance with the Americans with Disabilities Act.