

Supervisor Checklist for Supporting Remote/At Work Home

- Technology needs.** Review your employee's technology needs and resources in order to work remotely. Ensure the employee is able to connect to the network remotely via VPN (Net Extender). Refer to <https://udallas.edu/offices/technology/remote.php> for necessary support or resources.
- Call Forwarding.** Ensure your employee knows how to set up call forwarding (if appropriate). Determine end date of call forwarding.
- Notify employee that expenses will not be reimbursed** that may be incurred from working remotely such as phone, internet services or data services.
- Determine platforms that will be used to communicate** as a team and/or with clients.
- Review work schedules.** Be clear about your expectations with employees for maintaining their current work schedule or if you are open to "flexible" scheduling based on employee needs.
- Draft a work plan.** Review the questions below with staff and work through the answers together:
 - What routine responsibilities/tasks cannot be fulfilled while working remotely and how will it impact operations or other people? What are ways to reduce the impacts?
 - What routine responsibilities/tasks require regular communication and collaboration with others? Proactively contact each partner to confirm how you will communicate while everyone is working remotely.
 - Oftentimes employees experience fewer interruptions while teleworking. Are there any special projects or tasks that you can advance while working remotely?
 - What events or meetings are scheduled during the time in which the temporary telework arrangement is in place? Will they be postponed or canceled, or will they take place using technology? What follow-up needs to occur due to postponements or cancellations?
- Make a communication and accountability plan.** Supervisors should tell employees how often they should send updates on work plan progress and what those updates should include. Supervisors should also communicate how quickly they expect the employee to respond while teleworking and the best ways for the employee to contact the supervisor while working remotely.
- Be positive.** A positive attitude toward remote work and a willingness to trust employees to work effectively is key to making such arrangements successful and productive. Focus on measuring results and reaching objectives as the indicator of success, rather than direct observation.
- Debrief after normal operations resume.** Employees and supervisors should review work plans when work returns to normal, assess progress on the employee's work plan and prioritize any unresolved or new work that resulted from temporary operational disruption.