

**Teleworking Resources, Practices, and Expectations**  
**College of Education**  
**The University of Texas at Austin**

*Interim Guidelines as of 03-15-2020*

## Technology

### Devices & Connectivity

The [Information Technology Office](#) is available to assist individuals who will telework and need equipment or assistance. ITO can identify an appropriate computer to use while teleworking and help you with remote access to university IT systems. It is important to use UT-provided computers to maintain strong security practices. Ryan Baldwin can provide assistance and can be reached at [breakaway@austin.utexas.edu](mailto:breakaway@austin.utexas.edu).

### Web Conferencing

Teleworking will require extensive use of Zoom for web conferencing. To become familiar with Zoom, online tutorials are available: <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>. In addition, the Office of Instructional Innovation (OI2) will provide brief workshops to help you get started with Zoom. To coordinate additional Zoom resources or training, please contact Lucas Horton at [lucas.horton@austin.utexas.edu](mailto:lucas.horton@austin.utexas.edu) or 512-232-4199. The university-wide Zoom license will be available beginning on Monday, March 16 at <https://zoom.its.utexas.edu>. If you previously used an account with the college instance of Zoom, you may be required to migrate your account. Please reach out to the [Information Technology Office](#) if you need assistance.

### Phone

The university is making an application available to enable use of university phone numbers on either a computer or mobile device. Please see this [help article](#) for details, and, should you need assistance, please reach out to the [Information Technology Office](#).

Please keep in mind that it may take a few days to work out all the technical details of teleworking. If you have pressing questions, please work with your leadership, in coordination with ITO and Sonja Runberg.

## Training

The Office of Instructional Innovation will provide online workshops for staff new to Zoom.

**Monday, March 16 • 10:00-10:30 AM**

<https://education-utexas.zoom.us/j/316715749>

Meeting ID: 316 715 749

**Monday, March 16 • 11:00-11:30 AM**

<https://education-utexas.zoom.us/j/888503996>

Meeting ID: 888 503 996

Tuesday, March 17 • 1:00-1:30 PM

<https://education-utexas.zoom.us/j/973703550>

Meeting ID: 973 703 550

## Resources

- UT coronavirus website: <https://www.utexas.edu/coronavirus>
- COE coronavirus website: <https://education.utexas.edu/coronavirus>
- Central HR coronavirus website (includes info on telework): <https://hr.utexas.edu/coronavirus>
- Central HR information on telework/flexible work arrangements during normal business operations:
  - <https://hr.utexas.edu/manager/fwa>
  - <https://hr.utexas.edu/current/fwa>
- Internal COE Business Services wiki (assuming normal business operations): <https://wikis.utexas.edu/display/coe/Flexible+Working+Arrangements+and+Telework>
- Security Guidelines for Working Remotely from the Information Security Office: <https://security.utexas.edu/working-remotely>

## Expectations

If you are working remotely and need to come to campus to retrieve items from your office, your presence on campus should be brief and in line with the principles of social distancing.

Over the next two weeks, as employees rotate between remote and on-campus work arrangements (to optimize social distancing), there will likely only be two to three employees in most offices. One department chair and at least two Dean's Office employees will always be on campus during business hours, including an associate dean or the dean.

The Handbook of Operating Procedures (HOP) Work Schedule [Policy 5-2110](#) provides direction on workday hours. Employees are expected to be available during the workday, as outlined by your leadership.

Your responsibilities while teleworking should follow those outlined by [central HR](#):

- Maintain a healthy and safe environment at your remote worksite.
- Do not let non-work-related events and activities interfere with your work. If you experience irresolvable distractions, please contact your supervisor to make other work arrangements.
- Continue to turn in weekly time reports.
- Get your supervisor's approval for overtime and state compensatory time prior to earning it.
- Get your supervisor's approval for time off.

As you telework, remember to take breaks:

- 15-minute rest periods: per HOP Rest Periods/Coffee Breaks [Policy 5-2120](#), full time employees are to be given two 15-minute rest periods during the regular workday. Part-time employees who are scheduled to work at least four hours are to receive one 15-minute rest period. See policy for other details.
- Lunch Breaks: The combination of university policies for Work Schedule and Rest Periods/Coffee Breaks, along with the standard work schedule for full-time employees (8am to 5pm) implies that scheduled lunch breaks are a component of every full-time employee's work schedule. The implied lunch break means that all full-time employees should take at least a 30-minute lunch break.
- Rest periods and lunch breaks cannot be accumulated to be taken at a later time and cannot be used to shorten the regular workday.

- The COE is recommending to department or unit/office leadership that they host a daily all-staff meeting on Zoom. This meeting can be as brief as 15 minutes and will take place at the same time each day, Monday through Friday, March 16 to March 27. Your supervisor will host this meeting as an opportunity for daily updates and questions on projects, goal setting, requests for assistance in teleworking, and information sharing.
- Your supervisor may request a work report or status update at the end of each work day or work week. The specific method of reporting will be shared with you by your supervisor.

Teleworking is a different type of work experience and may cause you to feel isolated and disconnected. Be sure to practice self-care.

The university's [Employee Assistance Program](#) is available to support your health and well-being. Video and phone counseling are available. Contact EAP at [eap@austin.utexas.edu](mailto:eap@austin.utexas.edu) or 512-471-3366.

## Best Practices

Remember that this large-scale teleworking practice is a college-wide effort. If you have ideas on how we can streamline our teleworking practices, create a more connected and social experience, or improve any other aspect of this effort, please offer those to your department leadership. Sonja Runberg ([Sonja.Runberg@austin.utexas.edu](mailto:Sonja.Runberg@austin.utexas.edu)) will work with the HR team to brainstorm and compile these ideas and coordinate communication/implementation.

Dean's Office staff gathered the following resources that may be useful to you as you transition to telework:

- [Welcome to the remote workforce](#)
- [Coronavirus: How to work from home, the right way](#)
- [12 Ways to Work Remotely During COVID-19](#)
- [COVID-19 Has My Teams Working Remotely: A Guide for Leaders](#)