

Manager Checklist for Supporting WFH Arrangements

Work from home arrangements work best when employees and managers communicate clearly about expectations. The following checklist will help you establish a foundation for continued productivity and excellent service to the Stockton community.

Review relevant policies. Review the [Temporary Flexible Work Arrangements for COVID-19 Mitigation \(Interim\)](#) Procedure and the [Acceptable Usage Standards of Computing and Communication Technology](#). Managers should verify the employee has read and understood this information.

Review technology needs and resources. Identify technology tools staff use in their daily work and determine whether the resources will be accessible when working from home.

- Ensure that the employee knows how to change their voicemail greeting or [set up call forwarding](#).
- Determine which platform(s) you will use to communicate as a team, clarify expectations for online availability and confirm the employee has access to the technology tool(s) and support resources they need to complete their assigned tasks.
- Ensure the employee knows how to access [ITS support and help services](#).

Review work schedules. WFH arrangements sometimes get confused with flex time. Be clear about your expectations with the employee for maintaining their current work schedule. Discuss with the employee the following expectations around work schedules and time off:

- The employee must be available and be working during their normal work hours.
- The employee must use leave time for any time they are not working during normal work hours.
- The employee must ensure that all work activities are conducted in a work-friendly setting. This means work activities should NOT be conducted in places like playgrounds, parks, at the beach or by the pool, etc.
- If an employee is unable to work due to sickness, they should use applicable leave.

Discuss a work plan. Review the questions below with the employee and work through 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? Ask the employee to proactively contact each partner to confirm how they will communicate while the employee is working remotely.
- Employees may experience fewer interruptions while in a WFH arrangement. 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 WFH 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?

Clarify a communication and accountability plan. Managers should tell the employee how often they should send updates on work plan progress and what those updates should include. Managers should also communicate how quickly they expect the employee to respond while working remotely and the best ways for the employee to contact the manager while working remotely. During WFH, the manager should:

- Maintain team meetings and one-on-one check-ins.
- **Conduct regular check-ins.** Start each workday with a phone, Zoom or MS Teams chat.
- Review the employee's daily activity logs to ensure they adequately reflect activities consistent with your expectations.

Debrief after employee returns to on-campus work. When the employee returns to on-campus work, the manager should meet with the employee to assess WFH productivity and performance, and prioritize any unresolved or new work that resulted from temporary operational disruption.