

Guidance on Remote Work for Chapman Employees

Both supervisors and employees have a responsibility to discuss, document, and distribute expectations for how to communicate and track work products. The following steps will help you adjust to and set up your remote work environment. Of most importance is finding a tool that works best for you and your team.

You may already be using a tool like Skype, Zoom, and/or Dropbox. However, if you are in search of a tool to help you set up your remote work environment, Human Resources recommends using Microsoft Teams. Microsoft Teams is an efficient and effective way to communicate, set expectations, and track work products. Additional information on Microsoft Teams can be found in Step: 5.

Regardless of what tool you choose to use, it is the responsibility of both the supervisor and employee to set clear communication and work product expectations.

How to use this document

This document will walk you through the process of creating a healthy and productive remote work environment. Human Resources recommends reading this document in order, beginning at Step: 1 and ending at Step: 8. Should you need guidance on setting clear expectations and tracking work products, please reach out to Rachael Martin, Assistant Vice President of Talent Management for Human Resources at ramartin@chapman.edu.

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Step 1: Bring Awareness to your Spiritual, Mental, and Physical Health

Take care of yourself. It is easy for sudden changes in routine coupled with stress and/or anxiety to trigger health challenges of various degrees. Reach out for help right away if you need it. Talk with your healthcare provider, or use the Life Assistance Program if you are benefits-eligible. [Click here for a list of other free and low-cost counseling options](#) in Orange County.

For individuals who do not have health benefits or employee assistance program benefits through Cigna, but could benefit from talking with a qualified representative, the toll-free number is **866.912.1687**. This toll-free number is available 24 hours a day, seven days a week, for as long as necessary. The service is open to anyone and free of charge to help people manage their stress and anxiety so they can continue to address their everyday needs. Callers may also receive referrals to community resources to help them with specific concerns, including financial and legal matters.

[Chapman's Interfaith Center Offers Guidance in Calmness and Compassion in Times of Crisis](#)

Additional resources:

- Feeling anxious or just wanting to talk? Chaplains are available by email interfaith@chapman.edu.
- Mindfulness Meditation with Sound Healing, a course led by Dr. Gail Stearns, Dean of the Wallace All Faiths Chapel and Mindfulness Teacher, and Jody Theissen, Sound Alchemist and Yoga Instructor, is available on Chapman's [iTunes U app](#). Download it, try it, and email stearns@chapman.edu with questions or comments.

Step 2: Know the facts and the latest up-to-date campus information

Read Chapman's [Coronavirus](#), [Emergency Resources](#), and [Human Resources](#) websites.

Read additional facts:

- [Orange County Health Care Agency \(OCHCA\)](#)
- [California Department of Public Health](#)
- [CDC Travel Health Notices](#)
- [World Health Organization Coronavirus Updates](#)

Step 3: Ensure you are eligible to work from home and submit your timesheet

Read the [Protocols for Staff and Administrators Emergency Preparedness Plan](#)

Read the [Staff and Administrators Time Reporting](#)

Step 4: [Ensure you have the appropriate equipment to work from home and that you follow security protocols.](#)

Step 5: Use Microsoft Teams for communication and tracking productivity.

(Devote working hours to learn how to use this tool.)

- [Install or refine your use of Microsoft Teams](#)
- Spend time learning this tool. Start here:
 - [Quick Start](#)
 - Pull together a team.
 - Use chat instead of email, when appropriate.
 - Securely edit files at the same time.
 - See likes, @mentions, and replies with just a single tap.
 - Customize it by adding notes, web sites, and apps.
 - [Microsoft Teams](#)
 - **Teams** - Find channels to belong to or create your own. Inside channels, you can hold on-the-spot meetings, have conversations, and share files.
 - **Meetings** - See everything you've got lined up for the day or week. Or, schedule a meeting. This calendar syncs with your Outlook calendar.
 - **Calls** - You can call anyone from Teams, even if they're not using Teams.
 - **Activity** - Catch up on all your unread messages, @mentions, replies, and more.
 - [Get your team up and running](#)
 - [Collaborate in teams and channels](#)

- [How To Chat](#)
- [How to Call someone](#)
- [Schedule a Teams meeting](#)
- [Joining A Meeting](#)
- [Download the Teams app](#) to your desktop and phone
- [Click here for more tutorials](#)
- [Click here for LinkedIn Learning](#)
- Reach out to teams@chapman.edu or servicedesk@chapman.edu for help.
- [Download the Adobe Scan App](#) to streamline the process of scanning documents to PDF.

Step 6: Determine your Availability, Schedule, and Responsiveness

Availability and Schedules

- Discuss, create and distribute a document that outlines clear expectations for employee schedules.
- Be flexible. Allow each team member to contribute to the creation of their schedule. Remember, some employees may also be a primary caregiver during this time.

Responsiveness

- Implement a rule on response time. Define when employees are expected to respond to their supervisor and team members.

Step 7: Discuss, create, and distribute communication and work product expectations

[Use this template](#) to discuss, create, and distribute communication expectations.

[Use this template](#) to discuss, create, and distribute work product expectations.

Step 8: Continue your Remote Learning

- [8 Tips To Making Working From Home Work For You](#) NPR article by Yuki Noguchi
- Online LinkedIn Learning Courses ([Use this link to login with your Chapman credentials](#))

- [Working Remotely](#) 1 hr course by Mike Gutman
 - Describe the ideal home setup for working remotely.
 - Summarize the process of onboarding a remote worker.
 - Explain the importance of work-life balance and how to maintain it while working remotely.
 - Cite the tools remote workers can use to stay connected to the home office.
 - Describe how to manage conflict with teammates while working remotely.
 - Explain how to build culture in a remote team.
- [Time Management: Working from Home](#) 1 hr 25 min course by Dave Crenshaw
 - Create a productive environment by limiting distractions.
 - Evaluate and choose the best technology to increase your productivity.
 - Differentiate between constant effort and a healthy working rhythm.
 - Define expectations around communication while remaining responsive.
 - Identify the benefits of relationship building.
 - Learn how to manage interruptions and emergencies at home.
- [Leading at a Distance](#) 37 min course by Kevin Eikenberry
 - How did we get to remote teams?
 - The remote leadership model
 - What success looks like at a distance
 - Providing coaching and feedback
 - How remote politics works
 - Building trust at a distance
 - Communicating effectively
 - Leveraging technology as a remote leader
 - Getting honest feedback
- [Managing Virtual Teams](#) 56 min course by Phil Gold
 - Providing consistency and structure in a remote team
 - Managing mixed remote and onsite teams
 - Fostering equality and transparency
 - Creating opportunities for in-person interactions
 - Maintaining regular contact with remote team members
 - Managing workloads and deliverables