

## **Frequently Asked Questions by Supervisors**

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## Frequently Asked Questions by Supervisors Regarding...

### Health and Safety

#### **What do we do about employees who come to work with symptoms like cough, nasal congestion, and fever?**

We have consistently encouraged employees to remain home when they are experiencing symptoms that could be influenza, covid-19, or other contagious airborne illnesses. Employees who need to be absent because of illness are required to coordinate with their supervisors. Employees who miss more than three days of work will be required to submit a physician's note upon their return.

### Supervising Remotely

#### **I'm a supervisor and have never supervised anyone remotely. What tips to do you have for me?**

Refer to the [Guidance on Remote Work for Chapman Employees](#)

#### **What should I do if I have concerns about productivity with my staff working remotely?**

Communicate with them. Share your concerns and inquire further. Working remotely will be new for many employees, and your direct reports will need your guidance and leadership. Please consult with [Employee Relations](#) in Human Resources for additional guidance.

#### **I have an employee whose performance has suffered since teleworking. Who should I contact for assistance with this matter?**

Please contact the [Employee Relations Team](#).

#### **I have an employee that is working remotely but is not being responsive. What should I do as a supervisor?**

Please do not ignore the situation, as there could be multiple reasons for this (including employee illness). Please contact Employee Relations for additional support and guidance.

**Since remote work began, I cannot find or connect with my non-essential employee who is supposed to be working remotely. Can you help?**

If you are expecting an employee to be working and responsive during regular business hours and they have not called in sick and are not working (e.g. not participating in virtual meetings, no presence in collaboration tools, etc.), are not contacting you, and you and other teammates have been unable to reach them after several attempts over a reasonable period of time, you may consider using the employee's emergency contact details to try to reach a family member or a friend. In the meanwhile, it is advised to make alternative arrangements to minimize impact on your operation.

**My employee is unable to work remotely. Where can I find a list of temporary assignments to redeploy them?**

Work within your department to see if other duties can be reassigned to that individual, including assignments that were done by student employees. Once HR compiles all the information and can assess the volume of those who cannot work, we will see how we may be able to reassign work from other departments. At this point, it is too early for us to know.

### Employee Work Times, Timekeeping, and ECRs

**How am I supposed to account for my hourly employees' time if they are not in the office?**

Communicate with them. Set expectations, including start and stop times, rest breaks, and meal periods consistent with how you would manage them if they were on campus. Set clear expectations that any overtime requires pre-approval. Employees must submit their time each pay cycle, and supervisors must approve that submitted time each pay cycle.

**I supervise employees. Can I still get into Chapman Manager Self-Service to review and approve time from home?**

Chapman Manager Self-Service functionalities continue to be available. You can contact Service Desk for any technical difficulties via email at [servicedesk@chapman.edu](mailto:servicedesk@chapman.edu) or phone at (714) 997-6600.

**I supervise employees but am too sick to review and approve time. Whom do I need to contact?**

Discuss with your supervisor or manager about who is the best person to review and approve time in your absence. HR will need to be informed about the temporary change so we can update the change in PeopleSoft HCM in order for the delegated supervisor to review time.

**One of my employees can work remotely but for fewer hours per week than 40, what should they do?**

Please refer to the [Staff and Administrator Reporting Time Memo](#)

**Do my hourly employees still have to take breaks and lunches when working from home?**

Yes, the meal and break policies still apply.

**Currently almost all student employment is suspended. Do students still have to complete their timesheets? Should it be based on the hours they were scheduled to work, or will they get paid a flat rate?**

Yes. Please see the March 13<sup>th</sup> [How to Report and Approve Student Time memo](#) for additional instructions.

**How will departments submit ERCR forms? How will the ERCR be approved remotely?**

During a campus closure, ERCRs will continue to be used to document approved changes for an employee's position. Changes encompass the following: budget change(s), rates of pay or other related pay actions, and separations of employment. The routing process will move from manual/paper to via Outlook email. Attachments may be sent either as PDF or in the original ERCR Excel format. If an electronic signature is not accessible for the reviewer/approver, an email communicating the action is approved will be sufficient during a temporary closure. To access the ERCR, please visit the HR webpage, [HR Policies and Forms](#), and click on the Pay and Other Changes tab.

## Communication

**My unit wants to use Teams and Zoom, but I have not used those systems before. Where can I get information on how to get this set up?**

MS Teams Resource Links

<https://www.youtube.com/watch?v=CH2seLS5Wb0>

<https://www.quest.com/community/blogs/b/microsoft-platform-management/posts/getting-started-everything-you-need-to-know-about-microsoft-teams>

Zoom

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>

Please visit [IS&T's Working Remotely](#) page for more resources.

**I need to reach out to my employees, but I do not have their contact information.**

Consider using online collaboration tools such as Microsoft Teams and try to reach them on their desk phones. Additionally, if you or your team are interested in switching your team to a Soft Phone set up, please email your request to [workingremotely@chapman.edu](mailto:workingremotely@chapman.edu) and be sure to provide the following information in your request: (1) Name (first, last); (2) Office Number; (3) Any other shared lines.

## Reorganization, Reclassification, and Promotions

Because all non-essential services are being performed remotely, change requests to restructure a department, school, college, and/or any requests to reclassify position(s) are on hold until further notice. For additional guidance please contact [Abbie Kane](#).

**I was working with Classification and Compensation on a pending promotion action and/or reclassification prior to the temporary closure. Will HR honor this request during the temporary closure?**

Please contact [Abbie Kane](#) for further discussion related to your request submitted and reviewed prior to notification of temporary closure.

**I would like to submit a supervisor change request. How do I do this?**

During the period while non-essential services are being performed remotely, all staff/admin supervisor

change requests are placed on hold until further notice. For additional guidance, please contact [Abbie Kane](#).

### Employee Relations Functions

#### **I currently have an open Employee Relations case. What will happen to the case now that the campus is closed?**

Employee Relations will continue to operate in a remote setting. Decisions will be made on a case-by-case basis as to whether or not an investigation can proceed remotely or virtually, or if the matter must remain in abeyance until we resume normal operations. Please work with your Employee Relations contact.

#### **How will Performance Management (corrective actions, PIPs, Involuntary Separations, counseling meetings, etc.) work in a remote scenario?**

Whether an employee is essential and working on campus or non-essential and working remotely, employees are expected to perform their duties to the best of their abilities. If you believe that you have an employee who is underperforming and is in need of coaching, we encourage you to engage with the employee. If additional performance management is needed, please contact Employee Relations for additional support.

#### **Will someone in HR be able to help me with a leaves management issue or a request for accommodations?**

Yes. Please contact [Tim Frenchcampbell](#). He will be available to support you remotely.