



Applies to: Staff

Responsible Office

Office of Human Resources

POLICY

Issued: 03/01/2011
Revised: 01/08/2024 (minor revision)

The university recognizes the growing demands on staff and the increasing challenge of finding new and better ways to provide service and meet university goals. Workplace flexibility provides a way to successfully manage people, time, space, and workload. The university supports flexible work arrangements to achieve a highly productive work environment that enables staff to balance work and personal needs while providing workforce predictability and stability. Workplace flexibility is a strategy for using resources most efficiently and providing the best environment for talent.

Purpose of the Policy

To promote work life balance for the university community, when possible.

Definitions

Table with 2 columns: Term and Definition. Rows include Flexible work arrangement, Compressed workweek, Flexplace, Flextime, Job Sharing, Telework, Hybrid work, Remote work, Temporarily changing position type percentage, Full-time equivalency (FTE), and Unit.

Policy Details

- I. This policy applies to flexible work arrangements for university staff.
II. Eligibility
A. All staff members are eligible to request flexible work arrangements, however, not all positions lend themselves to flexible work.

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- B. The request for a flexible work arrangement must meet the needs, requirements, and constraints of both the **unit** and the staff member. Units should be consistent in the decision-making process regarding flexible work arrangement requests.
- C. Individuals who meet or exceed performance standards are typically good candidates for flexible work arrangements. Individuals in corrective action or on a performance improvement plan may not be eligible for flexible work arrangements.

III. Guiding Principles

- A. Successful leadership involves maximizing two top priorities for flexible work arrangements:
 - 1. Optimize operations and academics, and
 - 2. Shift to more progressive work culture to recruit and retain talent
- B. A staff member's first responsibility is to fulfill their job responsibilities. Performance expectations for staff members remain the same regardless of work schedule or location and managers have a responsibility for managing employee performance.
- C. Faculty and staff managers should collaborate to develop flexible work arrangements for individuals and units.
- D. Managers are encouraged to support, whenever possible, staff member requests for flexible work arrangements to take a university course during their regularly scheduled work hours.
- E. Managers should look for ways to implement flexible work in their units.
- F. Managers must implement flexible work arrangements consistent with the [Affirmative Action & Equal Employment Opportunity policy](#).
- G. A request for family and medical leave (see [Family and Medical Leave policy](#)) or a reasonable accommodation in regard to a disability (see [Access for Individuals With Disabilities policy](#)) may be more appropriate than a flexible work arrangement.
- H. Flexible work arrangement requests are not the same as an occasional need for flexibility. Flexible work arrangements that last longer than 30 days require a flexible work agreement to be submitted and approved.
- I. Flexible work arrangement requests must be considered regardless of the reason for the request.
- J. Managers cannot take adverse action against staff for asking for a flexible work arrangement or accessing the policy.
- K. Flexible work arrangements are not guaranteed; they can change or be discontinued.
- L. Decision making processes regarding flexible work arrangement requests must be transparent.
- M. Flexible work arrangements must be in compliance with [Office of Technology and Digital Innovation Policies and Standards](#), as well as all other university policies.

PROCEDURE

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- I. Establishing a Flexible Work Arrangement
 - A. A staff member must use the [Flexible Work Arrangement Proposal](#) to request a flexible work arrangement from their manager.
 - B. The staff member and manager must discuss the flexible work arrangement request.
 - C. If a flexible work arrangement is established, it must be documented with the [Flexible Work Arrangement Agreement](#).
- II. Additional Requirements Regarding Flexible Work Arrangements for the Purpose of Taking a Class
 - A. Scheduled class time and course work should not interfere with a staff member's performance of their job duties and responsibilities. Managers are responsible for managing employee performance.
 - B. A staff member seeking to take a university course during regularly scheduled hours must submit a [Request for Course Enrollment During Regularly Scheduled Work Hours form](#) prior to registering for the course.



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- C. The request for course enrollment must be reviewed by the staff member’s manager and the **unit**.
- D. After obtaining written approval from the manager and unit, a staff member may register for the class.
- E. If a staff member’s request to take a university course during regularly scheduled work hours is approved, but their request for a flexible work arrangement is not approved, then the staff member must use vacation, unpaid leave, and/or compensatory time (for non-exempt staff) for missed work hours.

III. Determining Feasibility of and Managing Flexible Work Arrangements

- A. Managers should consider the impact on the unit and other units’ workload and productivity; other faculty, staff, students, and customers; cost; and business needs. Managers should use the [Flexible Work Guidance and Resources for Managers](#) to evaluate a request.
- B. Managers should communicate with the staff member(s) whether or not the flexible work arrangement is feasible and document the rationale for the decision.
- C. If the flexible work arrangement is approved, managers should specify when staff are expected to be present at the work site, how they are to be available during their offsite work time, and how they are to communicate their specific availability.
- D. Managers need to manage the flexible work arrangement to ensure success of the unit and the continued feasibility of the arrangement.
- E. Managers should discuss the flexible work arrangement with the staff member on an ongoing basis, and no less than once per year.

IV. Discontinuing a Flexible Work Arrangement

- A. Flexible work arrangements may be discontinued based on performance or the changing needs of the unit or staff member.
- B. As much notice should be given as possible when discontinuing a flexible work arrangement, preferably four weeks.

V. Additional Considerations

- A. Staff are to provide an appropriate work station when they **telework**.
- B. The university must accurately withhold applicable income taxes based on an employee’s actual work location. Employees must keep their work location current in the Flexible Work Agreement.
- C. University policies and standard workplace practices apply to flexible work arrangements, including those at a location different from the regular work site (e.g., [Office of Technology and Digital Innovation Policies and Standards](#), department call-off procedures, etc.)
- D. Scheduling may impact holiday premium pay; refer to the [Holidays policy](#).

Responsibilities

Position or Office	Responsibilities
Manager	<ol style="list-style-type: none"> 1. Manage employee performance. 2. Collaborate to develop flexible work arrangements for individuals and units. 3. Support, whenever possible, staff member requests for flexible work arrangements to take a university course during their regularly scheduled work hours. 4. Discuss flexible work arrangement requests with staff members and document the rationale for the decision as set forth in the policy. 5. Review request for course enrollment during regularly scheduled work hours and approve as appropriate. 6. Use Flexible Work Guidance and Resources for Managers to evaluate a request as set forth in the policy. 7. Manage the flexible work arrangement to ensure success of the unit and the continued feasibility of the arrangement.
Staff member	<ol style="list-style-type: none"> 1. Fulfill job responsibilities. 2. Use Flexible Work Arrangement Proposal to request flexible work arrangement from managers. 3. Discuss flexible work arrangement requests with managers as set forth in the policy. 4. Submit a request for course enrollment during regularly scheduled work hours form, when applicable.

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Position or Office	Responsibilities
	5. Provide an appropriate work station when teleworking. 6. Keep work location current on the Flexible Work Agreement
Unit	1. Be consistent in the decision-making process regarding flexible work arrangement requests. 2. Review request for course enrollment during regularly scheduled work hours form and approve as appropriate.
University	Accurately withhold applicable income taxes based on an employee's actual work location.

Resources

Forms

Flexible Work Arrangement Proposal, hr.osu.edu/wp-content/uploads/form-flex-work-proposal.pdf
 HR Connection Flexible Work Agreement, hr.osu.edu/wp-content/uploads/form-flex-work-agreement.pdf
 Request for Course Enrollment During Regularly Scheduled Work Hours, hr.osu.edu/wp-content/uploads/form-tuition-assistance-faculty-staff-work-hours.pdf

Governance Documents

Affirmative Action & Equal Employment Opportunity policy, go.osu.edu/aaeco-policy
 Access for Individuals With Disabilities, go.osu.edu/disabilities-policy
 Family and Medical Leave 6.05 policy, hr.osu.edu/policy/policy605.pdf
 Holidays 6.20 policy, hr.osu.edu/policy/policy620.pdf
 Office of Technology and Digital Innovation Policies and Standards, it.osu.edu/policies-and-standards

Additional Guidance

ADA Coordinator's Office, ada.osu.edu
 Benefits Eligibility, hr.osu.edu/benefits/eligibility
 Flexible Work Policy Frequently Asked Questions, hr.osu.edu/wp-content/uploads/policy612-faq.pdf
 Flexible Work Guidance and Resources, hr.osu.edu/policies/flexible-work
 Tax information, busfin.osu.edu/buy-sell-travel/payroll-services/tax-information#flex-work

Contacts

Subject	Office	Telephone	E-mail/URL
Data security	IT Security, Office of Technology and Digital Innovation		security@osu.edu it.osu.edu/security
Ergonomic work space	Environmental Health and Safety, Office of Administration and Planning	614-292-1284	ehs.osu.edu
Policy questions	HR Connection	614-247-myHR (6947)	HRConnection@osu.edu
Reasonable accommodations	ADA Coordinator's office, Office of Institutional Equity	614-292-6207	ada-osu@osu.edu ada.osu.edu
Worker's compensation questions	HR Connection	614-247-myHR (6947)	HRConnection@osu.edu

History

Issued: 03/01/2011
 Edited: 10/13/2017 Incorporated language from the Enrollment in Credit Programs policy, 2.35, retired on 10/13/2017
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