



524 W 59th St, 10th Floor
New York, NY 10019
T. 212 237 8517
F. 212 237 8939
Ekiselyuk@jjay.cuny.edu

MEMORANDUM

TO: All Non-Instructional Staff

FROM: Ella Kiselyuk, Executive Director of Human Resources

SUBJECT: Best Practices for Telecommuting

DATE: March 19, 2020

As we transition to distance learning and telecommuting, I want to express my deep appreciation for the dedication, commitment and hard work you've all shown in making this possible. We understand how this big transition affects everyone and we are here to work with you. There are a lot of new tools available to you and we are grateful for everyone's willingness to be flexible and adapt so that we can continue to fulfill John Jay's mission.

In this new world of working remotely, communication is key. Keeping communications with your team predictable and consistent is essential to making them feel supported in this new work environment. Please refer to the link below for an article from Huntington Post that you may find helpful:

https://www.huffpost.com/entry/remote-work-coronavirus-how-to-advice_1_5e690cedc5b60557280f70do

Now for the John Jay specifics to help us with this new work environment and in an effort to reduce the footprint on campus, employees are allowed to telecommute with the approval of their supervisors after consultation with the division Vice President. Prior to approving telecommuting, supervisors are responsible for assessing whether the employee has the equipment that will be needed and whether it is properly configured.

If telecommuting is considered, please refer to a **5-step process** required for both, the supervisor and the employee:

1. Discuss and establish a list of assignments to be worked on during telecommuting.
2. Establish an employee's work hours during telecommuting.
3. Identify a method and frequency of check-ins and check-outs.
4. Discuss possibility of telecommuting some days and working on campus on other days.

5. Supervisor must outline expectations regarding employee's performance during telecommuting.

In the event you are telecommuting, you should be aware of the following tools, which may help you successfully perform your work remotely:

Email: The college email system is available at <http://webmail.jjay.cuny.edu/owa>. Mobile phones can also be used to send and receive email. Contact the DoIT helpdesk for more details.

Zoom: All John Jay staff now have access to the voice and video conferencing system Zoom. Zoom provides a unique space to create ad-hoc and scheduled meetings; to interact with content such as power point presentations; and to have discussions that might normally take place in person.

All staff are entitled to an account. To access and create an account, register using your John Jay email and password at <https://jjay-cuny.zoom.us>.

Phone Forwarding: Staff members can request on campus phone calls be forwarded to an external telephone number. This request can be made by contacting helpdesk@jjay.cuny.edu or calling 212.237.8200. If you are using a personal device to make work-related phone calls, we recommend dialing *67 followed by the number to keep your personal number private.

For the small number of employees who are unable to telecommute, it is important to consider:

-Scheduled start times must be between 7am-10am, and end times between 3pm-7pm.

-A condensed work week is allowed. That can mean working extended hours over four days and taking a fifth day off (so 35 hours spread over 4 days). It can also mean working normal hours for four days (so 28 hours over four days) and taking the fifth day off and charging it against your available annual balance.

For more information, please refer to Important Announcement notifications from me dated March 15th, 2020, and from Joseph Laub, Chief Information Officer, dated March 17th, 2020. Should you need any further clarification, please do not hesitate to email me at ekiselyuk@jjay.cuny.edu.

Thank you for your attention to this matter and your continued support.

cc: Steven Titan, VP for Finance and Administration

Raj Singh, AVP for Administration

