

TO: All Non-Instructional Staff  
FROM: Ella Kiselyuk, Executive Director of Human Resources  
DATE: March 27, 2020  
SUBJECT: Telecommuting – Time and Leave Procedures

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As John Jay held its first day of remote learning for students on March 19th, all of our employees (except for essential staff) also began their adjustment to a new environment of working remotely. It is important to know that remote work arrangements should be treated with the utmost care as both, employee and supervisor, will establish clearly defined tasks and expectations. The key for successful telecommuting is continued communication and contact between the two (employee and supervisor); this two-way communication can be done either by phone and/or email. During telecommuting, the best practices is to acknowledge emails received from each other on order to avoid any unnecessary miscommunication. Please refer to the 5-step process outlined in my memo dated March 19, 2020, for additional reference.

As a reminder, all employees (except faculty) are still required to comply with all timekeeping procedures to ensure accurate recording of hours worked. This is especially the case for hourly and part-time employees who are completing their time sheets on a bi-weekly basis. Please note that as per recent guidance received from University Payroll, all part-timers “*who were unable to work as result of issues adjusting to remote work or childcare issues NYC schools closing etc., should enter their scheduled hours, i.e., the hours they would have worked if not for these circumstances.*” It is supervisor’s responsibility to review, confirm and approve hours submitted for a pay period during telecommuting. The Office of Human Resources (OHR) will be able to offer some flexibility in the submission of time sheets for College Assistants, Non-Teaching Adjuncts and other hourly employees. As an exception to our standard HR practice and as result of working remotely, all employees who are not able to scan their time sheets and submit them to their supervisor for approval; OHR will accept the supervisor’s email confirming days/hours worked. Please note, however, that all original time sheets must be completed and submitted to OHR once this period of telecommuting comes to an end. This is necessary for OHR’s future audit purposes.

Also, all direct deposit enrollments can be processed remotely via email notification as guided by

University Payroll. However, there are specific steps required by both, employee and HR representative in order to ensure secured and confidential delivery of all required documents. Please adhere to the following:

- The sender (employee) can enroll via email to [askpayroll@jjay.cuny.edu](mailto:askpayroll@jjay.cuny.edu); any attachment(s) must be password protected.
- The attachment(s) include the Direct Deposit Form, copy of a voided check with banking information, and other required documents
- The password must be sent in a separate email to [askpayroll@jjay.cuny.edu](mailto:askpayroll@jjay.cuny.edu).
- Human Resources staff is required to contact the employee by telephone to validate he/she, indeed, submitted the form.

At this time, any other form of receiving confidential information such as direct deposit forms, voided check, I-9 forms, etc. will not be acceptable. Also, as per the Office of the State Comptroller's recent announcement, they will be mailing all paychecks and paystubs to the address on the paycheck instead of shipping the paychecks to CUNY Campuses. OHR has conducted an audit of employees' home addresses on file to ensure for its accuracy. If for some reason you did not have a chance to review your home address info in CUNYFirst, please do so as soon as possible to avoid any delays in receiving your future paycheck(s).

In order to streamline HR's remote operations, I am happy to introduce two newly established inboxes for payroll and benefits inquiries/transactions. All inquiries related to payroll and the submission of time sheets should be emailed to [askpayroll@jjay.cuny.edu](mailto:askpayroll@jjay.cuny.edu) and all benefits-related inquiries should be directed to [benefits@jjay.cuny.edu](mailto:benefits@jjay.cuny.edu). Please also refer to OHR's staff directory information at <http://www.jjay.cuny.edu/hr-staffservices-directory> which outlines specific areas of responsibilities for each HR team member. Attached for your future reference is a summary of HR personnel and their areas of responsibility in handling inquiries during telecommuting.

Your cooperation during this challenging period is greatly appreciated. Together we will be able to provide the entire John Jay community with the customer service they have come to expect from our office, even as we work remotely.

Thank you for your continued support.