



Alternative Work Location Guidelines

Approved by Leadership Team

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Employees in good standing and whose job duties are suitable for an alternate work location (AWL) arrangement can perform assigned duties through a partial AWL arrangement. Positions eligible for an alternate work location are computer-based, not dependent on continual physical presence or face-to-face customer/student interactions, and largely self-directed. AWL in the College of Education and Human Development (CEHD) is designed to allow our staff a better work-life balance. These expectations, best practices, and arrangements are centered around staff directly reporting to CEHD. Centralized staff assigned to the College of Education, such as Technology Services – Education, HROE, Division of Finance and Business Services, and Facility Services shall consult directly with their supervisor on this opportunity.

The expectations and best practices for CEHD staff are presented below. Please first read through the [University's AWL guidelines](#) to understand the foundational rules, responsibilities, and expectations of every Texas A&M employee, in addition to the following:

Implementation Expectations:

- AWL opportunities are not automatic and must be approved at all supervisory levels through Workday. It is best practice that staff communicate with their supervisor in advance of submitting an AWL request in Workday.
 - Annual evaluations must show at least a score of 'meeting expectations' in all areas to be considered for this opportunity.
- Supervisors are required to verify that employees have completed AWL training and all required Train Traq trainings are maintained up to date.
- Supervisors must also complete all required training prior to approving the request in Workday.
- AWL opportunities must not affect your on-campus office hours.
 - i.e., Units must stagger their AWL workdays so that potential walk-in service opportunities do not go unmet during anytime of the work week.
 - Monday and Friday AWL requests will be evaluated carefully based on the impact to job duty workflows and business needs of the unit.
- Lines of communication must remain open. During work hours, communication by phone, text and instant communication (Microsoft Teams). Our IT support staff will assist

you with transferring your phone line to your work computer and setting up/training on Microsoft Teams.

- CEHD expectations for phone and instant messaging communications are that responses should occur within 15 minutes of your stakeholder's initial communication, should your calendar show you are free and not schedule in a business-related meeting.
 - Sharing your calendar with supervisor (and team) is required to ensure critical conversations are not delayed. Sharing levels can be discussed with your supervisor.
- Whatever day you choose must remain consistent. AWL participants cannot adjust the day should there be a holiday or other events that come up.
- If there are personal changes to a participant's work week, they must take regular time off requested through Workday rather than adjust their stated AWL day.
- AWL days are not entitlements, do not accrue, nor are they to be made up if not taken on the regularly agreed upon day.
 - Should there be a retreat, presentation, or other event that requires your presence, staff will not be able to utilize AWL during those times.
 - Peak times in offices and campus needs, such as the week preceding and the first week of each semester, are not eligible for AWL opportunities.
 - The Dean of the College of Education and Human Development reserves the option to terminate or pause AWL at any time.

Best Practices:

- The CEHD leadership encourages each person approved for AWL to include a line in your email signature so that colleagues can familiarize themselves with your preferred communication method, opportunities to connect, and days participants will not be available to meet in person.
- Microsoft Teams is the official communication platform for CEHD staff. This also allows immediate video communication or calling if needed.
- Contact our IT professionals to set up a 20–30-minute training appointment on Microsoft Teams and phone transfer.
- Unit collaboration is crucial to the success of this privilege.
 - Monthly planning of AWL days should be incorporated into each unit, discussing peak busy times when AWL cannot be used and other discussion surrounding this opportunity and maintaining high quality of service and workflow.
 - Monthly one-on-one meetings between staff and supervisors should also allow critical conversations to occur, if needed.

- Supervisors should consider including these recommendations and expectations in hiring and interview discussion to ensure clarity on this opportunity.

The university also provides some tips and best practices [available here](#).

Family Care AWL:

The College of Education and Human Development is a people and family centered unit. Family care AWL is designed for staff who may need to be physically present in a family care situation. These situations must not detract from a staff member being able to carry out 100% of their workflow and communication responsibilities during regular work hours. Should a family care situation require an employee to dedicate time to offer direct care or meet an obligation to another (e.g. medical appointment), then time off (sick leave or annual leave) must be requested through Workday.

A staff member may request up to five Family Care AWL days per year. These Family Care AWL days must be planned two-weeks in advance in consultation with your supervisor. Documented approvals will be recorded and kept on file.

Examples of Mistreating AWL:

- Not responding to instant communications or calls without response within the 15-minute allotment.
- Consistent delays in task deadlines.
- Working on non-position-related activities during regular business hours, running businesses, errands, shopping, travel or any other activities that would otherwise result in an employee being required to take annual, sick, or Family Care AWL.
- Adjusting AWL days without two weeks' notice to your unit supervisor.

An AWL arrangement may be terminated by the manager/supervisor or the employee at any time. Reasons for termination may include circumstances where the arrangement is no longer conducive to the business needs of the organization, the employee's performance and responsiveness to business needs diminishes, or the employee no longer wants to work from the approved AWL location.