

From: [DeCaro-Conley, Donna](#)
To: [University Communications](#)
Subject: Hybrid Telecommuting Program Announcement
Date: Monday, February 14, 2022 2:35:45 PM
Attachments: [Telecommuting Policy and Procedure.docx](#)
[Telecommuting Questionnaire.docx](#)

Dear Faculty, Librarians and Staff,

We have been offering staff level positions the ability to work remotely, on a part time basis, under our Telecommuting Hybrid Pilot Plan. The Pilot started in September and went through the end of the calendar year. At the end of the December we sent out a survey to obtain feedback on what was working well and what was in need of change. The survey went out to the supervisors who have employees participating in the pilot the program. There were 15 respondents out of a total of 23 supervisors for a 65% participation rate.

The survey results told us that:

- 86% of the supervisors believe that the program had a positive impact on their department
- 73% of the supervisors feel that the department as a whole is working effectively under the program
- 88% of the supervisors feel that the communication between the telecommuting employees and the on campus employees is above average; 53% feel that communication is extremely efficient

Comments from the Survey:

- There were no reported complaints from students or other employees
- The majority of the respondents believe that the program has assisted with retention
- The majority (86%) of the respondents believe the program should be continued
- Supervisors would like to see the University provide Laptops to the employees working on a Hybrid schedule

Recommendation:

Telecommuting is a good retention benefit and it is also a competitive recruiting tool to attract candidates to our University. Based on results of the survey and the positive feedback we have received, we are pleased to announce that we will continue the Hybrid plan under the same guidelines as in currently

in effect (refer to the attached Telecommuting Policy and Procedure Guide). Given the challenges we are facing with COVID, retention and attraction of candidates, it makes sense to offer this benefit to employees. Employees have told us that flexibility is important to them. For these reasons we will allow eligible employees to work remotely, on a partial basis, preferably only one day a week.

Documentation:

The Telecommuting Questionnaire needs to be completed for anyone currently on or requesting a hybrid work plan. Since the pilot is no longer in effect, it is imperative that we receive these questionnaires back from all employees wishing to work remotely. As part of the program revisions there will only be one form completed and returned to HR@westfield.ma.edu. These documents will also be housed on the website.

Managers retain the right to stop the hybrid arrangement if it is not meeting the needs of the University. As with all programs, the University reserves the right to amend the Hybrid Telecommuting plan after providing sufficient notice to the participants.

Many thanks,

Donna

Donna DeCaro-Conley
Interim AVP, Human Resources
Westfield State University
Human Resource Department
577 Western Avenue
PO Box 1630
Westfield, MA 01086-1630
(413) 572-8670 office
(860) 539-6932 cell