Good Afternoon,

Thank you for your continued efforts as to keep your team safe and your commitment to making sure business continues. Please read this message carefully to gain an understanding of how COVID-19 decisions will affect Graduate Associates (GAs).

Appointments will continue for GAs. Wherever possible, Graduate Associates (GAs) are encouraged to work from a remote location as long as work can be performed successfully. However, remote work is not required. It is important to recognize that not every job can be performed remotely nor is remote work an effective strategy for every employee. The university remains open and supervisors of GAs should take necessary steps to ensure business continues.

To understand if your employees can effectively work remotely, consider the following criteria:

- Nature of job: Can the work be performed offsite for an extended period of time?
- Workload: Will the employee be able to handle the workload remotely and independently?
- Record of positive performance: Has this employee shown that they will be able to manage their work effectively from a remote location through a record of positive performance?
- Data privacy maintenance: Please connect with Caleb or Sam if you have concerns about data security. Remind your GAs to review and follow the university’s Institutional Data Policy at all times.
- Effect on communication and collaboration with others: Will this employee’s absence from the office negatively affect faculty, staff, students, guests, and other stakeholders?
- Equipment necessary to complete the job: Can the employee fully perform their duties remotely given that additional equipment will not be provided?

If you have GAs that are able to work remotely, take the following steps:

- Set clear expectations with your employees. Make sure they understand how often they should send updates on the work they’re performing, what hours they’re expected to work, and how quickly they’re expected to respond to emails, texts, or calls. Document the flex work arrangement in an email with your GAs. Make sure that they know that the arrangement is only temporary – normal working conditions will resume when the university resumes face-to-face classes and business as usual.
- Performance expectations should not change as a result of remote work. Think through how you’ll monitor performance from a distance. Some ideas for ensuring performance standards are met include:
  - Give deadlines for tasks so your employees know which tasks are a priority. This also assists in giving some structure to the employee’s work day.
  - Consider having your employee provide a summary of completed activities daily/weekly, etc. to ensure that you’re informed of work that is being performed.
  - Communication with your employees and team is key. Determine how often you’ll connect with your employees and then make it a priority to keep that consistent.
- If an employee is not meeting performance expectations while working remotely, employees will be expected to return to campus to perform their work while implementing the CDCs guidelines to prevent COVID-19. If remote work is posing performance concerns, please have a discussion with me by emailing me at Markle.45@osu.edu or calling me at 614-292-1577.
- Over the coming weeks, many employees will have children that do not have school and will need to figure out alternative childcare arrangements. I’d encourage you to be as flexible as possible but please ensure that your employees understand that work is still expected to be performed during this time.
the employee is not working a full 40 hours, leave will need to be entered.

If you have employees that are not able to work remotely, or they would like to continue to come to Page Hall to perform their work, take the following steps:

- Ensure your GAs know why working from Page Hall is necessary for their duties to be performed successfully.
- Encourage your GAs to participate in meetings virtually as much as possible and to maintain a 6 foot distance between participants of face-to-face meetings. And, of course, please encourage hand washing and clean workspaces.
- Consider your cadence for being in the office. If your presence in the office is needed for that employee to be successful, I’d encourage you to work from Page Hall as well.
- You are welcome to explore flexible work to accommodate employees during this time as long as business can continue and the GA is accounting for their standard hours of work each week.
- Check-in with your GAs in the office frequently. Determine how often you’ll connect with your employees and then make it a priority to keep that consistent.

If an employee is under quarantine or has a confirmed case of COVID-19, contact me immediately to report it. The university will track COVID-19 cases in conjunction with Columbus Public Health.

During this time period, there are a lot of unknowns and employees may experience heightened emotions and stress. Students are encouraged to take advantage of the free and confidential services offered by the Counseling and Consultation Services. They can schedule a phone screening online or by calling 614-292-5766.

As always, the safety of our faculty, staff, students, and guests is our top priority. Please wash your hands, clean your workspaces, and take care of yourselves. If you’re sick, please stay home and encourage your employees to do the same.

Thank you,

Jenna

Jenna Markle  
HR Generalist  
The Ohio State University  
John Glenn College of Public Affairs  
150B Page Hall, 1810 S. College Rd.  
(614)292-1577  
markle.45@osu.edu glenn.osu.edu