

## Supervisor Guidance for Reviewing Staff Telework Arrangement Requests

In support of in-person work norms at the Institute, staff can begin completing the updated telework arrangement request form in ServiceNow. Here are key points to begin preparing your team for the shift to an on-campus work standard at Georgia Tech.

### In-person Work Norms Unit Discussion

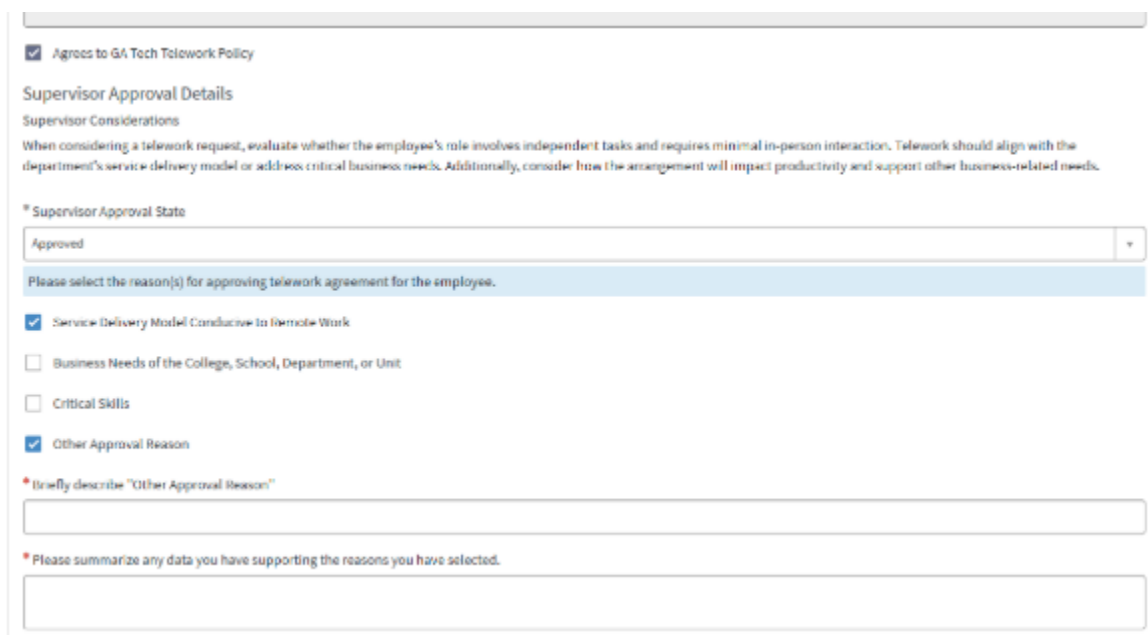
Unit leaders and supervisors should begin engaging in discussions now to establish in-person work norms and expectations for their business model. Then, engage their teams in detailed discussions to coordinate appropriate work schedules and arrangements that meet the business needs of their department. Consider available space capacity and maintaining service delivery. Use the email template provided to Cabinet members by Institute Communications. Your HR Partner is also available to assist.

### Reviewing Requests

There are two types of telework arrangements: hybrid and fully remote.

- Hybrid is a combination of regular onsite and regular offsite work.
- Fully remote is an offsite work arrangement.

There are three specific criteria supervisors can select to approve telework arrangements. Staff are required to provide a business-related reason for their requests. Then, supervisors must also be prepared to describe their approval or rejection of each request.



☒ Agree to GA Tech Telework Policy

#### Supervisor Approval Details

**Supervisor Considerations**  
When considering a telework request, evaluate whether the employee's role involves independent tasks and requires minimal in-person interaction. Telework should align with the department's service delivery model or address critical business needs. Additionally, consider how the arrangement will impact productivity and support other business-related needs.

\* Supervisor Approval State  
Approved

Please select the reason(s) for approving telework agreement for the employee.

☒ Service Delivery Model Conductive to Remote Work

☐ Business Needs of the College, School, Department, or Unit

☐ Critical Skills

☒ Other Approval Reason

\* Briefly describe "Other Approval Reason"

\* Please summarize any data you have supporting the reasons you have selected.

Supervisors must also select one of the following preset limited circumstances for each approval and provide a summary of the data that supports the selected reason. These are outlined in the ServiceNow request as:

**1. Service Delivery Model conducive to Remote Work**

*A service delivery model is a plan that explains how services are given to clients or customers.*

**2. Business needs of the College/School/Department**

*A business need is a specific requirement, objective, or problem that a business must address to achieve its goals.*

**3. Critical Skills/High Needs Job Type:**

*Critical skills are essential abilities and competencies required to execute tasks of high demand. Critical Skills also describe roles that are hard to fill.*

**4. Other Approval Considerations**

*If a supervisor selects "Other" as a reason to approve a telework agreement, they will need to provide a justification that is closely related to one of the reasons above. There is a 1000-character space limit provided for this justification.*

**Key Considerations:**

The following are some variables a supervisor should consider before approving a telework request.

- Is the employee on any formal performance improvement plans (PIP) or written warnings?
  - Can you ensure the process to determine a staff member's telework arrangement is equitable?
  - Is the decision being made without bias or favoritism?
  - Does the opportunity to telework match job responsibilities?
  - Does the telework option have a positive or net-neutral effect on productivity, employee performance, and employee well-being?
  - Does the decision to approve this arrangement align with policy guidance?
  - How will you effectively allocate space? If you have more employees than space how will you accommodate staff?
  - Does your unit have a unique business operating model: (Research faculty, GTRI site preference requirements, etc.)?
  - Is this a hard to fill position with a critical skill/high need that requires further consideration?
- The following are **not considered valid reasons** to approve a telework request and may lead to the denial of the request.
  - The employee has a long commute to campus.
  - The employee lives out-of-state.

Although many employees may have been hired to work remotely, the unit decision to continue the remote working arrangement will be determined based on the consideration guidance above.

Once the request is approved by the direct supervisor, it will progress through the established approval process. The approval process includes the direct supervisor, department head or

school chair, and cabinet member, dean or vice provost. The VP CHRO will approve all requests for fully remote telework. Delegation authority is built into the tool for those instances where the supervisor or department leader is unavailable. Employees will receive notification of the final decision once updated in the system.

Telework arrangement requests for the 2025 – 2026 academic year should be processed (approved or denied) and effective no later than Aug. 1.

Unit leaders will be responsible for verifying that positions deemed ineligible for remote work are working fully on-site and adhere to agreed-upon schedules.

GTHR will provide additional guidance and support for supervisors to ensure adherence to telework arrangements and improve consistency across the Institute. Review the [Telework Knowledge Base Article](#) (KB0044571) for more details.

## Where to Learn More

Telework guidance, approval criteria, policy updates and FAQs will be published on the [Working @Tech Arrangements](#) website and be updated throughout the summer.

- Review the updated [Flexwork Arrangement Policy](#)
- Expect GTHR to also send the annual summer reminder email about flexible work schedule options and encouraging employees who are approaching the maximum vacation accrual to take time off.
- The People Leaders Network (PLN) emails, newsletters, and monthly events will be the primary method for keeping managers informed, among others.