Will graduate students be allowed to continue working on-campus in Phase III to ensure completion of research to avoid graduation delay?
Phase III allows for limited staff on campus. Supervisors will need to make that decision for their respective areas. We will support our students in every way possible to ensure there is not disruption in their academic progress.

What if I am already on a telework agreement? Do I need to complete the Remote Working Agreement?
Yes. We want to make sure we are keeping our people and our equipment virus-free. This agreement helps HR keep track of our team members and allows IT to ensure your equipment is working for you as you work remotely.

I currently have employees who submit their hours through timeclock, but I understand that process will change.
Our goal is to have this transition coincide with the regular pay periods. We hope to have most on web entry by March 26; the remainder will load by April 1.

Once I’m working from home, can I return to campus?
Yes, however, it is important for us to know when and who is on campus to protect the safety and well-being of everyone. We have moved to a single-point public entry and badge-only entry for employees. Please see the campus access map on the website for doors with badge readers. You should coordinate any campus visits with your supervisor and be aware that that access may be further restricted if the university moves to Phase IV of our emergency remote work operation.

Will I be provided a laptop to work remotely?
IT does have a limited number of laptops available for loan on a case-by-case basis. We want you to have the equipment you need in order to continue working remotely. Your supervisor will help determine what equipment you need for working remotely. You may use personal equipment but please contact IT at 806-743-1234 or ITSolutions@ttuhsc.edu for assistance on secure access.

What is VPN access and do I need it?
VPN or voice protocol network is one way you can securely access TTUHSC servers. Visit solveIT.ttuhscl.edu and log in for a guide on how to begin the process. You may also contact IT at 806-743-1234 or ITSolutions@ttuhsc.edu.

If I already have computer checked out to me do I still need to fill out the Remote Working Agreement?
Yes. We want to make sure we are keeping our people and our equipment virus-free. This agreement helps HR keep track of our team members and allows IT to ensure your equipment is working for you as you work remotely.
Is working remotely an all or nothing venture?
No, we will have some employees who need to rotate shifts and work some hours on campus and others at home. Many of our employees will need to have time available to care for children or other family members. Please review the Leave Reporting Procedures Table on the website. If you have further questions, contact your respective HR department.
Joy Alsabrook | Senior Director - Ablene
Devona Smith | Senior Director - Amarillo and Dallas
Kelly McGinnis | Senior Director - Lubbock
Elizabeth Balderrama | Senior Director - Permian Basin
Michael Anderson | Director - Managed Care

Are we discriminating by identifying employees who should transition first to work remotely?
No. We are directed by state and federal guidelines to have employees with certain conditions self-identify. These populations are at a greater risk should they become infected with the coronavirus.

What if my supervisor doesn’t want to follow the guidelines in the Remote Work Decision Tree?
Our Values-Based Culture Field Guide addresses the topic of Critical Conversations by noting that we can accept negative behavior, change our environment or confront the behavior. First, try using our Values-Based Culture as an ice-breaker to begin the conversation. You may also consult with a member of your campus HR department.
Joy Alsabrook | Senior Director - Ablene
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Will TTUHSC employees be informed when someone tests positive (in the community or among a TTUHSC faculty, staff or student) for COVID-19?
When a positive COVID-19 case is identified in a community, the local public health office is responsible for sharing that information with the public, regardless of where the person received the test. TTUHSC is notified ahead of any public announcement, but we defer to the health department to share the information publicly.

What if I don’t feel comfortable returning to work on campus once we move back to a Phase II or Phase I of our emergency remote work operations plan (i.e., if I have vulnerable loved one at home)? Will I be allowed to continue to work remotely?
There will be a lot of unique cases that need to be dealt with individually; this would need to be a discussion that you have first with your supervisor.

Will we be required to use our vacation/sick time while on Non-working Pandemic Leave?
Policies remain the same regarding vacation and sick leave. You may take a vacation with pay, pending supervisor approval and accrued leave time. If you have accrued sick leave, you may use that leave for the same reasons as before we moved to working remotely.

Is it accurate to state that if any portion of an employee's day might be classified as Non-Working Pandemic Leave, then the employee must complete an Emergency Leave Exception Request?
Yes, that is correct.

To clarify, you would like us to include personal equipment on the Remote Working Agreement.
Yes, please indicate it is your personal equipment. This agreement helps HR keep track of our team members and allows IT to ensure your equipment is secure as you work remotely.

What is meant by “Phase III”?
Under the direction of Texas Tech University System Chancellor Tedd L. Mitchell, we have implemented the Emergency Remote Work Operational Phases that helps us identify how to structure our university operations to ensure safety for our students, faculty, staff and patients. In Phase III, restricted operations, TTUHSC will continue operations with limited on-campus presence. This moves academic learning online and the majority of our employees to working remotely.
What is meant by “mission-critical” when we talk about our Emergency Remote Work Operational Phases? In each phase, “mission-critical” is different. In Phase 1, everyone is mission-critical. As we move through the phases and move to remote working, everyone still has a role, but for safety, we reduce those functions on campus. Mission-critical functions are identified on the Emergency Remote Work Operational Phases.

Will I be reimbursed for the use of my own supplies at home? Yes, but we ask the first line of request is through your supervisor. If we have supplies at TTUHSC that you can use at home, we would rather your supervisor work with you to distribute those to you so that we don’t have a lot of unused supplies sitting up here at the HSC. We are trying to be very economically sensitive in these coming months and be aware of what our supplies are and where they are.

I have people that are currently on Time Clock Plus that are going to be working from home. When do I need to submit the request for Web Time entry? Submit a list of people that you want to move over to Web Time entry to HR and Payroll by March 26. However, as things change and more employees start to work from home, you may send an updated list, which would be due by April 10.

If we only have enough work for half a day at a time, will we get paid the rest of our hours using the emergency leave? Yes. For example, if it came time to do your Web Time entry and you only had 4 hours of work you’re accounting for, the other 4 hours will be counted equally and will be taken from emergency leave. So, some of your time may be leave and some of it may be what you’re working on. We just need to account for which category it’s going to be in, but your paycheck will still be the same.

If we were quarantined before emergency leave went into place can we request emergency pandemic pay leave. Yes, you’re covered under the emergency pandemic leave. Please contact HR, and we’ll get you categorized in the right category.

What documents need to be filled out for those who will need to come up to work for a clinic, then go home to work for the remainder of the day? The Remote Working Agreement since, by the way the question was asked, they will do some work at home. If you are doing some work at home and then you’re doing some work on campus, you are covered by the emergency remote work agreement.

What is the plan for Managed Care contracts for faculty members during this time? That’s going to be up to Managed Care on how they handle that because there are some guidelines that we’ve had from the Texas Department of Criminal Justice recently about who’s allowed to come into the facility. Dr. Cindy Jumper will give some additional guidance. It may be on a unit by unit basis based on what the sensitivity is.

Do graduate student research assistants fill out pandemic leave form (Emergency Leave Exception Request) if they are not able to work in the lab? Yes.

How will cancellation of pandemic leave and resumption of normal activities be communicated? Updates on the current situation will be sent at least bi-weekly. As this crisis progresses, and we don’t know how long this is going to last, I suspect you will be updated much more often.

I have small kids at home who are off from school and daycare. Does that qualify for non-work pandemic leave? It depends. If you are not going to be able to do any work because of your situation, then it may. Otherwise, part of the day may be covered by the Remote Work Agreement. It will depend on your situation on whether it is covered by the non-work epidemic leave or the remote work agreement, but either way, you will be covered.