

Telecommuting in Higher Education  
Maria Piret MPiret@lynn.edu  
Chris Boniforti CBoniforti@lynn.edu  
Poster Session - Educause 2018 Denver, Co

Thank you for visiting our poster session. Below you will find articles and research we used for our project and presentation. From policy to management and culture, telecommuting represents a big change for a department and the institution. Our main goal was to reduce the department real estate footprint and combine our operations in one space (our offices were scattered all over campus) while improving employee satisfaction and the levels of service and productivity. We were also aware of the changes in workforce and telecommuting represents an interesting tool for talent recruitment and retention. Finally, we framed our project as a pilot for the institution with the hopes that other departments could benefit from our experience.

Telecommuting is not for everyone. We decided to start with a pilot increasing the number of days working from home as the pilot evolved. We provide equipment to our staff to minimize risk. Not only our department had to accommodate for the changes in our workforce but also other departments that work closely with us. Communication tools are key, we learned we had to replicate a seamless experience for our users, including softphones and other tools like Skype.

We also learned that flexibility is key. We have staff that would come to the office once a month, we have other staff that prefers to work from home just couple days a week. Overall they like the flexibility to make their own schedule. We prefer our staff to keep a connection with the institution by coming to the office for events and department meetings. Office time is for collaboration, meetings, events; quiet time is at home.

Please do not hesitate to send us an email to discuss more details about our project!

Resources:

Backman, M. (2017, July 24). Work Got You Stressed Out? These Productivity Hacks Help You Manage Your Workload. Retrieved September 12, 2018, from <https://www.fool.com/careers/2017/07/24/work-got-you-stressed-out-these-productivity-hacks.aspx>

Backman, M. (2017, December 28). Telecommuting has pros and cons. Retrieved September 12, 2018, from [https://www.usatoday.com/story/money/careers/2017/12/24/74-of-employers-offer-this-crucial-benefit/108121966/?utm\\_source=feedblitz&utm\\_medium=FeedBlitzRss&utm\\_campaign=usatodaycommoney-topstories](https://www.usatoday.com/story/money/careers/2017/12/24/74-of-employers-offer-this-crucial-benefit/108121966/?utm_source=feedblitz&utm_medium=FeedBlitzRss&utm_campaign=usatodaycommoney-topstories)

- Chokshi, N. (2017, February 15). Out of the Office: More People Are Working Remotely, Survey Finds. Retrieved September 12, 2018, from <https://www.nytimes.com/2017/02/15/us/remote-workers-work-from-home.html>
- Collins, A. (n.d.). The Ultimate Guide to Telecommuting. Retrieved September 12, 2018, from <https://blog.hubspot.com/marketing/telecommuting>
- Crum, R. (2017, May 19). IBM tells remote employees to get back to the office. Retrieved September 17, 2018, from <https://www.mercurynews.com/2017/05/18/ibm-tells-remote-employees-to-get-back-to-the-office/>
- Dahlstrom, T. (2013). Telecommuting and leadership style. *Public Personnel Management*, 42(3), 438-451. doi:10.1177/0091026013495731
- Dotts, J. (n.d.). Working From Afar. Retrieved September 17, 2018, from <https://www.afpnet.org/files/ContentDocuments/47-49>YourCareer.pdf>
- EDUCAUSE. (2018, January). 2018 Top 10 IT Issues. Retrieved September 12, 2018, from <https://www.educause.edu/research-and-publications/research/top-10-it-issues-technologies-and-trends/2018>
- Elejalde-Ruiz, A. (2017, August 05). Why remote working succeeds at some companies and not others. Retrieved September 17, 2018, from <http://www.chicagotribune.com/business/ct-remote-work-done-right-0806-biz-2-20170804-story.html>
- Gallup, Inc. (2017, April 05). Can You Manage Employees You Rarely See? Retrieved September 17, 2018, from [https://www.gallup.com/workplace/235853/manage-employees-rarely.aspx?utm\\_source=workplace-newsletter&utm\\_medium=email&utm\\_campaign=WorkplaceNewsletter\\_June\\_CRM-Send2\\_062718&utm\\_content=learnHowToAdapt-CTA-5](https://www.gallup.com/workplace/235853/manage-employees-rarely.aspx?utm_source=workplace-newsletter&utm_medium=email&utm_campaign=WorkplaceNewsletter_June_CRM-Send2_062718&utm_content=learnHowToAdapt-CTA-5)
- \*Gallup, Inc. (2017). *State of the American Workplace*(Rep.). Retrieved September 12, 2018, from Gallup, Inc website: <https://news.gallup.com/reports/199961/7.aspx>
- Glass, J., & Noonan, M. (2016). Telecommuting and earnings trajectories among american women and men 1989-2008. *Social Forces*, 95(1), 217-217.
- Global Workplace Analytics. (n.d.). Telecommuting Policy Sample – Global Workplace Analytics. Retrieved from <https://globalworkplaceanalytics.com/sample-documents/telecommuting-policy-sample>

- Global Workplace Analytics. (n.d.). -2018 Alternative Workplace Strategies Fifth Biennial Benchmarking Study. Retrieved September 12, 2018, from <https://globalworkplaceanalytics.com/telecommuting-statistics>
- Maciag, M. (2018, September 21). More Americans Now Telecommute Than Take Public Transportation to Work. Retrieved October 12, 2018, from <http://www.governing.com/topics/transportation-infrastructure/gov-workers-telework-public-transportation-commute.html>
- OPM.gov. (n.d.). Frequently Asked Questions Pandemic. Retrieved September 12, 2018, from <https://www.opm.gov/FAQs/QA.aspx?fid=b48bf83b-440c-4f1e-a88c-3cdc9d802ac8&pid=75346675-3b92-4aec-831d-58cf5b0e86d2&result=1>
- Roseberry, C. (2016, December 21). Understanding Remote Work Policies. Retrieved September 17, 2018, from <https://www.lifewire.com/remote-work-policies-2377378>
- Shewan, D. (2017, June 16). 7 Things Nobody Tells You About Working Remotely. Retrieved September 17, 2018, from <https://www.wordstream.com/blog/ws/2017/06/16/working-remotely>
- The International Foundation of Employee Benefit Plan. (n.d.). 74 percent of Employers Offer Telecommuting and Predict Increase. Retrieved September 12, 2018, from <https://www.ifebp.org/aboutus/pressroom/releases/Pages/74-percent-of-Employers-Offer-Telecommuting-and-Predict-Increase.aspx>
- Useem, J. (2017, October 03). When Working From Home Doesn't Work. Retrieved September 17, 2018, from <https://www.theatlantic.com/magazine/archive/2017/11/when-working-from-home-doesnt-work/540660/>
- Workable. (2017, December 12). Employee Remote Work Policy Template | Workable. Retrieved September 17, 2018, from <https://resources.workable.com/remote-work-policy>
- Ye, L. R. (August 2012). Telecommuting: Implementation for Success. *International Journal of Business and Social Science*, 3(15), 20-29. Retrieved September 17, 2018, from [http://ijbssnet.com/journals/Vol\\_3\\_No\\_15\\_August\\_2012/4.pdf](http://ijbssnet.com/journals/Vol_3_No_15_August_2012/4.pdf)