

# HYBRID AND FLEXIBLE WORK

## Online Education Operations

### *Flexible Scheduling Framework — 37.5-Hour Work Week*

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## Scope

This policy applies to all staff whose roles are primarily dedicated to online education operations, including but not limited to:

- Student support and concierge services
- Online admissions and enrollment processing
- Instructional design and course development
- Online program coordination and administration
- Faculty support and adjunct staffing operations
- Marketing, outreach, and recruitment for online programs

Eligibility is determined by the Director of Online Education (or designee) based on role requirements, demonstrated performance, and operational need.

## Standard Work Week

The standard full-time workweek is **37.5 hours**, excluding an unpaid daily meal break. Employees are expected to complete 37.5 hours of productive work each week, regardless of work location or the specific days and times those hours are scheduled.

Because online students are active across a broad range of hours, the online education unit maintains an extended operating window that includes evenings, weekends, and campus holidays and breaks.

Individual employees are not expected to be available across the entire operating window. Each employee's scheduled hours will fall within a defined portion of the window, as agreed with their supervisor.

## Flexible Scheduling Options

Employees may distribute their 37.5 weekly hours in any configuration that meets operational coverage needs, subject to supervisor approval. Common configurations include:

- Standard five-day schedule:** 7.5 hours per day across five days (e.g., Monday–Friday or Tuesday–Saturday or Wednesday–Sunday)
- Compressed schedule:** Longer days across four days (e.g., four 9.375-hour days, Monday–Thursday), with three consecutive days off
- Split schedule:** Hours distributed across weekdays and weekend days (e.g., Monday–Wednesday plus Saturday, or Sunday–Thursday)
- Variable schedule:** Varied daily hours (e.g., three 8.5-hour days and two 6-hour days), provided the weekly total is met
- Evening-weighted schedule:** Shifts that begin in the afternoon and extend into the evening (e.g., 1:00 PM–9:00 PM) to provide late-day student coverage

Schedules may combine elements of the above (e.g., a compressed schedule with one evening shift). All schedules must include availability during the Collaboration Window on at least two of the three designated days unless an exception is approved in writing by the Director.

## Campus-Scheduled Break Coverage

### Continuous Operations During Breaks

Online programs operate on academic calendars that do not always align with the campus holiday and break schedule. Online students may be actively enrolled, submitting coursework, and seeking support during periods when the physical campus is closed or operating on a reduced schedule. Accordingly, the online education unit will maintain essential operations during campus-scheduled breaks, including fall break, Thanksgiving break, winter/holiday break, spring break, and summer reduced-operations period. The Director will communicate break coverage expectations and schedules at least three weeks in advance.

### Hybrid Work Arrangements

Given the nature of online education work, the unit operates under a remote-first model. Most responsibilities, such as student communication, course support, administrative coordination, and virtual meetings, can be performed effectively from a remote location. However, periodic on-site presence supports institutional collaboration, professional development, and team cohesion.

### On-Site Expectations

- **Minimum on-site presence:** Employees are expected to be on campus a minimum of three days per week, or as specified by the Director based on role requirements
- **Flexibility during breaks:** On-site requirements may be reduced or waived during campus-scheduled breaks when the physical campus is closed or operating on limited hours

### Remote Work Requirements

Employees working remotely must:

1. Maintain a dedicated, distraction-minimized workspace suitable for professional communication including video calls
2. Ensure reliable internet connectivity sufficient for video conferencing, LMS access, and organizational systems
3. Be accessible during their scheduled hours via organizational communication platforms (email, phone, Teams)
4. Comply with all data security and confidentiality requirements, including VPN use where required
5. Communicate proactively with supervisors and colleagues regarding availability, task progress, and scheduling changes

### Leave and Absences

All existing leave policies (vacation, sick leave, personal days, FMLA, and other applicable categories) remain in full effect under flexible and hybrid arrangements.

### Performance and Accountability

Flexible scheduling does not alter performance expectations. To sustain team cohesion and effective operations across varied schedules. Employees must keep their calendar current and visible to colleagues, clearly reflecting scheduled hours, work location, and availability each day.

## Modification, Suspension, and Termination of Arrangements

Flexible and hybrid work arrangements are extended based on operational need and individual performance, and may be adjusted as circumstances require.

- Supervisors may temporarily adjust schedules during peak operational periods (e.g., enrollment cycles, accreditation reviews, term starts) with at least one week's notice where practicable
- Individual flexible arrangements may be modified or revoked if performance expectations are not met or if the employee's schedule no longer aligns with coverage needs, following a documented conversation
- The organization reserves the right to revise or rescind this policy at any time with reasonable notice

- Employees may request changes to their flexible schedule by submitting a written request to their supervisor. Changes will be reviewed within [10] business days