OFFICE OF THE REGISTRAR

BACKGROUND

Unit Description

- Approximately 45 staff members
- This office serves students and employees by maintaining the academic record and implementing academic and student policies.

Types of Flexible Work Offered

- ✓ Hybrid Work Week - up to 2 days per week during the academic year, increased up to 3 days per week during the summer
- ✓ Compressed Core Business Hours: 9am - 3pm on-campus minimum hours

Overview of Flexible Work in the Office of the Registrar

As part of returning to full operations in Fall 2021, staff in the Office of the Registrar could request up to work off campus up to 3 days per week as a flexible work arrangement. In the Spring 2022 semester, hybrid work week scheduling was adjusted to allow for up to 2 days of off campus work per week. During Summer 2022, as positions allowed, employees could work remotely up to 3 days per week based on the need of the unit and approval by the Associate Registrar. Hybrid work week scheduling was adjusted back to allow for up to 2 days of off campus work per week with the start of the Fall 2022 semester. Remote days/times are the same every week.

All team members are required to work on campus Wednesdays and Thursdays. Additionally, supervisors are required to be on campus on Tuesdays. A day is considered in office if 6 or more work hours are completed on campus between 9 am and 3 pm.

PLANNING FOR FLEXIBLE WORK

The Office of the Registrar develops a flexible work plan each semester. Key information is shared with staff through infographics at an all staff meeting and then distributed through the office's listserv.

Summer 2022 Plan

Increased flexibility for summer
- May 23rd – July 29th
- As position allows, based on the needs of the unit and approved by Associate Registrar
- Will adjust again for Fall

Up to 3 days remote per week

All team members will be on-campus on Wednesdays & Thursdays
- Excludes time off

Optional Remote holiday weeks
- May 31 – June 3
- June 21 – June 24
- July 5 – July 9
- **Does not mean you need to not take vacation!**
- You can still work in the office on non-holiday workdays

New Remote Work Agreement will need to be approved BEFORE implementation
- Required for any remote days
- If no action taken, existing agreements end on May 20

All staff meeting - 05.05.2022

Office of the Registrar

Fall 2022 Plan | Begins August 1st

Updated agreements due July 27 th

Approach remaining similar to Spring 2022

Up to 2 days remote per week
- As allowed by position/responsibilities

All -Skate Days/Times
- All team members will be on-campus on Wednesdays & Thursdays
- Supervisors on-campus Tuesdays
- On-campus minimum hours are from 9am-3pm

New Remote Work Agreement will need to be approved BEFORE implementation
- Required for any remote days
- If no action taken, existing agreements end on July 29

Fall is an exciting & important time!
- Reminders about opening of school
- We are all hands/all skate/all party mode.

All staff meeting - 7.14.2022

Office of the Registrar

Office Of The Registrar

The Office of the Registrar follows all university guidelines within the _Flexible Work Program_ with clear caveats that include:
- Reserving the right to require all employees to be present in the workplace during times of peak volume or should an urgent/unexpected situation arise
- Clarifying expectations of personal responsibility for productivity at the remote worksite to effectively meet required job responsibilities.

IMPLEMENTING FLEXIBLE WORK

How were flexible work options communicated in the Office of the Registrar?

Details were shared with staff via PowerPoint during an all staff meeting along with a listserv follow-up email that included guidelines, procedures, and infographics.

How have flexible work arrangements been documented in the Office of the Registrar?

A _Request & Agreement Form_ must be submitted and approved by the employee's supervisor and Associate Registrar each semester.

How often are flexible work arrangements revisited?

Flexible work arrangements are temporary agreements that are reviewed/revised at least each semester or if there are changes to office needs or staff performance.

How do you communicate flexible work arrangements when recruiting new staff?

Flexible work arrangements are discussed with potential employees during the interview process.

How do you encourage employee engagement and team collaboration with your flexible work arrangements?

The Development & Engagement Committee, established in 2021, regularly creates opportunities for staff engagement and professional development through opportunities such as internal staff events and a Peer Recognition Program.

Two on-site work locations have been established—complete with wall monitors, projectors and microphones—to help ensure optimal environments for hybrid meetings and collaborative work.

Weekly on-site work days also ensure that employees are regularly working on campus and engaging with each other in person.

MONITORING SUCCESS & ENSURING SUSTAINABILITY

How do you monitor productivity in a flexible work environment?

Regardless of location, if an employee is not doing their work, it will show. By focusing on an employee's results through outcome based performance, a supervisor will know if work is getting done regardless of where the work is being performed.

What challenges has the Office of the Registrar faced while implementing flexible work?

Losing staff to other UArizona units that are able to offer more flexibility or fully remote work has been a challenge.

The University's approach to flexible work has been unit specific, and at times it's been difficult to know how to implement flexibility while also ensuring a high-level student experience. It would be helpful to have a common flexible work framework across all student-facing units to ensure that employees in those areas are able to have flexible work options while also ensuring a seamless student experience.

What solutions has the Office of the Registrar implemented to respond to these challenges?

Offering staff more options for flexible work during the summer, such as an additional remote day and optional remote holiday weeks is one solution that has been implemented. Another solution is to continue to monitor, assess, and adjust the plan for flexible work based on what has worked well or lessons learned from previous semesters. For example, changing the core on-campus hours to better fit the needs of staff who have caregiving responsibilities is under consideration.

What resources or support have you found to be helpful while implementing flexible work?

Common language to describe types of flexible work and a standardized form have been helpful resources from the HR website.

What benefits have you observed from offering flexible work?

Being able to offer flexible work options has helped to address burnout and has communicated to staff that they are cared about as people whose personal needs matter. For example, staff members who have caregiving responsibilities have been able to pick up their children and finish the workday from home, reducing stress while also effectively meeting work responsibilities.

Who to contact with more questions?

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For official UArizona Guidelines, visit

Human Resources | Flexible Work Guidelines and Resources
Office of University Initiatives | 2022 Flexible Work Initiative