

Resource Needs for Remote Worksites

As we adapt to a changing work environment, UC Santa Cruz is committed to successful work arrangements that support staff and academic employees working remotely in the current state, as situational telecommuters without an established arrangement and in the future-state, as designated routine telecommuters or remote workers.

We recognize that working remotely may present challenges, including the absence of equipment and other resources that are available at a regular UCSC worksite. To help address this, the following document provides key resources along with sourcing options to help support employees in optimizing their remote worksites.

Ergonomics

Ergonomics Guidelines for Remote Computer Users

It is important to remember that the proper ergonomic design of your computer workstation is important no matter where your “office” may be. To help you optimize your remote computer workstation setup, please follow the steps below:

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- Step 1** Take the interactive online ergonomics course for computer users, [Workstation Safety Plus](#), which will help you set up a user-friendly workstation. Also, complete the self-assessment within the training module for your remote computer workstation.
- To access the course, you can also go to the [UC Learning Center](#), enter your CruzID and Gold password, search “workstation,” and click Start for the “Ergonomic Assessment and Training Module.”
- Please note: Courses in the UC Learning Center are only available to employees.
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- Step 2** Review the following resources:
- [UCSC Ergonomics Tips for Remote Working](#)
 - Video: [Ergo Tips for Setting Up Your Workstation](#)
 - [Low Cost/No Cost Upgrades to your Temporary Home Computer Workstation](#)
 - [Computer/Desk Stretches](#)
 - [Pre-Approved Ergonomics Products for Remote Computer Users](#)
 - [The Importance of Movement and Breaks](#)
 - [List of Departmental Ergonomic Assessors](#)
 - [RSIGuard Software](#)
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- Step 3**
1. Based on the information provided in Steps 1 and 2, make any recommended changes to your remote workstation.
 2. Discuss any needed items with your supervisor/manager prior to purchasing.
 3. Check the [List of Departmental Ergonomic Assessors](#) (DEAs) above to see if your department or division has someone in that role. If so, check in with your DEA with questions or for assistance.
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- Step 4:** On an as-needed basis, if you still have unresolved issues with your workstation setup after completing the steps above, a virtual evaluation of your remote workstation is available. This can be accomplished by phone, using photos you provide, or via video chat. To schedule an assessment, please contact the Ergonomics Program at ergocruz@ucsc.edu.

Peripheral Equipment for Remote Computer Work

There are a few simple ergonomics products that may improve your remote workstation, particularly if you are now using a laptop more than ever. For example, by elevating your laptop screen (by use of a laptop stand or simply a stack of books) to get the monitor to the correct height and then attaching an external keyboard and mouse, the ergonomics of your remote workstation may be greatly improved. The [Pre-Approved Ergonomics Products for Remote Computer Users](#) link provided above in Step 2 includes keyboards, mice, footrests, laptop stands/risers, and other products. Check with your manager to see if you can take small equipment of this kind that you may have at your UCSC workstation.

The campus Ergonomics Program maintains a supply of some of these items and may be able to provide them to you at no cost, depending on availability. If neither option is available, equipment from this list should be requested by your manager through your department's purchasing process. These items are available in Cruzbuy. Delivery should be available with supervisor approval. Once you return to your UCSC workstation, this equipment must be brought back to your department at your regular UCSC worksite. For other ergonomic needs not already mentioned above, please email the Ergonomics Program at ergocruz@ucsc.edu.

Reasonable Accommodation

In some instances, an employee may request a reasonable accommodation due to a qualifying medical condition. This type of request does not fall within the scope of these guidelines. Upon receiving such a request, the employee and their manager should follow the University's [Reasonable Accommodation](#) process.

Sourcing Options

1. Relocating Equipment

We are asking all departments to develop a plan to relocate, as necessary, non-inventorial office equipment (NIOE) to alternate worksites for remote usage. NIOE includes most small and medium-sized office equipment costing less than \$5,000 used by employees as they carry out their work duties.

We ask that your department develops specific plans, which should include the following:

1. **Identify who is eligible to retrieve office equipment.**
 - a. Employees who are working 100% off-site should be given priority for removing the equipment they need. These employees are eligible to relocate additional equipment to their alternate worksite (see below).
 - b. If an employee is required to work at a UCSC worksite some of the time, a safe and functional workstation must remain at their regular worksite: in this case, only small transportable equipment, such as keyboards and mice, should be removed.
2. **Define what can be removed.** NIOE includes items such as chairs, keyboards, mice, monitors (not monitor arms), printers, desk lamps and small freestanding ergonomic equipment such as footrests, headsets, palm rests, mouse pads, laptop risers, and screen risers. Larger items and those affixed to office spaces/cubicles (for example, tables, stationary desks, cabinets, and anything affixed to a wall or cubicle) should not be removed for remote usage.
3. **Establish a procedure for removal and return.** Departments are responsible for coordinating building access and may choose to have employees (with management's approval) pick up items or, when needed, have chairs and equipment delivered to their alternate worksites. Managers should review procedures with employees, including proper handling of materials and verifying their ability to safely remove equipment. [A fact sheet is available on safe lifting \(PDF\)](#). All employees coming to a UCSC worksite and their departments must follow UCSC procedures for minimizing the spread of COVID-19 and complete requirements for symptom monitoring, including completing the campus Daily Symptom Check. If it is not

feasible to have an employee pick up items and items must be delivered, please contact Moving Services at receiving@ucsc.edu. Note that this option is only available for University sanctioned and funded moves. Employees and managers should discuss the requirement that all UCSC property that is relocated to an alternative remote worksite must be returned to UCSC when the employee is instructed to do so.

4. **Document the removal process.** Items being removed must be logged on a [UCSC Non-Inventorial Equipment Removal Request Form](#) to ensure accurate tracking of UCSC property. Further, departments must communicate their expectations to employees before any property is removed, as employees will be held responsible for missing equipment. Any property that is removed from a UCSC worksite must be returned when the employee is requested to return the item.

FAQs for Equipment Removal

How should items be removed and picked up?

The core of a department's plan is deciding how to distribute equipment approved for removal. Coordination with various stakeholders (IT, Building Operations, Security) and consideration of the workforce size is necessary for success. Appointments are strongly encouraged to minimize occupants within buildings and maintain a smooth and orderly system.

What do I do if an employee cannot pick up their equipment?

In order to facilitate working remotely, including proper ergonomic equipment, Receiving and Moving Services has been permitted to move office items to remote worksites. This can only be done for University sanctioned and funded moves.

All scheduling of these deliveries should be made through the Facilities Coordinators for different academic divisions and departments. This ensures that all parties are informed, required approvals are received, and the source of funding (FOAPAL) being used is correct and in line with departmental processes.

To outline the above, the person needing the move contacts their Facilities Person in much the same way as any other move. That Facilities Person then contacts Receiving to set up times and dates, very likely with the originator of the request looped fully into the process. The Facilities Person will also allow access to restricted or locked areas so that the furniture/equipment can be gathered for moves.

Scheduling such moves should be through receiving@ucsc.edu with the goal of all moves being in concert with other scheduled moves. Charges for the moves are standard Receiving rates, with the reminder that transport to and from the UCSC worksite campus is charged by the length of driving time.

Can employees take any furniture to their alternate work location?

We recommend departments allow chairs to be relocated to remote locations. Items such as stationary desks, tables, and storage cabinets should remain at the regular UCSC worksite. Email ergocruz@ucsc.edu to discuss specific situations.

What do I do if an employee needs ergonomic accessories?

Small freestanding ergonomic accessories present at the employee's UCSC workstation should be considered for relocation to the employee's alternative remote workspace. Examples of small freestanding ergonomic accessories and equipment include footrests, headsets, palm rests, mouse pads, laptop risers, and screen risers. Larger items and those affixed to office spaces/cubicles (for example, stationary desks, tables, cabinets, and anything affixed to a wall or cubicle) should not be removed for remote usage. Email ergocruz@ucsc.edu to discuss specific situations.

What do I do if an employee has removed their approved equipment but is still experiencing discomfort?

Employees who report discomfort associated with their remote workstation should follow the process outlined under "Ergonomics Guidelines for Remote Computer Work" above.

An employee comes into the office on a regular basis to work. Should they remove their furniture?

A department is required to maintain a safe and functional workstation at the employee's regular UCSC worksite. While small equipment such as keyboards and mice can be reasonably moved between worksites, a department will need to consider the feasibility of allowing other items to be removed. Please see the guidelines above.

2. Purchasing Equipment

Purchasing equipment is only allowable if the University-issued office equipment can't be relocated, or the employee does not already have equipment at their remote worksite to enable them to perform their work duties. In such cases where equipment is purchased, the employee and the department are responsible for ensuring that University equipment in the employee's off-site workspace is used primarily for University business.

CruzBuy remains operational for catalog purchases (Hosted Catalog and Punchout/Supplier Site Orders) for requisitions and for Low-Value Orders (LVOs). We see some suppliers requiring deposits or full payment up front. Where possible, please use Pro-Cards for those payments to minimize the administrative effort. For larger purchases above a departmental Pro-Card cardholder's limits, departments should go through the CruzBuy process. Accounting has several buyers with Pro-Cards to support departmental requirements. Please be ready to provide your FOAPAL, shipping information, and a link to the products at the time of your email request.

There are some expenditures that are appropriate for shipment to an employee's alternate work location, most typically, computer equipment. We want to avoid adding these addresses to the permanent ship-to listing. Requests such as these must be processed by the campus Procurement office and require a manager's approval. Please make the request by submitting a requisition with the alternate location address in the body of the requisition.

- Please be aware that mail and shipping deliveries have been limited or suspended for UCSC worksites, consistent with certain UCSC on-site closures and the Chancellor's directive.
- An employee may request reimbursement for the work use of internet charges purchased with their own funds when it would not be practicable or cost-effective for the University to separately purchase if it is needed for the employee to perform the duties of their job and does not currently exist. In such cases, for example, if an employee has a low-cost/low-speed internet service that a department agrees to upgrade during the COVID-19 stay home/shelter in place directive, documented as primarily for business purposes, the incremental cost can be reimbursed while the directive is in place. A Direct Payment Form is used for this type of reimbursement. Again, the employee and the manager and department are responsible for ensuring University equipment in the employee's off-site workspace is used primarily for University business.
- When placing an order that is related to the COVID-19 pandemic, be sure to use 'COVID19' as the Activity Code in the FOAPAL.

While we continue to look to suppliers to submit invoices directly to Accounts Payable, departments can email invoices to apdocs-group@ucsc.edu.

- The file naming convention should be the PO number, along with the invoice number, separated by an underscore, for example:1234NAB456_INV871.This will allow for multiple invoices to be submitted for the same PO numbers.
- Vendors may send invoices as PDF attachments to Accounts Payable and Travel Accounting at aphelp@ucsc.edu.

Procurement Card (Pro-Card)

Accounts Payable has developed an interim process for submitting Pro-Card statements and receipts since a physical signature is not possible at this time. If statements and related receipt documentation are submitted electronically via DocuSign, the information will be emailed to fadspcrd@ucsc.edu. Statements and attachments may also be submitted in a PDF format to procard@ucsc.edu. Be aware of the [list of restricted items](#) not allowed

to be purchased on Pro-Cards.

Corporate Travel and Entertainment (CTE) card

It is also possible to purchase emergency supplies using a Corporate Travel and Entertainment (CTE) card. Proper [procedures for approval](#) should be followed if utilizing this option.

Surplus store

The Surplus Store is only open online. Requests for items should be emailed to receiving@ucsc.edu, and the process of assessing what items we have available can be worked out with the person making the request.

Purchases can be made with a FOAPAL (especially if the item(s) are to be moved from a UCSC worksite) or with a credit/debit card if the item(s) are to be picked up by the requestor. Again, these requests are limited to UCSC personnel. Sales to the public are not possible at this time.

Do not go to the Surplus Store location unless you have completed a purchase and made pick-up arrangements through receiving@ucsc.edu.

3. Reimbursements

Expenses will be reimbursed only if the manager agrees to the purchase in advance. Only business-related equipment that can be returned to the office at the end of the arrangement will be reimbursed. If any item needs to be installed, charges related to the installation are the responsibility of the employee. Other expenses (utilities, rent, furniture, etc.) will not be reimbursed. Below are select University of California policies on reimbursable expenses:

[Travel Regulations Expenditures for Business Meetings, Entertainment, and Other Occasions](#)

[Guidelines for the Purchase and Use of Cellular Phones and Other Portable Electronic Resource](#)

Meal Reimbursements: Employees working from home or other alternate locations are not on travel status and not eligible for meal reimbursement. Similarly, meals taken at home or other alternate locations (or delivered) during a Zoom business meeting are not reimbursable based on guidance received from the UC Office of the President, per policies [G-28](#) and [BUS-79](#).

Utility Costs: Basic environmental costs associated with maintaining a home or other alternate location should be covered by the employee (e.g., heat, electricity and light) unless their work requires special conditions or equipment that would not normally be found in the home or the other alternate location.

Furniture and Equipment Costs: In general, employees are responsible for maintaining their own workspace furniture (e.g., chairs and desks). However, if a position has ongoing ergonomic considerations (such as repetitive motion injuries from data entry work), departments should leverage the opportunity for cost-sharing for ergonomic equipment available through the [ErgoCruz Matching Funds Program](#). This will allow them to take advantage of economies of scale in purchasing while helping ensure that employees get the right equipment to help prevent injury.

Cellular and Internet Costs: An employee may request reimbursement for the business use of an internet or similar service if it is needed for the employee to perform their job duties and it would not be practicable or cost-effective for the University to separately purchase and the internet or similar service does not currently exist in the employee's alternate remote workspace. Reimbursement shall be made for partial business use of internet, cellular or similar services purchased with an employee's own funds if the individual incurs additional charges over the plan limit related solely to the business use. An employee may request reimbursement for the business use of a cellular phone or similar device purchased with the employee's own funds if the individual incurs additional charges. In such a case, the reimbursement will be at the excess minute rate, contingent upon receipt of supporting documentation. No reimbursement will be made for business calls or a percentage of total business calls made within the package minutes covered under the employee's plan.

Other Costs: Departments will evaluate on a case-by-case basis where reimbursement is necessary for employees with specific needs not already met with existing resources and only allowable if the University-issued office equipment can't be taken to the alternate worksite or the employee does not already have equipment at the alternate worksite to enable them to perform their work duties.

Security

Employees are responsible for the safety and security of all University-owned equipment, records and materials at the remote worksite. This includes remaining up-to-date with [Information Technology Services Security Guidances](#) and maintaining data security and record confidentiality in the same manner as when working at the regular University worksite.

Employees are expected to implement steps for good information security in the alternate worksite location and to check with their manager when security matters are an issue. Employees must report to the manager any instances of loss, damage, or unauthorized access at the earliest opportunity.

Employees must follow all IT policies, including not duplicating University-owned software and adhering to manufacturer's licensing agreements. Restricted-access materials must not be taken out of the office or accessed through the computer unless approved in advance by the manager and department head/senior manager. Employees must ensure information is not disclosed in violation of [FERPA](#) or other state or federal laws, regulations, or UC policies and practices and are responsible for reviewing University policies and guidelines for protecting information, including:

[Stay Secure While Working Remotely](#)

[How to Stay Secure](#)

[UCSC's Acceptable Use Policy](#)

[UCSC Implementation of the UC Electronic Communications](#)

[UCSC Email Policy & Privacy](#)

[IT Policies & Guidelines](#)

Key Resources and Sourcing Options for Working Remotely

Category	Item	Support Resource	Funding Responsibility	Reimbursement Eligibility	Eligible to Relocate
Furniture	Chair	Department/Ergo Program	Department*	-	Yes
	Desk	Department/Ergo Program	Department*	-	No
	Desktop riser	Department/Ergo Program	Department*	-	Yes
University-owned IT Hardware	Laptop	ITS Service Desk	Department	-	Yes
	Desktop	ITS Service Desk	Department	-	Yes
	Docking Station	ITS Service Desk	Department	-	Yes
	Monitor	ITS Service Desk	Department	-	Yes
	Tablet	ITS Service Desk	Department	-	Yes
	Monitor Arm	Department/Ergo Program	Department*	-	No
	Smart Phone	ITS Service Desk	Department	-	Yes
	Keyboard	Department/Ergo Program	Department*	-	Yes
	Headset	Department/Ergo Program	Department*	-	Yes
	Mouse	Department/Ergo Program	Department*	-	Yes
	Printer	ITS Service Desk	Department	-	Yes
	Wireless Router	ITS Service Desk	Department	-	-
Ergonomic Hardware	Footrest, back cushion, wrist pad, document holder, laptop riser and screen riser	Department/Ergo Program	Department/ Ergo Program (depends on availability)*	-	Yes
University-owned Software Licenses	OS License (Windows)	ITS Service Desk	Department	-	No
Productivity and Collaboration Tools	Softphone w/IM	ITS Service Desk	Department	-	-
	Asana	ITS Service Desk	Department	-	-
	Zoom	ITS Service Desk	ITS	-	-
	Adobe Creative Cloud	ITS Service Desk	ITS	-	-
	DocuSign	ITS Service Desk	Department	-	-
	YuJa	ITS/Learning Inst. Tools	ITS	-	-
	Google Apps	ITS Service Desk	ITS	-	-
Personal Cell Phone Service and Internet Costs	Personal cell phone service	Financial Affairs	Employee	Yes (Additional /incremental costs only)	-
	Monthly reimbursement internet expense	Financial Affairs	Employee	Yes (Additional /incremental	-

				costs only)	
Utilities	Utility costs	Financial Affairs	Employee	No	-
Travel	Expenses incurred (while in travel status)	Department	Department	Yes	-
Software Cybersecurity for University-owned Equipment	VPN	ITS Service Desk	Department	-	-
	MFA	ITS Service Desk	Department	-	-
	Hard Drive encryption	ITS Service Desk	Department	-	-
	Antivirus	ITS Service Desk	Department	-	-
	Endpoint Protection	ITS Service Desk	Department	-	-
	Desktop Backup	ITS Service Desk	Department	-	-
Category	Item	Support Resource	Funding Responsibility	Reimbursement Eligibility	Eligible to Relocate
Training and Support	Secure Remote Work	HR/ITS	-	-	-
	Collaborating with Google	HR/ITS	-	-	-
	Collaborating with Slack	Vendor Self-Service	-	-	-
	Collaborating with Asana	Vendor Self-Service	-	-	-
	Collaborating with Zoom	HR/ITS	-	-	-
Support for university-owned computers and devices that are actively managed by ITS	Remote Desktop	ITS Service Desk	-	-	-
	Remote software support	ITS Service Desk	-	-	-
	Remote smartphone support	ITS Service Desk	-	-	-
	Remote tablet support	ITS Service Desk	-	-	-
	Remote wireless router setup support	TBD	-	-	-
	Replacement support for hardware	ITS Service Desk	-	-	-

*For ergonomic equipment, cost-sharing may be available through the [ErgoCruz Matching Funds Program](#).