



Remote Work Guidelines for Applying HR 14-17-3

Office Hours & Institutional Closure

As the University of Wisconsin-Green Bay moves towards greater workplace flexibility in the provision of support to our students and members of the public, the availability of virtual delivery of services has become more common and efficient. Many [operational areas](#) at the University have shown that they are able to provide services to customers via virtual or hybrid delivery methods which are effective and convenient for both students and faculty/staff.

However, as an entity of the State of Wisconsin, the University has an obligation to be available for the transaction of business during the hours that the legislature has proscribed. The University has enacted [HR-14-17-3 Office Hours and Institutional Closure Policy](#) to ensure that all operational areas and employees of the University remain available to the public between the hours of 7:45 a.m. and 4:30 p.m., Monday through Friday, as required by State Statute.

The following guidelines are designed to aid in ensuring that areas can continue to provide virtual assistance during the proscribed business hours.

Guidelines:

1. UW Green Bay [HR-14-17-3](#) remains in effect as amended and all areas should review the requirements when determining the impact of a remote workforce and any hybrid staffing in the office setting. Questions about specific application can be referred to the Office of Human Resources and Workforce Diversity at hr@uwgb.edu.
2. All operational areas are required to be able to conduct routine business with students and members of the public during University business hours (Monday through Friday between 7:45 a.m. and 4:30 p.m.)
3. The operational area leader, with permission of the Area Leader may determine that there may be periods during business hours in which an Office may be fully virtual. The operational area leader (with consent of the Area Leader) has the ability to change that schedule at anytime.
4. If an operational area chooses to be fully virtual during business hours, such hours must be scheduled and consistent throughout the semester. Notice of the virtual hours shall be made available for posting on both the main door of the office and the operational area's homepage on the UW-Green Bay website.



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- a. External signage must indicate the hours for face-to-face service, and how to contact staff during periods where face-to-face access is not available with a link or telephone number to reach the staff immediately (during open office hours);
 - b. Posting notice on the operational area's webpage must indicate the specific hours for face-to-face service and how to contact staff during periods where face-to-face access is not available with link or telephone number to reach the staff immediately (during open office hours);
 - c. Once established operational areas shall not modify this schedule without advance notice.
 - d. Unplanned changes to the schedule as needed by absence or emergency may be made so long as the change is infrequent and based upon an emergency. Operational areas should take all reasonable steps to make sure that an office is staffed for face-to-face meetings as scheduled, even if it means requiring a remote worker to return to the office temporarily.
 - e. It is expected that operational areas which have in-person staffing are open to the public. Occasional and short closures to facilitate conflict in scheduling remain permissible to facilitate University business.
5. Operational areas are permitted to use virtual delivery to provide flexible hours of service to consumers. Nothing in [HR 14-17-3](#) is intended to limit Office Hours only to the business hours of the University.
 6. Operational areas determined to fall under sec. 230 Wis.Stats as being State Offices and defined under [HR-14-17-3](#) as essential must remain available for face-to-face contact during all regular business hours unless otherwise directed by the Chancellor.
 7. Nothing in these guidelines replaces the Chancellor's authority to determine periods which remote work will be universally permitted.