

Agency or Department name: \_\_\_\_\_

Sub-agency name (if applicable): \_\_\_\_\_

The following scale is used to score each criterion statement for both Objectives 1 and 2. Goals for the assessment include complete and consistent policies that cover fundamental aspects of telework. Most importantly, policies should be usable by stakeholders (e.g., managers, employees, coordinators) for the achievement of effective programs. *Ratings and scoring are simply meant to provide useful and systematic feedback to agencies seeking to improve their telework policies. They will not be used to rank or compare agency policies.*

<b>Rating Option</b>	<b>Definition</b>	<b>Score</b>
High	The criterion is addressed so completely, appropriately and sufficiently as to provide excellent guidance/information to intended stakeholder(s).	3
Medium (Med)	The criterion is addressed adequately but needs to be more complete, appropriate, and/or sufficient in order to provide useful guidance/information to stakeholders.	2
Low	The criterion is addressed weakly, and in too incomplete, inappropriate or insufficient a manner to provide any but minimal guidance/information to intended stakeholder(s).	1
Missing	The criterion is not addressed at all.	0
Not Applicable (N/A)	Conditions established in the policy may preclude the need for topics addressed in other items. In such cases, those other items will not apply and should be marked N/A (instead of 0 for missing). For example, if the policy forbids full-time telework, item 15 under program implementation ( <i>identifies aspects of the employment arrangement that may change as a result of <u>full-time</u> telework arrangements</i> ) does not apply. It should be marked N/A.	N/A

**Objective 1:** The policy can be clearly understood and easily used.

Criteria for evaluating the clarity, readability and overall usability of the policy appear in the table below. For this section of the evaluation, focus less on content than on how easy the policy is to understand and use.

<i>The telework policy...</i>	<b>High (3)</b>	<b>Med (2)</b>	<b>Low (1)</b>	<b>Miss (0)</b>	<b>N/A (n/a)</b>
1. uses concrete, familiar words, not jargon, unexplained abbreviations, or other difficult terminology.					
2. avoids ambiguous terms.					
3. avoids redundancies.					
4. is organized logically (for example, does not skip around from topic to topic).					
5. uses no more than three outlining levels for organizing content.					
6. overall is constructed and written to provide a useful resource to the employee who wants to telework or does telework.					
7. overall is constructed and written to provide a useful resource to managers of teleworkers and/or future teleworkers.					
<b>Column Total</b>					

***Evaluator Comments***

Please describe the reason for any low rating given for any Objective 1 assessment statement (identifying specific criterion).

Include additional notes or comments about assessments for Objective 1 criteria here. Notes describing overall impressions of the readability and/or usability of the policy are especially helpful.

**Objective 2:** The policy incorporates criteria fundamental to the development and support of an effective telework program.

Criteria included in this section assess the extent to which content critical to the success of the program is addressed in the telework policy. Criteria statements cover three topics with the described objectives:

- A. Program *implementation* criteria: assess whether supplied information is sufficient to support effective program development.
- B. Participant *responsibility* criteria: address whether roles of managers, employees and other stakeholders necessary to the success of the telework program are clearly defined.
- C. Program *operations* criteria (e.g., employee performance review, program evaluation): detail the day-to-day activities/information necessary to support program success.

<b>A. Program Implementation</b>					
<b><i>The telework policy...</i></b>	<b>High (3)</b>	<b>Med (2)</b>	<b>Low (1)</b>	<b>Miss (0)</b>	<b>N/A (n/a)</b>
1. includes a statement of purpose (e.g., identifies intended benefits and outcomes such as emergency preparedness, workforce efficiency, quality of life, cost savings).					
2. contains clear definitions of (a) telework (or other similar term such as telecommute, remote work, distributed work, flexiplace), (b) eligibility, (c) official worksite/duty station, and (d) alternative worksite/location ( <i>policies rated "high" must include a definition of all 4 listed terms</i> ).					
3. references governing telework statute (Public Law 106-346).					
4. provides access (e.g., links, citations, appendices) when reference is made to internal or external sources (authorities, documents, related policies).					
5. identifies who is covered by the policy.					
6. states that, except under special circumstances (e.g., emergencies), employee participation in a telework arrangement is voluntary.					
7. emphasizes that telework is an arrangement established first and foremost to facilitate work accomplishment.					
8. includes information about how to identify telework eligible positions (e.g., based on work tasks).					
9. references agency emergency policies (e.g., COOP and pandemic).					
10. references agency IT/cybersecurity guidelines.					
11. references Federal Employees' Compensation Act					

This checklist was developed prior to the passage of the Telework Enhancement Act of 2010. 3  
As a result, several criteria may not accurately reflect changes since the law took effect."

<b>A. Program Implementation</b>					
<i>The telework policy...</i>	<b>High (3)</b>	<b>Med (2)</b>	<b>Low (1)</b>	<b>Miss (0)</b>	<b>N/A (n/a)</b>
(FECA).					
12. includes information about using telework as a reasonable accommodation for employees with disabilities under the Rehabilitation Act of 1973.					
13. highlights importance for employee safety while working at an alternative worksite/location.					
14. identifies aspects of the employment arrangement that do <u>not</u> change as a result of participation in telework (e.g., leave approval, hours of duty).					
15. identifies aspects of the employment arrangement that may change as a result of full-time telework arrangements (e.g., salary, benefits, travel, RIF).					
<b>Column Total</b>					

<b>B. Participant Responsibilities</b>					
<i>The telework policy...</i>	<b>High (3)</b>	<b>Med (2)</b>	<b>Low (1)</b>	<b>Miss (0)</b>	<b>N/A (n/a)</b>
1. defines responsibilities of supervisors/managers.					
2. defines responsibilities of teleworking employees.					
3. defines responsibilities of telework coordinator/telework program manager.					
4. emphasizes teleworker responsibilities to ensure the arrangement does not have any negative impact on the work of other members of the work group (e.g., coworkers, managers).					
5. outlines what support/materials/equipment the agency <i>may</i> provide for teleworkers (e.g., computer, phone, supplies).					
6. outlines what support/materials/equipment the agency will <i>not</i> provide for teleworkers (e.g., computer, phone, supplies).					
7. assigns responsibilities for record keeping/reporting requirements for overall program (for example, annual telework report to Congress).					
<b>Column Total</b>					

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<b>C. Program Operations</b>					
<b><i>The telework policy...</i></b>	<b>High (3)</b>	<b>Med (2)</b>	<b>Low (1)</b>	<b>Miss (0)</b>	<b>N/A (n/a)</b>
1. describes procedures for establishing a telework arrangement (e.g., application, approval levels).					
2. describes appeals process for telework denial (e.g., normal grievance or separate procedures).					
3. establishes that the performance of teleworkers will be evaluated consistent with the agency's regular performance management system.					
4. emphasizes that teleworkers will receive the same treatment/opportunities as non-teleworking employees (e.g., work assignments, awards and recognition, development opportunities, promotions).					
5. addresses telework communication (e.g., between teleworkers-managers; teleworkers-coworkers; teleworkers-customers).					
6. identifies agency requirements for teleworker/employee training.					
7. identifies agency requirements for supervisor/manager training.					
8. addresses unexpected contingencies that could impact the telework arrangement (e.g., emergency closure at worksite, emergency closure at telework site, illness, substitution days, recall during a telework day to duty/work station to meet business needs).					
9. identifies procedures for changing telework arrangements (e.g., schedules, locations).					
10. requires that the telework agreement be reviewed at regular intervals.					
11. describes procedures for terminating or withdrawing from a telework agreement.					
12. includes record keeping/reporting/evaluation requirements for overall telework program.					
<b>Column Total</b>					

***Evaluator Comments***

Please describe the reason for any low rating given for Objective 2 assessment statements (identifying specific criterion).

Include additional notes or comments about assessments for Objective 1 criteria here. Notes describing overall impressions of the readability and/or usability of the policy are especially helpful.

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**Thank you for your participation!**