

HUMAN RESOURCES – FAQ's

Q1.) What should I do if my child's school is closed due to COVID-19 and I am forced to stay home?

A1.) We appreciate that we all have been presented with unique and challenging circumstances with the proliferation of the coronavirus. We anticipate the implementation of Clark Atlanta University's Teleworking Policy will assist not only in the containment of this disease but also give our employees the work-family life balance they need at this time.

Q2.) What if I need to take vacation or sick time during the Teleworking period?

A2.) Time away from work should be managed the same in our Teleworking environment as it would be if you were at work. You should request leave by completing the Leave Request Form and submitting that to your manager for approval and submission to Payroll for processing against your leave balance.

Q3.) Will I continue to be paid while Teleworking?

A3.) Since it is the expectation that all employees who are not on an official leave will be reachable during business hours between 9 a.m. and 5 p.m. and available to remotely complete assigned projects and tasks, all employees will continue to be paid as if they were working on-site.

Q4.) What if my manager require that I come into the office during the Teleworking period?

A4.) Managers have been charged with developing business continuity plans so that the University can continue to operate remotely as close to optimal levels as possible during the Teleworking period. In some cases, there are functions that cannot be performed remotely and, therefore, will require a skeletal staff to be on-ground. Those areas that fall into this category have been identified by CAU's Coronavirus Task Force and they have been charged with identifying essential staff and constructing the appropriate schedules to provide the required coverage. All other employees should be working remotely until further notice.

Q5.) Will I still have the opportunity to complete the Microsoft Office Training that is being offered in April and July of this year?

A5.) At this time we have not cancelled this training. We will continue to watch developments regarding this pandemic over the next several days and modify plans as good judgment warrants, understanding that the health and welfare of our community is our first priority.

Q6.) Will I still be able to recruit and fill vacant positions?

A6.) The Office of Human Resources will continue to operate normally and you will be able to request an exception to hire, circulate it for approval, and post vacant positions. Sourcing and screening of potential candidates will continue and the hiring manager and/or selection committee can conduct virtual interviews. However, we are recommending delaying establishing start dates for general hiring at this time. Exceptions might be made for employees required to staff functions related to safety, public health and the general welfare of our community.

Q7.) Will I be able to make changes to my benefits?

A7.) Yes. You will be able to make changes to your welfare benefits the same as if the University was not under a Teleworking program, assuming you have experienced and can document a qualifying life event.

Q8.) Will I be able to make banking changes during this period?

A8.) Yes. Banking changes can be made by pre-scheduled appointments with Cynthia Williams, Manager, Human Resources Operations. You may reach Ms. Williams at cwilliams2@cau.edu.

Q9.) Will I be able to request and receive distributions from my retirement plan account?

A9.) Yes. You may request a distribution from your retirement plan by going online to tiaa.org and following the instructions that are provided to make a distribution requests. Should you have questions about navigating the site, **please call TIAA Customer Service at 1-800-842-2252.**

