IN THE EVENT THAT EMPLOYEES ARE ENCOURAGED OR REQUIRED TO WORK REMOTELY

1. Who will be essential staff that must be on campus? What happens if they do not feel comfortable being in the workplace?
   A complete campus closure is not anticipated; employees are expected to report to work as they normally would. Although the campus may move towards online instruction if deemed necessary, the campus will remain open unless a localized hot spot problem exists. Supervisors are encouraged to be supportive of employees and make accommodations as necessary, such as relocating employees to alternate work sites.

2. Suggest flex time for essential workers that need to be on campus.
   TBD.

3. How does one enroll and get set up for State of Hawaii e-sign? ITS?
   TBD.

4. Are e-signatures acceptable for PNFs? Other HR paperwork, i.e. EUTF?
   Yes, e-signatures are acceptable for internal UH documents. Refer to Executive Policy 2.216, Institutional Records Management and Electronic Approvals/Signatures.

5. Are e-signatures acceptable for procurement documents, i.e. PO, contracts, etc.?
   Yes, e-signatures are acceptable for internal UH documents. Refer to Executive Policy 2.216, Institutional Records Management and Electronic Approvals/Signatures.

6. UH doesn't allow employees to access Peoplesoft remotely. Will there be a temporary accommodation if there is a campus shutdown?
   This will be determined on a case-by-case basis, with consideration of how VPN access could be granted to the broader UH community.

7. How will payroll checks be distributed?
   There will be no change to payroll check distribution; it will be business as usual. It is highly recommended that all employees, including students, sign up for direct deposit through the HawaiiPay portal.
8. Will other checks continue to be processed, i.e. reimbursements? Limited basis? 
   There will be no change to check processing; it will be business as usual. 
   Employees are encouraged to sign up for ePayment and vendors are 
   encouraged to sign up for ACH/EFT.

9. In case of a campus shutdown, will there be mail deliveries? Will campus be 
   open for deliveries?
   A complete campus closure is not anticipated; it will be business as usual.

STUDENT HOUSING

10. We have a student assistant that dorms and am wondering what the protocol is 
    for students that are or become sick especially with Spring Break around the 
    corner. Should a student fall ill with COVID-19 symptoms, will the RAs be 
    capable of handling this situation or know what to do? Will the dorms be 
    quarantined? What is the protocol? What do we as student employers need to 
    know or do?
    Students who become sick and test positive for COVID-19 would remain on 
    campus and quarantine in place under the supervision of the Department of 
    Health. OVCS has made provisions to house such students in a separate 
    residence hall. In addition, the Sodexo contract includes a provision to have 14 
    days of food on hand for students that dorm in the event of an emergency.

COVID-19 TRAVEL EXCEPTIONS

11. What is approved travel-related arrangements? Is email approval from 
    Dean/Director acceptable for out-of-state travel? Or only an approved Travel 
    Request?
    An email approval from a Dean/Director would be acceptable. If verbal approval 
    was given, the Dean/Director could document approval via a follow-up email.

12. The Travel FAQ page explains what UH-sponsored travel is but does not include 
    UHF funding. Does this mean that the Traveler doesn't have to obtain approval 
    from the appropriate supervisor for UHF funds?
    The traveler would be required to obtain supervisor approval for UHF-funded 
    travel.

13. Please clarify the requirement for approval to Level 2 cities for stopover 
    travel. We heard a traveler was required to obtain Provost approval for a trip 
    including a stopover in Japan.
    Provost’s approval is not required for stopovers/connections in Level 2 countries.
14. What rationale supports paying for all non-refundable cancellation costs for travel cancelled for personal reasons? We understand this applies to UH-funded travel however we would appreciate understanding the rationale and how it may or may not apply to extramurally funded travel. The traveler would not have incurred the cancellation costs if they weren’t traveling for UH business. In addition, the traveler should be able to cancel the trip without being penalized because conditions changed since the time of booking.

15. For any travel arrangements made after the March 6 message to employees, UH will not be responsible for any cancellation costs if the traveler cancels for personal reasons. However, if arrangements were made after the March 6 message to employees, but then cancelled beyond the traveler’s control, will UH still pay for any cancellation costs? UH would be responsible for the cancellation costs since the trip was cancelled for reasons beyond the traveler’s control.

16. If the conference/meeting is cancelled, UH will cover non-refundable expenses and change fees. For airfare, the traveler may have charged the ticket on their personal credit card and already paid for it (they could be out hundreds of dollars). We can pay the fee to reschedule the trip, but we can’t reimburse for the actual ticket purchase until a future trip is approved, and even then, not until the travel advance for that trip is issued. Is there any other way to handle this? Can the traveler claim reimbursement now? How will all of this be tracked/monitored since the ticket and credit is held under the employee’s name? When an airline ticket is cancelled, the credit is held in the name of the traveler; there is no way to transfer that credit to UH. Reimbursement can only be made when the ticket is used for future UH travel or when the credit expires. Disbursing has reached out to ITS to modify eTravel to track airfare credits paid for with UH Pcard. Testing is currently underway and additional details will be forthcoming.

17. Employee travels to non-Level 2 or 3 location and gets stuck en route back to US/Hawaii due to COVID-19 through no fault of their own (i.e. no flights, quarantine). It would be reasonable for UH to cover associated costs, but costs may become astronomical and may exceed the college’s budget. Can the amount of financial support be limited? Financial support cannot be limited since the travel interruption was beyond the traveler’s control and the traveler was not at fault.
18. If people travel and their business location becomes a hot spot such that they are directed upon their return to do the 14 day self-monitoring at home:
   - Would the traveler need to provide some documentation of this? Yes.
   - Is this considered administrative time off? If not, does the employee need to file vacation or sick leave? Note: Faculty do not earn vacation. TBD.
   - If they cannot work remotely, then what is the alternative? TBD.

19. What will be the mechanism to process reimbursement of travel expenses incurred?
   Scenario 1: Travel approved, but not input in eTravel yet.
   Input in eTravel and attach email documentation of travel approval.
   Scenario 2: Travel already approved in eTravel.
   Claim expenses on Travel Completion document.

20. Staff paid on his personal credit card for airfare, and is being told he needs to cover the cost of that ticket until he travels again. Traveler does not want to cover the cost; he is willing to hand over the credit certificate code he will receive from Alaska Air to UH so that he does not have to be responsible for the cost of the ticket until he travels next. (I confirmed myself with Alaska that they issue a credit certificate that just requires the code and anyone can use it- but it is also in that sense not 100% guaranteed that he wouldn’t use it himself on accident later). Can he give us the credit in lieu of him covering the cost of the airfare? Credits for future travel cannot be transferred. Even if the traveler provided the credit certificate code to UH, the credit would still be held in the traveler’s name.

21. Faculty recruitments are ongoing. What happens when an interviewee gets stuck enroute to/from Hawaii? To what extent is UH obligated to pay for resulting expenses of the non-employee?
   UH would be obligated to pay for the expenses of the non-employee since the non-employee traveled at the request of UH. Campus unit budgets must fund these expenses. Consideration should be given to online interviews.

22. Are there any COVID-19 travel exceptions for postdocs? Can a postdoc be reimbursed for cancellation fees due to their conference being cancelled as a result of COVID-19?
   Post doc funding is usually extramural funding, which is outside the scope of this policy. If funded with non-extramural funds, follow the same policy as UH employees.
23. Can we continue to issue student travel stipends to travel within the US and non-Level 2 or 3 countries? It doesn’t seem to fall under the definition of “UH-Sponsored” travel, though UH is providing funds that will benefit the student in pursuit of their degree.

At present, there is no restriction on domestic or international travel to non-Level 2 or 3 countries. Travel stipends are considered UH-sponsored travel since the travel is related to the student’s degree.

24. Why is it the responsibility of the FA to always disseminate information or be the contact person for questions? Should the deans and directors bear some of the responsibility, especially when it comes to situations like this?

The intent is for the FAs to assist with the funding and processing side of the questions.

25. A traveler is scheduled to attend a conference and their itinerary also includes personal time. The conference was just cancelled, but the traveler is considering going on the trip anyway (for the personal portion). Would the airfare be considered a personal expense since there is no UH business?

Yes.