

# FAQ's for Substitutes

## ABSENCE MANAGEMENT

### **Q: Why am I not seeing any jobs online or receiving any calls for jobs?**

**A:** Most likely, it is due to the lack of available jobs. You may see a lull at the beginning of the school year and around breaks (Winter Break, Spring Break, etc). You will also not see jobs or receive calls if your license is expired, so make sure your license is active and current.

### **Q: How can I check my school preferences to make sure they are set correctly?**

**A:** From your Absence Management home screen, click on the "Preferences" tab. Then go to the left menu column, and select "Schools". Make sure the radio button is selected next to "Show me assignments at the schools selected below." Then, place a checkmark next to each school you would like to sub for.

### **Q: Can I set up my preferences based on feeder/geographic area?**

**A:** Currently, the only way to set up your school preferences is by individual school, as detailed above.

### **Q: If I turn off calling (from the "Preferences" tab), can I still see and/or pick up jobs online?**

**A:** Yes. Absence Management will not contact you via phone if you turn off the calling feature. You can still see and accept jobs on their website.

### **Q: Does Absence Management "lock" a job during the call-out period (or at any time)?**

**A:** No. Jobs are filled by the first sub who accepts the assignment. Once a job is "taken", it disappears from the system.

### **Q: What is the rule for cancelling out of a job?**

**A:** A sub may cancel out of a job at any point before the start time. For cancellations with less than 24 hours notice, in addition to cancelling the job in Absence Management, you must also contact the school to let them know. And for cancellations with less than 12 hours notice, in addition to cancelling the job in Absence Management and contacting the school, you must also contact the Sub Office to let them know.

### **Q: What defines a half day assignment?**

**A:** A half day is any assignment that is 4 hours or less.

### **Q: Am I able to see my credentials, including my license expiration date in Absence Management?**

**A:** Subs are not able to see their credentials / license expiration in Absence Management, but subs can see them in Workday under the "Personal Information" worklet. Absence Management does send subs a reminder email 90 days before their license expiration date. Remember, YOU are responsible for renewing your license on time and updating the information in Workday.

**Q: What does it mean to be on a teacher's "Favorite 5" list?**

**A:** With the "Preferred Substitutes" feature, a teacher is able to choose a list of subs who are allowed to see absences further in advance than other subs when the absence is entered more than 30 hours from the start time. If a teacher ranks their "Favorite 5" from their preferred list, those five subs will be notified via email and will be called in the order ranked on the next evening call out period, if the job is still unfilled. The job is still first-come first-serve to all preferred subs on the teachers list.

**PAYROLL**

**Q: When is the payroll period?**

**A:** A payroll period begins the first working day of the month and ends on the last working day of the month.

**Q: When is payday?**

**A:** Checks are issued on the 20th of the month for all days worked during the previous month. Ex. You will be paid on September 20th for all days worked in August.

**Q: What is the payment method?**

**A:** Your check will be direct deposited. Payslips are available to view or print from Workday under the Pay worklet. It is very important that you complete your Onboarding in Workday to have your check direct deposited

**Q: What if I did not receive my paycheck?**

**A:** Check Absence Management to see if you worked in the month that is currently being paid (previous month's days worked). Check for your payslip in Workday. If you cannot find payment, please contact the Sub Office at 720-433-1280.

**PROFESSIONAL DEVELOPMENT**

**Q: Does the school district offer professional development for substitutes?**

**A:** Yes, look on the District website under Professional Development. Once there, you can look up the course catalog for available classes. To sign up for classes you do have to create an account.

**Q: Do the professional development classes cost money?**

**A:** If there is a fee for a class it will be posted with the class information, but there are not any additional fees because you are a substitute.