

Parkway Substitute Handbook

Addendum to the KES User and Administrator Guides

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AESOP VS KES

AESOP: Aesop is an online software package (like SubFinder) that school systems use to schedule and fill employee absences. Aesop is owned by Frontline. Frontline bought out SubFinder and discontinued allowing school systems to use it. Aesop has been around for over a decade and Frontline has not updated it for over 6 years. As a result Aesop cannot do all the features that SubFinder was able to do.

Kelly Educational Services: KES is a company that Parkway uses to outsource our substitute needs. KES has a contract with Frontline to use AESOP similar to Parkway’s past contract with SubFinder. KES has no control over AESOP’s limitations. It is a user like we are.

AESOP does have the ability to add LT absences, modify assignments, and cancel assignments. KES’s national policy does not allow customers, such as Parkway, to add absences of 5 days or more, modify assignments, and cancel assignments. Neither the local KES office or Parkway has control over these limitations.

The Kelly Scheduling Team is available from 4:00 a.m.-7:00 pm M-F. If you reach a recording after regular business hours leave a message with the date you will be absent, and if you are requesting a sub at this time. If you request a specific sub, the scheduling team will call that person first, if that person is not available they will open the job up to the entire substitute pool.

Aesop/KES Training Resources

Resources for teachers and Aesop administrators can be found on the Parkway Human Resource’s web page. The resources include training videos, handbooks, and contact information.

The screenshot shows a website navigation bar with links: About Us | Calendars | Community | Our Schools | Parents | Programs/Depts. Below the navigation bar is a sidebar menu with the following items: Bargaining Agreements, Employment Opportunities, Employee Handbook, Employee Training, General Info - Forms, Employee Benefits, and Kelly Educational Staffing (highlighted in yellow). The main content area is titled "Kelly Educational Staffing" and contains the following links: Kelly Educational Staffing Login, AESOP Employee Quick Start Guide, KES Contact Sheet (Employees), KES Training Video and User Guide, and Substitute Information for Administrators. Below the "KES Training Video and User Guide" link, there is a paragraph of text: "Click the Training Video link below for KES Aesop training. Training Video Link Important Notes: Please note that the ID and PIN numbers for Aesop... (cont'd)". Below the "Substitute Information for Administrators" link, there is a line of text: "Long Term Forms and Sub Calendar".

Parkway Schools - KES Employee Contact Sheet

Online Aesop Access:

www.kellyeducationalstaffing.com; click 'Aesop Login' and enter your ID and PIN.

- To create a half day or a full day absence (Do not customize times of an absence.)

Contact the Kelly Customer Service Center – (866) 535-5998 (1-866-KELLY-98) or KESSCHEDULE@kellyservices.com

- To create a half day or a full day absence (Do not customize times of an absence.)
- Last minute (less than 1 hr prior to school start)
- To cancel/modify an absence
- Special requests (IE: Itinerant teacher schedules)

Contact the KES local office at (314) 317-5420 or 363P@kellyservices.com to:

- To report an incident
- To refer a new substitute employee

Automated Phone Aesop Access:

IVR (interactive voice response) access through 1-800-942-3767 – Use the same ID and PIN as you would on the web-based Aesop application.

Contact the IT Hotline at 1-866-KELLY-38 for assistance with resetting your PIN

Teacher Responsibilities

Teachers: All Parkway employees who sign a teacher contract, including guidance counselors

- Watch the KES training video on the Parkway HR Website
- Review the KES contact information sheet on the Parkway HR Website
- Create absences in AESOP (Full Day, Half Day AM, HALF Day PM)
- ⓐ **Teachers do not request or report any timeoff in WorkForce.**
- ⓐ **NEVER Customize an Absence's Starting and Ending time**
- Contact KES Customer Service to schedule absences greater than 5 days
- Contact KES Customer Service to request substitutes (see Request Substitutes Section of Handbook)
- Contact KES Customer Service Center to modify assignments
- Contact KES Customer Service to cancel assignments
- Contact Brenda Mullen with FMLA absences
- Track absence balances in AESOP Account
- Contact your school secretary with AESOP password questions
- Maintain individual preferred lists
- Attach detailed lesson plans to Aesop assignment
- Email Phil ~~Ragusky~~ to request an unpaid absence or 4th personal day
- ~~After~~ After each absence enter a detailed substitute evaluation so that KES can give positive and negative feedback to their substitutes. The KES local office reads all evaluations and works to educate their substitutes.

Building Aesop Administrator's Responsibilities

- Create Vacancies in AESOP
- Contact KES Customer Service to Modify and Cancel Vacancies
- Contact Brenda Mullen if a teacher is out 5 or more days in a row and with FMLA Absence Modifications
- Remind teachers a doctor's note must be provided upon their return to HR for any absences over 3 days. Send all doctor's notes received from teachers to Brenda Mullen (email attachment or interoffice mail)
- Maintain Preferred and Exclusion Lists
- Time Sheet Verification
- Covering Absences of 2 hours or less (if not, teacher will be charged a half day absence)
- Create Long Term Assignments (see Long Term section of handbook)
- Create Transition Day Assignments (see Long Term section of handbook)
- Request last minute substitutes through the KES scheduling team
- Contact Scheduling Team to Request Substitutes
- Contact KES local office if a long-term sub is attending open house or parent/teacher conferences outside of regular school hours.
- Contact the KES Local Office about adding a substitute to Individual Exclusion List. Please follow your school's protocol on this matter.
- Contact the KES Local Office concerning substitute concerns. Please follow your school's protocol on this matter.
- Add all Substitute Concerns (not being prepared to start teaching, not knowing network login, etc...) to the Aesop substitute evaluation. The KES local office reads all evaluations and works to educate their substitutes.
- Run Employee Registry to Retrieve Staff's Lost Passwords
- Send SSD Reimbursement Timesheet to Payroll

When to Call Whom

KES Customer Service Center

Call: 1-866-535-5998

Email: kesschedule@kellyservices.com

- Set up assignments
- Set up assignments in the past
- Modify assignments
- Cancel assignments
- Schedule last minute absences

KES Local Office

Call: 314-317-5420

Email: 363p@kellyservices.com

- Long term assignment requests/questions
- Substitute concerns
- Call-log questions
- KES Customer Service Center concerns
- To add a substitute to a school's or teacher's exclusion lists
- Substitute pay rates
- Aesop report questions or request
- Verification questions
- Request individual school training

Parkway Human Resources

Phone: Lisa Goodman at ext 5-8019

Email: lgoodman1@parkwayschools.net

- Questions about Release Days
- Questions about Personal Days
- HR does not create/modify/cancel absences in AESOP

FMLA - Teachers must contact Brenda Mullen with any, or all, of the following:

Phone: Brenda Mullen at ext 5-8015

Email: bmullen@parkwayschools.net

- Send doctor's note upon return to work: Dr. Notes are REQUIRED for absences of more than 3 days.
- Absences of 5 or more consecutive days
- Upcoming maternity/paternity leave- contact 30 -40 days in advance, if possible
- Serious health condition for yourself or immediate family member requiring intermittent absences through the year - approximately 5 or more absences

Requesting Substitutes

Aesop does not have the capability to request substitutes. KES gives Parkway the ability to request substitutes.

To request a substitute:

- Call the KES Customer Service Center 866-535-5998
Note: If scheduling an absence more than a day in advance you can email the scheduling team (kesschedule@kellyservices.com)
- Have the KES Customer Service Center setup the absence
- Ask to put the absence on hold and tell them how long to put it on hold and if they need to contact you before releasing the job to the entire sub pool
Note: KES cannot give out a substitute's personal information including phone number and email. Substitutes will need to provide that information to you and/or your school.
- Ask the KES Customer Service Center to call your list of people
Note: If you have set up a preferred list you can ask the scheduling team to call your preferred list. You do not need to list everyone. You can also ask them to call your school's preferred list.
- It is the teacher's responsibility to track the absence and make sure it has been filled

Prearranging Substitutes

Aesop does have the capability to prearrange substitutes.

When setting up an absence in Aesop it gives you the option to assign a substitute to the job. **This is not requesting a substitute. You have to personally speak with the substitute and confirm they can work that day before entering the absence in Aesop.** Aesop asks if you have prearranged the job with the substitute. **Do not click yes unless this is true. The substitute is NOT informed they have been assigned to the assignment.**

Requesting a 4th Personal Day

1. Teacher must send an email to the Director of Human Resources requesting the 4th personal day.
2. If approved HR will adjust workforce and Munis to allow the teacher to enter the absence in Aesop.
3. Teacher will enter absence into Aesop as a Personal day. The teacher will be able to enter the absence 48 hours after Munis has been updated.

Requesting an Unpaid Day

Note: Aesop will fill the absence even if it is not approved. You must have the step 1 completed before entering anything into Aesop.

1. Prior to entering an absence into Aesop
 - a. Teacher must request unpaid absence dates from their Principal.
 - b. Teacher must get approval from their Principal to take the unpaid days.
 - c. Teacher must send an email to the Director of Human Resources stating when they received approval from their Principal, the date of the absence, and the reason for taking the unpaid day.
2. After getting approval from the Director of Human Resources
 - a. Teacher will enter absence into Aesop as an unpaid.
 - b. The Director of Human Resources will approve unpaid absence in Aesop.

Making Changes or Adding in Aesop to an Absence in the Past

If you need to make a change to an absence which date has already passed, the individual's Workforce approver (usually the building Principal) will need to manually change it in Workforce. IE: If the date is September 6th and you need to change an absence on September 1st from sick-day to personal day, your individual's Workforce approver will need to make the change in Workforce. Please try to catch absence modifications before the day ends so that Workforce does not need to be manually updated.

If you are having KES customer service add an absent that has happened in the past you will need to have the individual's Workforce approver add it in Workforce as well.

In other words, Aesop has to match Workforce.

Substitutes do not have Parkway emails

Although a substitute can be found in Groupwise, a KES substitute is not a Parkway employee and does not have permission to use their Parkway email address. They are not notified that they have one. The only exception is long-term substitutes. Long-term substitutes have permission to use their Parkway email to correspond with parents, guardians, and Parkway staff during their long-term assignment. **Do not send an email request to a substitute through their Parkway email address unless they are long-term substitutes.**

Network IDs and Passwords

All KES substitutes are given a Novell ID and password when added to Munis. The KES local office sends the login information to the substitute via their personal email address. Employees are never allowed to let a substitute use their login information. This includes not leaving a computer logged on the day before the assignment. **Please review the mandatory Electronic Use Agreement video required each year in Safe Schools .**

Please remember that if you allow a substitute to login with your credentials they are representing you. They are able to access all the network drives and information that you are granted. If they send out an email from your Groupwise email account you are responsible for what they write. There are many reasons to never give out your credentials.

Aesop has the capability of uploading lesson plans to an assignment. The lesson plans can include links to websites. All lesson plans should be uploaded to the Aesop absence to allow a substitute to get prepared prior to walking into the classroom. This allows for better instruction and easier behavior management.

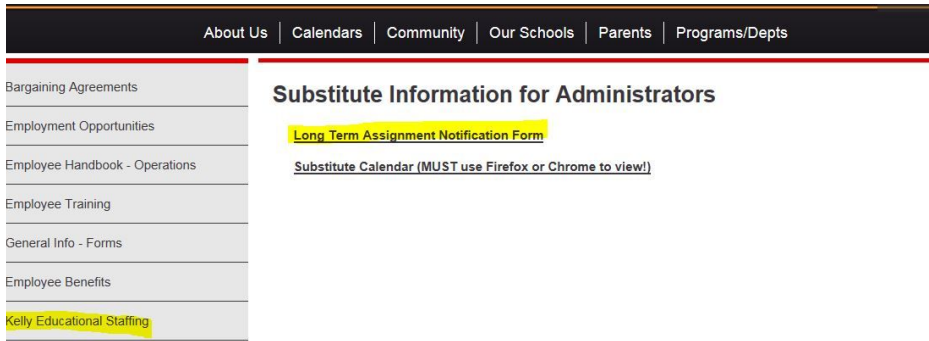
A substitute is not able to see things saved to your network drive. For more options, speak with your building's Technology Specialist.

Long Term Assignments

Step 1: Fill out the LT Assignment Request Form to inform KES of a future long term assignment. The form can be found on the Parkway HR webpage under the Kelly Educational Staffing link.



The screenshot shows the Parkway Schools website header with the logo and tagline "HIGHER EXPECTATIONS. BRIGHTER FUTURES." and a navigation menu. Below the header is a sidebar menu with "Kelly Educational Staffing" highlighted. The main content area is titled "Kelly Educational Staffing" and contains several links: "Kelly Educational Staffing Login", "AESOP Employee Quick Start Guide", "KES Contact Sheet (Employees)", "KES Training Video and User Guide" (with a note to click the link for training), and "Substitute Information for Administrators" (with a note about Long Term Forms and Sub Calendar).



The screenshot shows the Parkway Schools website header with the navigation menu. Below the header is a sidebar menu with "Kelly Educational Staffing" highlighted. The main content area is titled "Substitute Information for Administrators" and contains two links: "Long Term Assignment Notification Form" and "Substitute Calendar (MUST use Firefox or Chrome to view!)"

The form informs KES if a substitute is prearranged, requested, or needed.



Long Term Assignment Request

KES will be your contact for all long term assignments. KES is notified when a form has been submitted. You do not need to send an email.

* Required

School's Information

Parkway School: *

Step 2: The secretary is responsible to contact the KES Customer Service Center, by phone or email, to set up the LT absence. Note: Only the KES Customer Service Center can set up an absence that is longer than 5 days. (See email templates section)

Step 3: The secretary is responsible to set up Transition Day Vacancies in Aesop or contact the KES Customer Service Center to do so. Parkway's policy allows for 2 transition days paid by the district. More transition days can be set up as release days but the vacancy would be collaboration. In the substitute notes document that it is for an additional transition day. (See email templates section) Just as a friendly reminder, transition days are when the regular classroom teacher is in the classroom **but not** the first day or last day sub worked.

Step 4: The secretary is responsible to contact the KES Customer Service Center to make any modifications to LT assignment absence in Aesop. (See email templates section)

Long Term Substitutes Attending Open House

The secretary is responsible for setting up a “Vacancy - Open House” for the hours the substitute will be working Open House. Parkway allows a half day’s pay for working Open House.

Long Term Substitutes Working Parent Teacher Conferences

The secretary is responsible for setting up only one “Vacancy - Parent Teacher Conferences” for the hours the substitute will be working the after school Parent Teacher Conferences. As long as the vacancy is scheduled longer than 4 hours the substitute will be paid a full day’s pay. Parkway allows one full day’s pay for working all Parent Teacher Conferences. It is the LT substitute’s responsibility to complete the conferences in 7 hours or less.

Paper Time Sheets

KES substitutes are not Parkway employees therefore KES always pays the substitute. You do not need to fill out a paper timesheet for Parkway’s Payroll department.

Vacancy Definitions

Name	
C	
<input type="radio"/> Collaboration - Release Day (Parkway Vacancy)	Cost of substitute to be covered by school
<input type="radio"/> Collaboration -- In-District (Parkway Vacancy)	Cost of substitute to be covered by another Parkway department
<input type="radio"/> Collaboration -- Out-of-District (Parkway Vacancy)	Cost of substitute to be covered by an outside company
M	
<input type="radio"/> MISC - See Notes (Parkway Vacancy)	DO NOT USE
N	
<input type="radio"/> Nurse (Parkway Vacancy)	Used only by Health Services
P	
<input type="radio"/> Paraprofessional Vacancy (Parkway - SEE NOTES)	Used to be Shadow positions
<input type="radio"/> PRESCHOOL TA (Parkway Vacancy)	Used only by Early Childhood
S	
<input type="radio"/> SSD Collaboration (Parkway Vacancy)	Anything billed back to SSD (IEPs, etc...)
<input type="radio"/> Summer-12	DO NOT USE
<input type="radio"/> Summer-15	DO NOT USE
T	
<input type="radio"/> TA Vacancy (Parkway Schools Vacancy)	Substitute to cover a teaching assistant absence
<input type="radio"/> Teacher Vacancy (Parkway School District)	Substitute needed for a district unfilled teaching position
<input type="radio"/> Transition Day (Parkway Vacancy)	Transition day for a long term assignment (allowed 2 per assignment)

Templates for KES Scheduling Emails (optional)

Email Address: kesschedule@kellyservices.com

Creating an absence

Email Subject Line: teachername

Email Body:

Please add the following absence:

Date: **mm/dd/yyyy**

Type: **(half day AM, half day PM, full day)**

School: **schoolname**

Teacher: **teachername**

Substitute: **(prearranged sub, sub required, or no sub required)**

Reason: **(self-sick, etc...)**

Creating an absence for multiple days

Email Subject Line: teachername

Email Body:

Please add the following absence:

Starting Date: **mm/dd/yyyy**

Ending Date: **mm/dd/yyyy**

School: **schoolname**

Teacher: **teachername**

Substitute: **(prearranged sub, sub required, or no sub required)**

Reason: **(self-sick, etc...)**

Creating a vacancy

Email Subject Line: schoolname

Email Body:

Please add the following vacancy:

Vacancy: **(teacher vacancy, TA vacancy, Transition Day, Collaboration, etc...)**

Date: **mm/dd/yyyy**

School: **schoolname**

Substitute: **(prearranged sub, sub required, or no sub required)**

Creating a vacancy for multiple days

Email Subject Line: schoolname

Email Body:

Please add the following vacancy:

Vacancy: (teacher vacancy, TA vacancy, Transition Day, Collaboration, etc...)

Starting Date: mm/dd/yyyy

Ending Date: mm/dd/yyyy

School: schoolname

Substitute: (prearranged sub, sub required, or no sub required)

Canceling an absence

Email Subject Line: Conf #number

Email Body:

Please **cancel** the following assignment:

Conf #: conf #

Date: mm/dd/yyyy

Teacher: teachername

Canceling a vacancy

Email Subject Line: Conf #number

Email Body:

Please **cancel** the following vacancy assignment:

Conf #: conf #

Date: mm/dd/yyyy

Type of Assignment: (TA Vacancy etc...)

Substitute: substitutename

Modifying an absence or vacancy

Email Subject Line: conf#

Email Body:

Please modify the following absence:

Confirmation number: conf#

Date: mm/dd/yyyy

Teacher: teachername (if applicable)

Modification: *modificationneeded*

Substitute Contact Information

KES is not allowed to share a substitute's confidential information unless a substitute gives them permission to do so. This includes a contact phone number or email address.

A substitute can leave their contact information with a school and/or a teacher. An example of requesting substitute contact information:



Attention Substitutes!

Kelly/AESOP is not permitted to share your personal information (such as phone numbers) with the schools. If you would like for us to be able to contact you directly in order to prearrange your services for specific teachers and days, please make sure that you leave that information with me before you leave today.

Thanks!

School Specific Messages in Aesop to Substitutes

If you'd like to post a welcome message or parking instructions that all subs for your building will see when they sign in to Aesop, email, 363p@kellyservices.com the local office and they can set it up for you.

An example is:

Parkway North High School - Substitutes should park in the South lot, in the visitor spots near the tennis courts. Enter door #1, check in at the Welcome Center, and you'll be directed to the main office to sign in with Karen Wood.

Teacher Assistant Absences

Teacher Assistants do not use Aesop to report absences or request time off. Teacher Assistants will continue to do so through WorkForce.

If you would like to find a substitute to cover your TA you will need to set up a TA vacancy.

Vacancy: TA vacancy

Date: mm/dd/yyyy

School: schoolname

Substitute: (prearranged sub, sub required)

A school does not need to obtain approval from HR before putting in a TA absence into Aesop.

TA substitutes can not be requested on Jewish holidays, the Cardinal's home opening day, the day before or after a holiday, and on all Fridays beginning in March. We are on the honor system so please be considerate that other schools may still need to fill absences for classroom teachers.

Please note: A substitute subbing for a TA will be paid hourly. This means that if they work 4 hours or more they will not get a full day's pay unless they start at the beginning of the day. If you get a TA for less than 3.5 hours they will not get a half day pay. They will only get paid for the hours they worked.

Expected Teacher Substitute Arrival Time

Unfortunately we cannot dictate the arrival times of KES employees beyond their scheduled work times set up in Aesop. If we were to require them to arrive 15 minutes early then we would need to pay them for this time. KES does advise its substitutes to arrive in enough time for them to be prepared for their assignments. When the bell rings substitutes are expected to be prepared to start teaching immediately which includes being logged into the Parkway network and having the lesson plans reviewed. Teachers have the ability to upload any notes or lesson plan material into AESOP as well, for their substitutes to review prior to ever even accepting an assignment. A substitute should never be running in as the bell is ringing.

Expected Nurse Substitute Arrival Time

KES pays nurse substitutes by the hour. Because nurses are vital to our students we require nurse substitutes to be 20 minutes early for their assignments and sometimes stay 20 minutes later than their assignments. HR and Health Services are aware that nurse substitutes will report their time to KES to be outside of your regular school hours.

When verifying nurse absences please approve the substitute nurse's time if she arrived 20 minutes prior to the your school's start time and/or stayed 20 minutes later than your school's end time.

And like always let the nurse substitutes know how much we appreciate them! As you know they are hard to find!!

Late Start Days Substitute Arrival Procedure

To avoid substitutes not showing up at the regular school times on late start days please look through that day's absences and ensure a teacher did not change the job's start time. The substitutes are required to be at your school at the regular start time. This rule needs to be consistent so that substitutes are not confused and given the wrong information. Please remind your staff not to change the start time of the assignment or not to put in the substitute notes that it is a late start day.

If a substitute does not arrive at the correct time please speak with the substitute upon their arrival and notify the local office by emailing 363p@kellyservices.com.

KES is aware of our policy.

Substitute Network Logon Information

A substitute's logon information is their Groupwise ID (please do not give them an email address as they are not Parkway employees). The original password is 010100. The network should prompt them to change their password. If they have forgotten their password they are to contact the help desk at 5-8181 to have it reset. Please put in the Aesop job that the substitute was not prepared. Possible information to hand out to substitutes when they sign in:



Logging on with a teacher's credentials or using a computer that has been logged on by another staff member is against KES and Parkway's policies.

To log on to Parkway's network please refer to the email containing your userid and password you received from KES upon employment.

Thank you for providing our students with a positive constructive experience. We appreciate you taking your time to work in our district.

Location of:

Emergency Procedures

Map of Building

Any specific building rules (walking in hall, sending students to nurse/office, etc.

School Release Reasons in Aesop – charged to school

Each building's release days must be tracked by a building staff member. If a substitute is traveling to cover more than 1 teacher the Aesop administrator in the school must set up a Collaboration Vacancy assignment in Aesop. Monthly reports are to be submitted to Finance for processing.

If a release day will be paid by another department or by an outside organization, a staff member will need to contact Finance to be processed. Enter the information into the Aesop administrator notes for documentation purposes.

Aesop needs to be an accurate tracker of release days. Please ensure that teachers are using the correct absence reason such as in-school workshop, out-of-district workshop. HR will run reports for Finance throughout the year and the number of release days need to match the school's count.

Subs used for the following reasons are charged to the school; Enter absence in Aesop using one of the above reasons.

- Grade Level Planning
- Grade Level Collaboration
- Department Collaboration
- Leadership Training
- Non-TLA Professional Development Workshops (in St. Louis and out of district)
- Grading placement essays for incoming 8th grade students
- DESE – State mentoring project, STARR, workshops
- Peer Teaching
- University Partnership co-teaching workshops
- Field Trips
- Travel/Supervision (to accompany students to competitions, performances, trips, etc.)
- Athletics
- Coaching Clinics (subs not covered by athletics)
- Middle School transition assemblies
- TOY committee work
- Key Club blood drives
- Special Olympics
- Graduation/Baccalaureate/Homecoming preparation
- Presentations at state conferences
- Geography/Spelling Bee if student is going to State Competition
- Middle School Track Meet
- MO Music Teachers Convention
- MO Choir Directors Convention
- All District Rehearsals (choir, orchestra, band)

- University Partnership co-teaching workshops
- Yearbook Sponsors (generally a day or two)
- Volunteer Brunch – FACS teacher; choir & orchestra teachers

TLA Workshops, conferences, etc. paid for by a district coordinator are to be entered with one of the two following reasons:

IN-DISTRICT COURSE WORKSHOP

OUT-DISTRICT COURSE WORKSHOP

- TLA Sub Requests – coordinated through *Connie Hayes*
- Workshops out of district arranged to be paid out of another department's budget. An email must be sent to Finance from the coordinator confirming this will be paid out of the department's budget otherwise it will be considered a release day.