



*Department of Human Resources
and Customer Service*

Frequently Asked Questions Department of Human Resources and Customer Service

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Application Questions

Q *I forgot my username and password for Recruit & Hire, how do I reset it?*

A From the main job listings page, click the link "I Forgot My Password." Enter your email address into the box and your information will be sent to that email address. If you need additional assistance, please contact Human Resources at hr@comalisd.org.

Q *How do I change the email address and password linked to my account?*

A You can change your account information by select "Account Settings" at the top of the web page. To access account settings you will first need to login.

Q *How do I apply for a position?*

A Once you find a job you would like to apply for simply click on the title of the job (e.g. "Maintenance Technician"). Then you will review a description of the job and click on the Apply for This Position button. At this point you will either need to login to an existing account you have already created or create a new account. To create a new account click on Create a New Account and Apply for This Position button. Then answer the on-screen questions to create an account. You must complete all required fields and click the "Save and Submit" button at the end of the application. When your application is successfully submitted, you will receive a Confirmation Number. You can use this confirmation number to reference a specific application.

Q *What is the status of my application?*

A Log into your account and then click on the Application Status tab. If you have already applied for a job it will be listed under the Current Applications section. If you want to view additional details about the job you applied for click on the Details link associated with the job. If you have applied for jobs in the past that have been filled, it will be listed in the Previous Applications section.

Q *Was my application successfully submitted?*

A You will receive an auto-generated email once your application has been successfully submitted. The email will include the position details and will provide you with a confirmation number. If you do not receive the email, your application may not have been submitted. Please contact Human Resources with any questions you may have at hr@comalisd.org.

Q *How can I change or add to my application after it is submitted?*

A Once an application has been submitted for a position, it cannot be changed. You can however update your profile information by logging back into the application system and making necessary updates.

Q *What is the posting closing date?*

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A Unless a closing date is specifically listed, the position will be open until filled. Hiring managers review all applications that are received and will contact individuals they are interested in interviewing.

Q ***Is this posting still open?***

A Unless a closing date is specifically listed, the position will be open until filled. Hiring managers review all applications that are received and will contact individuals they are interested in interviewing. The posting will be closed once the hiring manager is ready to begin interviewing.

Q ***How do I find out about new job postings?***

A You can sign up for job alerts on the main login page. Once this is done, you will receive weekly email notices of the jobs that the district has posted.

Q ***Can you resend reference surveys?***

A Yes, reference surveys can be resent through the system. Please contact the Human Resources Department at hr@comalisd.org if a reference survey needs to be resent.

Q ***Can I attach a reference letter instead of completing survey?***

A You can attach reference letters but these are not in lieu of a completed survey. We ask that you provide at least three references that can complete the reference survey.

Q ***What types of files do you accept for Resume, Cover Letter, Letters of Reference, etc?***

A All files attached to your application must be in .txt, .rtf, .pdf, .docx, or .doc format. If you need to upload an image or scan, you must convert it to pdf or place it into a Word doc file.

Q ***Can I upload more attachments?***

A You are currently limited to a maximum of six (6) upload documents. These will carry over to other applications if you apply for more than one job.

Q ***Can I upload a separate group of attachments for each job posting to which I apply?***

A At this time there is no way to upload different attachments for different job postings. If you overwrite your current attachments with new ones then the old versions will no longer be viewable by the district.

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Q Can I upload different cover letters for each job posting to which I apply?

A There is currently no way to upload different cover letters for each job to which you apply. It is best to use a generic cover letter when adding one to your attachments page. This may be unnecessary in some cases where districts have a specific page on their application for you to type your cover letter.

Q When will interviews take place?

A Our hiring managers review all applications that are received and will contact applicants they are interested in interviewing. There is not a set timeline for conducting interviews. The hiring managers will schedule interviews once they are ready to close their posting.

Q Will I be contacted for an interview?

A Our hiring managers review all applications that are received and will contact applicants they are interested in interviewing.

Q Do I need to be fingerprinted before I am called for an interview?

A No, if you are recommended for a position the Department of Human Resources and Customer Service will assist you in scheduling your fingerprinting.

Becoming a Teacher in Texas

(Information obtained from the Texas Education Agency, www.tea.texas.gov)

Q How do I become a teacher in Texas?

A There are five requirements to become a certified teacher in Texas.

1. Obtain a Bachelor's Degree - You must earn a bachelor's degree from an accredited college or university.
 - The Texas Administrative Code requires that candidates completing a Texas program must have a degree from a university that is accredited by a regional accrediting agency as recognized by the [Texas Higher Education Coordinating Board \(THECB\)](#)
 - [U.S. Department of Education Database for Accredited Colleges and Universities \(outside source\)](#)
 - Health Science Technology and Trades & Industrial Education certifications are exempt from the Bachelor's degree requirement
2. Complete an Educator Preparation Program - You must complete an [Approved Educator Preparation Program](#). If you do not hold a degree you must complete a university program. If you hold a degree you may contact an Alternative Certification Program or Post Baccalaureate program.
 - [Becoming a Certified Texas Educator Through a University Program](#)

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- [Becoming a Certified Texas Educator Through an Alternative Certification Program](#)
 - [Resources to Help Pay for Educator Preparation](#)
3. Pass Certification Exams - You must pass the appropriate teacher certification exams. Contact your program for exam approval.
 4. Submit a State Application – You must apply to be certified after all requirements are met. Do not apply until you have verified with your program that you are eligible.
 5. Complete Fingerprinting – All first-time applicants must be fingerprinted as part of a national criminal background check.

Q How do I set up my TEAL Account (certification renewals and applications)?

A Set up TEAL if you want to access your educator account to:

- Set up TEAL if you want to access your educator account to:
- Apply for educational aide certification,
- Apply for probationary or standard certification,
- Apply for additional certification by examination,
- Apply for master teacher certification,
- Apply for professional certification such as: (school librarian, school counselor, reading specialist, educational diagnostician, principal and superintendent)
- Apply for renewal of your standard certificate(s) or educational aide certificate(s)
- Apply for a review of out-of-state or out-of-country credentials (and/or apply for the one-year certificate)

When setting up TEAL, you must use the name that appears on your Texas educator certificate. If the first and last name does not match exactly in TEAL with the name in your educator account, you will not be able to access your educator account. To find out what name is on your certification, click this link:

<https://secure.sbec.state.tx.us/SBECONLINE/virtcert.asp> (certificate lookup). When searching under the “Certificate Lookup” link only enter the first and last name.

Requesting Your TEAL Account

To request a TEAL account perform the following steps:

1. Complete and submit the TEAL registration form located here: [TEAL Registration](#)
2. Select your **Organization Type**.
 - Select **Educator** from the **Organization Type** dropdown.
 - Enter your Social Security Number (SSN) or, if you do not have an SSN, your previously assigned file number (beginning with a P).
 - Enter your Birth Year.

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Logging into TEAL for the First Time

Once you submit your TEAL registration, you receive an email that provides your new username and a temporary password. When logging onto TEAL for the first time:

1. In the **Username** field, enter the username included in the email.
2. In the **Password** field, enter the password included in the email.
3. Click **Login**. A new page is displayed indicating your password has expired.
4. On the **Expired Password** page:
 - Enter the password that was included in the email in the **Current Password** field.
 - Enter a new password in the **New Password** field (follow the password guidelines displayed on the page)
 - Enter the new password again in the **Confirm New Password** field.
5. Click **Submit**.
6. Click **I Agree** on the Statement for Assurance page.
7. Select and answer three security questions. These questions must be answered to verify your identity if you ever forget your password and must be answered the same. For example, if you answer: **What was the name of the city where you were born?** and type: "Ft. Worth", then the system will not accept "Fort Worth" as a valid answer.
8. Click **Save Changes**. The Applications page is displayed.

Benefits

- Q** *I don't have my insurance card, how do I get my member # and how can I get a new one. I'm at the doctor's office and I don't have my insurance card with me.*
- A** Call UHC 844-637-7500, they will prompt you for your social security # and DOB.

Demographic Changes (Address, Phone Number, Name)

- Q** How do I change my last name with the district?
- A** Please login to the employee portal (<https://itccs.esc13.net:3074/wempacc?distid=046902>). This is where you login to view paycheck and leave information. Once logged in:
- Select Self-Service from the left menu bar
 - Select Demographic Maintenance
 - From this screen, type in your new name information select submit
 - Once you have submitted your information, you will also need to provide a copy of your social security card, with your new name, to the Human Resources and Customer Service Department.

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- Q** How do I change my address in the system?
- A** Please login to the employee portal (<https://itccs.esc13.net:3074/wempacc?distid=046902>). This is where you login to view paycheck and leave information. Once logged in:
- Select Self-Service from the left menu bar
 - Select Demographic Maintenance
 - From this screen, type in your new address information select submit

Employment Questions

- Q** *What is the process for resigning?*
- A** If you are resigning from the district, please submit an official letter to your direct supervisor and the Human Resources Department. All District technology and/or keys should be turned into to your campus and or the technology department. Please contact Human Resources, hr@comalisd.org with any additional questions you may have.

File Requests (Eduphoria, Svc Records, HR File)

- Q** *How do I request service records?*
- A** To request a copy of your employment file and/or service record, please complete and submit the [online Request Form](#).

There is not a charge to request your records. Records can be emailed or mailed to you, emailed or mailed to another district, or you may pick them up from the Human Resources Department once they are ready. Typically, records will be sent out within 5 – 7 business days but may take up to 30 days depending on the request. You will receive a confirmation email once you have submitted your request and once your request has been processed.

Please feel free to contact the Human Resources department with any additional questions you may have at hr@comalisd.org or (830) 221-2181.

- Q** *Where do I send my transcripts to add a new degree*
- A** Transcripts should be sent to the Employment Specialist in the Human Resources Department.



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Payroll / Compensation

Q How can I change my W4?

A A new W-4 can be printed from the District website by going to:
http://www.comalisd.org/pages/Comal_ISD/About_Us/Departments/HumanResources/Employee_Resources/Payroll_Forms Once this form has been completed, please submit it to the payroll department for processing.

Q How much do I make an hour?

A The employee portal does not reflect hourly rates. When you login to the portal, <https://itccs.esc13.net:3074/wempacc?distid=046902>, you can view pay information by going to the “Current Pay Information” option on the left menu bar. From this information, you can divide your daily rate by the number of hours you work in a day (ex: \$100 daily rate divided by 8 hours/day = \$12.55 hourly rate). If you have additional questions or need assistance calculating your hourly rate, you can contact the Payroll Department or the Human Resources and Customer Service Department.

Q How do I view my pay information?

A Your pay stubs can be viewed online by logging into the employee portal, (<https://itccs.esc13.net:3074/wempacc?distid=046902>).
Once logged in:

- Select earnings from the left menu bar.
- From this screen, you can select which pay stub you wish to view.

Q How do I get a verification of employment?

A Verification of employment requests can be submitted to the Human Resources Information Specialist (hr@comalisd.org, P: 830-221-2607, F: 830-221-2006)

Q When/How can I clock in and out?

A The Payroll Department will notify you once you have been added to the online approval system. Once you have been added, you will login by going to: <http://noc-tc-2k.comalisd.org/webclock30/>

Daily Clock-in/Clock-out

It is a job requirement that ALL non-exempt employees MUST “clock in” in the morning, and “clock out” at the end of the workday at their place of work. (Under certain conditions, such as a training course at a different location, catering activities, or no computer access, the employee shall clock in/out at the different location, or be clocked in/out manually by the Campus/Department Timekeeper Manager). Other requirements include:

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- Employees should not clock in earlier than 7 minutes before their scheduled starting times (unless the employee has Supervisor approval for early arrival). Employees are expected to clock in by their scheduled start time.
- Employees shall not clock out before their scheduled ending time, unless authorized to do so by their supervisor. If a non-exempt employee that is paid on an annualized basis clocks out early, they shall use leave or the time not worked will be docked from their pay.
- Clock in and out times will be rounded to nearest quarter hour.
- Playing the clock to take advantage of rounding is prohibited, e.g. clocking in at 8:07 knowing the clock will round back to 8:00 or clocking out at 4:53 knowing the clock will round forward to 5:00. Employees are expected to clock in at their scheduled start time and out at their scheduled end time.
- Employees are to clock out and back in for lunch breaks. Due to the nature of some departments this break may automatically be deducted. Every employee **must** take a lunch break (typically an hour).
- Employees must clock out and back in for any other breaks when they leave the premises.
- Employees should clock in and out at their own work stations. If they do not have one, they should clock in and out at the designated work station for their department.
- Employees should never work off the clock, even if they are asked to do so by their supervisor. If your supervisor asks you to work off the clock, please notify the Assistant Superintendent for Business Services
- Employees are **not** entitled to breaks according to FLSA (Fair Labor Standards Act).

Q How do you calculate pay?

A Please see below for examples:

Monthly Annualized (Teachers, Administrative/ Professional, Clerical/Para-professionals, CN)

- These employees are paid once per month, please visit the following web page to view the payday schedule:
[http://www.comalisd.org/pages/Comal ISD/About Us/Departments/HumanResources/Employee Resources/Payday Schedules](http://www.comalisd.org/pages/Comal_ISD/About_Us/Departments/HumanResources/Employee_Resources/Payday_Schedules)
- Annual pay is calculated based on hourly/daily rate and the number of hours/days worked
- The annual pay is then divided into 12 equal payments

Example: 187 Day Educational Assistant earning \$10.87 / hour

$\$10.87 * 8\text{hrs/day} * 187 \text{ days worked} = \$16,262 \text{ annually}$

$\$16,262 / 12 \text{ paychecks} = \$1,355.16 \text{ monthly gross*}$

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Bi-Weekly Annualized – 12 Month (M&O, SACC (30+ hrs./week))

- These employees are paid bi-weekly, please visit the following web page to view the payday schedule:
[http://www.comalisd.org/pages/Comal ISD/About Us/Departments/HumanResources/Employee Resources/Payday Schedules](http://www.comalisd.org/pages/Comal_ISD/About_Us/Departments/HumanResources/Employee_Resources/Payday_Schedules)
- Annual pay is calculated based on hourly/daily rate and the number of hours/days worked
- The annual pay is then divided into 26 equal payments

Example: 237 Day Custodian earning \$10.00 / hour
 $\$10.00 * 8\text{hrs/day} * 237 \text{ days worked} = \$18,960 \text{ annually}$
 $\$18,960 / 26 \text{ paychecks} = \$729.23 \text{ bi-weekly gross}^*$

Bi-Weekly Month Annualized – 10 Month (Transportation – Bus Driver & Assistant)

- These employees are paid bi-weekly, please visit the following web page to view the payday schedule:
[http://www.comalisd.org/pages/Comal ISD/About Us/Departments/HumanResources/Employee Resources/Payday Schedules](http://www.comalisd.org/pages/Comal_ISD/About_Us/Departments/HumanResources/Employee_Resources/Payday_Schedules)
- Annual pay is calculated based on hourly/daily rate and the number of hours/days worked
- The annual pay is then divided into 22 equal payments

Example: 180 Day Bus Driver (5hrs/day) earning \$13.50/hour
 $\$13.50 * 5\text{hrs/day} * 180 \text{ days worked} = \$12,150 \text{ annually}$
 $\$12,150 / 22 \text{ paychecks} = \$552.27 \text{ bi-weekly gross}^*$

Bi-Weekly Non-Annualized (SACC Aides (20 hrs), Grandfathered Bus Drivers & Assistants)

- These employees are paid bi-weekly, please visit the following web page to view the payday schedule:
[http://www.comalisd.org/pages/Comal ISD/About Us/Departments/HumanResources/Employee Resources/Payday Schedules](http://www.comalisd.org/pages/Comal_ISD/About_Us/Departments/HumanResources/Employee_Resources/Payday_Schedules)
- Employees are only paid for the hours worked during the pay period listed

Example: 223 Day SACC Aide (4hrs/day) earning \$9.00/hour
Worked 40 hours during the pay period
 $\$9.00 * 40 \text{ hours} = \$360.00 \text{ bi-weekly gross}^*$

****Please note:*** The gross pay is the total before all taxes and deductions are taken.

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Professional Development / Required Trainings

Q *I did not receive my password I requested for EdTraining. Can you reset?*

A If you did not receive an email when you selected the “forgot password” link on www.edtrainingcenter.com, please contact the Human Resources and Customer Service Department for assistance at: hr@comalisd.org.

Q *How many credits do we get for Compliance training?*

A Non-time clock employees receive 3 credit hours for completing the annual compliance trainings. Time clock employees must complete these trainings while clocked in at work.

Q *How do I login to Eduphoria?*

A You will need a District email / network account to access eduphoria. Once you have an email / network account, you will be able to login to eduphoria using your network credentials.

Q *What professional development do I need other than the compliance trainings?*

A Teachers will need:

- Three (3) hours for completion of CISD compliance courses (bloodborne pathogens, harassment, etc.).
- Three (3) hours of campus based continuous improvement.
- 24 hours completed outside of contract as it relates to job related content (Comal ISD summer offerings or other as approved by your supervisor).

Please Note: Your staff development plan must be approved by your campus principal.

Please contact the Professional Development Office at (830)–221– 2612 for any additional questions you may have.

Student Teaching / Observations

Q *How do I get observation hours in the district?*

A Comal ISD is proud to partner with area Universities/Alternative Certification Programs to provide interns, block students, and student observers a place to learn and observe. All interns, block students, and student observers must be pre-approved by the HR Department prior to their first day on one of our campuses. Please see the information and instructions below.

- Please contact Human Resources (hr@comalisd.org, (830)-221-2118) with your placement request.

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- Complete the [Comal ISD Volunteer Background Check Form](#)
- This must be completed and you must be approved before you can go on one of our campuses.

Substitute Teaching

Q *What is the next step after applying to be a substitute?*

A Once your application has been submitted, it will be reviewed. If you meet the qualifications for the position, you will be invited to the next District Substitute Orientation. Substitute teacher orientations are held various times throughout the school year. For additional questions you can contact the Substitute Specialist at 830-221-2043.

Technology

Q *As a new employee, how do I request an email account?*

A New employees must read and agree to the District's Acceptable Use Policy (AUP) prior to being approved for an email / network account. The District AUP can be found at: <http://www2.comalisd.org/AUP/default.asp>

Q *My password and username won't work for TalentEd Records.*

A You will need a District email / network account to access TalentEd Records. Once you have an email / network account, you will be able to login to TalentEd Records using your network credentials.

Volunteering in Comal ISD

Q *How can I tell if I have been approved as a volunteer?*

A You will receive an auto-generated email, to the email address provided, once your volunteer background check has been approved. If you do not receive an email, please contact the campus first to check on your status. Volunteer approvals are available to campus secretaries on a daily basis. Please remember to submit the online volunteer background check form at least two weeks prior to the event you will be volunteering at.

Q *Do I need to re-submit my volunteer application every year?*

A Yes, Comal ISD volunteers must submit a new online volunteer background check each school year they wish to volunteer. The district begins collecting new forms August 1st for the upcoming school year.

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Q *I filled out my volunteer form several weeks ago and it is still inactive, what should I do?*

A Please allow up to two weeks for your online background check to be processed. You will receive an auto-generated email once your background check has either been approved or denied. If your background check is denied, your email will contain contact information for additional questions.

Q *Do I need to be fingerprinted as a volunteer?*

A Volunteers with Comal ISD are not required to be fingerprinted. Before you can be approved as a district volunteer, you must complete the online volunteer background check form. Please remember to submit the online volunteer background check form at least two weeks prior to the event you will be volunteering at. Please [Click Here](#) to submit an Online Volunteer Background Check Form.