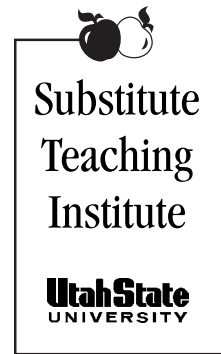


Sub Exchange

To Personnel Responsible for Substitute Teaching

NEWSLETTER

Volume 6, Issue 1 Winter 2003



6516 Old Main Hill
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Facilitating an exchange of ideas among personnel responsible for substitute teaching.

Editor's Note

Every profession has specific tools that enable tasks to be done more efficiently and with greater ease. This issue of the SubExchange highlights several of the leading automated systems for substitute teacher placement. These automated tools are intended to both ease the burden of placing substitute teachers and increase the efficiency of a central office.

Before I purchase an expensive tool for my personal toolbox at home, I take care to research the quality and usability of the power drill or saw. I encourage district or school personnel to spend the time testing and researching to determine the most useful tool for their school system. Efforts to determine the value of automation should include an inquiry into cost benefits, necessity of local control, and the humanistic or pleading aspect of non-automated systems. After careful consideration districts may elect to stay with a proven and well-used current process or upgrade to a fully automated system that increases efficiency and effectiveness.

I hope that you find the articles written by these organizations informative and useful in your quest for the improvement of substitute teaching.

—Max L. Longhurst

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Product	System Places Substitute	Human Req'd. to Place Substitute	Phone Placement	Internet Placement	Onsite Training	Teleconference Training	Online Training/Support	Purchase Additional Phone Lines	Initial Fee	Ongoing Fee	Purchase Hardware	Purchase Software	Purchase Upgrades	Places Preferred Substitutes
CALLplus+ 800-553-9220	X		X			X			X	X	X	X	X	X
SubFinder 800-782-3463	X		X	X	X		X	X	X	X	X	X		X
AESOP 610-722-9745	X		X	X	X		X		X	X				X
Substitute Online 800-735-7063	X			X	X		X			X				X
PaC 800-236-7274		X			X		X		X	X		X		
SEMS 888-388-8774	X		X	X	X		X	X	X	X	X	X		X

PaC (Point and Click) Substitute Tracking™ from Skyward, Inc.

by Carolyn R. Weiland

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- *SubExchange* Newsletter (quarterly)
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Or send \$40 to receive
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SubExchange.

The Skyward PaC Substitute Tracking™ system provides a method for school districts to track each time a substitute is needed and the days that a substitute works. Because the PaC Substitute Tracking™ system is fully integrated with PaC Finance, Time-off, Payroll, and Human Resource Systems while running on a centralized database, the software user only enters data once.

The interfaces to Skyward's other systems such as the PaC Time-off™ allows districts to verify that the substitute worked for a person who had a time-off record for a specific day. This helps track the substitute and the teacher. The interface to Skyward's Payroll System provides a detailed report of the dates and teachers who

—
The interface to
Skyward's Payroll
System provides
a detailed report
of the dates and
teachers that
were substituted
for.
—

were substituted for. Built-in rate table options allow districts to set specific pay rates for different types of substitutes. The calendar feature located in Skyward's Human Resource System lets districts instantly verify that the substitute worked on a valid work-day.

With this sub-system districts can easily track the following:

- Hours worked per day. This system lets the district accurately determine and track a full day of work. This is valuable information for establishing retirement benefits.
- The number of days required to earn a specific rate of pay.
- The appropriate rate of pay.
- Amount of money paid for each hourly type occurrence.
- Long term substitutes.
- The date the employee started as a substitute.
- The number of consecutive days worked as a substitute.
- The total number of days worked as a substitute for the current and previous years; an aggregate counter is also available.
- The last teacher a substitute worked for.
- The last building a substitute worked in.
- The last date the substitute worked.
- The payroll account to be used.

As with all Skyward products, the reporting options allow you to print out reports on the above information quickly and easily.

Carolyn Weiland is the Marketing Manager for Skyward Inc. For additional information, contact Skyward, Inc. at www.skyward.com or 800-236-7274.

The Proactive Substitute

A typical morning for the substitute:

It's 6:15 a.m. and the phone rings. You reach over and slowly lift the receiver. "Hello?" is muttered as you struggle to awaken. "Yes—would you care to be a substitute teacher in the high school today?" And right here is where it happens...the decision is made either to substitute today, or not. Possibly at that point in time, another 5 minutes of sleep may seem more appealing.

A typical morning for the district:

It's 6:15 a.m. and you have 17 absences that are currently not filled with substitutes. You begin

calling your favorite substitutes one at a time with the hopes that they are home, available, and willing to accept the position. As you are calling, another absence is called in. Time to wake more people up—and beg them to come in.

This is an example of a situation that is occurring thousands of times in each and every state as school systems struggle to find enough replacements for the day's absences. Struggling with the old "search and beg" methodology is a no-win situation for both the school district and the substitute.

The glaring problem here is that the vast majority of school systems across America try to fill their growing number of teacher

absences. Not only do school systems have time against them in their quest for the substitute acceptance, they are recruiting workers by the same method those annoying telemarketers use: the unwanted phone call.

Does substituting mean you cannot have control over your schedule? What if you would have worked today if you could've only been able to plan it a bit better? It is time for a fresh look at the way in which these absences get assigned. It may surprise you, but research is showing that when compared to the traditional "search and beg" method, substitutes prefer—and hence work more—when given an environment to be able to search for available vacancies. They want to be able to accept jobs on their own time and in advance.

Continued on page 5

Innovative Solutions for Employee Absence Management

by Shelley Bamonte

In the 21st century you don't need an automated calling system. You need a complete absence management solution. Fortunately, technology has advanced to a level that is capable of offering you all of the features you need in an absence management system, and more.

The SubFinder system is a complete employee absence management and substitute placement system that utilizes cutting edge technology to improve the way you do business and bring benefits to your entire district.

The SubFinder system will enable you to:

- Organize all phases of the absence management process.
- Automate employee absence reporting and substitute placement.
- Place the very best substitutes in every job.
- Analyze and report on trends in absences and substitute usage.
- Exchange data with HR and Payroll systems to reduce duplicated efforts.

Using the most advanced Interactive Voice Response (IVR) and Internet technology available, SubFinder helps you save time and increase your productivity by organizing the entire absence management process. Employees simply report their absences to SubFinder via the telephone or the Internet. The rest is fully automated. SubFinder calls out to arrange substitutes, manages complex scheduling tasks, and provides you with instant information regarding the status of every absence.

SubFinder uses the most flexible and advanced selection technology available.

Complementary processes like Preference Lists and Skills

Matching automatically place the best substitutes in every job. You can also configure SubFinder to offer jobs to substitutes on an equal-opportunity basis, or specify the order of substitutes to call to comply with union contracts.

In addition to automatically calling out and filling your vacant positions, SubFinder organizes employees' and substitutes' personal information, maintains individualized work calendars, maintains leave bank and entitlements history, and allows the employee to leave special instructions for the substitute. Substitutes can set their work availability schedule and change it as needed. Additionally, substitutes can job shop to choose the jobs they prefer and keep last minute assignments to a minimum.

Office Staff, Substitutes, and Administrators have access to SubFinder 24 hours a day, seven days a week via a standard touch tone telephone or the Internet.

SubFinder provides Administrators with peace-of-mind knowing that more classrooms are filled and that the very best substitutes are placed in each. Automatic e-mail updates keep key players informed of absences and placements throughout the day. Online tools like WebConnect and SubRemote make site-based management a reality.

For some, especially Administrators and Managers, SubFinder's reports and

information gathering tools are more exciting than the automation of absence reporting and placement. SubFinder includes an extensive array of reports and analysis tools that provide the information necessary to improve the way districts do business. There are more than 600 reports currently available. SubFinder's advanced filtering tools let districts sort and filter using the criteria they need to ensure that they get the information they are looking for in every report.

SubFinder is a multi-faceted program that has wide-ranging benefits for all departments. When districts innovate and implement SubFinder, they will improve the way their entire district does business.

Shelley Bamonte is the Marketing Coordinator for CRS, Inc.

For additional information, contact CRS, Inc. at www.crs-ivr.com or 800-782-3463.

Sub Week

National Substitute Teacher Recognition Week

MAY 5-9, 2003
<http://subed.usu.edu/subweek>

Ideas for Recognizing Substitute Teachers:

1. Student essay contest: "The Best Substitute Teacher"
2. Banner across Cafeteria/Main Hallway
3. Pictures of school substitutes in display cases
4. Student "Thank you" note writing assignment
5. Free lunch for substitutes

Visit our Web site for additional ideas for participation in National Substitute Teacher Recognition Week!

Attend the Summer 2003 SubSolutions Conference

July 10-12, 2003
Park City, Utah

Whether new to your job or a seasoned administrator, no other conference will benefit you, your substitutes, and your students more than the **SubSolutions Conference**. Topics of the conference include recruiting, training, and retaining substitutes, as well as current trends and issues in managing substitute teaching. Take home ideas that you can implement in your school district.

To register or obtain information, please call 1-800-922-4693 or log on to: <http://subed.usu.edu>.

Internet (Web-based) Substitute Dispatching vs. Touch Tone or Combination Dispatching Systems

by Chuck Bernasconi

People in the business of substitute dispatching know that every day 5% to 10% of public school teachers are absent and require qualified substitutes. Often mentioned is the fact that the average high school graduate has accumulated at least one year with substitute teachers.

Substitute Online™ (patent pending) is currently the only Internet based system that does not require an Interactive Voice Response (IVR), automated touchtone phone component. The Substitute Online system is a centralized database program that uses the efficiency and economy of the Internet to report absences and place substitutes. With over 50 school districts now using the system each day, it is proving IVR touch-tone systems to be obsolete, even those of our own company. That includes combination (parallel phone and Internet systems now being marketed by other vendors.

Bill Gates, in his book *Business at the Speed of Thought*, emphasizes that this new technology allows successful organizations to get the appropriate information to the appropriate personnel within their organization immediately. Because it is so efficient at placing substitutes, Substitute Online is the only company that offers a 100% daily-fill-rate guarantee. School districts do not pay for any absence that is not filled, any day and for any reason.

An initial concern of districts is, "What about substitutes that do not have Internet access?" The answer, according to the last census, is that 90% of college-educated

adults do have access and that number is growing at over two million a month. The few substitutes that don't have access at home are simply contacted by the district dispatcher or school office manager, usually for hard to fill jobs or those at the last minute. Regardless of the system used, there will always be assignments that require the "personal touch." Many districts allow substitutes to use school computers to book future jobs.

The bottom line for districts is "daily-fill-rates."

Districts that use Substitute Online, vs. neighboring districts that use IVR, demonstrate that when substitutes work for several districts, they prefer the Internet. Substitute Online allows substitutes to see all available jobs instead of listening to a few over the phone.

Substitutes also prefer to select their own jobs instead of waiting to be called from a job list decided by a computer. Substitute

Online also allows teachers to leave a complete lesson plan, which may be previewed and printed out by the substitute, thus allowing the substitute to arrive prepared to teach.

Data processing is done on our centralized Internet servers thus there are no set up fees, capitalization costs for phone lines, 800 or long distance calls, voice boards/computers, etc. District personnel may access their data from anywhere, even from home. The savings mean that most districts only pay per absence, usually less than one dollar per absence day. Districts are also free to pre-pilot this system before they decide to purchase it.

In summary, we believe that efficient fill rates, economical charges for use, and educational value with substitutes prepared to teach when they arrive makes Substitute Online the leader in substitute dispatching.

Chuck Bernasconi is the President of Substitute Online, Inc. For additional information, contact Substitute Online, Inc. at www.subdemo.com or 800-735-7063.

Renew Your Membership Now

Will your SubManagers' Association membership expire soon? Check your records to ensure that you will continue to receive the *SubJournal* and *SubExchange* as part of your valuable membership. If you have questions or concerns, please call the Substitute Teaching Institute at 1-800-922-4693.

Because it is so efficient at placing substitutes, Substitute Online is the only company that offers a 100% daily-fill-rate guarantee.

Question & Answers

Next Issue's Question:

"What mentoring techniques can substitute managers use to encourage their substitute teachers?"

Please send answers to next issue's question or other questions you would like discussed to: editors@subed.usu.edu.

CALLplus+ Substitute Teacher Management System

by Tommy Rickman

With over nine years of a proven method for arranging substitutes, CALLplus+ has offered hundreds of K-12 schools nationwide an affordable, fully automated system. The CALLplus+ system is the only system that attempts to schedule the best substitute teacher for students. We feel it is much more important to have the most qualified substitute in the classroom than finding the first person available, and calling it a success.

What makes CALLplus+ so effective? First, CALLplus+ was developed by a former school district officer who understands the education environment. For 12 years, TRA, Inc. has served the school marketplace exclusively. K-12 schools are our business—period. Second, a school or school system can literally order the CALLplus+ system and in 3-5 days have the system fully implemented. Installation is simple, and our customer support is the best in the business!

Here is how CALLplus+ works. When a teacher realizes that they are unable to attend school they place a call anytime, to CALLplus+, which runs on a personal computer in your school or district office. Teachers enter security codes and follow the simple procedure of keying in absence information via a touch-tone telephone. The teacher can even leave a detailed voice message that the substitute will receive upon accepting the job. Your substitutes arrive well informed of their next day's tasks. Teachers may also indicate which substitutes they would like contacted first as well as excluded substitutes. "Substitute Types" allow you to associate particular types of teachers with particular

types of substitutes. All of these extensive searches are in attempt to ensure that the best substitutes are secured.

CALLplus+ respects substitutes by allowing for flexible calling days for substitutes as well as specific calling times for individual substitutes. CALLplus+ also offers the option for a substitute to exclude specific teachers from their availability list. At any time CALLplus+ allows the substitute to call the CALLplus+ system and edit their personal calendar, giving them the flexibility in tailoring their personal calendars for their specific needs.

The procedure for securing substitutes is similar to that of the teacher call in. At the appropriate time, CALLplus+ places the call and the substitute is simply asked if they are available to substitute for the teacher. The substitute either accepts or declines via their touch-

tone telephone. CALLplus+ will continue to call substitutes until a substitute is confirmed. Once the substitute accepts the job, they will hear a personal message from the teacher, as well as a message from the school administration staff. It's that simple.

The next morning a report is printed regarding the teachers who will be absent and the substitutes that are assigned to conduct their classes. A more detailed report is also available. Calendars for both the teachers and substitutes

can be printed for any date range, providing a great tool for monthly payroll, and tracking habitual absences.

Tommy Rickman is the president of TRA, Inc. For further information, contact TRA, Inc. at www.subcaller.com or 800-553-9220.

The Proactive Substitute, *Continued from page 2*

If your district would like to encourage proactive substitutes, there is a major option to consider. Automated Educational Substitute Operator (AESOP™) offers a combination internet/telephone substitute placement system. The benefits of this system are that both telephone and internet resources are used, making it available to all substitutes, teachers, and administrators. The computer system is centralized so there is no need for your school district to purchase computer hardware. Districts pay a subscription fee for their teachers and substitutes, then the maintenance and upgrading are taken care of by AESOP™. Substitutes have the ability to view

their potential positions and choose which job would work best for them. Administrators have access to information such as employee absences, trends in absenteeism, history, and substitute performance.

If your district has the philosophy that substitutes should be proactive and the traditional "search and beg" method is ineffective, I encourage you to examine your options and decide which system would work in your best interest.

For additional information, contact Frontline Data/AESOP at www.aesoponline.com or 610-722-9745.

"At the desk where I sit, I have learned one great truth. The answer for all our national problems—the answer for all the problems of the world—come to a single word. That word is 'education.'"

—Lyndon B. Johnson

Transform Substitute Employee Management in Your District

by Shelley Schmidt

We've all heard the statistic that the average student spends one school year of their preK-12 education with a substitute teacher. Now, consider the numbers associated with absenteeism:

- A typical school district spends between 60 and 70 percent of its operating revenue on teacher salaries.
- The average teacher misses about 7% of scheduled workdays, which means that about 5% of the operating budget is paying for services never received.

Additionally, districts pay for substitutes. Instruction does not improve when a teacher is absent, and time away from the classroom does not improve test scores.

At eSchool Solutions, we know an automated substitute system will improve efficiency and customer service in substitute departments. Absence fill rates increase simply because automated systems are able to fill open jobs faster and more effectively than the process of manually calling substitutes. Our product, SEMS Advantage™, fills open jobs with the most qualified substitutes available based on each district's specifications and gives each district control over how substitutes are contacted using criteria such as location, skill sets, overtime, and union contract guidelines.

Expanding substitute pools by providing opportunities for substitutes needing flexible work schedules is another important benefit. SEMS Advantage features include the ability to pre-assign substitutes, fill future jobs in advance, and allow substitutes to retrieve special instructions left by the teacher. Principals and work location supervisors easily control

substitute selection at their locations, monitor absences, and check the status of jobs. And with our new product, WebCenter™, they can view and coordinate employee activity anytime and from any computer. WebCenter empowers principals and work location supervisors to take charge of absence management.

And, of course, everything is accessible 24 hours a day, 7 days a week. No more early morning and late evening telephone calls. The whole process of managing the substitute department is just plain easier.

Gaining valuable insight into all activities that govern the reporting of absences and substitute selections increases department efficiency in all aspects of Human Resources management and planning. For example, SEMS Advantage records and tracks the status of each assignment—from entry to completion—for record keeping and management reports. Each district can automate data collection for billing, internal costing, ad hoc management queries, all while reducing the number of unemployment payouts using historical data.

Perhaps the single most important benefit to be obtained

At eSchool Solutions, we know an automated substitute system will improve efficiency and customer service in your substitute department.

from SEMS Advantage is that it can actually reduce the rate of absenteeism in your district. The data available allows districts to develop strategies that lead to improved teacher attendance. Track seasonal and annual trends in absenteeism, then develop your school and inservice training calendars around those

trends. Track absences by school to determine trends at specific locations. Knowledge is the key to solving this very expensive issue. Even minor improvements in teacher attendance will more than pay for the entire cost of an automated system.

One last point. An automated substitute system provider should offer districts quality customer support in the form of training, service and continuing support. It is a partnership and districts should expect nothing less. eSchool Solutions will transform substitute employee management in your district.

Shelley Schmidt is the Manager for Customer Accounts at eSchool Solutions. For additional information, contact eSchool Solutions at www.eschoolsolutions.com or 888-388-8774.

"Education is not the filling of a pail, but the lighting of a fire."

—William Butler Yeats

Call for Manuscripts

The Substitute Teaching Institute welcomes articles or quotes for the *SubExchange*. All authors of printed articles will receive a \$50 honorarium. Manuscripts should be approximately 500-1,500 words.

For more details, see guidelines for writers on our Web site: <http://subed.usu.edu>.

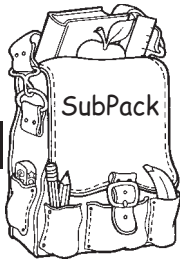
For a list of topics appropriate for the *SubExchange*, please call 1-800-922-4693 or email: editors@subed.usu.edu.

COMING JULY 2003!

The long-awaited **SubReady** project is scheduled for release in July.

If you are interested in implementing this valuable site program, contact Carrie Kirk at 1-800-922-4693 or carrie@subed.usu.edu.

SubReady 
PREPARING SCHOOLS FOR
SUBSTITUTE TEACHERS



SUBPACK STUFFER

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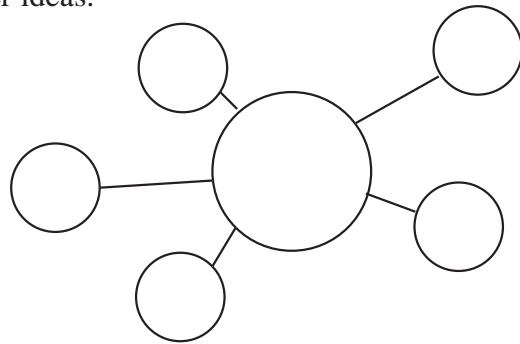
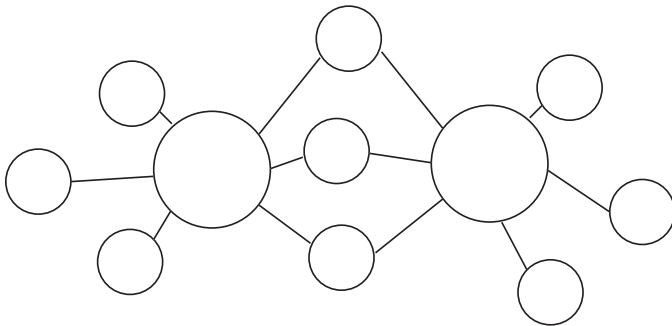
Visuals are Brain Food

Adapted from Hyerle, D. (1996). *Visual tools for constructing knowledge*.

From what we know about how the brain sorts and stores information, pictures and graphics facilitate this process and increase the probability that students will be able to recall information more readily and over longer periods of time. During a test, students often look intently at the board or at the teacher, and researchers theorize that they are trying to recall the visual cues the teacher provided during the learning.

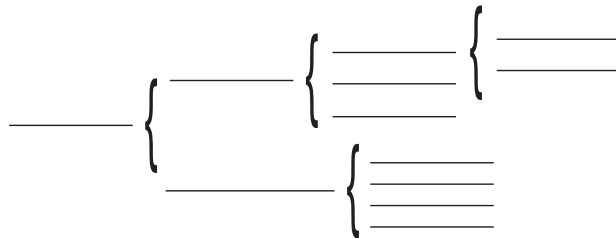
Visual tools run the gamut. Teachers and students can get a lot of mileage out of a circle or a cloud used as the core for developing an idea or a concept. A montage or a model might help a student understand better. Here are a few other ideas.

The Bubble Map can be used to describe attributes like cultural traits in social studies, character traits in language arts, attributes in math, properties in sciences...

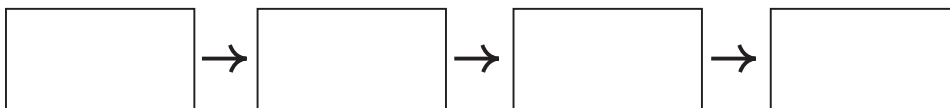


The Double Bubble is a good way to compare and contrast information about two or more historical figures, poems, bacteria, cities...

The Brace Map is useful in explaining part-whole relationships and reportedly helps spatial reasoning. Think of genetic mapping, geographic relationships, Baroque artists...



The Flow Map is based on the flow chart and is used to show order, sequences, timelines, steps such as the plant growth cycle, events in a story, steps in an experiment...





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the day prior to the
Conference!**

