

## FREQUENTLY ASKED QUESTIONS FOR SUBSTITUTE TEACHERS AND PARAPROFESSIONALS

### General

#### **What is Kelly Educational Staffing (KES)?**

As the national leader in educational staffing, Kelly Educational Staffing has partnered with more than 2,900 public and private schools in 45 states, the District of Columbia, and the United Kingdom. KES is a division of Kelly Services, Inc., which specializes in the recruitment, placement, and management of substitute teacher programs. During the history of the program, KES has successfully filled nearly 3 million classrooms with substitute teachers who meet or exceed state and local teacher requirements.

#### **When will this program be in place?**

The start date of the KES program will be Sept 2, 2008.

#### **What benefits do you offer?**

As a Kelly employee, you are now eligible for the following benefits:

- Vacation/holiday bonus
- 401(k) retirement savings plan
- Access to medical insurance, a prescription drug plan, life insurance, and short-term disability coverage
- Direct deposit of your weekly paycheck
- Certificates for discounts at local retailers as part of Kelly's Kudos! program
- A comprehensive Substitute Teacher Handbook, developed by Utah State University's Substitute Teaching Institute, as part of the KES orientation program

#### **If I am on a preferred list now at particular schools, will I remain on that preferred list if I'm hired with Kelly?**

Yes, you will remain on the preferred list per the school administrator's request.

#### **Does Kelly charge me any type of fee for my employment as a substitute teacher?**

No, KES does not charge any type of fee for employment.

#### **Who will be my employer and local Kelly contact, and where will they be located?**

Kelly Services will now be your employer, located at 2245 West Columbia Ave, Suite 115, Battle Creek, Mi 49015 269-962-8541.

#### **What is KAST?**

Contact KAST for questions regarding your assignment, to cancel an assignment or for assistance with accepting absences within KASS. The Kelly Educational Staffing Absence and Scheduling Team (KAST) is available Monday – Friday from 5:00am EST to 6:00pm EST @ 866-KELLY-98.

#### **How will they know all my preferences, skills, and/or responsibilities?**

Kelly will meet with you to conduct the hiring process and learn about your preferences, specific skills, and current responsibilities.

#### **If I choose not to work for Kelly now, may I apply later?**

You are welcome to apply with Kelly any time.

#### **Do you offer any training programs?**

Yes, Kelly will conduct a substitute teacher and paraprofessional training session for all substitute teachers and paraprofessionals, which includes an orientation video and a review of the Kelly- and school district-specific policies and procedures. You will also receive a free, comprehensive Substitute Teacher Handbook, developed in

cooperation with Utah State University's Substitute Teaching Institute. Kelly also offers a variety of free and low-cost trainings, including online educational training courses via the Kelly Learning Center.

### **Can I work for multiple school districts that Kelly services?**

Through Kelly, you can request to work in any of the schools or school districts we service. We will try to honor your request as often as possible.

### **Will I be considered for assignments outside of substitute teaching?**

If you are interested in taking non-teaching assignments during the summer, holidays, or at any other time, please let Kelly know. We offer a variety of assignments—including, but not limited to—marketing, contact center, customer service, and office opportunities.

### **How is the substitute rate of pay determined?**

Each district determines the substitute rate of pay for their district.

## **KASS**

### **How will I be paid?**

Enter your time on your electronic time sheet in the Kelly Automated Scheduling System (KASS) for each day that you work. You will be sent your paycheck weekly. We also offer direct deposit of your pay or Kelly Pay Card.

### **What is the Kelly Automated Scheduling System (KASS)?**

KASS lets you manage your schedule and search for/accept substitute teaching assignments via the Internet or Interactive Voice Response (IVR) telephone technology. In addition, you will use KASS to record your time worked, for payroll purposes.

### **Who do I contact if I have a question about KASS or an available assignment?**

Call the KAST Center at 866-KELLY-98 between 5:00 A.M. and 6:00 P.M. ET and we will be happy to help you. You can also refer to the KASS Substitute Employee Guide, which you can access at [mykelly.com](http://mykelly.com) under the Kelly Educational Staffing section.

### **When do I start using KASS?**

Effective Aug 25, 2008, assignments that begin on or after Sept 2, 2008 will appear in KASS. You can review those assignments and choose any that interest you.

### **What should I look for when reviewing an available assignment in KASS?**

Make sure you can fulfill the requirements of the assignment before accepting it. Also, make note of the following assignment details:

- Duration
- Location
- Subject(s)
- Full-time teacher's name
- Whether it is a full- or half-day (i.e., morning or afternoon) assignment

### **How do I get more information about an assignment, including directions?**

Once you accept an assignment in KASS, a map icon will link you to MapQuest with the school's address already populated. You can also refer to the package you will receive during the KES orientation process. If you need more information, call us at 1-866-KELLY.98 between 5:30 A.M. and 6:00 P.M. ET.

### **What do I use to log on to KASS?**

Your ID is your 10-digit phone number with area code noted in KASS (Example: 9043958734). Your PIN is the month and day of your birth (Example: May 17 would be 0517). After your initial log in, you are able to change your PIN as you wish.

### **What if I change my KASS PIN and forget it?**

You do not need to change your PIN. But if you do change it and then forget your new PIN, call the KAST Center at 866-KELLY-98. You can also call us at 269-962-8541. If you have an e-mail address in KASS, use the "forgot PIN" functionality on the KASS login page.

**What if I experience technical difficulty using KASS?**

Just call 866-KELLY-38 between 5:30 A.M. and 8:30 P.M. EST.

**When is KASS available?**

KASS is available 24 hours a day, seven days a week.

**What if I need to change my skill or profile information?**

Call Kelly at 269-962-8541 between 8:00A.M.-5:00P.M., and we will update your profile.

## **KASS Web Time**

**What is KASS Web Time?**

KASS Web Time is an easy-to-use timekeeping component of KASS. Substitute employees enter their time worked via the Internet or Interactive Voice Response (IVR), and schools approve time sheets online.

**What is the weekly deadline for the electronic time sheet completion in KASS?**

Time must be entered into KASS by Sunday at 11:59 P.M. local time for the week worked. For your convenience, you will be able to log time into KASS for each day you work at the end of each day or at the end of the week. For example, if your assignment was scheduled to end at 4 P.M., you can log time for that assignment beginning at 4 P.M.

**What happens if I forget to complete my electronic time sheet?**

If you forget to enter in your time by Sunday at 11:59 P.M., KASS will still allow you to log time until Monday at 11:59 P.M. If you forget to log your time by Monday at 11:59 P.M., your paycheck may be delayed until the following week.

**What if the assignment in KASS Web Time has the wrong name for the teacher that I replaced for that day?**

**DO NOT** enter a time for that assignment. Call the KAST Center as soon as possible, KAST will correct the assignment to reflect the correct teacher's name. You will then be able to enter your time for that assignment.