Frontline Absence Management FAQs

Helpful Tips

Be sure to set up your preferred substitutes in Absence Management.

Enter your leave request as soon as possible so the chance of securing one of your favorite substitutes increases.

Why aren't my Preferred Substitutes picking up my jobs?

There could be several reasons why your favorite substitutes did not pick up your job.

1. You did not enter your job with sufficient lead time to allow for Absence Management to only notify or call your favorite substitutes. In other words, the job immediately went out to all substitutes.
2. You entered your job with sufficient lead time but the administrator <u>did not approve</u> your request immediately. Please do not assume that your administrator will be immediately available to approve your leave request.
3. Your favorite substitutes may not see your job if they have accepted another job for that day or they have accepted a job during the time frame of your absence. For example, Teacher A will be out of work Monday – Friday for medical reasons. If their favorite substitute has already accepted a job from Teacher B for Friday, that substitute will not see the job for Teacher A.

What is lead time?

Lead time in Absence Management is a key concept when dealing with viewing an absence. Lead time is calculated as the time difference between when the absence **is entered** by the employee and the time when the absence starts. Lead time includes weekends.

<u>Note:</u> Lead time begins once the absence is entered into AESOP. However, the preferred substitutes will not see the job until the administrator approves the leave request, if required. If an employee enters an absence on Friday night and the administrator does not approve the request until Monday morning, the employee has lost approximately 2 ½ days of lead time for their preferred substitutes.

Substitutes are broken down into three groups:

1. Preferred Substitutes: An employee's preferred substitutes can view a job 100% of the time and have exclusive rights to the job for 20% of the lead time.

2. School Preferred Substitutes: School preferred substitutes can view a job 80% of the time or once 20% of the lead time has passed.

3. District (All) Substitutes: All substitutes can view a job 75% of the time or once 25% of the lead time has passed.

For example, Teacher A enters an absence in Absence Management 10 days before the absence will start.

Preferred Subs will see this job for the first 2 days (between 100% and 80%). Exclusive to Preferred Substitutes.

School Preferred Substitutes will see this job beginning day 3 (between 80% and 75%). Exclusive to Preferred and School Preferred Substitutes.

District (All) Substitutes will see this job beginning noon of day 3 (starting at 75%). All Substitutes will see this job.

Why is my Preferred Substitute #4 always getting my jobs?

Assuming you have entered your request with sufficient lead time, **all** of your favorite substitutes are e-mailed the details of your absence at once, if they are available. However, Preferred Substitute #1 will receive the first phone call at the next calling period. For example, Teacher A requests a personal day for next month and enters that request into Absence Management at 10:20 AM. The administrator approves the personal leave request at 1:20 PM. E-mails are immediately sent to all of the Preferred Subs. Preferred Substitute #4 receives an e-mail on their smart phone and immediately accepts the job at 1:30 PM. AESOP never had to call for this job.

Proactive substitutes with access to a computer or smart phone will be more successful in securing substitutes jobs.

What are the calling periods?

Normal calling periods for substitutes are as follows:

Monday – Thursday
AM calling period is 5:30 - Noon
PM calling period is 4:00 – 9:30

Absence Management will call Friday morning for last minute jobs for Friday and will call Sunday evening for jobs for Monday morning. **Absence Management will never call Friday evening, Saturday or Sunday morning.**

I need to request 5 personal days but I only have 3. How do I enter this request into Absence Management?

Do not enter this request without talking to your administrator. This request would require Leave-Without-Pay. Assuming your leave is granted, your administrator may prefer to have one substitute

work the entire week. This would require the administrator to enter your leave request and assign your substitute in Absence Management.

I just entered a personal leave request for tomorrow. The lead time is not sufficient for only my favorite sub(s) to be notified. To make sure I still get my favorite sub, I call them to let them know to be on the lookout in Absence Management for my job. The administrator approves the request and e-mail notifications are sent. Your favorite sub sees your job but is slow to accept. The job has been picked   up by another sub. What do I do to fix this?

You cannot fix this. Please do not call a substitute to promise them a job. Let the system do the work. If you object to a particular substitute, you need to communicate this to your administrator. Please be sure to use the substitute evaluation in Absence Management for all substitutes. Your feedback assists to identify substandard substitutes.