



FREQUENTLY ASKED QUESTIONS

Please read this section before contacting the Substitute Office.

Q. What are the Substitute Office hours, and contact information?

A. The Substitute Office hours are 7:30 a.m. – 4:45 p.m.

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Q. When can I begin Substituting?

A. You are eligible to begin accepting substitute assignments after all pre-employment requirements have been successfully completed.

These requirements include:

- Submission of the substitute application
- Receipt of transcripts
- Completion of the required fingerprinting process
- Completion of Substitute Orientation
- Submission of all New Hire Forms

Q. How do I find out what jobs are available?

A. Frontline will call you from 5:30 am to 11:00 am for jobs that day or you may also view available jobs via the Frontline website or mobile app. Always ensure that you received a confirmation number for any job you agree to take.

Q. What do I do when I arrive at the school?

A. Before you arrive on campus, please verify your assignment details in Frontline. Upon arriving at the school, sign in at the front office. The office staff will assist you and direct you to your assigned location.

Q. What do I do if my substitute availability changes?

A. You can login to Frontline at any time to update your change in availability. If you must make changes to your substitute profile (add/remove campuses), you can do so within Frontline. If you want to be removed from the substitute list, please email the substitute office.

Q. Can a teacher/campus assign me to, or request me for, his/her absence?

- A. Yes. Once campuses and teachers get to know you, they may begin requesting you specifically for substitute assignments at their campus. If a teacher arranges for you to substitute for them, they will enter the absence into Frontline and assign the job directly to you.

Q. How many jobs must I work to remain active as a substitute?

- A. We ask our substitutes to work at least 5 days per month. You will be removed from the substitute list if the 5 day work minimum is not met. Once removed, you will need to reapply to the District.

Q. If I reject or cancel jobs, will I automatically be removed from the substitute list?

- A. Frontline will still call you for other jobs if you meet the criteria. However, we do monitor the activity of cancelled jobs. If we identify a pattern of cancellations, we will contact you to review the reasons for cancellation. If you cancel a job within 8 hours of the start time, Frontline will create an automatic Non-Work day for you and you will not be able to search or accept jobs for the rest of that day.

Q. What is the difference between marking myself “Non Work Days” and “Do Not Call”?

- A. **Do Not Call** means that Frontline will not call you to offer any jobs during the call-out period. You can still view available jobs via the Frontline website or mobile app.
- Non Work Days** means that Frontline will not offer you any jobs for the day or during the date range that you have entered. It does not mean that you are not taking assignments for future dates.

Q. Can I cancel a previously accepted job in the event of an emergency?

- A. Yes. You can cancel an assignment by logging into Frontline. If you cancel a job within 8 hours of the start time, you **MUST** call the school to inform them and the system will generate a Non-Work Day. Always try to cancel your jobs as early as possible, so a new substitute can accept the position. You can cancel a job up to one hour before the start time, but the school **MUST** be notified.

Q. When I became a substitute, I did not have a teaching certificate but now I am TX Certified. Can I start to receive the certified daily pay rate?

- A. Yes, it is your responsibility to notify us of any status changes, ex. non-degreed to degreed or degreed to Texas Certified. The change will be effective the date we are notified. You will need to submit proof of your teaching certificate, transcript, etc.

Q. I accepted a job through Frontline and have a confirmation number. However, when I arrived at the campus, the teacher was there but forgot to cancel the assignment. What do I do?

- A. The campus will offer you an unfilled assignment at the same campus upon your arrival, if available. You can either accept the new assignment or choose to go home without pay. You may also log into Frontline to search for unfilled jobs at other campuses.

Q. I need to update my name and phone number. How do I do this?

- A. You can update your personal information and view your check stubs via Employee Access on the Pearland ISD website.

Q. Who should I contact if there is an error with my paycheck?

- A. If there are any paycheck errors, contact Payroll or the HRS office at 281/485-3203.

Q. I lost my badge. Can I get a new one?

- A. There is a \$10 badge replacement fee and you can stop by the HRS office to get a new one.

Q. Do subs have computer access or logins?

- A. It depends on the length of assignment. Please get with the campus administrative assistant to discuss.

Q. I recently retired, how quickly can I start substituting for the district?

- A. If you are a recent retiree with Pearland, we must wait until you receive your final paycheck from Pearland ISD to process you as a substitute. Please make sure to refer to the TRS Employment After Retirement document found on the TRS website.