

# Aesop, Absence Management

## *Q and A for Substitutes*

***Question: This new system does not seem to make as many calls as the old system. Is that true? Am I missing something?***

Answer: The Aesop system does make phone calls but only when the job is within two days of its start time. The only exceptions to that are if you are on a preferred list or if you are called manually by a school user or the substitute office. The Aesop system is set-up to work most effectively by substitutes through the internet rather than relying on phone calls. One thing to remember when you do get a phone call is to respond with a clear “Hello” upon answering the phone. That is the signal the system needs to continue with the phone call.

***Question: A school said they manually requested for the Aesop system to call me for a job, but I never got the call and I missed out on the job. How does that happen?***

Answer: A school can manually ask the system to call you for a job, but the job has to be visible for you at the time of the call for you to be able to accept it. If the system is not showing the job to all substitutes yet, it will only be visible to folks on the preferred lists. If this is the case the campus user at the school would have to call the substitute directly rather than having the system do it.

**Question: What do I do if I miss a call from Aesop?**

Answer: If you miss an Aesop phone call you can always call back, toll-free 1.800.942.3767 to hear a current list of available jobs to accept. You can also log-in to view those same jobs. You will want to act quickly, though, as the system will continue to display the job and make phone calls until the assignment has been filled.

***Question: I've heard about this app called Jobulator...what is that and do I need it?***

Answer: Jobulator is a subscription service (app) from our vendor that can be accessed from a computer, tablet or smartphone. It is not required in Salem-Keizer. Using the service (app) does make it easier to see available jobs in a timely fashion as they appear directly on your computer, tablet or phone. We have many substitutes using the app and the vast majority of the substitutes who use it report that it helps them find the jobs they are looking for. There is a small monthly fee to download and use the app.

***Question: As a licensed guest teacher I am not seeing available jobs and I hardly ever get calls from the Aesop system. Why is that?***

Answer: Currently, we have been very successful in filling our licensed substitutes jobs. Substitutes are looking on the internet, using the Jobulator app and getting on preferred lists in order to see and accept available jobs quickly. It is important that substitutes seek out jobs rather than wait for the system to call them. The system does make calls when there are available jobs, but most jobs are taken before the system can make any calls.

***Question: Speaking of preferred lists, what is that and how do I get on a preferred list?***

Answer: Aesop allows employees and schools to set-up preferred substitute lists. The first people who see an available job are those that are on the employee's preferred list. Next, if the job is not taken, the substitutes on a school's preferred list see the job. And finally, if the job is not taken it goes out to all district substitutes. You can get on a preferred list by reaching out to district employees and schools and asking them to put you on their preferred lists.

***Question: When are preferred lists used?***

Answer: The preferred lists are used for all absences that are entered with at least 6 hours before the start time. If an absence is entered with less than 6 hours before the start time, preferred lists are not used and the job goes out to all substitutes immediately.

***Question: How do I know what jobs I am qualified to accept?***

Answer: All licensed guest teachers are qualified for all licensed jobs. It is the responsibility of the substitute to read about the specific job to determine if it is an assignment they feel comfortable with. All classified substitutes are eligible for all classified jobs, this includes both office-based assignments and classroom-based assignments. It is the responsibility of the substitute to accept the job(s) they are comfortable with.

***Question: What if I accept a job and need to cancel it, how can I do that and can I still work that day?***

Answer: If a substitute accepts a job and then later needs to cancel it, the substitute can do that on Aesop as long as it is at least two hours from the start time. If it is within two hours, the substitute needs to call the substitute office for assistance. The substitute can still work that day unless the job they cancelled will start within twelve (12) hours. If the job will start within

twelve (12) hours, the system assumes you are not available for that day and will not allow you to accept another job. If you would like to accept another job you would need to call the substitute office for assistance.

**Question: If I have marked a day as a “non-work day” in Aesop how can I change that?**

Answer: If you want to change a day that you have previously marked as a “non-work day” for yourself you can do that on the Aesop system as long as it is a day in the future. In order to change a “non-work” day for that same day, you would need to call the substitute office (503.399.3295) for assistance.

***Question: If I am a licensed guest teacher and there are no available jobs, can I work as a classified substitute?***

Answer: Yes, all you have to do is call the substitute office (503.399.3295) and you can get assigned to an available classified job for that day. Please remember that you will be paid at the classified rate of pay, not the licensed rate of pay.

***Question: What should I do to verify the number of hours I am expected to work for a specific assignment?***

Answer: The number of hours you are expected to work will be listed on the job when you accept it in the Aesop system for both licensed and classified jobs, but we highly recommend that you verify the hours at the school when you check-in because sometimes the listed hours are not accurate. For licensed substitutes, please remember that you will always work either 3.75 hours or 7.5 hours. Classified substitute hours vary by assignment/job so it is important to verify the actual hours at the site upon check-in.

**Question: If I have questions about the Aesop system what are my options for getting help?**

Answer: Your best resource for getting assistance is the HELP button on your home screen. This will take you to the Learning Center at Aesop. The Learning Center has countless videos and articles to answer most any question you would have. If you don't get your question answered via the Learning Center you can call the substitute office at 503.399.3295.