



FREQUENTLY ASKED QUESTIONS – ADMINISTRATORS, PRINCIPALS, AND EMPLOYEES

What is Kelly Educational Staffing?

Founded in 1997, Kelly Educational Staffing® (KES®) is a specialty service of Kelly Services, Inc., and the largest employer of substitute teachers nationwide. KES provides schools with quality substitute teacher staffing and management, in addition to after-school program staffing, and the staffing of non-instructional positions such as custodians, cafeteria employees, administrative assistants, and school nurses.

As a complete education staffing solution, KES manages the recruiting, screening, scheduling, training and orientation of qualified substitute teachers and non-instructional staff. We also assume employee costs associated with payroll tax collection, unemployment and workers compensation, and state and federal employment tax requirements.

What kind of qualifications do KES substitute employees have?

KES mirrors the school district's hiring process. Our substitute employees are carefully screened and trained to meet all state, local and school district certification qualifications and requirements.

Nearly 90 percent of our substitute teachers have an advanced degree, a college degree or are attending college, including:

- 56 percent Bachelor's degree
- 15 percent Master's degree
- 1 percent Doctorate degree

How will principals/employees request substitute employees?

Through Aesop, an easy-to-use, 24/7 absence management system that can be accessed via the Internet or the telephone, principals and employees can efficiently log absences and assign a specific substitute employee for a future absence. In turn, substitute employees can easily locate and accept assignments they are qualified for, and select a particular school within a district they prefer to work in.

Will employees still be able to select specific substitutes to cover their absences?

Yes, Aesop has a feature that allows an employee to enter a prearranged absence and attach a specific substitute.

How will substitute employees know the classroom/school policies?

As part of our implementation process, detailed information is obtained from the school district and provided to substitute employees during orientation to ensure they are well-prepared to enter the classroom.

What kinds of training do KES substitute teachers receive?

All KES substitute teachers must complete an orientation and training session before entering the classroom. This includes:

- School-specific training to meet each school district's requirements.
- Substitute employee orientation, including a review of topics such as classroom management, teaching strategies, fill-in activities, and legal and health related issues.
- A Kelly Educational Staffing program orientation.

Kelly® also offers a variety of web-based educational training and professional development courses via the Kelly Learning Center along with other free software training.

What if my school is not pleased with a substitute employee?

KES takes the performance, conduct and professionalism of our substitute employees very seriously. We encourage employee/administrator feedback, both positive and negative, regarding our substitute employees and our service delivery.

Additionally, our commitment to quality includes promptly investigating any formal complaint or report regarding a Kelly employee. We have a formal incident reporting process that is managed by the Global Security & Investigations (GS&I) department at Kelly's corporate headquarters. GS&I maintains a 24-hour, first-level response hotline for the reporting of security incidents and related crisis management ensuring prompt second-level engagement of strategic Corporate departments and outside professional agencies, as required.

Should a school or district have any concerns regarding our employees or our service delivery, your local office of KES should be notified immediately.

Who will direct the classroom activities of the substitute teacher?

School districts always remain in charge of the supervision, direction and control of the individual while performing their substitute employee duties. All matters of instructional services, such as curriculum design and implementation, lesson planning, classroom activities, etc., remain the responsibility of the school district.

What happens to the current substitute employee pool in our school or district? Will Kelly automatically hire all of our substitute employees?

All substitute employees currently working in the school district will be invited to apply for employment with Kelly Educational Staffing. A transition meeting will be held for current substitute employees to provide specific program information and to answer their questions. Additionally, per school district policy, current substitute employees must successfully complete our screening, hiring, and orientation process to become a Kelly Educational Staffing substitute employee.

What should we tell our current substitute employees?

There will be on-going communication with all substitute employees to provide timely and accurate information during the transition and implementation process. Upon executing the contract, each current substitute employee will receive written communications from the school district and KES. These communications will explain the program changes, outline Kelly employment benefits, and invite each substitute employee to meet with a Kelly representative to begin the screening, hiring, and orientation process.