

Pelican Rapids - End of Year Report
2015-16 School Year

Thank you for another great school year. We appreciate your business and look forward to working together next year. This report includes substitute utilization, trends specific to your district, substitute feedback, important internal changes at Teachers On Call, and proposed changes for the next school year with the goal of improving fill rate.

Section 1: Substitute Utilization/Absence Summary Report

All data referenced in this section was prepared using Aesop reporting features.

Substitute Utilization

	2015-16	2014-15	% Difference
Average – Sub need per day	8.2	13.7	-40.1%
Average – Filled assignments per day	7.6	13.1	-42%
Average – Unfilled assignments per day	0.6	0.6	0
Total Filled Positions	1245	1051	18.5%
Overall Fill Rate	92.98%	95.29%	-2.4%

Highlights

	2015-16	Total	2014-15	Total
Highest Month – Filled Absences	March	212	March	150
Highest Month – Unfilled Absences	March	31	March	14
Lowest Month – Filled Absences *excluding June	September	74	May	76
Lowest Month – Unfilled Absences *excluding June	December	0	November	2
Highest Absence Reason Usage	Personal Illness E	14.16%	Personal Illness E	19.85%

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How are assignments filled?

*Note: these figures represent each confirmation number, not each assignment

Method	Total	% of Total
Teacher Assigned	330	33.7%
Substitute via inbound phone call	10	1%
Substitute via outbound phone call	129	13.2%
Jobulator app	4	0.4%
Navigator (District/TOC)	127	13.1%
Campus user (Secretary)	96	9.8%
Substitute via web	282	28.8%

Unfilled Absences

- Of unfilled absences, 61% were for paras, 39% were for teachers.
- Highest Absence Reason- Personal Illness E (14.16%)
- Highest Day of the week - Wednesday
- The Elementary School had the highest percentage of total absences across all buildings (61.13%)

	Absences		Need Sub		Filled		Unfilled		% Filled		% Unfilled	
	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15
September	103	97	78	84	74	81	4	3	94.87	96.43	5.13	3.57
October	134	164	119	125	113	122	6	3	94.96	97.6	5.04	2.4
November	168	148	133	121	128	119	5	2	96.24	98.35	3.76	1.65
December	148	153	110	122	110	116	0	6	100	95.08	0	4.92
January	187	158	155	134	149	127	6	7	96.13	94.78	3.87	5.22
February	226	163	206	135	185	127	21	8	89.81	94.07	10.19	5.93
March	272	189	243	164	212	150	31	14	87.24	91.46	12.76	8.54
April	191	159	167	137	159	133	8	4	95.21	97.08	4.79	2.92
May	152	111	128	81	115	76	13	5	89.84	93.83	10.16	6.17
June	1	3	0	0	0	0	0	0	0	0	0	0
Total	1582	1345	1339	1103	1245	1051	94	52	92.98	95.29	7.02	4.71
Difference	237		236		194		42		(2.31)		2.31	

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Section 2: TOC Partnership in 2015-16

- Increased Substitute Pool
Since August 2015, 42 substitutes (Teacher and Aide) were added to the district sub pool. This number only includes substitutes still active June 2016.

- Human Resources
 - *Unemployment* – TOC communicates with state unemployment offices weekly and continuously monitors each claim to determine eligibility.
 - *Workers' Compensation* – TOC works with a third party agency to manage claims.
 - *General Substitute Management* – exclusions, warnings, terminations, escalations

- Short Call Licensure (MN ONLY)
TOC works closely with the Department of Education to act as an authorized party to sign two-year short-call substitute licenses.

- Aesop Support and Recommendations
TOC suggests specific settings and features to optimize the software system and increase the fill rate

- Substitute Training and Development
Free training opportunities for active substitutes in classroom management, teaching strategies, special education, and para-educator

- Affordable Care Act (ACA)
TOC follows different parameters for ACA tracking and qualification. Our internal procedures help to identify us as the common law employer, protecting the district from exposure to unintended costs

- Substitute Incentives
 - *Referral Bonus*
 - *Holiday Pay*
 - *Substitute Appreciation Week*
 - *Sub of the Week*
 - *Bonus: \$250 bonus upon working 850 hours in a school year*

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Section 3: Substitute Feedback

Substitutes rated the district in the eight categories listed below.

- Friendly/helpful staff
- Organization
- Preparedness for substitutes
- Communication of expectations
- Approachability of building administrators
- Quality of lesson plans/materials provided
- Building preferences
- Compensation

Overall Trends:

- Compensation
Opinions on compensation varied. 43.75% feel that they are fairly compensated while 56.25% feel that more compensation is necessary.
- Classroom Preparation
Substitutes were satisfied with the quality of lesson plans/materials provided for them. 75% of subs ranked the quality of lesson plans "Above Average- Excellent".
- School Support
Substitutes found school/districts staff to be friendly, approachable, and helpful. Substitutes also felt that the expectations of the school were clearly communicated to them.

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Section 4: TOC Partnership 2016-17

To optimize our partnership, we would like to highlight some key areas to ensure both parties understand and agree on each of our roles.

TOC Responsibilities:

- Constant recruiting of new substitute staff
- Screen and hire new substitute staff
- Maintain accurate records for active substitutes – annual license and background checks
- Process weekly payroll for substitutes
- Enforce policies and procedures to address problems with substitute tardiness, cancellations, and performance
- Recognize outstanding employees, foster positive relationships with substitutes, and build a community in which substitutes feel valued and appreciated
- Provide support to district in selecting candidates for long term assignments
- Review Aesop settings and features to ensure optimal use of the system
- Recommend Aesop changes to increase fill rate
- Provide monthly reports highlighting trends and difficult areas

District Responsibilities:

- Maintain Aesop calendar with changes to closed and in-service days
- Ensure internal procedures, as they relate to substitutes and Aesop use, are communicated clearly to district employees – entering vacancies, long term absences, past absences, substitute cancellations
- Maintain accurate assignment records in Aesop to ensure substitutes are paid correctly and on time
- Advance notice of high volume substitute requests (i.e. homecoming, meetings, state tournaments)
- Timely and complete feedback regarding substitute performance to ensure quality substitute staff
- Portray the district's relationship with TOC in a positive light, this directly affects our ability to develop a pool of staff to work in your schools
- Refer full time candidates to TOC if not selected for internal hires. The district incurs no finders' fee, should you decide to hire these candidates at a later time.

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Section 5: Internal Changes at Teachers On Call

Earlier this year we underwent a company-wide restructure. We are wrapping up the final steps of the transition and would like you to be aware of how this change will impact different parties within your district. For several years we've operated as two separate departments: Minnesota and Wisconsin. This wasn't the most efficient way to approach our business, and as a result, internal operations are now structured in smaller, more concentrated departments as listed below. The change is meant to focus responsibilities, create accountability, and increase metrics within each area of the company.

Customer Service and Job Placement

- Substitute job placement, scheduling, and cancellation
- Substitute management – discipline, exclusions, escalations
- Basic sub questions and Aesop support

Recruiting, Onboarding, and Training

- Recruiting new substitutes
- Screening and hiring new substitutes
- Ongoing training and professional development

Client Services

- Account Management
- District satisfaction and reporting
- Long Term Assignments
- District-wide changes
- Planning, developing and managing client projects

Payroll

- Invoice questions
- Accounts receivable
- Processing weekly payroll for substitutes

If there is additional data or information that was not covered in this report, please contact your account manager. If you have questions about the information in this report our summer hours are Monday-Thursday 6am-5pm and Friday 6am-12pm.

Thank you for a wonderful school year!

Account Manger:

Samantha Broders

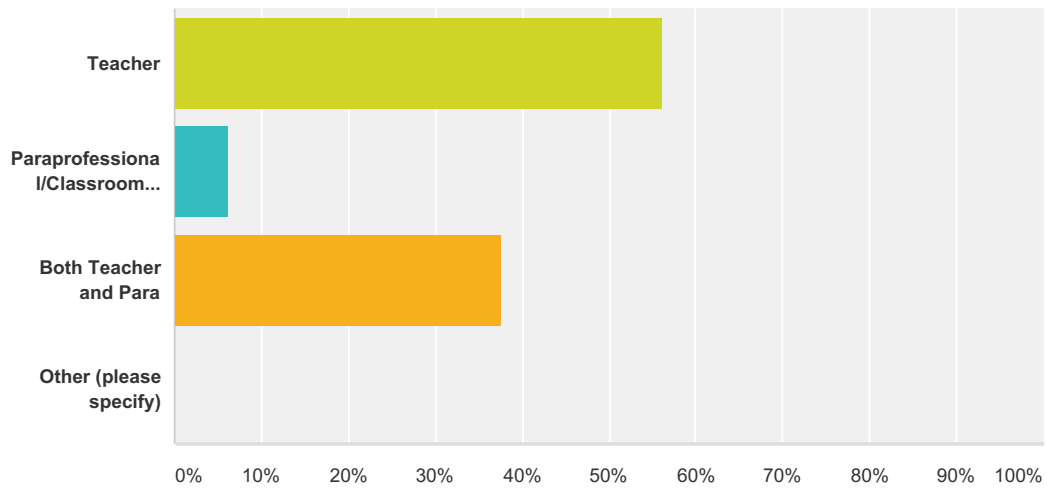
Client Services Specialist

sbroders@teachersoncall.com

952.905.3561

Q2 For which positions do you typically sub?

Answered: 16 Skipped: 0

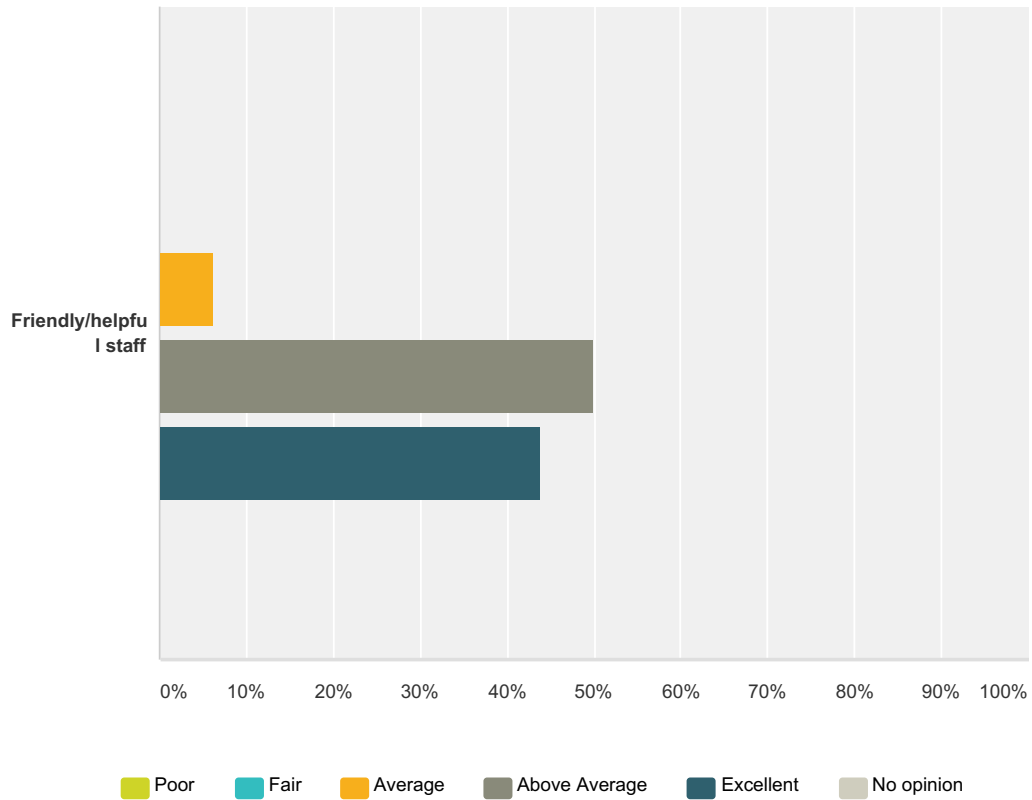


Answer Choices	Responses	
Teacher	56.25%	9
Paraprofessional/Classroom Aide	6.25%	1
Both Teacher and Para	37.50%	6
Other (please specify)	0.00%	0
Total		16

#	Other (please specify)	Date
	There are no responses.	

Q3 Please rate your district's schools in the following category:

Answered: 16 Skipped: 0

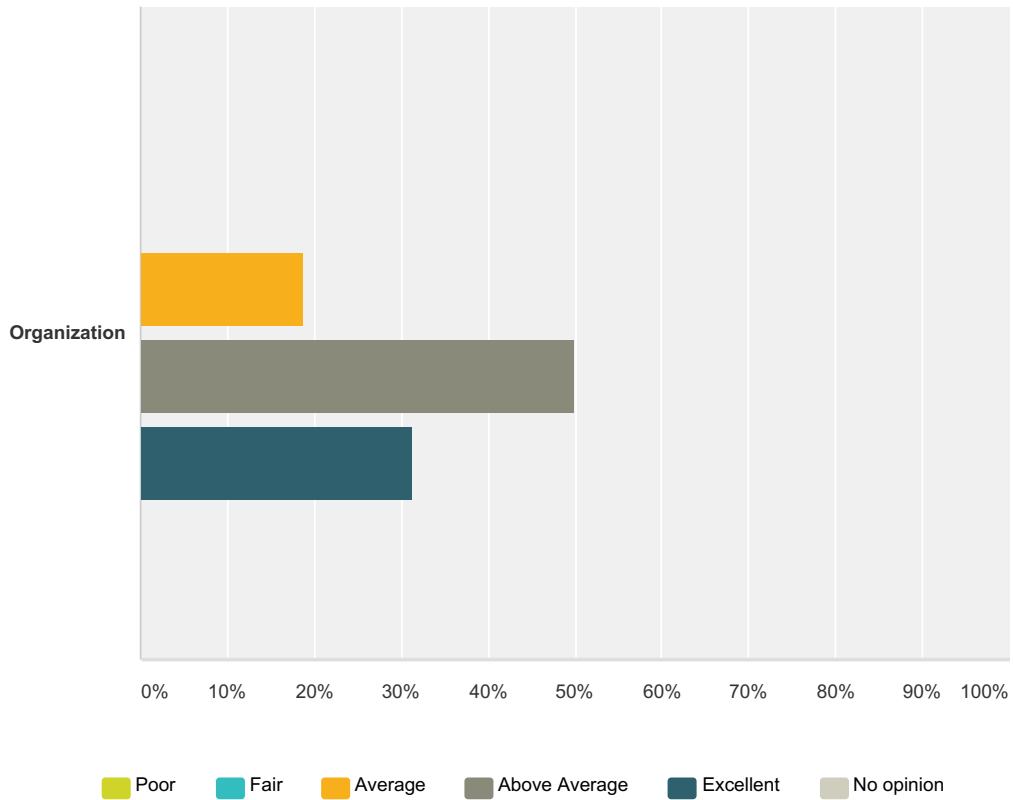


	Poor	Fair	Average	Above Average	Excellent	No opinion	Total
Friendly/helpful staff	0.00% 0	0.00% 0	6.25% 1	50.00% 8	43.75% 7	0.00% 0	16

#	Comments:	Date
1	Elementary school more helpful than high school.	4/12/2016 7:30 PM
2	Once staff is aware of a sub's capabilities and availability they increasingly take the time to greet and talk with you. The first year was the most difficult and isolating.	4/12/2016 9:34 AM

Q4 Please rate your district's schools in the following category:

Answered: 16 Skipped: 0

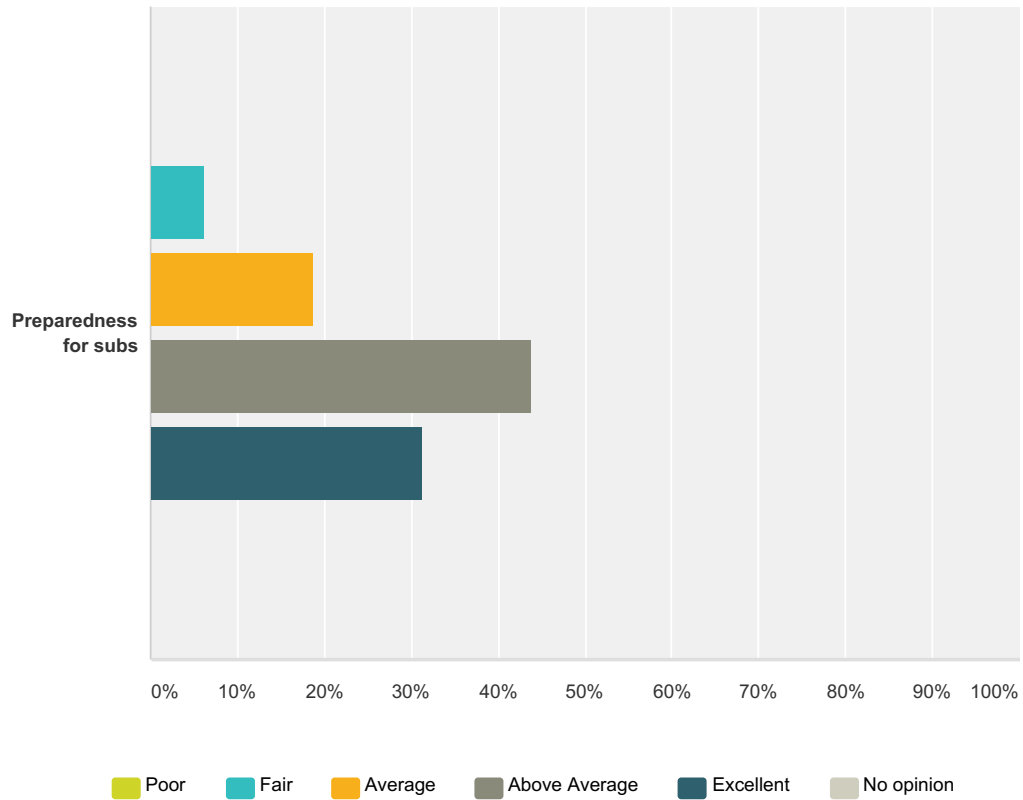


	Poor	Fair	Average	Above Average	Excellent	No opinion	Total
Organization	0.00% 0	0.00% 0	18.75% 3	50.00% 8	31.25% 5	0.00% 0	16

#	Comments:	Date
	There are no responses.	

Q5 Please rate your district's schools in the following category:

Answered: 16 Skipped: 0

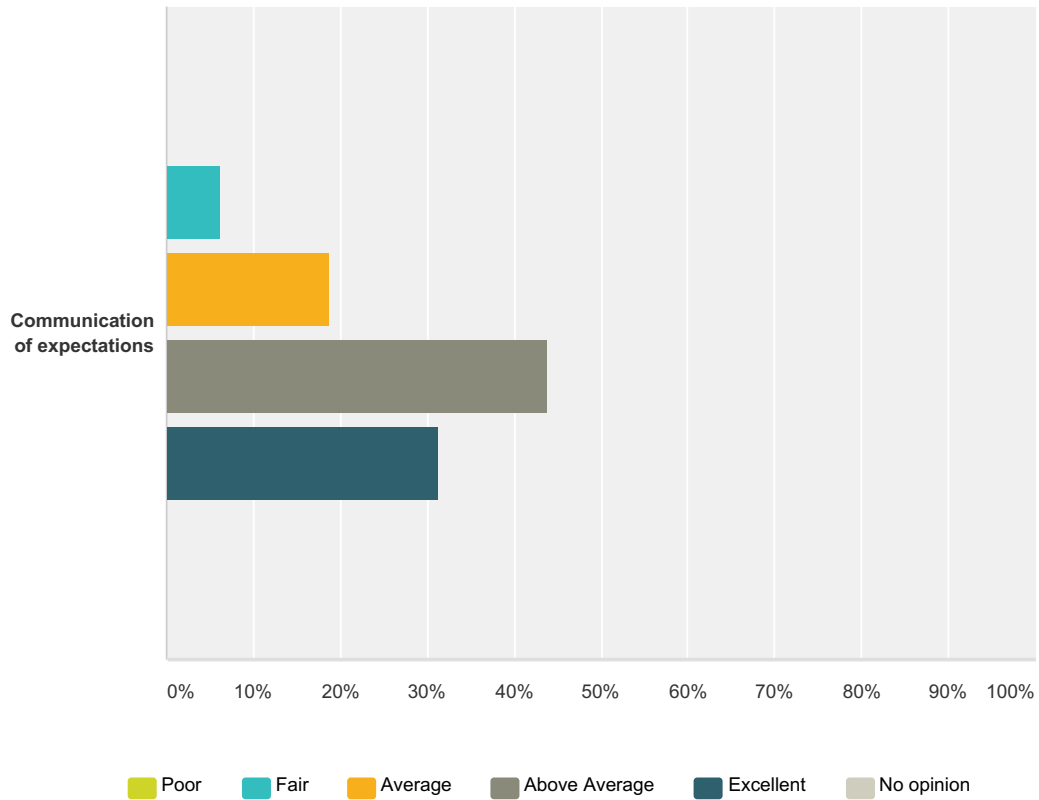


	Poor	Fair	Average	Above Average	Excellent	No opinion	Total
Preparedness for subs	0.00% 0	6.25% 1	18.75% 3	43.75% 7	31.25% 5	0.00% 0	16

#	Comments:	Date
1	High school lacks being prepared for sudden absence.	4/12/2016 7:30 PM
2	There is a wide variation in what teaching staff leaves for substitutes. The Substitute Folder covers a vast majority of information but someone new does not have the time to go through all of it immediately. A meeting with new subs prior to the school year would be beneficial to go through that folder.	4/12/2016 9:34 AM

Q6 Please rate your district's schools in the following category:

Answered: 16 Skipped: 0

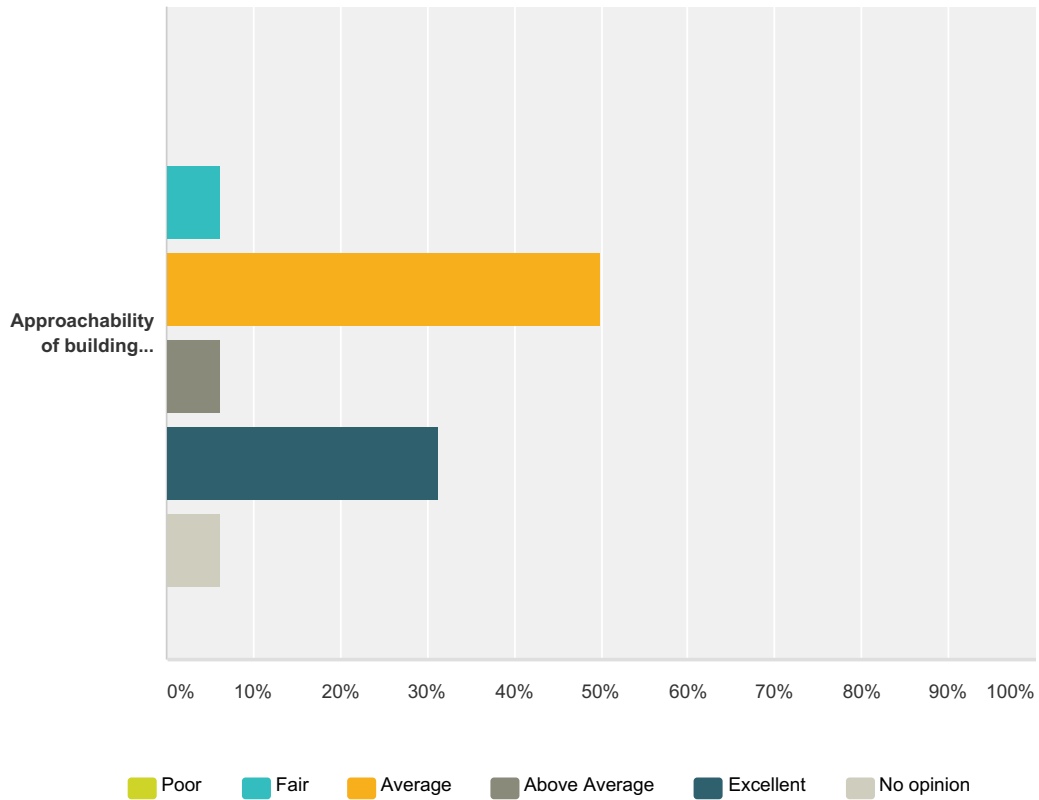


	Poor	Fair	Average	Above Average	Excellent	No opinion	Total
Communication of expectations	0.00% 0	6.25% 1	18.75% 3	43.75% 7	31.25% 5	0.00% 0	16

#	Comments:	Date
1	The feedback I have received has been from the TOC site. If there have been different expectations, no one has shared them. I assume then that I am handling the jobs the way they want. If that isn't the case it would be nice to know what should be done differently, even if that feedback comes through the building administrator.	4/12/2016 9:34 AM

Q7 Please rate your district's schools in the following category:

Answered: 16 Skipped: 0

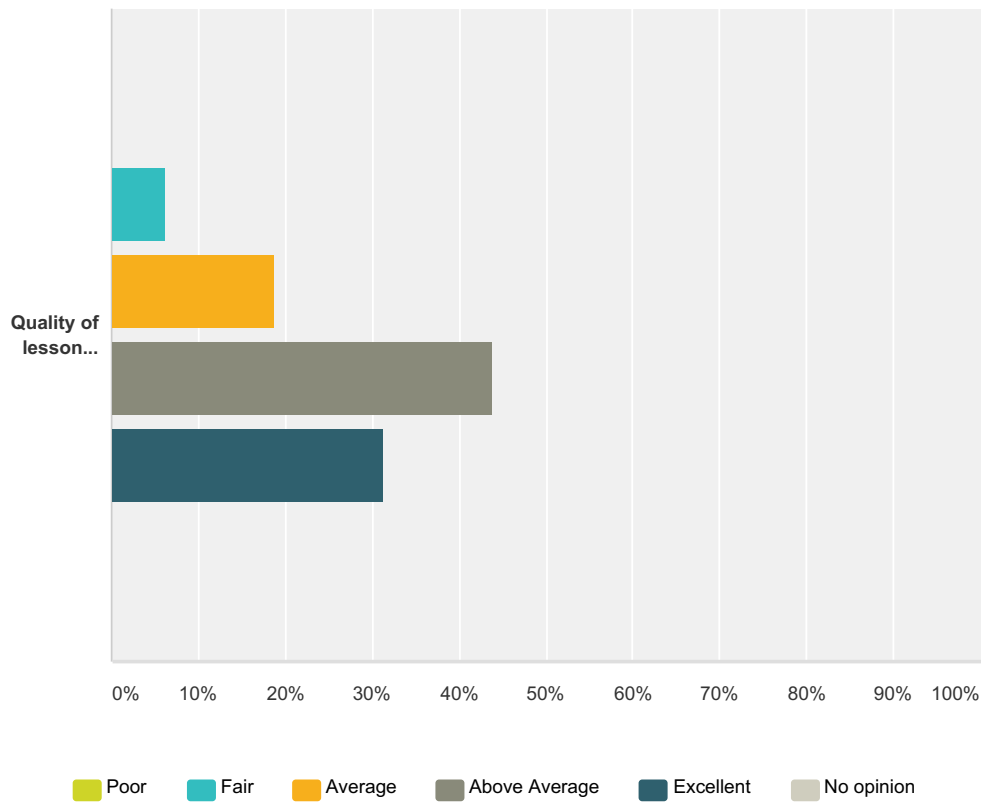


	Poor	Fair	Average	Above Average	Excellent	No opinion	Total
Approachability of building administrators	0.00% 0	6.25% 1	50.00% 8	6.25% 1	31.25% 5	6.25% 1	16

#	Comments:	Date
	There are no responses.	

Q8 Please rate your district's schools in the following category:

Answered: 16 Skipped: 0



	Poor	Fair	Average	Above Average	Excellent	No opinion	Total
Quality of lesson plans/materials provided	0.00% 0	6.25% 1	18.75% 3	43.75% 7	31.25% 5	0.00% 0	16

#	Comments:	Date
1	High school teachers need to leave more to do for students.	4/12/2016 7:30 PM
2	For the most part lesson plans are clear, especially if the teacher knows in advance they will be absent, and they usually leave enough work to keep students busy. Those that leave instructions for the students to have a study hall or read for the hour make it more difficult for a sub. A "Rainy Day" backup lesson would be great as a fallback.	4/12/2016 9:34 AM

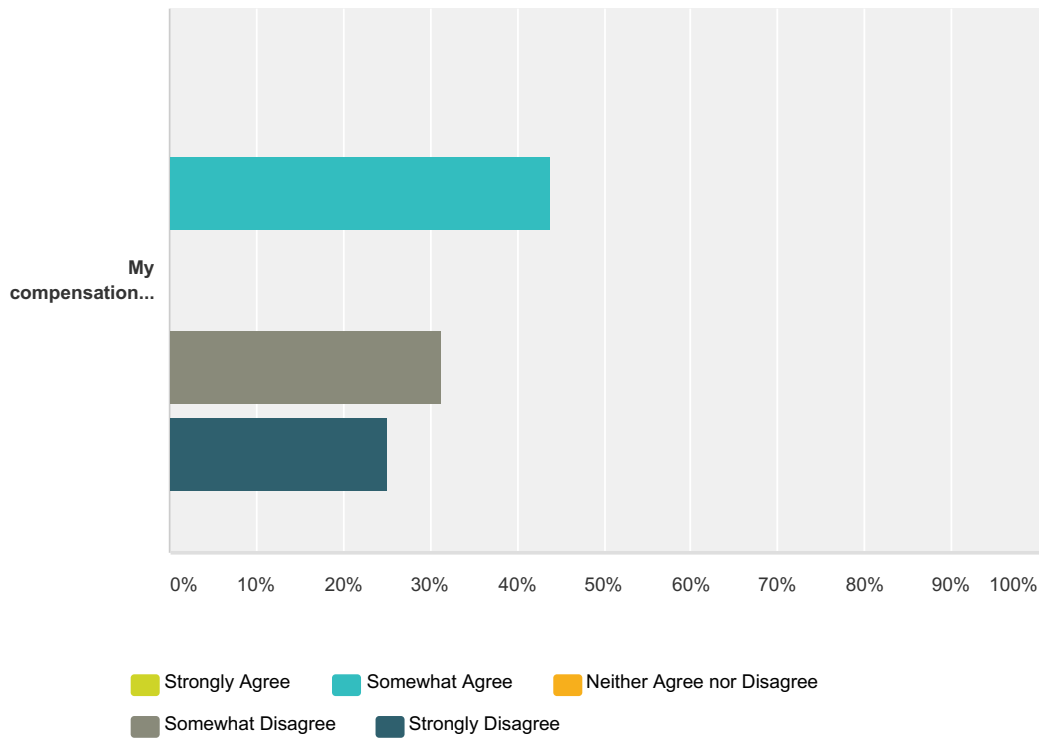
Q9 If there are any schools in this district that you would not return to for subbing assignments, please list them here stating why:

Answered: 2 Skipped: 14

#	Responses	Date
1	none	4/25/2016 11:49 AM
2	None. Both school districts I work with are excellent.	4/12/2016 10:56 AM

Q10 Please indicate a response to the statement below:

Answered: 16 Skipped: 0



	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Total
My compensation is fair for the work I do in the district.	0.00% 0	43.75% 7	0.00% 0	31.25% 5	25.00% 4	16

#	Comments:	Date
1	I feel for all the valuable retired teachers that sub teach for the school are highly under paid. I strongly feel teachers with experience should be paid more than sub teachers with no experience or education in teaching. The retired teachers that still want to sub teach are still passionate about education and the students. When I sub teach I do not babysit the classroom I teach just like I did for 35 years in education.	4/12/2016 10:56 AM
2	Pelican Rapids has a longer school day than surrounding school districts yet the pay is not indicative of that. There is also a discrepancy between HS and Elem. hourly wage which should not be. I believe any licensed teacher subbing as a paraprofessional should receive teacher pay as they bring their expertise to the job. I also think a sub that had been loyal to a district for a set number of years (5 or more) should be compensated at a high rate.	4/12/2016 9:39 AM
3	Long days, less pay than other schools subbed at.	4/11/2016 7:43 PM
4	Much longer school day in Pelican Rapids because of the 4 day school week.	4/11/2016 7:34 PM
5	The days are longer because of the four day week. Students, especially primary are tired at about 2:00 since they start at 7:30. It's harder to keep students' attention. Sometimes subs have been asked to fill in during prep times at no additional compensation. For the length of day and the cost of gas, the compensation is not worth it for subs to come to PR.	4/11/2016 3:53 PM