



Human Resources, Greenville County Schools

301 E. Camperdown Way

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Date: November 21, 2008
To: Greenville County Schools Substitutes
From: Human Resources

We appreciate your support as we have transitioned our substitute management to the new SmartFindExpress system. We know that your willingness to attend training sessions helped make this transition a success.

Currently we have 1029 certified substitutes available to work for Greenville County Schools. 683 of those have accepted assignments this school year. We have 625 non-certified substitutes and 317 of those have accepted assignments this school year. Some have worked only one day but others have worked as many as 57 days this school year.

We continue to receive questions about SmartFindExpress and how substitute assignments become available and are assigned. Also, some substitutes have been disappointed with the number of job opportunities available. We thought it would be helpful to share with you some important statistics on our substitute assignments from the beginning of school through October 31, 2008.

Number of Teacher Absences/Vacancies:	13,568	
<i>Teacher attendance for this time period was at 98%.</i>		
<i>This number includes 1,788 days for long term absences.</i>		
Number of Teacher Absences/Vacancies requiring a sub	12,595	
Number of Teacher Absences/Vacancies filed by a sub	12,458	99%

For the Teacher Absences/Vacancies that were filed by a substitute:

73.7% of the substitutes were pre-arranged by the teacher or school
These jobs do not show as available on the web or phone
4.8% were filled by substitutes who found the job on the web
3.0% were filled by substitutes who called into the system by phone and found a job
17.5% were filled by the interactive voice response system (phone call out)
If a teacher specified a substitute that person is called first – 2.0% were filled this way
Next, the system calls by preferred locations and classifications – 10.1%
Next, the system calls by classification list – 11.0%
Finally, the system goes to a general call list – 1.8%

Having qualified substitutes in the classroom when our teachers must be away is extremely important. As you can see, our teachers have developed relationships with our certified substitutes and many times are able to arrange in advance for coverage for their classroom. This gives our teachers confidence that their absence will be covered and that the substitute is familiar with their class routine.

Because 75% of our absences/vacancies are covered by pre-arranged or specified substitutes, that does reduce the number of jobs that show up as available on the web or that are filled through the interactive voice response system. We appreciate the fact that our pool of substitutes has allowed us to fill 99% of the absences and vacancies this year.

Looking back at information from the 2007-2008 school year, we know that the winter months increase our number of absences. We appreciate you being part of our substitute pool that allows us to cover these absences even during those winter months.

Again, thank you for your support of SmartFind*Express*. If you have not attended a training session, please watch for dates of upcoming sessions as you sign-on to Smart Find.

Important Information and Helpful Hints about SmartFind*Express*

The Help Desk phone number 422-2300 is answered by Jannie Marie Pinckney. Due to staffing constraints, we do not have additional phone coverage. You do not need to leave a message on the Help Desk number AND with Jannie Marie. She will get back to you as soon as possible. We currently receive approximately 150 phone calls per day.

If you wish to update your Substitute Profile – either locations or classifications of work – you may complete the attached form and return by mail to Human Resources. Changes will be made within 7-10 working days. You may also email your requested changes to gcssubs@greenville.k12.sc.us. Please do not call to follow-up on your changes. You can watch for the changes to be made in your profile within SmartFind*Express*.

Remember that if a teacher specifies you as a substitute you must have that teacher's school and classification in your profile in order for them to specify you for their absence.

Remember that your work schedule must show that you are available in order for a teacher to specify you as a substitute. If your work schedule shows that you are only available to work on Monday and Friday, and a teacher or school attempts to specify you for an absence that begins on Wednesday it will not let them specify you for their job.

When a teacher enters a text message in SmartFind*Express* and a substitute listens to that message on the phone portion of SmartFind the message is often not understandable. We have reported this problem to the software company and they are working to correct this issue. The message is available on line and you can access from your home computer or a school computer.

