Kelly Automated Scheduling System (KASS)

Frequently Asked Questions and Answers—

New Britain Public Schools

What is KASS and how does it pertain to me?
The Kelly Automated Scheduling System (KASS) is an easy-to-use system for communicating absences and arranging for substitute teacher coverage. You will be able to utilize this system either via Interactive Voice Response (IVR) telephone technology or online through the Internet. This technology enables employees to manage their absences and arrange for substitute teacher coverage.

When is KASS available?
Employees can report absences via the Internet or the IVR 24 hours a day, seven days a week, up until the daily cut-off times established by your District. Please note the cut-off times for same day absences in New Britain Public Schools are as follows:

- High School: 6:00am
- Middle Schools: 6:30am
- Elementary Schools: 7:00am

It is important that you do not attempt to record a same day absence past the cut off time, as the system may default to a future date. The cut-off times do not apply to absences recorded with one or more days notice. These advanced notice absences can still be recorded 24 hours a day, 7 days a week.

If an emergency arises and you miss the cut-off time for a same day absence, you can call Kelly Educational Staffing at (860) 674-1710. A representative is in the office beginning at 6:00am and will be able to record the necessary information pertaining to your absence. However, please notify us as soon as you know you will be absent, so that we have ample time to secure substitute teacher coverage for that day.

When, and how, do I record my absences and request substitute teacher coverage?
Unless there is an unusual circumstance, all absences prior to the cut-off times (listed above) should be recorded by you via KASS by calling 1-800-942-3767 (allows you to enter dates that you will be absent within the current month), or by accessing the website at www.kellyeducationalstaffing.com (allows you to enter absences for current and future months). You will need the ID and PIN that have already been issued to you. Absences should be recorded as soon as you are aware of the need to be away from your work duties (e.g., personal illness, approved personal days, extended duty activities). The Kelly staff should not be entering absences for teachers unless there are unusual circumstances or if it is a same day request past the cutoff time.

Should you need to cancel an absence that you have already entered into KASS, please notify the Kelly office at (860) 674-1710 as soon as you know there is a change to your schedule. This includes cancellations for Jury Duty, Workshops that have been rescheduled or cancelled, and any other modifications to your scheduled absence.

If you would like to request a specific substitute teacher to cover your absence, please make contact with that person directly and confirm their availability to cover your absence. You can then assign that substitute in KASS when you are entering your absence. If you have a specific request for a specific substitute teacher but have not made contact with the person, please call Kelly Educational Staffing at (860) 674-1710.

If I have prearranged a Kelly substitute teacher, how do I indicate this in KASS?
Effective September 17, 2007 Kelly Educational Staffing® introduced the enhanced Kelly Automated Scheduling System (KASS) functionality that allows teachers to assign any prearranged substitute teacher to an absence! If you have already spoken with a substitute teacher and arranged for him/her to be in your classroom during an upcoming
absence, you no longer need to call the Kelly branch office. Instead, you can assign that substitute teacher to your absence in KASS. Please be sure that you have asked the substitute for his/her telephone number, which you will need to assign that substitute to your absence for the prearranged coverage. We are excited about the added convenience that this functionality offers and the increased customer service it will allow us to provide you.

When should I contact the Kelly Educational Staffing Office?
The Kelly Educational Staffing office is open from 6:00am until 5:00pm Monday through Friday, and representatives are available during these times to assist you with any unusual or non standard requests, such as the need to cancel or modify a request; to request a substitute teacher by name if you have not already spoken to the substitute to prearrange coverage; if you have a unique situation or an extended absence; if it is past the daily cut-off time; or if you have difficulty accessing KASS. You can reach us directly by calling (860) 674-1710. Voicemail is available not only when our office is closed but during regular business hours if the staff is unavailable. You may also email non-time sensitive questions or comments to our general email at kes1761@kellyservices.com, however, please do NOT email requests for substitute teachers.

What are preferred substitute teachers?
These are substitute teachers who have been identified by the school administrators as those who should be provided the first opportunity to view substitute teaching assignments for your school. If you would like to add a substitute teacher to your school's preference list, complete the Preferred Substitute Teacher Request form (available in your school office) and fax it to us at (860) 674-8008. Preferred substitutes may also be added to an individual teacher’s profile; call the Kelly office to add a substitute to your preferred list of substitutes.

If I am going to be out for an extended period of time, how do I record this?
An extended absence is that which exceeds five consecutive school days. The system will not permit you to record absences which exceed 5 consecutive school days. After obtaining approval from your Principal for an extended absence, please call the Kelly Educational Staffing branch at (860) 674-1710 to record your absence. Always contact your principal first to discuss this situation.

If I have recorded my absence via KASS, do I still need to complete paperwork in my school office?
Yes, you must still complete any necessary paperwork (e.g., approval forms for personal days) that are required by your school in addition to recording your absence through KASS. One of the many benefits of using KASS is that you have the ability to record absences months in advance, so it is preferred that you record your absence as far in advance as possible. As directed by your District, requests for substitute teachers to cover for extended duty activities should be recorded in KASS at least one week in advance. Should you need to change the reason for an absence that has already occurred, you must contact the Kelly Educational Staffing Office in order to make that modification.

Where can I access my Sick Day Balance information?
Enteritlement balances are legally the responsibility of the School District. Therefore, balance information can legally only be provided by the New Britain Payroll Department. Please do NOT rely on balance information indicated in KASS, as this information may not be accurate.

What if I haven’t received, or have forgotten, my KASS ID and/ or PIN?
See your Principal or School Office Personnel for your I D and/or PIN, or call the Kelly Educational Staffing Office at (860) 674-1710. If you reach our voicemail system, please leave us your name, the school in which you teach, and a phone number where we can reach you, and we will return your call with the information.

What do I do if I have difficulty using KASS?
Please call us at (860) 674-1710. If you reach our voicemail system, leave a detailed message with all necessary absence information, including the reason for the absence.

If you experience technical difficulty when using KASS, call 1-800-KELLY-38 between 8:00 A.M. and 8:00 P.M. ET. Please note, this is a Technical Hotline number, and the representatives at this help desk do not have the ability to accept absence requests.
What if I don't have a touch-tone phone?
Access KASS online at www.kellyeducationalstaffing.com or call us at (860) 674-1710 to report your absence.

**How can I communicate additional notes or instructions to the substitute teacher?**
When recording your absence via the Internet in KASS, you have the ability to type comments and/or instructions (up to 256 characters) to the substitute teacher. (The NOTES feature is not available when recording your absence via the IVR/phone). These notes are viewable by all substitute teachers when reviewing available assignments through KASS. The NOTES field should be considered a way to supplement the lesson plan left at the school and to provide assistance in directing the substitute to where to find materials, who they should see for additional instructions, or identifying any special duties required for the day. Please do **not** use this NOTES field as a means to communicate to the Kelly Office or to request specific substitute teachers, as the staff does not view the Notes on each assignment.

**I have noticed there are now two separate Absence Reason Codes for Extended Duty obligations. What is the difference?**
Previous to the 2005 – 2006 school year, all extended duty obligations were recorded under the absence reason code “Ext. Duty” (for extended duty). To better track these activities, extended duty is now defined as “In School” or “Off Site”. “In School” Extended Duties are those activities that do **not** require you to leave your school. “Off Site” Extended Duties are those activities that do require you to leave your school, such as off-site professional development, or to attend a meeting at another school.

**How, and when, should I provide performance feedback on Kelly Substitute Teachers?**
Kelly Educational Staffing is dedicated to ensuring that all classroom needs are met and that the quality of our substitute teachers meets or exceeds the expectations of the schools and teachers. We encourage and welcome all feedback pertaining to the performance of any Kelly Substitute Teacher, whether favorable or unfavorable.

Each school has been provided blank evaluation forms that teachers are requested to complete after returning from an absence. These forms will allow us to monitor and track performance of our substitute teachers, and to address any areas in need of improvement. These forms should be faxed to our office at (860) 674-8008 as soon after the day of coverage as possible. Feedback can also be provided by calling our office directly, or emailing us at kes1761@kellyservices.com. Please include your name, substitute teacher name, the date of the coverage, and specific details when providing feedback. And remember, it is very motivating for our substitute teachers to hear the positive comments as well!

Kelly Educational Staffing evaluates all unfavorable performance evaluations, and takes the necessary steps to address the issues with the substitute teacher in order to coach and/or counsel, or discharge when appropriate. In the event that a substitute teacher has not met the expectations of a particular teacher, at that teacher’s request, we can exclude the substitute teacher from future assignments in that classroom. However, unless the school administrators have requested a specific substitute teacher be excluded from the entire school, he/she may still be assigned at the school on future assignments.

The feedback from the teachers/school administrators is a vital tool to aid us in assigning our substitute teachers to where their qualifications are most effective, and to help our employees improve their skills through constructive feedback. We can not emphasize enough how important your feedback is to the success of the partnership between New Britain Public Schools and Kelly Educational Staffing. Thank you!

Kelly Educational Staffing wishes you much success and we look forward to working with you!