

## The Challenge

Haymon-Morris Middle School in Barrow County Schools, like many schools throughout the nation, spends a great deal of time calling substitutes when teachers are out sick. In times of illness, teachers like Traci Inglett could expect to spend hours on the phone going through the district's 80-plus substitutes to find someone willing to fill their position. In an age of technology, the school needed a more time-efficient method of contacting substitutes that would yield better results.

## The Solution

After attending a ParentLink training session, an idea occurred to Traci on how the school could use ParentLink to notify substitute teachers in a more timely fashion. She immediately discussed this with Kim Cox, the principal's secretary at Haymon-Morris Middle School. Giving each substitute a ParentLink account would enable administrators to send notifications when a teaching position needed to be filled, thus shortening the response time and allowing a fair chance for all substitutes to respond.

**“After sending a ParentLink call, a sub calls me back within two or three minutes. This is very valuable, one of the best tools at my job.”**

Kim Cox  
Secretary



## The Result

Leaping into action at Traci's thought, Kim created substitute teacher accounts on ParentLink which then allowed subs to be called en masse when one was needed immediately.

Teachers still prefer to call a specific sub and use them repeatedly for continuity. But when teachers are really sick or in a very time-sensitive situation, ParentLink is used to improve response time, which allows subs to call back in a first-come, first-serve protocol.

Ken Greene, the Student Services

Director at Barrow County, attested to this tactic, saying, “It cuts the work of the secretary. Either ParentLink makes the call or the secretary does it. Ten numbers, ten conversations. Maybe the first call is a ‘no,’ but the tenth is a ‘yes.’ This way substitutes don’t get beaten to the punch and each have a fair chance at the spot.”

Barrow County Schools currently has a call list of more than 80 substitute teachers. Says Greene, “If a teacher has to call to find a substitute when they are sick, it is a miserable thing to do. If it

were simpler, the offices would ask the secretary to do it—but it isn't. If the secretary has to find three subs in one day, that could be hours of work. So the teachers are asked to do it."

When a substitute is added to the district or school, the district will send out a list to the schools. Upon receipt of this weekly list, Kim removes old substitutes and adds new substitutes onto ParentLink with observer accounts and all necessary contact information.

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As teachers become unavailable, Kim is able to quickly and easily create a message to send to all eligible substitute teachers. What originally took hours before suddenly obtained results within

minutes. "This really cuts the work of the secretary," Greene added.

Substitutes have warmly received the alteration in notification methods. "We have had very good success with the calls," Kim stated. "After sending a ParentLink call, a sub calls me back within two or three minutes. This is very valuable, one of the best tools at my job."



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