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INSIGHT

— AN EDUCATION SERVICE PARTNER —

FREQUENTLY ASKED QUESTIONS

(856) 406-4015

523 HOLLYWOOD AVE
CHERRY HILL, NEW JERSEY 08002

SUPPORT@WORKWITHINSIGHT.COM

[HTTPS://WWW.WORKWITHINSIGHT.COM](https://www.workwithinsight.com)

[HTTPS://TWITTER.COM/WORKWITHINSIGHT](https://twitter.com/workwithinsight)

[HTTPS://WWW.FACEBOOK.COM/WORKWITHINSIGHT](https://www.facebook.com/workwithinsight)



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GENERAL

Q: This guide is informative, should I download it and save a copy to my personal computer so I can easily reference it?

A: You certainly can but we recommend against it. This is a living document and we'll constantly be making updates, so you'll always want to make sure you're referencing the most recent one.

Q: I need to get in touch with you, how do I go about doing that?

A: You can reach us by phone at (856) 406-6015 or by email at support@workwithinsight.com.

Q: How do I apply to Insight?

A: Go to www.workwithinsight.com and click the **Apply Now** button in the top right!

Q: I have a friend that wants to work at Insight, do you have any sort of referral program?

A: We do, and we'll give you \$50 per referral. Insight employees as well as employees of our partnered school districts are eligible. Head over to www.workwithinsight.com/referral to submit your friend as well as read the rules and regulations of the program.

Q: How often do I have to work?

A: We encourage you to work as much as you can. Your presence inside each of our partnered districts is essential to the success of the program and the continued support of the community.

Q: What happens if I selected an assignment, but I can't make it to work?

A: It is important that when you select an assignment you are sure that you're 100% available on that day, as last minute callouts can result in unfilled classrooms. We do however understand that emergencies happen. So, if you must remove yourself from an assignment you can do so at www.aesoponline.com. However, if it's a multi-day assignment and you only need to be removed from one day you must contact our office.

Q: What are your business hours?

A: Business hours for our main office in Cherry Hill, NJ are:

- Monday: Thursday: 6:00am - 8:00pm
- Friday: 6:00am - 5:00pm
- Saturday: Closed
- Sunday: 11:00pm -8:00pm

Q: I called your office and nobody answered, now what?

A: Outside of business hours the best time to get a hold of us is by email at support@workwithinsight.com. Feel free to email us there with your inquiry and you'll be impressed by how quick our response time is!

Q: What is a paraprofessional?

A: A paraprofessional is an aide that assists in an educational capacity, so they are typically either Classroom Aides or One to One Aides.

Q: What states are you in?

A: Currently we are in New Jersey, Pennsylvania, and Massachusetts.

Q: What districts do you work with?

A: A list of all our partnered districts can be found at www.workwithinsight.com/staff-resource. The pay rate sheet lists all our districts as well as what services we offer in each one.

Q: I want a long term assignment; how do I get selected for that?

A: School districts request long term assignments from us every single day. Make sure we have your most up to date certification(s) on file. We contact people via email and phone if there is a long term assignment that they're a fit for. For tough to fill positions we will also post them at www.workwithinsight.com/jobs. Be sure to check there often to see if there are any positions you're interested in.

Q: When do I receive an ID Badge?

A: You should receive your ID Badge within two weeks of being hired, and it's important you keep this visible on you at all times while in one of our partnered school districts. If you don't have an ID Badge for any reason, please contact us immediately and we'll help you out.

Q: Can I work with Insight if I work with school districts that do not partner with Insight?

A: Yes, we will never limit the number of school districts you are employed with.

Q: What if a school district that works with Insight wants to hire me as a full time teacher?

A: We encourage the school districts we partner with to hire from our pool of employees. We feel that bridging the relationship between school district and potential employees is one of the great benefits of working at Insight!

Q: Where do I go on my first day?

A: Since you work directly in our partner school districts, you will actually report directly to your assignment on your first day. We always recommend you arrive 15 early to make sure you leave enough time to find available parking and check in with the main office when you arrive.

Q: Do you offer health insurance?

A: We do offer a Minimum Essential Coverage (MEC) plan. All the details relating to this plan can be found [here](#).

Q: How do I receive my Insight ID Badge?

A: Your Insight ID Badge will be mailed to you once you are completely hired. If you lose this badge for any reason please contact our office by any method and request a new badge.

AESOP

General

Q: What is Aesop?

A: Aesop is an absentee management system that we use here at Insight. It provides the ability for teacher to place an absence, and for substitutes to select from available assignments. You may have used this platform if you've previously worked in school districts.

Q: How do I log into Aesop?

A: When you are first hired you will receive an email with your username and password for Aesop. It is extremely likely that your username is your phone number, however in rare instances it's possible you can create a unique username upon your first login.

Q: What if I'm not by a computer, can I still log into Aesop?

A: You sure can! There is a toll free number you can use, which is (800) 942-3767.

Insight Employees

Q: How do I look for jobs?

A: Navigate to www.aesoponline.com and login using your username and password. You will see a list of available assignments.

Q: There aren't any jobs on Aesop, why?

A: Teachers can post absences all day and night. We find however that the most jobs are posted within 12 hours of the assignment start time. That means most of the jobs are posted either the morning of, or night before the assignment. So just because you don't have a job before you go to bed, doesn't mean there won't be plenty to pick from when you wake up the next morning. We recommend setting that alarm early and checking back often!

Q: What if a teacher likes me? Can they request me specifically?

A: Absolutely! Teachers can place you on their preferred list so you are notified via email when they place an assignment into the system. Depending on the district depends on how long the assignment will be on hold for any subs on the teacher's preference list.

Q: What if a building really likes me, can they request me specifically?

A: Buildings have a preference list that is controlled by the secretaries and principals at that building, so they can add you to those preference lists. Depending on the district depends on how long the assignment will be on hold exclusively subs on the buildings preferred list.

Q: I work in multiple districts, is there a way to create on login that links them all?

A: There sure is, and we highly recommend doing this! Detailed instructions on that can be found at www.workwithinsight.com/staff-resource.

Q: You have a district on your list I'm interested in working in, how do I add them to my profile?

A: As an insight substitute you are eligible to substitute in any of our school districts. If you'd like to add more districts to your profile, please contact us.

Q: I see there are multi-day assignments, but I'm only available for a portion of those days. Can I still accept the assignment?

A: To provide consistency in the classroom and the best possible learning environment for the students in that classroom we kindly request that you do not accept multi-day assignments unless you're available for all days posted.

Q: I would prefer not to receive phone calls from Aesop, how do I turn that off?

A: While in Aesop if you navigate to Preferences -> Call Times, you will be able to choose what times throughout the day you'd like to receive phone calls, or even shut off the phone calls altogether.

Q: I would prefer not to receive phone calls or text message from the Insight Office. How do I make you aware of that.

A: If you're available to work it's likely that we'll notify you of available positions because we want to make sure you have as much work as you want / need. If you're not available to work on a specific day, just enter a non work day through the Aesop platform and we won't contact you for assignments regarding that day.

PAYROLL

Q: When do I get paid?

A: We pay Bi-Weekly in arrears. This means that you will be paid every other Friday for work performed 2 - 4 weeks prior to the Friday you will be paid. IE work performed 12/2 – 12/15 will be paid on 12/29. You can find a payroll calendar at www.workwithinsight.com/staff-resource.

Q: What is the pay rate?

A: The pay rate varies based both on district and position type. You can find all our pay rates at www.workwithinsight.com/staff-resource. These pay rates are subject to change, so we recommend you do not save a local copy so you can be sure each time you access it, it is 100% up to date.

Q: Is direct deposit a requirement?

A: You are not required to enroll in direct deposit, however it is highly encouraged. On occasion there are delays with mailing checks due to conditions that are out of our control such as weather or holidays, while direct deposit will always make sure the paycheck is in your bank account on time every time. If you choose not to enroll in direct deposit, you will be automatically enrolled in the Rapid Paycard program, and your pay will be automatically deposited to the paycard, giving you instant access to your money each morning, every payday. For more information or to enroll in direct deposit, please contact payroll at (856) 406-6015 or payroll@workwithinsight.com.

Q: How do I register for Paylocity?

A: Navigate to www.paylocity.com and click **Login**. From there click **Register User**. Our company ID is N8076. You can also find more in-depth instructions at www.workwithinsight.com/staff-resource.

Q: How do I review my pay stub?

A: Once you've registered for Paylocity you can login there to view your paystub, W2, and other payroll information.

Q: I'm getting a message that says, "There are no unregistered users". What does that mean?

A: There is already an account created with that username, so most likely you'll want to login instead of registering. If you're having trouble contact us and we'll assist you in logging in.

Q: When will my W2 be available?

A: W2s will be available by January 31st for the prior year.

Q: How are W2s issued?

A: Electronic W2s will be available through Paylocity. Paper W2s will additionally be mailed via USPS to the address we have on file.

Q: What if the pay date falls on a holiday?

A: If the pay date falls on a holiday you will receive your pay check the day prior to the regularly scheduled pay date. A holiday will never cause a delay in pay checks.

Q: I signed up for direct deposit, but I received a paper check in the mail, why?

A: The first check you'll receive from us will always be paper, it's so your bank account can be verified before we deposit an entire paycheck into the account.

Q: My federal tax withholdings don't seem correct, how was that calculated.

A: The amount of taxes withheld from your paycheck are calculating according to the number of exemptions along with the filing status you entered on your W4. You can also use the calculator found [here](#) to guide you in your selections.

Q: I would like to change my tax exemptions and / or my filing status. Where can I do that?

A: This is all accessible and can be managed through your Paylocity account.

RECRUITING

General

Q: What level of education do I need to work in a school district?

A: This varies greatly by position and by state. A good general rule of thumb though is to be a teacher you'll need a certificate whether it be a teaching certificate or substitute certificate. Other positions such as Guidance Counselors, Nurses, and others of that nature typically require a specialized

certification as well. Positions assisting the teacher inside the classroom as well as positions outside of the classroom will usually require a high school diploma, although some do require more. If you have questions about a specific type of position and its qualifications, please contact us to discuss further.

Q: What do I need to supply as my proof of education?

A: Typically we request either a High School or College Diploma. Please also supply any certificates you have for any sort of higher education such as teaching certificates, nursing certificates, etc... We'd also like to know things like whether you're certified in CPR or Crisis Prevention, so be sure to supply those certificates too. When in doubt, submit your certification, that way we have the most up to date information and can offer you the positions most relevant to your skillset when long term and permanent placements come up.

Q: What is a Tuberculosis (TB) Test?

A: A TB skin test AKA Mantoux or PPD Test is performed to verify that you have never been exposed to TB. You will need to visit a doctor for this in which they will administer the test, and you will have to return to the doctor within 48 hours to have the test read. If for any reason the test is inconclusive the physician will follow up with a Chest X-Ray, however this is infrequent. We will need a copy of the negative TB test whether it be a Skin Test or Chest X-Ray.

Q: I don't have insurance, is a TB Test expensive?

A: A TB test will cost roughly \$20 - \$30 depending on where you get it done.

Q: Where can I get a TB test?

A: Most drug stores and minute clinics will be able to perform a TB test for you.

Q: I'd rather not go to a drug store or minute clinic; can I have my primary care physician do it?

A: Absolutely, they will most likely charge you the copay according to your insurance plan.

Q: I notice that many of the clearances, forms, and certificates I need cost money. How much of that money goes to Insight?

A: All monies paid are paid directly to the state, Insight does not take any percentages. If you choose to use the paypal buttons on our website in which we will perform the legwork on your behalf to get your clearance, there are small convenience fees associated with that.

Q: You have paypal buttons on your website? I'd rather you just do it on my behalf, where are those located?

A: Any services we offer to perform on your behalf can be found at www.workwithinsight.com/staff-resource. Processing / convenience fees are clearly laid out, so you know exactly what we are charging to perform these services on your behalf.

Q: What kind of documents do I need to be hired?

A: That's a great question, but it's unique by state. We've gone ahead and broken the questions out by each state below, find your state below and all the information you need should be there.

Q: When will I be hired?

A: Once we receive all of your necessary documents we will process your application and hire you into the Aesop platform where you'll be able to search for and accept assignments.

Q: What documents are you still waiting on in order for my application to be complete?

A: Since every application and individual is so unique, it's best to contact us for this information. You can reach out to us at recruiting@workwithinsight.com and we'll quickly let you know what documents we're still waiting on from you.

Q: Where can I get my IDs checked?

A: By visiting www.workwithinsight.com/events/ you can see all the events we have in your area. Feel free to attend any event to get your IDs checked. Additionally, you may also visit any of our office locations. Our locations can be found at www.workwithinsight.com/contact-us.

[New Jersey](#)

Q: What documents do I need to be in a school district in New Jersey?

A: You'll need a Criminal History Letter, Tuberculosis Test, Proof of Education and any certifications you may hold.

Q: What is a Criminal History Letter?

A: A letter issued by the Criminal History Review Unit (CHRU) that certifies you are eligible to work in a public, private, charter, or other nonpublic school district throughout the state of New Jersey.

Q: How do I get a Criminal History Letter?

A: The process to get a Criminal History Letter is incredibly specific in both the information you must fill out, as well as your employment history. For that reason, we will review your file and provide you very detailed steps to follow. If you have any questions, please reach out to your recruiter and they'll be able to assist you.

Q: How much does a Criminal History Letter cost?

A: This varies depending on your situation, however it can cost anywhere from \$6 to \$75 depending on your specific background and whether you've worked in school districts previously. To ensure you don't over pay, please consult with us prior to starting this process.

Q: Once I've completed the fingerprinting process, how long does it take to get results?

A: If you either archived an old set of fingerprints or physically went to get your fingerprints scanned, it will take approximately two to three weeks. If you simply transferred your background check from another district, it takes approximately two business days.

Q: What's the difference between a Substitute Certificate and a Teaching Certificate?

A: A Substitute Certificate allows you to substitute teach in the state of New Jersey. Substitute Certificates require 60 college credits and expire every five years and must be renewed prior to expiration or else you may not sub until the new certificate is issued. Teaching Certificates require a bachelor's degree and are issued for specific subject areas.

Q: How do I apply for a sub cert?

A: For steps on how to apply for an NJ Sub Cert you can refer to the "Obtaining a NJ Substitute Certification" form in the Applitrack platform. If you cannot locate it or have any questions you may contact our office.

Q: Why are there multiple types of teaching certificates and what's the difference between them?

A: There are four main types of teaching certificates in the State of New Jersey which are CE, CEAS, Provisional, and Standard. Click [here](#) to read about each one.

Q: How do the various types of teaching certificates affect me though?

A: While you can substitute teach every day of every school year regardless of the type of certificate you hold, there are limitations for each one based on the number of days you can substitute teach in the same classroom. Those limitations are as follows:

- Substitute Certificate: Cannot substitute in the same classroom more than 20 days throughout one school year.
- CE / CEAS: Can substitute in the same classroom for 60 days if certified in that subject area. If not certified in the subject area cannot substitute more than 20 days throughout one school year.
- Provisional: Can substitute in the same classroom for the entire school year if certified in the subject area and the provisional certificate is not expired. If not certified in the subject area cannot substitute in the same classroom for greater than 20 days throughout one school year.
- Standard: Can substitute in the same classroom for the entire school year if certified in the subject area. If not certified in the subject area cannot substitute in the same classroom for greater than 40 days throughout one school year.

Pennsylvania

Q: What documents do I need to be in a school district in Pennsylvania?

A: You'll need a Tuberculosis Test, Federal Criminal Record Check, State Criminal Record Check, Child Abuse Clearance, Arrest / Conviction Form, and Sexual Misconduct / Abuse Disclosure.

Q: What is an Federal Criminal Record Check?

A: All prospective employees of public and private schools, including their independent contractors and employees, that have direct contact with students must undergo a federal background check and submit that background check to their prospective employer.

Q: How do I get a Federal Criminal History Record Check?

A: You'll have to schedule an appointment with Identigo, you can do that [here](#). Enter the service code of 1KG6XN. From there follow the onscreen prompts to schedule an appointment.

Q: How much does a Federal Criminal History Record Check cost?

A: A Federal Criminal History Record Check cost \$24.25.

Q: What is a State Criminal Record Check?

A: This is a criminal background check required by the state of Pennsylvania for all prospective employees of public schools, private schools, and their contractors' employees who will work in direct contact with children.

Q: How do I get a State Criminal Record Check?

A: You can submit your registration for a State Criminal Record Check [here](#). Just follow the onscreen prompts.

Q: How much does a State Criminal Record Check cost?

A: A State Criminal Record Check costs \$8.00.

Q: What is a Child Abuse Clearance?

A: All prospective employees of a school district and their independent contractors that come in direct contact with students are required to submit to a background check conducted by the Child Welfare Information Solution (CWIS) for the state of Pennsylvania.

Q: How do I get a Child Abuse Clearance?

A: You can create an account and apply online [here](#). Use your current address and choose "School" option for the "Purpose of Clearance".

Q: How much does a Child Abuse Clearance cost?

A: A Child Abuse History Clearance cost \$10.00.

Q: What is an Arrest / Conviction Form?

A: A form that must be completed and signed where you are required to disclose any reportable offenses that you have been arrested and / or convicted of in the past.

Q: Where can I find the Arrest / Conviction Form?

A: You can find the Arrest / Conviction Form [here](#). Please download, print, sign, and submit to Insight.

Q: What is a Sexual Misconduct /Abuse Disclosure?

A: The Sexual Misconduct / Abuse Disclosure must be filled out once for each prior employer you have had in which you've had direct contact with children. Insight will submit that form to your prior employer to fill out information confirming that you have not been the subject of, disciplined for, or have been suspended for any sexual misconduct or abuse.

Q: Where can I find the Sexual Misconduct / Abuse Disclosure?

A: You can find the Sexual Misconduct / Abuse Disclosure [here](#). Please download, print, sign, and submit to Insight.

Q: Why are there multiple types of teaching certificates and what's the difference between them?

A: There are four main types of teaching certifications in Pennsylvania, they are: Emergency Permit, Intern Certification, Professional Level I, and Professional Level II. You can read more Emergency Permits [here](#), and further information about the rest can be found [here](#). (scroll down to the bottom where it reads "Interstate Agreement")

Massachusetts

Q: What documents do I need to be in a school district in Massachusetts?

A: You'll need a CORI, SORI, Fingerprint Background Check, and proof of any Massachusetts teaching licenses you have obtained.

Q: What if I have already been fingerprinted by a district in Massachusetts before?

A: In this instance you may request the other district forward our office a suitability determination. If you have been fingerprinted in a different state however, you will need to be fingerprinted specifically in Massachusetts.

Q: How do I get fingerprinted.

A: Navigate to <https://www.identogo.com/locations/massachusetts> to find a location near you schedule an available time. Please use the provider ID of 02070000.

Q: How much does the fingerprinting process costs and how much goes to Insight?

A: The process itself costs \$35, and Insight does not take any fees.

Q: How long does it take for the CORI, SORI, and Fingerprints to come back?

A: CORO and SORI can take up to a week, while fingerprints can take longer. You may start working once your CORI and SORI have cleared. However, we must have your completed fingerprint background check within 30 days of hire in order for you to remain active. If we do not receive this, we will inactive your profile until we receive your completed fingerprint background check.

Q: What are the educational requirements to be a substitute paraprofessional in Massachusetts?

A: To be a substitute paraprofessional in Massachusetts you must have hold a high school diploma and either have 48 college credits or have successfully passed the parapraxis exam. You can sign up to take the parapraxis at www.ets.org/parapro.

Q: What are the educational requirements to be a substitute teacher in Massachusetts?

A: You must hold a Bachelor's degree and we must receive a copy of your **sealed** college transcripts.

RASPBERRY PUNCH

Q: What is Raspberry Punch?

A: Raspberry Punch is Insight's exclusive time clock platform. You can use the barcode on your ID badge to punch in when you arrive and out when you leave.

Q: Is Raspberry Punch used in every school and school district Insight works with?

A: No, not at the current time

Q: How do I sign in if I'm in a district that doesn't use Raspberry Punch?

A: There will be sign in sheets, please record your name along with your time both when you arrive and depart from your assignment.

Q: When do I need to scan my badge?

A: You should scan your badge upon arrival and departure from your assignment.

Q: How do I use or interact with Raspberry Punch?

A: Place the barcode on the back of the ID badge near the barcode scanner and wait to hear a beep. Once the scanner beeps, your time punch has been recorded.

Q: What if I forget my badge and cannot punch in and/or out?

A: We recommend that you take a picture of the front and back of your badge on your phone, so you always have it on you. However, if you are unable to scan your badge, please notify the secretary in the main office and record your arrival and departure time with him / her.

Q: What if I lose my badge?

A: Contact Insight immediately at (856) 406-6015.

Q: Where are the scanners located in each school?

A: Scanners are located at the most common entry and exits for Insight employees. Typically, it's located in the main office.

Q: What if I leave the building and realize I forgot to punch in, out, or both?

A: If you fail to scan your badge you may jeopardize your pay for that day. It's critical that you always sign in and out, and if you're unable to, please contact us immediately.

Q: How do I know that the badge scanned correctly?

A: You'll either hear a beep, see a blue light flash, or both, which will indicate that the barcode scanner has successfully recorded your punch.