

A New Way to Manage Substitute Teachers Fuels Growth for Highlands Community Charter



Swing Education has filled 99% of Highlands Community Charter School's teacher absence days since the partnership began.

Highlands Community Charter School has expanded rapidly since opening its doors in 2014, adding multiple locations over the past four-plus years. This growth has allowed the school to make a bigger impact for more adult learners in the Sacramento region, but it's also come with a variety of administrative issues related to substitute teachers.

"There were challenges with a small substitute group due to their availability and our growing teaching staff," says Veronica King, the school's HR Generalist. "It really became a problem because we've had a pretty large explosion in growth."

As a result, King and the Highlands team searched for an organization that could provide a comprehensive substitute teacher solution.

In Swing Education, which recruits, screens, and supports a large pool of substitute teachers -- and makes it easy for schools to quickly fill absences -- Highlands found an ideal fit.

"I feel Swing is worth every single penny," King says. "Given the time we save and the quality of teachers Swing has sent us -- the buy-in that Swing's substitutes have shown when they come to our campus has been great -- I'm very happy."



About Highlands Community Charter School

- Provides high-quality, no-cost education to adult learners in the Sacramento, CA area
- Serves 1,500-plus students across 25 campus locations
- Founded in 2014
- Has educated students from more than 100 countries

Big Back-Office Benefits

Swing Education has transformed substitute teacher management for administrators at Highlands Community Charter.

In addition to offloading responsibilities associated with managing their own pool of substitute teachers, the school's human resources staff has saved countless hours and shed the anxiety that comes with trying to find a substitute teacher in a pinch.

"There have been huge time savings," King says. "And obviously the top benefit is that I have coverage. When people get sick or employees' children get sick or whatever the issue might be, I don't have to worry any longer because I know that Swing has been really good with the group that they've hired. That was a huge thing for me."

The Right Subs

Simplifying substitute teacher management has been only part of the equation for Highlands Community Charter School. It's also been of paramount importance for the school to get coverage from the right type of substitute teachers -- high-quality educators who can thrive in Highlands' classrooms.

"We've gotten excellent feedback about Swing substitute teachers, not only from the teacher in the classroom but from the students, and that makes us really happy," King says. "We're really happy with that."

King and her staff have used Swing's "favorites" feature to build a pool of Swing substitute teachers who are particularly beloved by Highlands staff and students. And in the rare cases that a Swing sub hasn't been the right fit, Highlands has been able to easily exclude that individual from the school's list.

"I think it's been very helpful," King says. "We can exclude people who aren't a good fit, but we really haven't come across a lot of mediocre people. Instead, what's happened with Swing's favorites feature is that the feedback is so strong on certain individuals that we use the feature to keep them coming back."

And soon, Highlands Community Charter will be issuing even more requests for Swing substitute teachers.

"We are looking forward to growing statewide, and we look forward to Swing growing with us," King says.

Visit [SwingEducation.com](https://www.swingeducation.com) for more information on how we can help your school with substitute teachers.



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