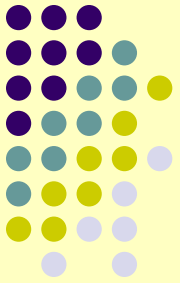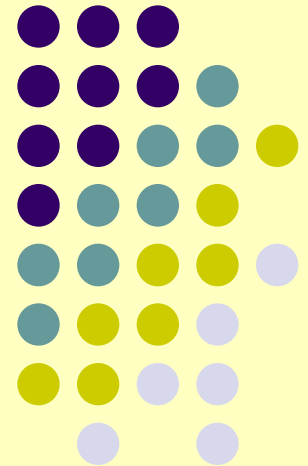**TEACHER STANDARDS** *and* **PRACTICES COMMISSION** | *of Oregon*
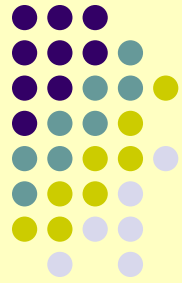
Presentation to Education Subcommittee

Ways & Means

Heidi Sipe, Chair

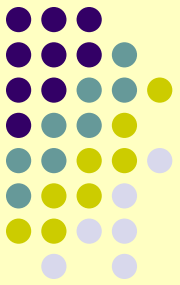Vickie Chamberlain, Executive Director

February 25, 2015

TSPC Mission

To establish, uphold and enforce professional standards of excellence and communicate those standards to the public and educators for the benefit of Oregon's students.

Primary Functions

❖ Set the standards for public school educator licensure;

❖ Set the standards and perform site approval visits for Oregon educator licensure programs; and

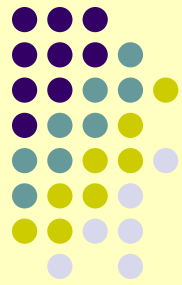❖ Take disciplinary action against an educator's license.

Agency Goals
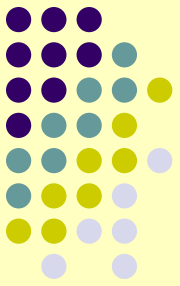
1. Establish high standards for educator preparation excellence;

2. Provide leadership for professional licensure standards;

3. Provide timely high quality services;

TSPC Goals

4. Maintain and develop clear and concise administrative rules;

5. Establish high standards for educator professional conduct.

Historical Perspective
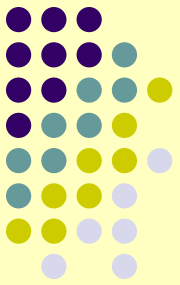
Oldest Professional Educator Standards Board;

First created in 1965;

Separate agency in 1973;

11 other Professional Educator Standards Boards;

17 commissioners (teachers, administrators, public);

3 executive directors;

Over 150,000 educators in data base;

Several hundred thousand more educators on microfilm.

Agency Organization
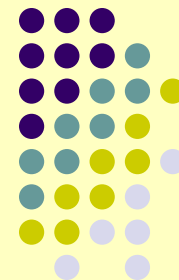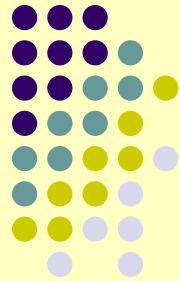
Agency Organization 2013-2015 (19 FTE)

2013-2015 Current Organizational Chart

Teacher Standards and Practices Commission
17 members

Executive Director
(PEM F)
1.0 FTE

Deputy Director/Director Teacher Education
(PEM E)
1.0 FTE
MENN Z7008

Director Licensure and Professional Practices
(PEM C)
1.0 FTE
MESN Z7004

Information System Support
(ISS 2)
1.0 FTE (A C1482)

Licensure Evaluators
(Adm Spec 2)
6.0 FTE (A C0108)

Public Service Representatives
(PSR 3)
3.0 FTE (A C0323)

Legal Liaison
(Inv 3)
1.0 FTE (A 5233)

Investigators
(Inv 2)
3.0 FTE (A 5232)

Investigative Support
(OS 2)
2.0 FTE (A C0104)

TSPC has three program areas:
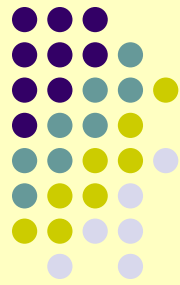
Licensure

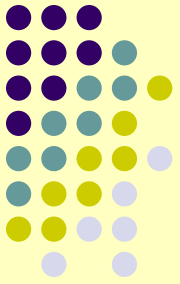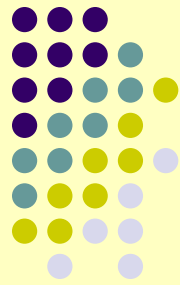Program Approval

Professional Practices

Licensure Program Summary

Licensure Program Summary

Approximately 59,800 licensed educators;

Holding about 64,000 licenses, registrations or certificates.

Clients Served:

Teachers, administrators, school counselors, librarians, school psychologists, school districts.

Types of Licenses Issued (89% Teaching)

Type of Licenses Issued
As of February 12, 2015

	School Nurses	Pesonnel Services: School Counselors, Psychologist, Social Workers	Administrators	Teachers
■ Series1	76	2,445	4,455	56,979
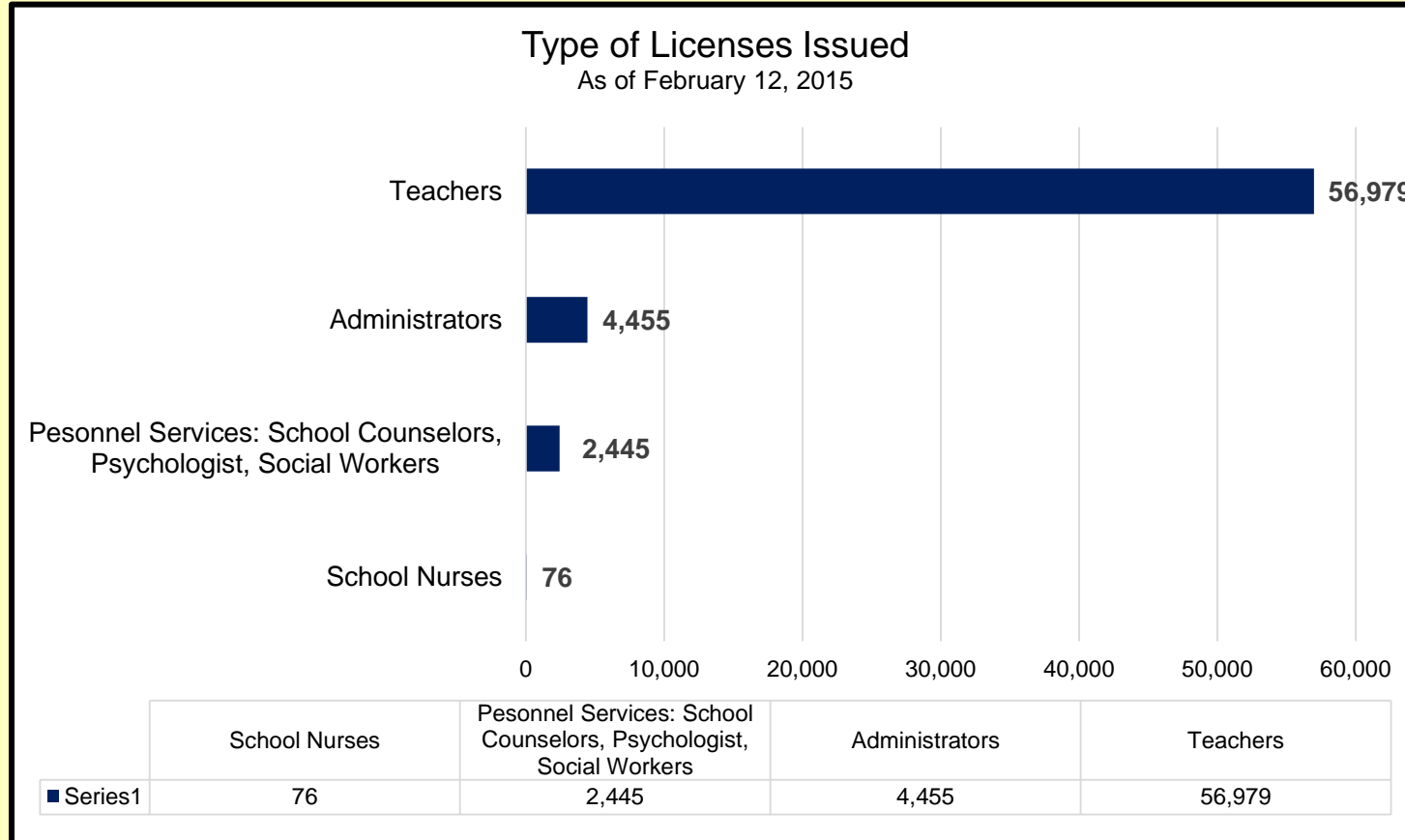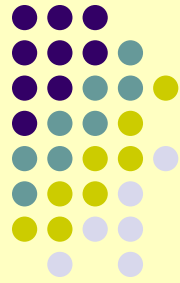
Drop in Total Licensed Educators

Total Number of Licensed Educators

	2010-11	2011-12	2012-13	2013-14
■ Series1	64,882	63,705	62,557	60,923
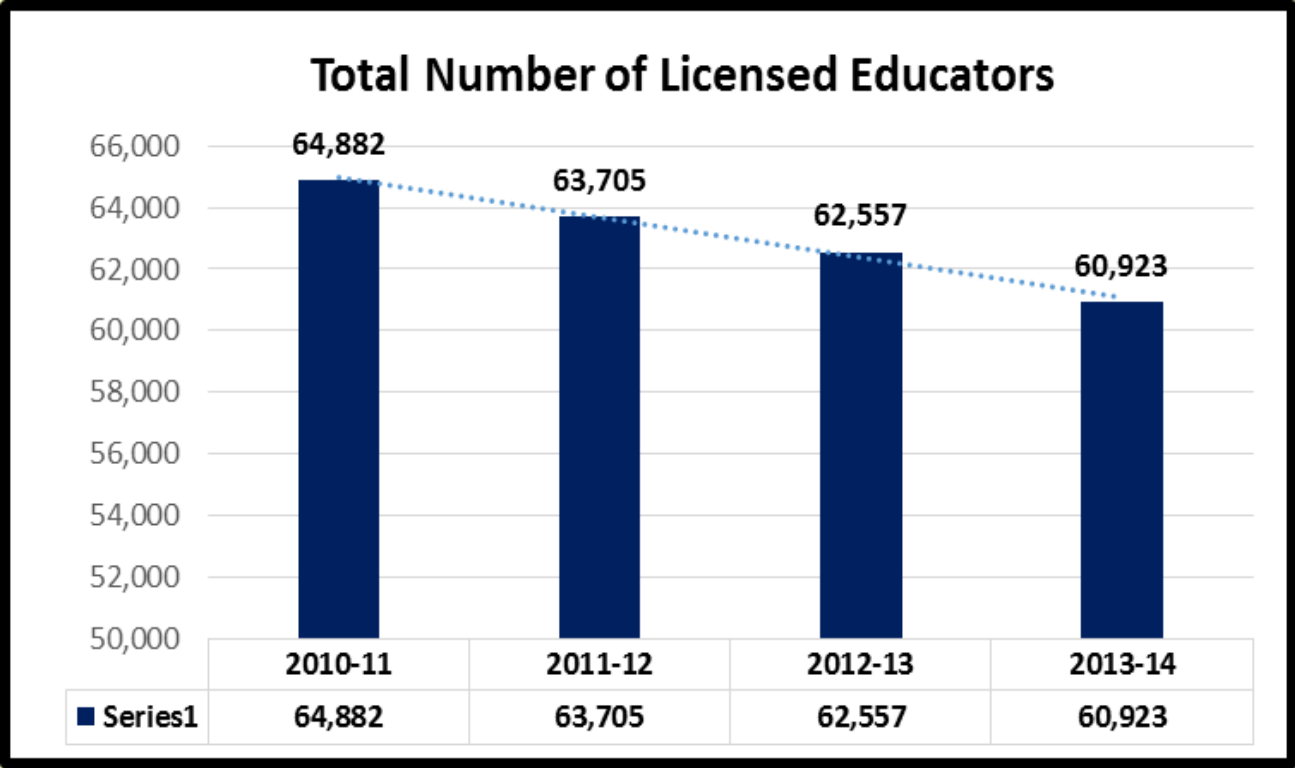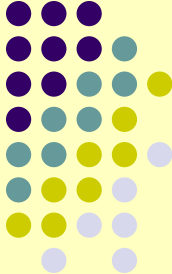
Licensure Volume
(Per Fiscal Year)
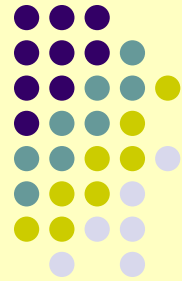
Licenses Issued: New and Renewals
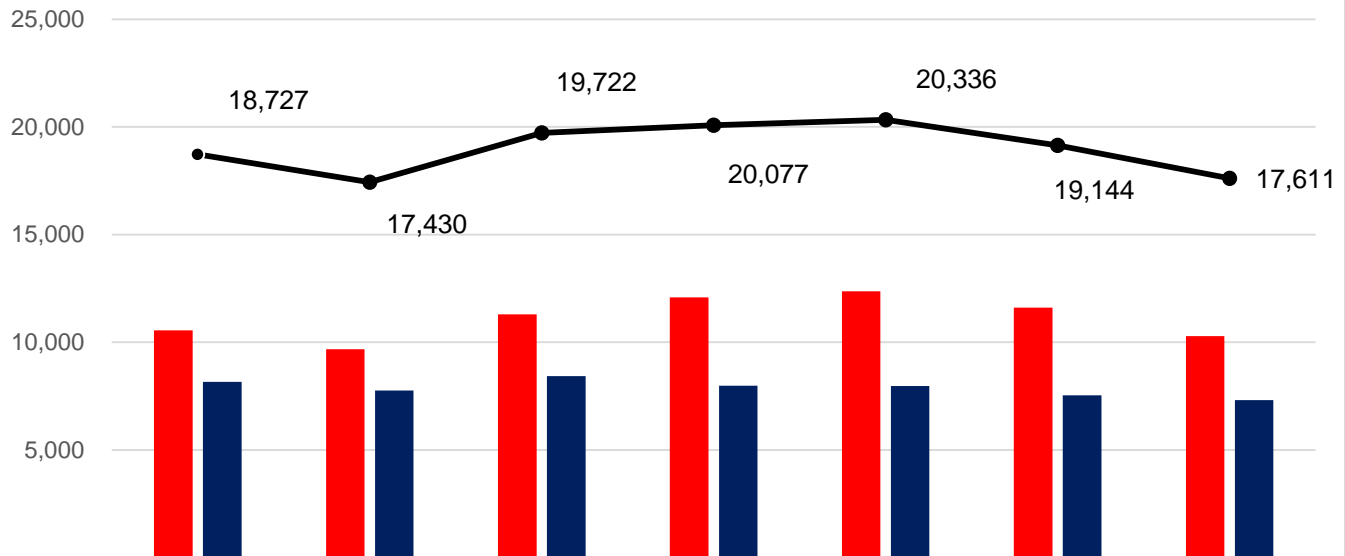
	07-08	08-09	09-10	10-11	11-12	12-13	13-14
Renewals	10,558	9,674	11,291	12,091	12,364	11,604	10,289
New Licenses	8,169	7,756	8,431	7,986	7,972	7,540	7,322
● Total Licenses Issued	18,727	17,430	19,722	20,077	20,336	19,144	17,611

Legend: ■ Renewals ■ New Licenses ● Total Licenses Issued

Total Licenses Issued line values: 18,727 · 17,430 · 19,722 · 20,077 · 20,336 · 19,144 · 17,611

Employment
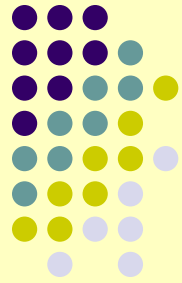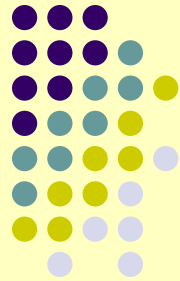
Licensed Teachers and Administrators in Oregon Public Schools (Does not includes School Counselors/Psychologists)				
	10-11	11-12	12-13	13-14
Teachers (includes ESD)	28,157	26,873	26,442	26,750
Administrators	2,035	1,995	1,941	1967
Total Employed by Public Schools (FTE)	**30,192**	**28,868**	**28,383**	**28,717**
Total Licensed by TSPC	64,882	63,705	62,557	60,923
K-12 Students	561,328	560,946	563,714	567,098
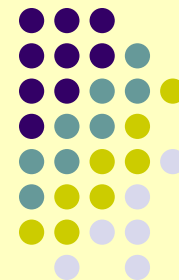
Program Approval Summary

Program Approval Policy Summary
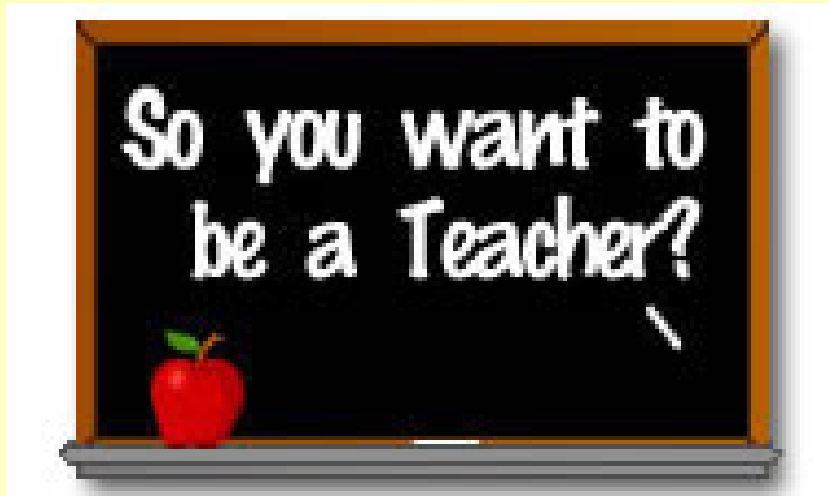
Clients Served:
- Colleges;
- Universities;
- Candidates in programs;
- School districts and ESDs.

Enrollment in Teacher Preparation has dropped dramatically.

New Teacher Completers (Oregon Programs)

Oregon Teaching Preparation Program Completers

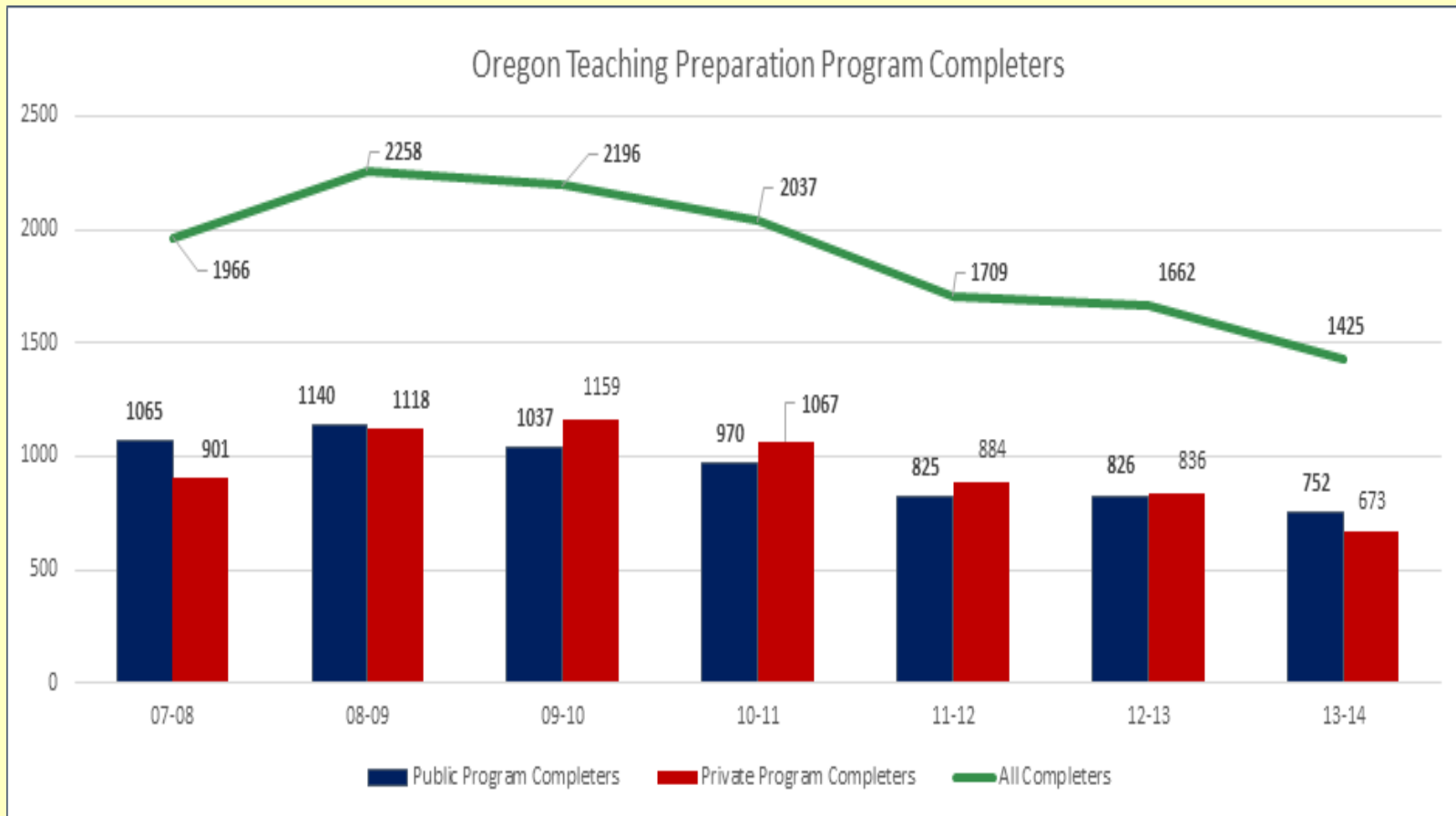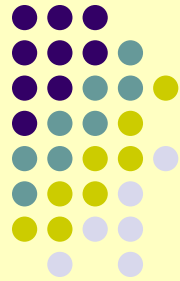Data Classification Level: 1 -- Published; DO: Chamberlain

Licensure Program Approval Summary
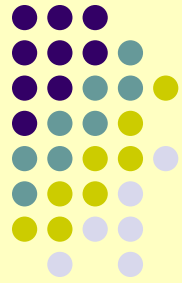
Oregon Educator Preparation Programs (19 units)	
Concordia University (Oregon)	Oregon State University
Concordia University/COSA (Chicago)	Pacific University
Corban University	Portland State University
Eastern Oregon University	Salem-Keizer (School Counseling)
George Fox University	Southern Oregon University
Lewis & Clark College	University of Oregon
Linfield College	University of Portland
Marylhurst University	Warner Pacific College
Multnomah University	Western Oregon University
Northwest Christian University	

Number of Program Completers
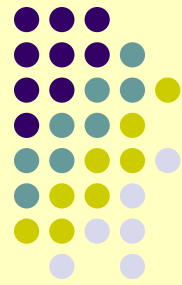
2013-14 Program Completers by Program

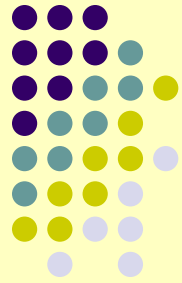| Institution	Completers
Portland State University	169
Concordia University (Oregon)	157
University of Oregon	141
Western Oregon University	135
Oregon State University	127
Eastern Oregon University	93
Southern Oregon University	87
George Fox University	86
University of Portland	86
Lewis and Clark College	78
Pacific University	75
Willamette University*	48
Corban University	47
Northwest Christian University	21
Linfield College	20
Marylhurst University	19
Multnomah University	17
Warner Pacific College	11
University of Phoenix* (Oregon)	8

*Willamette and University of Phoenix (Oregon) have closed their programs.

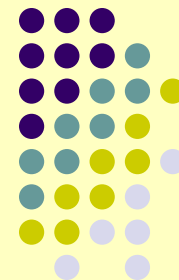# Oregon Prepared Teachers v. Out of State "New" Teachers

New Teachers: Oregon Prepared Teachers v. Out of State Teachers
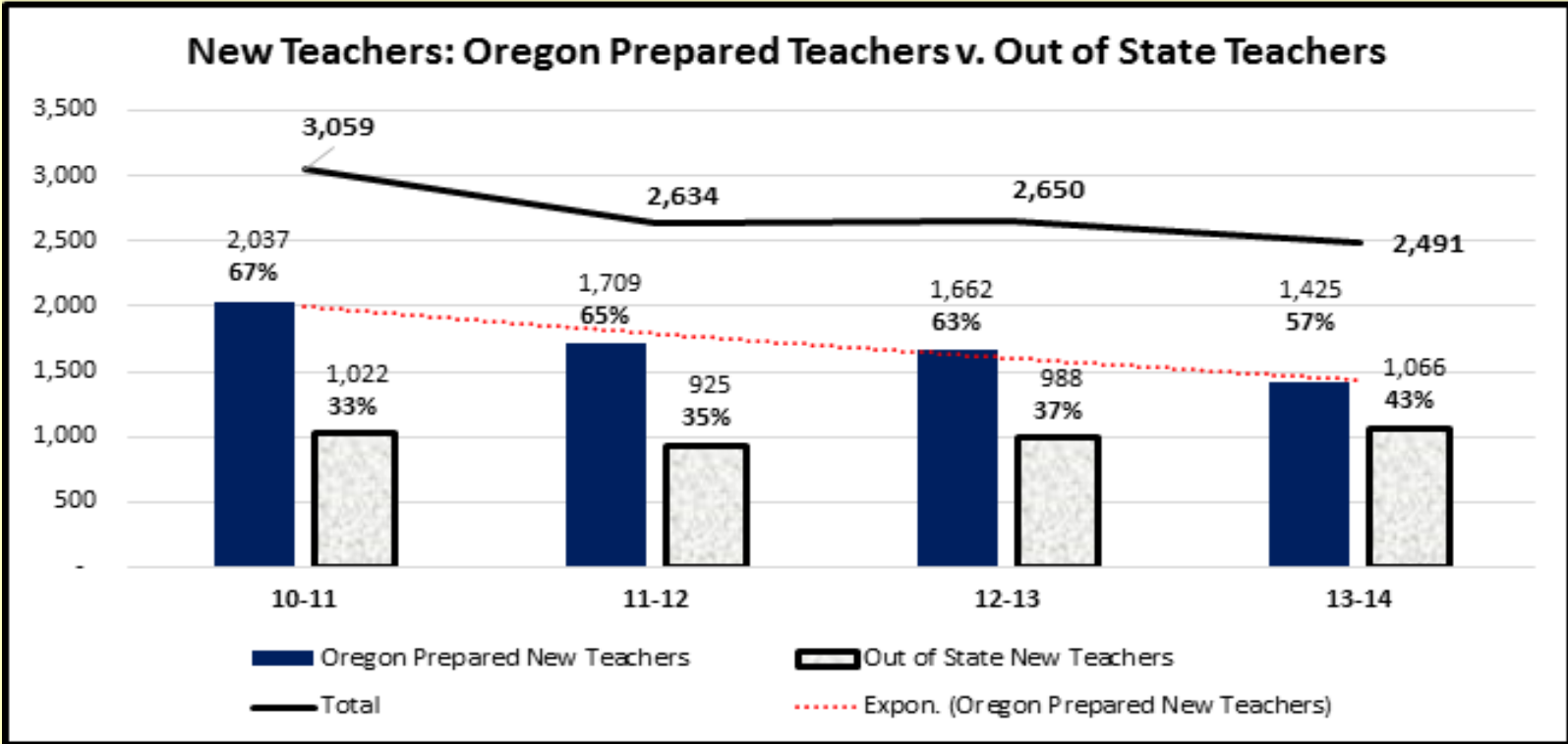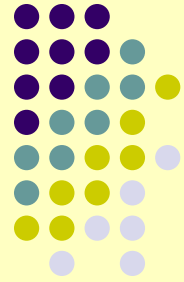
Program Approval Calendar

State Approval of Programs Schedule	
University (Unit)	**Site Visit Date/Program Review Date**
Portland State University (CAEP)	October 2015/Fall 2014
Western Oregon University (CAEP)	November 2015/Winter 2015
Northwest Christian University	Spring 2016/ Fall 2015
University of Oregon	Spring 2016 /Fall 2015
Southern Oregon University	Spring 2016/Fall 2015
Warner Pacific University	Winter 2017/ Spring 2016
Concordia University	Spring 2017/ Fall 2016

Professional Practices (Discipline) Summary

Professional Practices (Discipline) Summary

Reports Of Teacher Misconduct On The Rise
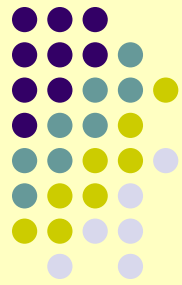
Professional Practices (Discipline) Summary
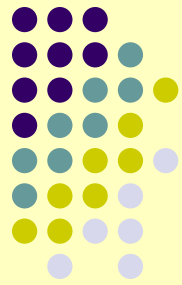
CLIENTS SERVED:

- Investigated educators;
- School districts and education service districts;
- Charter schools;
- Public.

Professional Practices (Discipline) Summary
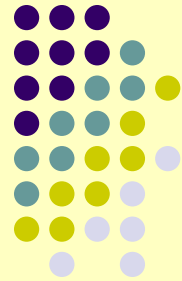
New Cases: School District v. Patron Complaints
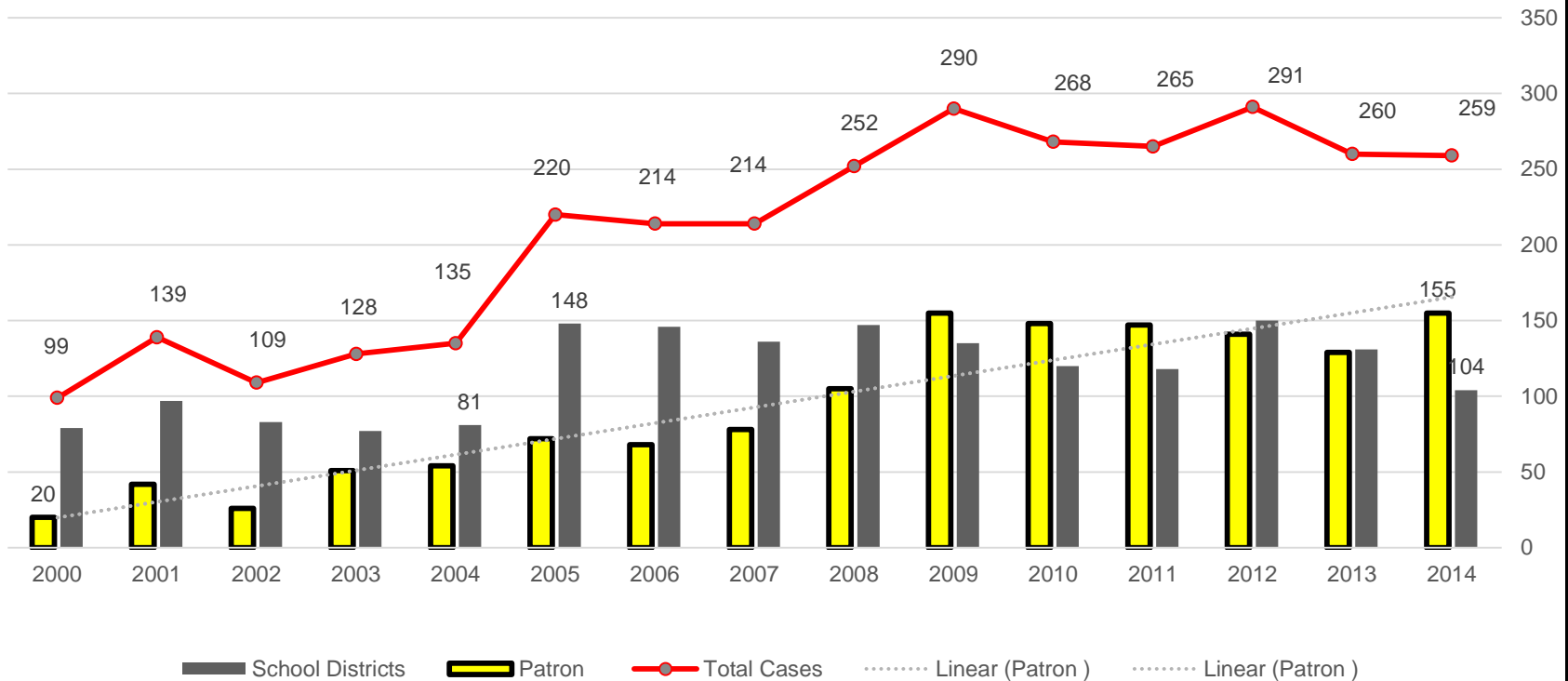
Types of Discipline Actions
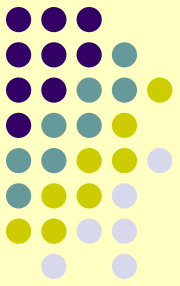
An educator's violation of TSPC professional standards may result in:

- Private reproval;

- Reprimand;

- Probation;

- Suspension or revocation of the educator's license(s); or

- Suspension or revocation of educator's right to apply for licensure.

Outcome of Cases (2014)

OUTCOMES OF CASES (2014)

Category	Value
Total Number of Cases Considered	191
Reinstatement/Denial	1
No Further Action	38
Dismissal of Charges	49
Charges	45
Letters of Reproval	9
Orders/Actions	49
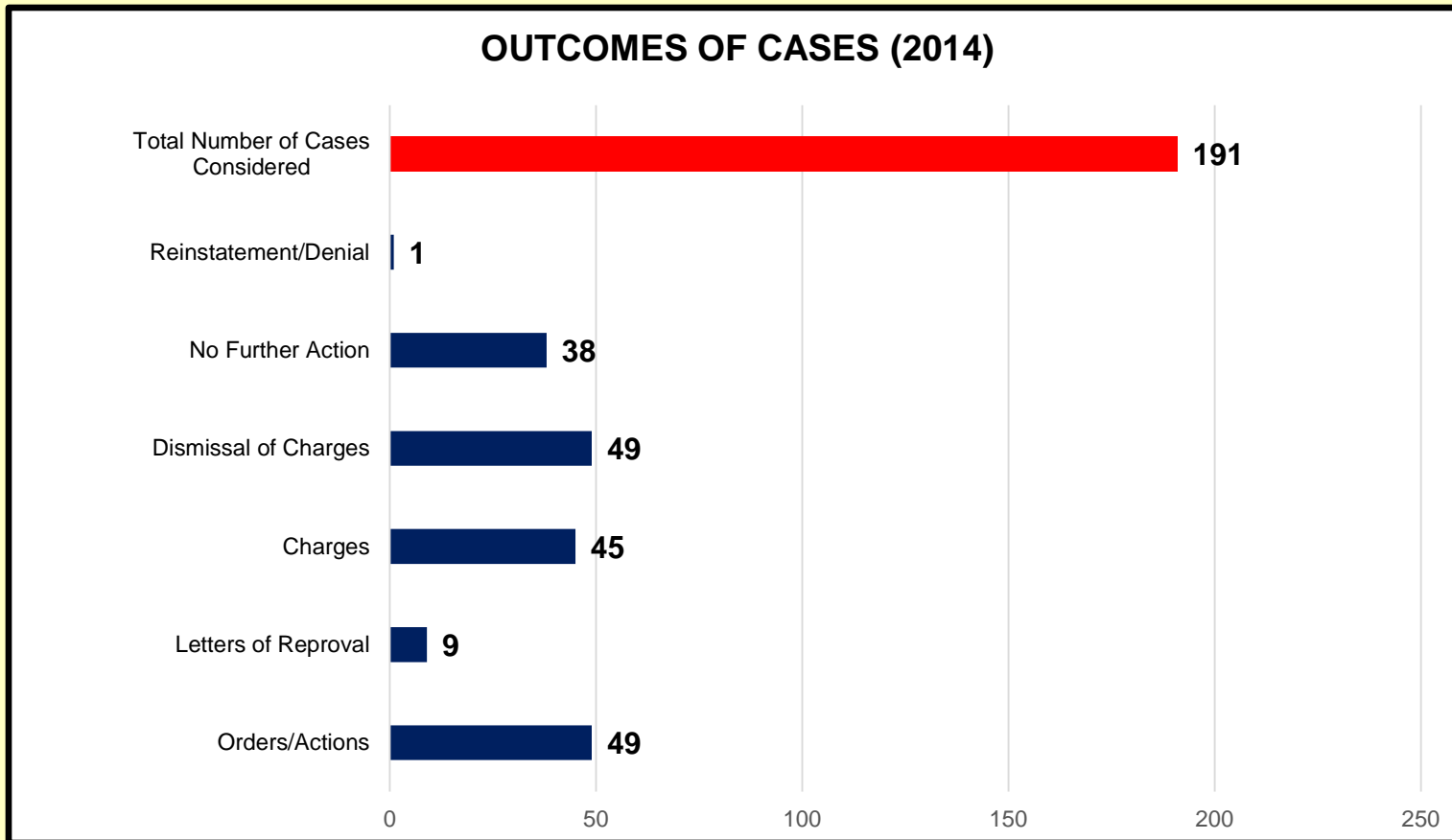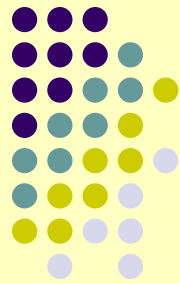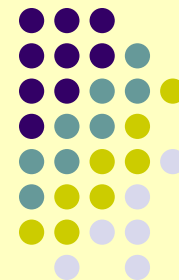
TSPC

Budget Environment

TSPC Revenue
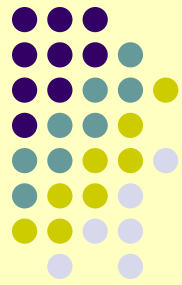
- TSPC is funded solely by licensure fees;

- The current fee for initial and renewal of licenses is $100 per three or five year license ~ $33 or $20 per year respectively;

- The $100 fee has been in place for 10 years – it was last raised from $75 in 2005.

Revenue and Positions History

	2009-11	2011-13	2013-15 (est.)
▬ Actual Revenue	5.12	4.65	4.83
▨ Ending Balance	1.3	1.06	1.07
--- Actual FTE	25	18	17
— Authroized FTE	25	26	20

Actual Revenue   Ending Balance   Actual FTE   Authroized FTE
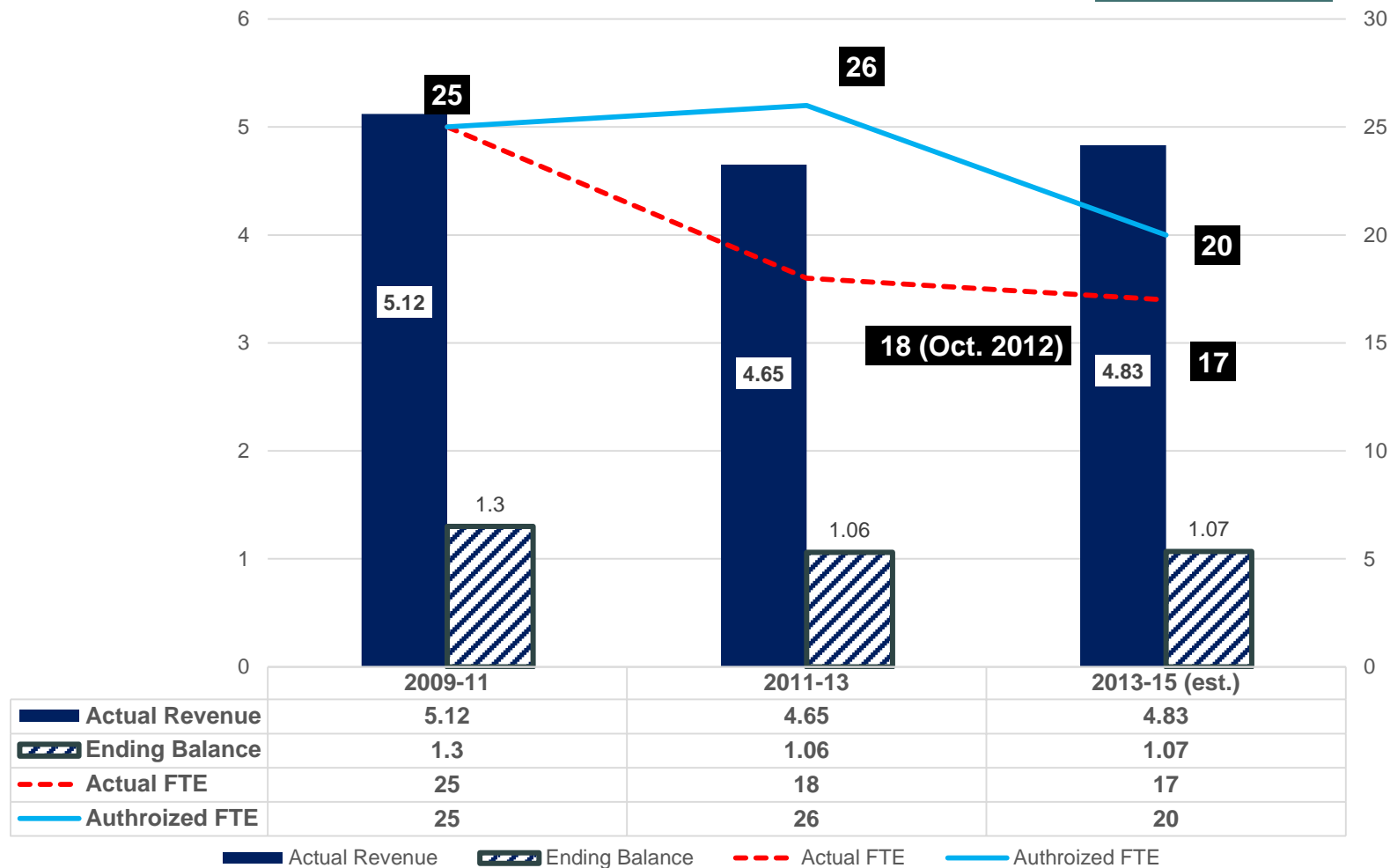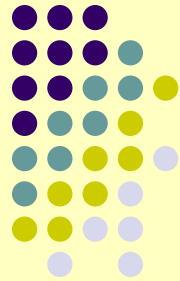
Cost Containment Measures
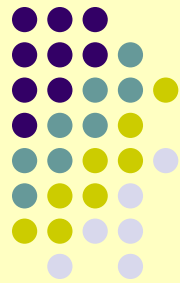
In response to the budget situation, the agency implemented the following cost containments measures:

- Eliminated positions;
- Continued to hold vacancies open;
- Eliminated overtime;
- Eliminated paper licenses (less mailing);
- AG cost containment.

Effects of Declining Budget, Capped Fees, and Cost Containment Measures:

- Email backlogs (KPM #1);
- Licensure backlogs (KPM #2);
- Investigation caseload backlogs (KPM #3);
- Customer service rating declines (KPM #4);
- Missed opportunities in field training and communications.

Email/Phone Call Backlogs:
Email/Phone Calls Responded to in 3 days (KPM #1)
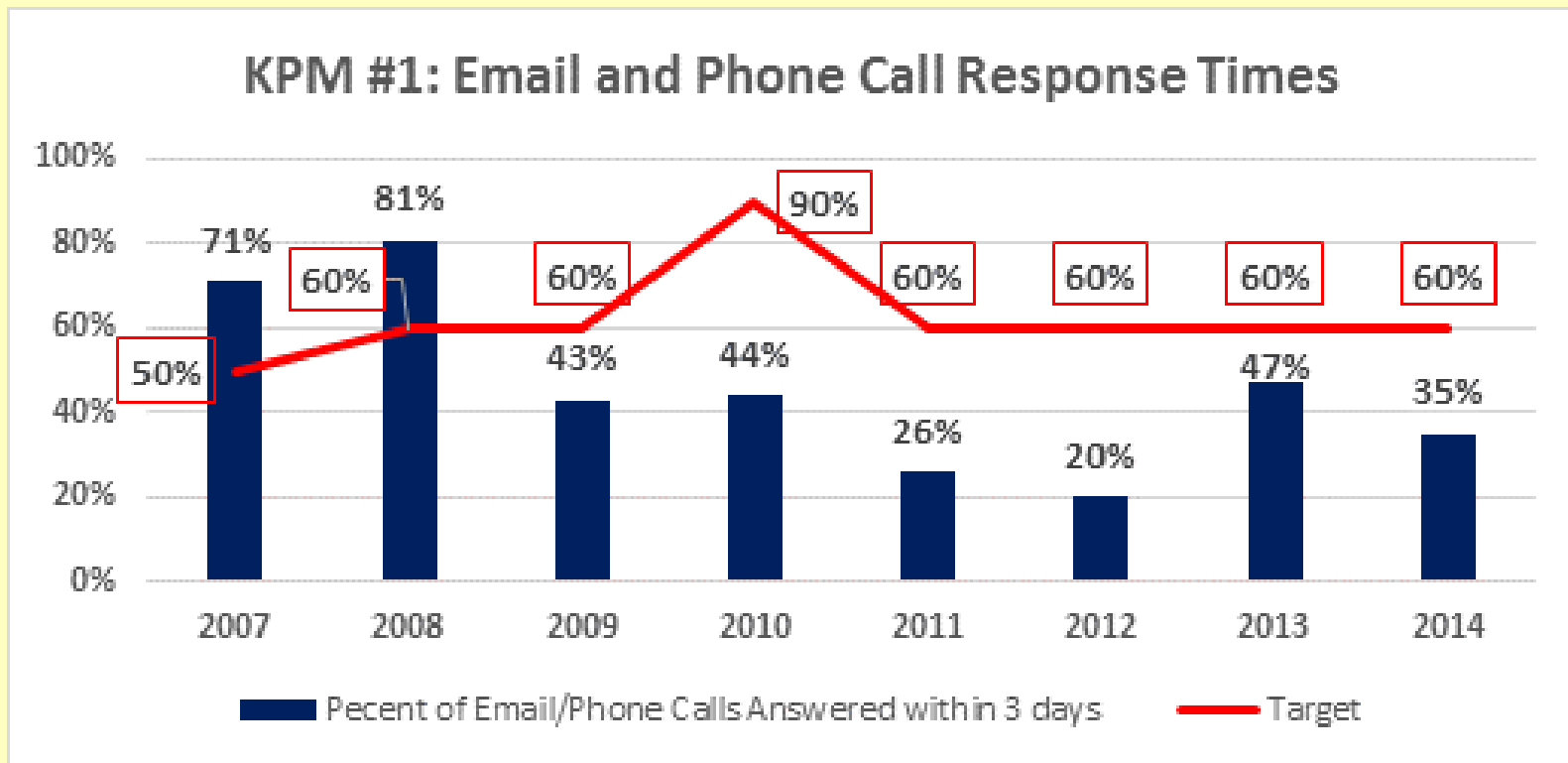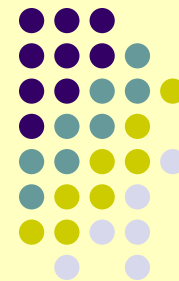
Email/Phone Calls Responded to in 3 days (KPM #1)
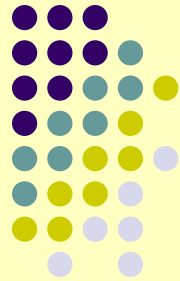
Factors Affecting Performance:

❖ Delays in issuing licenses (understaffed);

❖ Employee lost time (illness/vacation).

Requested Changes to KPM #1:

❖ Remove phone calls from performance measure;

❖ Change target from 60% to 50%.

Licensure Backlog

Licensure application "turn-around" time February 15, 2013: 20 <u>calendar days</u>

(Four evaluators issued about 19,144 licenses annually)

Licensure application "turn-around" time February 15, 2015: 20 _weeks_

(Four evaluators issued about 17,611 licenses annually)

Licensure Backlog

Licensure History
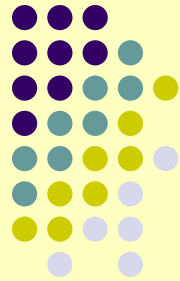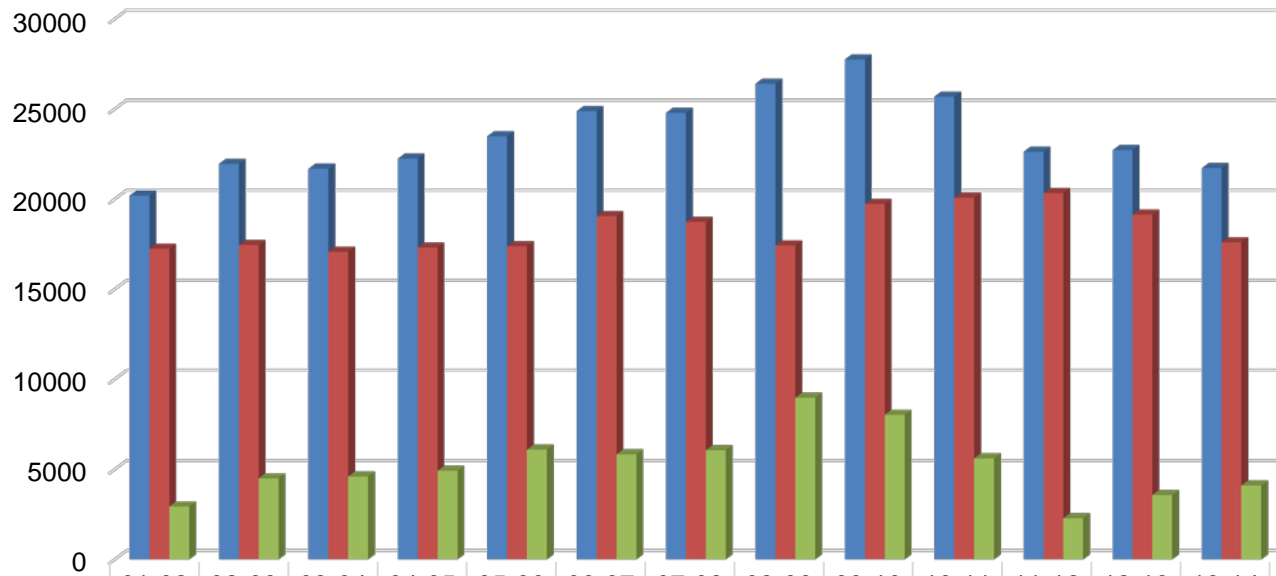
	01-02	02-03	03-04	04-05	05-06	06-07	07-08	08-09	09-10	10-11	11-12	12-13	13-14
■ New Applications	20193	21956	21681	22245	23488	24879	24794	26408	27756	25691	22631	22722	21720
■ Total Licenses Issued	17252	17450	17077	17320	17390	19047	18727	17430	19722	20077	20336	19144	17611
■ Backlog	2941	4506	4604	4925	6098	5832	6067	8978	8034	5614	2295	3578	4109

■ New Applications　■ Total Licenses Issued　■ Backlog

Completed Licensure Applications Processed in 20 days (KPM #2)

KPM #2: Percent of Completed Applications Processed within 20 Days

Legend: Percent of Completed Applications Processed within 20 Days — Target

Bar values: 2006: 26%, 2007: 61%, 2008: 48%, 2009: 29%, 2010: 29%, 2011: 21%, 2012: 31%, 2013: 50%, 2014: 14%

Target values: 30%, 35%, 40%, 40%, 50%, 75%, 50%, 50%, 50%
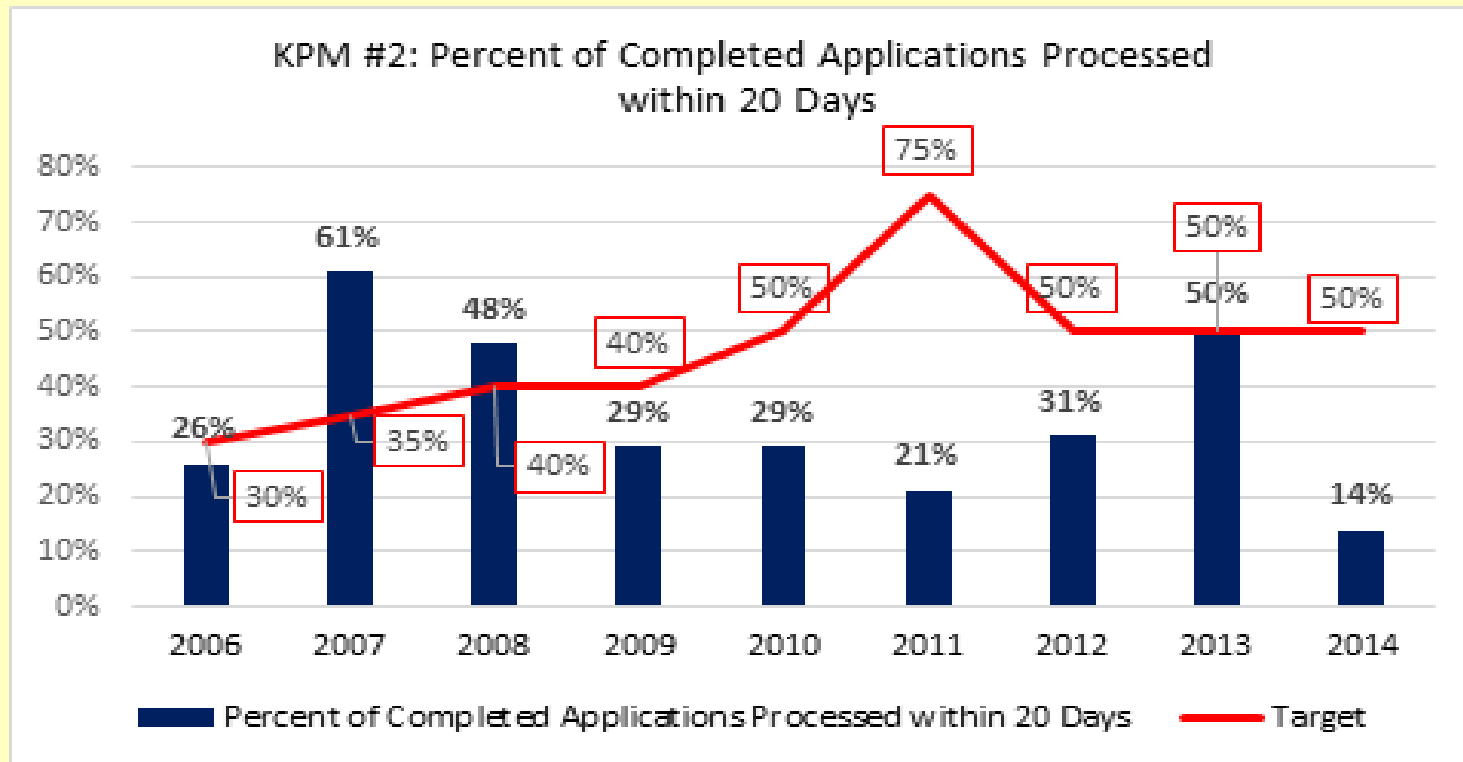
Completed Licensure Applications Processed in 20 days (KPM #2)
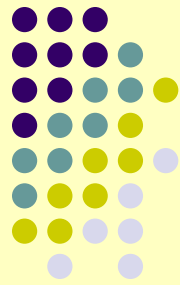
Factors Affecting Performance:

- Too thinly staffed (leave/vacation/layoffs);

- Staffing changes (lost direct supervision);

- Staff pulled off to perform duties of other positions cut last biennium (mail, scan documents, data entry, phone backup, etc.).

No changes requested for KPM #2

Investigation Cases Backlog

Calendar Year	Investigations Completed	Complaints Received	Number of Investigators	Difference Between Investigations and Complaints
2008	257	252	3	+5
2009	283	290	3	-7
2010	278	268	3	+10
2011	249	265	3	-16
2012	227	291	3	-64
2013	236	260	3	-44
2014	132	259	3	-127

Investigation Backlog: Investigated Cases Resolved in 180 days (KPM #3)

KPM #3: Percent of Investigated Cases Resolved in 180 Days

Chart data:
- 2011: 29%
- 2012: 20%
- 2013: 20%
- 2014: 12%

Target line:
- 2011: 50%
- 2012: 50%
- 2013: 50%
- 2014: 75%

Legend: Percent of Investigated Cases Resolved in 180 days (unless pending in another forum) — Target
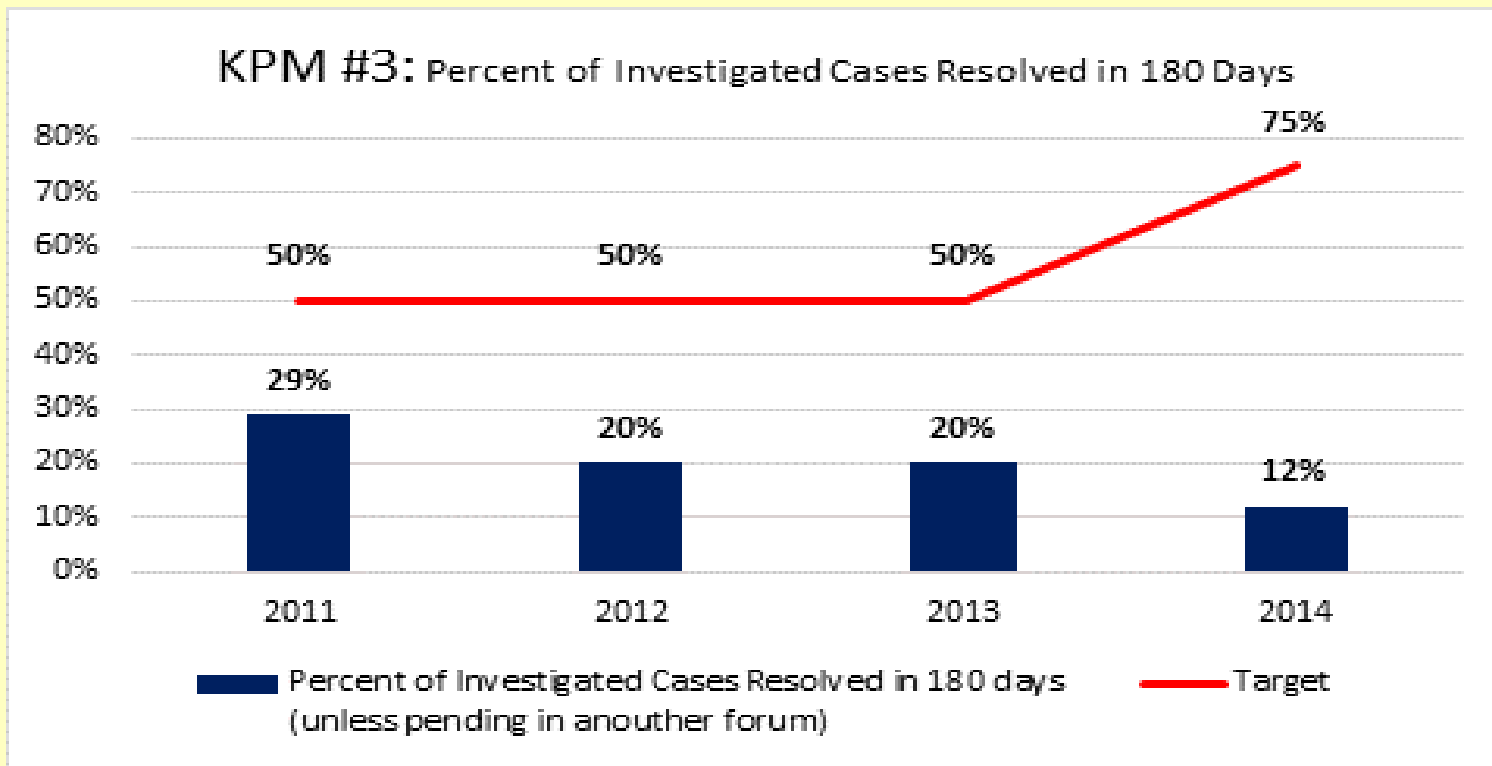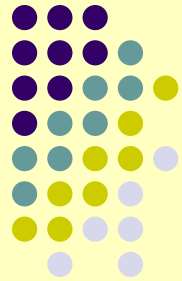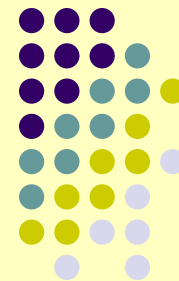
Investigation Backlog: Investigated Cases Resolved in 180 days (KPM #3)

Factors Affecting Performance:

(Data prior to 2011 is not reliable)

- Increase in reported cases;
- Loss of investigator for nearly one year.

Requested changes to KPM #3:

Change to: Investigation Speed: Percent of complaints investigated within 270 days (9 months).

Customer Service: Percent of Customers Rating Agency Service as "Good" or "Excellent" (KPM #4)

KPM #4: Percent of Customers Rating Agency Customer Service as "Good" or "Excellent"

Year	Value	Target
2007	52%	80%
2008	60%	80%
2009	64%	80%
2010	56%	80%
2011	45%	80%
2012	51%	80%
2013	50%	80%
2014	23%	80%

Percent of Customers Rating Agency Customer Service as "Good" or "Excellent"

Target
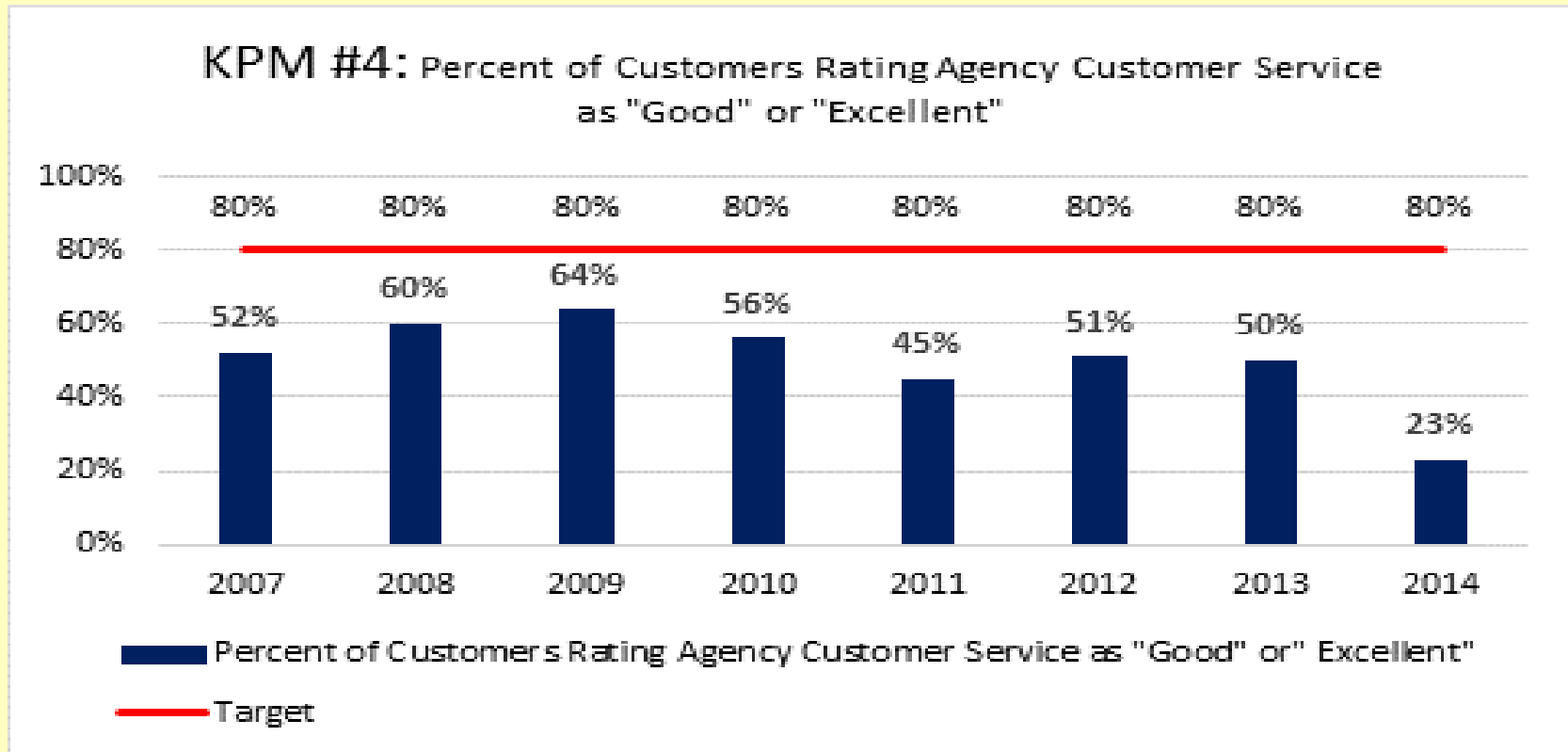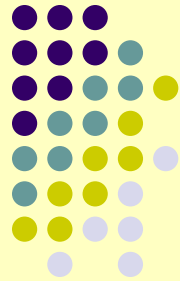
Customers Rating their Overall Satisfaction with the Agency's Customer Service as "Good" or "Excellent" (KPM #4)
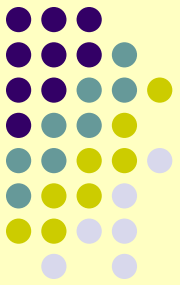
Factors Affecting Performance

- Slow licensure processing times;

- Desire to reach "live body" on phone;

- Slow response times to phone/email;

- Staff turnover/lost time.

No changes requested for KPM #4

Time for Change
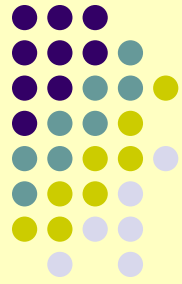
Streamline Strengthen Modernize

Commission Initiatives

- During the 2013-15 biennium, the Commission began a strategic effort to streamline, strengthen and modernize the agency. The main components of this effort are:

  - **Modernizing by agency name change: <u>Professional Educator Standards Board</u>;**
  - **Hiring one director for both licensure and professional practices;**
  - **Developing an online licensing application system;**
  - **Licensure redesign;**
  - **Strengthening educator preparation programs;**
  - **Streamlining professional practices area;**
  - **Improving communications and field assistance.**

Online Application System
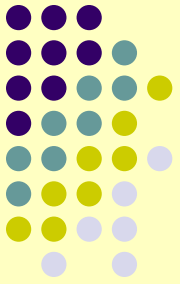
- Currently educators must pay for licenses through the mail by check;

- Cumbersome process – opening mail, staff handling nearly $5 million in fees per biennium by hand.

- New online application system:

  - Apply for license online;

  - Pay for license online;

  - Check status of license application online;

  - Eliminates need for manual processing.

Online Application System
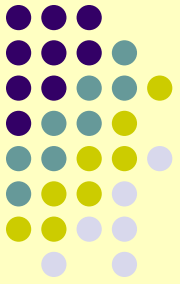
- Developed through NIC Systems under the umbrella of the DAS contract;

- NIC has developed a similar system for the Hawaii professional educator standards board;

- <u>Cost of system will be paid for by $10 technology fee on licensure application</u>;

- Plan to have first phase operating in fall 2015.

- Initiatives for 2015-17:

  - Fully implement online system by January 1, 2016;

  - Eliminate licensure backlog;

  - Eliminate email backlog.

Licensure Redesign
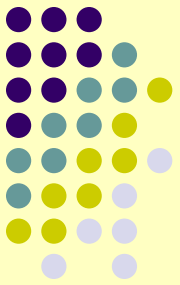
Current Licensure Design:

Two Distinct Designs:

- Licenses issued from 1965-1999:
  - Basic; Standard.
- Licenses issued from 1999 to present:
  - Initial; Continuing.
- Licensure Redesign Committee has been meeting for over two years to develop new tiered licensure structure.

Licensure Redesign
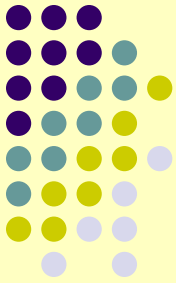
Proposed Licensure Redesign: HB 2411

- All licenses in one system;
- Teaching Licenses:
  - Preliminary;
  - Professional (Created by 2013 Legislature);
  - Distinguished (Created by 2013 Legislature); and
  - Legacy.
- <u>Initiatives for 2015-17</u>:
  - Redesign administrator license system;
  - Redesign personnel license system;
  - Redesign CTE licenses. The focus on CTE license redesign will be to help expand supply of CTE teachers.

Strengthening Oregon Teacher Preparation Programs
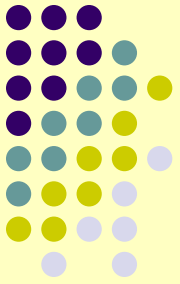
- Increased rigor of approval standards;
- Increased rigor of program reviews by state site teams;
- Adopted edTPA (performance assessment) for new teacher candidates;
- Initiatives for 2015-17:
    - Increase training of program review teams;
    - Federal Higher Education Act (Title II) requirements;
    - Implementation of edTPA;
    - Review and improve standards for administrator programs;
    - Improving preparation in educator ethics;
    - Improving training for supervisors of student teachers (stronger clinical practice).

Streamlining Professional Practices Area

- Created a streamlined early review and disposition system for new cases;

- Created plan for digitizing cases;

- Initiatives for 2015-17:

  - Eliminate backlog of cases;

  - Complete all new investigations within 12 months;

  - Create system for ethics training for current workforce;

  - Start digitizing cases – eliminate need for off-site storage;

  - Research case management software.

Improving Communications and Field Services
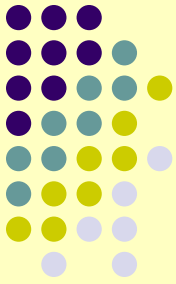
- Communications and field services have not been able to be adequately addressed because of the agency's current budget environment.

- Initiatives for 2015-17 biennium:

  - Restart newsletter;

  - Provide technical assistance to districts;

  - Provide technical assistance to preparation programs;

  - Provide data to preparation programs to allow for the long-term tracking of their candidates.
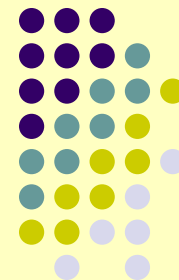
Legislative Role

Agency Proposed Legislation
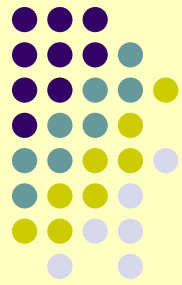
HB 2411:

- ❖ New licensure design;
- ❖ Name change (Professional Educator Standards Board);
- ❖ Increase current fee caps.

HB 2412:

- ❖ Housekeeping and minor policy changes.

TSPC 2015-17 Budget (GB)
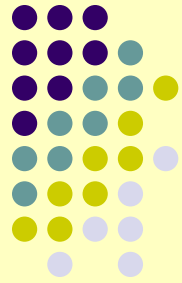
Five Policy Packages:

Fee Increase (POP 101);

Licensure Backlog (POP 105);

Investigation Backlog (POP 102);

Program Approval Support (POP 104);

Administrative Support (POP 103).

Policy Package 101: Fee Increase
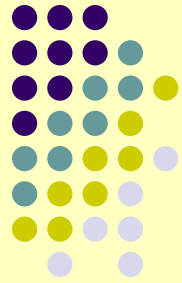
Licensure Action	Current Fee	Proposed Fee
License Renewal	$100	$140
New In-State Applications	$100	$140
New Out-of-State Applications	$120	$190
Charter School Registrations & Renewals	$75/$25	$140
Fingerprints	$57	$57
Convenience Fee (NIC)	$0	$10
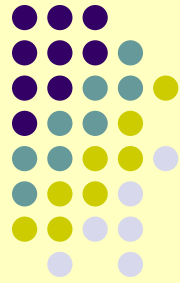
Policy Package 105: Licensure/Email Backlog

Reduce Email Backlog:

- Add 1.0 FTE Public Service Representative (Limited Duration);
  - Increase phone/email coverage.

Increase Staff Issuing Licenses:

- Add 1.0 FTE Administrative Specialist 2 (Limited Duration);
  - Issue more licenses.

SUMMARY OF EXPENDITURES:

Personal Services: $219,301

Services and Supplies: $ 51,984

Total: $271,285

Policy Package 102: Professional Practices Staff
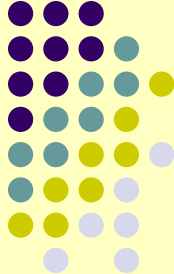
Increase Professional Practices Staff :

- Add 1.0 FTE Investigator 2 (Limited Duration);
  - Reduce backlog.
- Add 1.0 FTE Office Assistant 2 (Limited Duration)
  - Reduce backlog.

SUMMARY OF EXPENDITURES:

Personal Services: $215,548
Services and Supplies: $ 48,588
Total: **$264,136**

Policy Package 104:
Program Approval Compliance

Add Support for Program Approval:

- Add 1.0 FTE Compliance Specialist 2;
  - Site visit support; federal compliance; edTPA implementation.

SUMMARY OF EXPENDITURES:

Personal Services: $143,199

Services and Supplies: $ 25,992

Total: **$169,191**

Policy Package 103: Executive Support
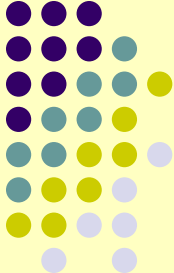
Executive Support:

- Add 1 FTE Principal Executive Manager A;
  - Budget, security plan, administrative rules, etc.

<u>SUMMARY OF EXPENDITURES</u>:

Personal Services: $141,294

Services and Supplies: $ <u>25,992</u>

Total: $167,286
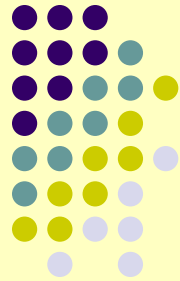
Agency Organization

2015-2017 Proposed Organizational Chart

Teacher Standards and Practices Commission
17 members

Executive Director
(PEM F)
1.0 FTE

Deputy Director/Director
Teacher Education
(PEM E)
1.0 FTE
MESN Z7008

Director of Licensure and
Professional Practices (PEM C)
1.0 FTE
MESN Z7004

Executive and Commission
Support
(PEM A)
1.0 FTE

Accreditation/Accountability Support
Compliance Specialist 2
1.0 FTE
OA C5247

Information System
Support
(ISS 2)
1.0 FTE
OA C 482

Licensure Evaluators
(Adm Spec 2)
8.0 FTE (2.0 new LD)
OA C0108

Public Service
Representatives
(PSR 3)
5.0 FTE (2.0 new LD)
OA C0323

Legal Liaison
(Inv 3)
1.0 FTE
OA C 5233

Investigators
(Inv 2)
4.0 FTE **(1.0 new LD)**
OA C5232

Investigative Support
(OS 2)
2.0 FTE
OA C0104

Discipline Document
Scanner
(OA2)
1.0 FTE **(Limited Duration)**
OA C0102

Data Classification Level: 1 -- Published; DO: Chamberlain

Quantifying Results (Deliverables)
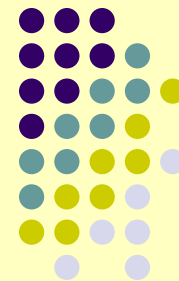
- **Fee Increase (101)**
  - Agency will continue to post revenue gains and expenditures monthly and will continue to monitor revenues versus expenditures;
  - The first six months of the biennium, there will not be a fee increase. Staff hired immediately.
- **Licensure Staffing (105)** *(Limited Duration)*
  - Issuing licenses within 20 days of receiving complete application by end of 2015-17 biennium;
  - Reduce email backlog; Answer new email within three days of receipt.
- **Investigator Staffing (102)** *(Limited Duration)*
  - 80 more cases per biennium;
  - Reduction of case backlog. Reduction will depend on future growth of new cases.
- **Program Approval Staffing (104)**
  - Implementation of edTPA teacher candidate assessment;
  - Review of administrator programs;
  - Review and improvement of ethics training;
  - Training of review team members;
  - Development of training system for supervisors of student teachers (strengthening clinical practice);
  - Collecting candidate data for preparation programs.
- **Executive Support (103)**
  - Security plan completed by April 2016;
  - Restart the agency newsletter by January 1, 2016;
  - Assist with ensuring the content on the agency web site is current (ongoing – part of implementation of new online application system);
  - Complete timely evaluations of administrative staff annually.