



**PRESENTATION TO EDUCATION SUBCOMMITTEE
WAYS & MEANS**

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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.

TSPC Goals



-
- Establish high standards for educator preparation excellence and regularly review approved programs for delivery of adopted licensure standards;
 - Provide leadership for professional licensure standards, including standards for cultural inclusion, educator dispositions, and subject-matter competency;

TSPC Goals



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- Provide timely high quality services to licensees, higher education, and the public;
 - Maintain and develop clear, concise and easy to understand administrative rules; and
 - Establish high standards for educator professional conduct and regularly communicate those standards to the field.

Historical Perspective



-
- *TSPC was established in 1965 and became a separate agency in 1973.*
 - *There have been five executive directors in the agency's history.*
 - *TSPC is the oldest of only eleven (11) existing independent Professional Educator Standards Boards in the United States.*

The Commission



- Meets Quarterly (2-3 day meeting)
- 17 Commissioners
- Appointed by the Governor
- May serve (2) three-year terms
- Confirmed by the Senate

17 Commissioners

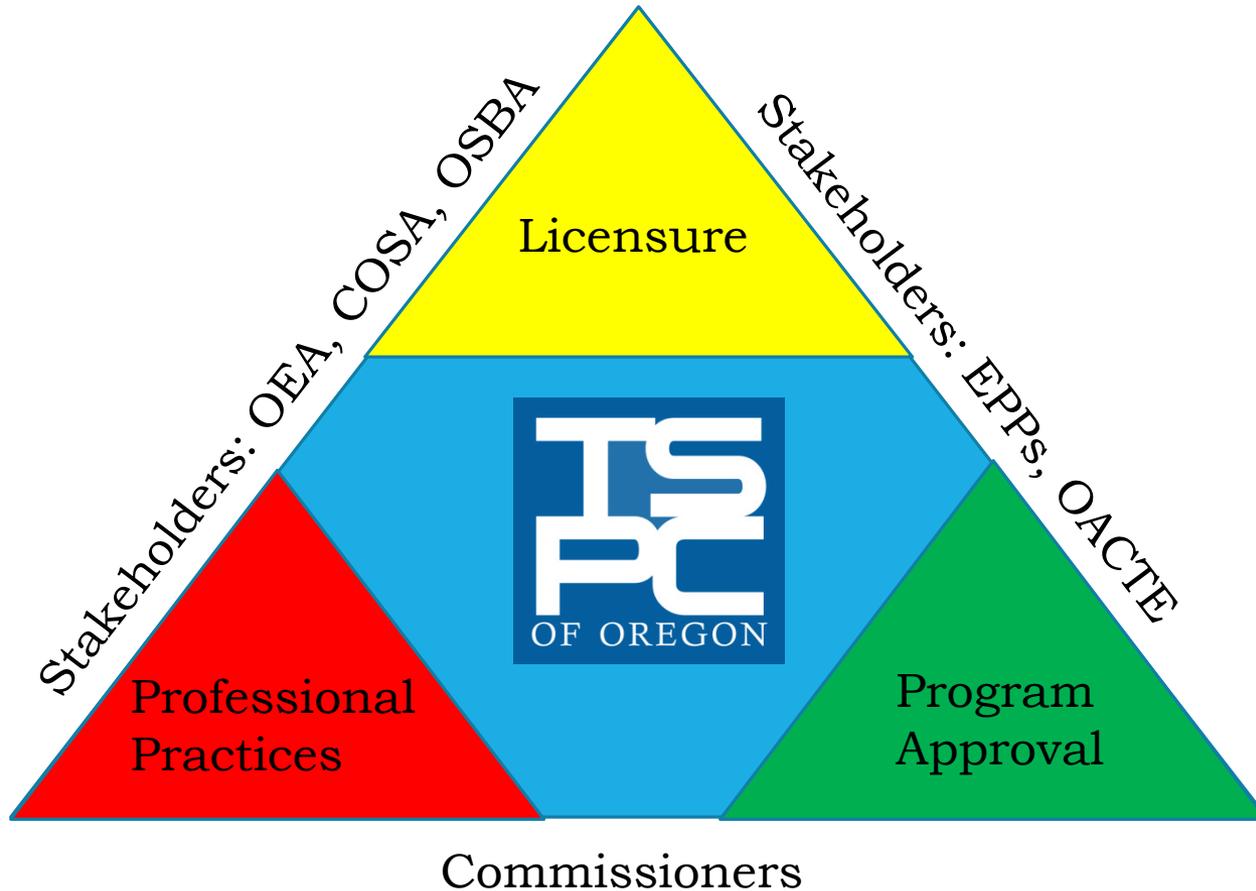


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- 4 elementary school teachers
 - 4 secondary school teachers
 - 1 elementary principal
 - 1 secondary principal
 - 1 superintendent
 - 1 education service district superintendent
 - 1 public university faculty member
 - 1 independent university faculty member
 - 1 school board member
 - 2 general public members

** Representation is geographically balanced*



Agency Organization

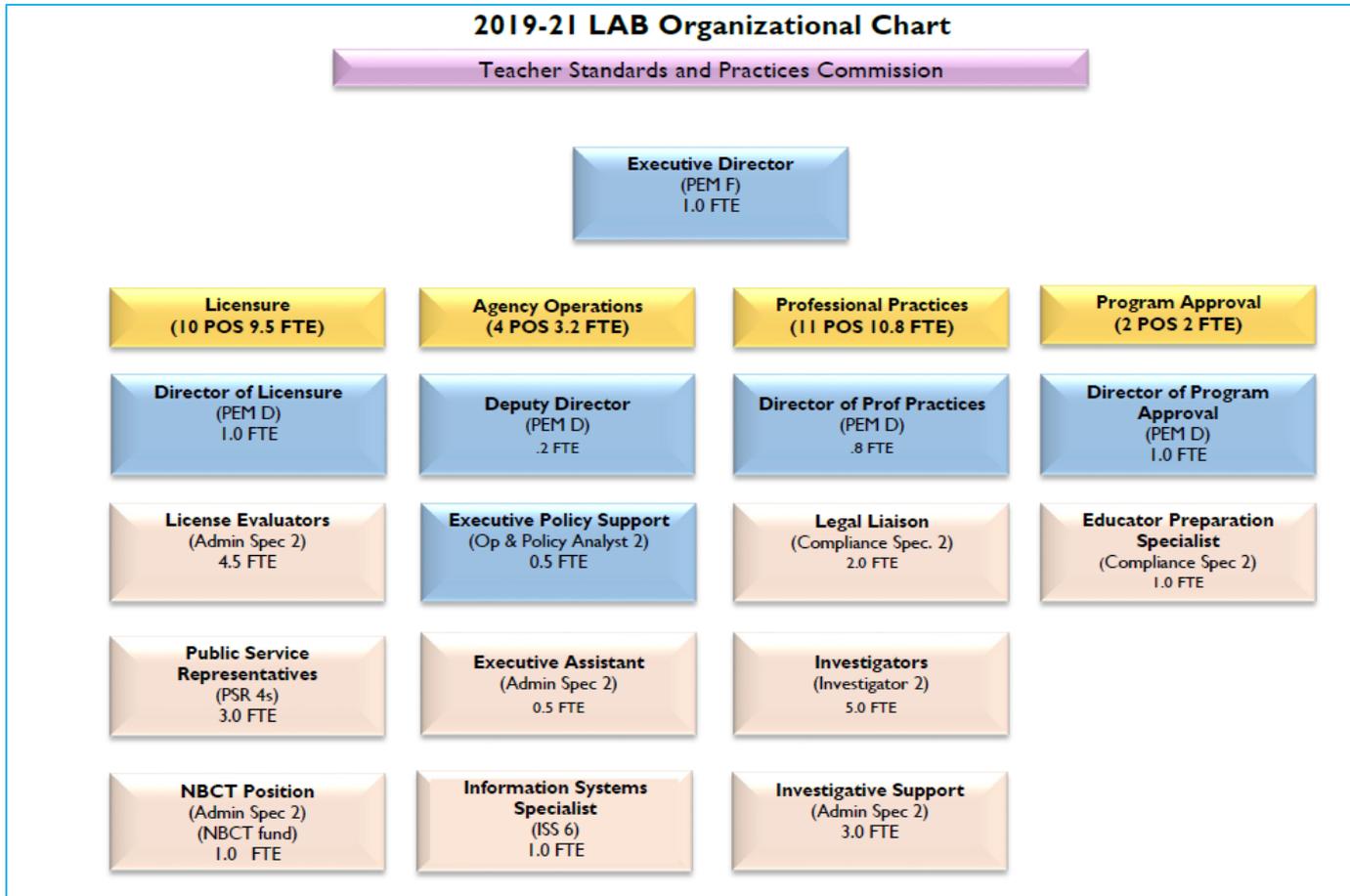


TSPC has three program areas:



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- ❖ **Licensure:** Establish rules and standards for licensure and issuing licenses to public school teachers, administrators, school counselors, school psychologists and school social workers. Establish a registry of charter school teachers and administrators and certify school nurses.
 - ❖ **Educator Preparation Program Approval:** Adopt standards for state educator preparation program approval for college and university educator preparation programs that lead to licensure in the state of Oregon; and
 - ❖ **Professional Practices (Investigations/Discipline):** Maintain professional standards of competent and ethical conduct of all licensed public school, registered charter school educators, and certified school nurses.

Agency Organization 2019-21 (25.5 FTE)



Agency Operations



The agency contracts with the Department of Administrative Services (DAS) for the following:

- Human Resources
- Accounting, Budgeting and Payroll services
- Legal (assigned Assistant Attorney General)
- Information Technology Services
 - Enterprise Technology Services (ETS) for server hosting and hardware
 - Technology Service Center (TSC) for software and “help desk” services
 - Consortium to implement Microsoft 365

Various agency staff interacts with these DAS services to pay bills, post open positions, solve IT issues, etc.



Licensure Program Summary

Licensure Program Summary



Clients Served:

- Students
- General Public
- Licensed Teachers
- Administrators
- School Counselors
- School Psychologists
- School Social Workers
- Certified School Nurses
- Registered Charter School Teachers
- Registered Charter School Administrators

Licensure Program Summary



ORS Chapter 342.120 requires the Commission to **license** all public school educators:

- Who are employees in public schools or education service districts; and
- Who have direct responsibility for instruction, coordination of educational programs or supervision or evaluation of teachers; and
- Who are compensated for their services from public funds.

Licensure Program Summary



ORS Chapter 342 also requires the Commission **to register** all public charter school educators who are not already licensed by TSPC.

Licensure Program Summary



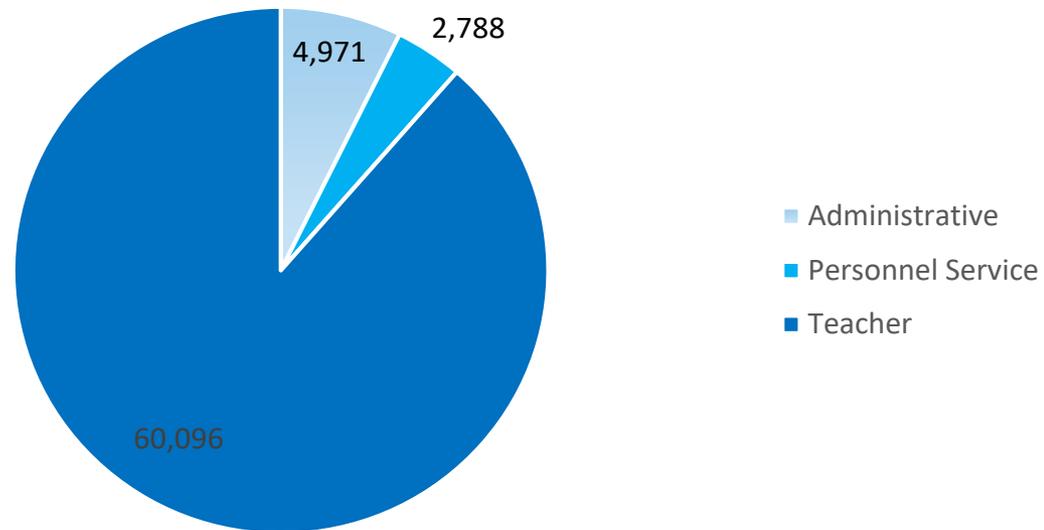
Licenses are renewed every three or five years, depending on the type of license. The licensure application and renewal process generally includes:

- Providing evidence of program completion (formal preparation as an educator);
- Fingerprinting;
- Criminal background checks; and
- Monitoring of continuing professional development (CPD).

Types of Licenses Issued



Total Licenses by Type



Available Teaching Licenses



- Preliminary Teaching License (3 year license)
- Professional Teaching License (5 year license)
- Teacher Leader License (5 year license)
- Legacy Teaching License (3 year license)
- Reciprocal Teaching License (1 year license)
- Restricted Teaching License (1 year for a total of 3)
- Limited Teaching License (3 year license)
- Restricted Career and Technical License (1 year license)
- Preliminary Career and Technical License (3 year license)
- Professional Career and Technical License (5 year license)
- Substitute Teaching License
- Restricted Substitute Teaching License
- International Visiting Teaching License

Endorsements available in:

- 37 Academic areas
- 23 Career and Technical Education areas
- 11 Legacy areas to honor teaching experience and former “highly qualified” status
- Limited License endorsements such as PE/Dance, ROTC, and CTE areas not requiring CTE licensure

Administrator Licenses Available



- Redesign transition from 2019 through 2022
- Two license types that distinguish between **building** and **district-wide** assignments

Former Administrator License	Transitions to:
Initial	Principal
Preliminary (Basic)	Principal
Continuing	Professional
Professional (Standard)	Professional
Distinguished	Professional
Initial not completed Pro-AL	<p>Principal. At their next renewal, they may:</p> <ul style="list-style-type: none"> • Complete their Pro-AL as advised; or • Continuously renew their Principal; or <p>After 8/1/2022, must complete new Pro-AL requirements if they achieve a district-office position</p>

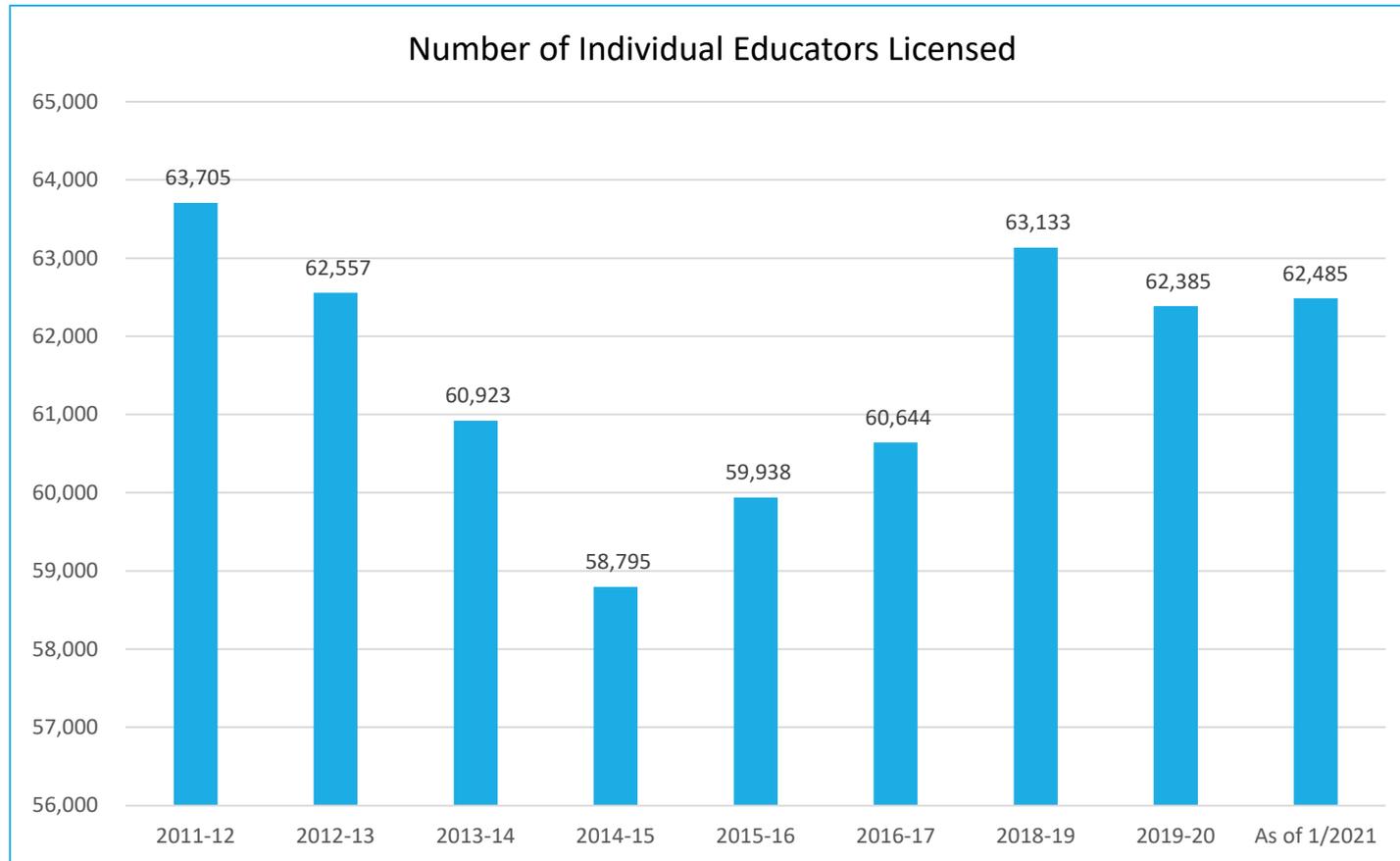
Personnel Service Licenses Available



Redesign Scheduled for Fall, 2021

- **School Counselor**
 - Legacy
 - Preliminary
 - Professional
 - Reciprocal
 - Emergency
 - Restricted
- **School Social Worker**
 - Preliminary
 - Professional
 - Reciprocal
 - Restricted
 - Emergency
- **School Psychologist**
 - Legacy
 - Preliminary
 - Professional
 - Reciprocal
- **Limited Student Services**
(Cannot be employed as a school counselor, school social worker, nor school psychologist)

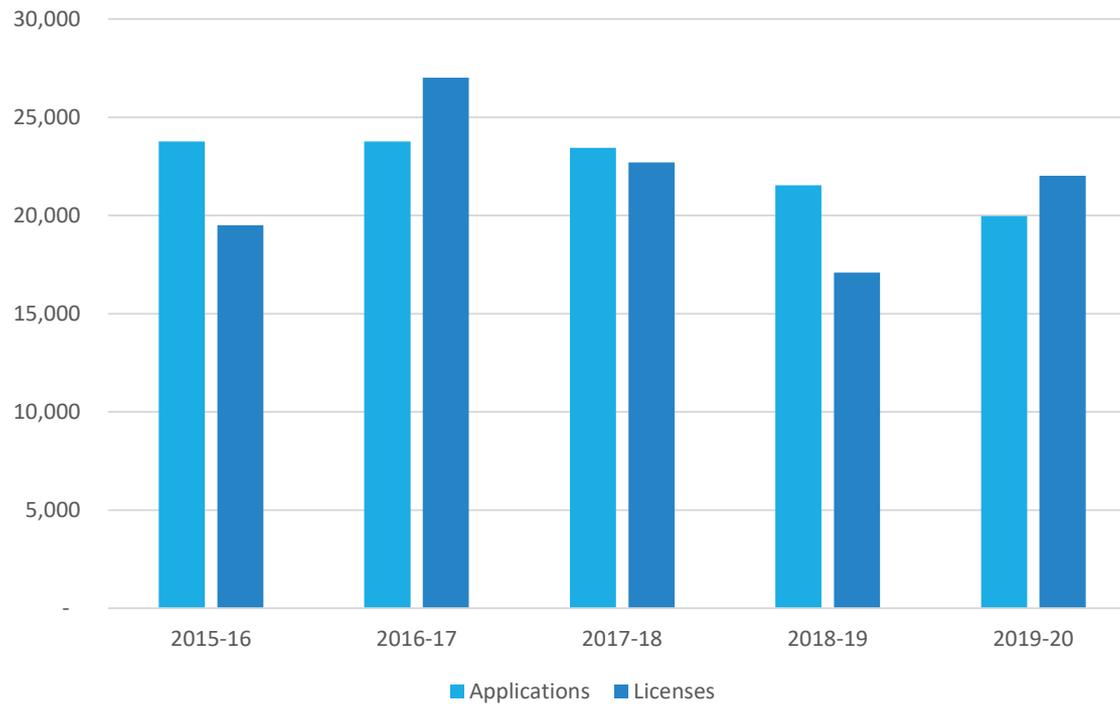
Trend in Total Licensed Educators



Application Volume



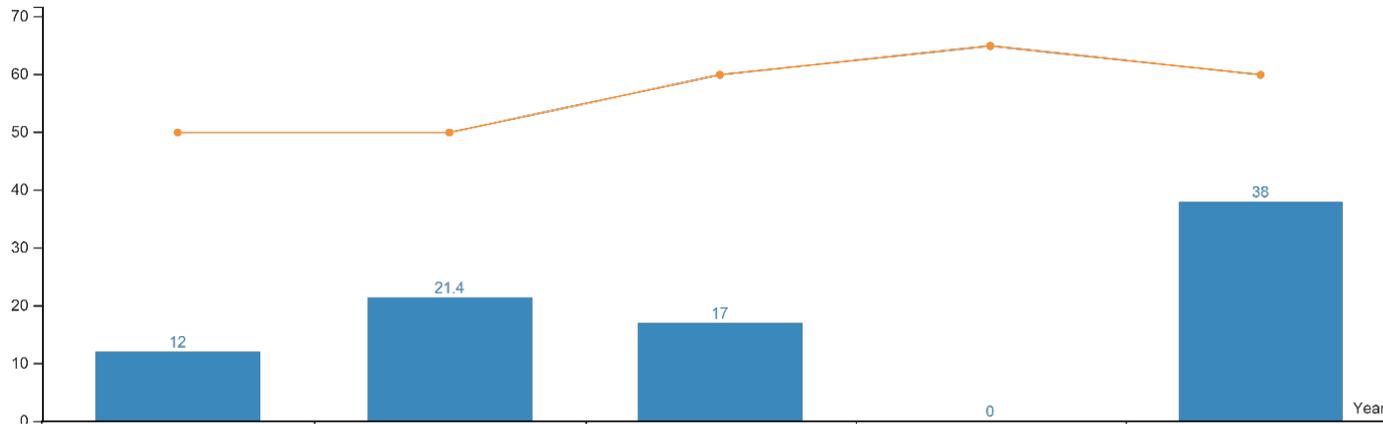
Applications Received and Licenses Issued



KPM 2: Applications Processed within 30 days



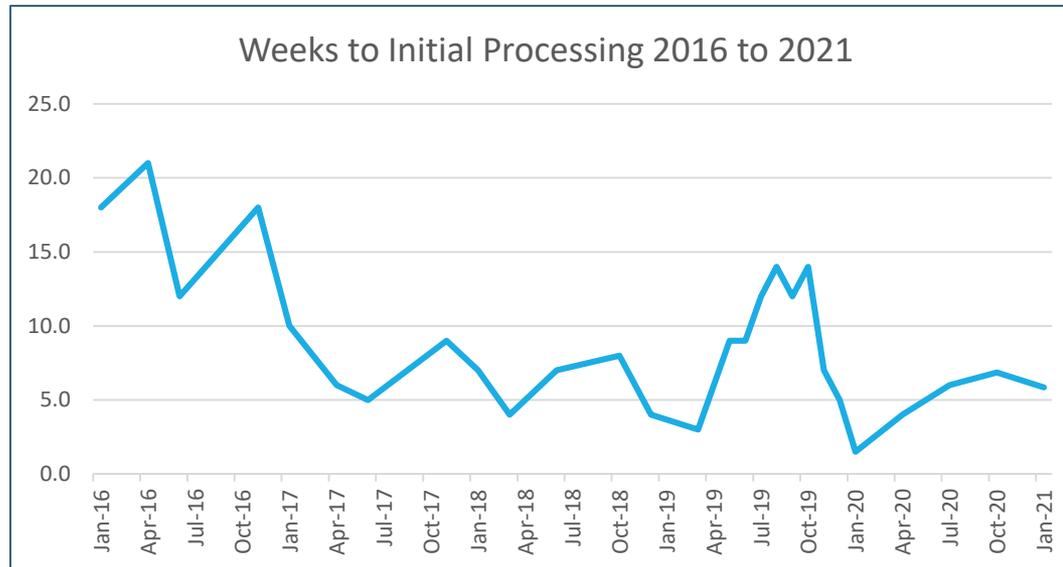
KPM #2 APPLICANT CUSTOMER SERVICE - Percent of license applications initially processed within 30 days.
Data Collection Period: Jan 01 - Sep 15



Report Year	2016	2017	2018	2019	2020
Percent of applications initially processed in 30 days					
Actual	12%	21.40%	17%	No Data	38%
Target	50%	50%	60%	65%	60%

- During the summer and fall seasons, evaluators spend more time working directly with districts, taking them away from working “date order” applications.

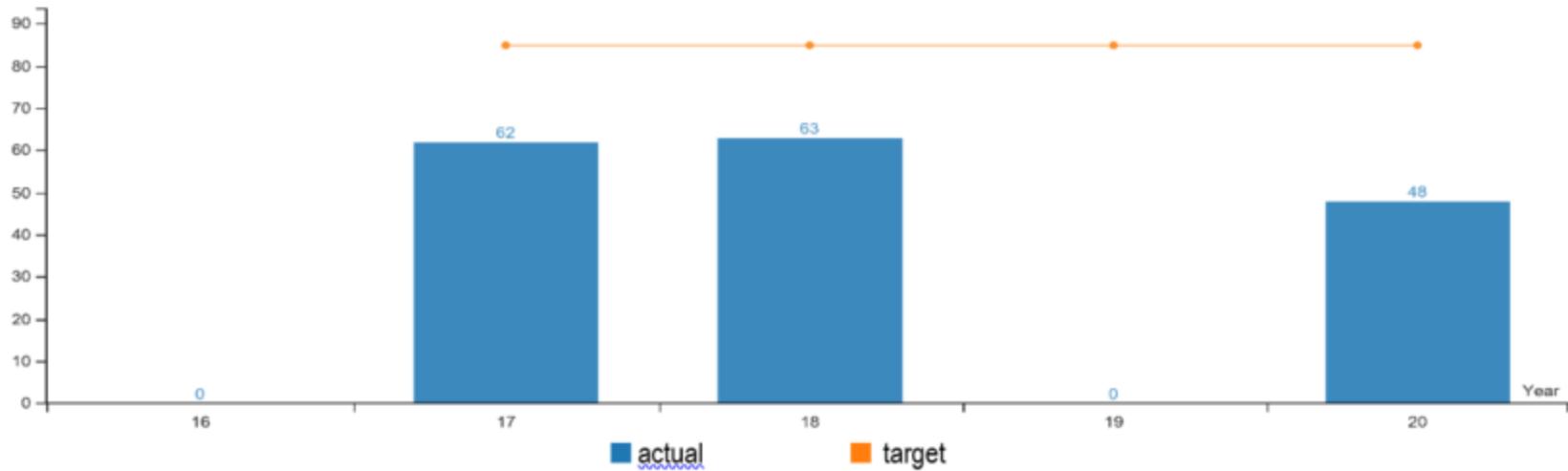
KPM 2: Applications Processed within 30 days



- Since October 1, 2020, Oregon processes in less than 45 **days**, not weeks.
- Compare with California (57 days); Wyoming (42-60 days); Alaska (24 days).

KPM 1: Email Customer Service

Percent of email responded to within 3 days

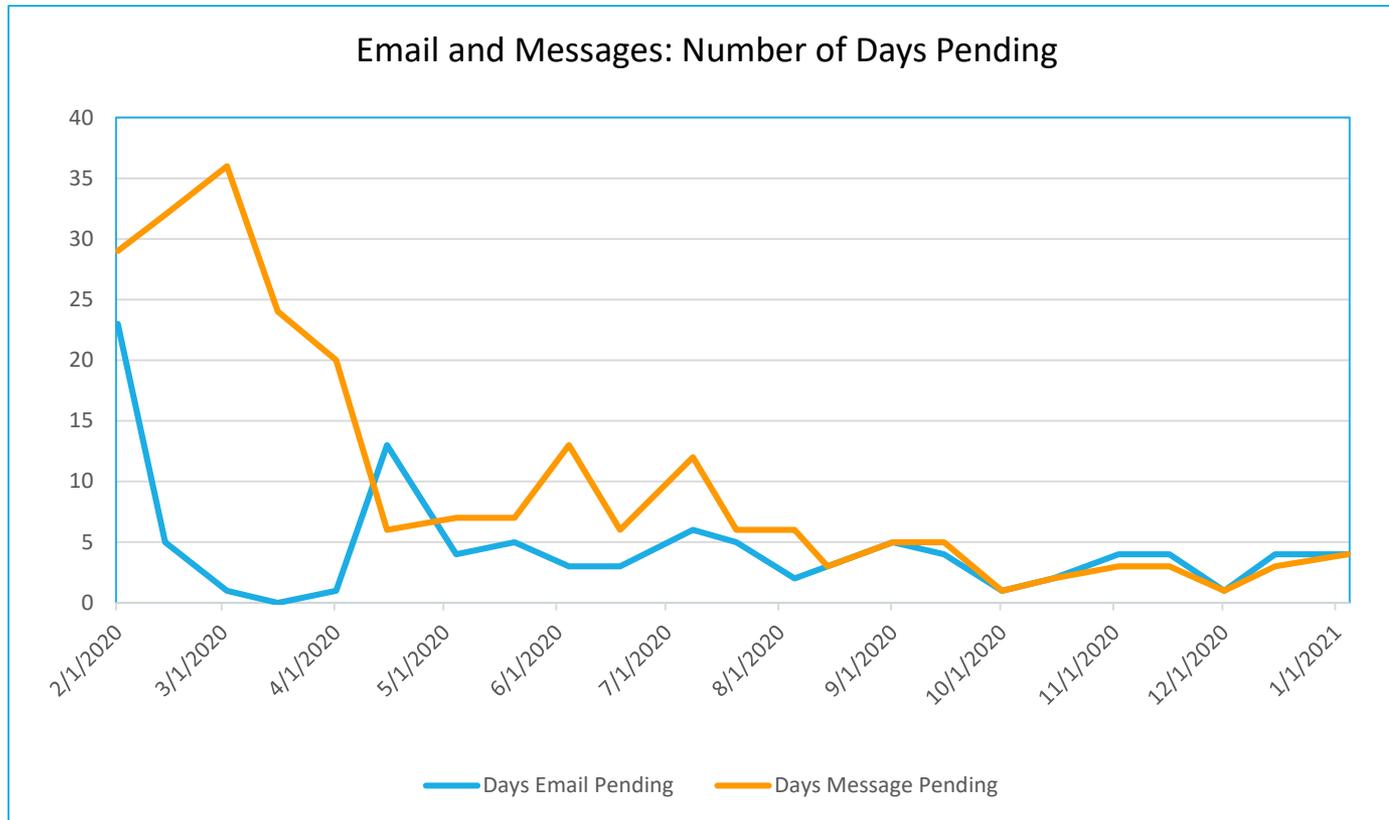


Report Year	2016	2017	2018	2019	2020
Actual	No Data	62%	63%	No Data	48%
Target	TBD	85%	85%	85%	85%

- 2019 change in technology made short term gap in tracking email. 2020 percentage calculated differently from previous years. Pending emails is now a better measure.
- Correspondence since 2020 include Messages and email. See next slide.

KPM 1: Email Customer Service

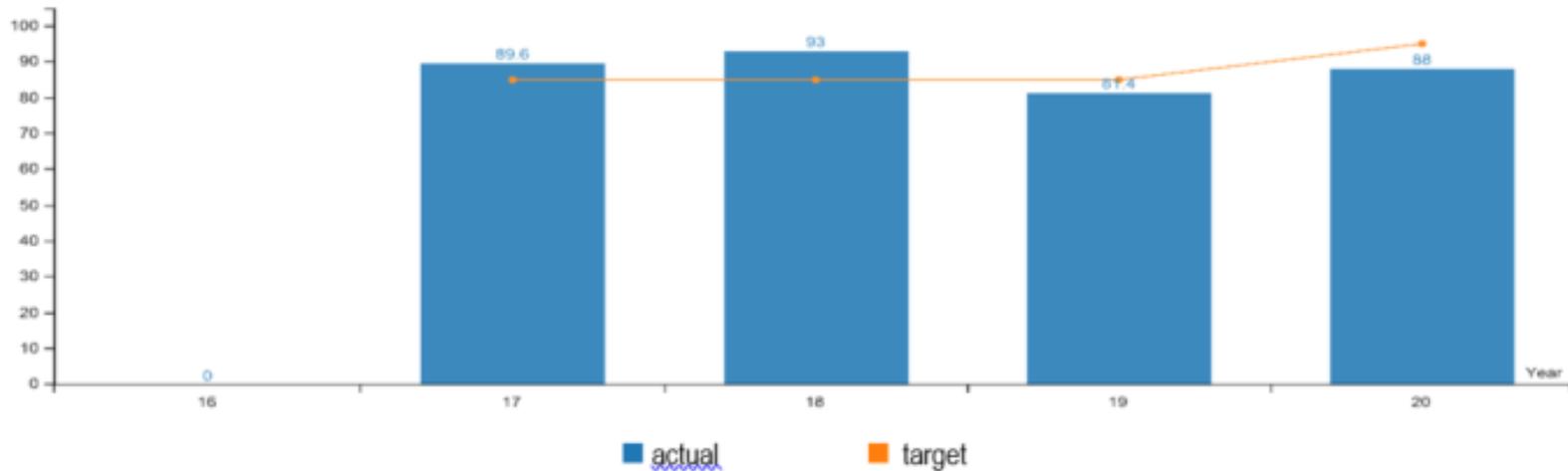
Percent of email responded to within 3 days



➤ Messages = correspondence through the eLicensing application.

KPM 4: Phone Customer Service

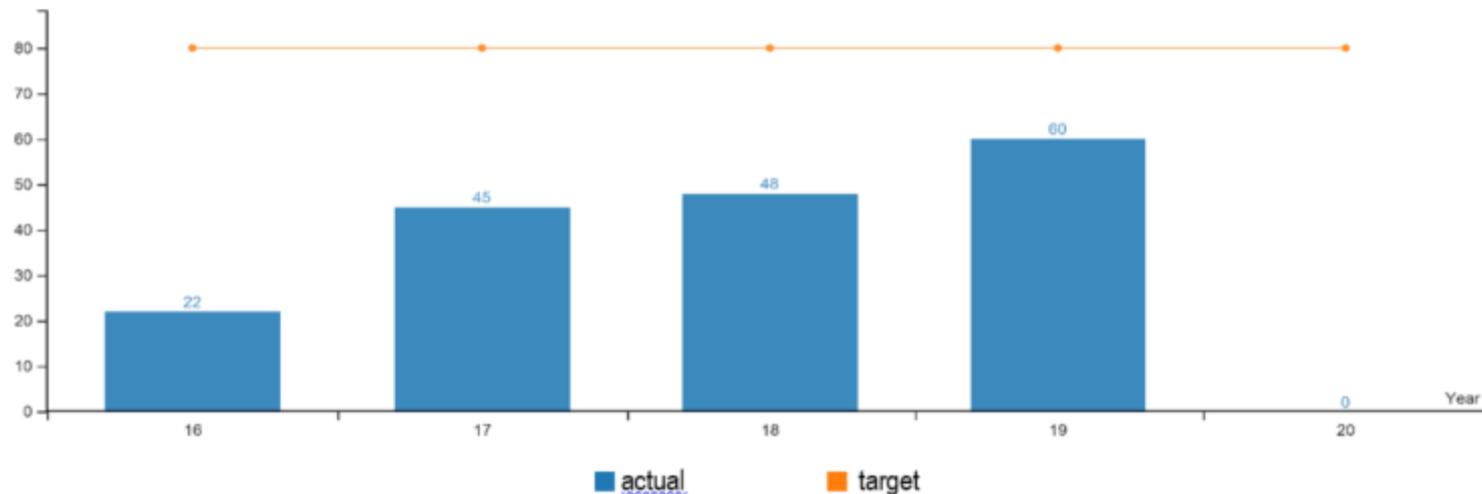
Percent of phone calls responded to that are not abandoned.



Report Year	2016	2017	2018	2019	2020
Phone Customer Service					
Actual	No Data	89.60%	93%	81.40%	88%
Target	TBD	85%	85%	85%	85%

Call Center closed March 2020 due to COVID restrictions.

KPM 5: Customer Service Satisfaction



Report Year	2016	2017	2018	2019	2020
Actual	22%	45%	48%	60%	No Data
Target	80%	80%	80%	80%	80%

- 2019 change in technology ended the ability to collect this data.
- Staff is developing new methodology that should increase the response rate and data validity.



Educator Preparation Program Approval Summary

Educator Preparation Program Approval Policy Summary



ORS 342.147 requires the Commission to “establish by rule standards for approval of teacher education institutions and teacher education programs.”

Require all Oregon programs to be nationally accredited by the Council for the Accreditation of Educator Preparation by no later than July 1, 2025. The Association for Advancing Quality in Educator Preparation is a second approved accreditor.

Educator Preparation Program Approval Policy Summary



-
- Licensure tests review
 - Aligning state standards for content areas (math, language arts, chemistry, special education, etc.) with national standards
 - Acting as liaison to the colleges and universities
 - Providing training and assistance to implement the teacher preparation performance assessment (edTPA)
 - Fulfilling Oregon's federal higher education act (HEA) Title II reporting requirements.

Educator Preparation Program Approval Policy Summary



Clients Served:

- ❖ Students
- ❖ General Public
- ❖ Educator Candidates
- ❖ Future Educators
- ❖ 15 Educator Preparation Programs
- ❖ School Districts
- ❖ Education Service Districts

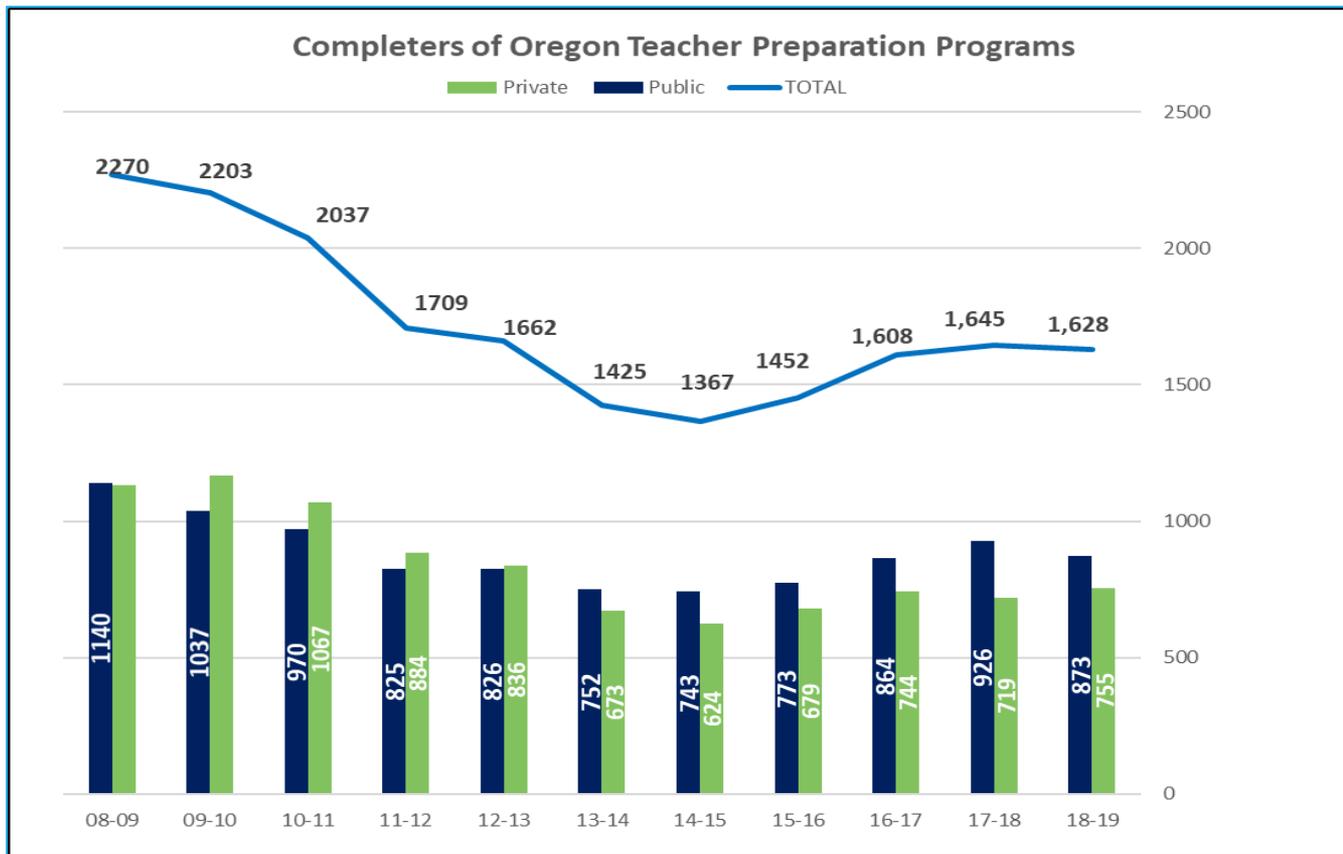
Educator Preparation Program Approval Policy Summary



Oregon Educator Preparation Programs (15 units)

Concordia University (Oregon) (closed 2020)	Bushnell University (formerly Northwest Christian University)
Concordia University/COSA (Chicago)	Oregon State University
Corban University	Pacific University
Eastern Oregon University	Portland State University
George Fox University	Southern Oregon University
Lewis & Clark College	University of Oregon
Linfield College	University of Portland
Marylhurst University (closed 2018)	Warner Pacific College
Multnomah University (program eliminated 2017)	Western Oregon University

New Teacher Completers (Oregon Programs)





Professional Practices (Investigations/Discipline) Summary

Professional Practices (Investigation/Discipline) Summary



ORS Chapter 342 requires the Commission to “suspend or revoke the license or registration of a teacher or administrator, discipline a teacher or administrator or suspend or revoke the right of any person to apply for a license or registration” under proscribed circumstances.

Professional Practices (Investigation/Discipline) Summary



- Required to investigate all complaints or information received from educators or the public regarding possible licensed educator misconduct.
- The agency is required to annually publish online the list of educators and preservice candidates who have been subject to discipline.

Professional Practices (Investigation/Discipline) Summary



Clients Served:

- ❖ Students
- ❖ General Public
- ❖ Investigated Educators
- ❖ Educator Candidates
- ❖ School Districts
- ❖ Education Service Districts
- ❖ Charter Schools

Types of Discipline Actions



-
- **Private reproof** with monitoring period.
 - **Public reprimand.**
 - **Probation.**
 - **Suspension** of the educator's license(s) or the educator's right to apply for licensure.
 - **Revocation** of the educator's license(s) or the educator's right to apply for licensure.

Investigations



Overview:

- In 2020, the agency received **207 new cases** and **completed 255 investigations**.
- The agency measures the quality and timeliness of services based on the average time to complete investigations. Cases are prioritized based on severity of allegations.
- In 2020, the average time to complete investigations: **11.7 months** (from date of complaint to completion of investigation).
- As of February 2021, the agency has **164 cases pending investigation**.

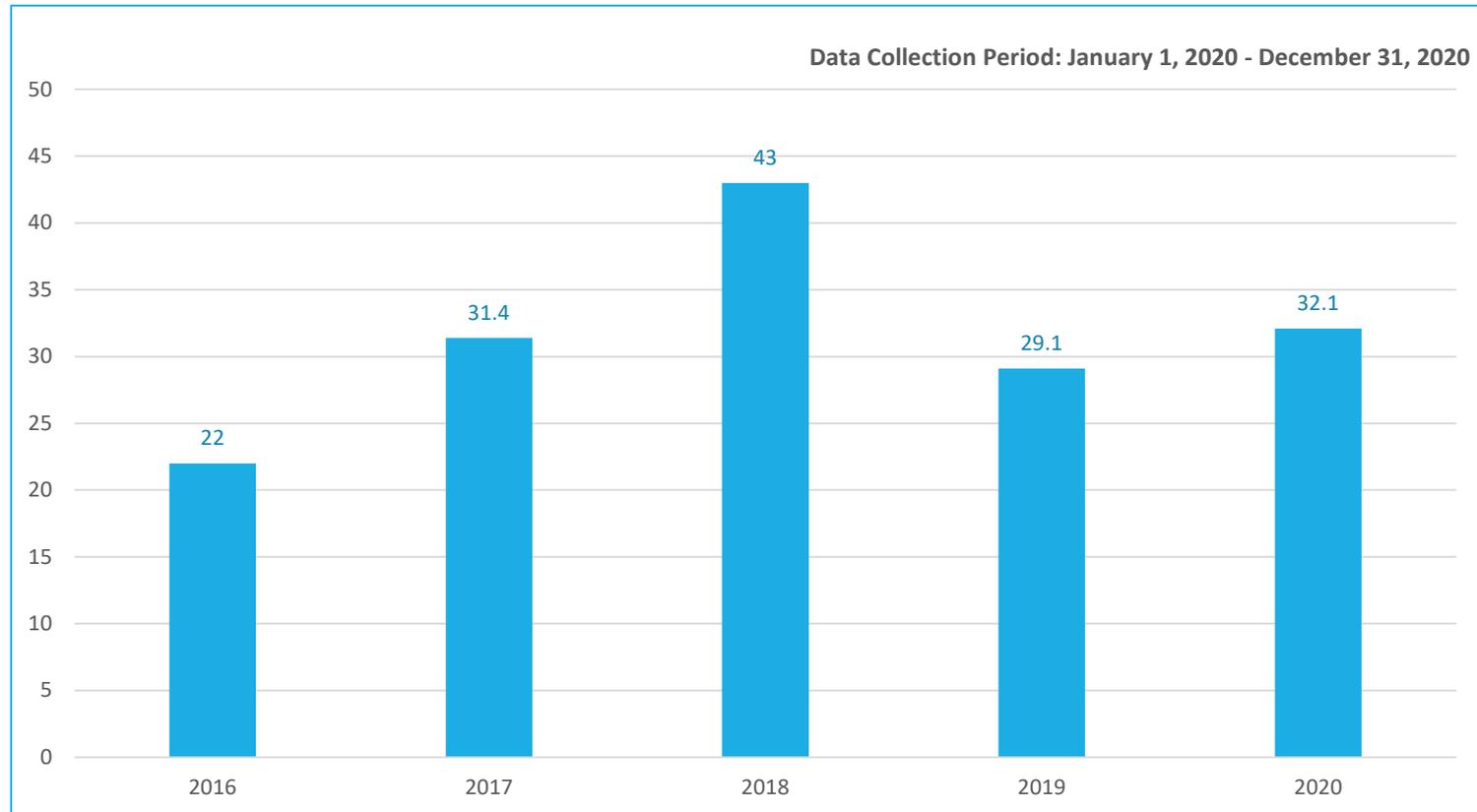
Trends in Discipline



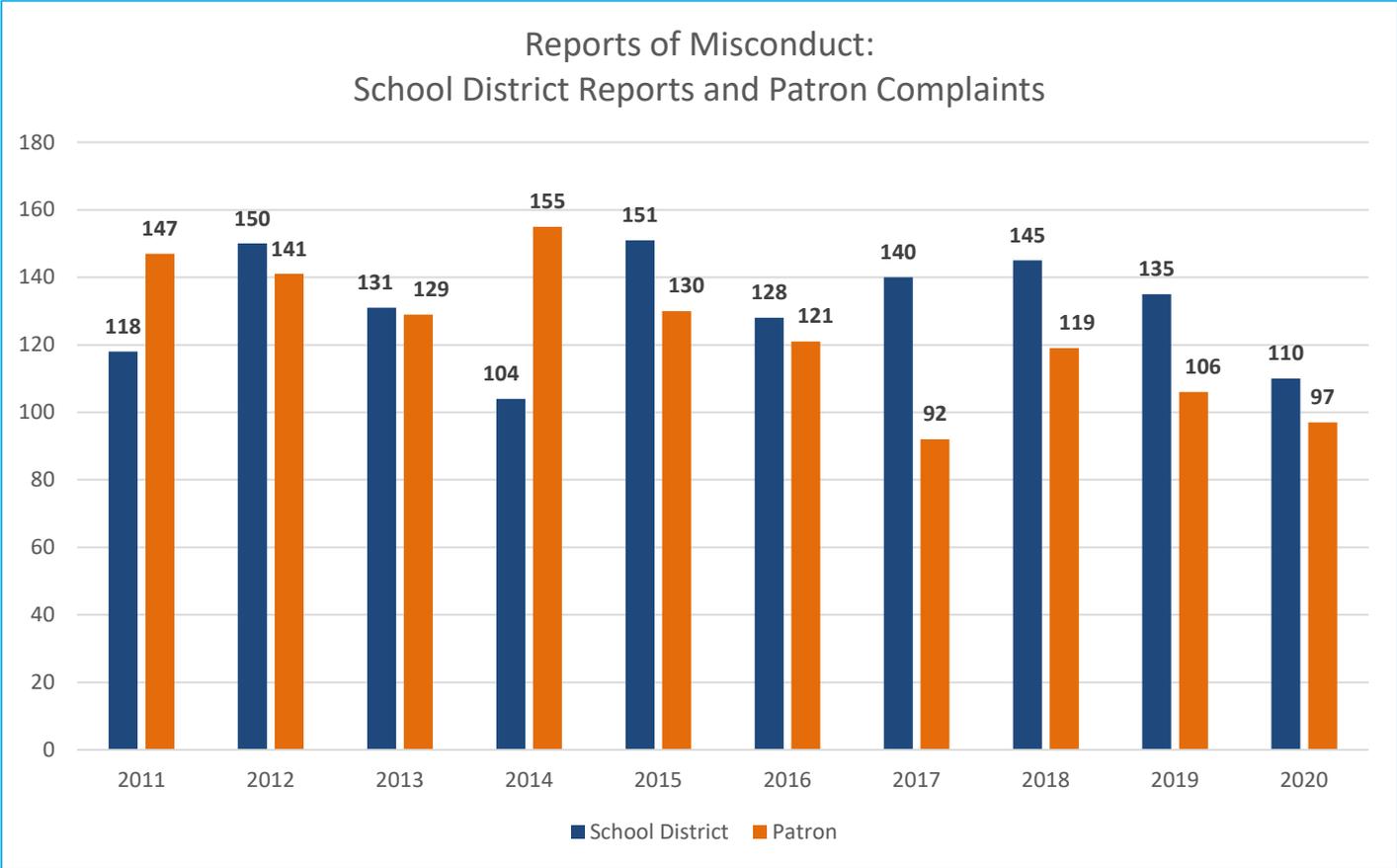
- ❖ Boundaries
- ❖ Social Media
- ❖ Improper Restraint

KPM 3: Investigation Speed

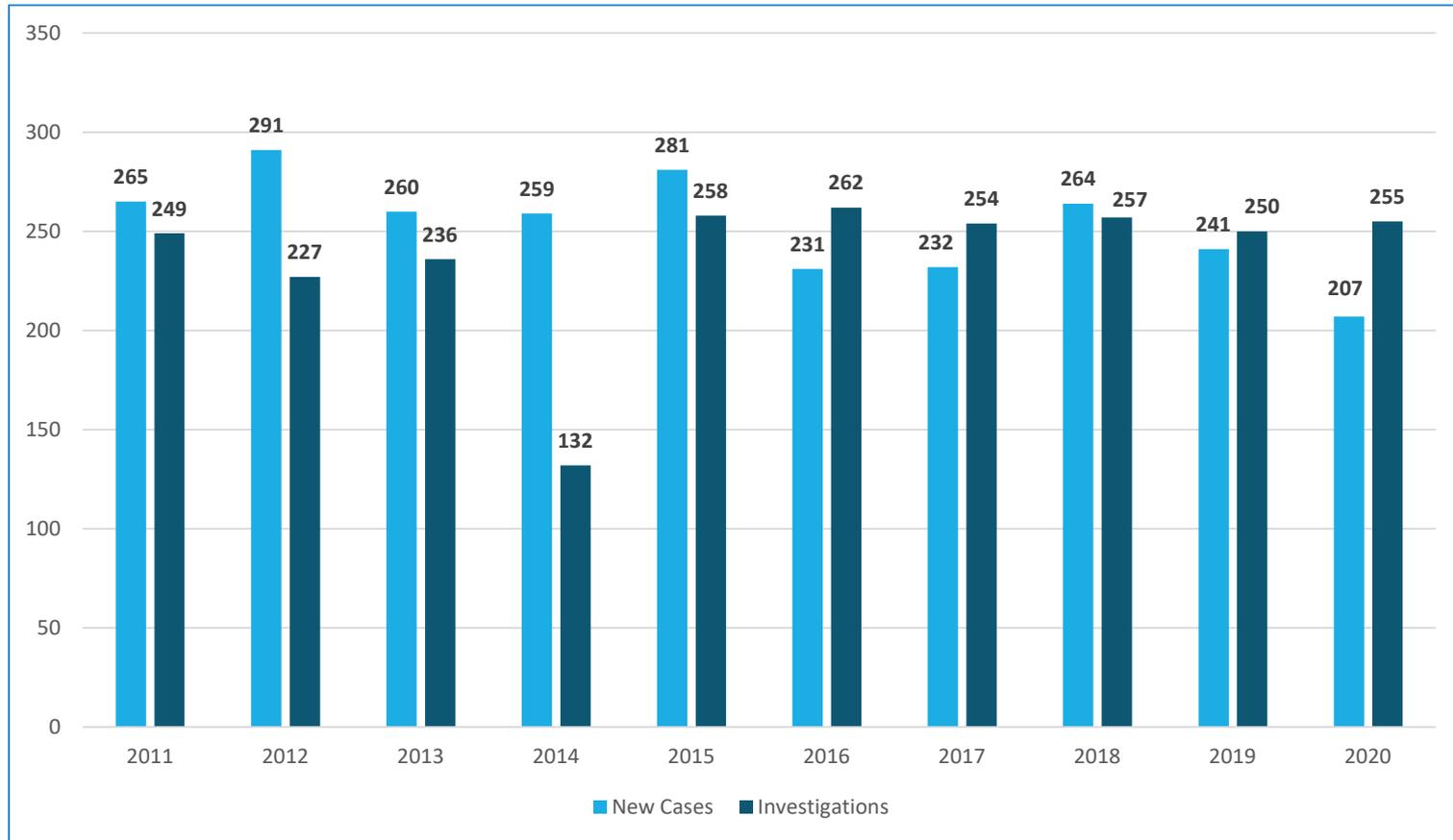
Percent of investigated cases resolved in 180 days (unless pending in another forum).



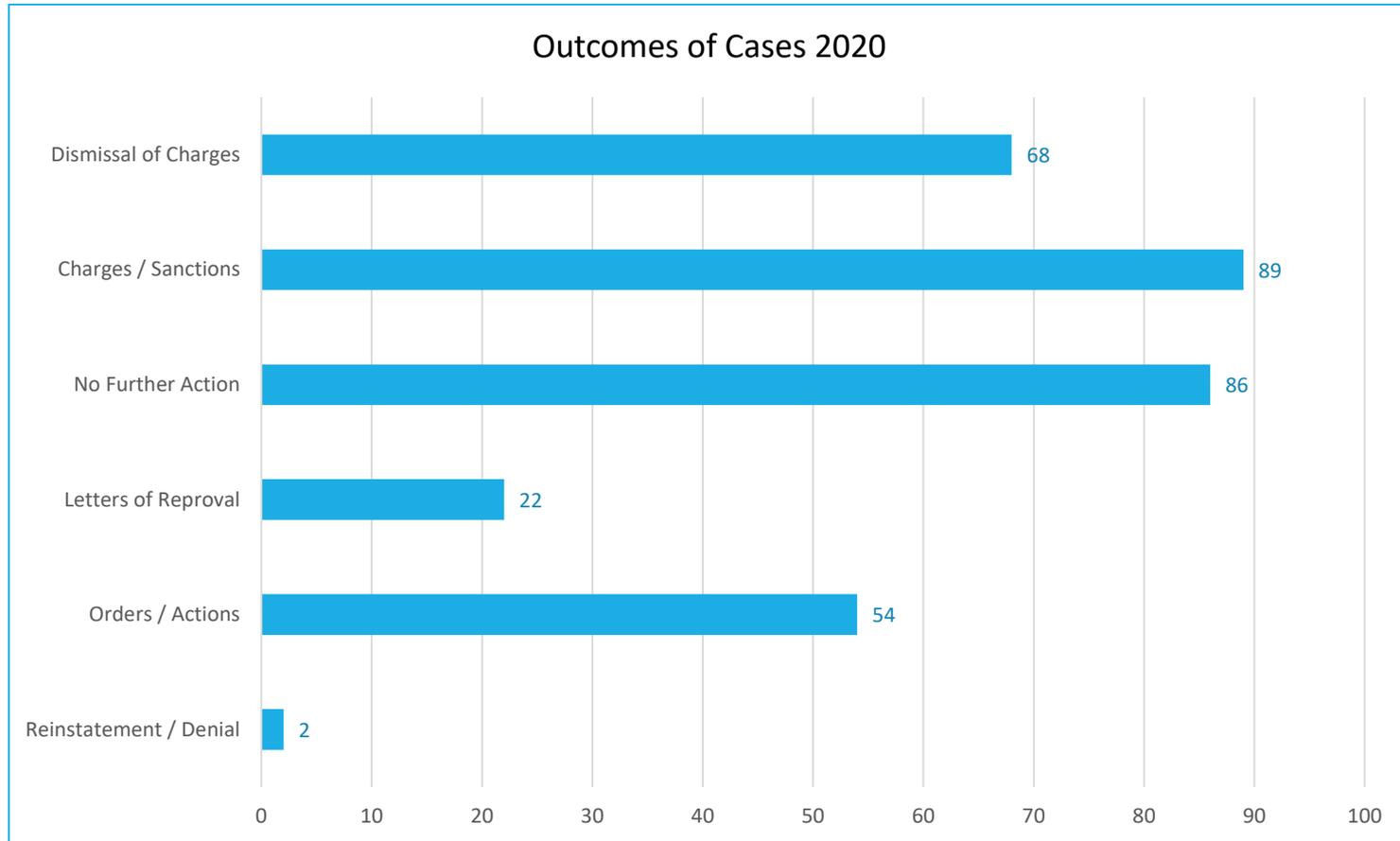
Professional Practices Case Sources



New Cases and Completed Investigations



Professional Practices Case Outcomes





TSPC Budget Environment

Major Changes in the Last 6 Years:

Licensure



Career Technical Education Licenses

- HB 3072 (2015) Overhauled CTE licensing process.

National Board Certification Fund

- HB 2763 (2017) allocated \$1.7 million (General Fund) to the Commission to reimburse National Board certification-related costs.

COVID-19 Adjustments

- Changes in school district assignments implemented under Temporary OAR.
- Implementation of WFH measures.
- Call Center hiatus.

Major Projects

- Administrator License redesign.
- Reducing barriers to entry to the profession through Diverse License Fee Reimbursements.
- Early Intervention/Early Childhood Education licensing standards.

Major Changes in the Last 6 Years: Professional Practices



Investigations

- Unusual Turnover in 2018: A single vacated Investigator position had to be filled twice in a ten month span.
- More ramp up in 2019: lost a senior investigator and filled 3 new positions
- 2019 Senate Bill 155: Authority to add 4 investigators, paid for by 10% increase in license fees – on top of 20% increase approved in LAB.
- SB 155 added expanded Professional Practice scope and moved those cases to highest priority.

Complaints

- New complaints received by TSPC to be investigated has remained consistently high.
- In 2018, received 264 new complaints for investigation (highest one year total since 2012).
- In 2019, the agency received 241 new cases.



Major Changes in the Last 6 Years: Program Approval



Teacher Performance Assessment

- TSPC fully implemented the edTPA as a teacher performance assessment by Fall 2018.

Clinical Practice

- TSPC implemented new standards for supervision of clinical practices by a qualified cooperating teacher.

Required Program Curriculum

- Since 2017, teacher education programs must provide instruction on dyslexia and reading difficulties.

National Accreditation

- SB 78 required the agency to develop rules requiring national accreditation of educator preparation programs by July 1, 2025 (as amended by SB 1520 in 2018).
- \$200,000 General Fund appropriation for grants to assist teacher preparation programs obtain national accreditation. (2015)
- In 2019, AAQEP approved for EPPs as alternative to CAEP, adding a considerable amount of additional work in contracting, standards review, outreach, et cetera.

Major Changes in the Last 6 Years: Revenue & Fees



Revenue

- TSPC's main source of revenue is licensing fees.

Fee Increase

- HB 2411 (2015) increased basic license fees from \$100 to \$140, set higher cap.
- 2019 LAB and SB 155 allowed for total of 30% fee increase.

Licensing Changes Reduce Revenue

- The implementation of a five year renewal period for most educator licenses more than offset the fee increase which has resulted in decreased revenue projections in the coming biennium.
- SB 2015 (2017) allowed teachers to teach for 90 days while license application is pending, which has greatly reduced Expedited Processing fee revenue.

Cost-Containment and Program Improvement



Cost-Containment Barriers

- Agency service charges, particularly AG and DAS IT fees, have increased dramatically as the bulk of Services and Supplies cost and can't be avoided.

Online Application System

- Begun three biennia ago.
- First phase completed in 2016. Completion of second phase in Spring 2019.
- Reduced the need for human mail opening, human check receipting, and human data entry and scanning of all documents into the system, but multiple issues need to be addressed to provide essential functionality and stabilize the system.

Staff Vacancies

- Reduced applications received.
- All vacancies analyzed for necessity toward critical agency goals.
- Filling of several vacancies delayed.
- 2021 GRB proposes 1.0 FTE layoff and 1.0 FTE vacant position elimination.

Staff Operations

- Considering a tiered approach to license processing
- Increased connections of staff with constituents in field with possible efficiency savings.

2020 COVID-19 Issues



TSPC Persevered.

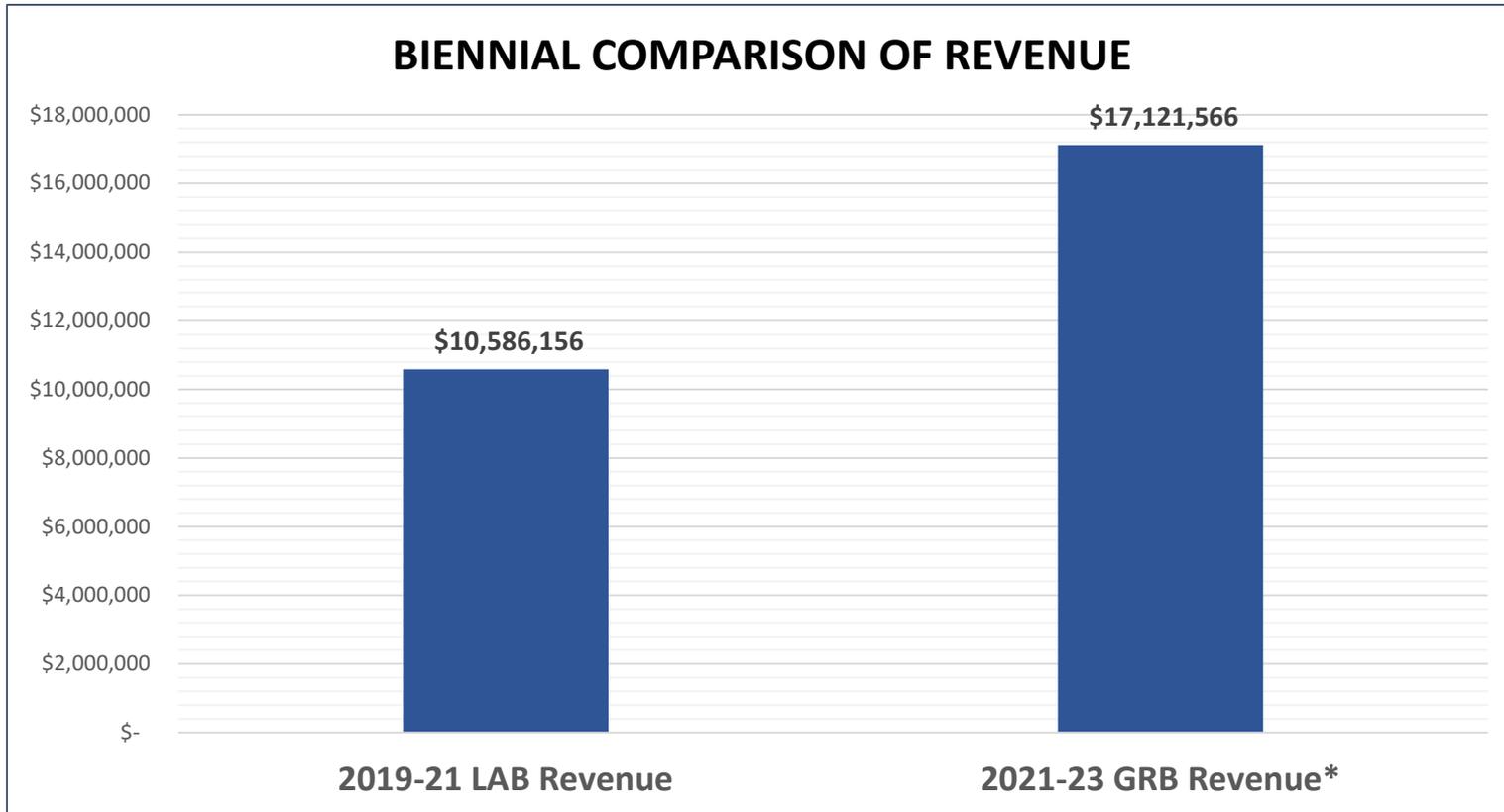
- ❖ Work From Home required Call Center hiatus.
- ❖ Work From Home did NOT decrease productivity.
- ❖ Virtual Zoom meetings replaced travel.
- ❖ Temporary rules promulgated to allow School Districts to “misassign” teachers for 2020-21 school year only.
- ❖ No significant work disruptions.
- ❖ Few additional expenditures.



TSPC

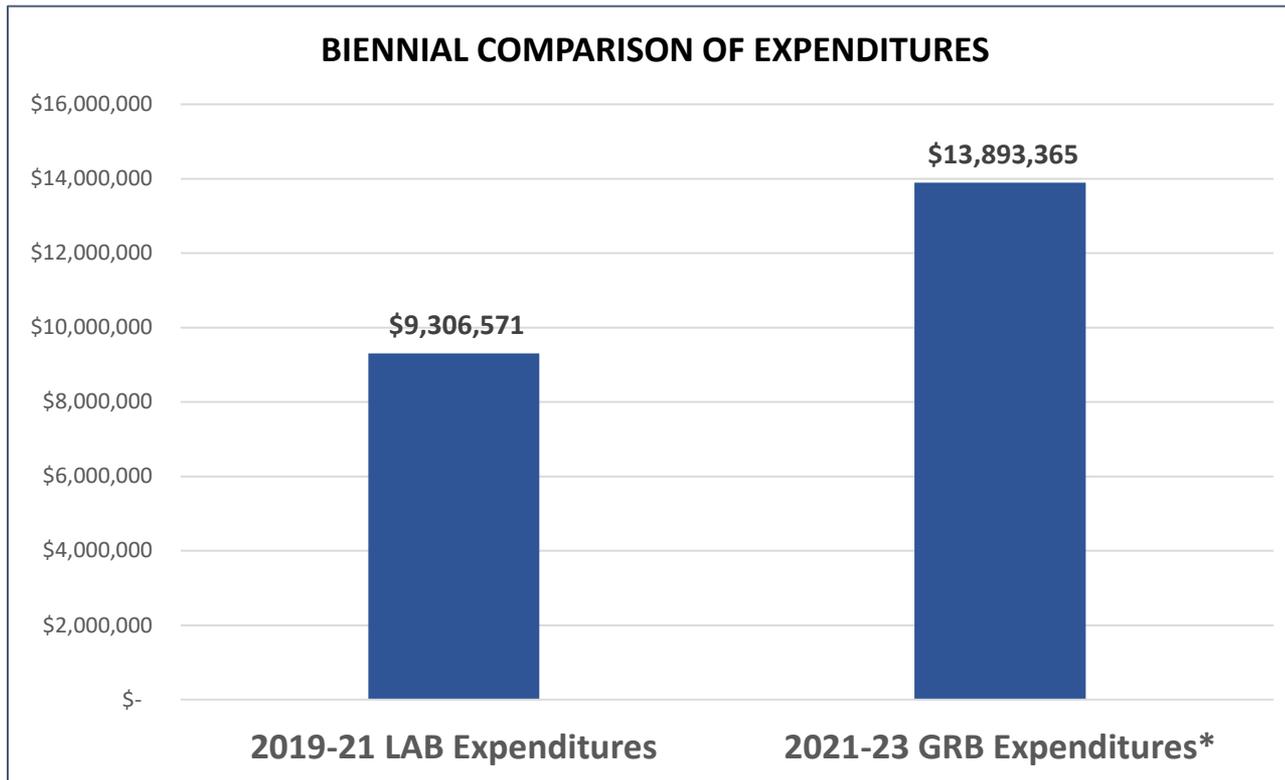
Governor's Budget Proposal

TSPC Revenue



* Whole agency revenues, including Beginning Balance, License fees, NBCF and Policy Packages.

TSPC Expenditures



*Whole agency expenditures, including General Program, NBCF & Policy packages

2021-2023 AGENCY REVENUE AND EXPENDITURE SUMMARY



General Program (Licensure, Professional Practices, Program Approval, Agency Operations)

BEGINNING BALANCE (21-23):	\$ 2,328,102
REVENUE ESTIMATE (21-23):	\$ 6,898,737 (fee revenue)
TOTAL AVAILABLE RESOURCES (21-23):	\$ 9,226,839
<i>TOTAL EXPENDITURES</i>	<i>\$ 8,276,878</i>
ENDING BALANCE (21-23):	\$ 949,961

Governor's 2021-23 Base Budget

2021-2023 AGENCY REVENUE AND EXPENDITURE SUMMARY



National Board Certification Fund

BEGINNING BALANCE (21-23):	\$ 1,474,989
REVENUE ESTIMATE (21-23): (interest)	\$ 40,000
TOTAL AVAILABLE RESOURCES (21-23):	\$ 1,514,989
<i>TOTAL EXPENDITURES</i>	<i>\$ 1,633,207</i>
ENDING BALANCE (21-23):	\$ (118,218)

Governor's 2021-23 Base Budget

TSPC Policy Option Package



Agency Fiscal Stability (POP 101)

- Begins to realign the fee structure of TSPC to charge consumers directly for the services provided to them.
- Allows agency to:
 - Charge Program Approval service fees.
 - Levy fines as disciplinary action.
 - Raise License revenue by 25%.
 - Recover 1.5 FTE from Reduction package and avoid loss of 9.0 FTE.

This POP works in conjunction with SB 129 (2021).

TSPC Policy Option Package



Policy Option Package 101: Agency Fiscal Stability

Policy Option Package 101	Total	FTE
Revenue	2,338,404	
Personal Services	579,837	1.5
Services and Supplies	276,087	
Ending Balance	1,482,480	1.5

Revenue Source: New licensure, Program Approval, Prof. Practice fees and fines.

TSPC Policy Option Package



POP 101 – Quantifying Results

The agency will quantify results with the following measures:

- Monthly revenue reports;
- Accounts Receivables for fines and Program Approval service fees; and
- Regular projections of revenue by DAS Accounting.

TSPC Policy Option Package



eLicensing (POP 103)

Adds a new revenue source for TSPC to develop and maintain its eLicensing Application by repurposing existing Web portal charge.

- \$1 per application to NIC USA for portal maintenance and payment processing (estimated).
- \$14 per application to the TSPC e-Licensure Fund to develop and maintain the eLicensing application.
- Adds a ISS8 (LD) position to oversee the switchover from the old e-License application to the new one. The position shall be funded through the e-Licensure Fund.

TSPC Policy Option Package



Policy Option Package 103: eLicensing

Policy Option Package 103	Total	FTE
TSPC eLicensing Fund	477,398	
New Information Systems Specialist 8, Step 4	261,630	1.0 (LD)
Services & Supplies	215,768	
POP Cost	–	1.0 (LD)

Revenue Source: New Portal fees

TSPC Policy Option Package



POP 103 – Quantifying Results

The agency will quantify results with the following measures:

- Monthly revenue reports;
- Accounts Receivables for fines and Program Approval service fees; and
- Regular projections of revenue by DAS Accounting.

TSPC Budget Package



Nontraditional Pathways to Licensure (Package 90)*

New program for community college students, community members, classified school employees, and professionals considering teaching as a career to earn professional licensure.

- 5 new TSPC positions, S&S, special payments through General Fund.
- Adds resources for EPPs to support diverse students, and provide training in trauma-informed practices and SEL.
- Re-class 4 TSPC positions.
- Total GF allocation = \$3,563,936.

TSPC Budget Package



Package 90: Nontraditional Pathways

Policy Option Package 104	Total	FTE
GF Revenue	3,563,936	
Personal Services	1,238,646	5.0
Services & Supplies	203,022	
Special Payments	2,122,268	
POP Cost	3,563,936	5.0

Revenue Source: General Funds

TSPC Budget Package



Package 90 – Quantifying Results

The agency will quantify results with the following measures:

- Report on Nontraditional Pathway creation;
- Survey of EPP, RENs, and Districts on pathways and diverse student support; and
- Report on distributions to EPPs for trauma-informed practices and student social-emotional support.

Teacher Standards and Practices Commission



Executive Director
(PEM H)
1.0 FTE

Licensure
(10 POS 9.5 FTE)

Agency Operations
(6 POS 4.2 FTE)

Professional Practices
(10 POS 9.8 FTE)

Program Approval
(6 POS 6 FTE)

Director of Licensure
(PEM E)
1.0 FTE

Deputy Director
(PEM E)
.2 FTE

Director of Prof. Practices
(PEM E)
.8 FTE

Director of Prog. Approval
(PEM E)
1.0 FTE

License Evaluators
(Admin. Spec. 2)
4.5 FTE

Executive Policy Support
(Op & Policy Analyst 2)
0.5 FTE

Legal Liaison
(Compliance Spec. 2)
2.0 FTE

Ed. Prep. Specialist
(Compliance Spec. 2)
1.0 FTE

Public Svc. Rep.*
(PSR 4s)
2.0 FTE
POP 101

Executive Assistant
(Admin. Spec. 2)
0.5 FTE

Investigators*
(Investigator 2)
4.0 FTE
POP 101

Diversity Analyst*
(OPA 4)
1.0 FTE
58400-003

Project Manager*
(ISS 8)
1.0 FTE (LD)
POP 103

Info. Systems Specialist
(ISS 6)
1.0 FTE

Investigative Support
(Admin Spec. 2)
3.0 FTE

Nontrad. Path. Coord.*
(Ed. Spec. 2)
3.0 FTE
58400-003

NBCT Specialist
(Admin Spec 2)
(NBCT fund)
1.0 FTE

Diversity Support Spec.*
(Admin. Spec. 2)
1.0 FTE
58400-003

* Shaded boxes indicate changes proposed in Policy Option Packages. POP 101 includes decrease in FTE. Package 70 reflects a decrease in 2 FTE. POP 103 adds one limited duration position. Package 90 adds 5 FTE and reclasses PEMs. NBCT Specialist may be vacated in 2021-23 budget. Two budgeted positions are split into additional non-PICS (Exec. Asst. & Dep. Dir.)



Agency Proposed Legislation

Agency Proposed Legislation



HB 2135

Summary:

- Expands the crimes sanctionable by TSPC to include those that are related to domestic violence;
- Extends the maximum suspension period to three years; and
- Defines the minimum effective period of a revocation.

Status: Referred to House Education (1/19/2021)

Fiscal Impact: No fiscal impact to the agency is anticipated.

Agency Proposed Legislation



HB 2136

Summary:

- Amends statutes to clarify that the TSPC should investigate sexual conduct complaints only against its licensees.

Status: Referred to Senate Education; Public Hearing scheduled (2/03/2021)

Fiscal Impact: No fiscal impact to the agency is anticipated.

Agency Proposed Legislation



SB 129

Summary: Gives the TSPC new authority to charge fees to Educator Preparation Providers, levy fines as part of disciplinary action, and assess school and educational service districts.

Status: Referred to Senate Education; Public Hearing scheduled (2/03/2021).

Fiscal Impact: The measure could result in approximately \$747,200 additional Other Fund revenue for TSPC.

10% Reductions



10% Reduction Options

1. Reduce Services and Supplies	\$123,873
2. Eliminate 1.0 FTE Public Service Rep 4	\$147,727
3. Eliminate 1.0 FTE Investigator 2 Position	\$228,853
4. Eliminate 1.0 FTE Prin. Exec. Mgmt. D	\$313,731
5. <u>Eliminate .5 FTE Comp. Spec. 2</u>	<u>\$118,098</u>

Total Reduction: \$930,982

The agency's modified Current Service Level (CSL) budget is \$9,309,815. A ten percent (10%) reduction from the agency's CSL equals \$930,982. \$498,453 is included in the GRB (strikethrough items 1-3 above.)



Key Performance Measures (KPM)

Key Performance Measures



KP M#	Legislatively Adopted Key Performance Measures (KPMs)
1	EMAIL CUSTOMER SERVICE – Percent of email responded to within 3 days
2	APPLICANT CUSTOMER SERVICE – Percent of completed applications processed in 30 days
3	INVESTIGATION SPEED – Percent of investigated cases resolved in 180 days (unless pending in another forum)
4	PHONE CUSTOMER SERVICE – Percent of phone calls responded to within 3 days
5	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” overall customer service.

Proposed KPM Changes

KPM 4: PHONE CUSTOMER SERVICE – Percent of phone calls responded to within 3 days.

- ❖ 2020 shows Phone Customer Service Non-essential.
 - ❖ Customers satisfied with email, redesigned web pages.
 - ❖ Phone service hiatus improved more essential Application Processing.
 - ❖ Agency lacks technology to adequately track phone service.

- ❖ Replace with KPM measuring Program Approval Review Timeliness.
 - ❖ Essential part of TSPC mandate that is unmeasured now.
 - ❖ Measurement focuses performance.
 - ❖ Program Approval not represented in KPMs now.



Questions?

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