

Presentation to Education Subcommittee Ways & Means

Melissa Goff, Interim Executive Director
Dr. Rae Ette Newman, Commission Chair

February 25, 2025

MISSION, GOALS, AND HISTORICAL CONTEXT

Teacher Standards and Practices Commission



Our Mission

Ensure Oregon schools have access to well trained, effective and accountable education professionals so all students have the opportunity to reach their full potential.



Our Mission

Ensure Oregon schools have access to well trained, effective and accountable education professionals so all students have the opportunity to reach their full potential.



Our Vision

Enhance our ability to deliver our core services, while expanding our contributions to the development of a diverse educator community that meets the evolving needs of Oregon's schools, students and education professionals.



Efficiency



Accountability



Our Mission

Ensure Oregon schools have access to well trained, effective and accountable education professionals so all students have the opportunity to reach their full potential.

Our Vision

Enhance our ability to deliver our core services, while expanding our contributions to the development of a diverse educator community that meets the evolving needs of Oregon's schools, students and education professionals.

Diverse Educators



Visible Advocacy



Our Core Values

Equity, Diversity & Inclusion
Academic Excellence

Respect for All People
Equal Access

Ethics and Integrity
Listening to All Voices

Advocating for K-12
Safety & Welfare

Continuous Growth
Comprehensive Approach



Our Commission

- *3-year terms*
- *Interested individuals apply to serve*
- *Governor appointed; Senate confirmed*
- *17 members*
- *At least one member must have demonstrated experience in special education*

8 Teachers

2 School
Administrators

2 Superintendents

2 Members from
Educator
Preparation
Programs

1 School Board
Member

1 Classified Staff
Member

1 Additional
Member of the
General Public

The History of our Why

- Created by the Legislature in 1961
- One of 12 independent standards boards in the United States
- ORS (Oregon Revised Statute aka the law) gives the Commission authority to set policies for the preparation, licensing and discipline of teachers and administrators paid from public funds
- OAR (Oregon Administrative Rule) are the policies adopted by the Commission to guide the agency and the public in the implementation of statute



Professional Educator Standards Boards



Classification	# States	Licensure/ Certification Standards	Issue Licenses/ Certificates	Ed Program Approval or Accreditation Standards	Program Approval or Accreditation and Candidate Assessment	Professional Conduct Standards	Issue Sanctions on Licenses
Independent	12	10	9	9	9	12	11
Semi-Independent	7	5	5	4	4	4	4
Advisory	14	13	11	10	9	4	3
Do not have	18	N/A	N/A	N/A	N/A	N/A	N/A

Note: Data sourced from the [2017 Professional Educator Standards Board Report](#) Since the date of this report, 2 independent boards have moved into their state boards of education with mixed outcomes and impacts to their work.



TSPC INITIAL Responsibilities



Licensing school personnel



Evaluating complaints and investigating where needed

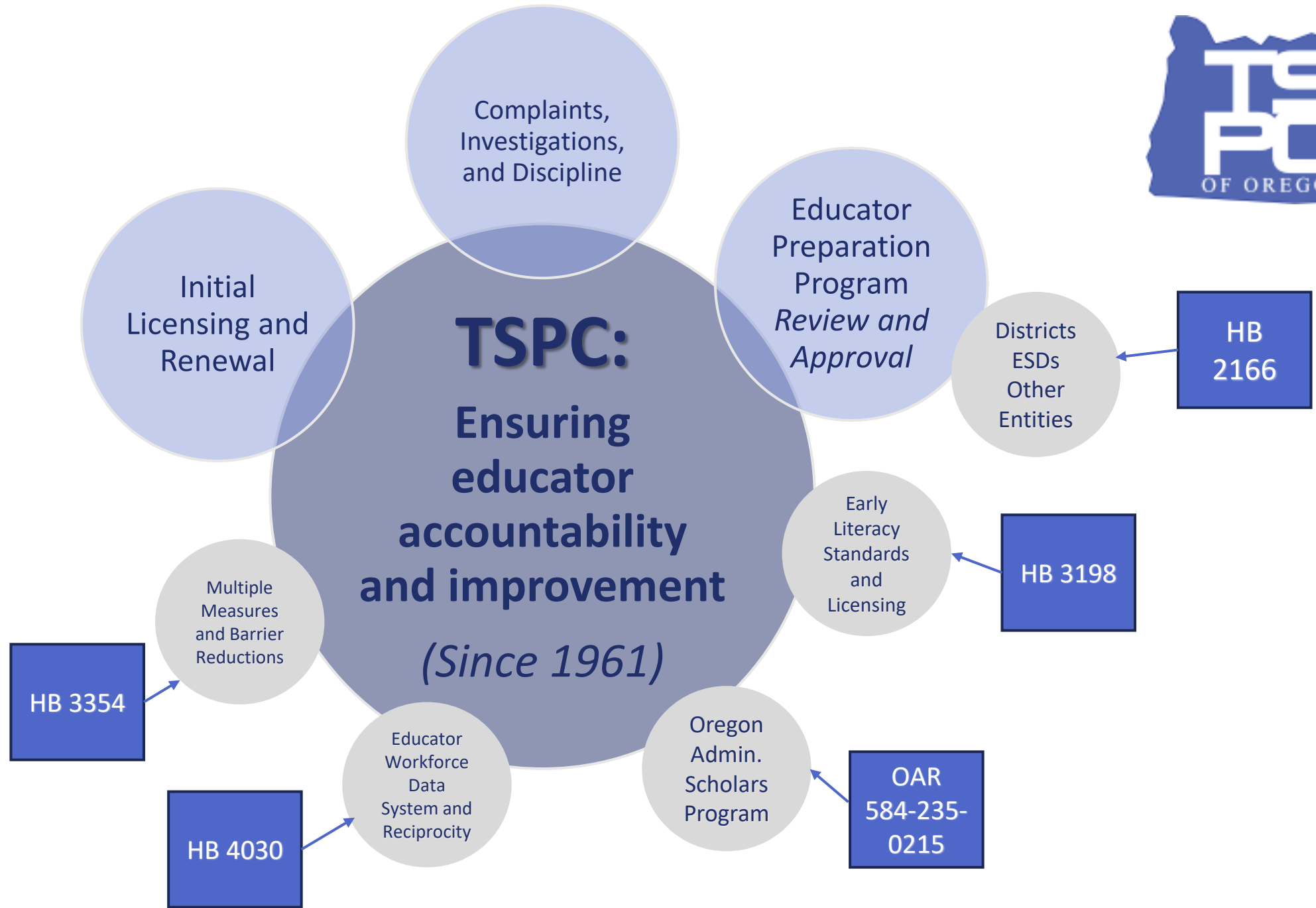


Approving educator preparation programs

PROGRAMS, SERVICES, AND ORGANIZATIONAL STRUCTURE

Teacher Standards and Practices Commission

The Expansion of our Why



Our Responsibilities



Licensure

Maintains just under 70,000 licenses held by approximately 60,000 educators in Oregon and around the world

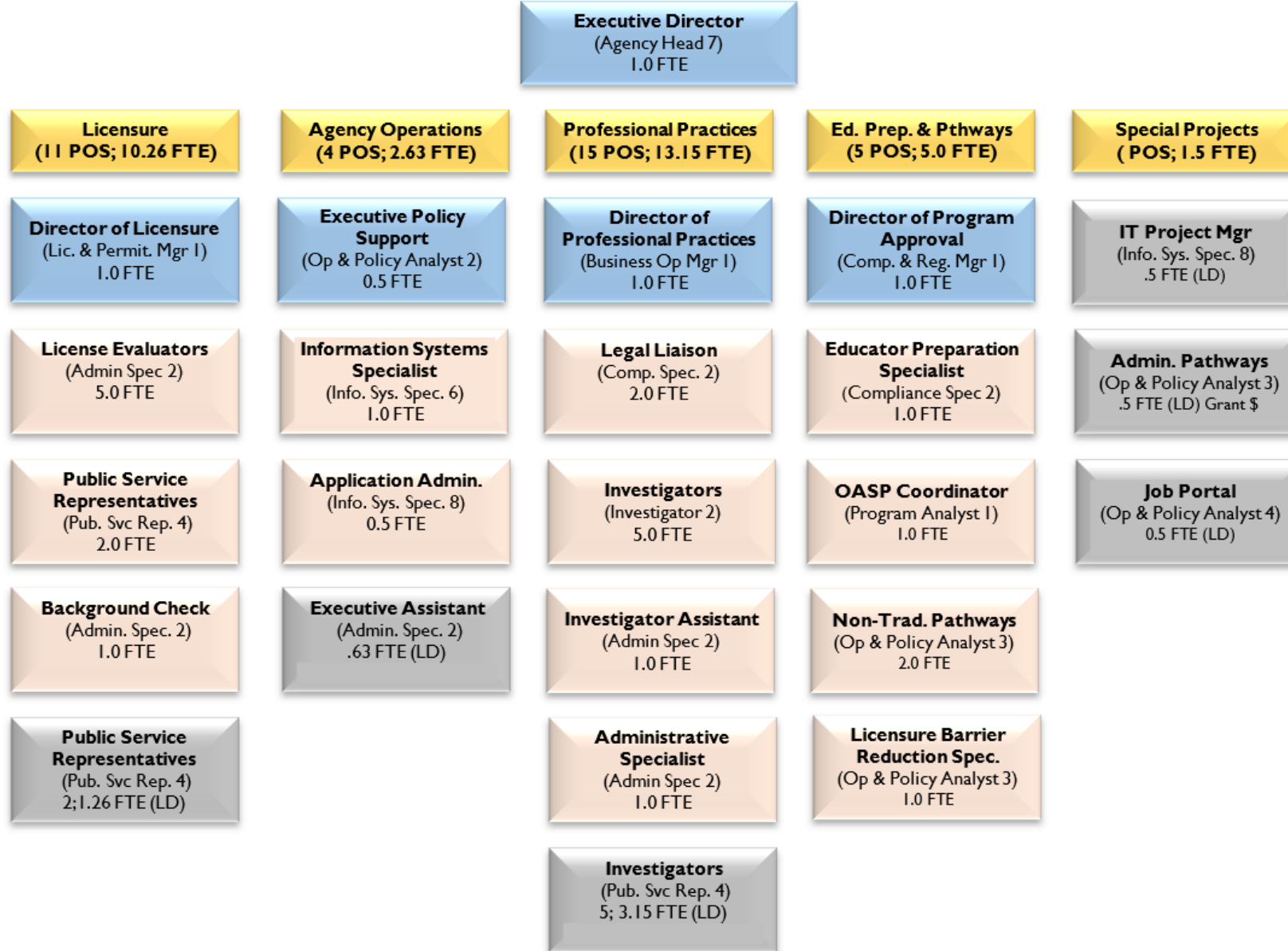
Professional Practices

Prior to 2024 TSPC received roughly 250 complaints each year. In 2024 this number almost doubled to 463 complaints.

Educator Preparation and Programs

Oversees 14 Oregon-based Educator Prep programs and almost 200 programs of study for future and current educators.

2024 Organization Chart



Organizational Changes in GRB



Return to staffing levels prior to 2024 Interim Session additional positions



Remove Jobs Portal from TSPC responsibilities; currently in discussions with ODE about how the work to date may be integrated into their current workforce initiative



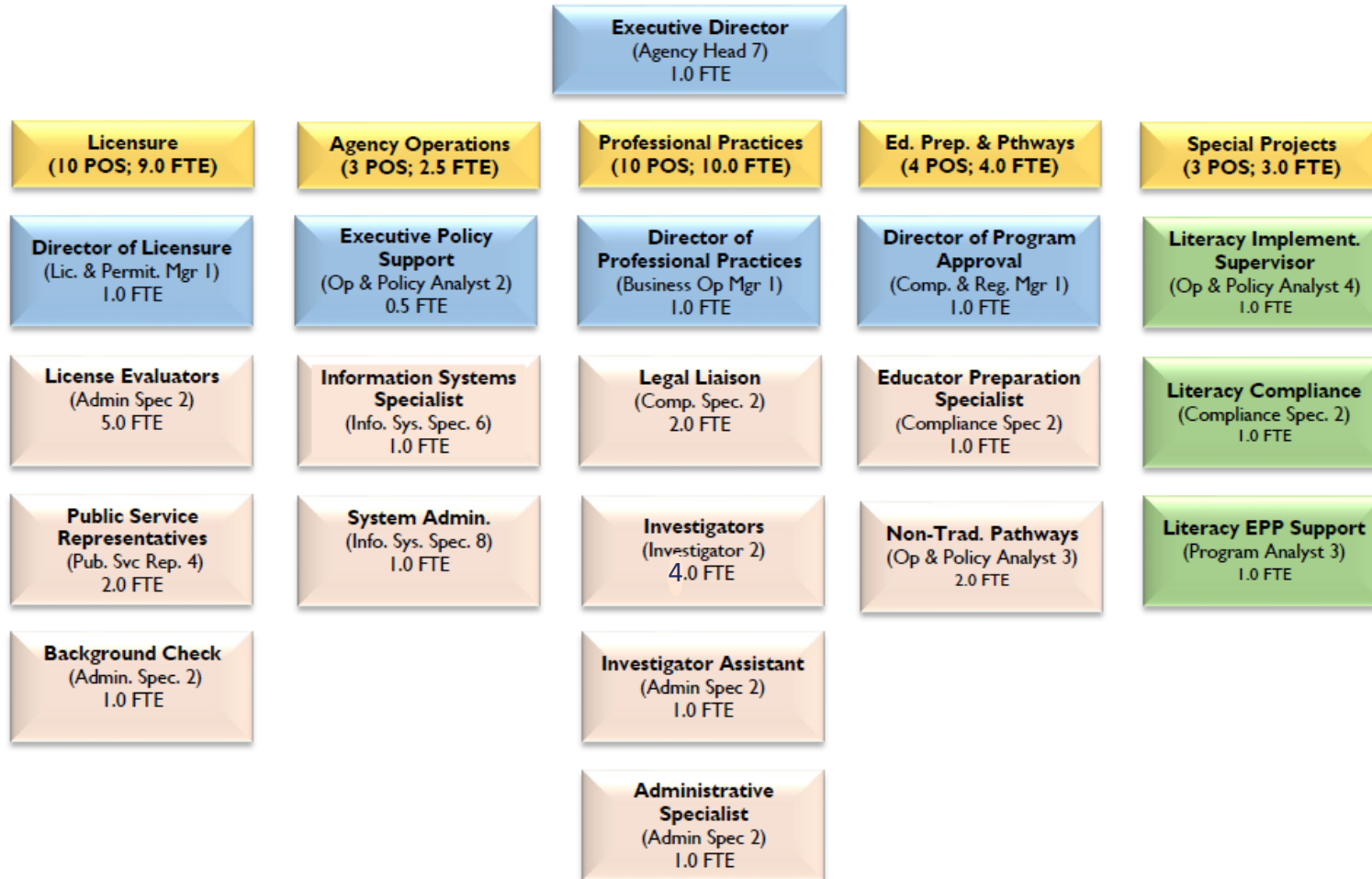
Move Oregon Administrator Scholars Program to Higher Education Coordinating Commission, as this is the sole scholarship provided by TSPC



Add support positions for Educator Preparation and Licensing planning and implementation resulting from 2023 HB 3198 Oregon Early Literacy Initiative



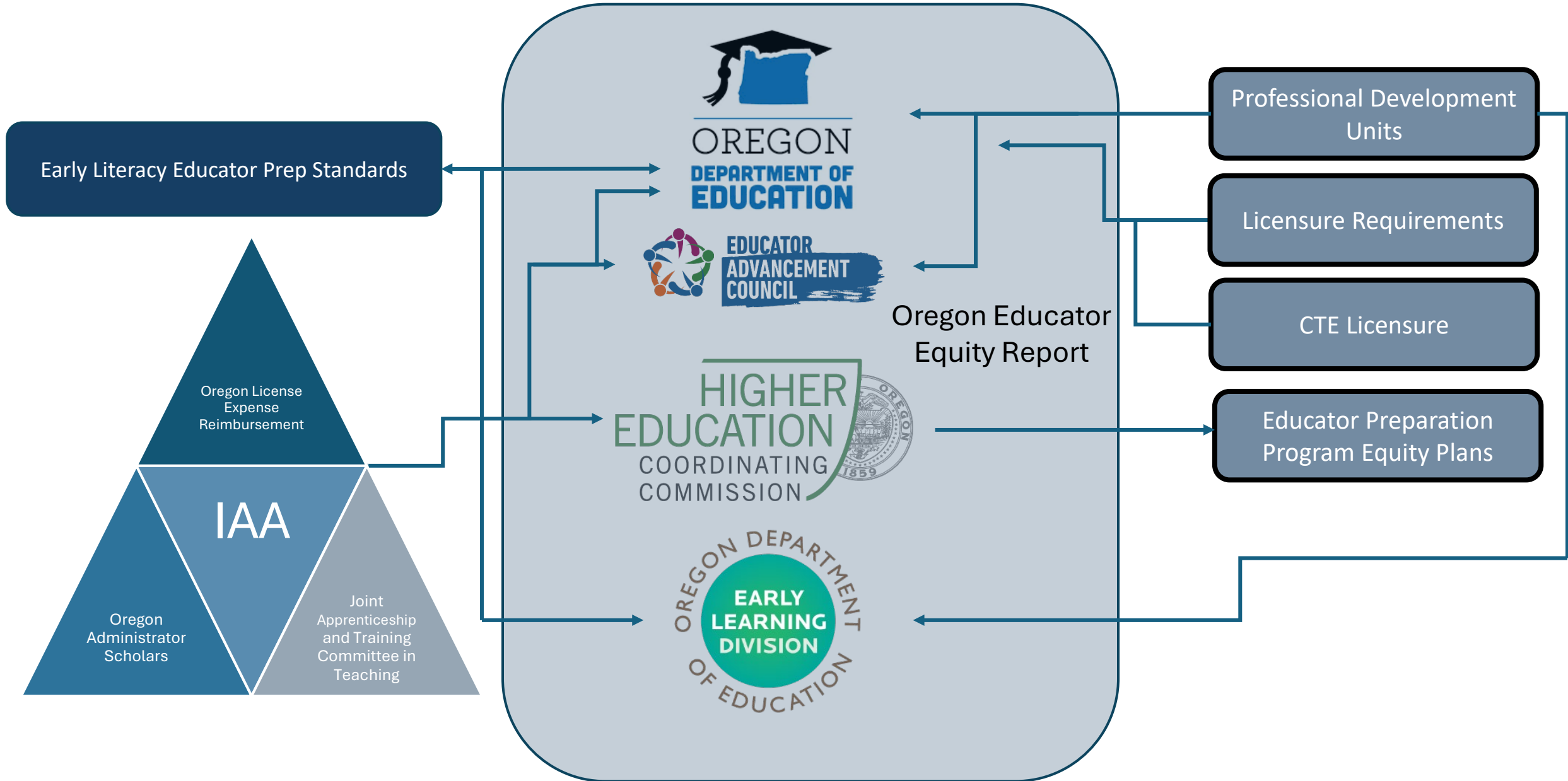
2025-27 Organization Chart GRB

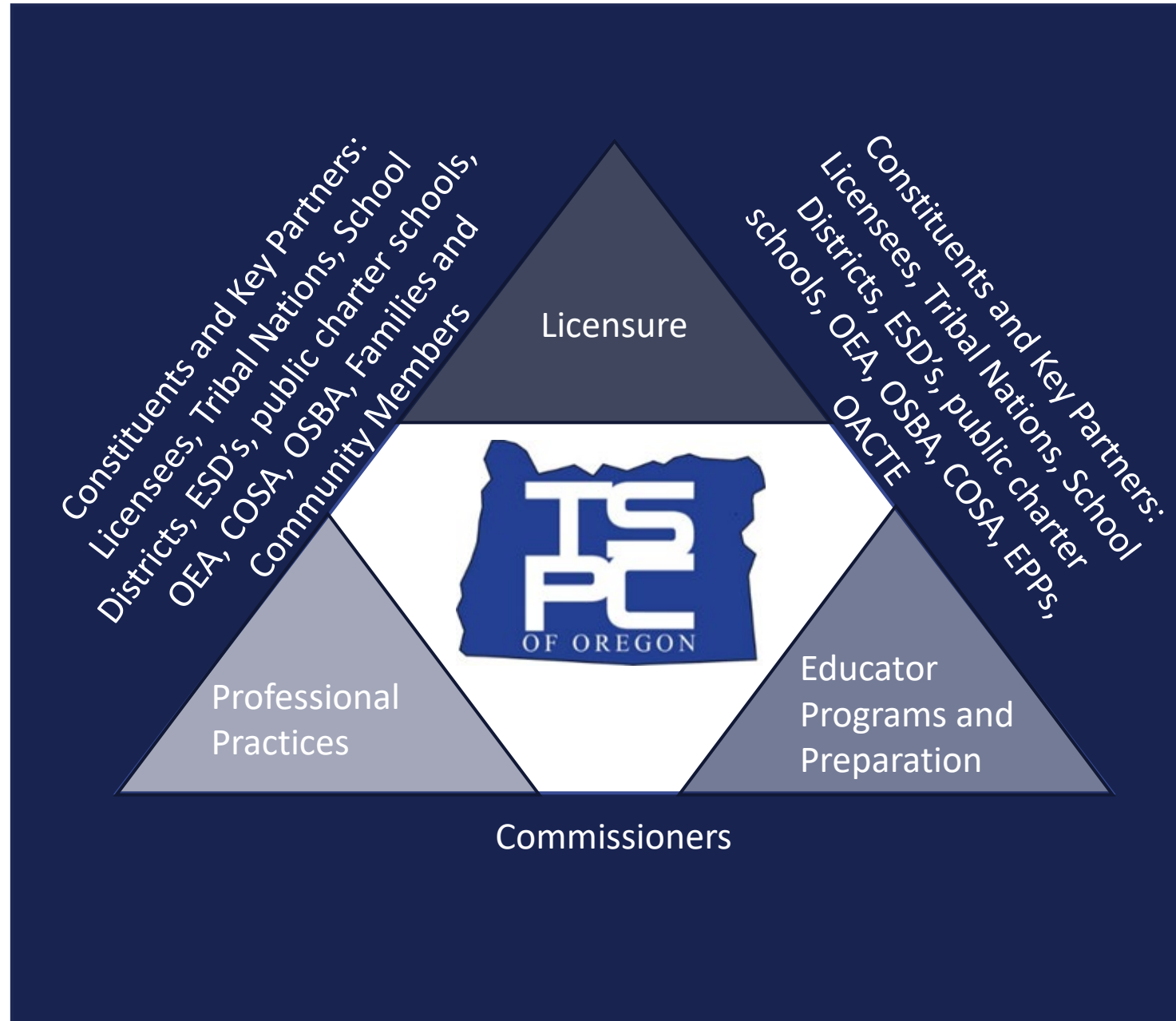


GRB Early Literacy Support (POP 580 & 581)

* Green-shaded boxes indicate changes proposed in Packages 580 & 581. OASP 1.0 FTE perm. position eliminated in POP 105.

CROSS-AGENCY COLLABORATION





Licensure Program Summary

Commission **LICENSE** required for:

- Public school or education service district employees
- With direct responsibility for instruction, coordination of educational programs, or supervision or evaluation of teachers **and**
- Are compensated for their services from public funds.

Commission **REGISTRATION** required for:

- All public *charter school* educators not already licensed by TSPC.

Commission **CERTIFICATION** required for:

- School nurses.



Licensure Program Summary

Licenses renewed every three or five years, depending on type

Application & renewal process generally includes:

Evidence of formal preparation and/or experience as an educator

Fingerprinting and Criminal Background Checks

Completion of Continuing Professional Development *
[Renewals]

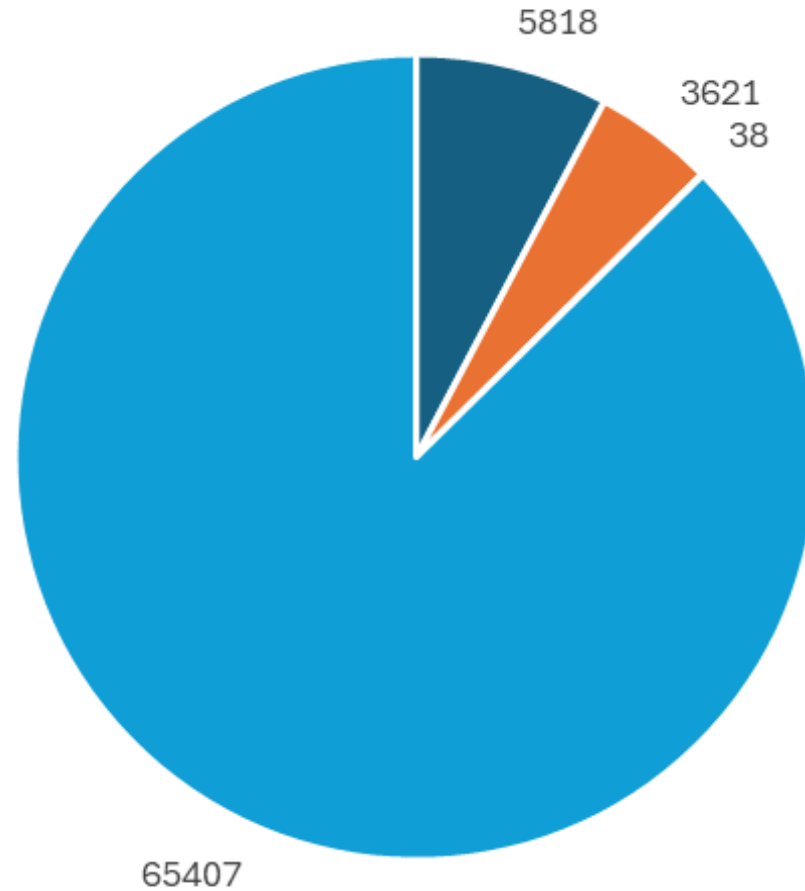
*Currently suspended by HB 4030 (2022)

Licensure Program Summary

Clients Served:

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

Numbers of Licenses by Category as of 6/29/2024



■ Administrative

■ Personnel Services

■ School Nurse

■ Teacher



Trend in Total Licensed Educators

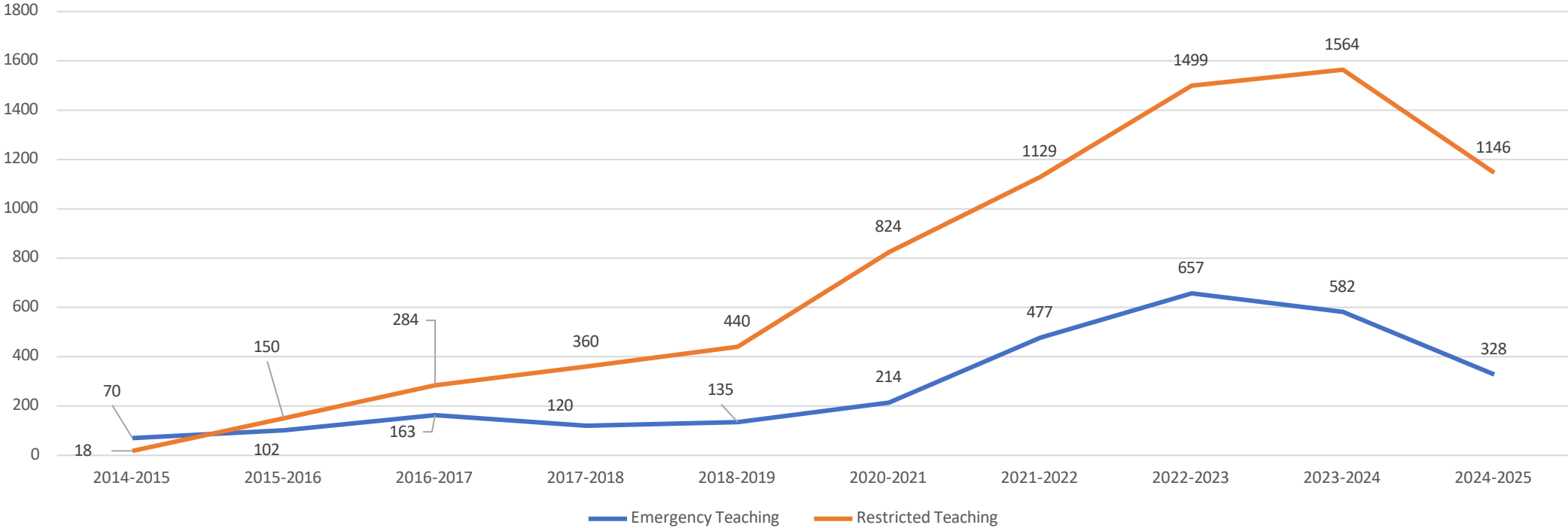
Number of Educators with Active Licenses



The Numbers



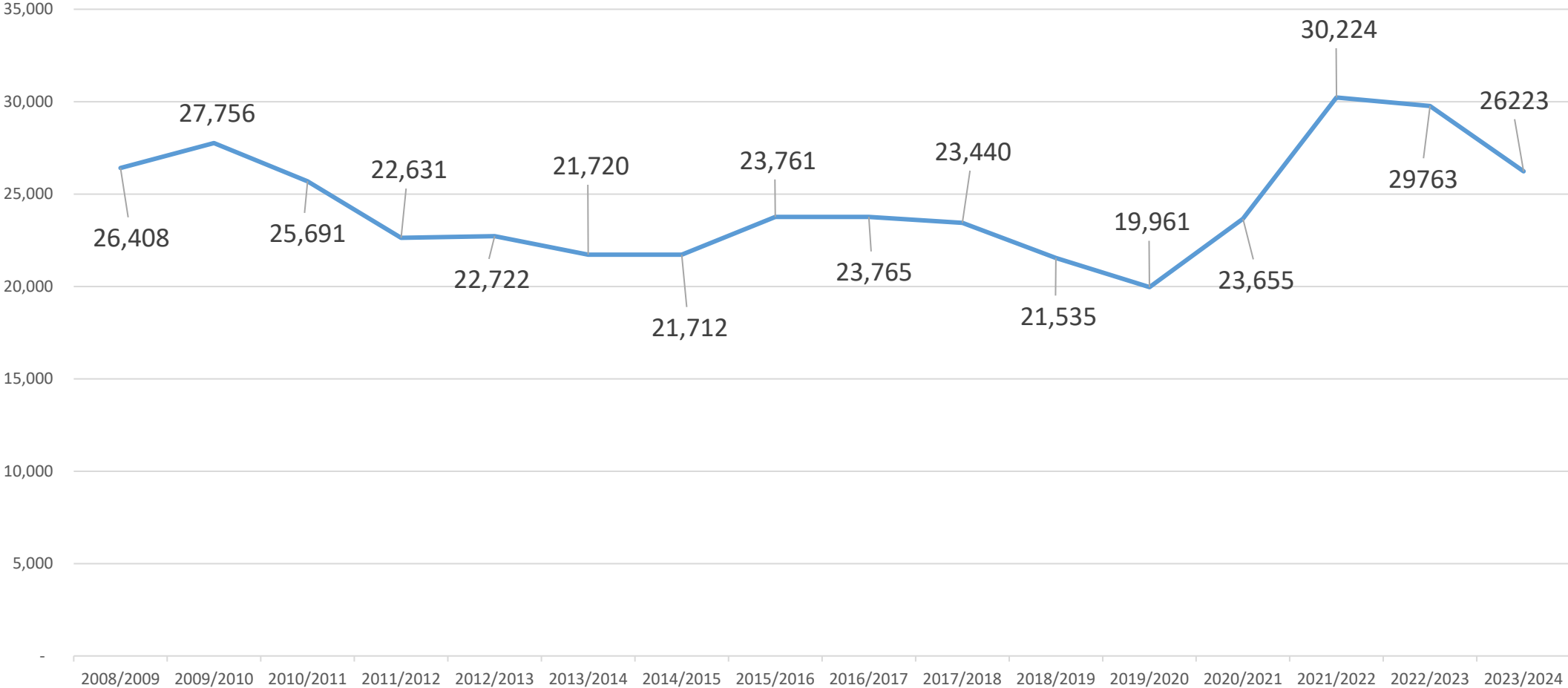
Comparison of Emergency and Restricted Licensure Data through 11/30/2024



Application Volume



Applications Received 2008/2009 throu 2023/2024



Educator Preparation and Pathways Summary

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

Educator Preparation and Pathways 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 and local assessment)
- Fulfilling Oregon's federal higher education act (HEA) Title II reporting requirements.
- Serving as the Administrator to the Oregon Teaching Apprenticeship Program.

Educator Preparation Program and Pathways Approval and Review



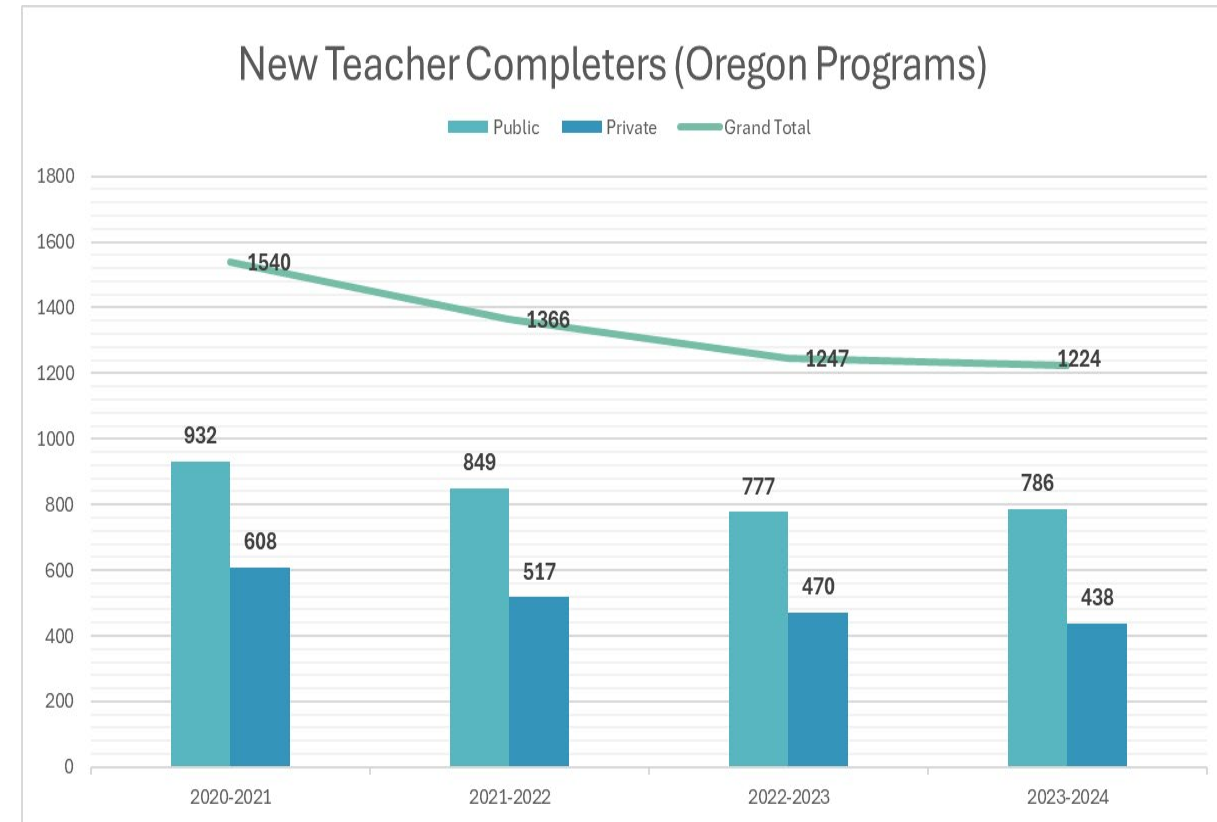
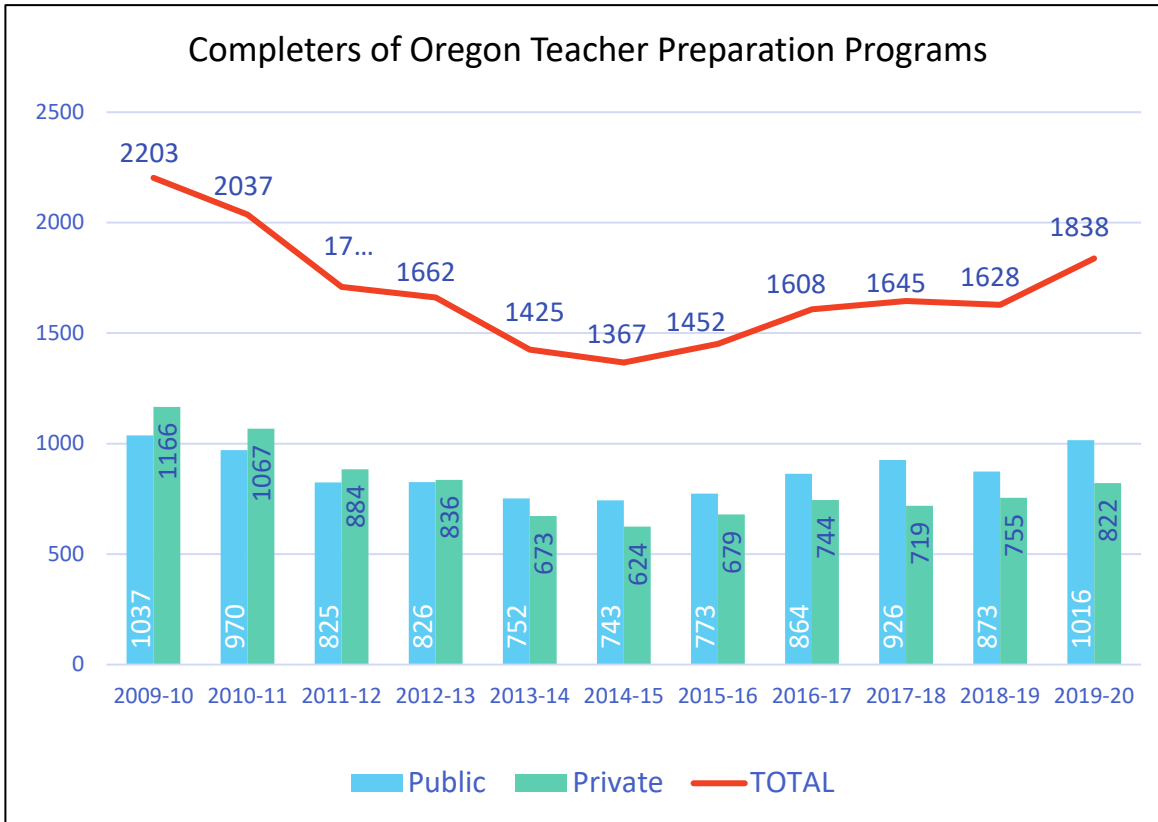
Clients Served:

- ❖ Students
- ❖ General Public

- ❖ Future Educators
- ❖ 14 Educator Preparation Program Providers

- ❖ School Districts
- ❖ Education Service Districts

New Teacher Completers (Oregon Programs)



Professional Practices (Investigations/ 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 certain 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

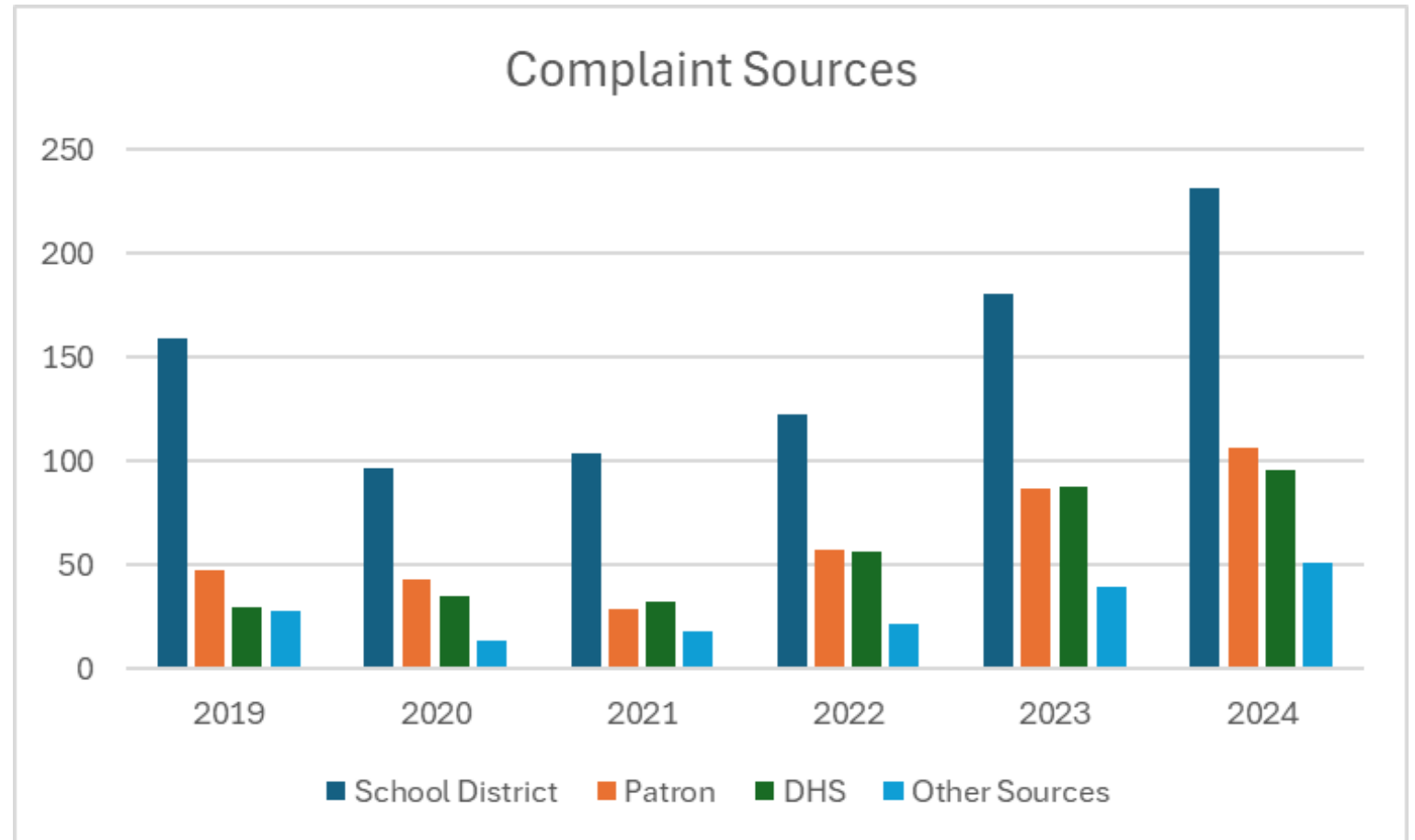
- ❖ School Districts
- ❖ Education Service Districts
- ❖ Charter Schools

Investigations

Overview:

- In 2024, the agency received **463 new cases** and **completed 175 investigations**.
- In 2024, the average time to complete investigations: 13.2 months (from date of complaint to completion of investigation).
- In each of the four preceding years, the **average number** of cases opened was **211**.
- As of February 20, 2025, the agency has **550 cases pending investigation**.

Professional Practices Case Sources



TSPC PERFORMANCE AND PROGRESS ON GOALS

Teacher Standards and Practices Commission



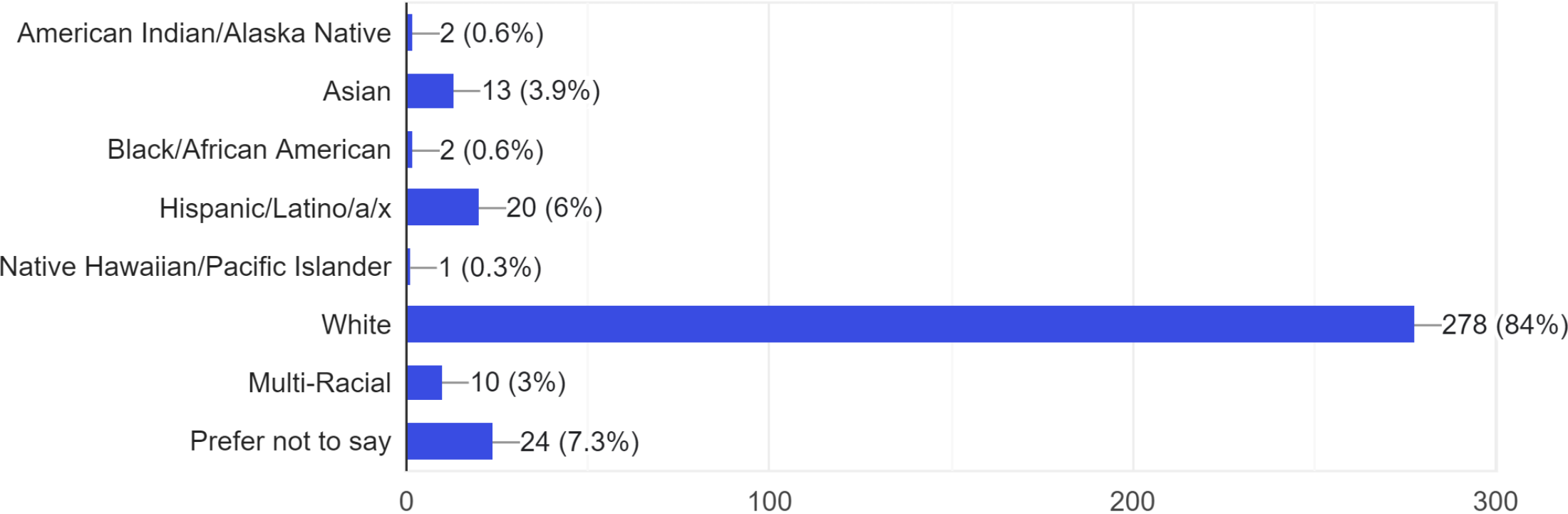
2024 Customer Service Survey

Respondent Demographics

331 Respondents

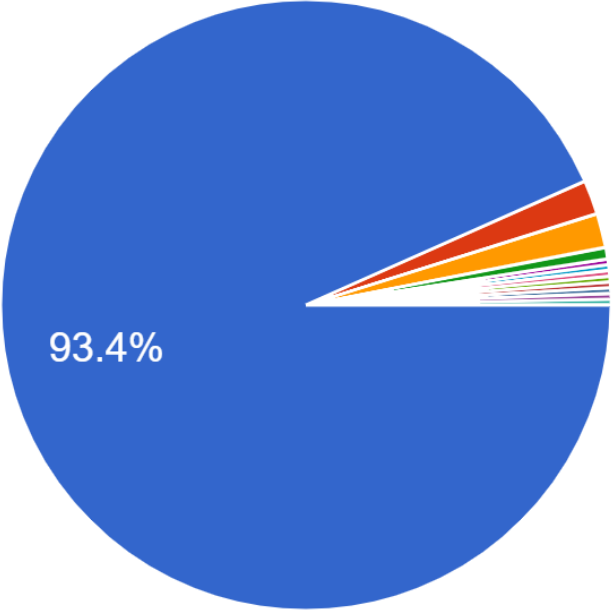


Race and Ethnicity (Self-description)





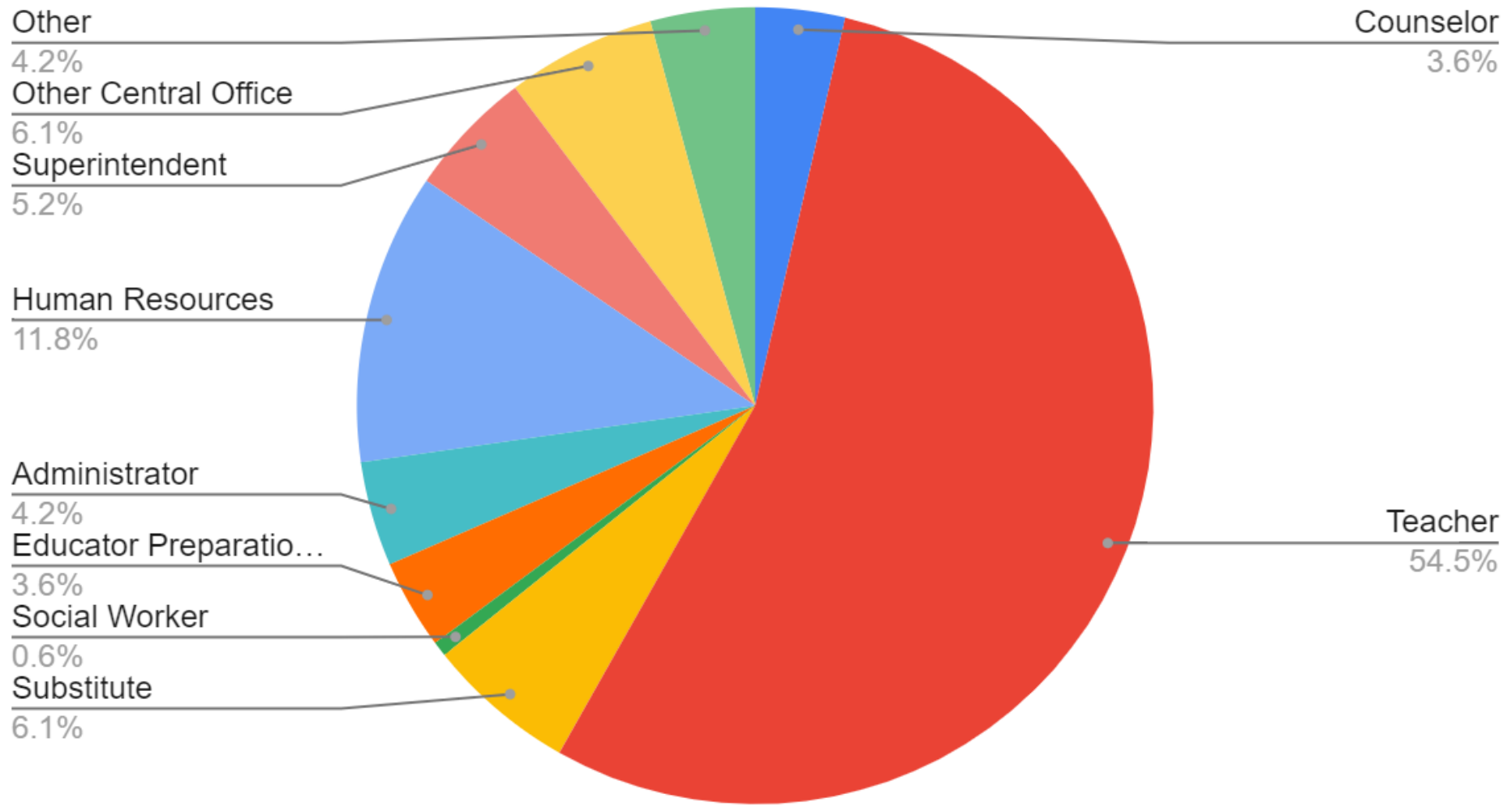
What is the First Language You Learned as a Child?



- English
 - Prefer not to say
 - Spanish
 - Korean
 - Russian
 - Español
 - Swiss German
 - Sign
- ▲ 1/2 ▼



Roles of Respondents

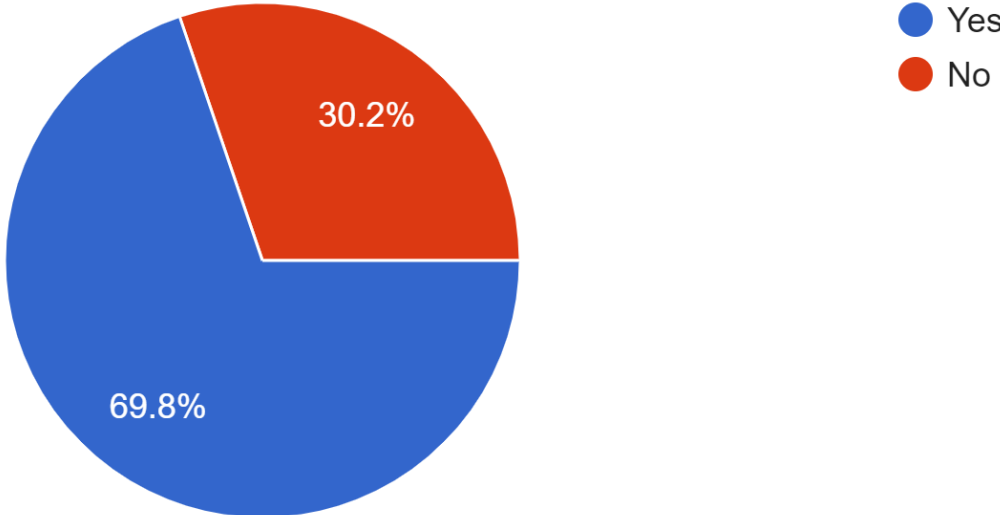




TSPC Staff Interaction Since January 1, 2024?

Have you interacted with Teacher Standards and practices staff at any time since January 1, 2024?

331 responses





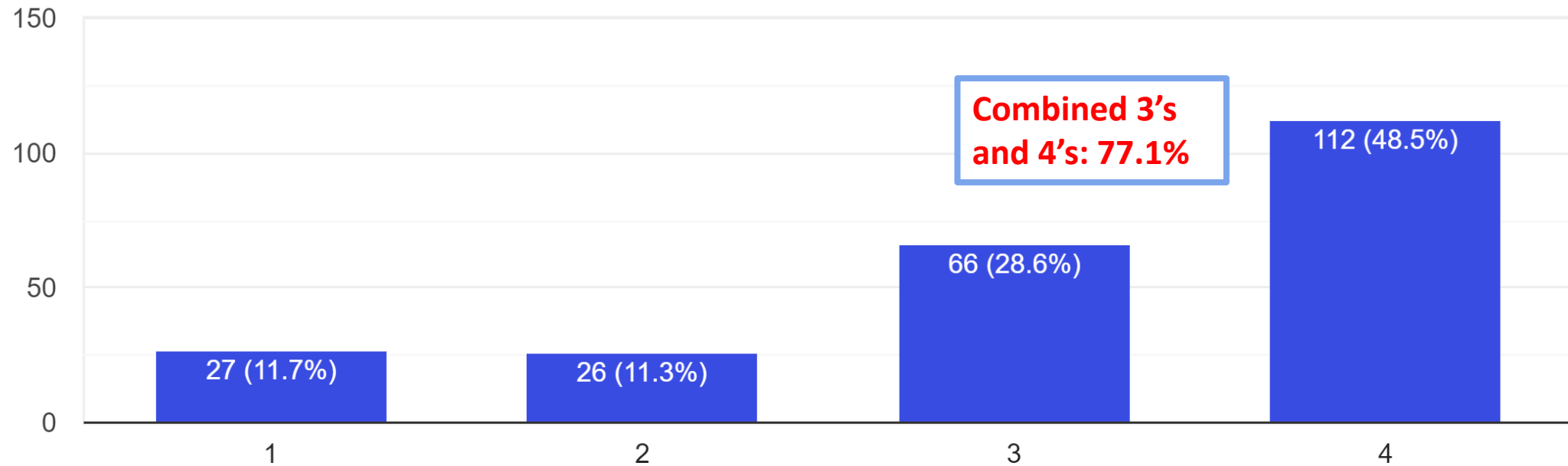
TSPC Team Overall

Response Time of Overall TSPC Team



*1-4 (4=Outstanding)

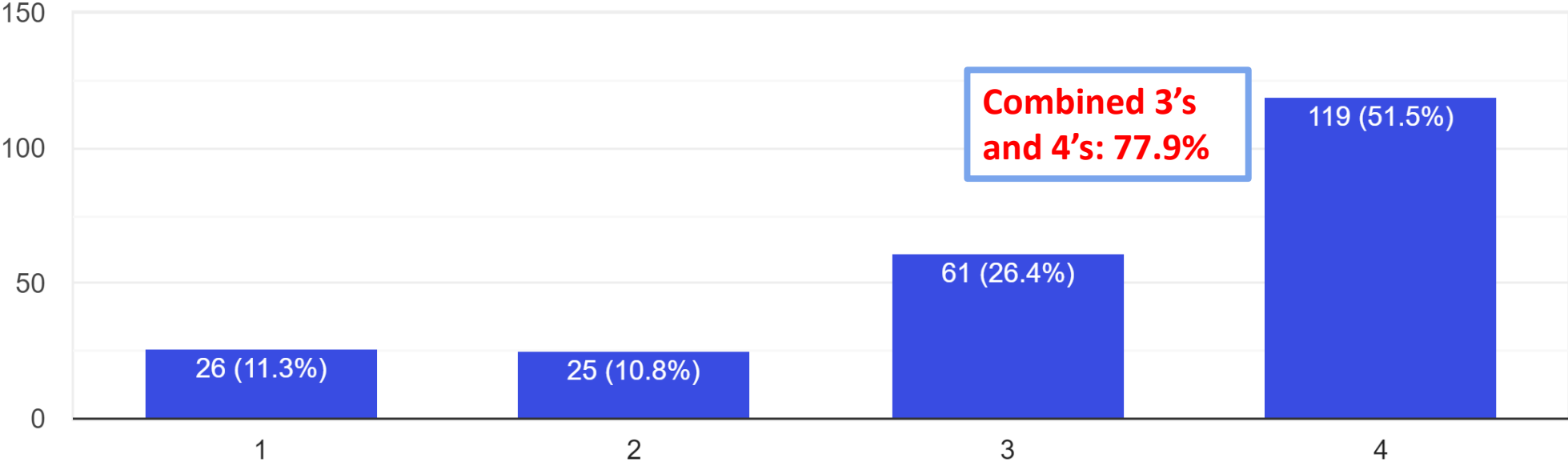
231 responses





Helpfulness of Overall TSPC Team

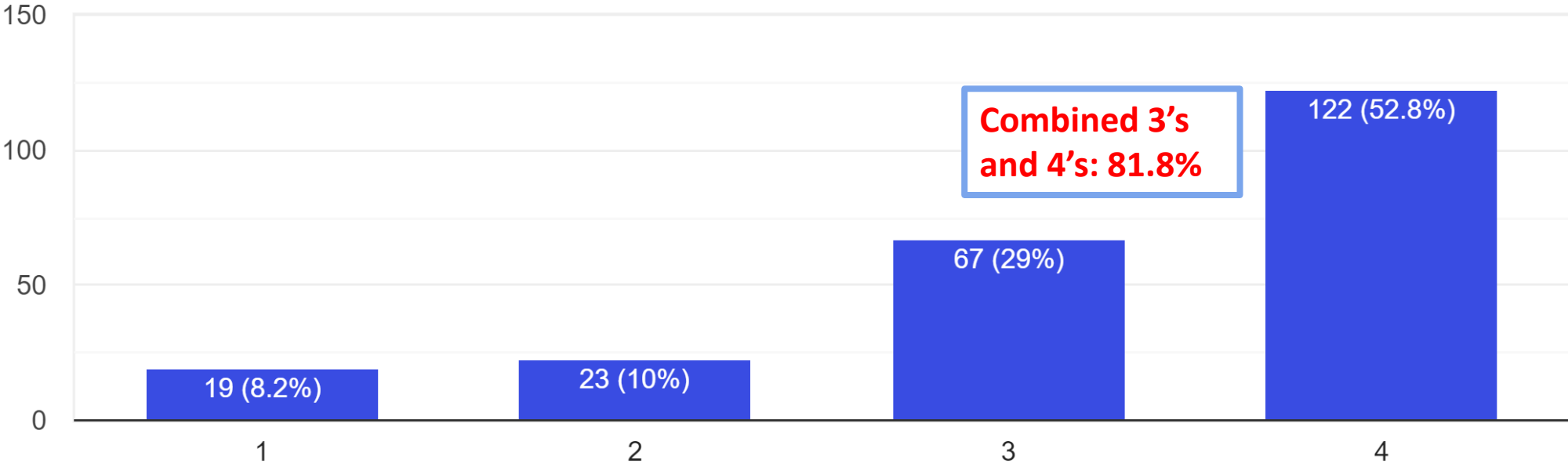
231 responses





Overall Knowledge and Expertise of TSPC Team

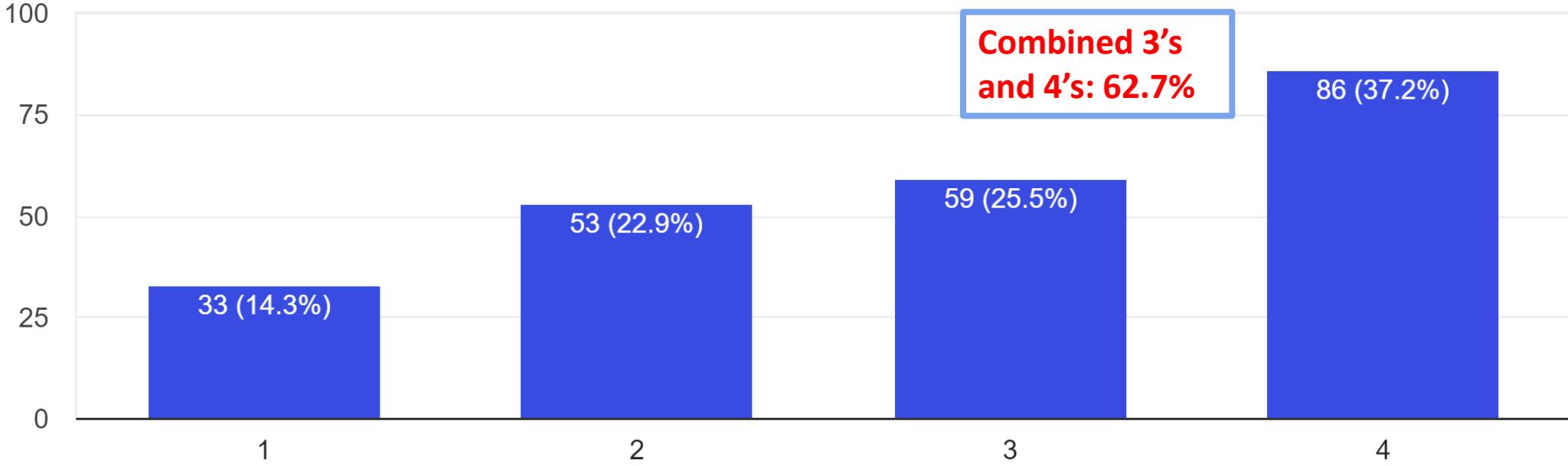
231 responses





Overall Availability of General Info on Website

231 responses

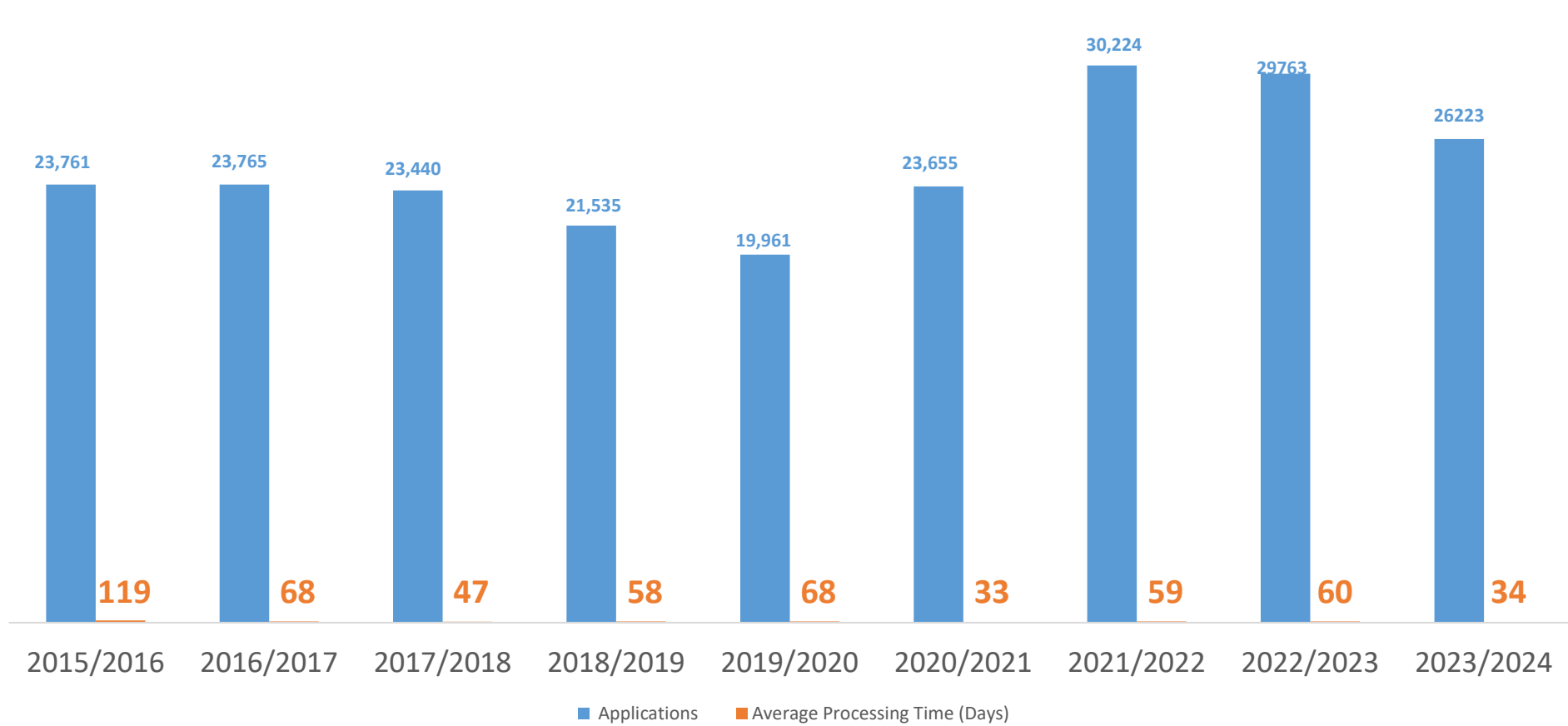


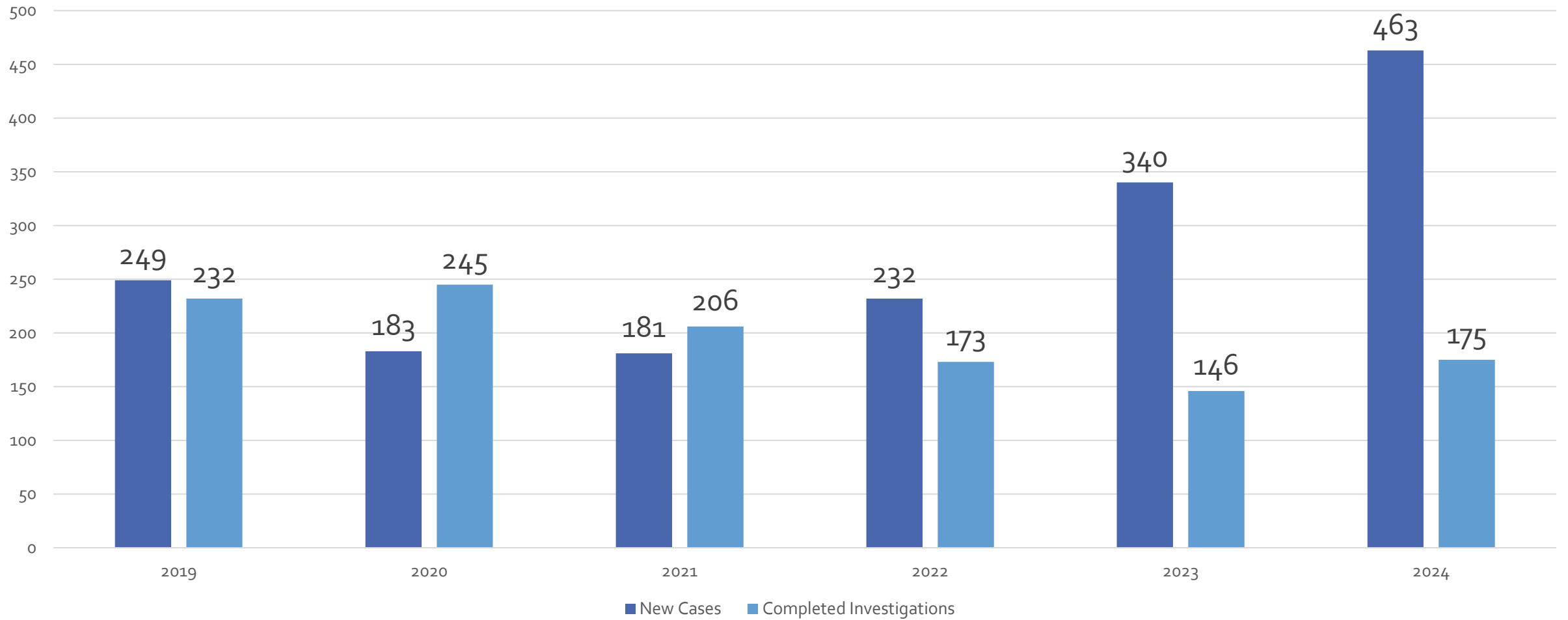
“The website is terrible. Sure, I can find information there, but it takes a long time to find it. I believe that TSPC is aware of how awful their website is.”

KPM 2: Applicant Customer Service



APPLICATIONS RECEIVED AND PROCESSING TIME





NEW CASES AND COMPLETED INVESTIGATIONS

BUDGET, OPERATIONS, AND PROGRAM CHANGES

Teacher Standards and Practices Commission

Major Changes in the Recent Years: **Licensure**

Early Literacy Educator Preparation Requirements for Licensure

- The implementation of new standards is taking place through partnership across TSPC units and across education agencies. For Licensure, determining which endorsements require evidence of preparation on the new standards and by when both new educators and already licensed educators must demonstrate competence is key work of 2024-25.

Adjustments for Educator Workforce Shortages

- District Substitute license to address teacher shortages (with this license, only eligible for one district)
- Up to 4 years for Restricted Teaching Licenses (formerly total of 3 years)
- Continued PDU suspension with commitment to require evidence again for licenses expiring July 1, 2029

Significant Work Efforts

- Modification of OAR addressing barriers to entry to the profession to focus on multilingualism (Oregon License Expense Reimbursement)
- Stage Gate 2 of eLicensing replacement project now also addressing needs in complaints and investigations and in educator preparation

Major Changes in Recent Years: Professional Practices

Investigations

- In 2024, approval to hire 5 FTE in investigations unit (limited duration positions).
- Able to fill 4 FTE due to low application numbers and rate of compensation (4 candidates refused position based on their experience and compensation)
- 1 FTE left position to move to new industry; filled by one of limited duration staff
- 1 FTE left due to rate of pay; position filled by limited duration
- Unable to backfill either limited duration opening

Complaints

- New complaints received by TSPC to be investigated more than doubled in 2024.

Major Changes in Recent Years: Educator Preparation and Pathways

National Accreditation

- Mandated for all EPPs July 1, 2025
- 2021, AAQEP received full approval for EPPs as an alternative to CAEP, adding considerable amount of additional work in contracting, standards review, outreach and overall training for Program Approval and EPP staff.

Teacher Performance Assessment

- 2022 TSPC led the EPP workgroup to develop the Framework for the Local Assessment Option.

Clinical Practice

- 2022 TSPC implemented new standards for supervision of clinical practices by a qualified cooperating teacher and expanded the language from required weeks to required hours to best support EPPs and their teacher candidates.

Required Program Curriculum Standards (2017-2025)

- Dyslexia and reading difficulties
- Social, Emotional, Learning (SEL)
- Literacy

Major Changes in
Recent Years:
**Educator Preparation
and Pathways**
(continued)

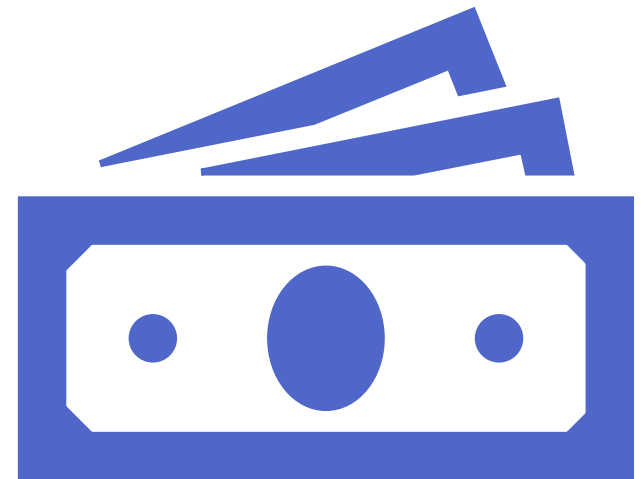
Increasing Diversity and Lowering Barriers in the **Educator Workforce**

- In 2020, TSPC instituted the Oregon License Expense Reimbursement, the Oregon Administrator Scholarship and the Holistic Assessment/Multiple Measures programs. These were made permanent in 2021.
- In 2021-22, TSPC was one of a few state agencies in the country to develop the Interstate Teacher Mobility Compact to further reduce the barriers to licensure of out-of-state educators.
- In 2022, TSPC was one of only 8 partnerships in the country to be part of a Wallace Foundation program to support the development of school leaders.
- In 2023 The Oregon Teaching Apprenticeship registered their first Teaching Apprentices

Recent Major Changes: Revenue & Fees

Revenue

- TSPC's main source of revenue is licensing fees.
- In 2021, the legislature granted TSPC authority to collect up to \$15 Portal fees (previously \$5) to develop and maintain the Educator Database System.
- General Funds were granted by the 2022 legislature to permanently fund two nontraditional pathway positions lowering barriers to the education workforce.
- In 2023, SB 283 supported Educator Advancement Council work to expand mentorships and apprenticeships; TSPC received \$2M through an IAA and, through partnership with BOLI, began the first Oregon Teacher Apprenticeship Program



Revenue (continued)

- In 2024, TSPC entered into an agreement with our current e-Licensing company to receive a refund of \$350,000 and keep an additional \$5 of the existing Portal fees, helping offset growing costs related to both EDS and personnel costs.

Fee Increases

- 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.
- In 2024, we see a slight reduction in licensing applications and associated revenue from fees though personnel costs continue to rise, challenging our ability to provide CSL.
- Legislators and the Governor have repeatedly expressed a desire to keep fees stable or reduce them, as possible.



License Fees Overview

	Administrator Fees	All Other Educators (excluding International)
First Oregon License	\$ 189	\$ 182
Out of State	\$ 254	\$ 247
Renewal	\$ 189	\$ 182
ADDITIONAL FEES		
Portal Provider Fee		\$ 5
License System Fee		\$ 10
Fingerprint/Background Clearance Fee*		\$ 61

** Fingerprint/Background Clearance: If an applicant has never held an Oregon license or their license has been expired for three years or more, the applicant must complete a fingerprint/background clearance.*

SOME OF OUR ADDITIONAL
SUCCESS STORIES



Oregon Administrator Scholars Program

2021-2024
(as of 11/2024)

Biennium

Program	Number of Scholarship Checks Processed	To # of recipients*	Total \$ Distributed (biennium)
OASP	755	475	\$ 2,575,328.50

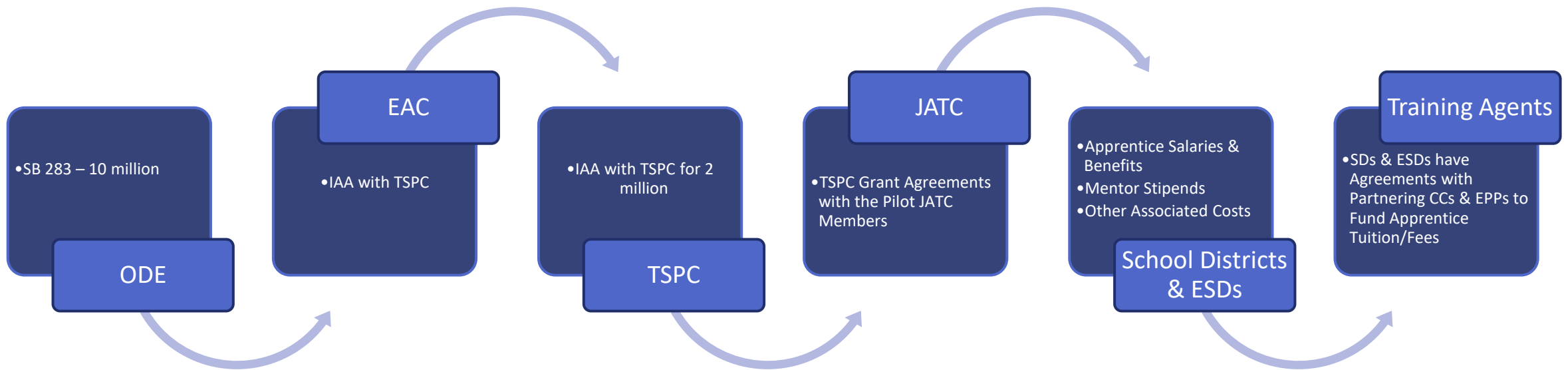
Multiple Measures Evaluations

Multiple Measures Evaluated	Academic Year				
	2019-2020	2020-21	2021-22	2022-23	2023-24
Oregon Completers	97	157	194	267	357
Other (in-service, reciprocal applicants)*- PILOT	n/a	n/a	n/a	23	18
Total Qualified using Multiple Measures by Year	97	157	194	290	375

License Expense Reimbursement

	Individuals Served June 2021 – December 2024	Anticipated to be Served January 2025 – June 2025	Per Person Reimbursement Ranges
Reimbursements for Licensure-related Costs	3,017	+ 300	\$290 - \$460

Registered Teacher Apprenticeships





Chair, Brian Haats,
Hillsboro SD



Secretary, Kim Bayer,
Hillsboro SD



Nikki Tucker,
Woodburn SD



Dulce Nash,
Woodburn SD



Brett Baxter,
Wallowa County ESD



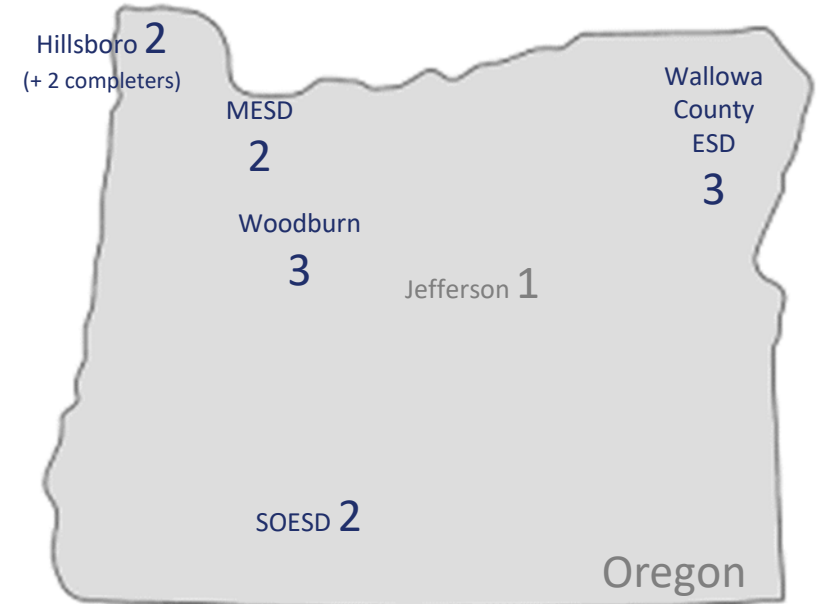
Aaron Cooke,
Southern Oregon ESD



Nate Waas Shull,
Multnomah
ESD



Jefferson County SD
509J &
ESD (opted out as a
participant, June 2024)



Related Training Providers: OSU E-Campus, Pacific University, EOU, SOU, Chemeketa CC, PCC, Klamath CC, and Rogue CC

Current Endorsements: Elementary MS, Dual Language and ESOL, Special Education Generalist, Advanced Mathematics.

12 Active Apprentices, 2 Completers for a total of 14.
64% are racially, ethnically, and/or linguistically diverse.

SUBSTITUTE LICENSES

Full Substitute

- Have completed teacher preparation
- No PDUs to renew
- May accept assignments as long as one academic year
- Three-year term

District Substitute (New July 2023)

- No bachelor's degree
- Can only work in the sponsoring district
- A single assignment cannot be for longer than 10 consecutive days (ORS 342.610 and local bargaining agreements)
- Renewal: Three-year term if they apply on time and maintain the same sponsoring district

Restricted Substitute

- Have completed a bachelor's degree (no teacher prep)
- No PDUs to renew
- A single assignment cannot be for longer than 10 consecutive days (ORS 342.610 and local bargaining agreements)
- Requires district sponsorship but can sub in any district
- One-year term for first license
- Renewal: Three-year term if they apply on time and maintain the same sponsoring district

Other licenses that can sub:

Preliminary, Professional (teaching, school counselor or admin),
Principal, CTE (Restricted, Preliminary and Professional)

Licensing Fees for Oregon and Neighbor States



State	Typical Term of License	Base Fee	Fingerprinting	Late Fees
OR	3 or 5 years	\$182	\$61	\$40/month \$200 maximum
CA	5 years	\$100	\$49	Not published
WA	5 years	\$81	\$50	\$100
ID	5 years	\$75	\$28.25	None

BUDGET DRIVERS AND RISKS

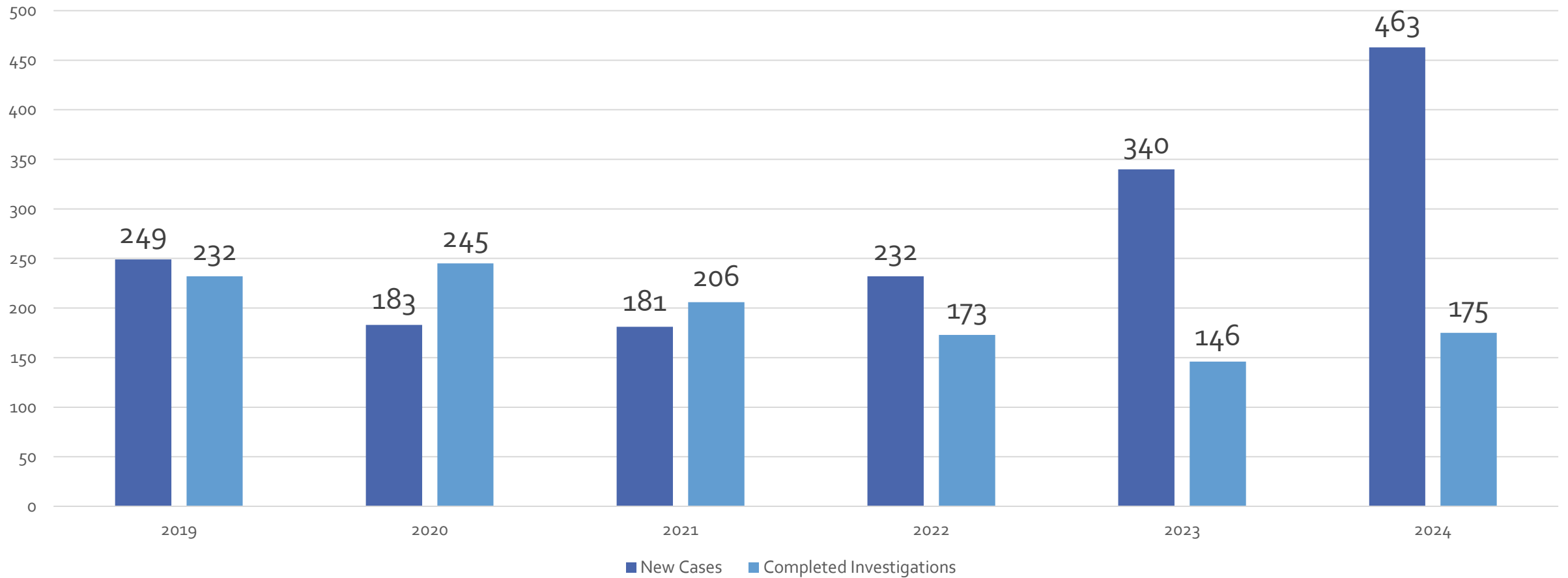
Teacher Standards and Practices Commission



**TSPC VALUE:
PROFESSIONAL ETHICS
AND INTEGRITY**



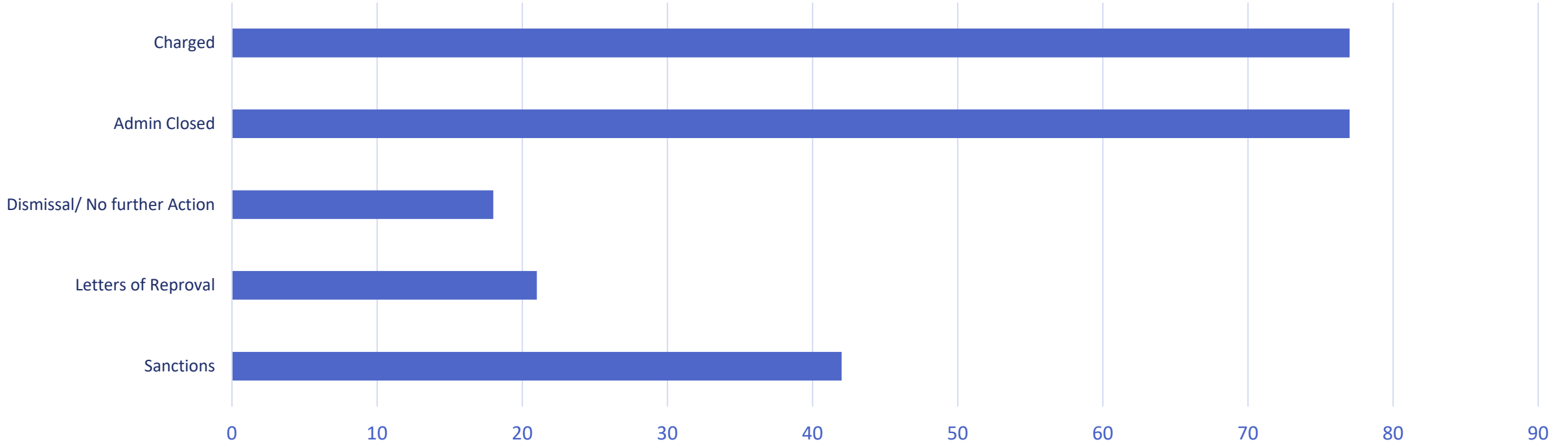
New Cases and Investigations Completed



NEW CASES AND COMPLETED INVESTIGATIONS

Outcomes of Cases

2024*



Professional Practices Case Outcomes - 2024

INVESTIGATOR CASELOADS

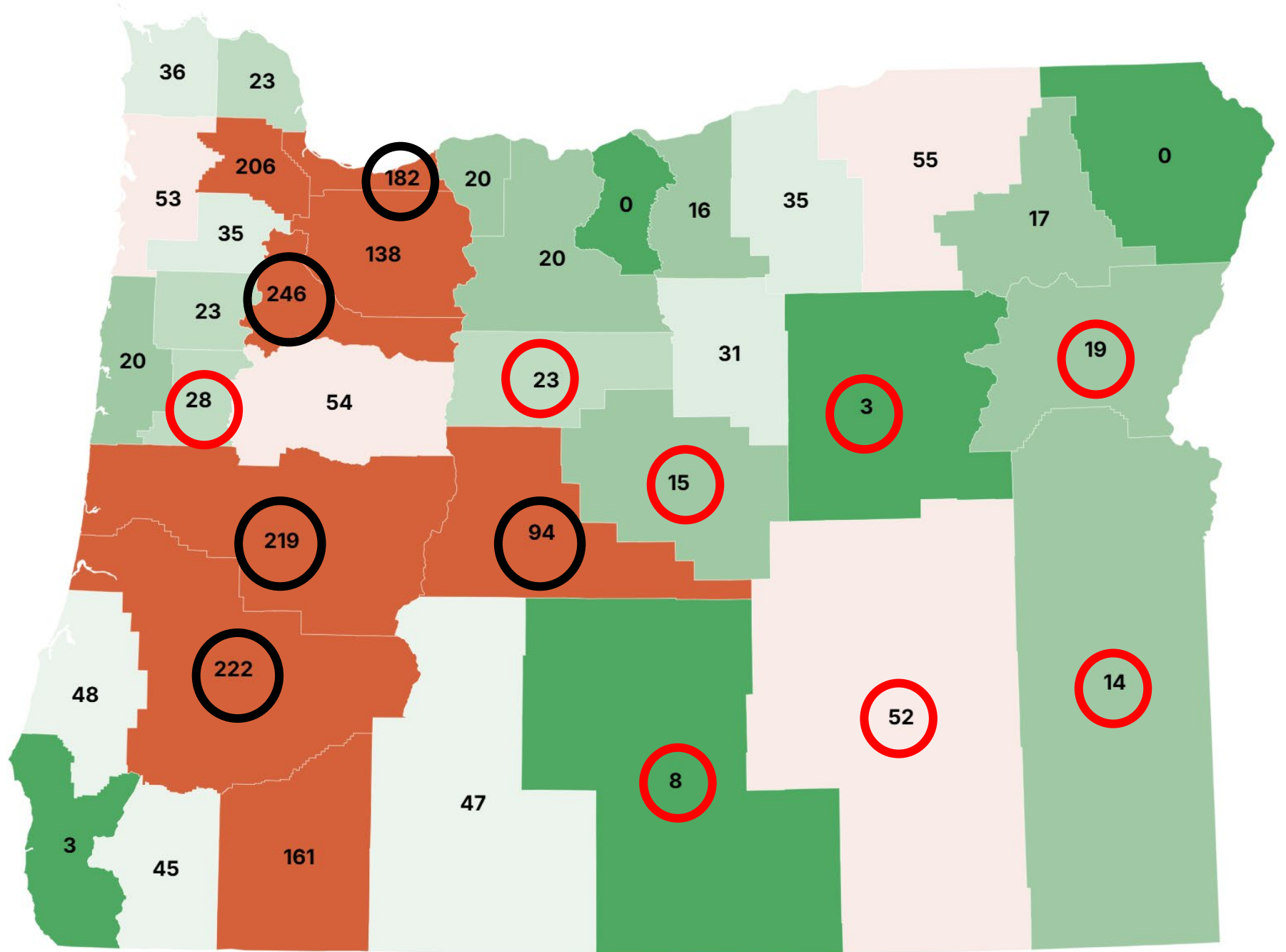
Total Current Caseload: 558	Investigator: Case Ratios
Current staffing of: <ul style="list-style-type: none">• 4.0 Permanent Investigators• 1.0 Limited Duration (temp) Investigator	1:112
GRB staffing <ul style="list-style-type: none">• 4.0 Permanent Investigators	1: 140

WORKFORCE CHALLENGES

ALL CURRENT
EDUCATOR
OPENINGS IN OEDD-
PARTICIPATING
DISTRICTS IN
OREGON

(Licensed and Classified)

February 23, 2025



Popular Endorsements: 2023-2024



Emergency Teaching Licenses

Endorsement	Number
Elementary - Multiple Subjects	318
English Language Arts	45
Foundational Mathematics	41
Physical Education	39
Special Education: Generalist	34
Foundational Science	28
Social Studies	25
Advanced Mathematics	24
English to Speakers of Other Languages	23
Foundational English Language Arts	21
Music	18
Health	15
Integrated Science	15
Foundational Social Studies	14
Art	13

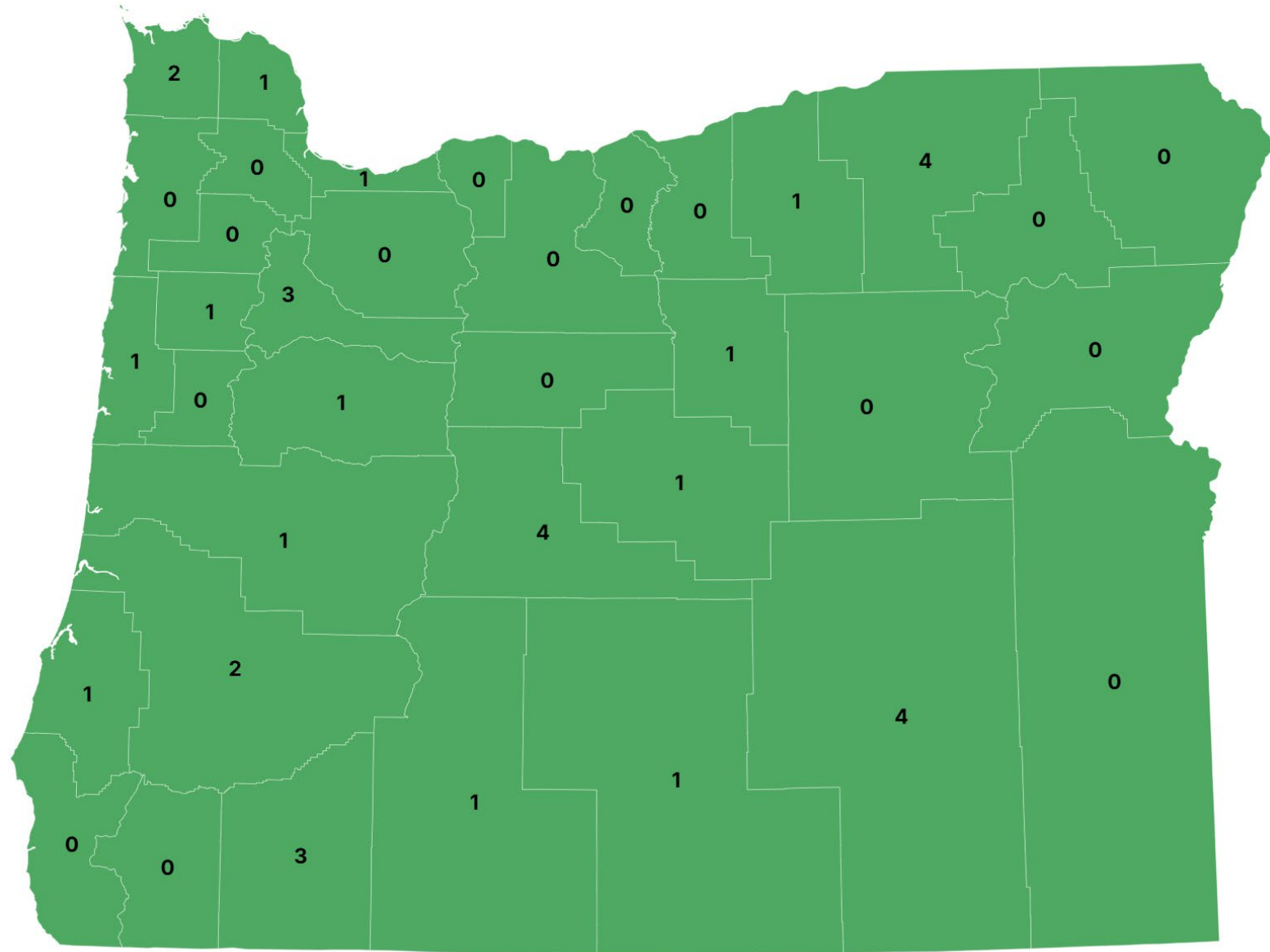
Restricted Teaching Licenses

Endorsement	Number
Elementary - Multiple Subjects	465
Special Education: Generalist	431
Physical Education	152
English Language Arts	98
Social Studies	92
Health	81
Advanced Mathematics	75
English to Speakers of Other Languages	63
Music	60
Foundational Science	51
Integrated Science	43
Foundational Mathematics	42
World Language: Spanish	37
Biology	32
Art	22
Foundational Social Studies	16
Foundational English Language Arts	14
Special Education: Early Intervention	13
Physics	10

MATH OPENINGS

34

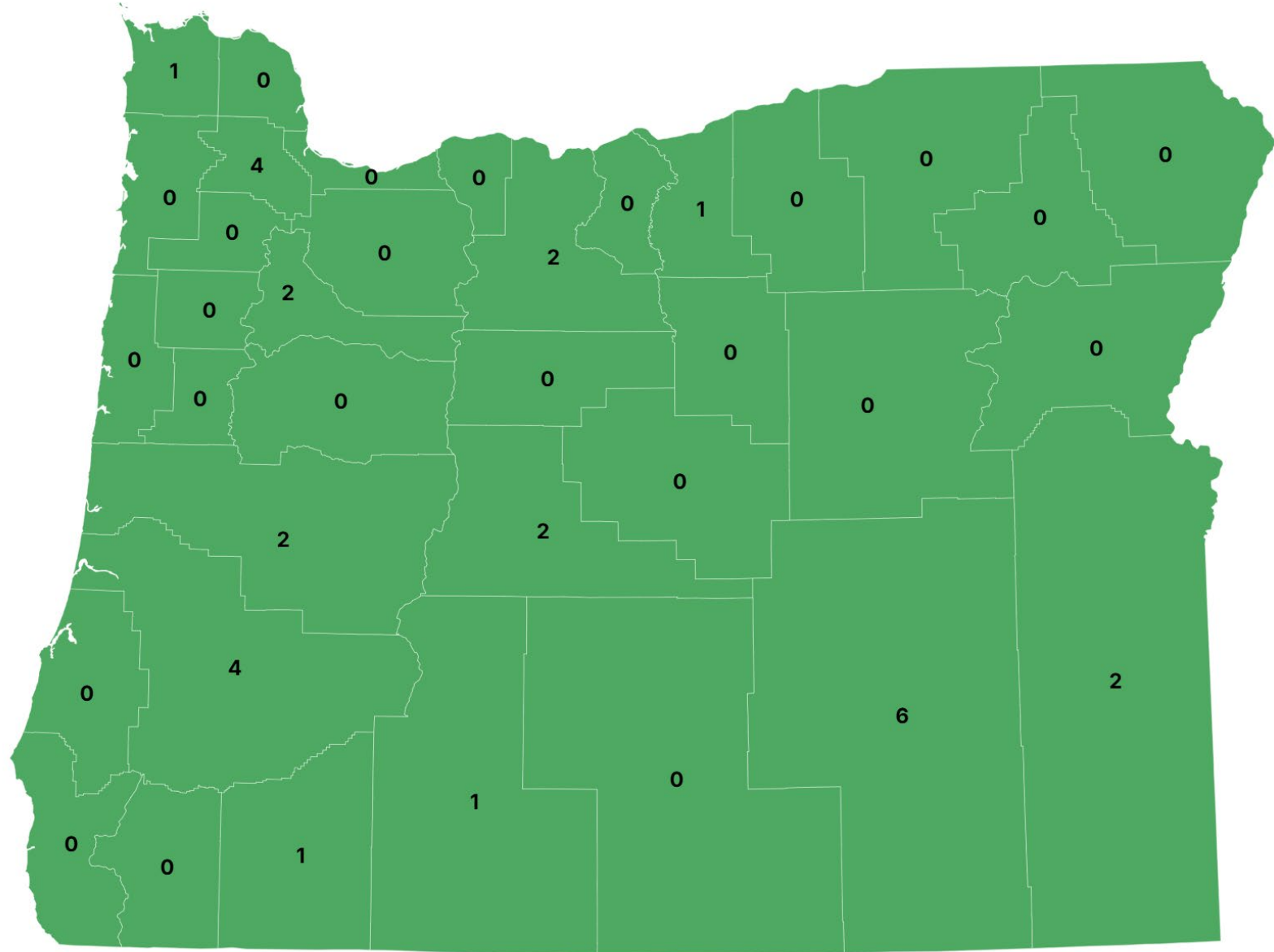
February 23,
2025



SCIENCE OPENINGS

28

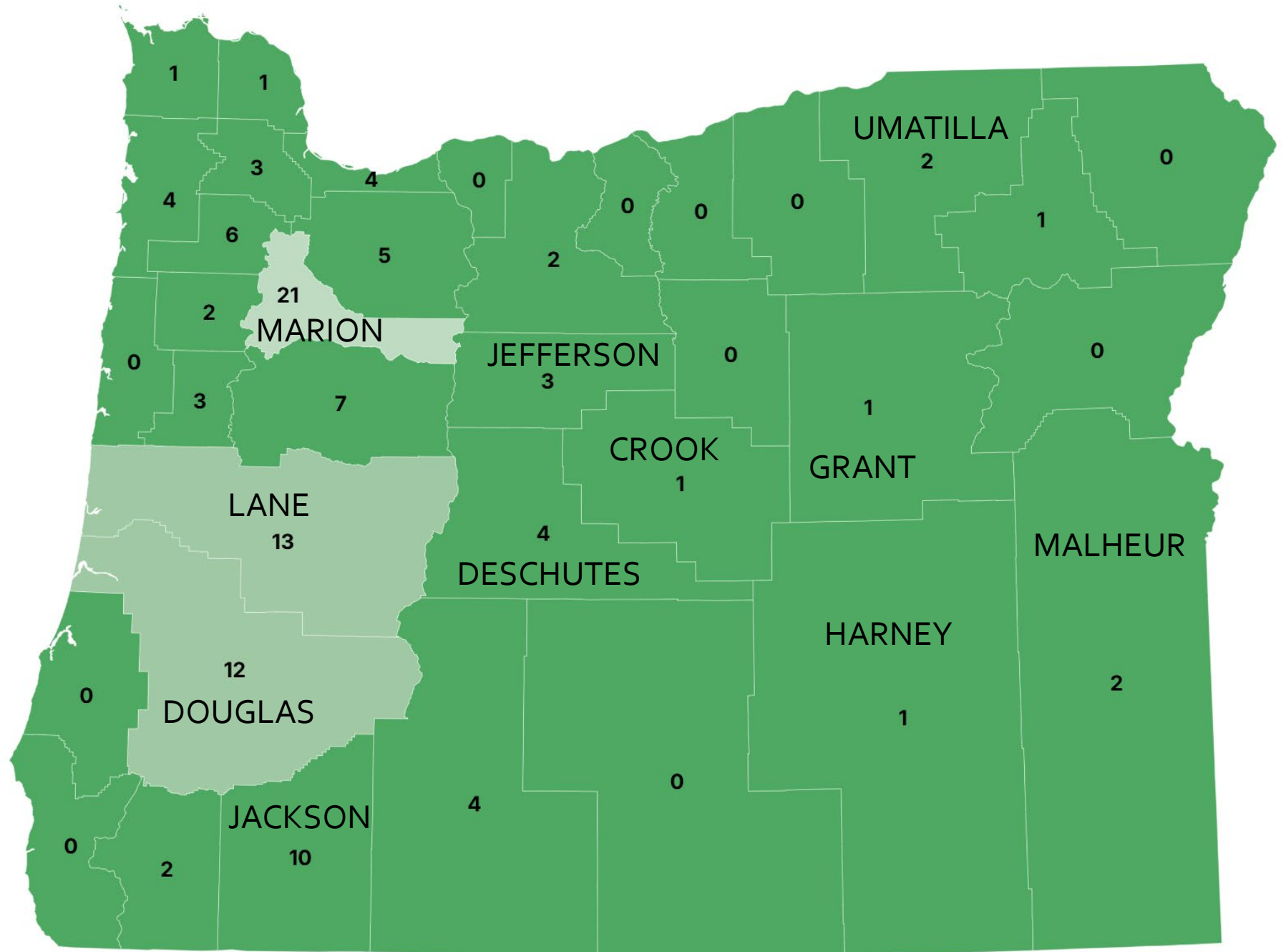
February 23,
2025



SPECIAL EDUCATION OPENINGS

February 23, 2025

117





**TSPC VALUE: ADVOCATING
FOR EDUCATION
PROFESSIONALS AND K-
12 STUDENTS**



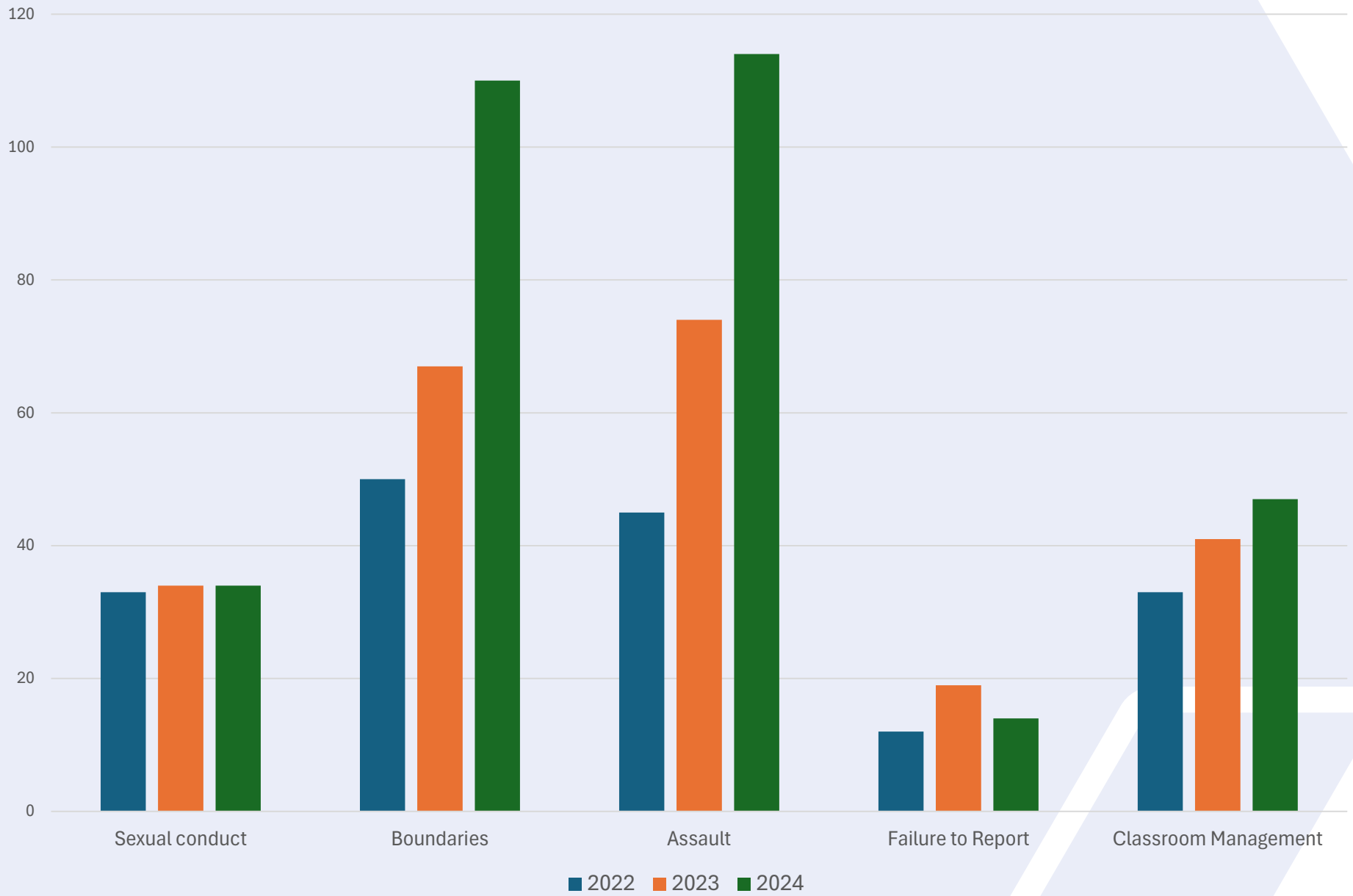


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TSPC VALUE:
PROMOTING **SAFETY AND**
WELFARE OF THE
EDUCATION COMMUNITY



Fee Impacts to Meet Staffing Needs

- Additional staffing needs to meet KPM's and agency priorities:
 - 2.0 FTE – Public Service Representative 4 (Current FTE: 2.0)
 - 7.0 FTE – Investigator 2 (Current FTE: 4.0)
 - 1.0 FTE – Compliance Specialist 2 (Current FTE 2.0)
 - 1.0 FTE – Compliance and Regulatory Supervisor 2 (Current FTE 0.0)
- Estimated costs through 2035: \$ 13,425,078
- Anticipated annually issued licenses: 24,000
- Fee impact:  \$ 56 (Total \$ 316 to \$ 321 for initial licensure)

GOVERNOR'S PROPOSED BUDGET

Teacher Standards and Practices Commission

2023-25 AGENCY REVENUE AND EXPENDITURE SUMMARY

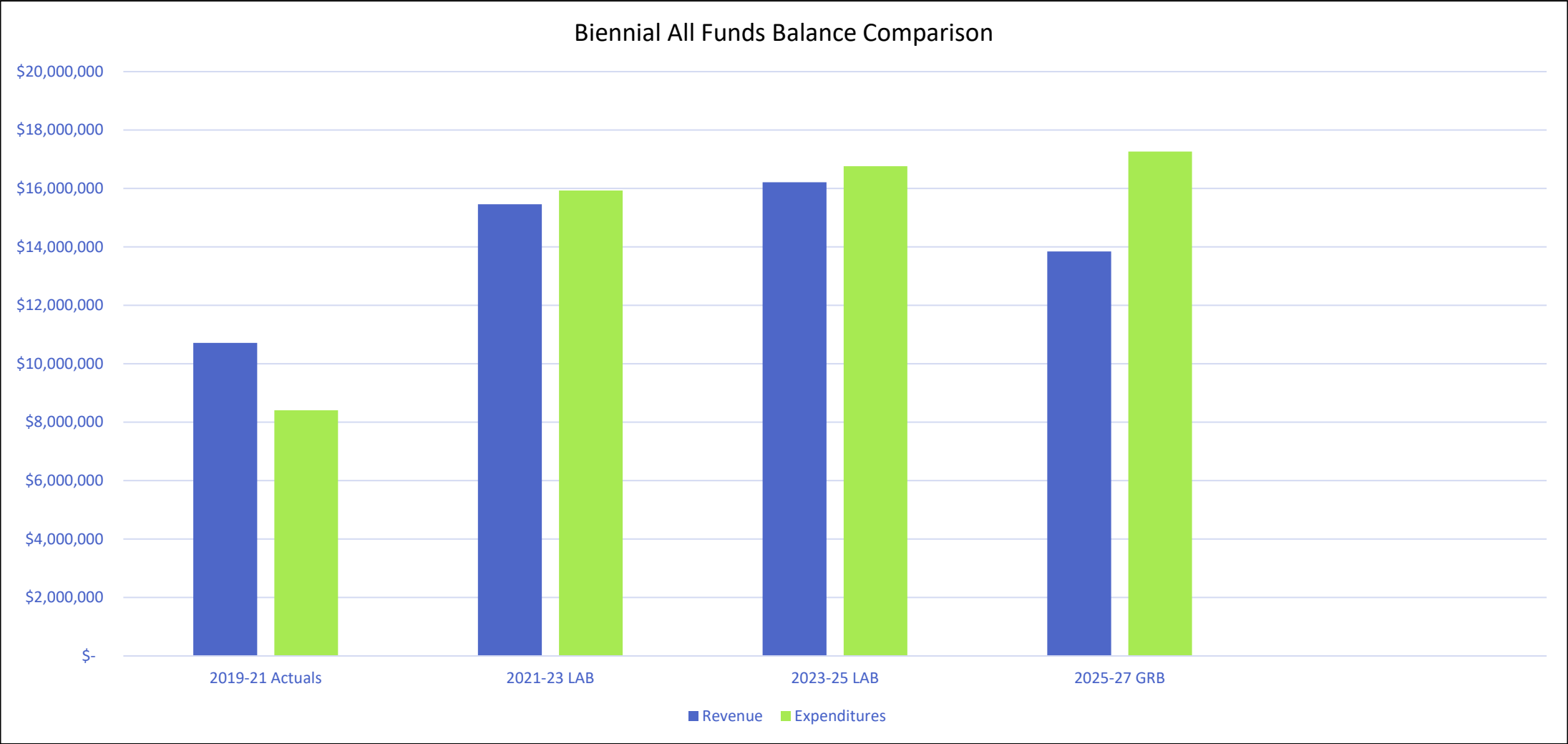


General Program (Licensure, Professional Practices, Program Approval, Agency Operations)

BEGINNING BALANCE (23-25):	\$ 5,212,276
REVENUE ESTIMATE (23-25):	\$ 8,655,985 (Licenses and fees)
\$ 1,329,163 (Fingerprint Svc. Chg.)	
\$ 4,300,000 (Transfers In)	
\$ 2,510,468 (General Fund)	
TOTAL AVAILABLE RESOURCES (23-25):	\$ 16,795,616
TOTAL EXPENDITURES :	\$ 17,107,304
ENDING BALANCE (23-25):	\$ 4,900,588

Note: Figures are from 2023-25 Governor's Budget and includes two Policy Option Packages

TSPC Revenue



AGENCY PROPOSED LEGISLATION

Teacher Standards and Practices Commission

Senate Bill 802

What the Bill Does – SB 802



- Current law and rule allows applicants to begin working in a school district for 90 days while TSPC processes the application. The current effective dates begins at the time of application.
- Amends ORS 342.125(2) to start the 90-day period where an educator may begin working upon clearance of the background check.
- No fiscal impact to make the change.

Why Change is Needed

- Allows TSPC 2-3 weeks longer to process a license without negatively impacting an educator's ability to serve in a school or district.

Senate Bill 804



What the Bill Does – SB 804

Deters educators from misconduct, including failure to report misconduct and failure to remove unlicensed educator from active assignment.

Allows TSPC to impose civil penalties of up to \$1,000 per violation in addition to other disciplinary action.

Places **greater burden on those engaging in misconduct for the costs** associated with their investigations rather than passing costs on to every licensed educator.

Why Change Is Needed – SB 804

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- Increasing Department of Justice costs likely to raise educator fees
 - Detering repeat offenses will help to lower overall number of investigations, reducing backlog
 - Currently, all costs associated with complaints and investigations of educator misconduct lie with every Oregon educator through their licensing fees. (No general funds cover any costs of complaints or investigations.)

Placing a greater burden on those who engage in misconduct will reduce the need for raising fees for Oregon educators who have not engaged in these behaviors.



Civil Penalties – Potential Impact

INVESTIGATIONS – Current average annual non-personnel costs to TSPC (currently paid by license fees of all Oregon educators):

- Department of Justice (legal counsel) **\$ 200,762**
- Office of Administrative Hearings **\$ 40,773**
- \$ 241,535**

ESTIMATED HIGHEST-END POTENTIAL REVENUE IMPACT

- Average civil penalties when applied to 2017-2023: **\$ 439,429**

Senate Bill 805

What the Bill Does – SB 805

Currently, ORS 342.176(1)(B) requires TSPC wait 12 months before closing a case where the patron/complainant has failed to respond for requests of such verification.

SB 805 would allow TSPC to close these cases after 6 months.



Why Change is Needed



Most of the time, the patron never contacts TSPC again, leaving an open case in the docket for a whole year.



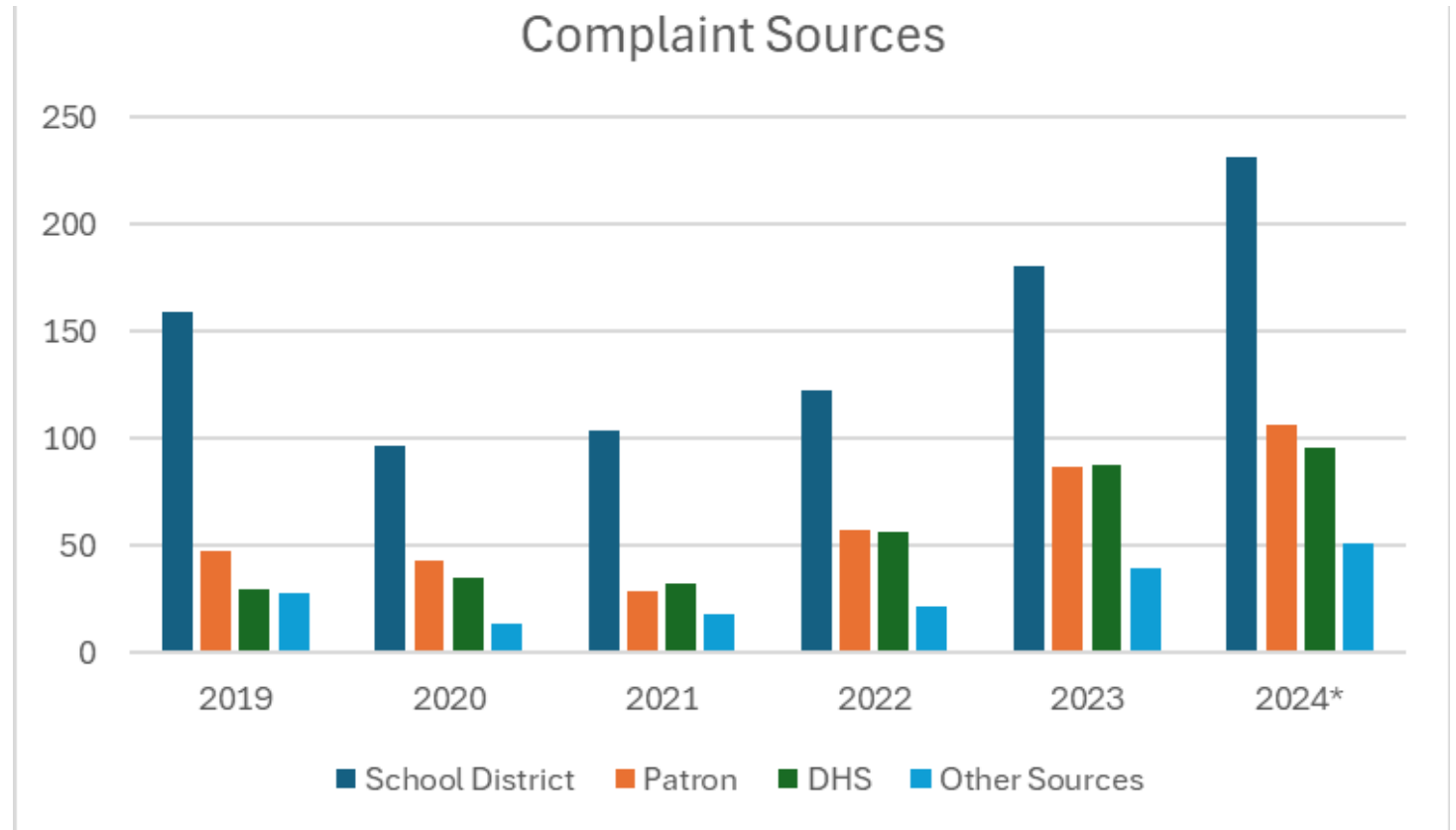
Having an open case on the books while being addressed by the district artificially inflates our open case rate and impacts case assignments.



Should the local resolution process take longer than the proposed 6 months, the patron can refile their complaint with TSPC, and a new case would be opened at that time.

Cost/Benefit Analysis

- In 2024 TSPC received 107 patron/public complaints
- Accurate numbers necessary to balance work assignments and inform staffing decisions
- No fiscal impact to implement change



IT PROJECTS

Teacher Standards and Practices Commission



System to serve all three units of TSPC



Supports college and university educator preparation programs through data collection and reporting improvements



Improves application and renewal licensing processes while creating significantly increased reporting capacity



Improves investigation processes while creating significantly increased reporting capacity.

EDUCATOR LICENSE, INVESTIGATIONS, AND PROGRAMS DATA SYSTEM

CLOSING OUT STAGE GATE 2

- All required documents have now been submitted and awaiting final approval
- Next step: Issue Request for Proposals

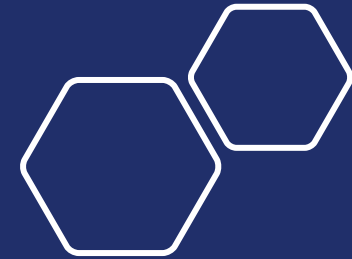
Funding Needs:

- Spending authority for remainder of 2023-25 biennium from existing Other Funds
- Additional funding in 2025-27 as represented in the GRB

10⁰% REDUCTIONS

Teacher Standards and Practices Commission

Describe Reduction	Amount and Fund Type						Total Funds	Pos.	FTE
	GF	LF	OF	NL-OF	FF	NL-FF			
(DESCRIBE THE EFFECTS OF THIS REDUCTION. IDENTIFY REVENUE SOURCE FOR OF, FF. INCLUDE POSITIONS AND FTE FOR 2025-27 AND 2027-29)									
Limits training and ability to confer with EPPs and other partners.			X				\$ 50,000	-	-
Relies on hybrid office practice to "tighten the belt" on supplies.			X				\$ 50,000	-	-
Suspends plans to create database for EP&P program.			X				\$ 110,000	-	-
Focuses on Compact, NASDTEC, and Accreditation program dues. All other subscriptions dropped.			X				\$ 25,000	-	-
Will try to use existing office space for storage.			X				\$ 20,000	-	-
Eliminates administrator of program and outreach opportunities.			X				\$ 231,000	-	-
Eliminates outreach expansion plans and database development.			X				\$ 200,000	-	-
Focuses on spending for VISA fees, Shuttle and Payroll services only.			X				\$ 200,000	-	-
Reduces Exec. Director to minimum role supporting Commission. Agency oversight divided by Directors.			X				\$ 290,000	-	-
Eliminates rulemaking, budget, and legislation role, to be taken up by Directors.			X				\$ 140,000	-	-
Eliminates one nontraditional pathway position first created by 2021 HB 2166.	X						\$ 334,000	-	-
Elimination of backlog and proposed legislative changes may eliminate some hearings. Continued efforts to do more prep work in house may make some savings.			X				\$ 70,000	-	-
	\$ -	\$ -		\$ -	\$ -	\$ -	\$ 1,720,000	-	-



LONG-TERM VACANCIES

NO LONG-TERM VACANCIES AS OF DECEMBER 31, 2024

Teacher Standards and Practices Commission

SAVINGS AND COST- CONTAINMENT EFFORTS

Teacher Standards and Practices Commission

Savings and cost containment efforts

In 2024, TSPC entered into an agreement with our current e-Licensing company to receive a refund of \$350,000 and keep an additional \$5 of the existing Portal fees, helping offset growing costs related to both EDS and personnel costs.

Agency efforts to improve our website navigability and clarity are designed to reduce time burdens on public service representatives.

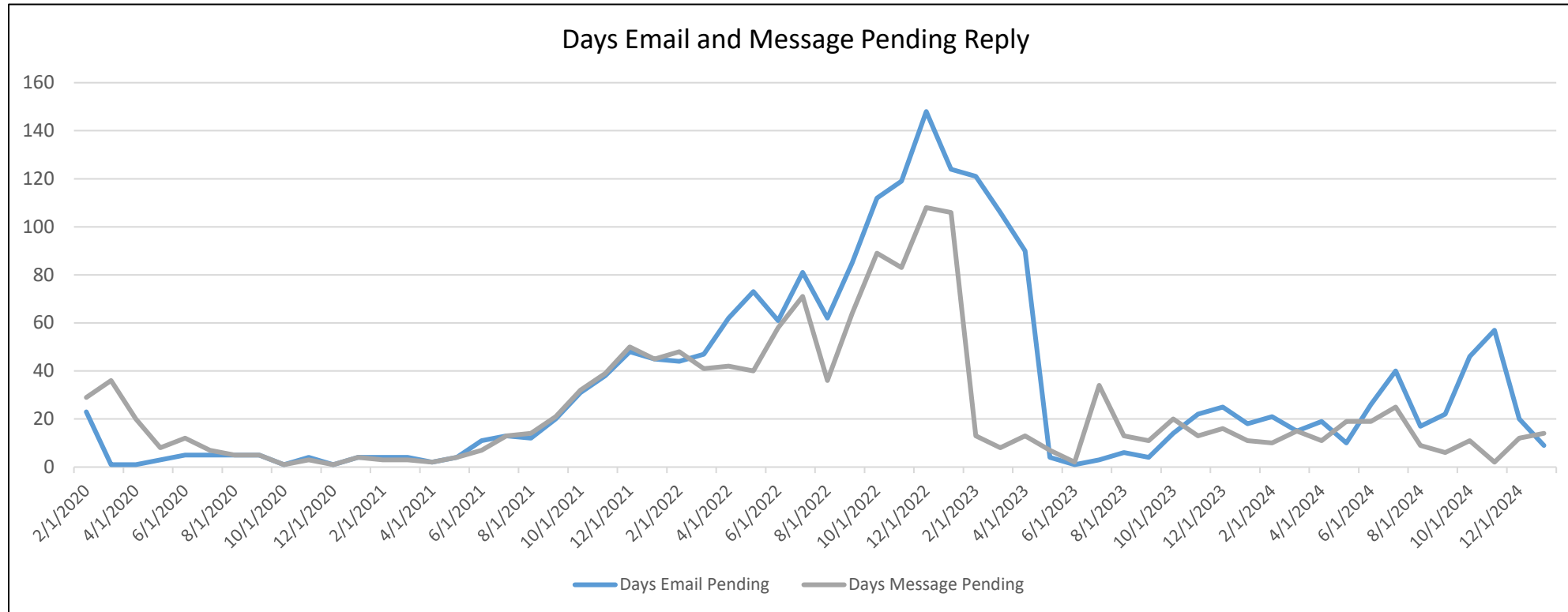
KEY PERFORMANCE METRICS

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KPM 1: Email Customer Service

Days email pending

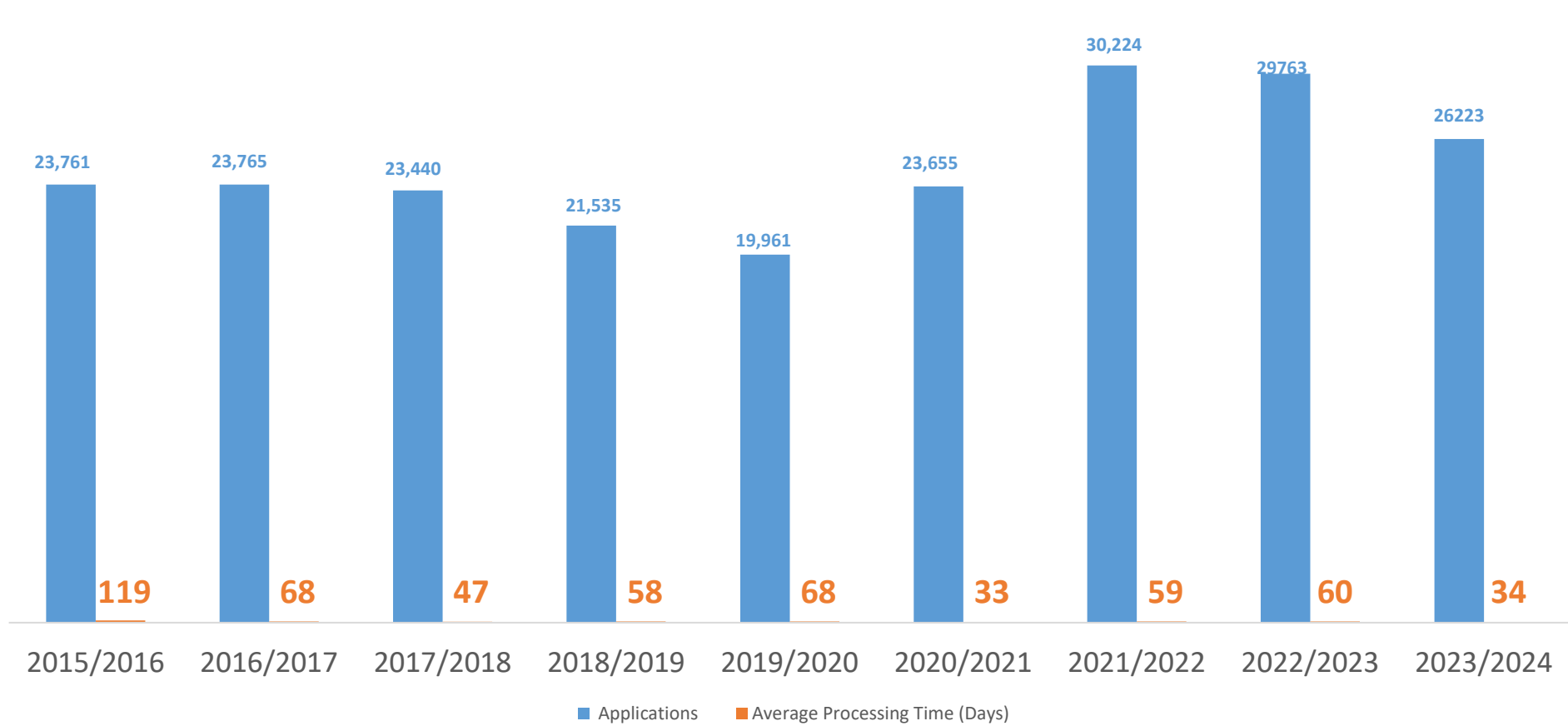


Messages = correspondence through the eLicensing application.

KPM 2: Applicant Customer Service



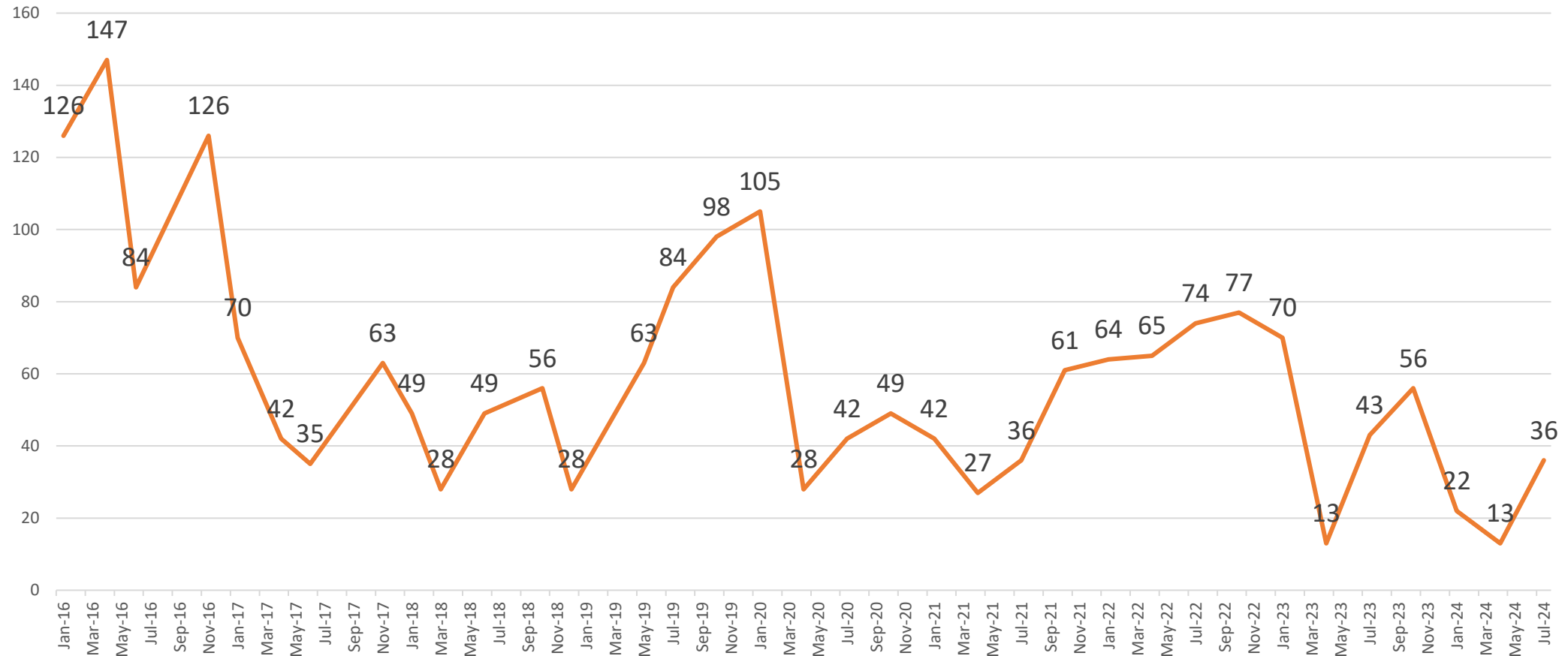
APPLICATIONS RECEIVED AND PROCESSING TIME



KPM 2: Applications Processed Within 30 days

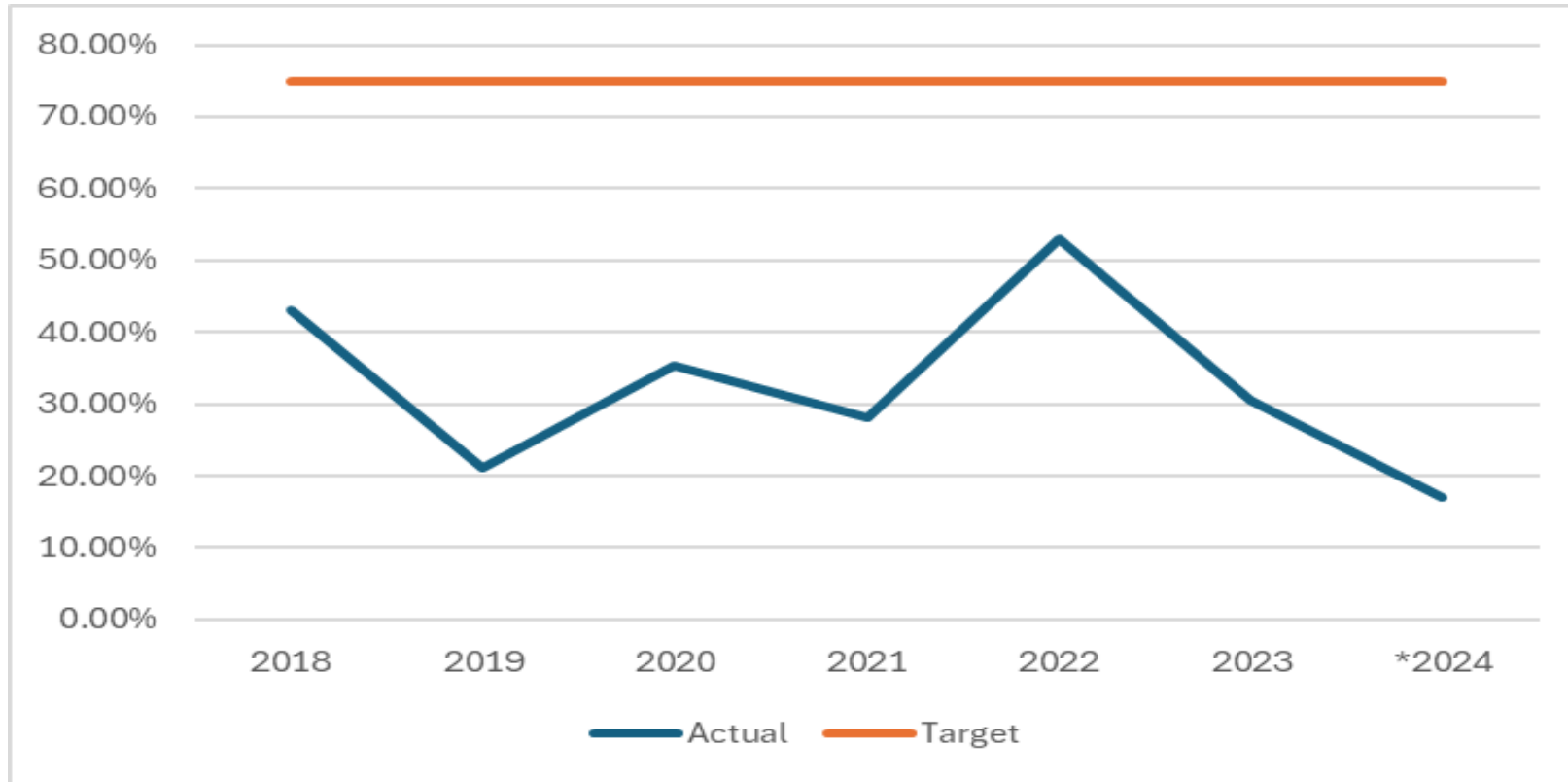


Days From Date Applied to Processing



KPM 3: Investigation Speed

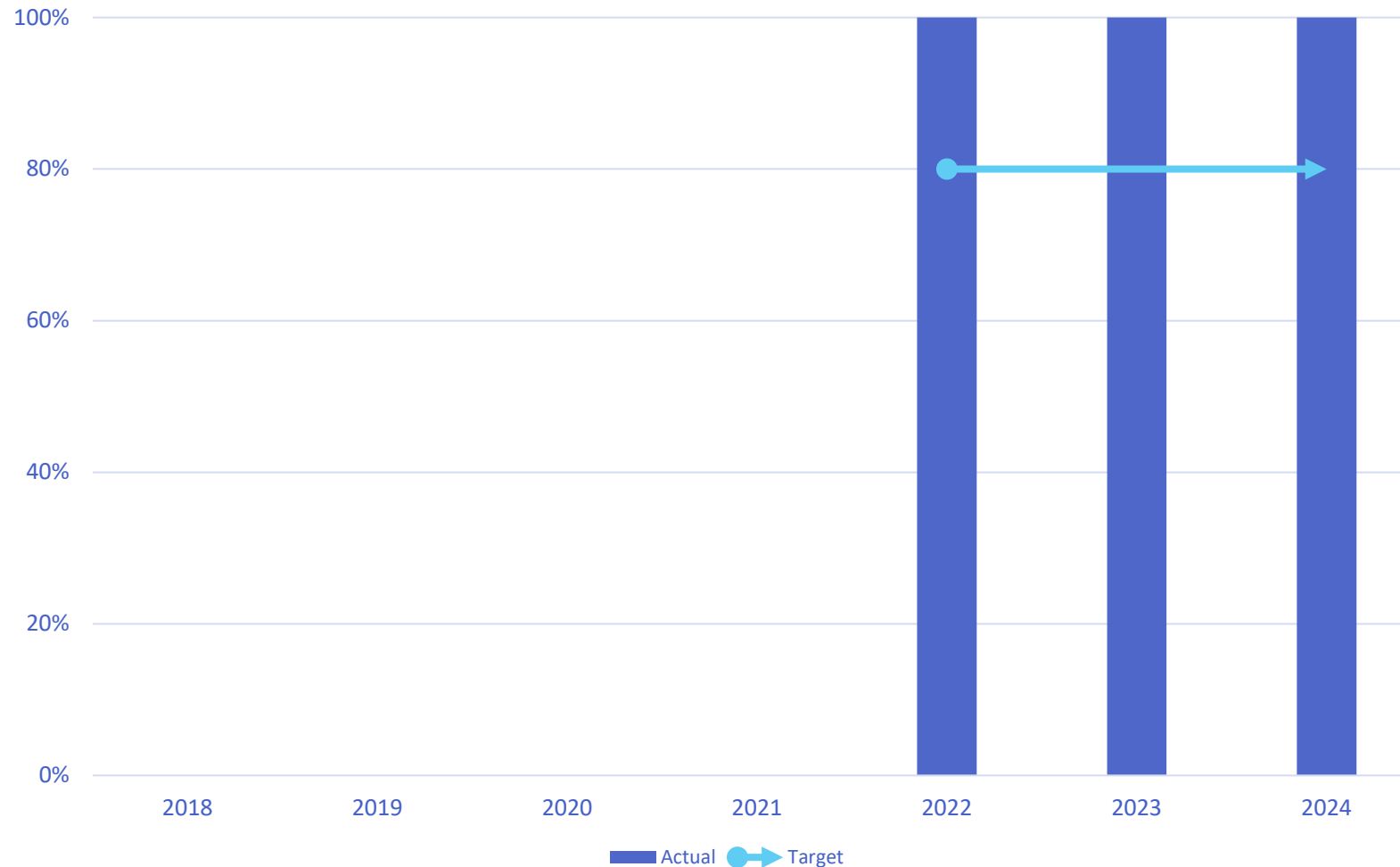
Percent of investigated cases resolved in 180 days (unless pending in another forum).



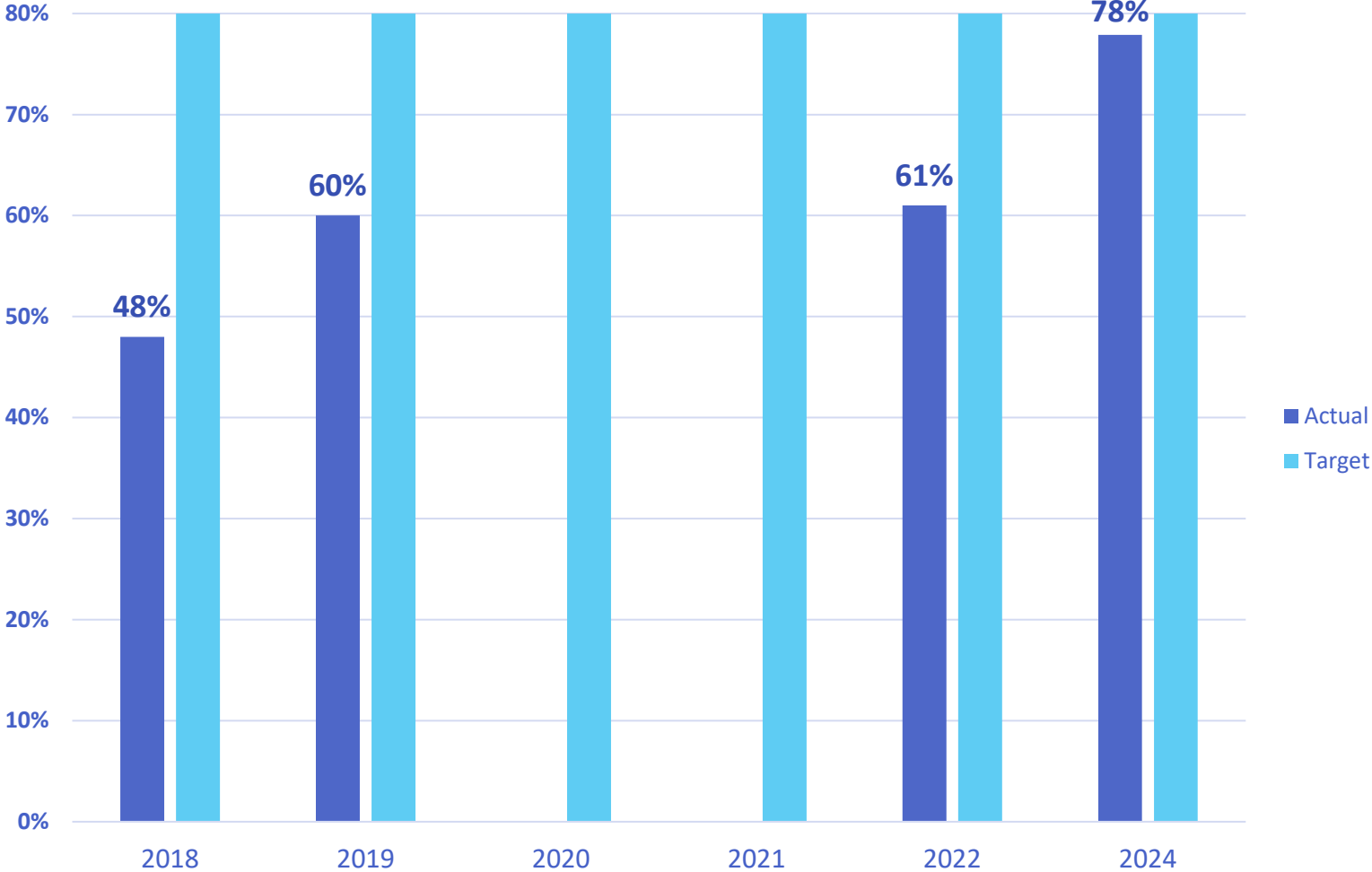
Percentage of Cases Resolved in 180 days (unless pending in another venue)							
Report Year	2018	2019	2020	2021	2022	2023	*2024
Actual	43.00%	21.10%	35.29%	28.12%	53.00%	30.50%	17.00%
Target	75%	75%	75%	75%	75%	75%	75%

KPM 4: PROGRAM APPROVAL CUSTOMER

SERVICE – Percentage of new program and major modification proposals processed within 30 days of formal submission to the Commission.



KPM 5: Customer Service Satisfaction – percentage of respondents replying agency helpfulness has been “good” (3) or “excellent” over past year.



* Due to sudden agency leadership change, 2024 customer service survey only addressed service between January 2024 and date survey was taken.

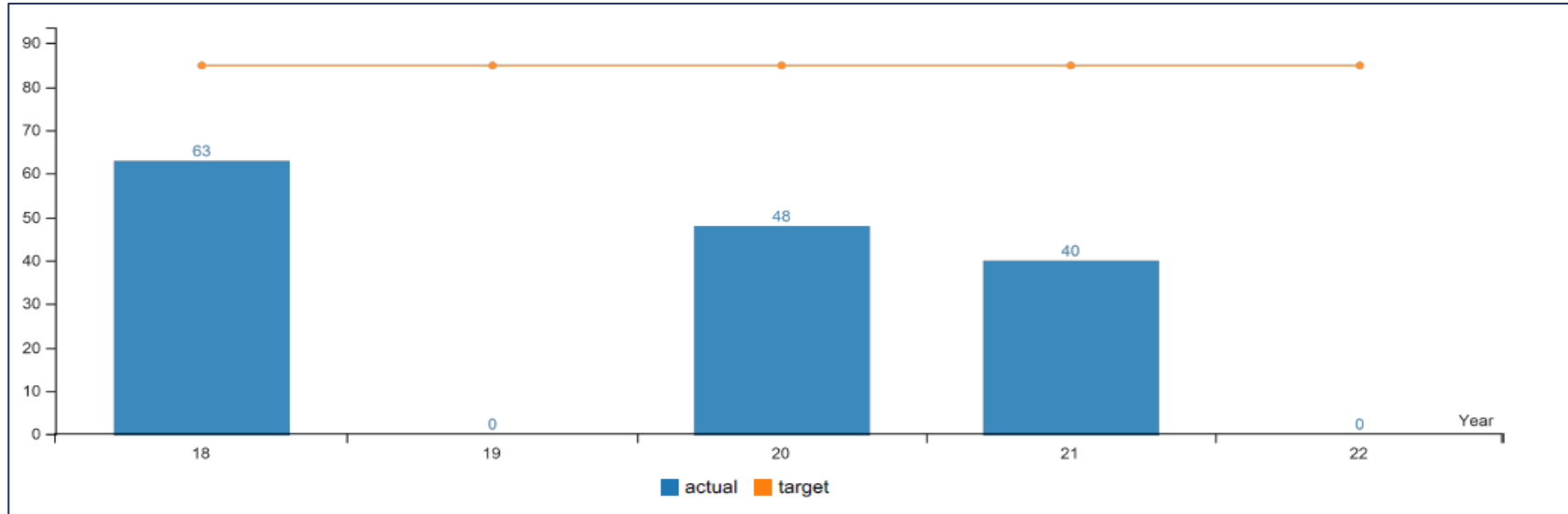
Key Performance Measures – Recommended for consideration by permanent Executive Director

1	EMAIL CUSTOMER SERVICE – Percent of email responded to within 3 days Average number of days to respond to customer emails and eLicensing messages (target should begin at 25 days in 2026).
2	APPLICANT CUSTOMER SERVICE – Percent of completed license applications processed in 30 days.
3	INVESTIGATION SPEED – Percent of investigated cases resolved in 180 days (unless pending in another forum) brought for initial Commission consideration within 365 calendar days
4	PROGRAM APPROVAL CUSTOMER SERVICE – Percentage of new program and major modification proposals processed within 30 days of formal submission to the Commission. This team should be looking at the next improvement priority for the agency, as this metric has been surpassed at perfect levels for 3 consecutive years.
5	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” overall customer service.



KPM 1: Email Customer Service

Percent of email responded to within 3 days



Report Year	2018	2019	2020	2021	2022
Email Customer Service					
Actual	63%	N/A	48%	40%	0%
Target	85%	85%	85%	85%	85%



Questions?

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