



# TEACHER STANDARDS *and* PRACTICES COMMISSION | *of Oregon*

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## PRESENTATION TO EDUCATION SUBCOMMITTEE WAYS & MEANS

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DR. MONICA BEANE, EXECUTIVE DIRECTOR

HEIDI SIPE, COMMISSION CHAIR

TRENT DANOWSKI, DEPUTY DIRECTOR

*FEBRUARY 23, 2017*

# TSPC Mission



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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; subject-matter competency;*
  - *Provide timely high quality services to licensees, higher education, and the public;*

# TSPC Goals



- 
- *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

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



# Historical Perspective

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- *The statutory authority for the TSPC is in ORS 342.120 through 342.430; 342.455 through 342.495 and 342.530.*
- *The administrative rules supporting these statutes are in OAR Chapter 584.*
- *TSPC maintains over 150,000 licensure records in the electronic database, while several records still exist on microfilm.*
- *House Bill 3338 (2015) resulted in a performance audit of the agency (conducted by the Secretary of State) during the fall of 2015.*

# Better Oversight and a More Productive Work Environment Could Improve Service to Educators



## • *35 Audit Recommendations*

Status – January 2017	
Fully Implemented / Resolved	19
Partially Implemented – In Progress	16
Partially Implemented – No Further Action Taken	0
Not Yet Started	0
Decline to Implement	0

## Better Oversight and a More Productive Work Environment Could Improve Service to Educators

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- *Work to reduce license backlog and issue more timely licenses (POP 101)*
- *Prioritize obtaining a case management system, and standardize case tracking in the interim. (POP 102)*
- *Consider requiring complaint investigators to obtain certifications. (POP 102)*
- *Improve case management of investigations, including researching best practices at other boards, clarifying expectations on the amount of investigative work required, setting performance goals, and providing regular feedback to investigators. (POP 102)*



## Better Oversight and a More Productive Work Environment Could Improve Service to Educators

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- *Provide more guidance to districts on complaint filing and how to properly conduct district-level investigations. (POP 102)*
- *Monitor improvements to case management and to guidance for investigators, districts and educators. If high caseloads and lengthy investigations remain, consider tightening the interpretation of state laws or increasing the number of investigators. (POP 102)*
- *Develop individual performance goals for customer service staff, monitor progress toward those goals and provide regular feedback to staff. (POP 101)*

# The Commission

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

# 17 Commissioners



- 
- 4 elementary school teachers
  - 4 secondary school teachers
  - 1 elementary principal
  - 1 secondary principal
  - 1 city 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**



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# Agency Organization

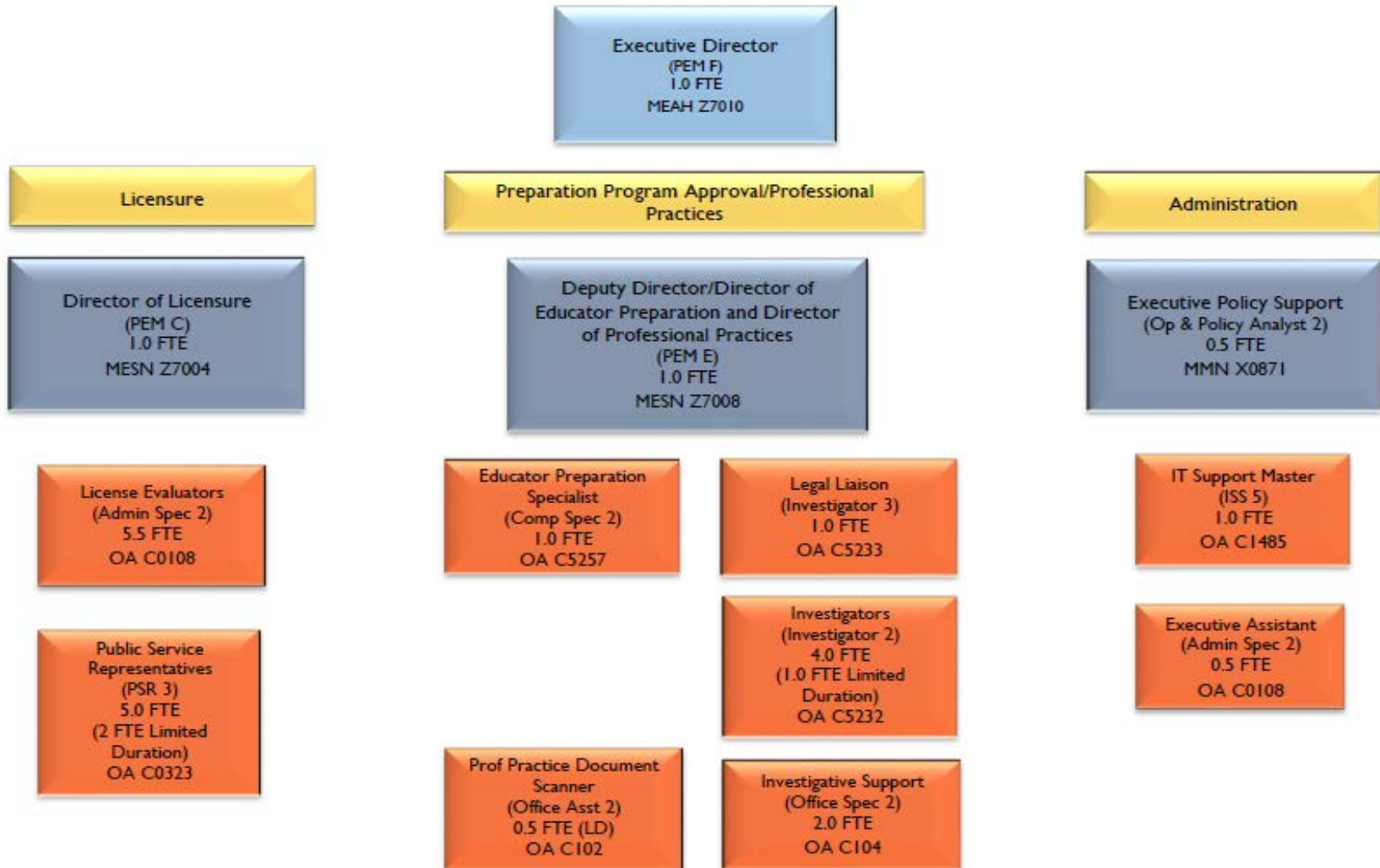
# TSPC has three program areas:

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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 2015-2017 (24 FTE)





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# Licensure Program Summary

# Licensure Program Summary

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## 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

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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

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

# Licensure Program Summary

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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).

# Licensure Program Summary

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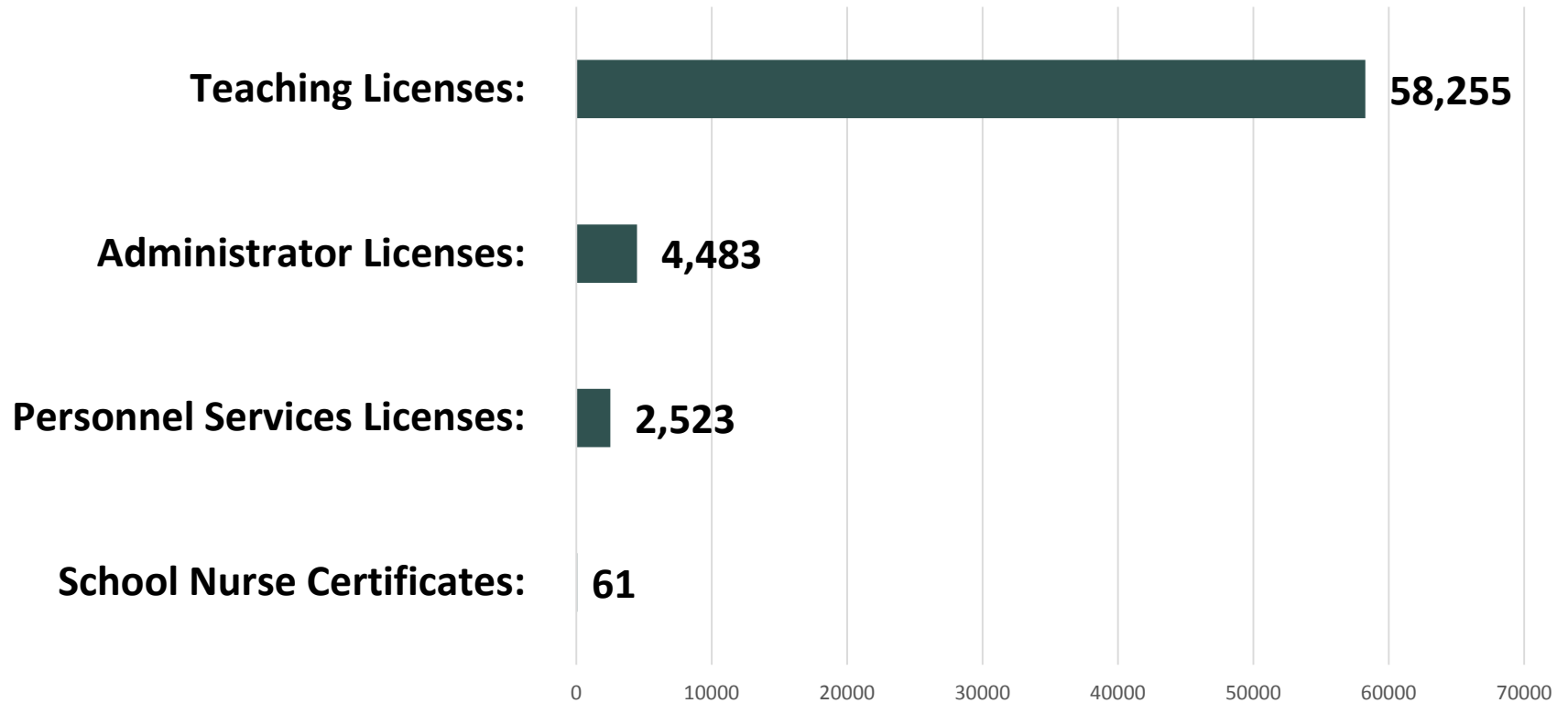
Currently, there are 61,091 educators in Oregon who hold a total of 65,538 licenses, registrations or certificates.

The agency currently has 484 charter school teachers (an increase from 407 in 2014) and 90 charter school administrators registered (an increase from 78 in 2014). All students in Oregon public and charter schools are served by this program.

# Types of Licenses Issued



**Total Licenses Issued**  
As of January 24, 2017



# Teaching Licenses Available

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- 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)
- Career and Technical License I (1 year license)
- Career and Technical License II (3 year license)
- Substitute Teaching License
- Restricted Teaching License
- International Teaching License

45 Endorsement areas available on Teaching license

# Administrator Licenses Available



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(Currently undergoing a redesign process)

- Administrator
  - Legacy
  - Professional
  - Preliminary
  - Distinguished
  - Reciprocal
  - Restricted
  - Exceptional
  - Emergency
- Reciprocal Superintendent

# Personnel Service Licenses Available



(Redesign process summer 2017)

## • School Counselor

- Legacy
- Preliminary
- Professional
- Reciprocal
- Emergency
- Restricted

## • School Psychologist

- Legacy
- Preliminary
- Professional
- Reciprocal

## • School Social Worker

- Preliminary
- Professional
- Reciprocal
- Restricted
- Emergency

## • Limited Student Services

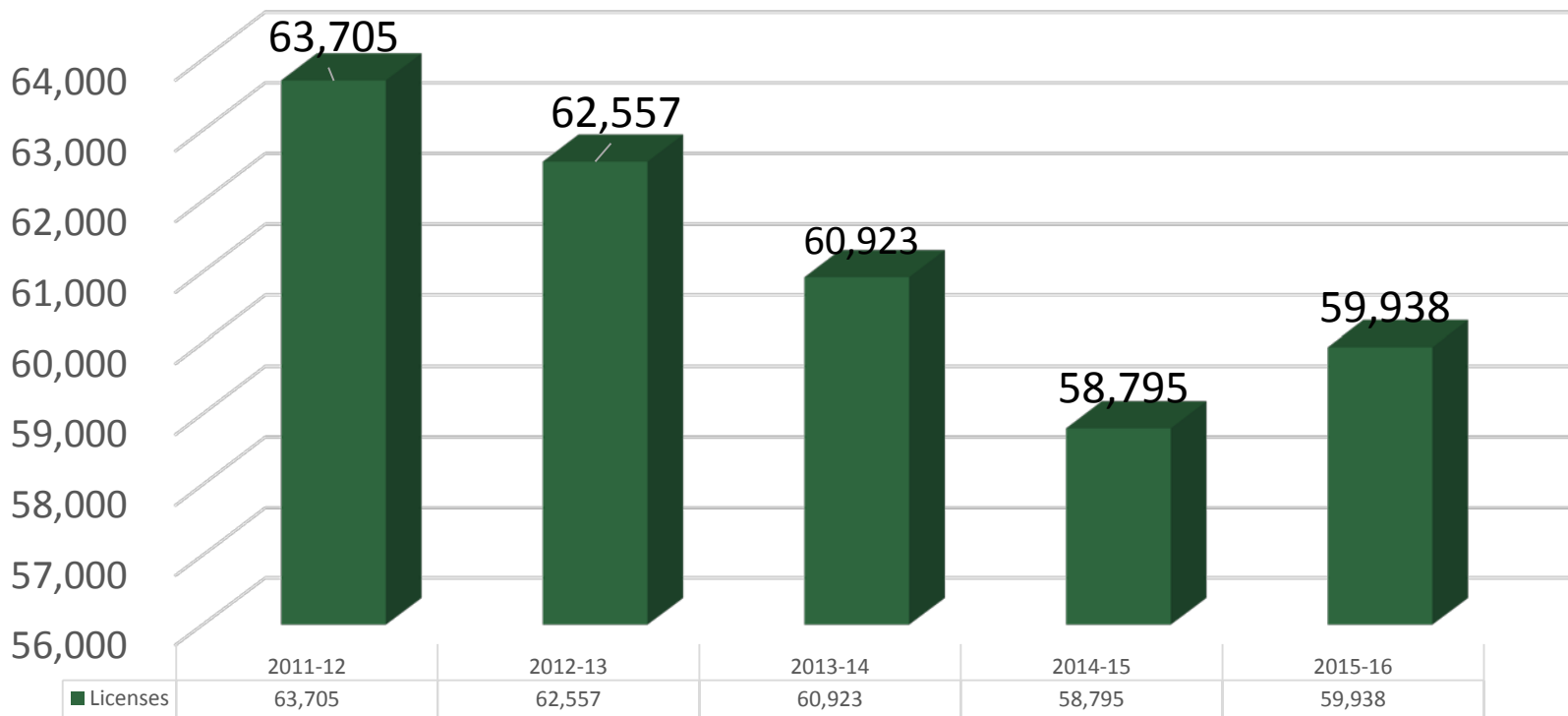
(Cannot be employed as a school counselor, school social worker, nor school psychologist)



# Trend in Total Licensed Educators



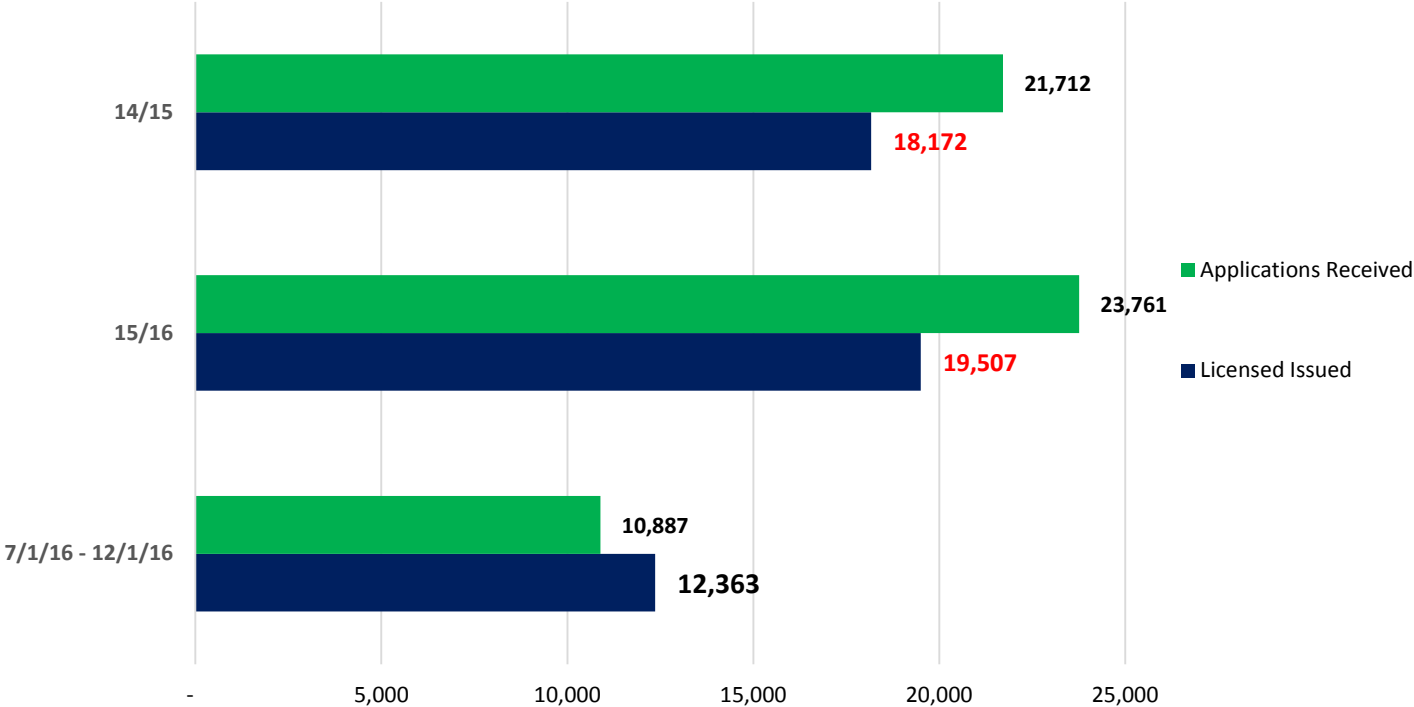
Number of Licensed Educators



# Customer Service



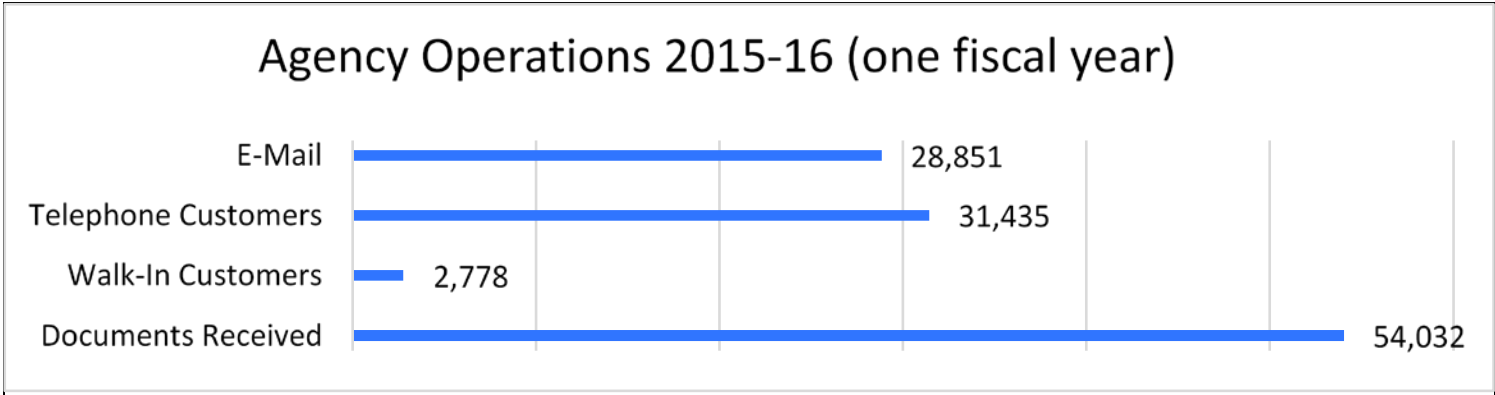
Applications Received and License Issued



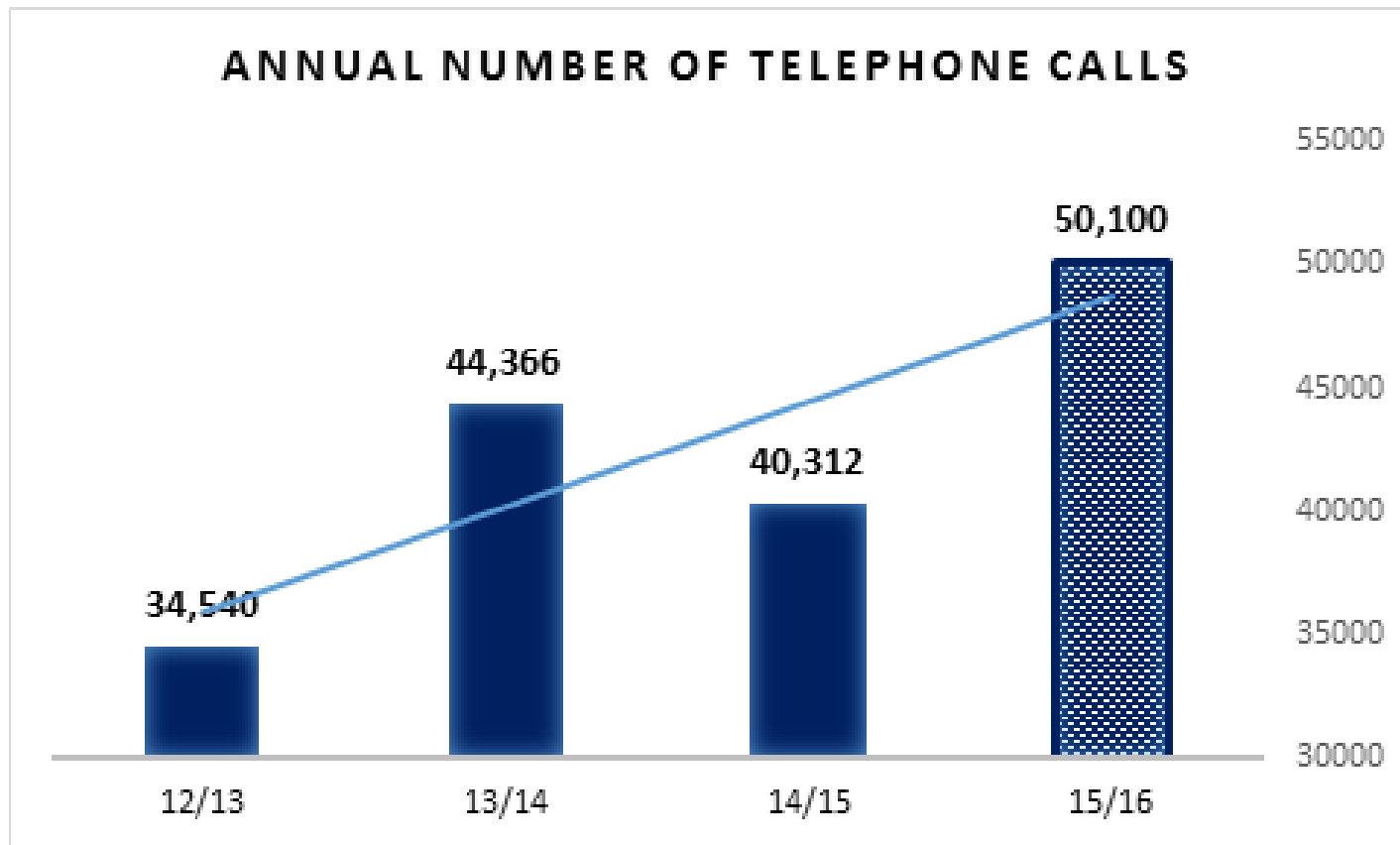
# Customer Service



Administration takes care of the day-to-day operations of the agency (supplies, bills, etc.); licensure support; Commission meetings; the information technology and business systems; the mail; data input; direct contact with districts and other stakeholders; budgeting; legal issues, human resources; research; legislative activity and policy development.



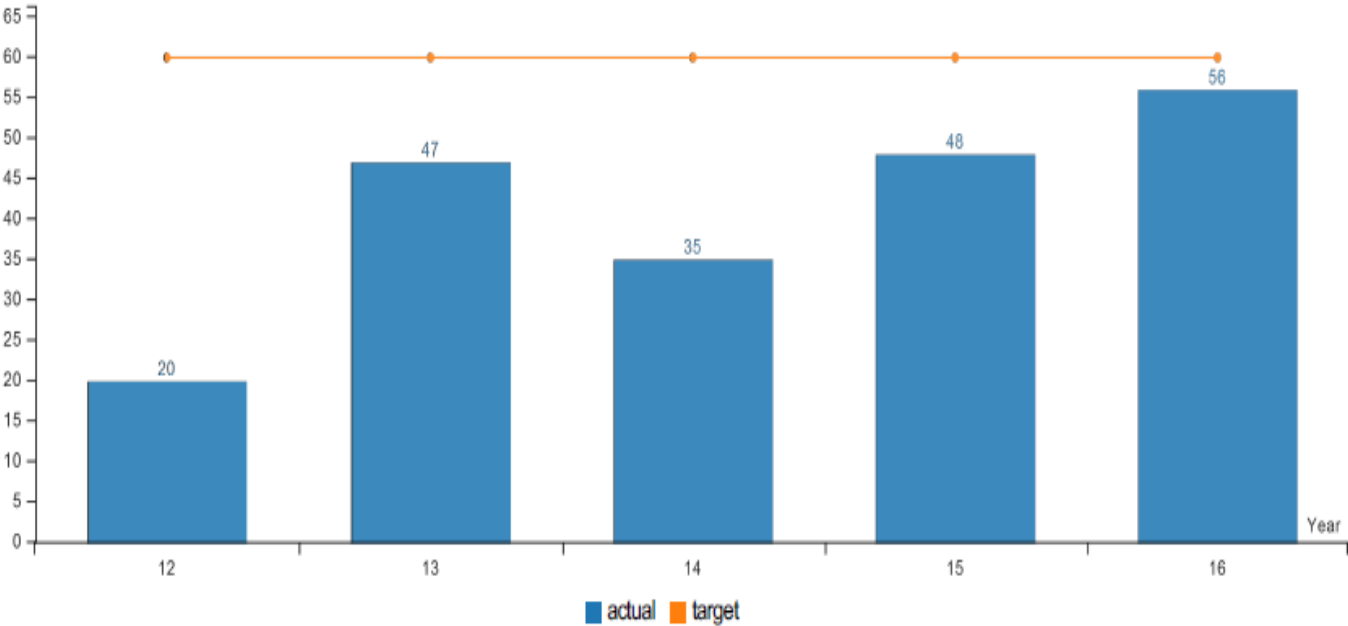
# Customer Service



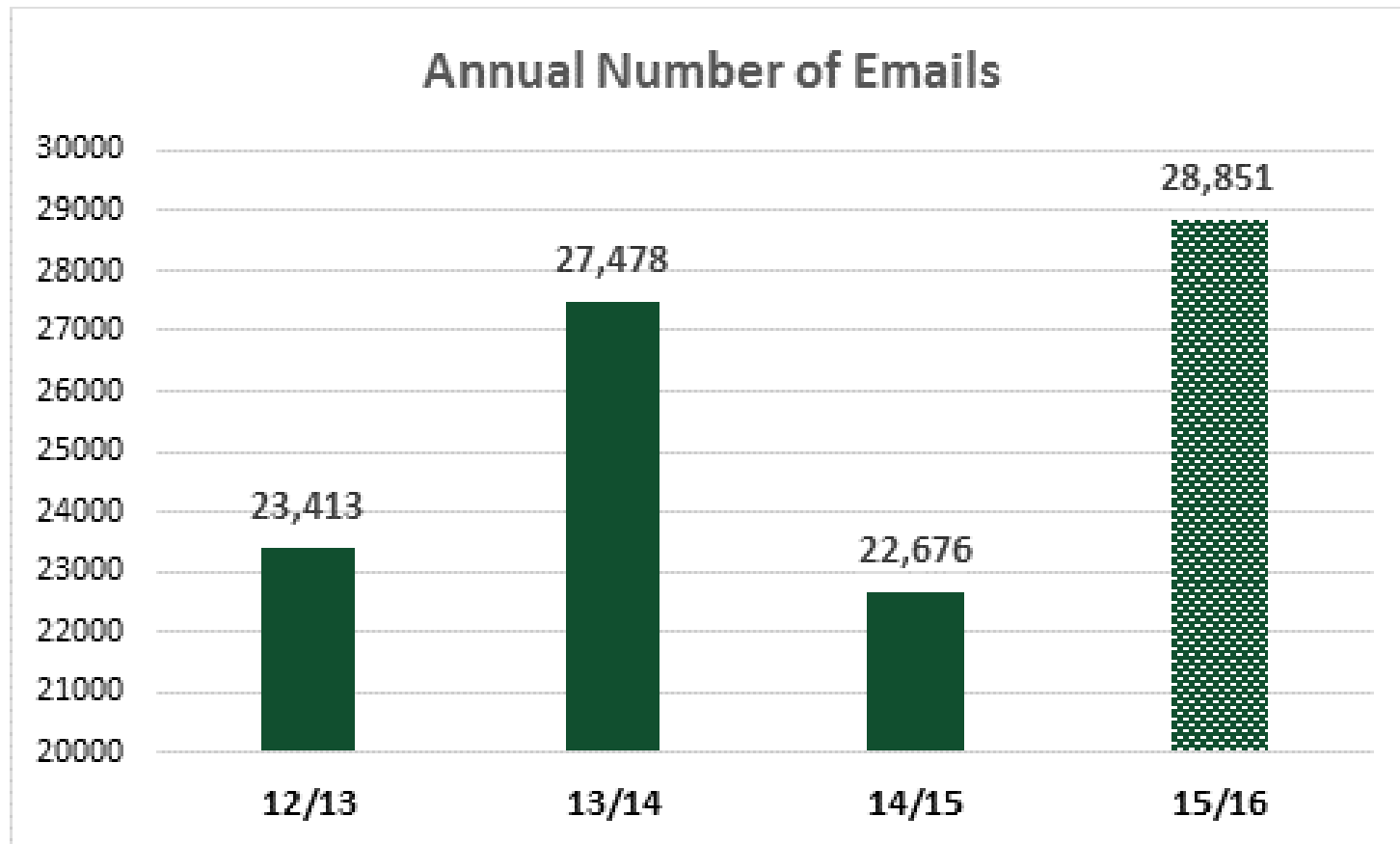
# Customer Service



KPM #1	PHONE/EMAIL CUSTOMER SERVICE - Percent of phone calls and email responded to within 3 days.
	Data Collection Period: Jul 01 - Jun 30



# Customer Service





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# Educator Preparation Program Approval Summary

# Educator Preparation Program Approval Policy Summary



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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, 2022.



# Educator Preparation Program Approval Policy Summary



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- 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

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## Clients Served:

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

# Educator Preparation Program Approval Policy Summary



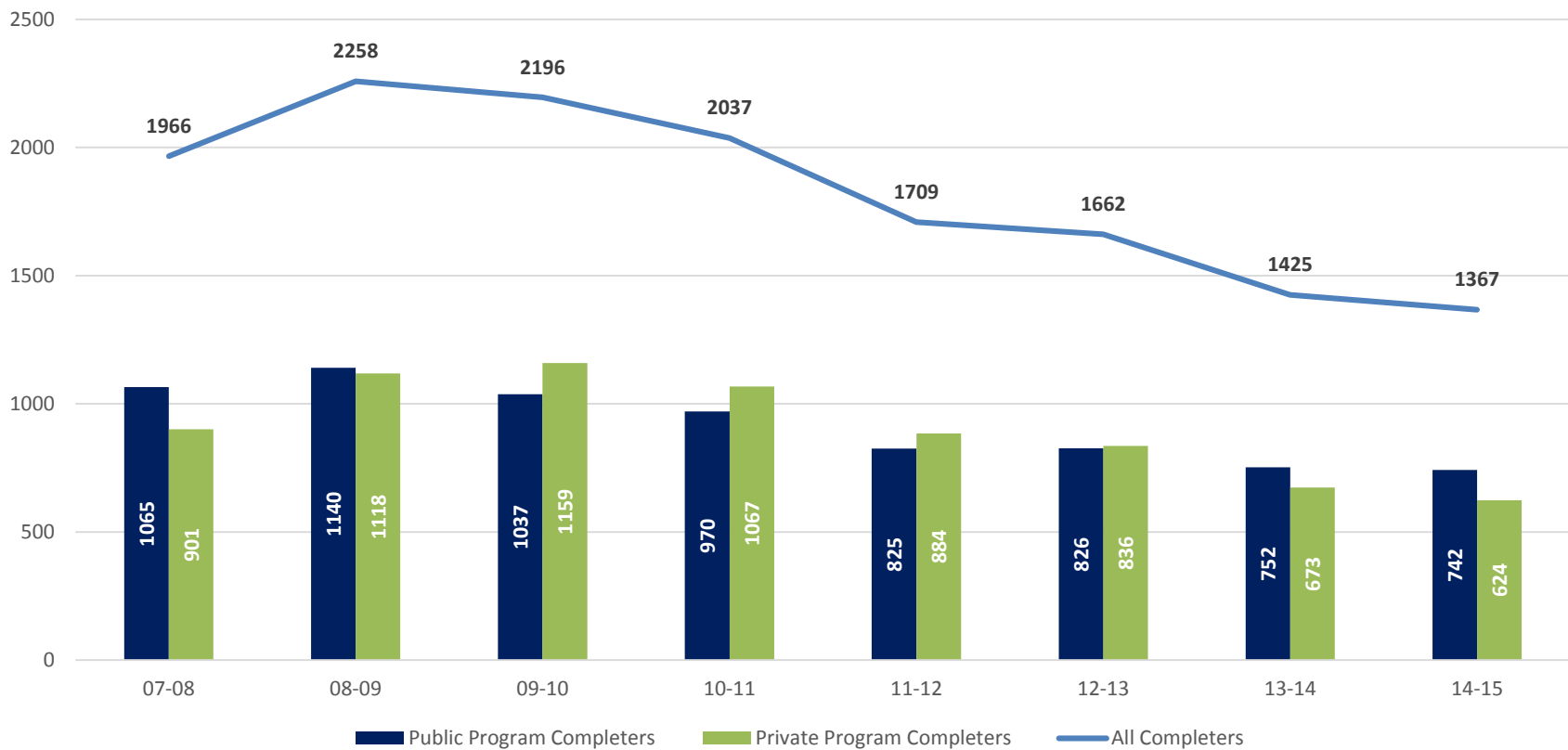
## Oregon Educator Preparation Programs (19 units)

Concordia University (Oregon)	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
Kaplan University	University of Oregon
Lewis & Clark College	University of Portland
Linfield College	Warner Pacific College
Marylhurst University	Western Oregon University
Multnomah University	

# New Teacher Completers (Oregon Programs)



Completers of Oregon Teacher Preparation Programs





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# Professional Practices (Investigations/Discipline) Summary

# Professional Practices (Investigation/Discipline) Summary

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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

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Required to investigate all complaints or information received from educators or the public regarding possible licensed educator misconduct

# Professional Practices (Investigation/Discipline) Summary

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## **Clients Served:**

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



# Types of Discipline Actions



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## *Length of Investigations:*

The following information represents the average length of investigations (July 2015 -- July 2016):

For investigations resulting in **charges of misconduct**:  
Investigation length average = **12 months** (from date of complaint to completion of investigation)

For investigations resulting in Commission **dismissal**:  
Investigation length average = **12.1 months** (from date of complaint to completion of investigation).

As of January 1, 2017, the agency had 188 pending investigations.

# Trends in Discipline

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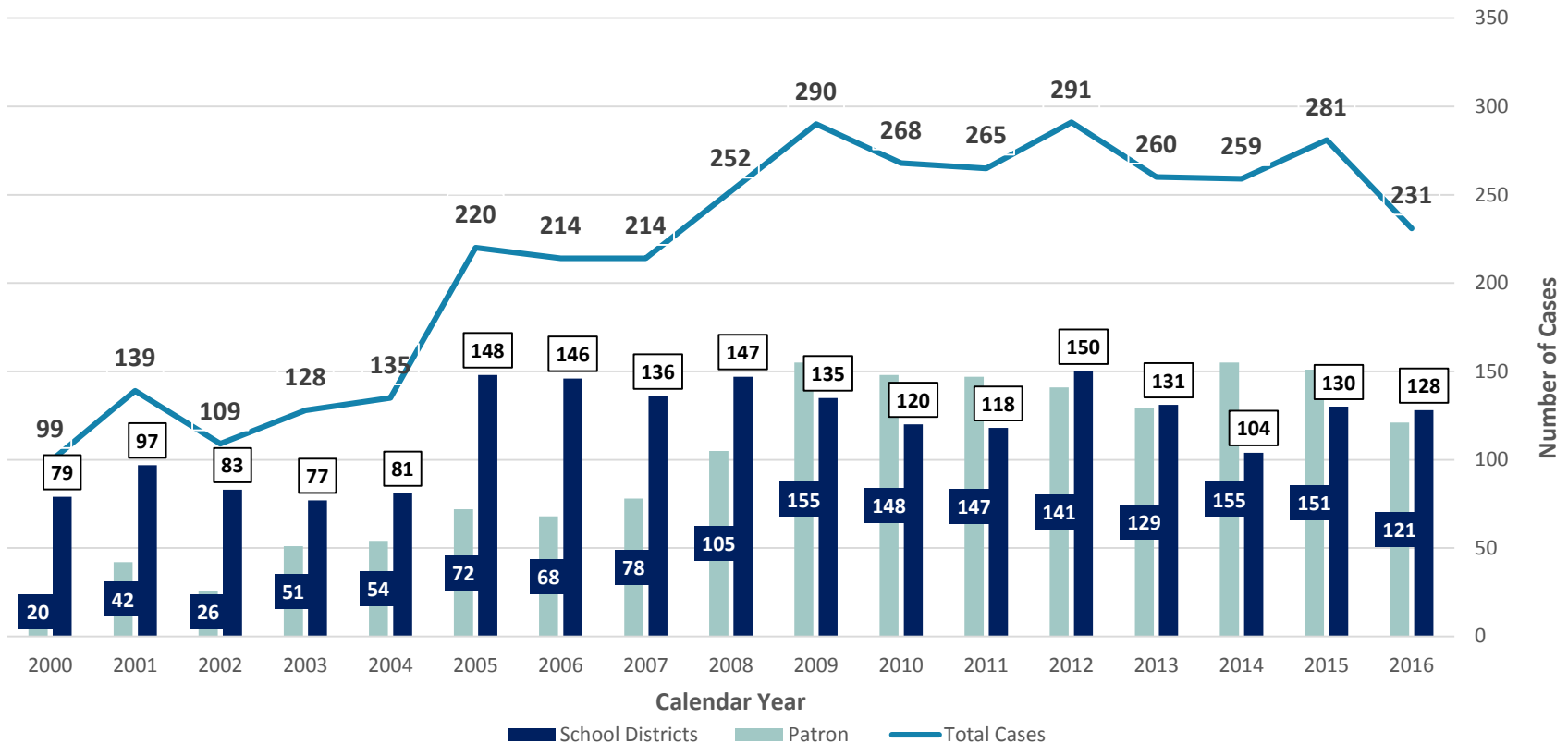


- ❖ Boundaries
- ❖ Social Media
- ❖ Improper Restraint

# Professional Practices (Investigation/Discipline) Summary



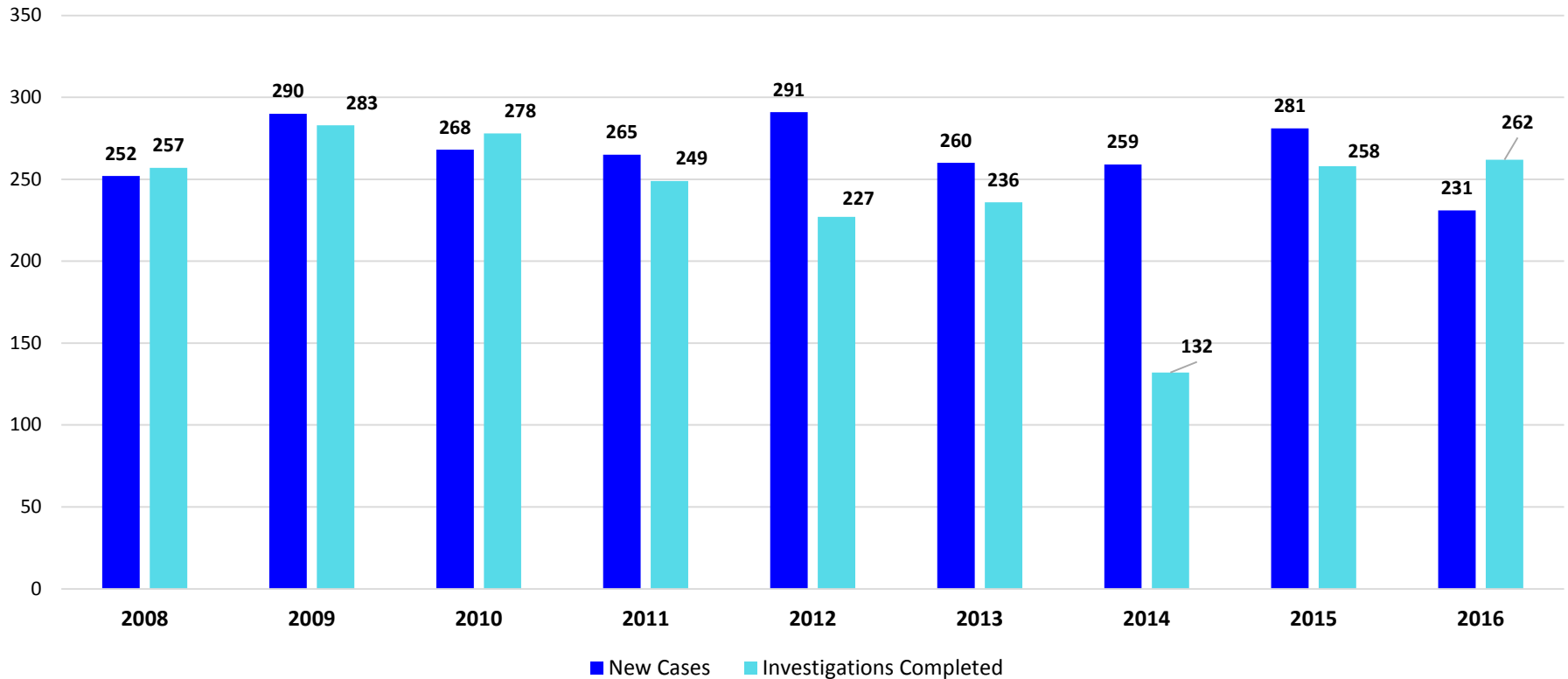
**Reports of Misconduct:  
School District Reports and Patron Complaints**



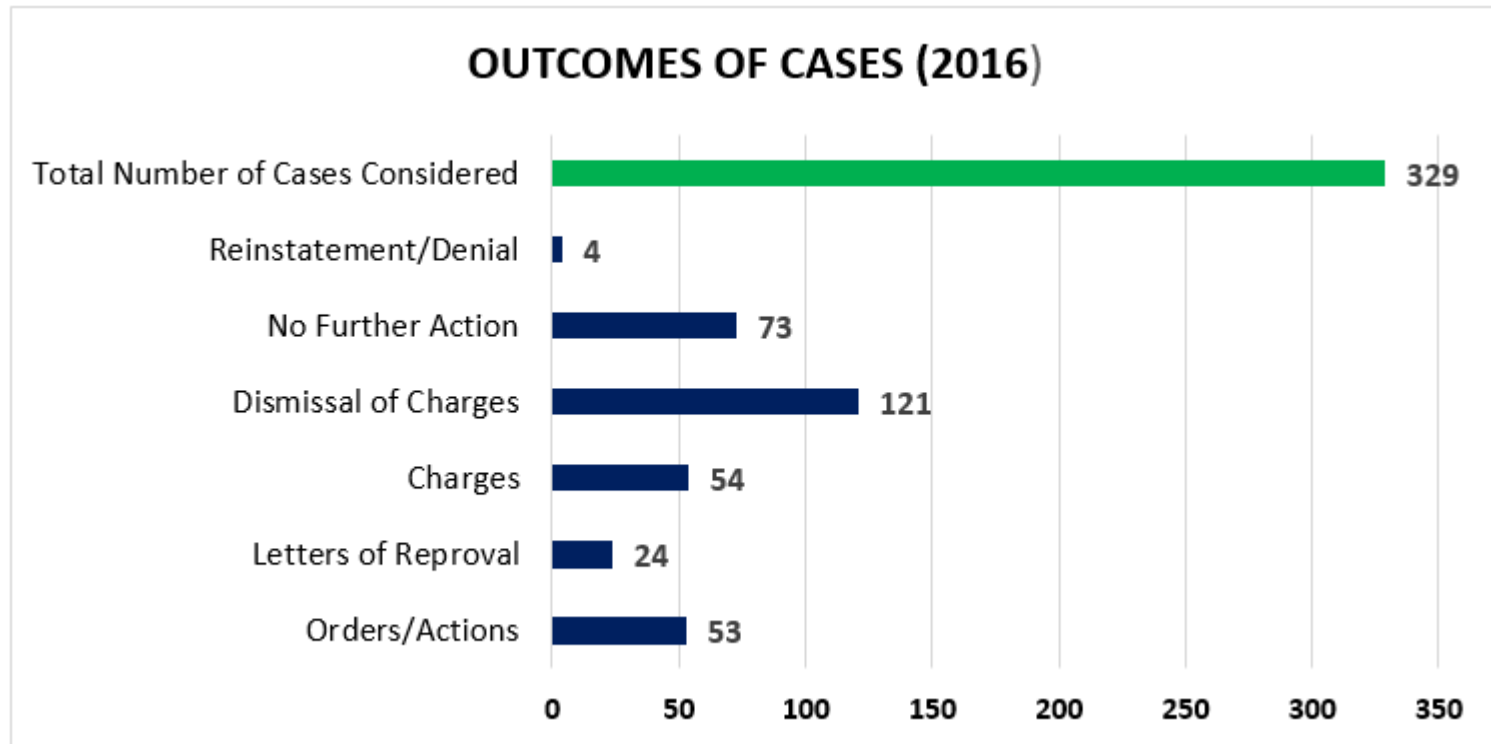
# New and Completed Investigations



**TSPC Discipline Caseload**  
**New and Completed Investigations**



# Professional Practices (Investigation/Discipline) Summary





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# Key Performance Measures (KPM)

# Key Performance Measures



<b>KP M#</b>	<b>Legislatively Adopted Key Performance Measures (KPMs)</b>
1	PHONE/EMAIL CUSTOMER SERVICE – Percent of phone calls and email responded to within 3 days
2	APPLICANT CUSTOMER SERVICE – Percent of completed applications processed in 20 days
3	INVESTIGATION SPEED – Percent of investigated cases resolved in 180 days (unless pending in another forum)
4	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” overall customer service.

# Performance/Outcome Measures



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**Licensure Key Performance Measures** are used by the agency to measure productivity and efficiency. The agency tracks:

1. Number of pending email; (KPM 1)
2. Number of email answered daily; (KPM 1)
3. Date of oldest email; (KPM 1)
4. Length of time from receipt of application to issuance of licensure; (KPM 2)
5. Date of the oldest application; (KPM 2) and
6. Number of licenses issued daily. (KPM 2)



# Major Changes in the Last 10 Years



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**Streamlining:** From 2002-2016 the agency moved from an entirely paper-based system to an entire electronic/digital licensure filing system.

**Licensure:** The agency has fluctuated from 3 licensure evaluators (persons who issue licenses) to 2 evaluators up to the 4.5 current evaluators.

**Program Approval** has moved from a check-off system to upgraded evidence-based standards for licensure candidate performance and university preparation program evidence of continuous improvement through the use of candidate performance data. The Commission is implementing a uniform, state-wide teacher performance assessment for new teacher candidates.

# Major Changes in the Last 10 Years



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**Senate Bill 78 (2015):** required TSPC to establish approval standards for educator preparation programs using the following criteria:

- accreditation by a national organization,
- a four-year program completion time line,
- awarding of a baccalaureate degree to allow for entry-level teaching, and
- availability in the higher education system.

**Professional Practices/Discipline:** Investigation staffing has increased from one investigator in 2002 to 3 investigators and one “legal liaison” who works with the Department of Justice (DOJ). The Commission case load has nearly quadrupled in that time from 109 complaints a year to over 250 complaints a year in 2014. In 2016, the Deputy Director assumed the management and oversight of the professional practices program.

# Major Changes in the Last 10 Years



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## **Revenue:**

TSPC's main source of revenue is licensing fees. During the Great Recession and its aftermath, the agency had its ending balance swept and its budget reduced due to a reduction in licensing applications.

## **Fee Increase:**

In 2015, the Legislature passed House Bill 2411, which revised the license fee structure for the Teachers Standards and Practices Commission. The new fee framework sets a higher cap and increases the basic teaching license fees from \$100 to \$140 for a three to five year license.

# Cost-Containment and Program Improvement



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**Online Application System:** Over the past biennium the agency received approval to move forward with an online application system developed by NIC USA, the e-government contractor for the state of Oregon.

The online application system has reduced the need for human mail opening, human check receipting, and human data entry and scanning of all documents into the system. While applicants are now required to apply and pay online, the system is not fully functional with regard to document uploads. Therefore, there is still a volume of mail and email that must be handled and added to files manually. The anticipated completion date of the full system is Spring 2017.

# Agency Proposed Legislation



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- ❖ The agency did not propose any Legislative Concepts for the 2017 Legislative session.
  - ❖ Currently tracking bills and providing Fiscal Impact Statements



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# 10% Reductions

# 10% Reduction Options



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Eliminate Services and Supplies (proposed 2.5 FTE reduced positions)	\$48,023
Eliminate 0.5 FTE Operations & Policy Analyst	\$201,494
Eliminate 1.0 FTE Compliance Specialist	\$189,059
<u>Eliminate 1.0 FTE Investigator 3 Position</u>	<u>\$204,813</u>
<b>Total Reduction:</b>	<b>\$643,389</b>

The agency's Current Service Level (CSL) budget is \$6,453,885. A ten percent (10%) reduction from the agency's CSL equals \$643,389.



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# TSPC Budget Environment





# TSPC Revenue

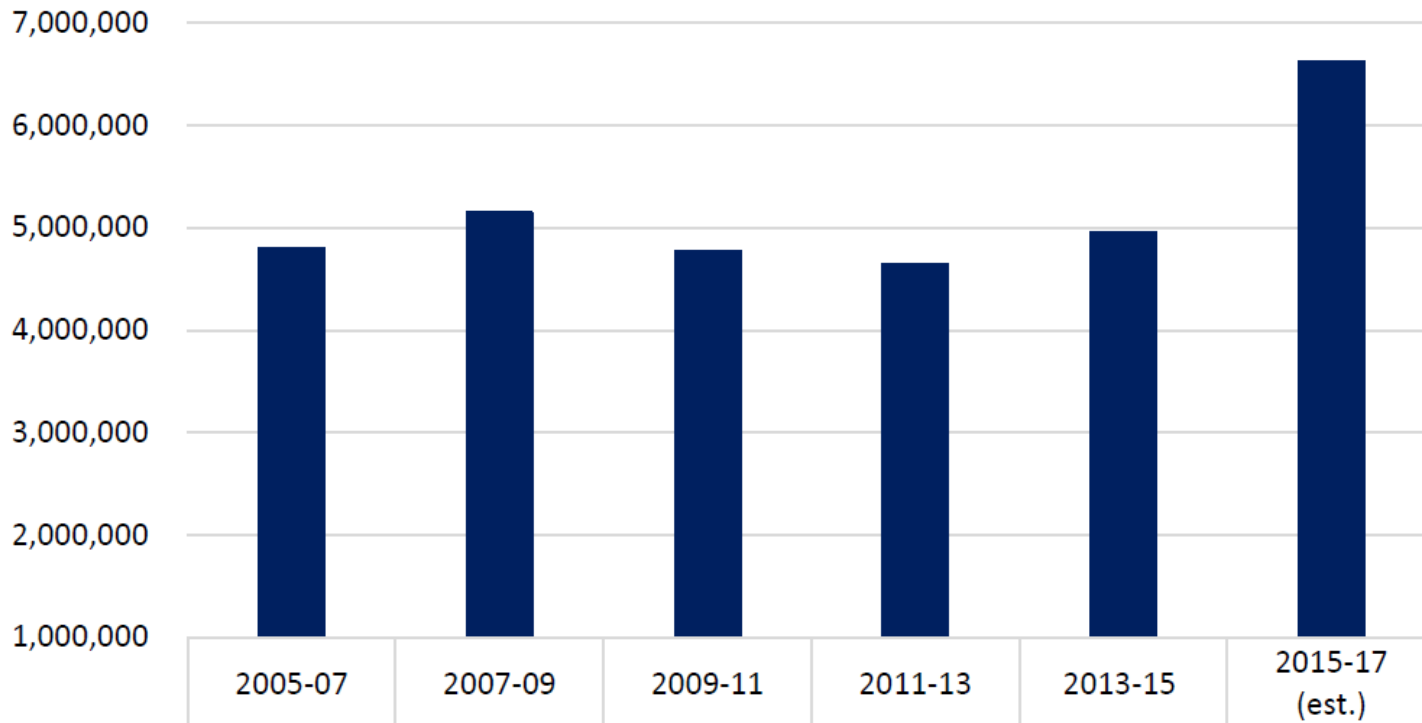
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- ❖ TSPC is an Other Funds Agency that is funded solely by licensure application fees;
- ❖ During the Great Recession and its aftermath, the agency had both its ending balance swept and endured a budget reduction due to a decrease in the volume of licensing applications submitted to the agency.
- ❖ In 2015, House Bill 2411 resulted in the fee being increased from \$100 to \$140 for a three or five year license

# TSPC Revenue

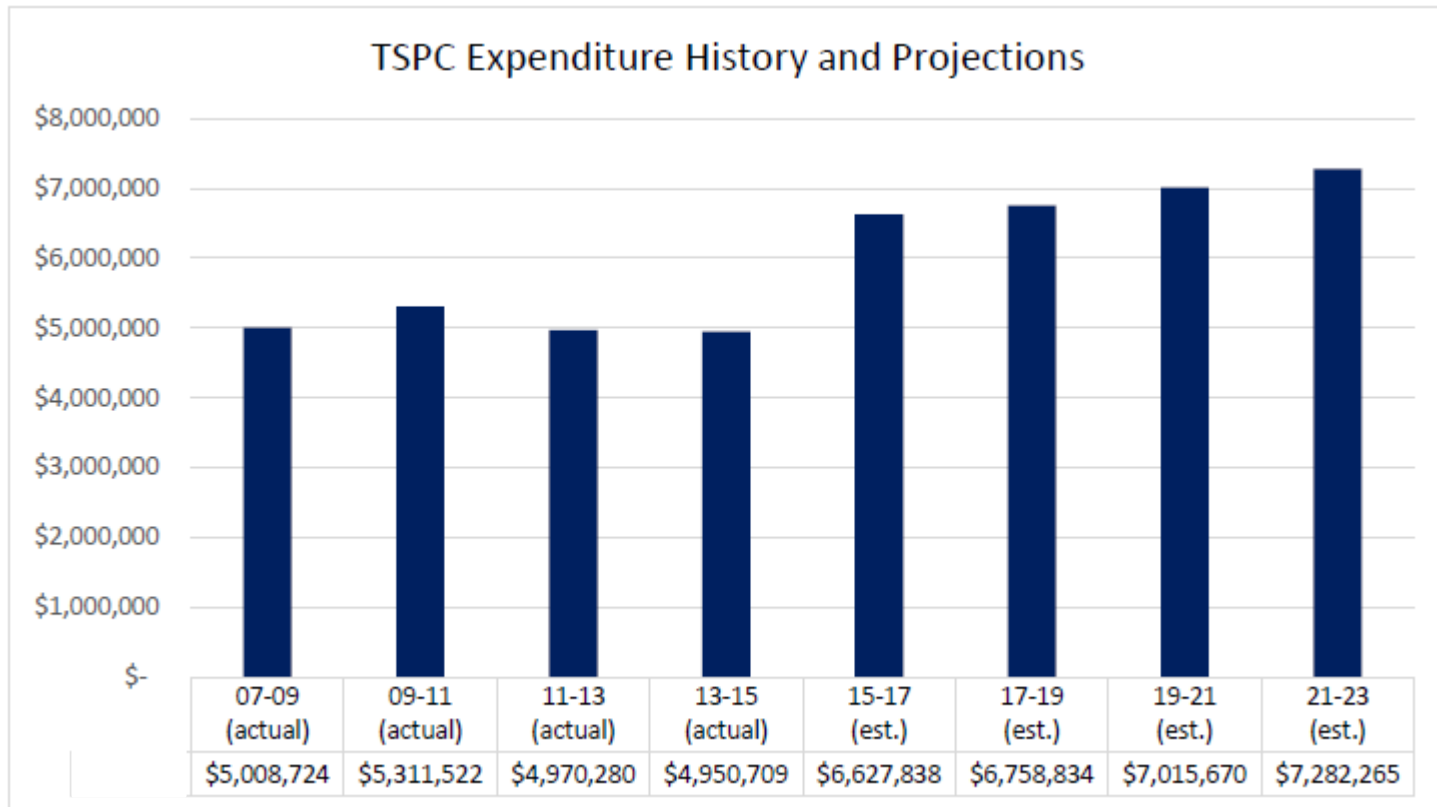


**TSPC Revenue History**  
Actual Revenue  
(Does not include beginning fund balance.)



	2005-07	2007-09	2009-11	2011-13	2013-15	2015-17 (est.)
■ Actual Revenue	4,806,120	5,147,669	4,771,817	4,651,583	4,950,709	6,627,838

# TSPC Revenue



# TSPC Revenue

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## REVENUE FORECAST SUMMARY:\*

<b>BEGINNING BALANCE (17-19):</b>	<b>\$1,698,000</b>
<b>REVENUE ESTIMATE (17-19):</b>	<b>\$7,219,016</b>
<b>TOTAL AVAILABLE RESOURCES (17-19):</b>	<b>\$8,917,016</b>
<b>GOVERNOR'S BUDGET (17-19):</b>	<b>\$8,162,153</b>
<b>ESTIMATED ENDING BALANCE (17-19):</b>	<b>\$754,863</b>

# TSPC Revenue

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**Out of State Educators:** While the number of Oregon-prepared educators has decreased, the number of newly licensed educators coming from out of state has increased. From July 1, 2014, to June 30, 2015, TSPC received licensure applications from 1,758 out of state educators. This compares to roughly 1,400 total in state prepared educators (teachers, administrators and counselors, etc.). From July 1, 2015, to June 30, 2016, TSPC received 2,280 applications from out-of-state educators, representing a 23% increase in out-of-state applications alone.

# TSPC Revenue

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**Increase in Applications:** The number of applications submitted to TSPC increased by 8.7% from 21,712 in 2014-2015, to 23,761 in 2015-2016. This increase in applications cannot be fully explained; however, it could be related to hiring trends of school districts, education service districts and charter schools. For example, following the Great Recession, educators were needed to fill positions that were subject to a prior reduction-in-force.

**Substitute Shortages:** The volume of applications requesting a substitute teaching license has increased. It is important to note that a high number of these applicants did not complete a formal educator preparation program. This is due to substitute shortages in school districts. TSPC anticipates an increasing trend in the number of substitute licenses issued during the 2017-2019 biennium.

# TSPC Revenue

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**Fingerprints:** Fingerprint volume increased significantly during the first part of the 2015-2017 biennium. This is due largely to the increase in applications received from out-of-state applicants, as well as the increase in applications for substitute teaching licenses. However, the primary source for the fingerprint fees is from new teacher candidates prepared by Oregon educator preparation programs, applications for new provisional licenses (Substitute and CTE), and new out-of-state applicants.

# TSPC 2017-19 Budget (GB)



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## Two Policy Packages:

Customer Service (POP 101);

Investigations (Professional Practices) (POP 102)



# TSPC 2017-19 Budget (GB)



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## Policy Option Package 101: Customer Service

Increases FTE from 9.25 FTE to 11.5 FTE in Licensure program

Add: 2 FTE Limited Duration Public Service Representative (PSR) 4

Reclass 3 FTE PSR 3 to PSR 4

Add: 1 FTE Principal Executive Manager (Executive Service) D Licensure Director

Add: 1 FTE Information Services Specialist.

**Revenue Source:** Licensure and Fingerprint Fees

# Major Budget Information

## POP 101—Customer Service



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### **Customer Service (POP 101):**

**Improve Phone and Email Customer Service:** The first purpose of the package is to maintain two limited duration public service representatives to the agency's customer service staffing in order to continue to improve email and phone response times.

**Production Oversight:** The second purpose of this package is to restore a full-time Executive Service Management staff member for licensure production oversight.

**Improve Software and Database Integration:** The third purpose of this package is to add a programmer to TSPC staff to help integrate existing software and databases with the new licensure system from NIC USA, work with the Chief Education Office and with the Chief Education Office State Longitudinal Database System.

# TSPC 2017-19 Budget (GB)



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## Policy Option Package 102: Investigations

**Staffing Impact:** Increases 5.75 FTE to 8.5 FTE in Professional Practices Program

Add: 1 FTE Investigator 2 (Limited Duration)

Add: 0.5 FTE Office Assistant 2 (Limited Duration)

Reclass: 2 FTE Office Specialist 2 to Administrative Specialist 2

Case Management System

**Revenue Source:** Licensure and Fingerprint Fees

# Major Budget Information

## POP 102—Professional Practice

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### **Case Management System:**

The system will assist in monitoring cases, tracking investigation reports, and allow investigators to create and work within a digital investigation system. Currently cases are tracked manually with an excel sheet and case documentation is kept in paper investigative files.

**Scan Investigation Case Files:** The agency currently has the digital storage space, and scanner capacity to scan closed discipline cases. The agency believes that one person scanning investigation cases into the system over the course of a biennium should allow the agency to eliminate all off-site storage for closed investigation cases. Accordingly, the agency is requesting the position be limited duration for the one biennium.

# Agency Organization



## 2017-2019 GB Organizational Chart

26 FTE

Executive Director  
(PEM F)  
1.0 FTE  
MEAH Z7010

Program Approval

Licensure

Professional Practices

Administration

Director of Program Approval  
(PEM D)  
1.0 FTE  
MESN Z7004

Director of Licensure  
(PEM D)  
1.0 FTE (GB)  
MESN Z7006

Deputy Director/Director of  
Professional Practices  
(PEM D)  
1.0 FTE  
MESN Z7008

Executive Policy Support  
(Op & Policy Analyst 2)  
0.5 FTE  
MMN X0871

Educator Preparation  
Specialist  
(Comp Spec 2)  
1.0 FTE  
OA C5257

License Evaluators  
(Admin Spec 2)  
5.5 FTE  
OA C0108

Legal Liaison  
(Investigator 3)  
1.0 FTE  
OA C5233

IT Support Master  
(ISS 5)  
1.0 FTE  
OA C1485

Public Service  
Representatives  
(PSR 3)  
3.0 FTE  
2.0 FTE (LD) (GB)  
OA C0323

Investigators  
(Investigator 2)  
3.0 FTE  
1.0 FTE (LD) (GB)  
OA C5232

Executive Assistant  
(Admin Spec 2)  
0.5 FTE  
OA C0108

Investigative Support  
(Office Spec 2)  
2.0 FTE  
OA C104

IT Developer  
(ISS 6)  
1.0 FTE (GB)  
OA C1486

Professional Practice  
Document Scanner  
(Office Asst 2)  
0.5 FTE (LD) (GB)  
OA C102

# Appendices



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- A. Secretary of State Audit Response**
  - B. Emergency Board Requests**
  - C. Summary of proposed technology projects**
  - D. List of Reclassifications completed during 2013-15 biennium**
  - E. Other Funds Ending Balance Form**



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# Questions?

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