



**PRESENTATION TO EDUCATION SUBCOMMITTEE  
WAYS & MEANS**

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MAUREEN WOLF, COMMISSION CHAIR

*FEBRUARY 13, 2019*

# 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



- 
- *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 Professional Educator Standards Boards in the United States.*

# Historical Perspective



- 
- *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.*
  - *SB 78 (2015) requires all Educator Preparation Providers to be nationally accredited by July 1, 2025 (amended by SB 1520 in 2018).*

# 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 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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# Key Performance Measures (KPM)

# Key Performance Measures



| <b>KP M#</b> | <b>Legislatively Adopted Key Performance Measures (KPMs)</b>  |
|--------------|---|
| 1, 4         | 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 30 days   |
| 3            | INVESTIGATION SPEED – Percent of investigated cases resolved in 180 days (unless pending in another forum)  |
| 5            | CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” overall customer service. |

# Performance/Outcome Measures



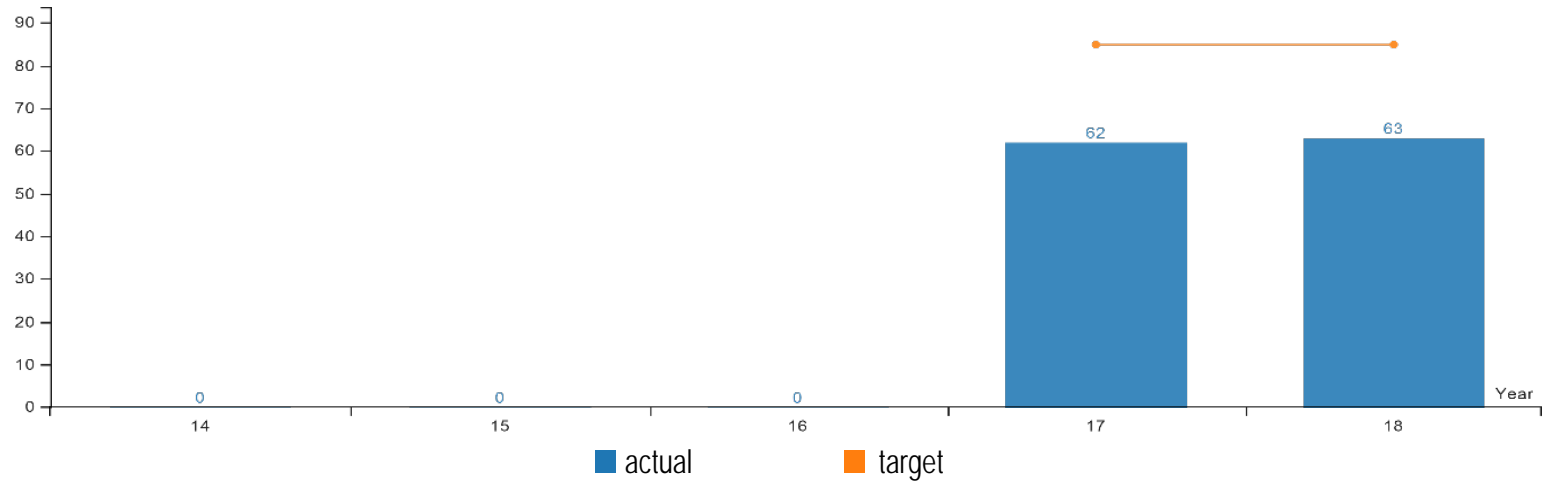
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**Licensure Key Performance Measures** are used by the agency to measure productivity and efficiency. The agency tracks:

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)

# KPM #1 EMAIL CUSTOMER SERVICE - Percent of emails responded to within 3 days.

\* *Upward Trend = positive result*

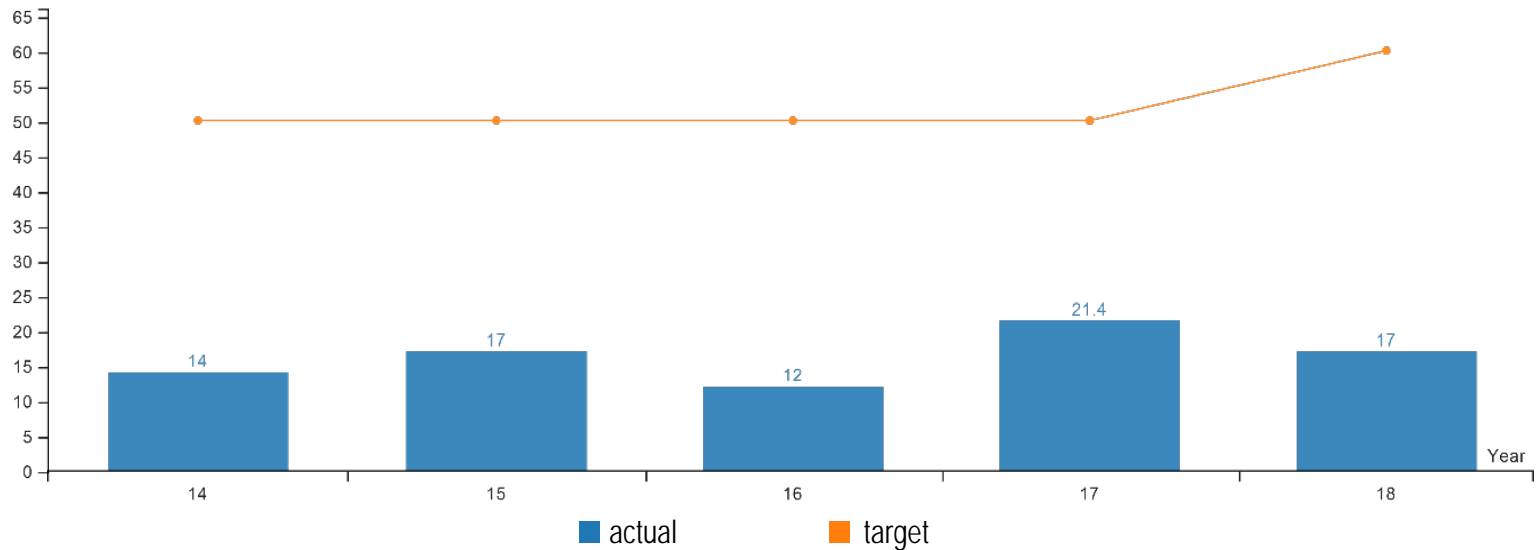


| Report Year | 2014    | 2015    | 2016    | 2017 | 2018 |
|-------------|---------|---------|---------|------|------|
| Actual      | No Data | No Data | No Data | 62%  | 63%  |
| Target      | TBD     | TBD     | TBD     | 85%  | 85%  |

**KPM  
#2**

**APPLICANT CUSTOMER SERVICE - Percent of license applications initially processed within 30 days.**

\* Upward Trend = positive result



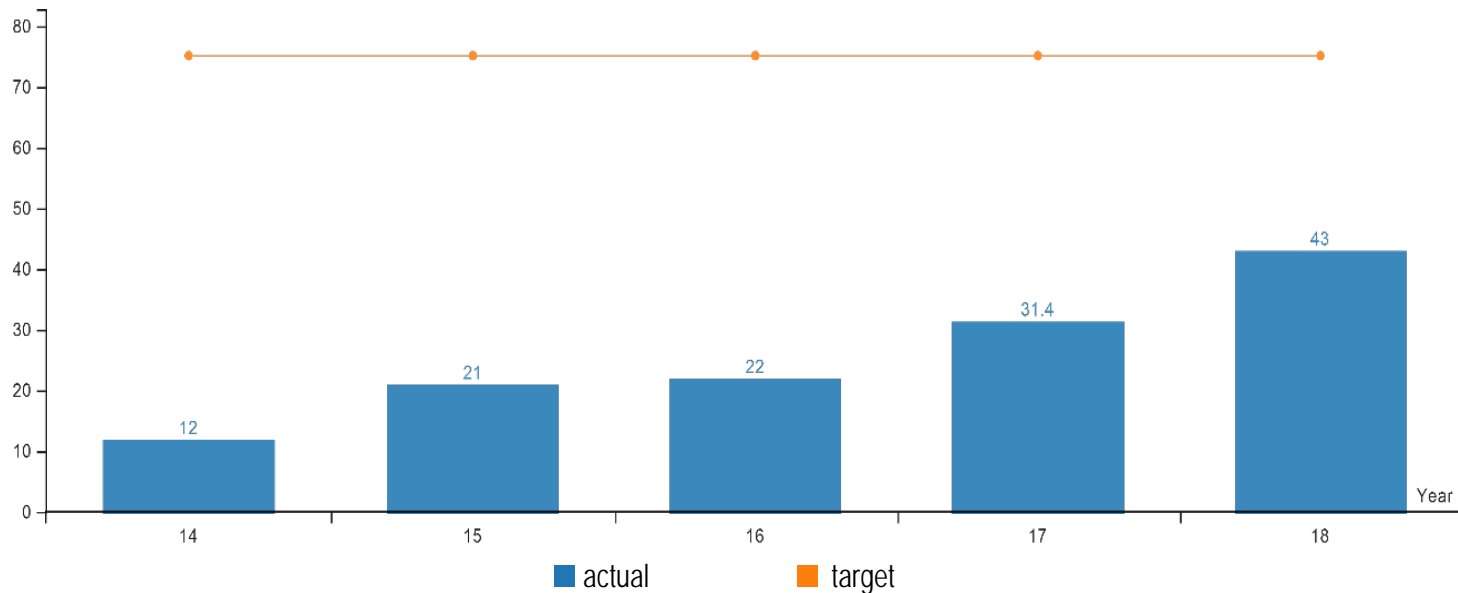
| Report Year | 2014 | 2015 | 2016 | 2017   | 2018 |
|-------------|------|------|------|--------|------|
| Actual      | 14%  | 17%  | 12%  | 21.40% | 17%  |
| Target      | 50%  | 50%  | 50%  | 50%    | 60%  |

Note: See slide 33, for updated percentage for 2018.

# KPM INVESTIGATION SPEED - Percent of investigated cases resolved in 180 days (unless pending in another forum).

## #3

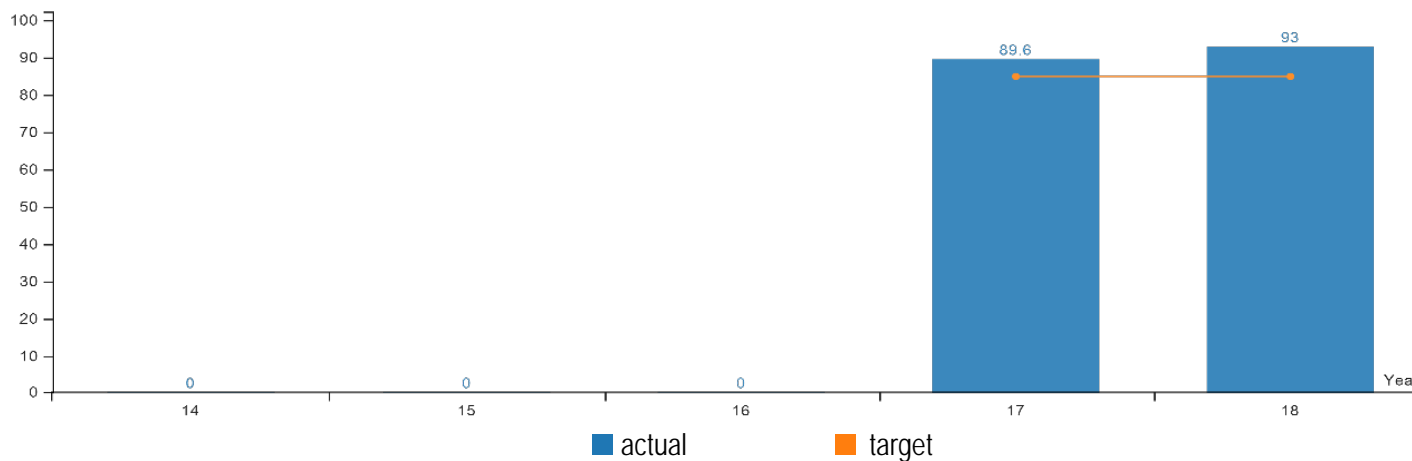
\* Upward Trend = positive result



| Report Year | 2014 | 2015 | 2016 | 2017   | 2018 |
|-------------|------|------|------|--------|------|
| Actual      | 12%  | 21%  | 22%  | 31.40% | 43%  |
| Target      | 75%  | 75%  | 75%  | 75%    | 75%  |

# KPM #4

## PHONE CUSTOMER SERVICE - Percent of phone calls responded to that are not abandoned.

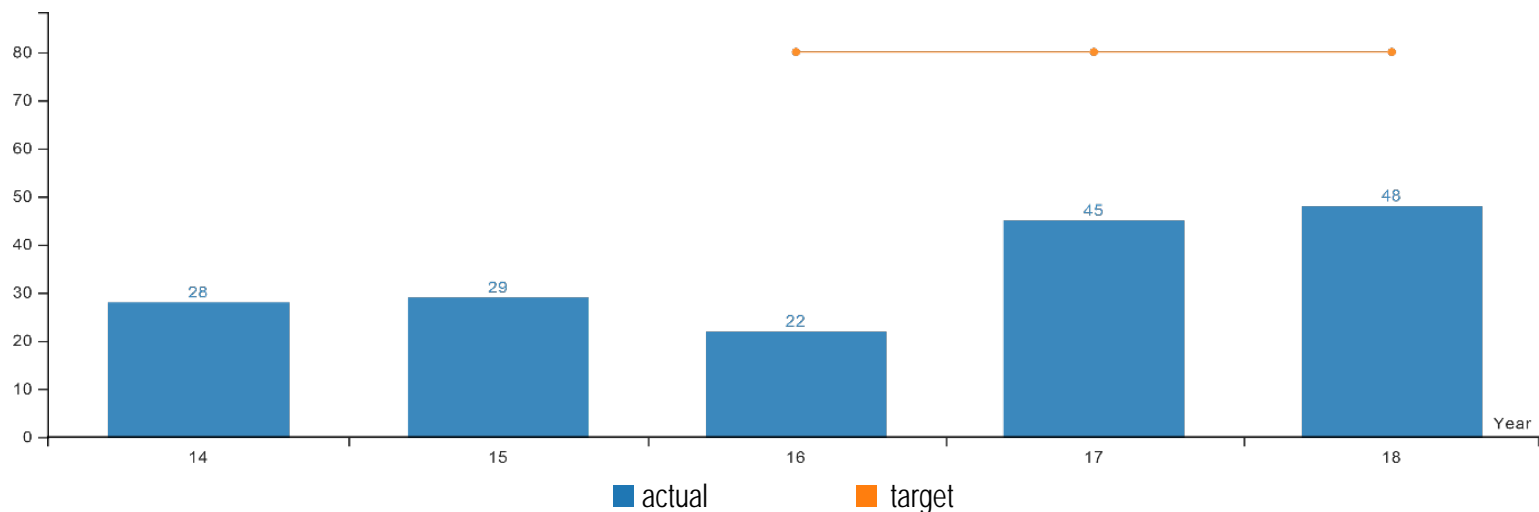


| Report Year | 2014    | 2015    | 2016    | 2017   | 2018 |
|-------------|---------|---------|---------|--------|------|
| Actual      | No Data | No Data | No Data | 89.60% | 93%  |
| Target      | TBD     | TBD     | TBD     | 85%    | 85%  |

**KPM  
#5**

**CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.**

*\* Upward Trend = positive result*



| Report Year | 2014 | 2015 | 2016 | 2017 | 2018 |
|-------------|------|------|------|------|------|
| Actual      | 28%  | 29%  | 22%  | 45%  | 48%  |
| Target      | TBD  | TBD  | 80%  | 80%  | 80%  |





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# Agency Organization

# TSPC has three program areas:

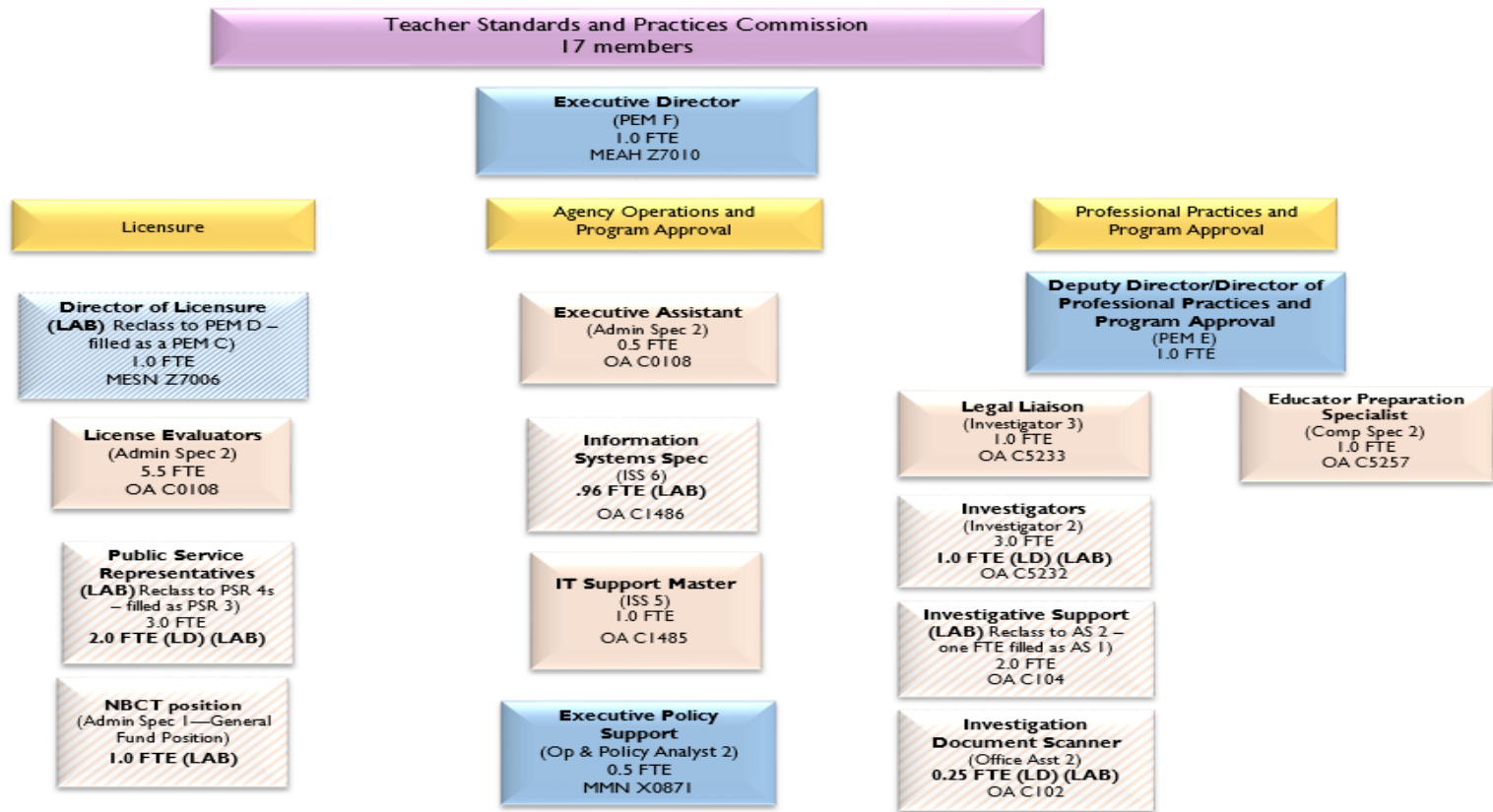


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- ❖ **Licensure:** Establish rules and standards for licensure and issuing licenses to public school teachers, administrators, school counselors, school psychologists and school social workers. Establish a registry of charter school teachers and administrators 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 2017-2019 (24 FTE)



## 2017-2019 LAB Organizational Chart



# 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.



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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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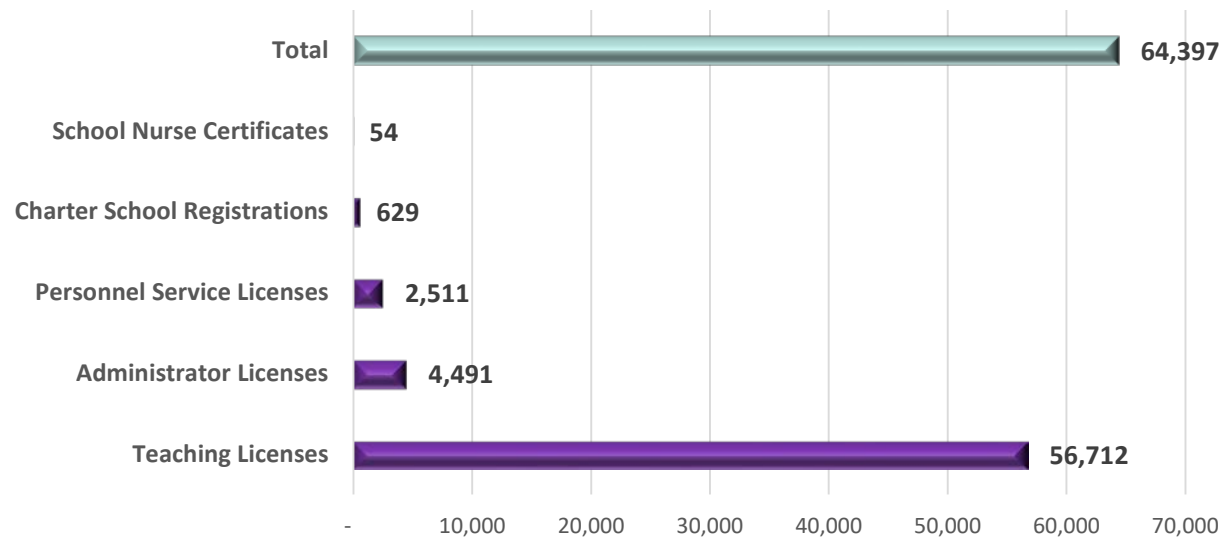
| Active License Numbers                                | 1/31/2019 | 2017   |
|---|-----------|--------|
| Total Educators                                       | 58,291    | 61,091 |
| Total of licenses, registrations or certificates held | 62,653    | 65,538 |
| Charter School Teachers                               | 534       | 484    |
| Charter School Administrators                         | 105       | 90     |

All students in Oregon public and charter schools are served by this program.

# Types of Licenses Issued



**Total Licenses**  
*As of July 15, 2018*



# 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 of Licensure now complete
- Rules Adopted 2/7/2019
- Implementation to occur 2019 through 2022
- Reducing to two license types, to distinguish building and district-wide assignments

| Current 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"> <li>• Complete their Pro-AL as advised; or</li> <li>• Continuously renew their Principal; or</li> </ul> <p>After 8/1/2022, must complete new Pro-AL requirements if they achieve a district-office position</p> |

# Personnel Service Licenses Available



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## Not yet redesigned

- School Counselor

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

- School Psychologist

- Legacy
- Preliminary
- Professional
- Reciprocal

- School Social Worker

- Preliminary
- Professional
- Reciprocal
- Restricted
- Emergency

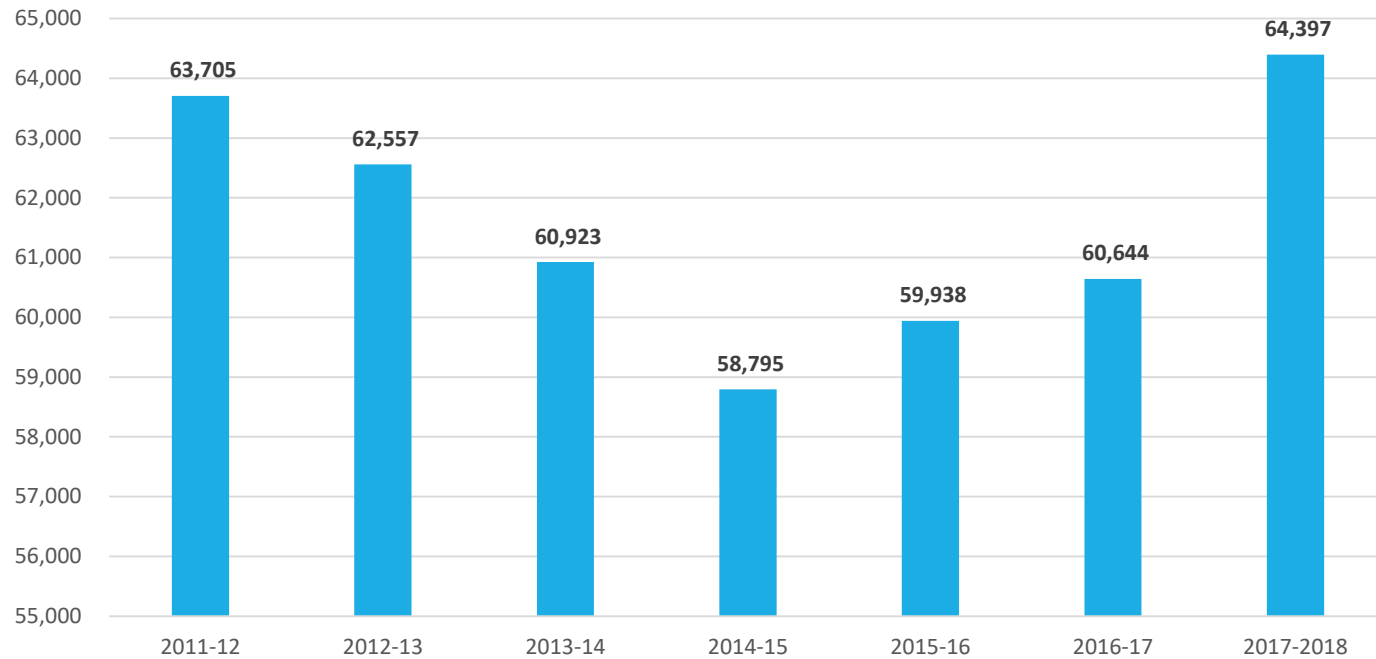
- Limited Student Services

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

# Trend in Total Licensed Educators



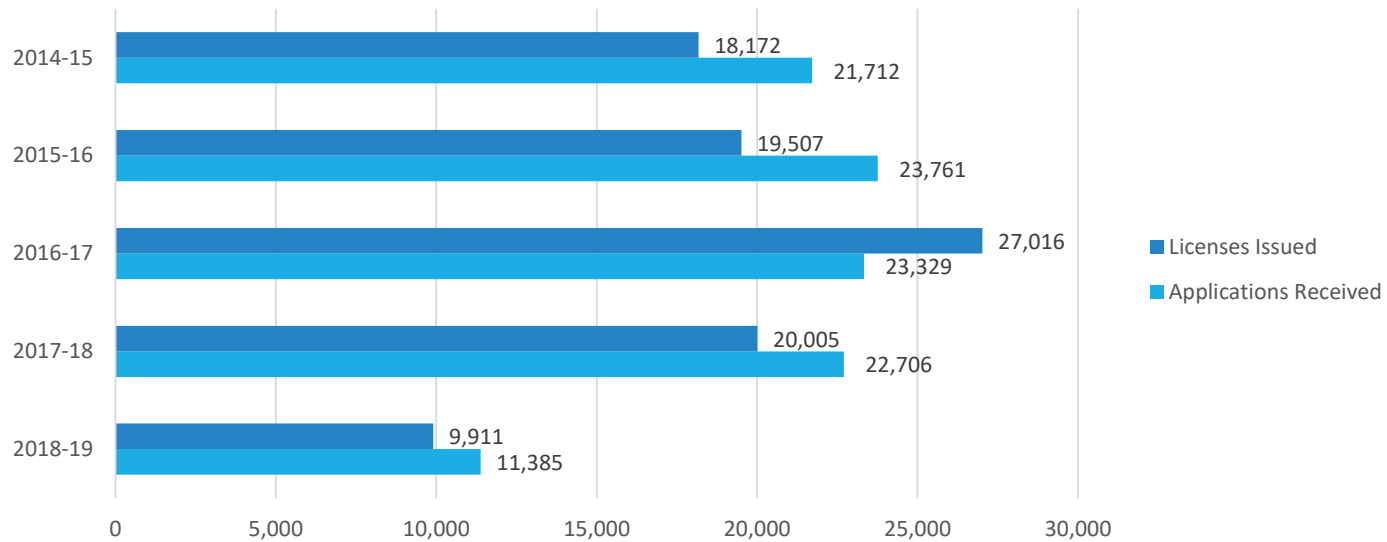
Number of Licensed Educators



# Application Volume



Applications Received and Licenses Issued



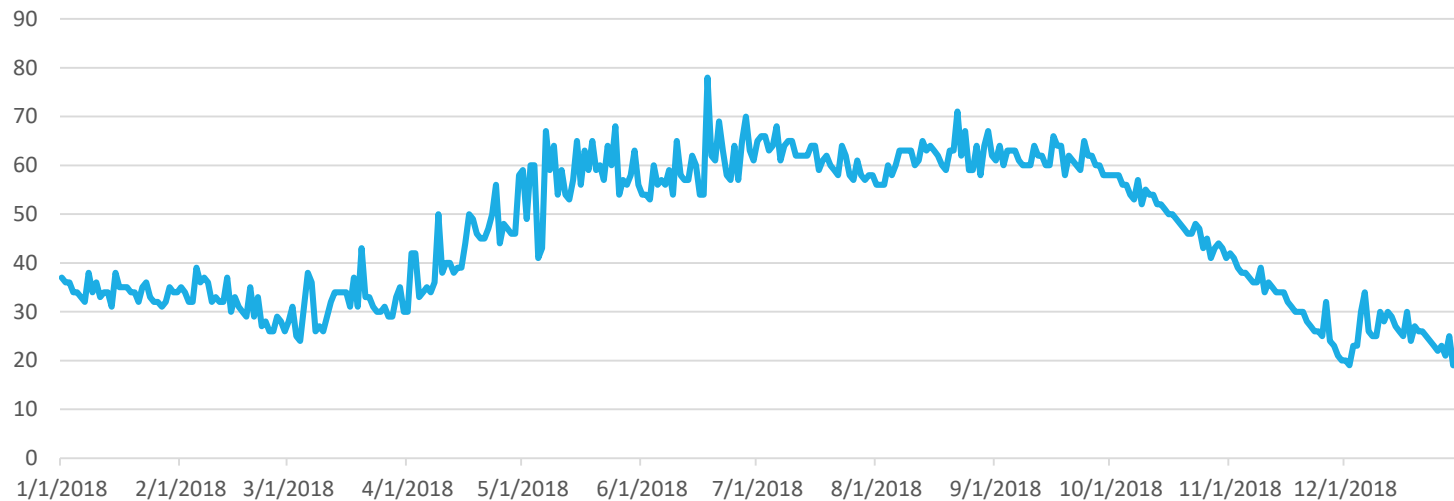
**2018/2019 data through 12/31/2018**



# KPM: Applications Processed within 30 days

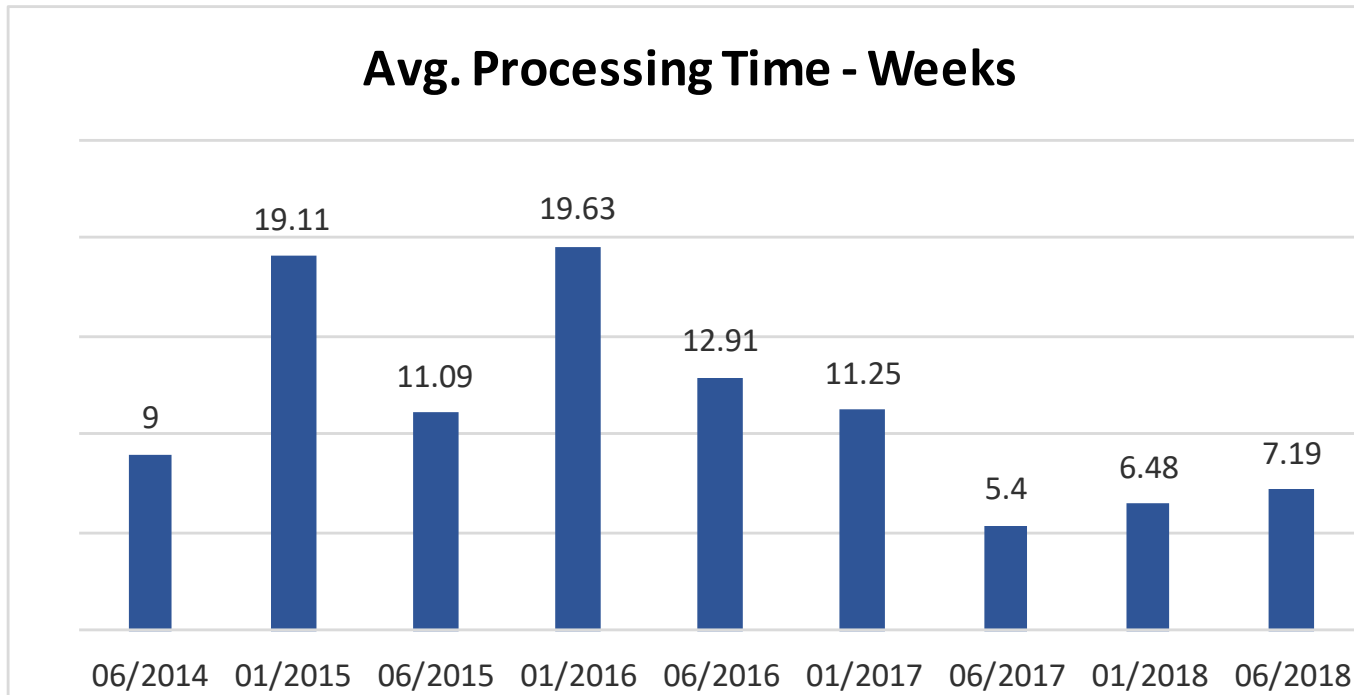


Calendar Year 2018 Number of Days from Application to "First Look"



- During this time period, 22% of applications were processed within 30 days.
- During the summer and fall seasons, evaluators spend more time working directly with districts, taking them away from working “date order” applications.

# KPM: Applications Processed within 30 days

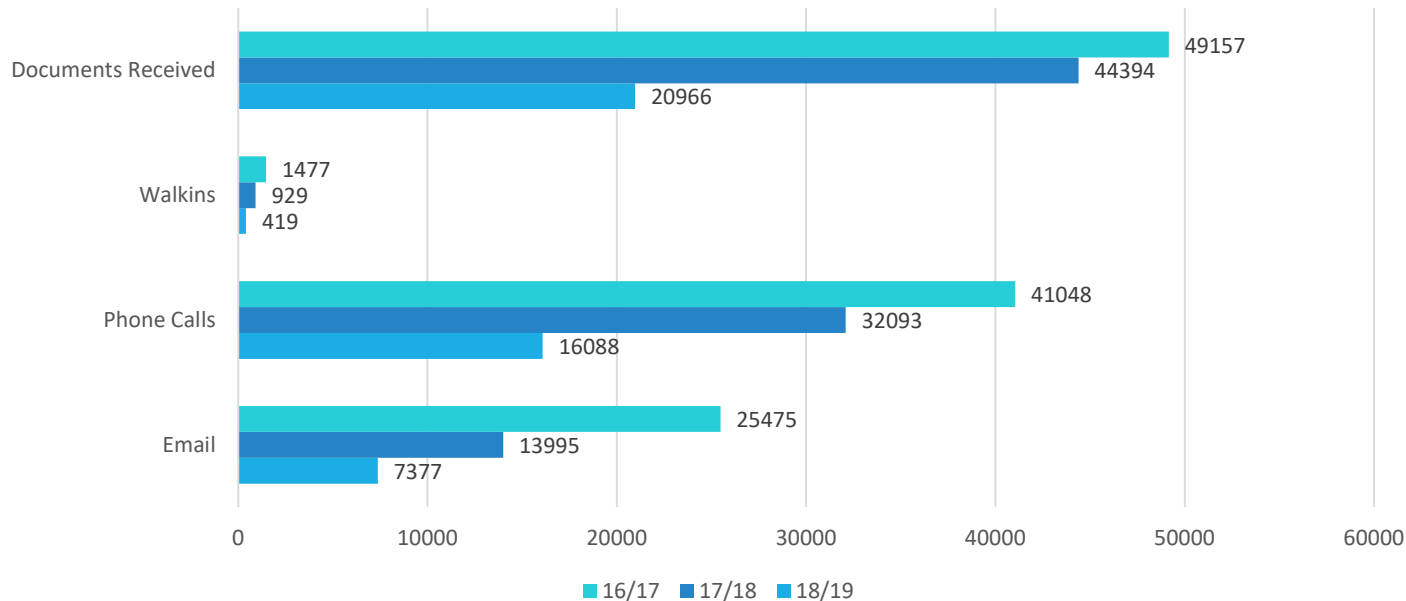


# Customer Service



The following shows a decrease in the volume of customer service items, comparing 16/17, 17/18 and 18/19 (through 12/31/2018). The numbers of inquiries have dropped, and halfway through 18/19, it appears that this volume is leveling off.

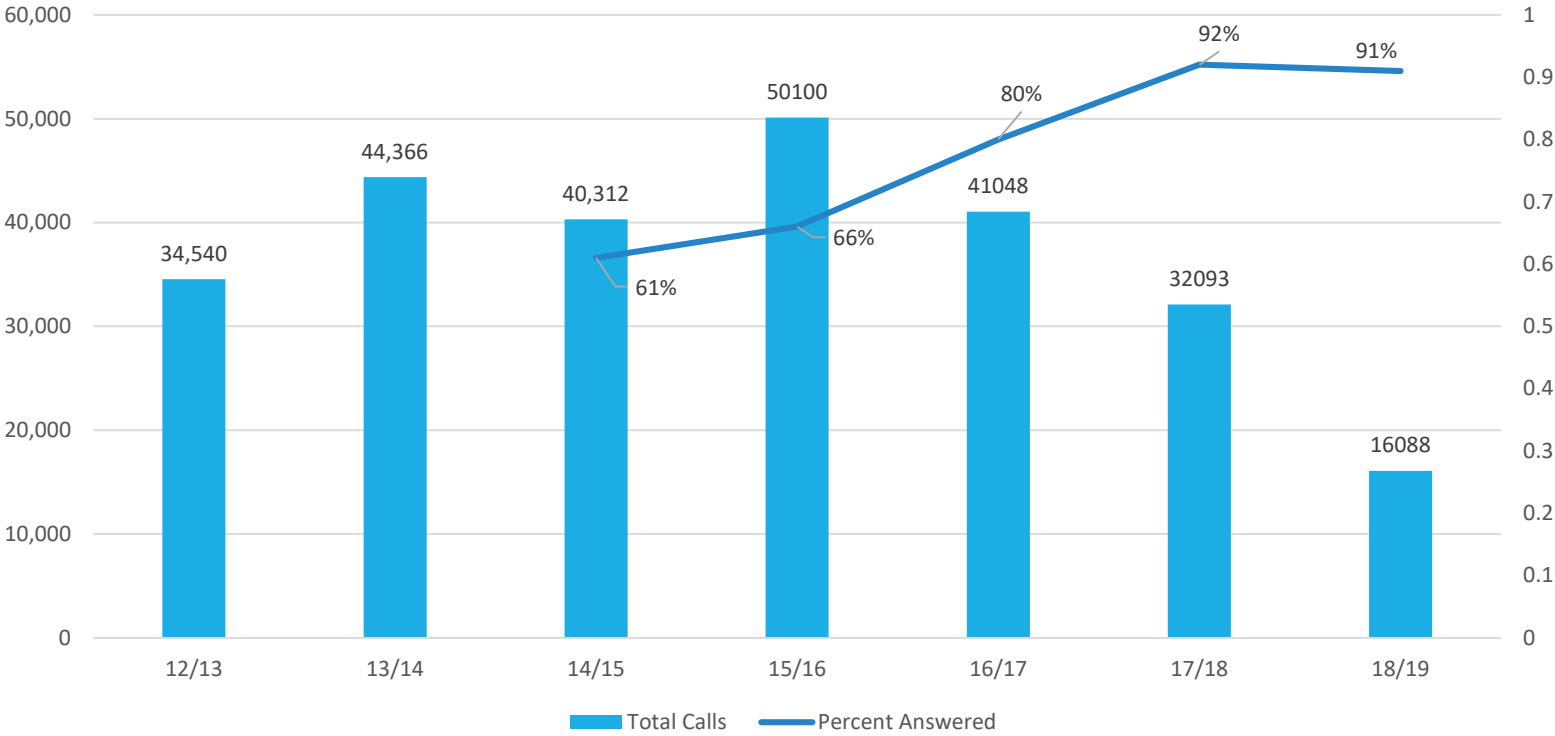
Volume of Customer Service Measures



# KPM: Phone Call Answer Rate



Calls Received and Percent Answered

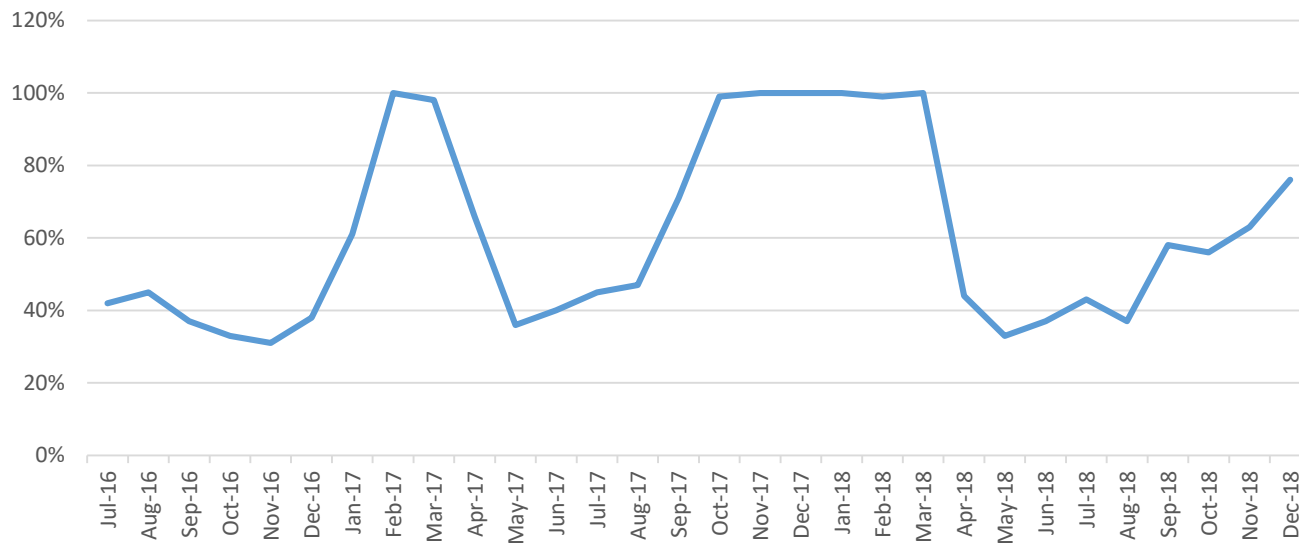


**18/19 data through 12/31/2018**

# Customer Service



Percentage of Emails Answered Within 3 Days (72 hours)



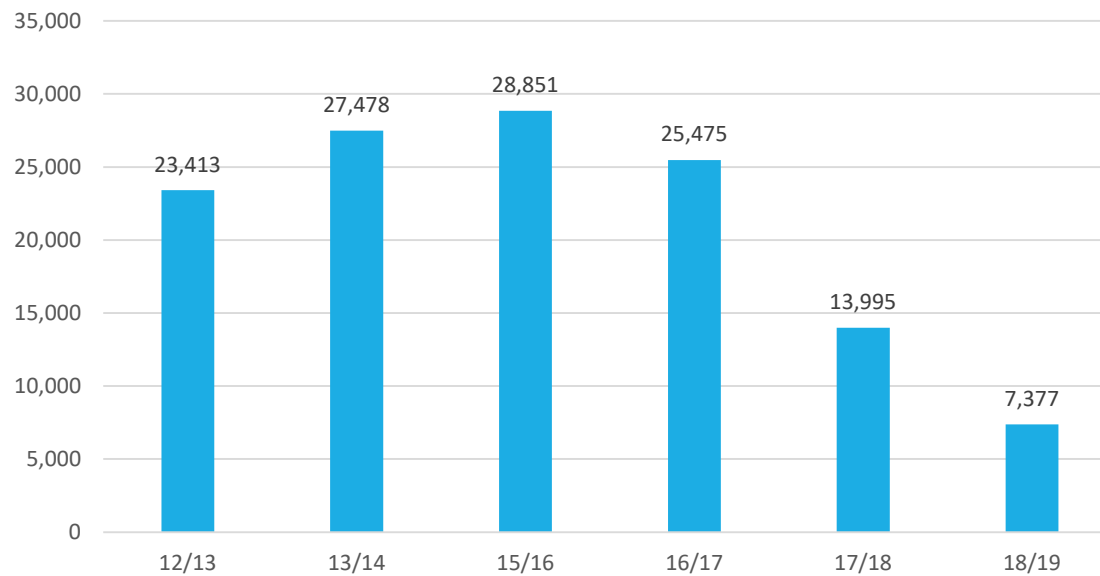
## Two important factors:

- The same staff that responds to emails answers phones, and the call volume increases in the summer; and
- In April 2018, one LD PSR left the agency and the position remains vacant. Remaining staff focused on the phones.

# Customer Service



Annual Number of Emails Received



***18/19 data through 12/31/2018***



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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



- 
- 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
- ❖ Educator Candidates
- ❖ Future Educators
- ❖ 16 Educator Preparation Programs
- ❖ School Districts
- ❖ Education Service Districts

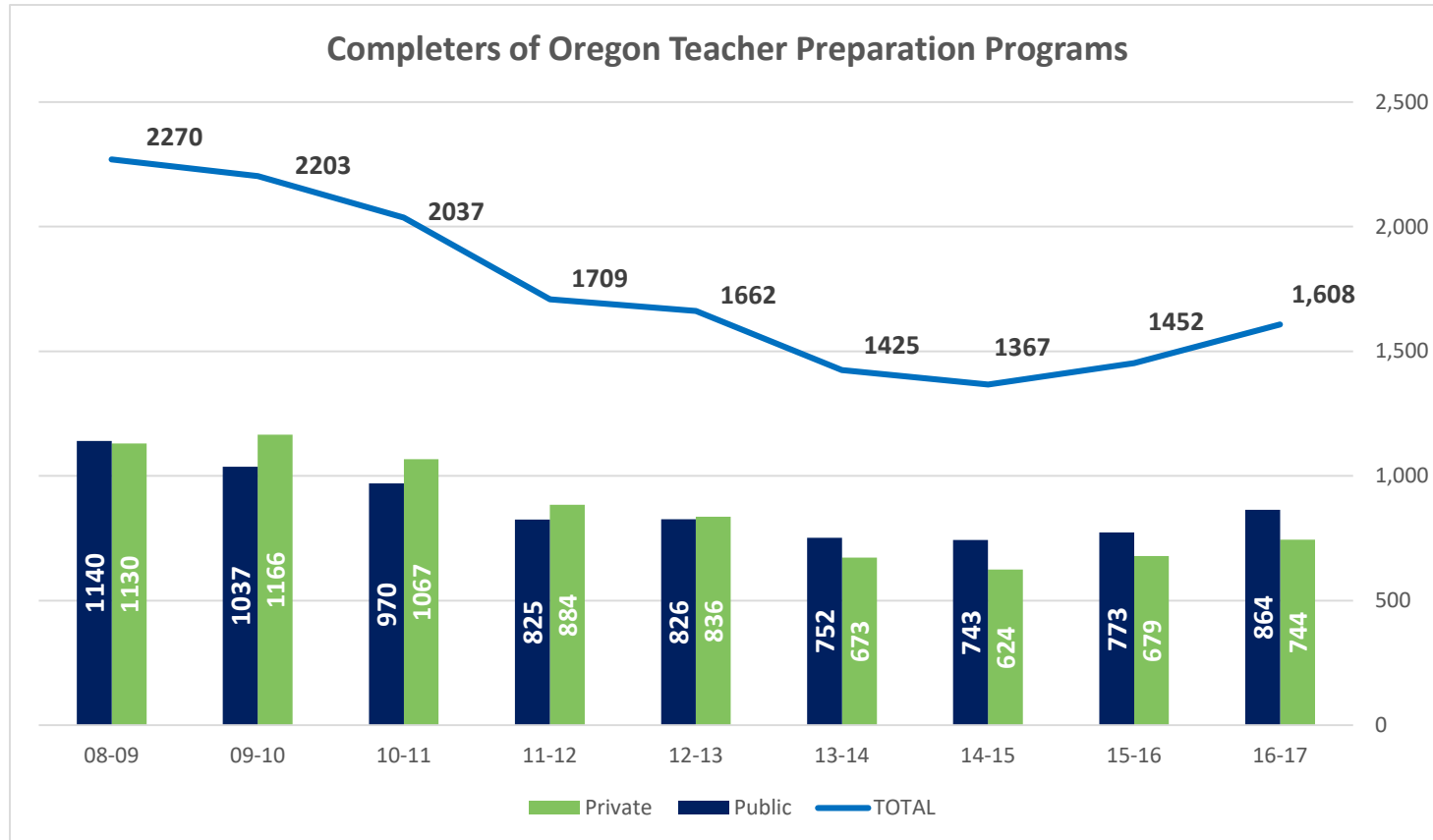
# Educator Preparation Program Approval Policy Summary



## Oregon Educator Preparation Programs (16 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     |
| Lewis & Clark College                             | University of Oregon           |
| Linfield College                                  | University of Portland         |
| Marylhurst University (closed 2018)               | Warner Pacific College         |
| Multnomah University<br>(program eliminated 2017) | Western Oregon University      |
|   |                                |

# New Teacher Completers (Oregon 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 TSPC case investigations reviewed by the Commission during the 2018 calendar year:

For TSPC investigated cases which did not concurrently complete an external law enforcement investigation, administrative hearing, or court hearing: Investigation length average = **7.96 Months** (from date complaint received to date investigation completed).

As of February 1, 2019, the agency had 252 cases pending investigation.

# Trends in Discipline

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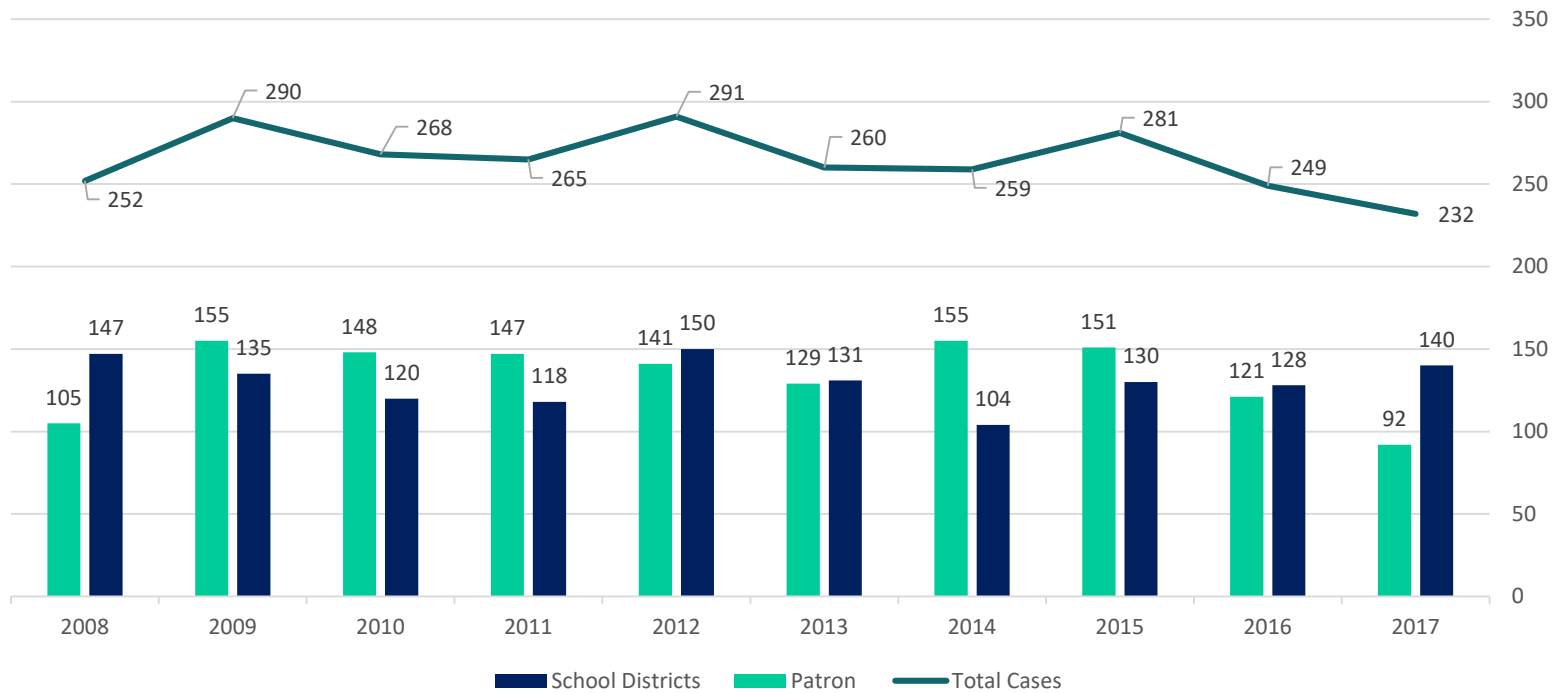


- ❖ Boundaries
- ❖ Social Media
- ❖ Improper Restraint

# Professional Practices (Investigation/Discipline) Summary



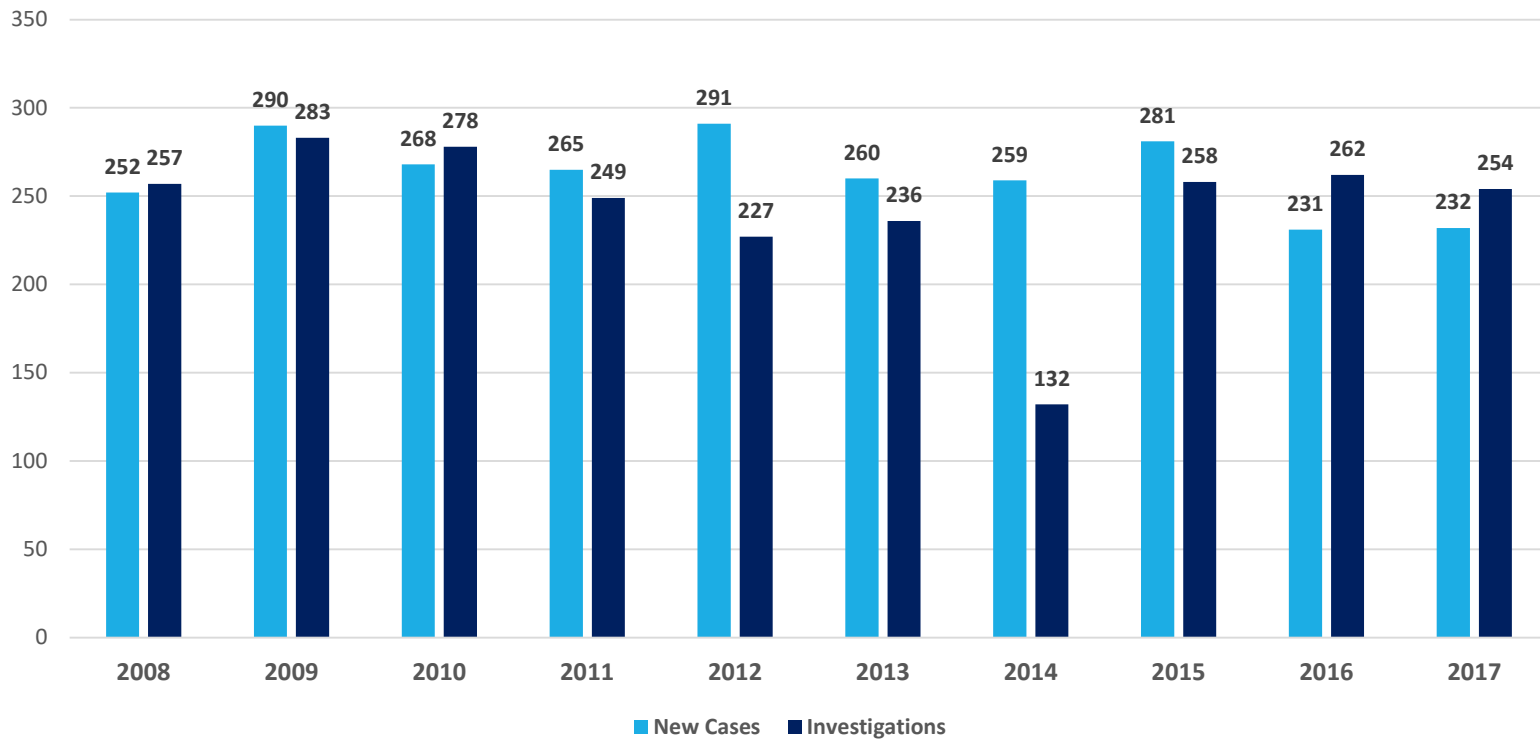
**Reports of Misconduct:  
School District Reports and Patron Complaints**



# New and Completed Investigations



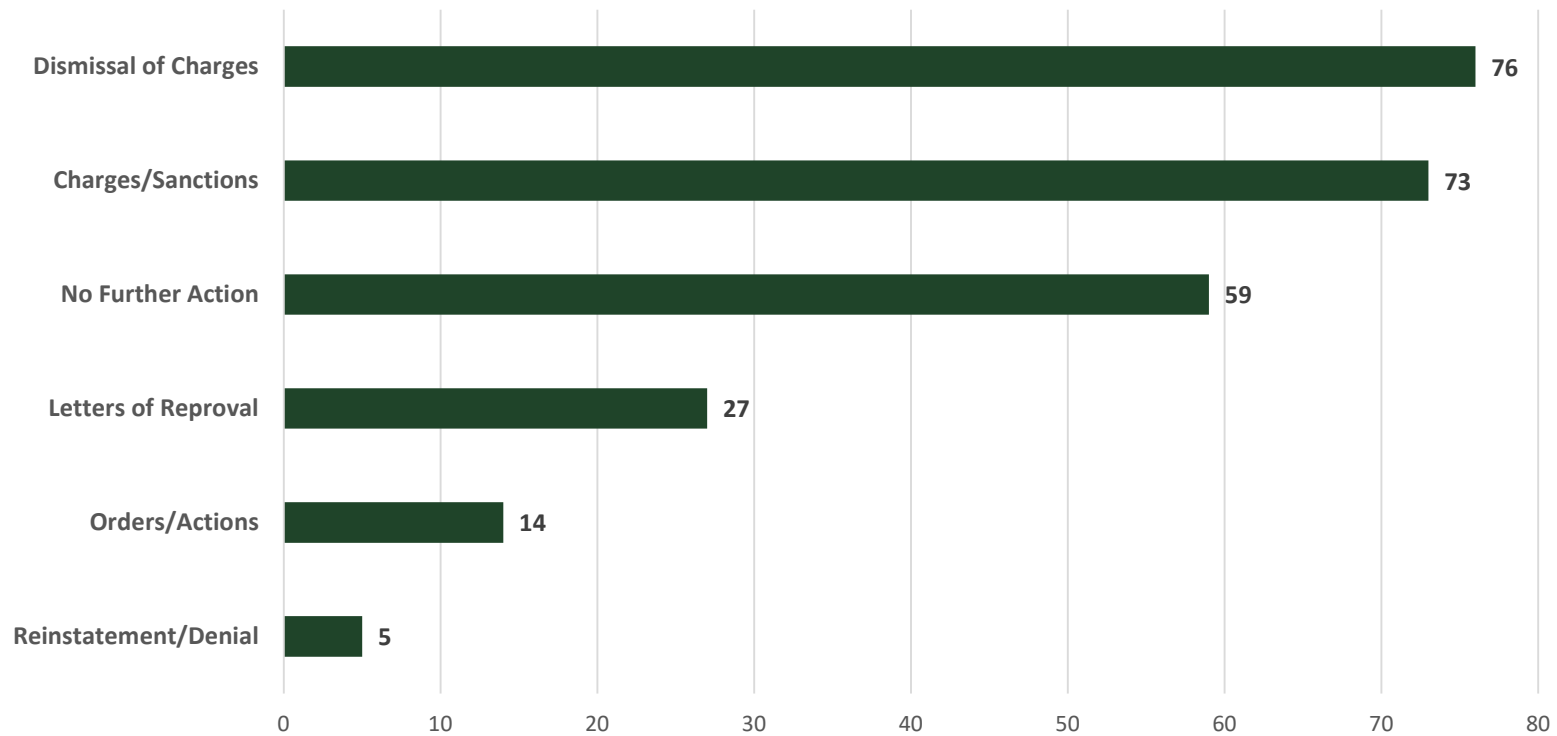
New Cases and Investigations Completed



# Professional Practices (Investigation/Discipline) Summary



Outcomes of Cases 2017





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# TSPC Budget Environment

# Major Changes in the Last 6 Years: Licensure



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## **Career Technical Education Licenses**

- HB 3072 (2015) Overhauled CTE licensing process; bolstering the partnership of the agency with the Oregon Department of Education to enable those with industry experience to more effectively become licensed.
- Updated rules for CTE licensing were promulgated in 2017.

## **National Board Certification Fund**

- HB 2763, allocated \$1.7 million (general fund) to the Commission for the National Board Certification Fund. The fund allows the Commission to reimburse the costs of National Board certification and costs related to participating in cohort for certification.
- Goal: 150 teachers seeking and obtaining national board certification.
- Rule-making was completed in Spring 2018; one full-time staff hired.

## **Major Projects**

- Administrator License redesign
- Reducing barriers to entry to the profession
- Early Intervention/Early Childhood Education licensing standards

# Major Changes in the Last 6 Years: Program Approval



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## **Teacher Performance Assessment**

- TSPC implemented the edTPA as a teacher performance assessment in March 2014.
- Phase-in began Fall 2015; fully consequential Fall 2018.

## **Clinical Practice**

- SB 83 required the agency to provide new standards for supervision of clinical practices by a qualified cooperating teacher.

## **Required Program Curriculum**

- HB 2412 and SB 221 required teacher education programs to 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)



# Major Changes in the Last 6 Years: Professional Practices



## Investigations

- In June of 2014, TSPC was granted authority to hire a limited duration (LD) Investigator position.
- LD position increased staff to four investigators and one legal liaison.
- Modest gains in the reduction of the TSPC case investigation backlog.
- Overall reduction in the average length of time for the completion of a TSPC investigation, now 7.6 months.

## Complaints

- New complaints received by TSPC to be investigated has remained consistently high from 2014-2016, averaging 226 new cases received each year.

## **2018 was a difficult year for TSPC investigations:**

- Received 264 new complaints for investigation (highest one year total since 2012) for new complaints since 2012.
- Unusual Turnover: A single vacated Investigator position had to be filled twice in a ten month span.
- The combination of those two factors had a negative impact on both investigation production and the number of cases pending TSPC investigations in 2018.

# Major Changes in the Last 6 Years: Revenue & Fees



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## Revenue

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

## Fee Increase:

- HB 2411 (2015) increased basic license fees from \$100 to \$140.

## License Redesign

- 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) allows teachers to teach for 90 days while license application is pending, which has greatly reduced Expedited Processing fee revenue.

# Cost-Containment and Program Improvement



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## Online Application System

- Begun two-biennia ago
- First phase completed in 2016: Applicant Portal
- Reduced the need for human mail opening, human check receipting, and human data entry and scanning of all documents into the system.
- Completion of final phase anticipated in Spring 2019

## Staff Vacancies

- Reduced applications received
- All vacancies analyzed for necessity toward critical agency goals.
- Filling of several vacancies delayed

## Staff Operations

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



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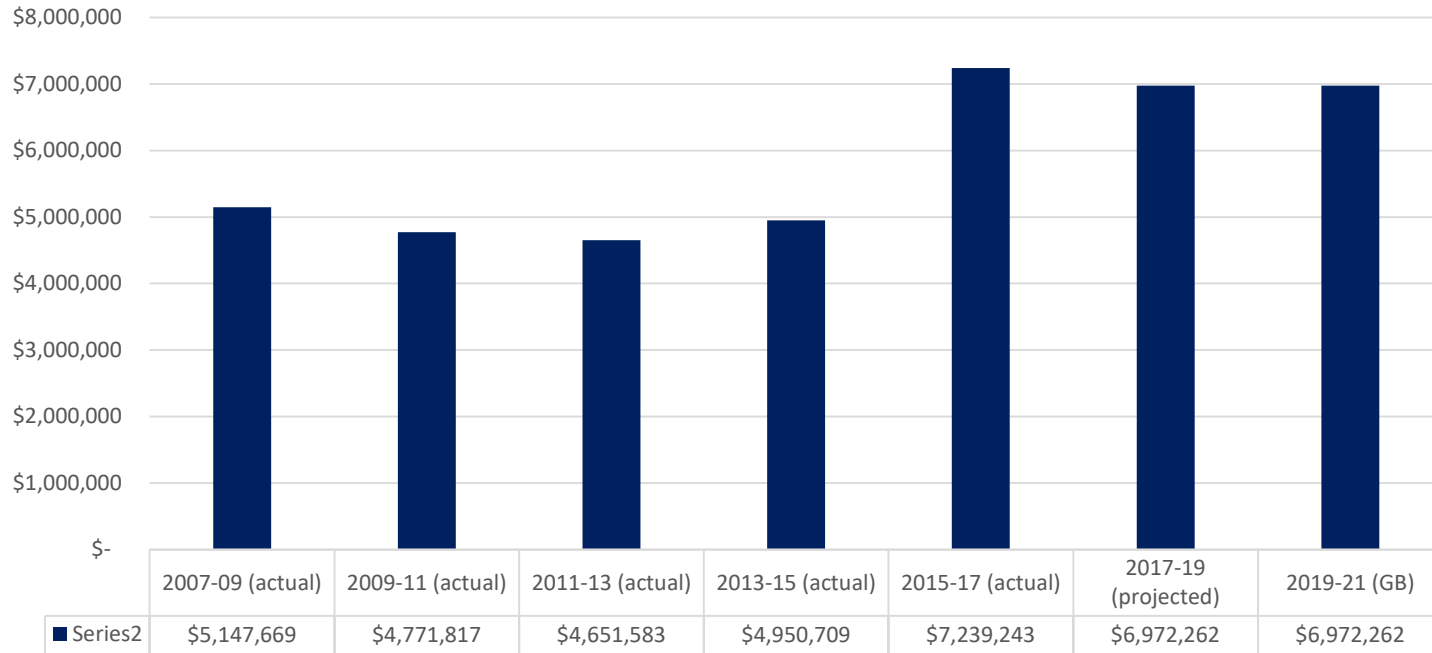
# TSPC

# Governor's Budget Proposal

# TSPC Revenue



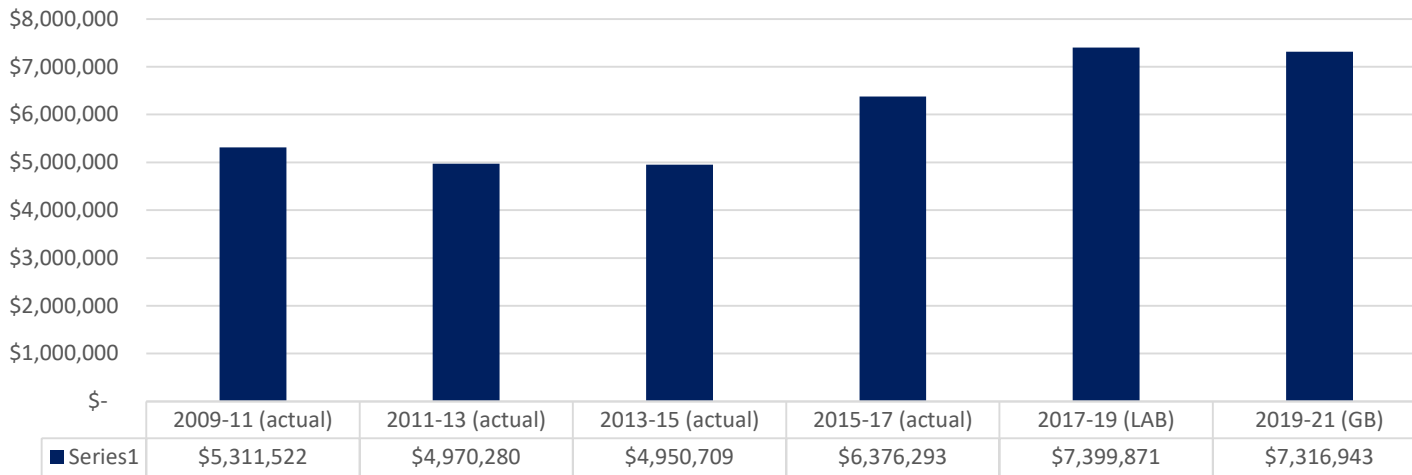
TSPC Revenue\*



# TSPC Expenditures



**TSPC Expenditure History and 19-21 GB\***



# 2019-2021 AGENCY REVENUE AND EXPENDITURE SUMMARY



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

|   |                                  |
|---|----------------------------------|
| <b>BEGINNING BALANCE (19-21):</b>         | <b>\$1,976,958</b>               |
| <b>REVENUE ESTIMATE (19-21):</b>          | <b>\$6,972,262</b> (fee revenue) |
| <b>TOTAL AVAILABLE RESOURCES (19-21):</b> | <b>\$8,949,220</b>               |
| <b><i>TOTAL EXPENDITURES</i></b>          | <b><i>\$7,316,943</i></b>        |
| <b>ENDING BALANCE (19-21):</b>            | <b>\$1,632,277</b>               |

*Note: Revenue projections are continuously monitored and will be updated for the Legislatively Adopted Budget.*

# 2019-2021 AGENCY REVENUE AND EXPENDITURE SUMMARY



## National Board Certification Fund

|   |                             |
|---|-----------------------------|
| <b>BEGINNING BALANCE (19-21):</b>         | <b>\$ 1,600,936</b>         |
| <b>REVENUE ESTIMATE (19-21):</b>          | <b>\$ 36,000 (interest)</b> |
| <b>TOTAL AVAILABLE RESOURCES (19-21):</b> | <b>\$1,636,936</b>          |
| <b><i>TOTAL EXPENDITURES</i></b>          | <b><i>\$1,624,742</i></b>   |
| <b>ENDING BALANCE (19-21):</b>            | <b>\$ 12,194</b>            |

*Note: Revenue projections are continuously monitored and will be updated for the Legislatively Adopted Budget.*



# TSPC Policy Option Package



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## Customer Service (POP 101)

- Adds capacity to Program Approval section
- Allows agency to:
  - Conduct research and provide technical assistance on best practices on educator preparation standards
  - Develop policy to eliminate barriers to becoming a teacher, especially for under-represented communities
  - Assist preparation providers to meet national accreditation standards;
  - Improve instruction on ethical and professional standards to help reduce the incidences of educator misconduct
  - Ensure rigorous review of programs to verify all programs are utilizing best practices and meeting state standards
  - Provide support to the Commission's, Governor's and legislative policies related to educator preparation and professional development.

# TSPC Policy Option Package



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## Policy Option Package 101: Customer Service

Add: 1 FTE Director of Program Approval (PEM D)

Reclass: Deputy Director (PEM E) to PEM D

Eliminate: 1 FTE IT Support Master (ISS 5)

**Net Cost of POP: (\$ 44,891)**

**Revenue Source:** Licensure and Fingerprint Fees

# TSPC Policy Option Package



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## **POP 101 – Quantifying Results:**

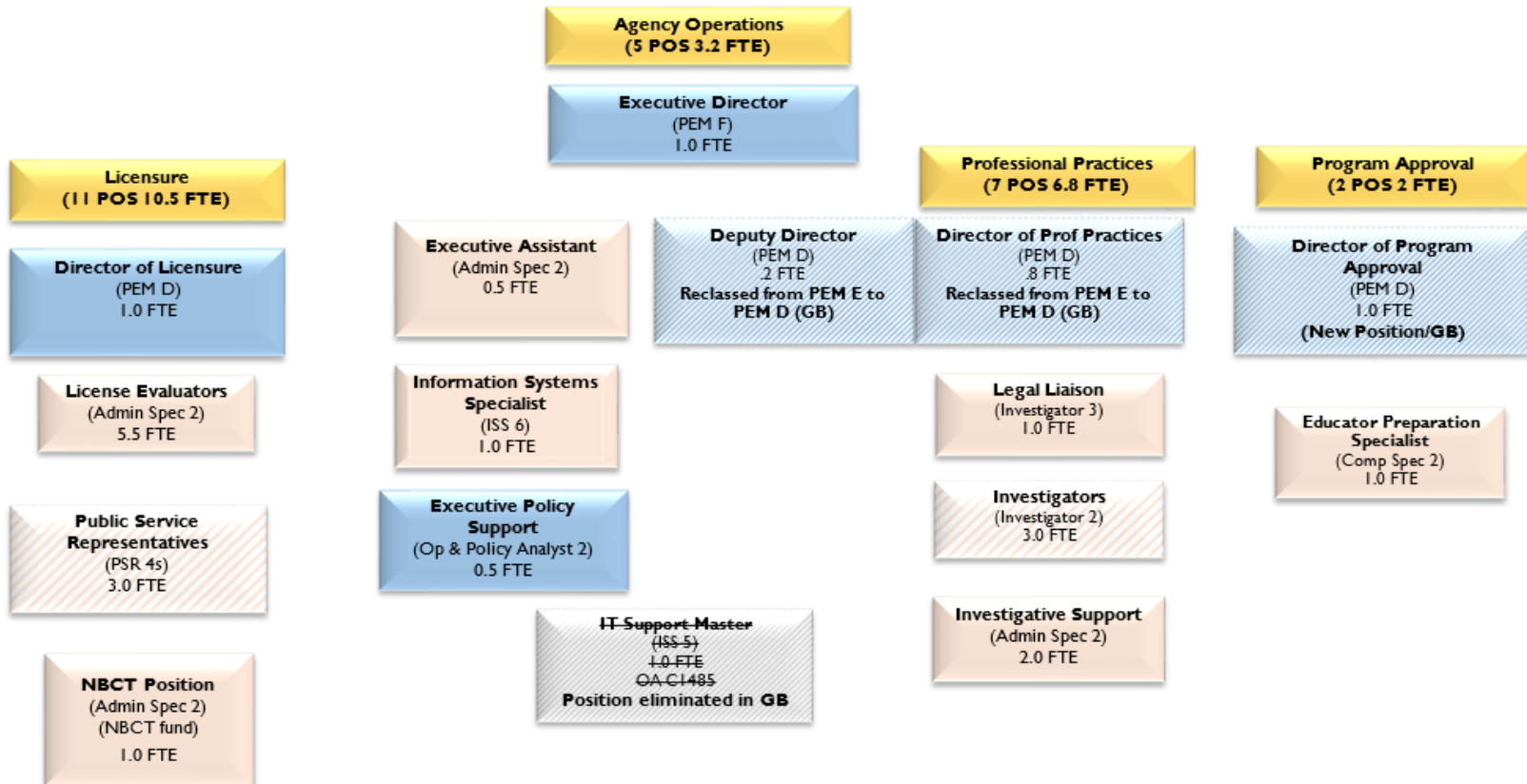
- Increased visits to school districts, education service districts and programs to review professional practices standards and best practices, with the goal of reducing the incidences of educator misconduct;
- Implementing new program approval standards to strengthen the ethical and professional instruction in educator preparation programs;
- Better alignment of educator preparation standards to state curriculum standards;
- Alignment of the supply of CTE teachers with the demand for CTE teachers in school districts;
- Completion of redesign of administrator and personnel service program standards;
- Progress on moving educator preparation programs to national accreditation; and
- Implementation of best practices related to educator professional development.

# Agency Organization



## 2019-21 GB Organizational Chart

Teacher Standards and Practices Commission





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# Agency Proposed Legislation

# Agency Proposed Legislation



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## SB 18

- ❖ Would make the school district superintendent, licensed through TSPC, accountable for reporting failures committed by district-level personnel and in violation of ORS339.388 or ORS339.372.
- ❖ Requires responsible administrator to notify school-level administrators in writing when an educator under current investigation for potential sexual abuse or sexual misconduct is being transferred into their school building. Similar requirement if administrator knows educator is transferring to another school district.
- ❖ Fiscal Impact: May result in increased reports of abuse or misconduct or reports of administrators not completing required reporting. Fiscal costs uncertain.

# Agency Proposed Legislation



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## SB 216

- ❖ SB 205 (2017) permits teachers to teach for 90 days without a license if they submit a license application and complete all required background checks. A few educators have applied two or three times for the same license in order to extend the 90-day unlicensed employment period.
- ❖ The bill would limit educators to using the 90-day provision only once per year for each license type.
- ❖ Fiscal Impact: No fiscal impact to the agency is anticipated.

# Agency Proposed Legislation



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## HB 2031

- ❖ Requires that an educator who is certified by the National Board for Professional Teaching Standards be teaching in public school in Oregon in order to qualify to have educator license renewal fee waived. Current statute does not make clear the requirement for the teacher to be actually teaching in Oregon schools.
- ❖ Fiscal Impact: No fiscal impact to the agency is anticipated.



# 10% Reductions



# 10% Reduction Options

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|   |                      |
|---|----------------------|
| Reduce Services and Supplies                        | \$105,001            |
| Eliminate 0.5 FTE Operations & Policy Analyst       | \$162,694            |
| <del>Eliminate 1.0 FTE IT Support Master</del>      | <del>\$242,727</del> |
| Eliminate 1.0 FTE Investigator 3 Position           | \$204,813            |
| <u>Eliminate 1.0 FTE Administrative Specialist*</u> | <u>\$204,813</u>     |

**Total Reduction: \$906,367**

The agency's Current Service Level (CSL) budget is \$9,063,665. A ten percent (10%) reduction from the agency's CSL equals \$906,367.

\* National Board Certification Fund

# Appendices



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- A. 2018 Update to 2015 Agency Audit Response**
  - B. Other Funds Ending Balance Form**

**Note:** There are no Emergency Board Requests, Proposed Technology Projects over \$100,000 Threshold, or List of Reclassifications completed.



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# Questions?

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