

# Legislatively Proposed 2021 - 2023 Key Performance Measures

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**Agency:** Teacher Standards and Practices Commission

**Mission Statement:**

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.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2022	Target 2023
1. EMAIL CUSTOMER SERVICE - Percent of emails responded to within 3 days.		Approved	48%	85%	85%
2. APPLICANT CUSTOMER SERVICE - Percent of license applications initially processed within 30 days.		Approved	38%	60%	60%
3. INVESTIGATION SPEED - Percent of investigated cases resolved in 180 days (unless pending in another forum).		Approved	35.29%	75%	75%
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.		Approved	60%	80%	80%
4. Program Approval Customer Service - Percentage of new program and major modification proposals processed within 30 days of formal submission to the Commission.		Proposed New		80%	80%
4. PHONE CUSTOMER SERVICE - Percent of phone calls responded to that are not abandoned.		Proposed Delete	88%	95%	

**LFO Recommendation:**

The Teacher Standards and Practices Commission (TSPC) has generally not been able to meet its targets for Key Performance Measures (KPM). Factors challenging TSPC include staffing levels, past management practices, and the troubled implementation of a new computerized licensing system.

1. The KPM #1 measures customer service performance based on the rate of response to email within 3 days. Performance on the KPM has lagged under the targets. It should also be noted that way this KPM is measured changed in 2019 with the implementation of the new e-licensing system. For this reason the comparison of current data with data from before 2019 is difficult. There was no data for 2019. This performance measure is in part dependent on the number of phone calls the agency receives since the two functions share staff and the call center was closed for most of 2020. **LFO recommends maintaining the 85% target.**

2. KPM #2 measures the percent of completed applications processed in 30 days, another customer service measure. Performance on this KPM has significantly under the existing 60% target. Again there has been some improvement increasing from 17% in 2018 to 38% in 2020. Again, there was no data for 2019 given the new e-licensing implementation. LFO recommends maintaining the current target of 60%.

3. KPM #3 measures the percentage of investigated cases resolved in 180 days unless pending in another forum such as an administrative hearing or a court hearing. Performance has been improving as the rate has improved from 12% in 2014 to 43% for 2018, but dropped to under 30% for 2019. 2020 saw improvement again rising to 32.1%. Since timely completion of investigations indirectly relate to the safety of students, it is important that this KPM improves. The performance under this KPM is primarily due to the amount of staff resources dedicated to this function. For a portion of 2020, an investigator position was vacant as the agency worked on filling that position. LFO recommends leaving the target at 75% at this point.

4. The current KPM #4 measures customer satisfaction based on the number of phone calls that are not abandoned. It is recommended that this KPM be deleted. The agency did not have a call center during 2020 due to the pandemic and found that communication via email worked well as employees worked from home.

5. KPM #5 is the customer service measure common to all state agencies. The agency's performance has lagged for many years but has slowly been improving. There is no data for 2020 and the agency is developing a new methodology to seeking input on how to collect the necessary data.

6. To replace the recommended deleted KPM #4, the agency is following legislative direction from 2019. They are proposing a new KPM #4 to measure their performance on approving new or modification of educator preparation programs at institutions of higher education. LFO recommends adding this new measure.

**SubCommittee Action:**