



Presentation to Education Subcommittee Ways & Means

Dr. Anthony Rosilez, Executive Director

Dr. Rae Ette Newman, Commission Chair

FEBRUARY 22, 2023

TSPC Mission

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



From TSPC 2022-2027 Strategic Plan

TSPC Background

- Established 1965; independent agency since 1973 *
- Oldest of only 11 existing Professional Educator Standards Boards in the United States
- 17-Member Commission—Governor appointed, Senate confirmed
 - May serve two 3-year terms
 - Quarterly 2-day meetings; Additional to review abuse and sexual conduct cases (SB 155)
- Only state agency focused on supporting and regulating *educators*—and their development

* *TSPC Statutory authority: ORS 342.120 through 342.430; 342.455 through 342.495 and 342.530. Administrative rules in OAR Chapter 584.*



Commission Representation

- 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

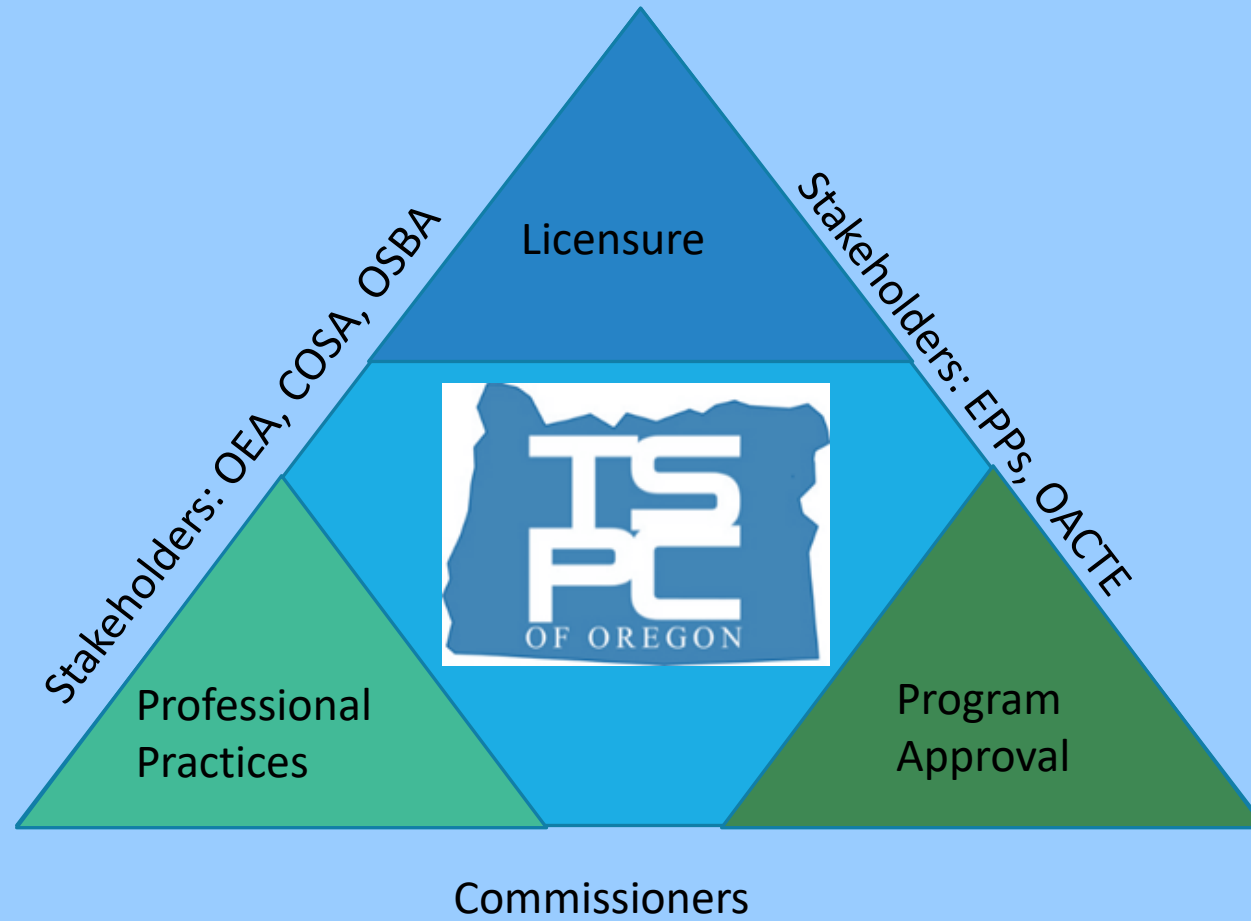
Representation is geographically balanced

Most ethnically and racially diverse in agency history



Organization & Program Details

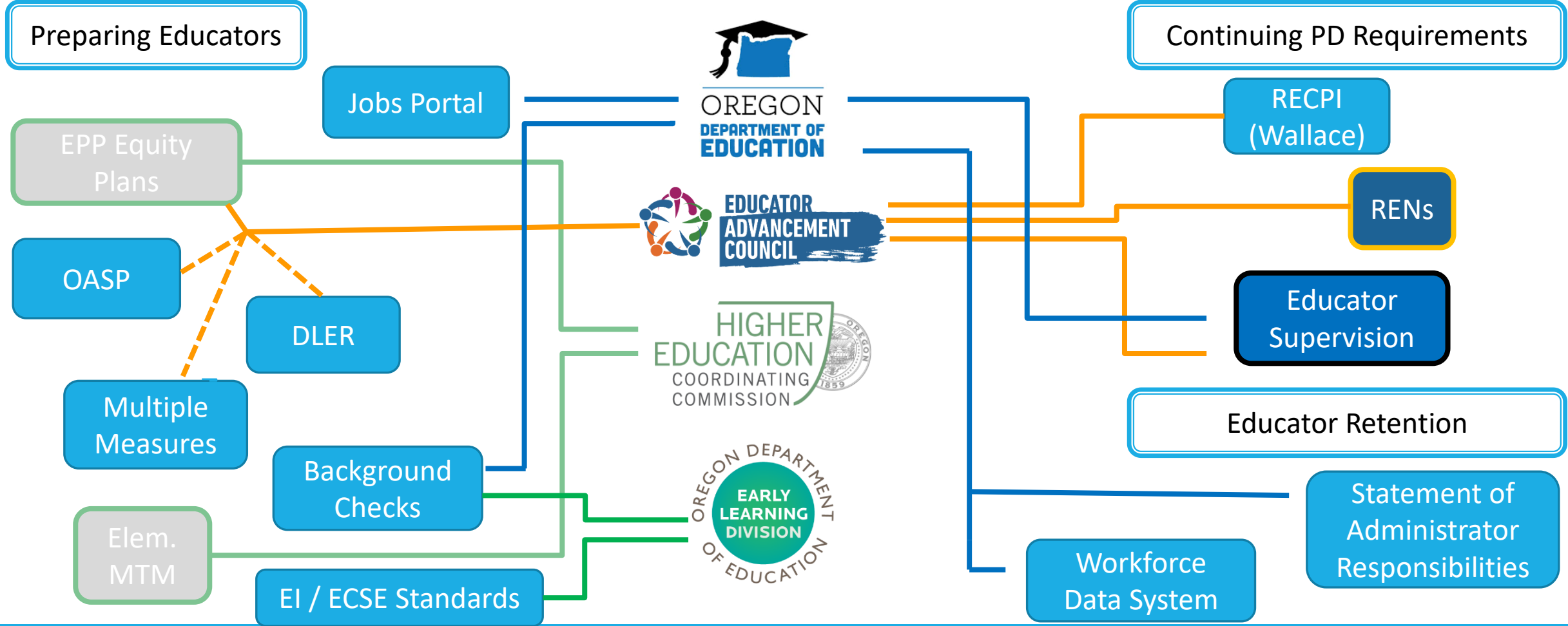




Foundation of Educator Excellence



TSPC Scope & Preparation Standards



Our Responsibilities

Licensure

Maintains over 60,000 licenses held by approximately 35,000 educators

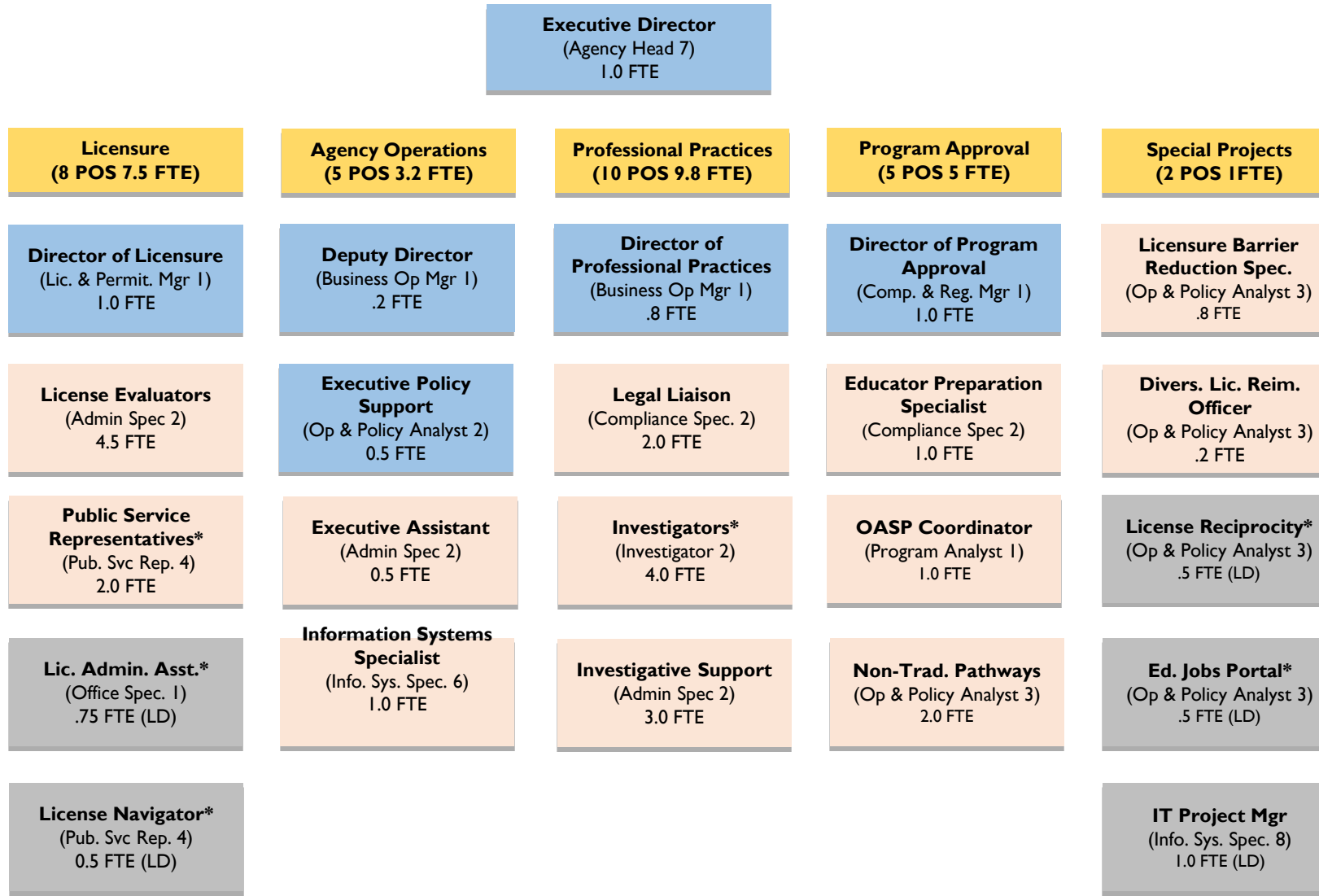
Professional Practices

Investigates roughly 250 complaints each year on possible licensed educator misconduct

Educator Preparation Program Approval

Oversees 15 Oregon-based Educator Prep programs—all nationally accredited by April 2023

2022 Organization Chart



* = Non-LAB positions added to budget in 2022. These are not included in the base positions/FTE count at head of each column.

Key Performance Measures

KPM#	Legislatively Adopted Key Performance Measures (KPMs)
1	EMAIL CUSTOMER SERVICE – Percent of email responded to within 3 days
2	APPLICANT CUSTOMER SERVICE – Percent of completed license applications processed in 30 days.
3	INVESTIGATION SPEED – Percent of investigated cases resolved in 180 days (unless pending in another forum)
4	PROGRAM APPROVAL CUSTOMER SERVICE – Percentage of new program and major modification proposals processed within 30 days of formal submission to the Commission.
5	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” overall customer service.

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 as an educator

Fingerprinting and Criminal Background Checks

Completion of Continuing Professional Development *
[Renewals]

*Currently suspended by HB 4030 (2022)

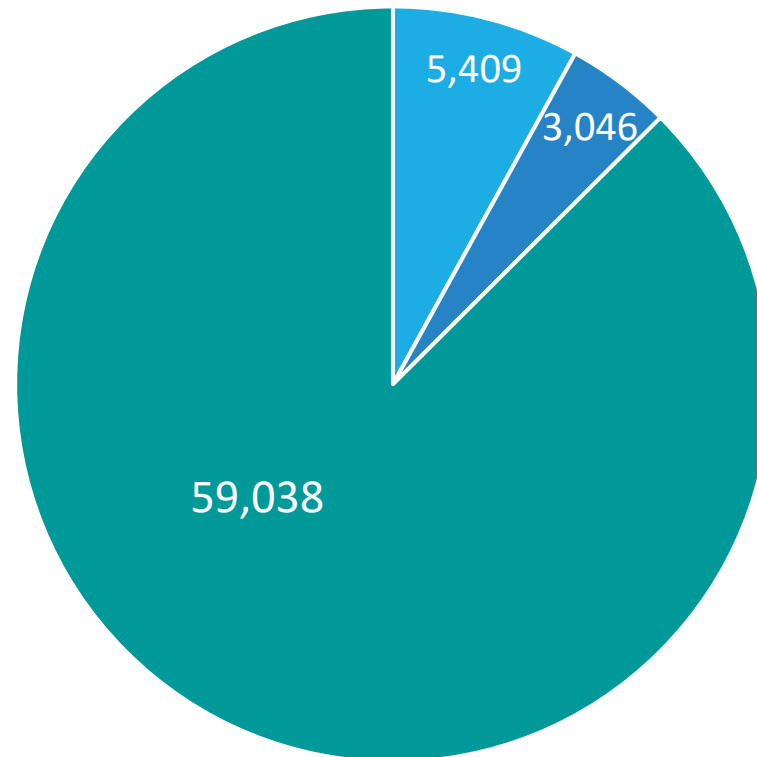


Licensure Program Summary

Clients Served:

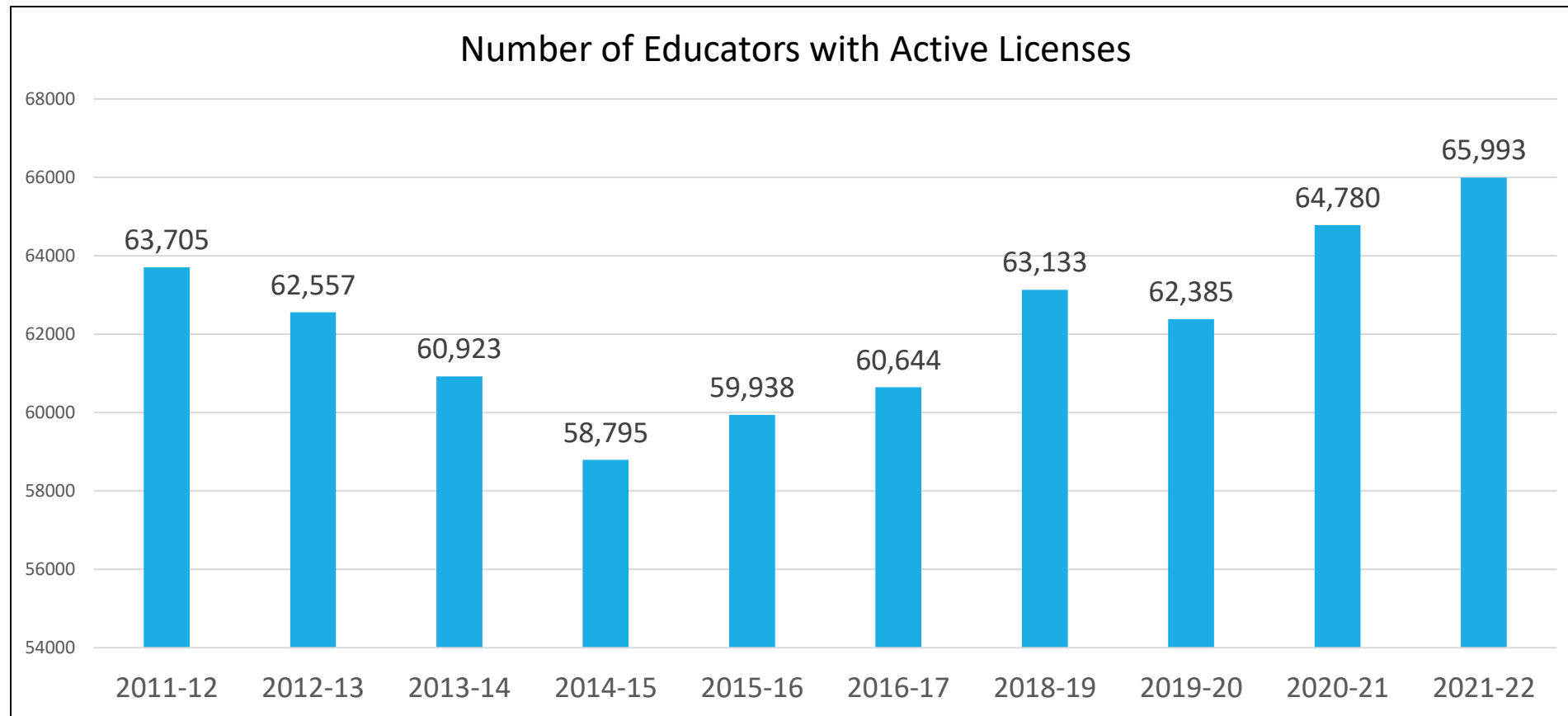
- Students
- General Public
- Licensed Teachers
- Registered Charter School Teachers
- Administrators
- Registered Charter School Administrators
- School Counselors
- School Psychologists
- School Social Workers
- Certified School Nurses

Types of Licenses Issued

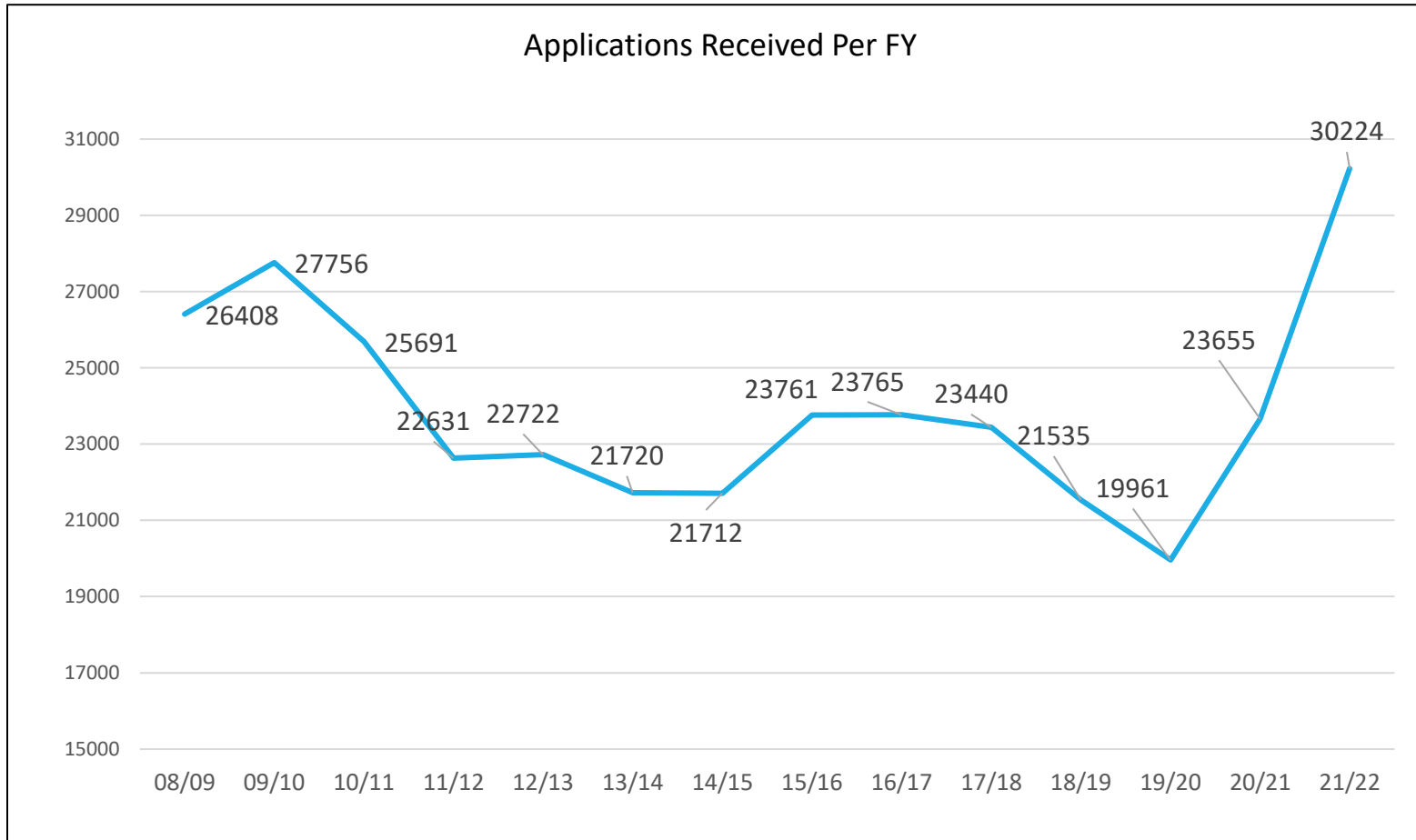


■ Administrative ■ Personnel Service ■ Teacher

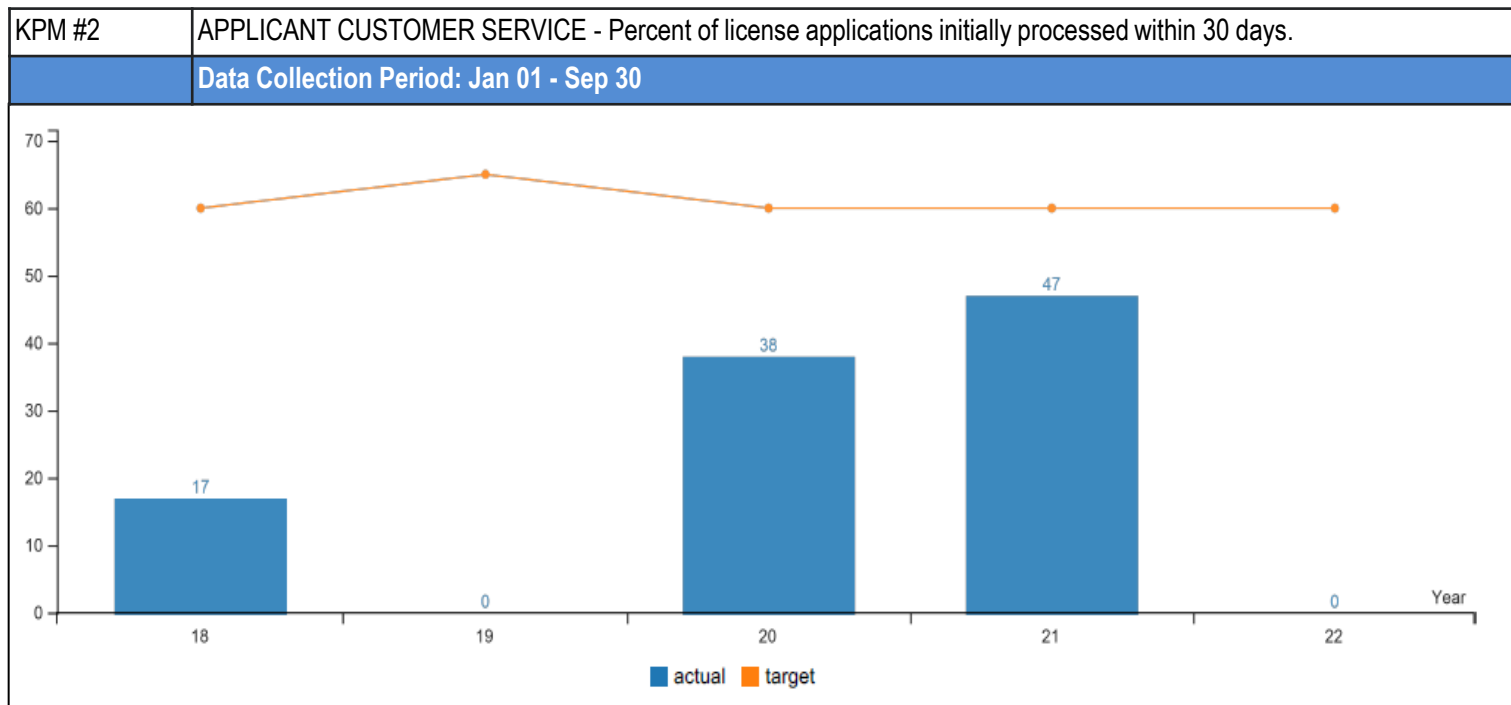
Trend in Total Licensed Educators



Application Volume

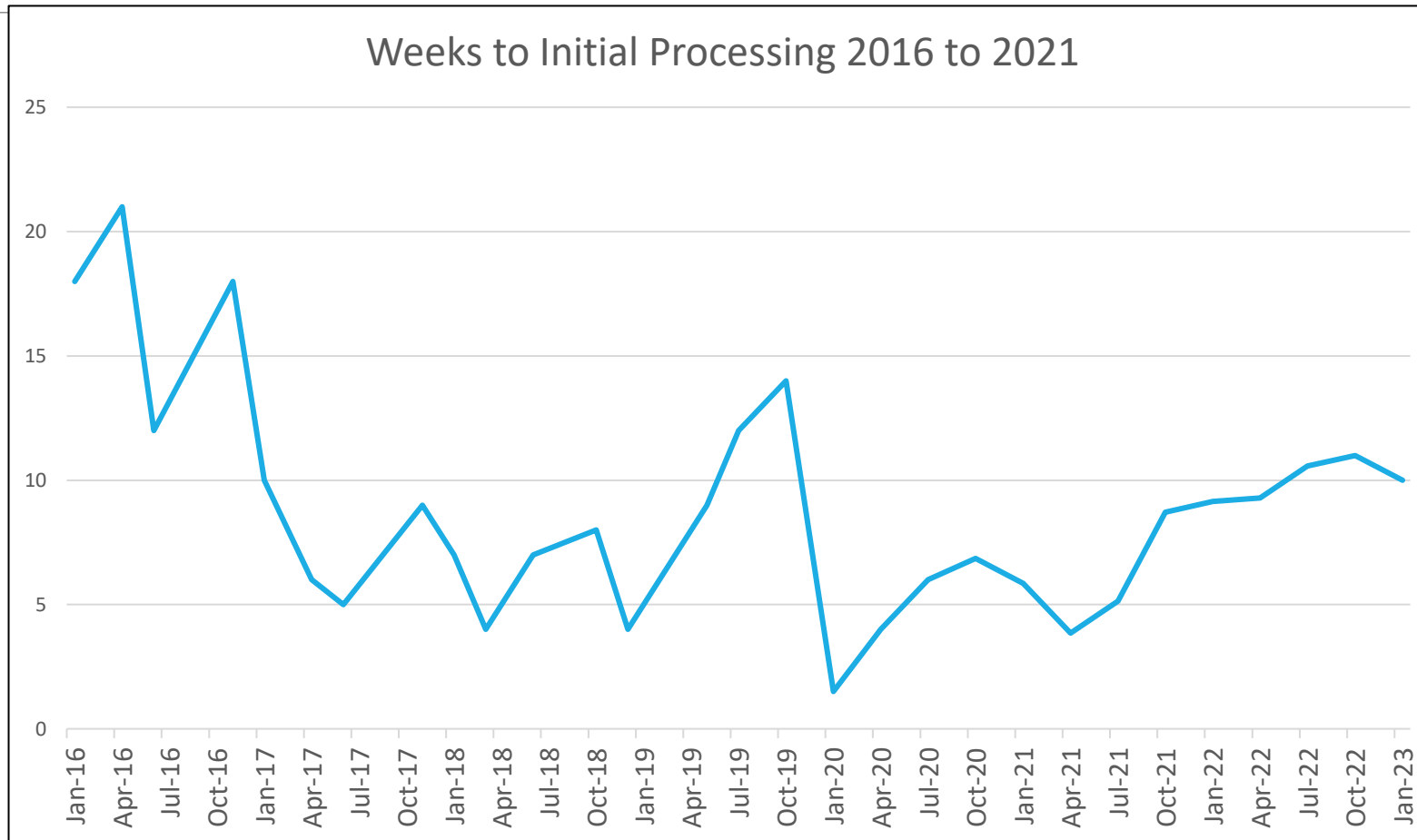


KPM 2: Applications Processed Within 30 days



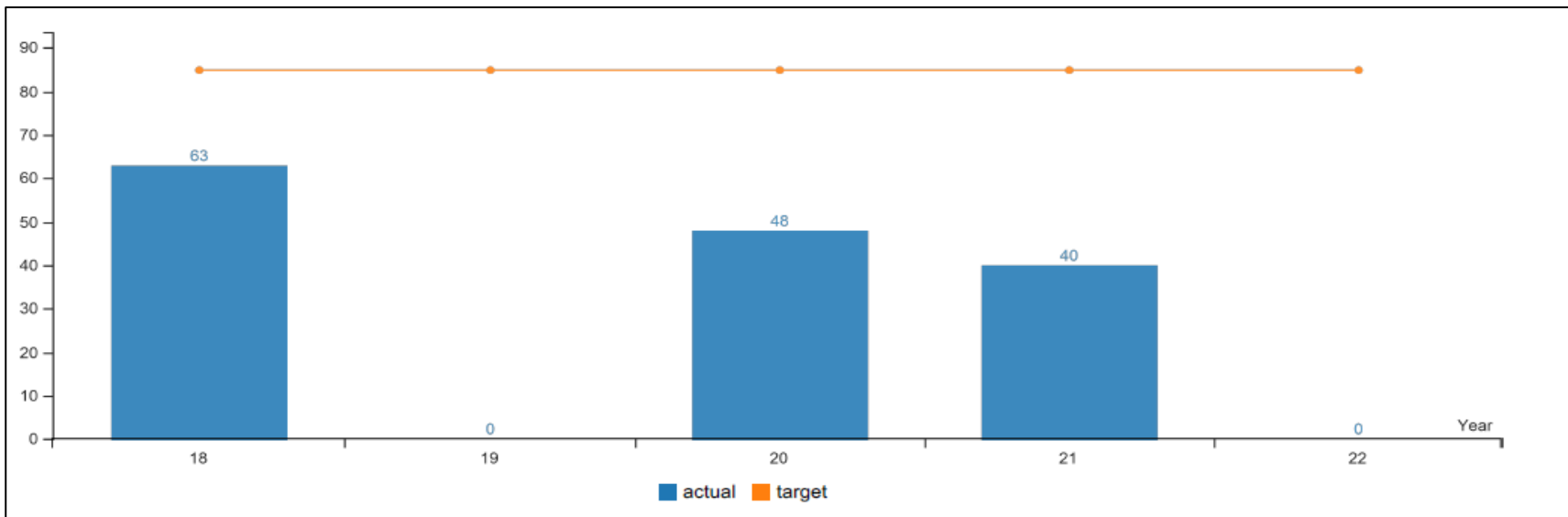
Report Year	2018	2019	2020	2021	2022
Percent of applications initially processed in 30 days					
Actual	17%	N/A	38%	47%	0%
Target	60%	65%	60%	60%	60%

KPM 2: Applications Processed Within 30 days



KPM 1: Email Customer Service

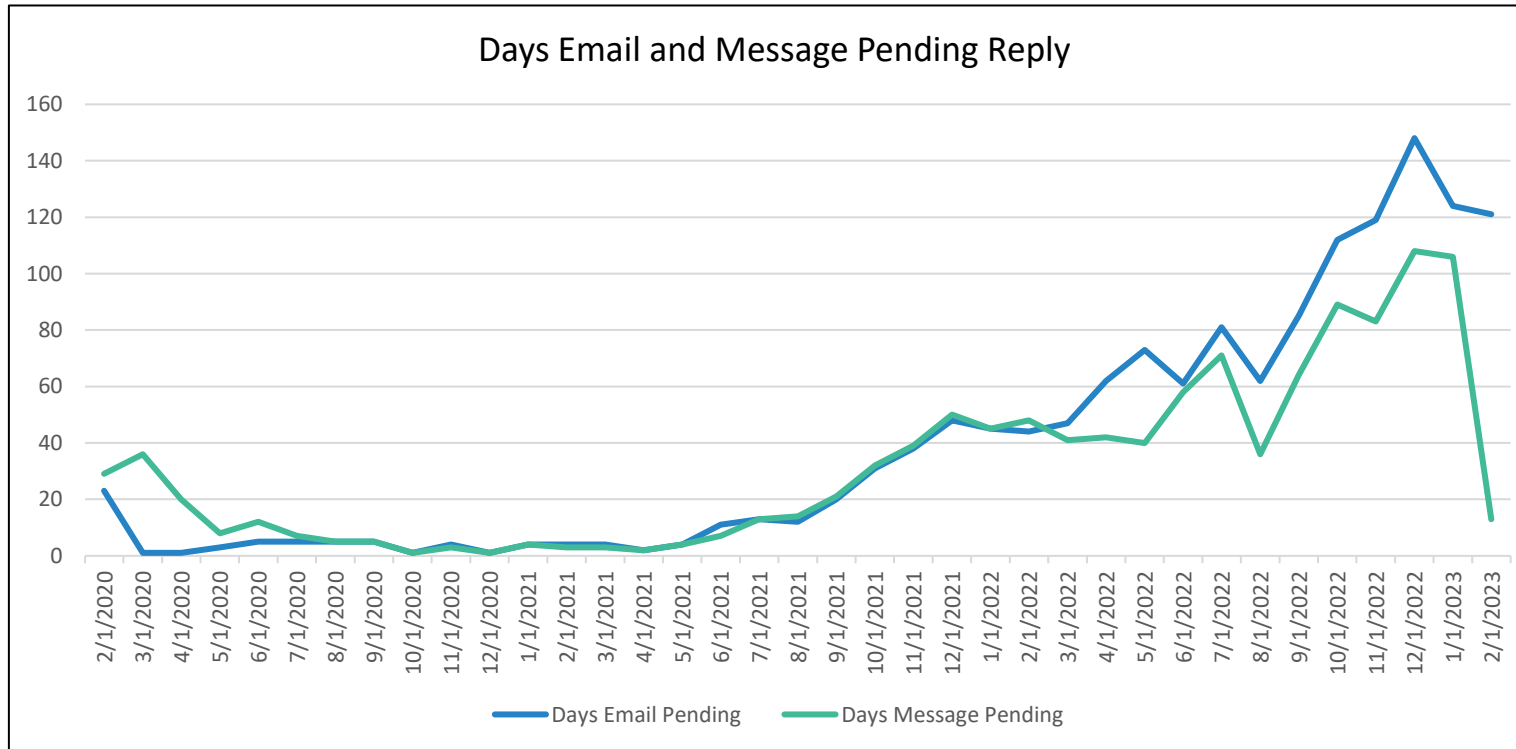
Percent of email responded to within 3 days



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

KPM 1: Email Customer Service

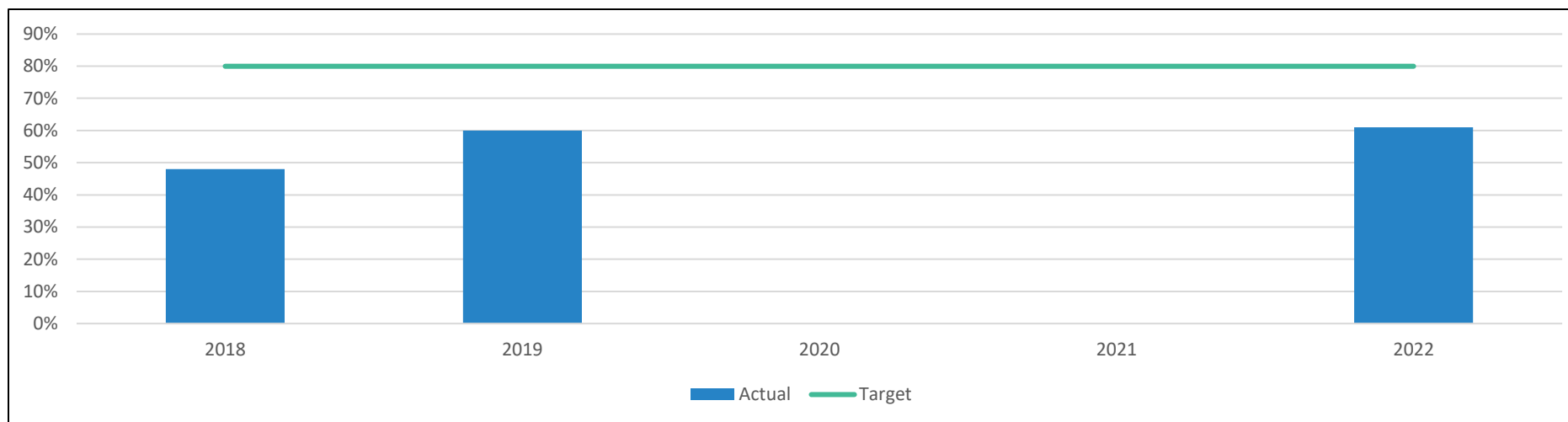
Percent of email responded to within 3 days



➤ Messages = correspondence through the eLicensing application.

KPM 5: Customer Service Satisfaction

KPM #5	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" overall customer service.
Data Collection Period: Jan 01 – Sep 30	



Report Year	2018	2019	2020	2021	2022
Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" overall customer service.					
Actual	48%	60%	N/A	N/A	61%
Target	80%	80%	80%	80%	80%



Educator Preparation Program Approval Summary

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

Educator Preparation Program Approval 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.

Educator Preparation Program Approval Policy Summary

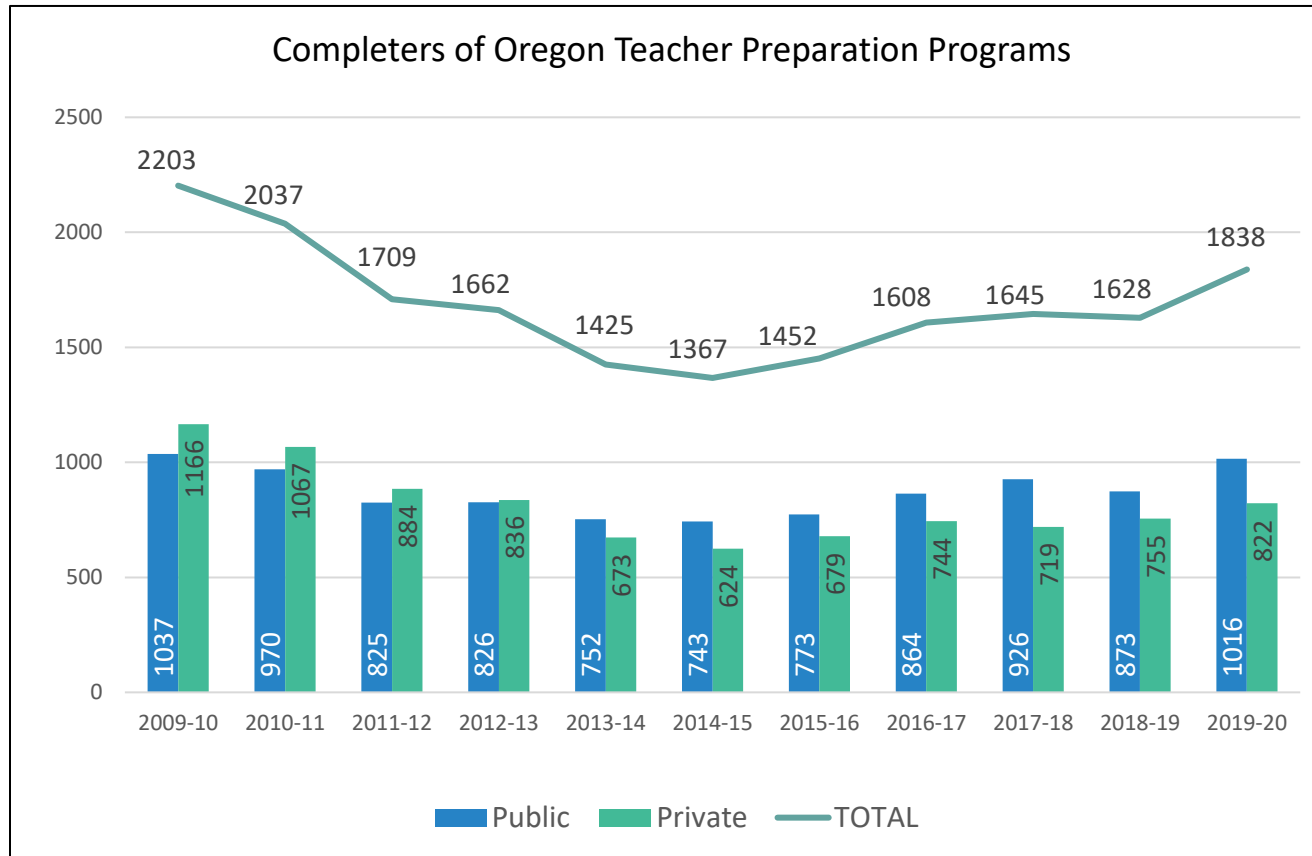
Clients Served:

- ❖ Students
- ❖ General Public

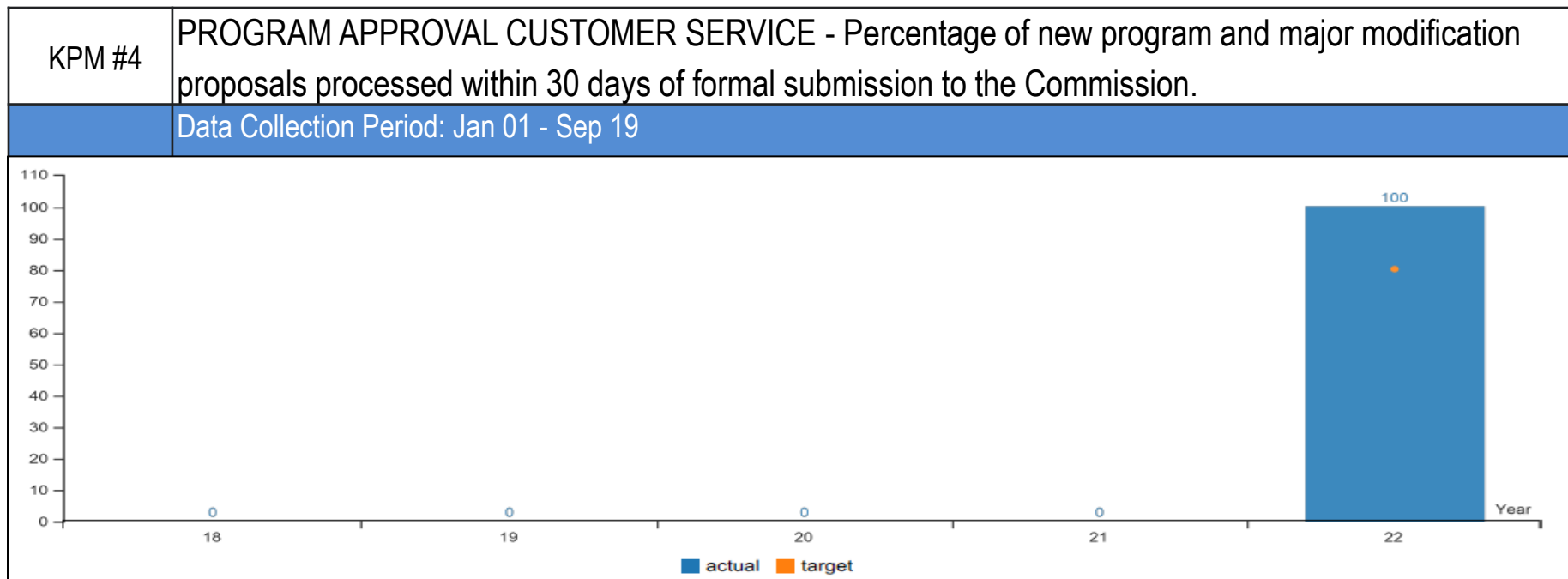
- ❖ Future Educators
- ❖ 15 Educator Preparation Program Providers

- ❖ School Districts
- ❖ Education Service Districts

New Teacher Completers (Oregon Programs)

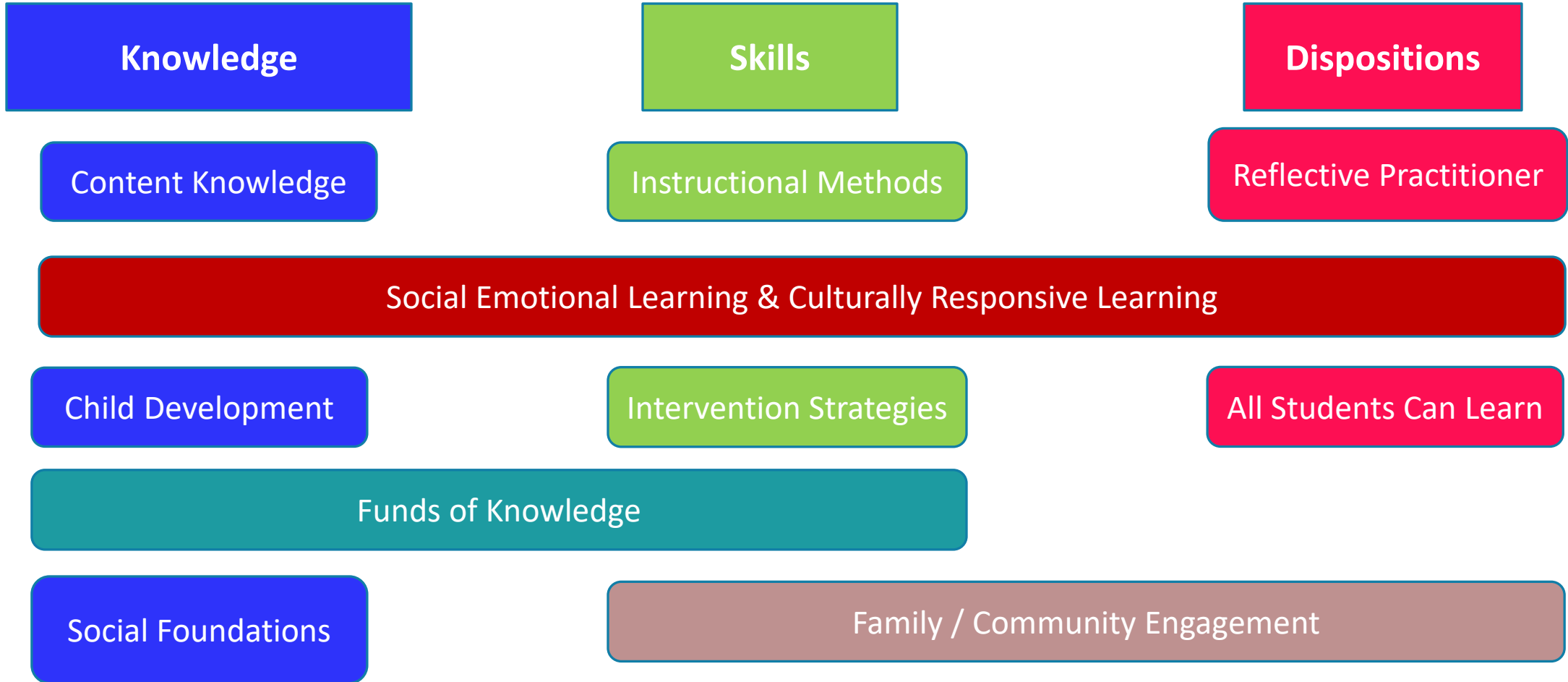


KPM 4: PROGRAM APPROVAL CUSTOMER SERVICE



Report Year	2018	2019	2020	2021	2022
Percentage of new program and major modification proposals processed within 30 days of formal submission to the Commission.					
Actual				KPM was established 2021-23 biennium.	100%
Target				KPM was established 2021-23 biennium.	80%

What Makes an Effective Educator: Professional Standards





Professional Practices (Investigation/Discipline) Summary

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

Professional Practices (Investigation/Discipline) Summary

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

Professional Practices (Investigation/Discipline) Summary

Clients Served:

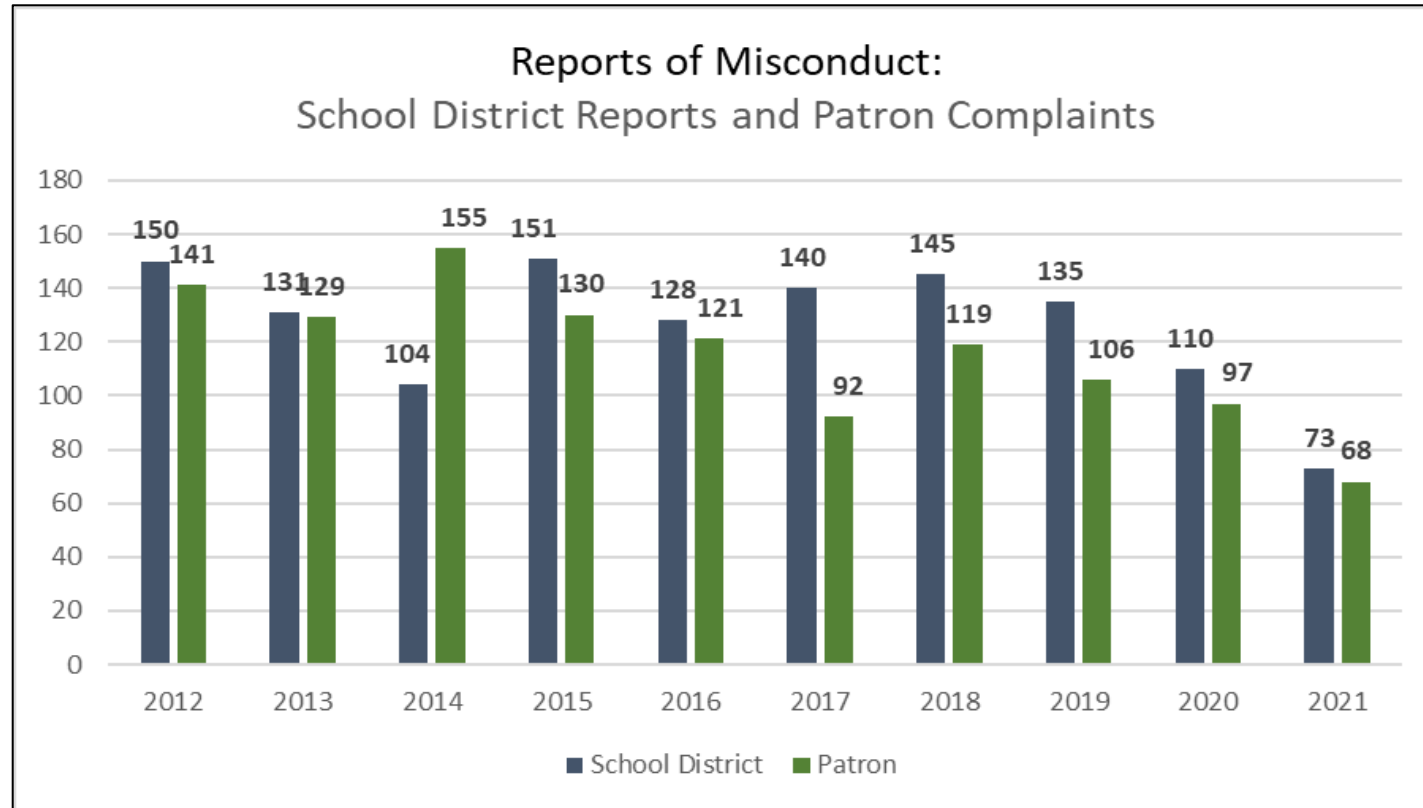
- ❖ Students
- ❖ General Public
- ❖ Investigated Educators
- ❖ Educator Candidates
- ❖ School Districts
- ❖ Education Service Districts
- ❖ Charter Schools

Investigations

Overview:

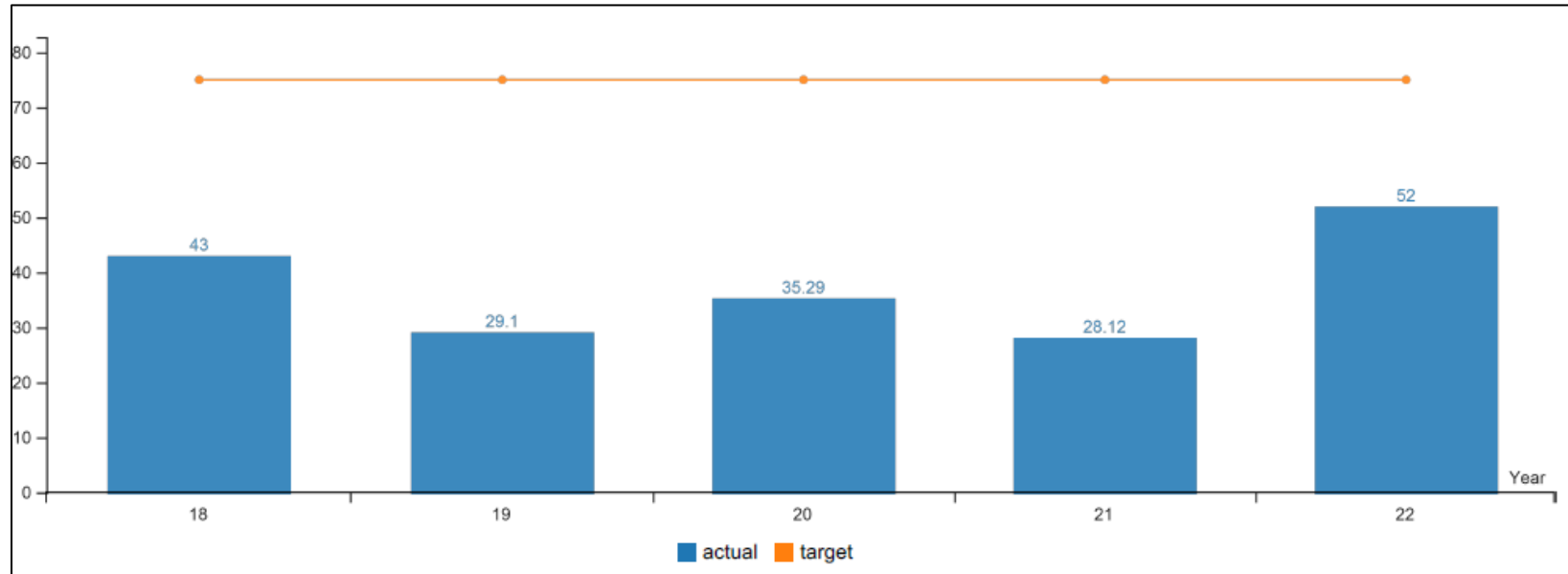
- In 2021, the agency received **141 new cases** and **completed 231 investigations**.
- In 2021, the average time to complete investigations: 10.1 months (from date of complaint to completion of investigation), down 11.4% from 2019. As of June 2022, the average time to complete investigations is 7.2 months – nearly 37% faster than last biennium.
- As of June 2022, the agency has **148 cases pending investigation**.

Professional Practices Case Sources



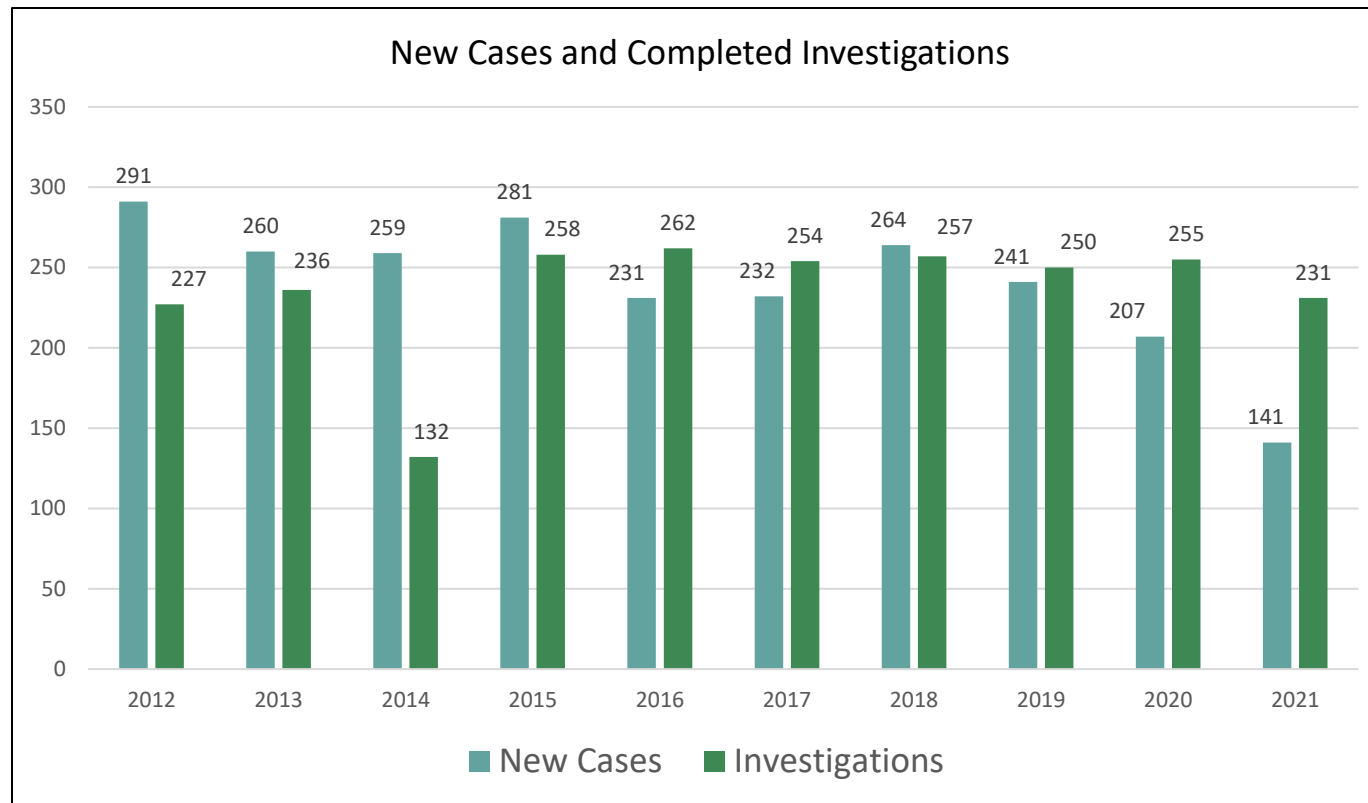
KPM 3: Investigation Speed

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



Report Year	2018	2019	2020	2021	2022
Percent of investigated cases resolved in 180 days (unless pending in another forum).					
Actual	43%	21.10%	35.29%	28.12%	53%
Target	75%	75%	75%	75%	75%

New Cases and Completed Investigations



TSPC Budget Environment

Major Changes in the Last 6 Years: Licensure

License Redesign

- Through a collaborative process of stakeholders, Commissioners and staff, Teacher License (2016), Administrator License (2018), and Personal Service License standards and processes have been completely overhauled and modernized.

COVID-19 Adjustments

- Changes in school district assignments implemented under Temporary OAR.
- Implementation of Work From Home measures.
- Call Center hiatus.
- Temporary Emergency Substitute license to address teacher shortages.

Major Projects

- Reducing barriers to entry to the profession through Diverse License Fee Reimbursements.
- Early Intervention/Early Childhood Education licensing standards.
- Ongoing development of eLicensing application and its replacement.

Major Changes in the Last 6 Years: Professional Practices

Investigations

- Turnover in 2019: lost a senior investigator and filled 3 new positions
- 2019 Senate Bill 155: Authority to add 4 investigators, paid for by 10% increase in license fees – on top of 20% increase approved in LAB.
- SB 155 added expanded Professional Practice scope and moved those cases to highest priority.

Complaints

- New complaints received by TSPC to be investigated has remained consistently high.
- In 2018, received 264 new complaints for investigation (highest one year total since 2012).
- In 2019, the agency received 241 new cases.
- In 2022, due to changes in statute, referrals from DHS have become a major source of complaints.

Major Changes in the Last 6 Years: Program Approval

Teacher Performance Assessment

- TSPC fully implemented the edTPA as a teacher performance assessment by Fall 2018 and collaborated in the development of local assessment instruments in 2021-22.

Clinical Practice

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

Required Program Curriculum

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

National Accreditation

- All EPPs will be nationally accredited by Spring 2023.
- In 2019, AAQEP approved for EPPs as alternative to CAEP, adding a considerable amount of additional work in contracting, standards review, outreach, et cetera.

Major Changes in the Last 6 Years: **Program Approval** - continued

Increasing Diversity and Lowering Barriers in the Educator Workforce

- In 2020, TSPC instituted the Diversity 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 is one of only 8 partnerships in the country to be part of a Wallace Foundation program to support the development of school leaders.

Major Changes in the Last 6 Years: 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.
- Student Success Act funds were granted by the 2019 and 2021 legislatures to fund diversity projects.
- General Funds were granted by the 2022 legislature to permanently fund two nontraditional pathway positions lowering barriers to the education workforce.

Fee Increase

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

COVID: Lessons We Can't Afford to Forget



Preparation

- Instructional methods must include flexible learning environments
- Teacher candidate life circumstances will change during preparation
- Educators not prepared for dealing with variety and intensity of social emotional needs
- Learning loss
- Nontraditional pathways
- Multiple means to evaluate curricular and clinical competency
- Need to reconsider use of student teachers in substitute positions

Licensure

- Shortages varied geographically and by subject area
- Educator shortage has a cascading effect on substitutes, instructional assistants, student teachers
- Emergency substitute licenses helped but need continues
- Pandemic exacerbated already challenged supply of personnel service licenses
- Most complaints from applicants questioned fees during a time of shortage
- No significant complaints about suspension of PD requirements

Professional Practices

- No significant increase in complaints due to emergency license
- Difficult to determine district adherence to staffing rules and supervision requirements
- Need more outreach to districts regarding ethical practices, particularly related to online interactions and boundary considerations

Cost-Containment and Program Improvement

Cost-Containment Barriers

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

Online Application System

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

Staff Vacancies

- It has been very difficult filling vacancies during the pandemic, usually needing two or three rounds of openings.
- Staff vacancies, particularly in customer service, have greatly impaired the ability to meet production goals.

Staff Operations

- Pandemic disruptions did not decrease production, even with near-total Work From Home.
- District Liaison (POP 102) should better serve school districts while freeing evaluators to process application and reduce delays.

Current Challenges & Opportunities



TSPC Priorities - Commission Direction



Service



Develop a responsive, effective and sustainable Licensure process

Resources



Pursue stable, adequate sources of funding to support our full range of responsibilities

Equity



Broaden diversity of the educator community

Outreach



Adopt a more visible, connected, and advocacy-oriented posture to achieve our Mission & Vision



Service Challenges:

- Unprecedented educator shortage, growing demand for new, renewal and transfer professionals
- Increased license applications in 2022 due to emergency substitutes & critical district hiring
 - Pre-COVID: 3-4 weeks processing time
 - Peak: 11 weeks
 - Current: 6 weeks
- Working with ineffective system and staffing constraints
- Service and responsiveness *not* acceptable



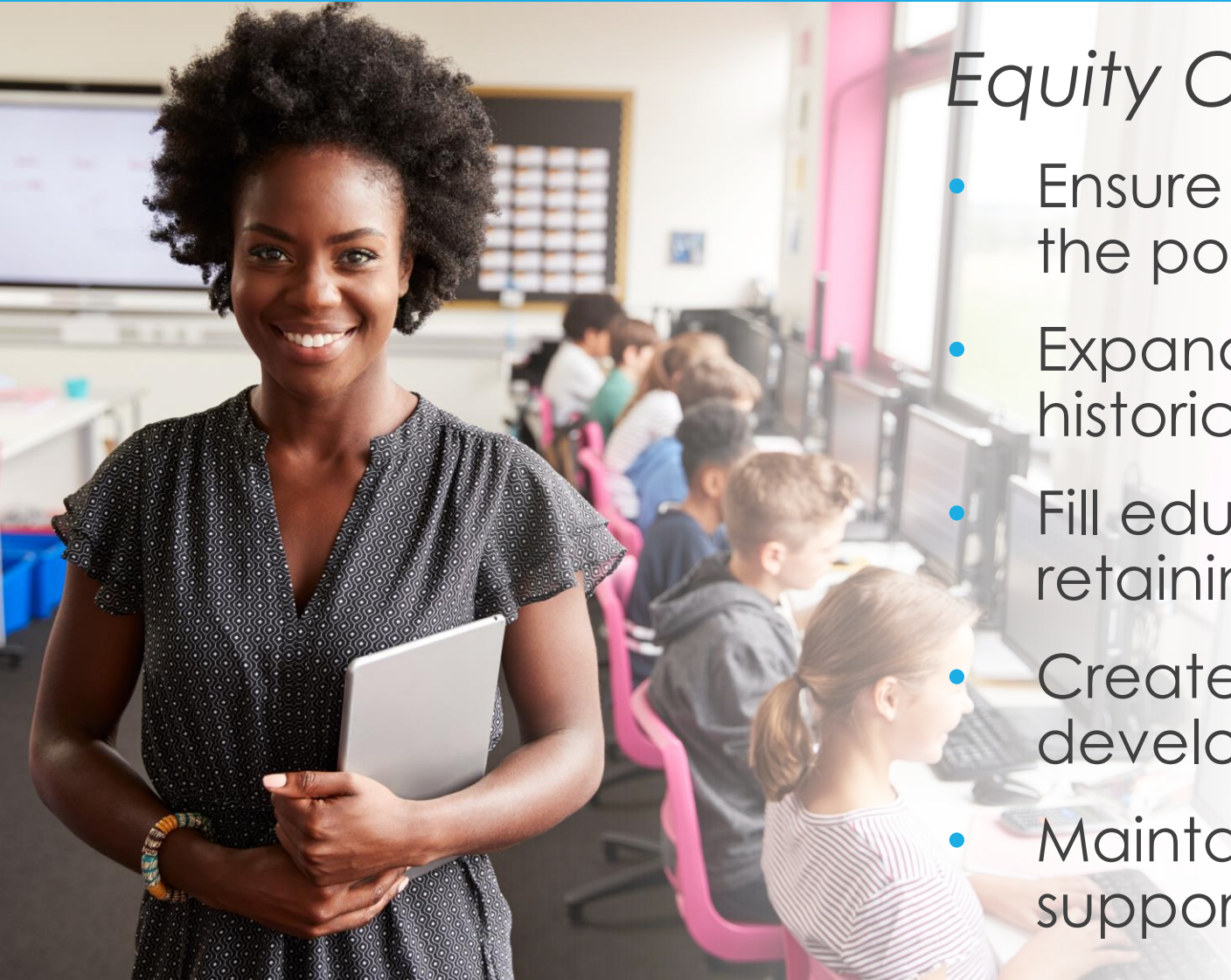


Resource Challenges:

- Agency relies on license application fees for general operations—paid by educators
 - Oregon fees among highest in the country (Base: \$186)*
- Educator Preparation Providers now contributing as well—despite declining enrollments (3 programs eliminated since 2016)
- Recent GF and grants support new, innovative diversity work—continuation uncertain



*Learning Policy Institute (April 2022) ranked Oregon 48th in cost-of-living adjusted pay for starting teachers; 45th in competitiveness for attracting new teachers across the 50 states and District of Columbia



Equity Opportunities:

- Ensure educator community reflects the population and identity of students
- Expand professional opportunities for historically disadvantaged groups
- Fill educator gap by attracting & retaining a new wave of professionals
- Create new pathways and methods to develop outstanding educators
- Maintain and improve instruction and support for Oregon students



Broaden diversity of the educator community



Educator Diversity - Accomplishments & Initiatives:

Innovator of *Multiple Measures Framework* to assess teacher candidate competencies, now growing across US

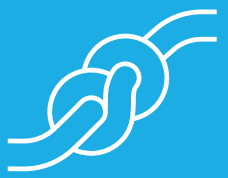
Analysis and actions to address barriers to education profession, boosting recruitment and retention

First state to adopt administrator standards with comprehensive focus on equity

COVID Emergency actions added over 1,000 jobs and helped keep schools open



Dr. Rosilez honored as National Latino Teacher and Administrator Advocate of the Year in 2021 by the Association of Latino Administrators and Superintendents



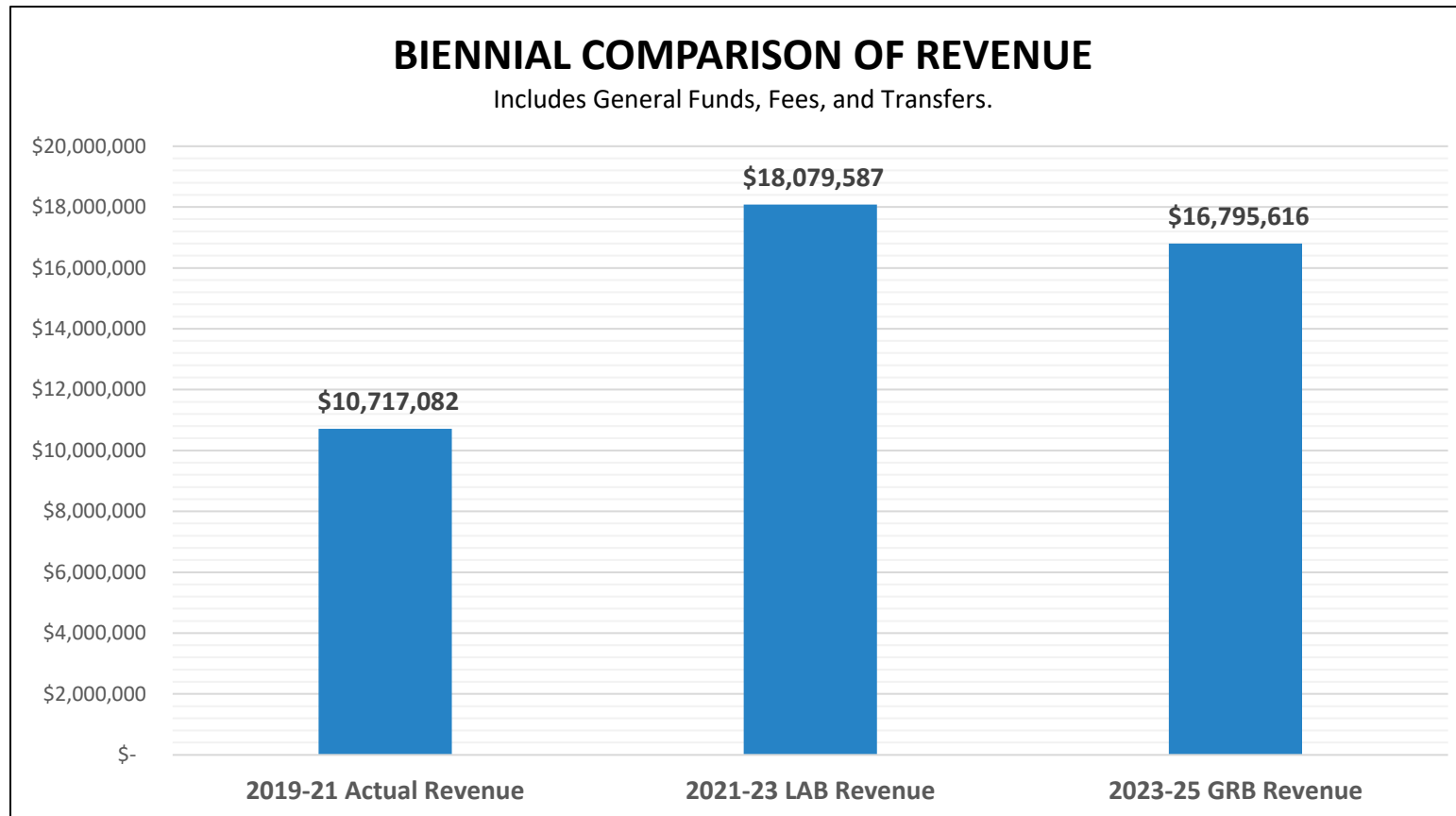
Outreach Opportunities:

- Leverage multi-agency efforts to support student success through educator development
- Respond to growing demand for innovative services (especially in proactive diversity initiatives)
- Strengthen collaboration with local, state and national organizations
- Clarify roles & responsibilities across “educator ecosystem”

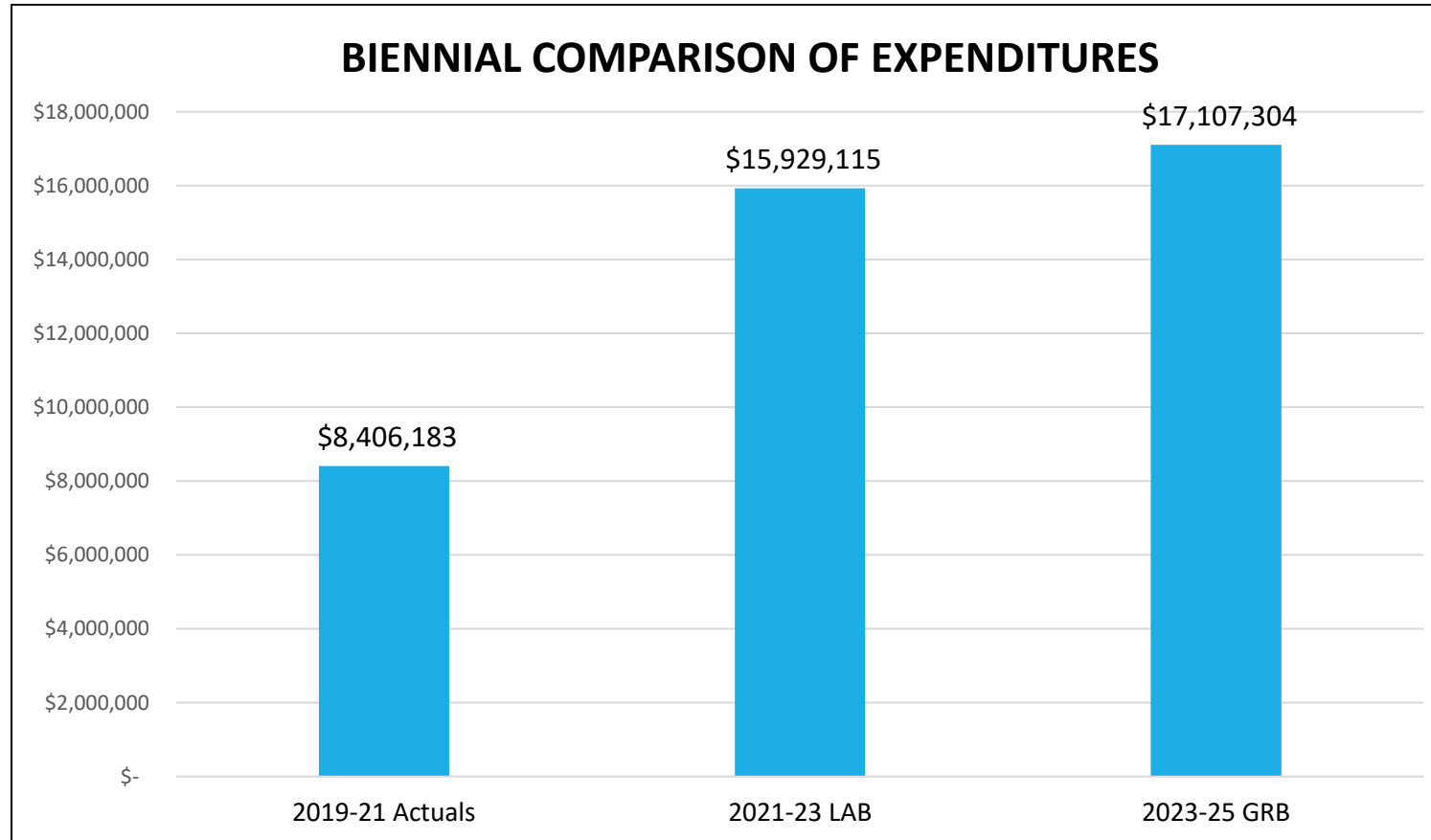
TSPC

Governor's Budget Proposal

TSPC Revenue



TSPC Expenditures





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
<i>TOTAL EXPENDITURES :</i>	<i>\$ 17,107,304</i>
ENDING BALANCE (23-25):	\$ 4,900,588

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

TSPC Policy Option Package 102

Improve Access to the Education Workforce

The package focuses on the Commission's strategic initiative to reduce delays in processing application and delays in licensing customer service without raising license fees.

- Adds License Evaluators (2.0 FTE) to reduce application delays.
- Makes permanent License Admin. Asst (1.0 FTE) and License Navigator (1.0 FTE) to improve customer service.
- Adds District Liaison (1.0) to work with school district HR officers.

Revenue Source: This POP is funded by General Funds

TSPC Policy Option Package (POP 105)

Educator Data System

- The package furthers the work of the 2021 Legislature that recognized the need to migrate, update and further develop the e-Licensing system.
- The new system will integrate with investigations, program approval data, workforce data systems, longitudinal data studies, and more.
- Funds Project Manager (.5 FTE LD) to implementation, then Application Admin. (.5 FTE)

Revenue Source: General Funds, Portal Fee (OF)

Agency Proposed Legislation

Agency Proposed Legislation

SB 218

Summary:

- Requires Department of Education and law enforcement agencies to make available to Teacher Standards and Practices Commission certain information received during investigation of suspected sexual conduct or child abuse.
- Absolves commission of duty to investigate commission licensee when commission requires verification related to complaint and commission does not receive verification within 12 months of providing notice of verification requirement.
- Authorizes executive director to determine when to forward report of investigation of commission licensee to commission.
- Requires investigations related to certain violations to be reported to commission.

Status: Referred to Senate Education (1/07/2023)

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

Questions?

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