



Oregon

Tina Kotek, Governor



Presentation to Education Subcommittee Ways & Means

Melissa Goff, Interim Executive Director

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Team TSPC

Dr. Bill Rhoades,
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WHO WE SERVE AND HOW WE SERVE THEM





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.



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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.

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 Program Approval

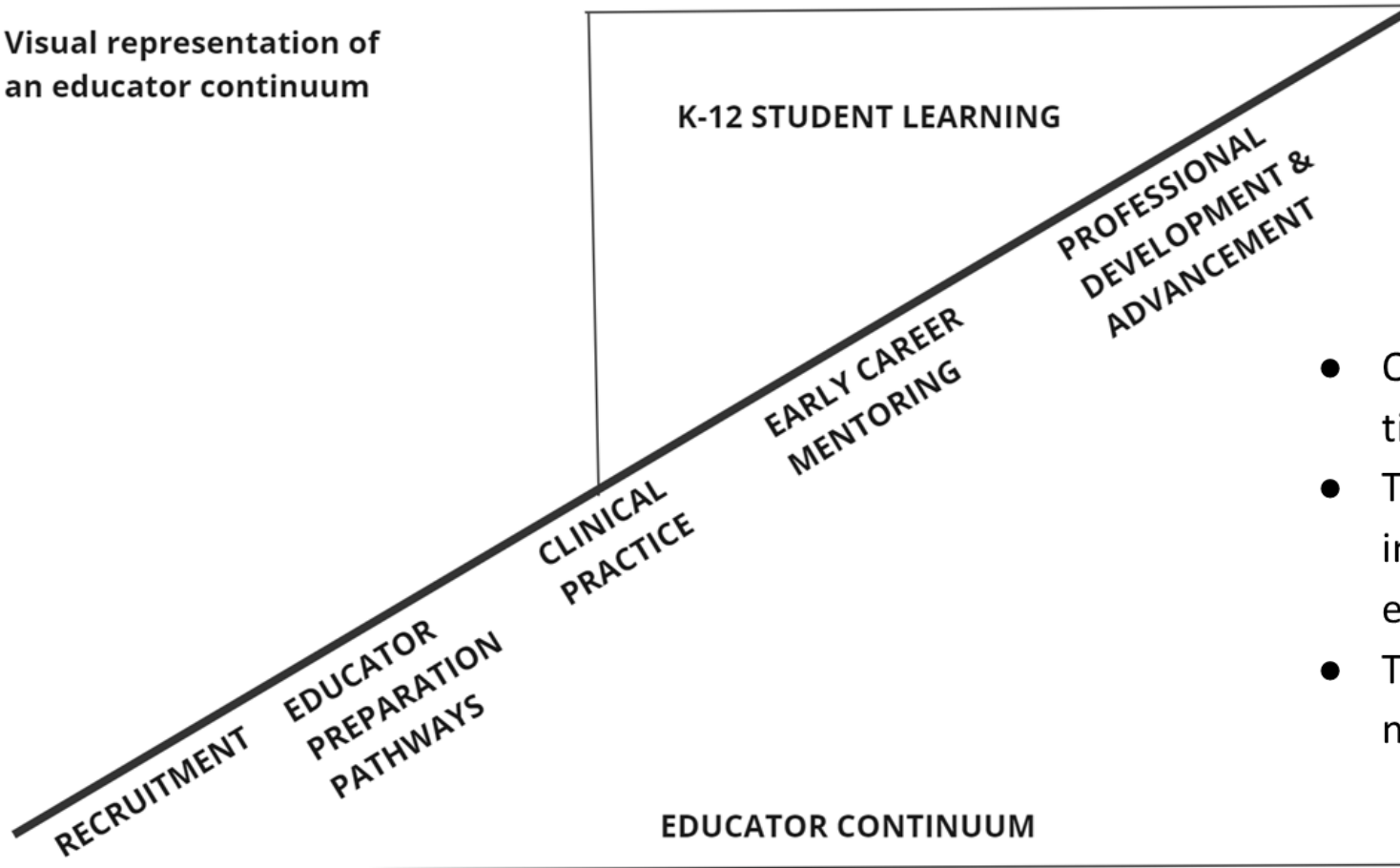
Oversees 14 Oregon-based Educator Prep programs.

Educator Effectiveness

Ensuring all students have access to effective educators

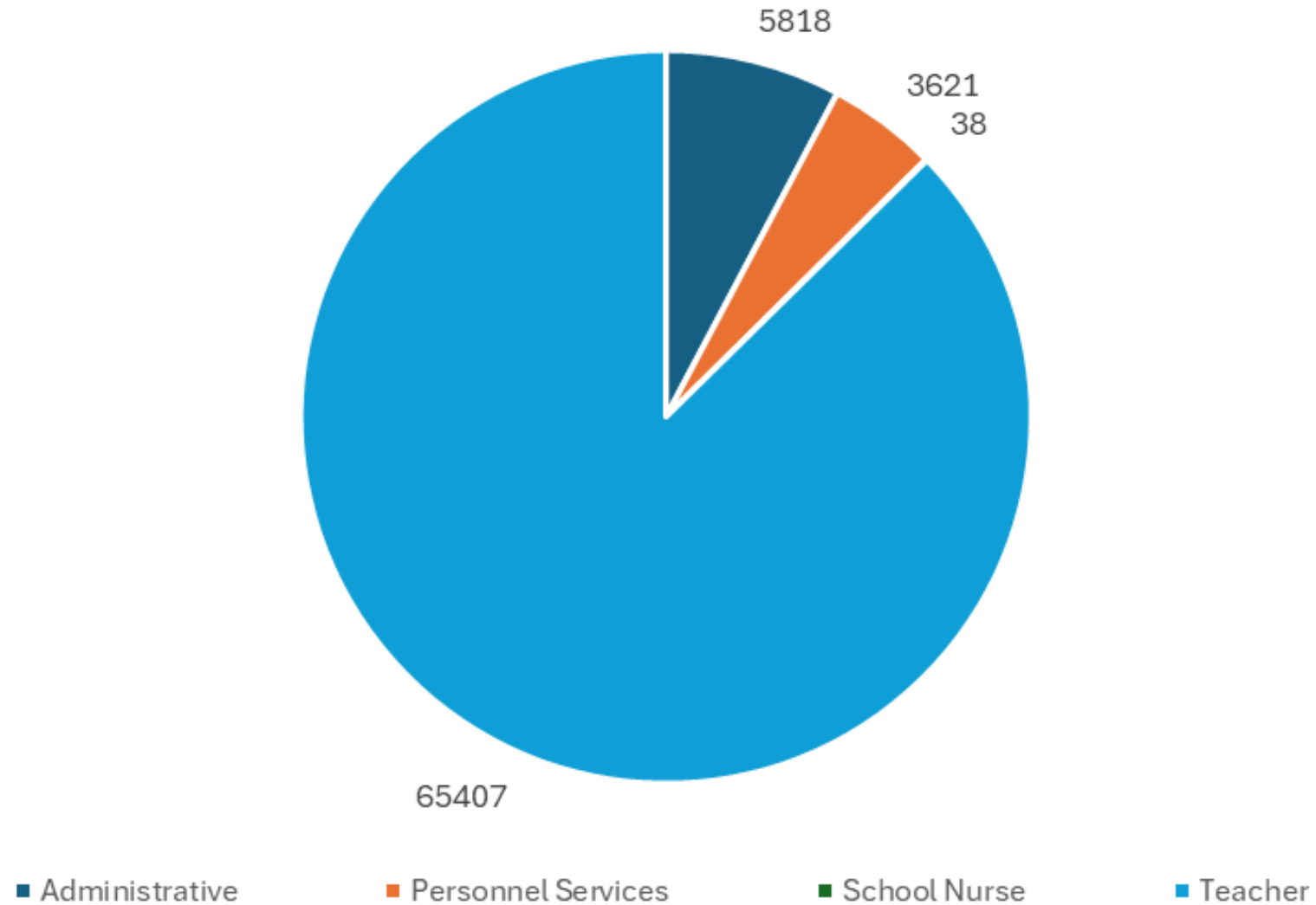


Visual representation of an educator continuum



- ODE, TSPC, and EAC services examined are tied to educator effectiveness
- The educator continuum is an interconnected system for developing effective educators
- The continuum centers on what students need to know and do

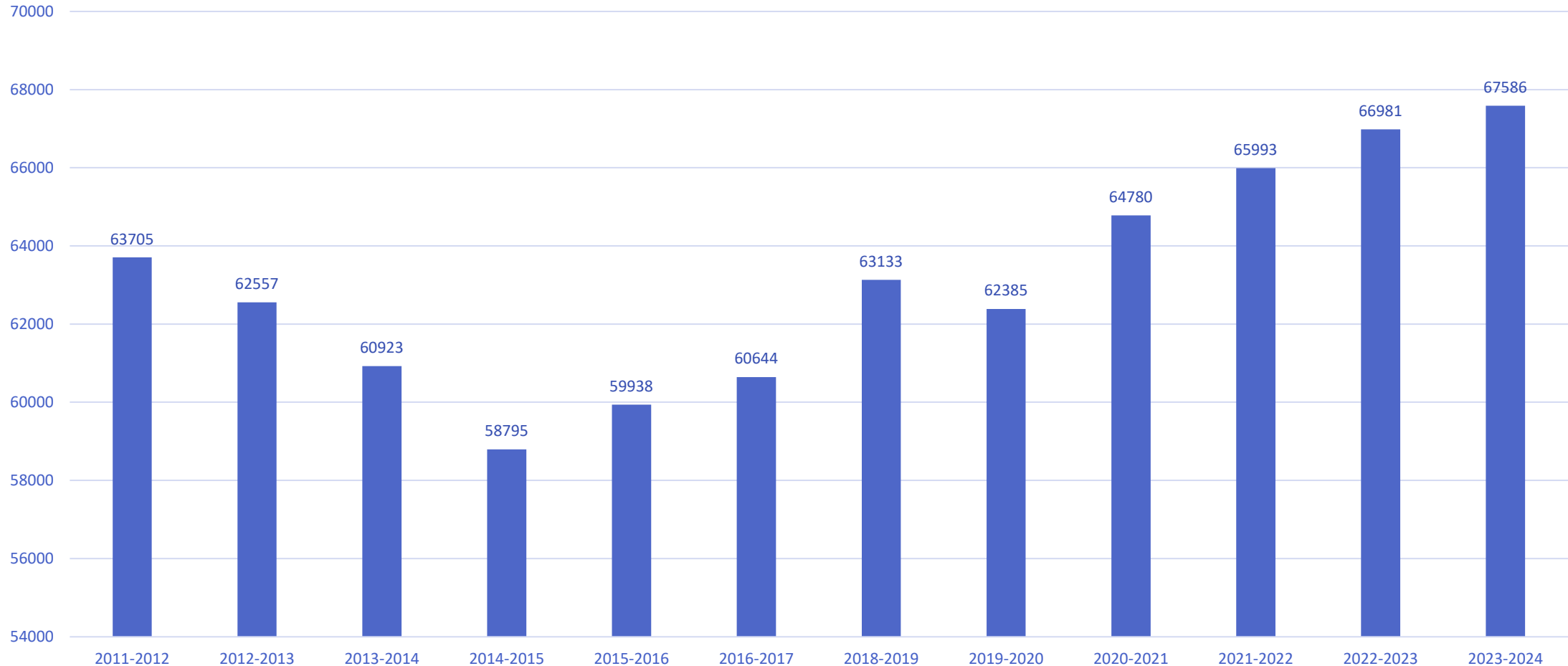
Numbers of Licenses by Category as of 6/29/2024



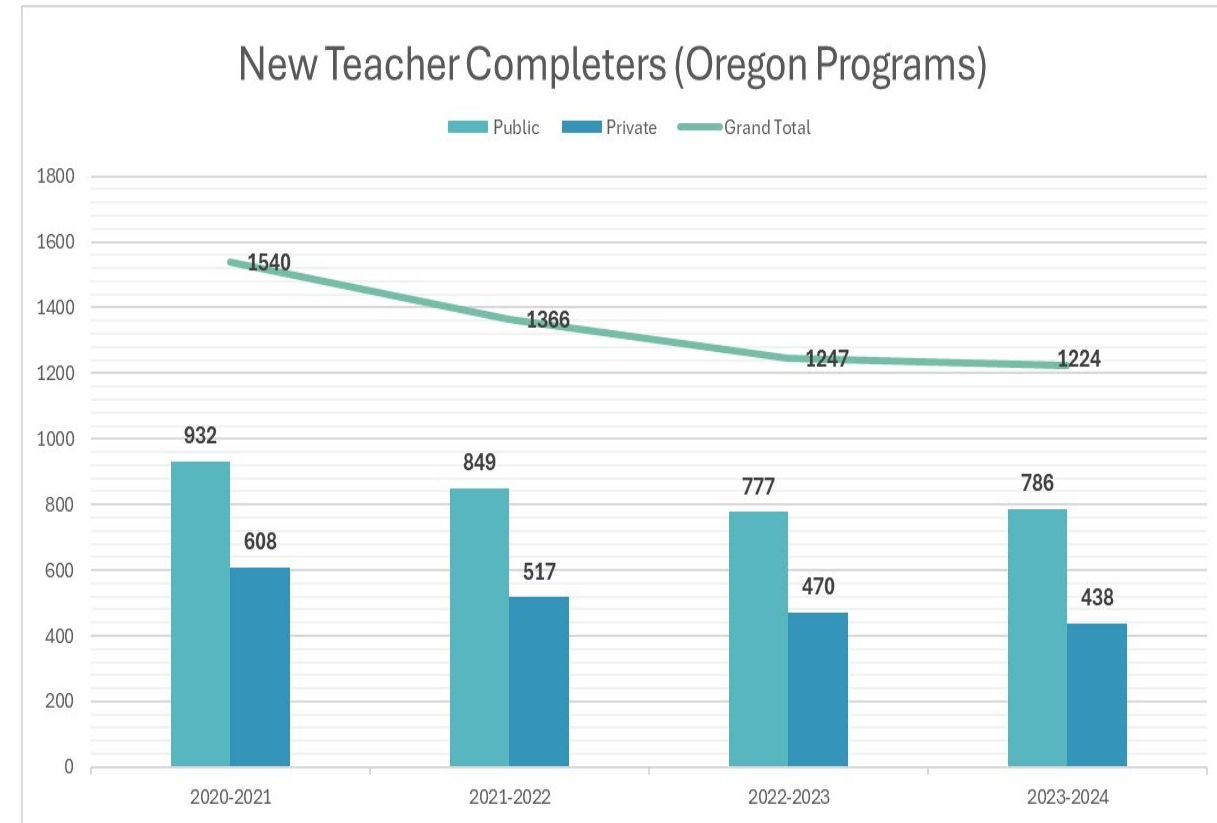
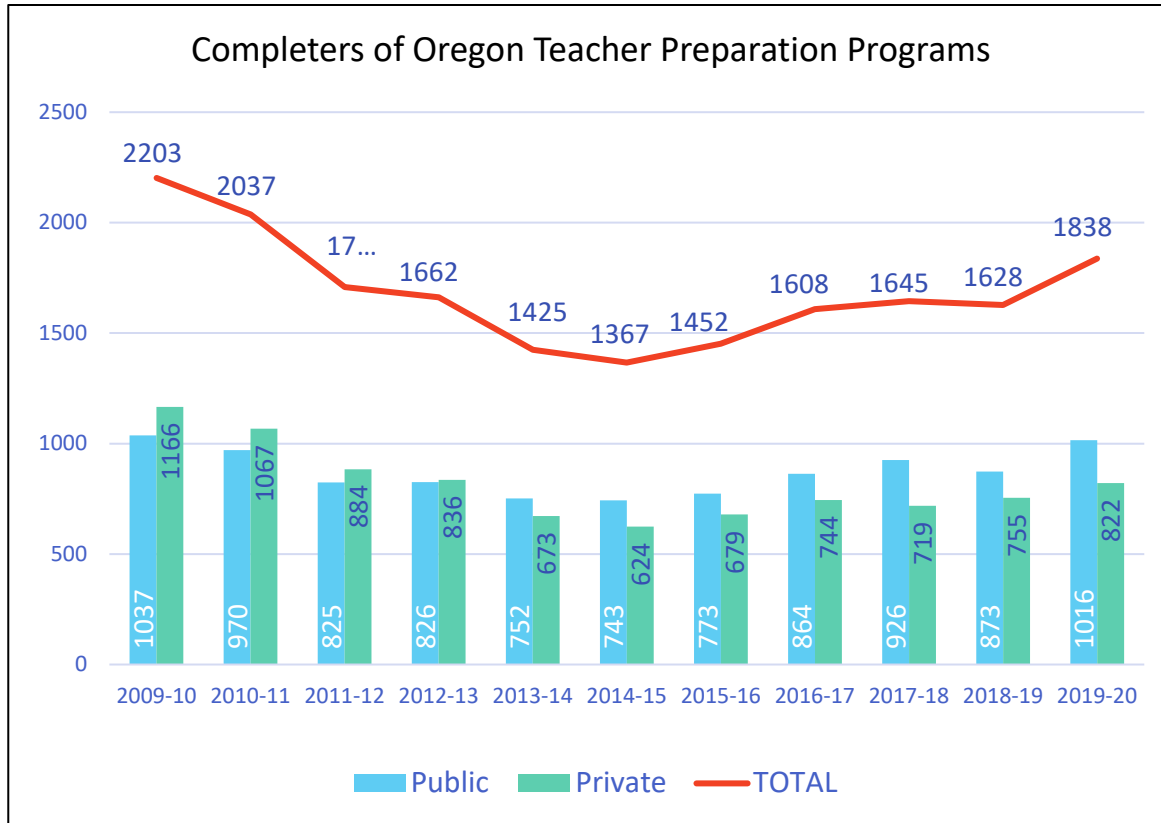


Trend in Total Licensed Educators

Number of Educators with Active Licenses



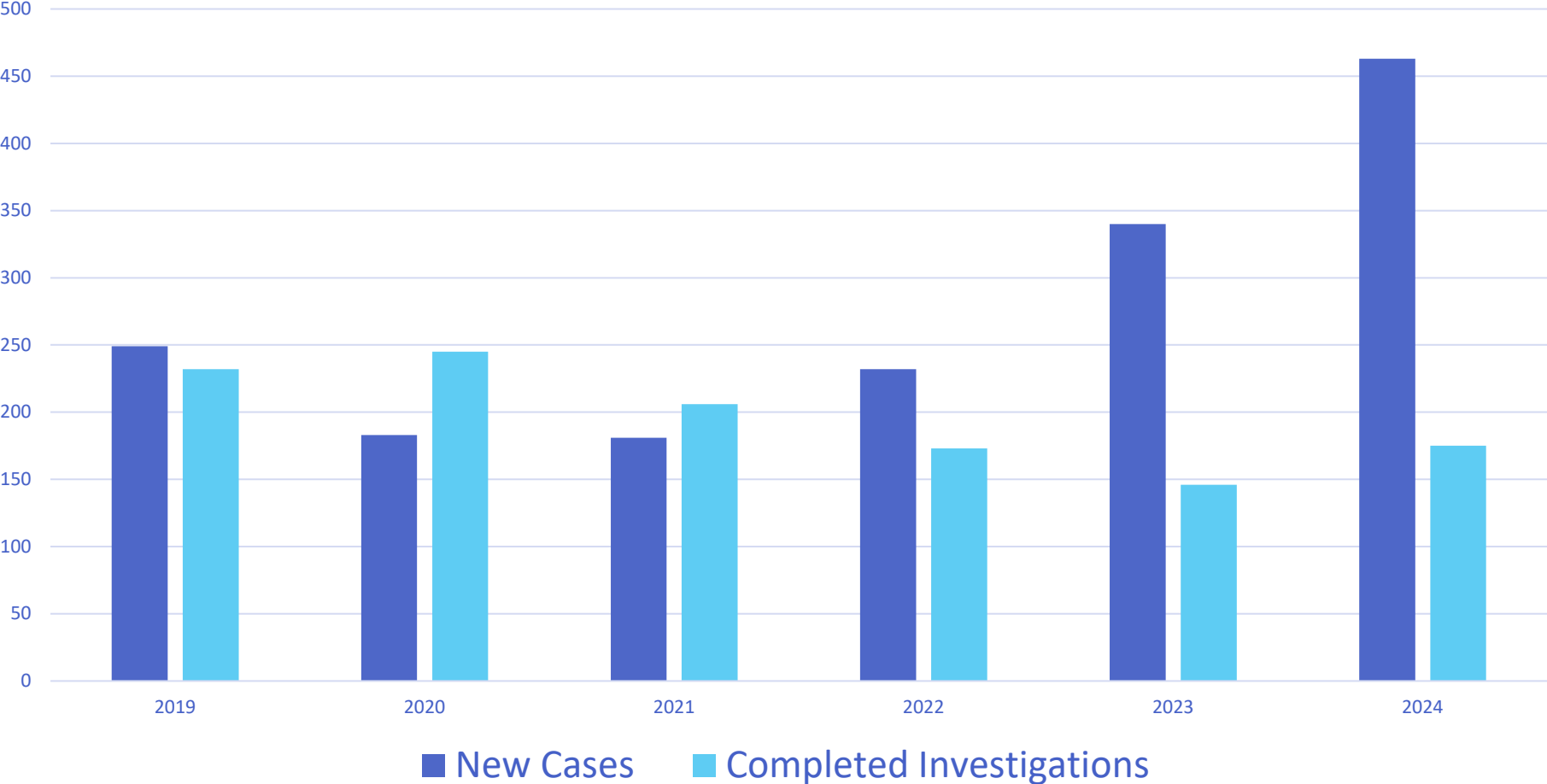
New Teacher Completers (Oregon Programs)





Licensed Educator Accountability

New Cases and Investigations Completed



OVERALL CUSTOMER SERVICE FROM TSPC:

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.

Last Reported Result	Target 2024	Actual 2024	Target 2025
60%	80%	75.4%	85%

Focusing on the Customer





TSPC PRIORITY: Efficiency

2024 Customer Service survey:

- 77% approval of TSPC staff response time

Contributing Factors:

- Licensing team received 2 additional temporary (limited duration) Public Service Representatives in interim session supporting:
 - Shorter response times
 - Appointment scheduling for those needing additional help
- Investigations team received 5 additional temporary (limited duration) Investigators in interim session supporting:
 - Reduction in caseload per investigator



TSPC
PRIORITY:
Accountability

Through the Lens of Professional Practices:

2024:

NEW CASES - **463**

COMPLETED INVESTIGATIONS - **175**

2025:

CURRENT CASES PENDING INVESTIGATION – **515**



TSPC PRIORITY:
Representation

Inclusion and Belonging Opportunities:

- Expand professional opportunities to give historically excluded groups of educators voice while building community and connection
- Fill educator gap by providing differentiated supports as needed for success
- Identify and support multiple avenues for Oregon to recruit and develop outstanding educators

TSPC
2025-2027
Opportunities

Improve Service Delivery and Data Collection:

Through implementation of Educator Data System, educators may more easily apply for licensure and data related to educator preparation, licensure, and accountability may more easily be retrieved and examined.

Strengthen Accountability: With SB 804, strengthen accountability by applying civil penalties to offset costs related to investigating educator misconduct.

Establish Stability: As the Commission is currently in the process of recruiting a permanent Executive Director and as new members of the Commission complete their first year of service, further stability in operations and service delivery is anticipated.



Questions?

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