



HAWAII TEACHER STANDARDS BOARD

TO: Members of the Hawaii Teacher Standards Board

FROM: Lynn Hammonds
Executive Director

RE: Monthly Report for December 2011

DATE: December 3, 2011

Personnel and Office Operations

For me, November was filled with staff training, teacher candidate presentations and meetings, as well as attending the ETS Regional Client Conference. The 2012 Annual Report was polished and sent to Reprographics, and has already been delivered. You will receive your copy at the meeting.

The Licensing Specialist is continuing his training, working with the Section personnel and reviewing Board policies, forms and procedures. There is a lot to absorb!

The Educational Specialist has completed all but one of the SATE reviews and is working with the remaining institution to complete the last review in January 2012. She is also attending the InTASC yearly meeting this week, where sessions will center around the new Model Core Teaching Standards.

The Data Processing Systems Analyst (DPSA) has been assisting in the transition of all of our computers to the server and will receive training in server management as soon as the network is fully deployed.

The Licensing Section is anticipating a surge in applications as teacher candidates complete their programs this month, so they have been working to ensure everything is up to date in their processing.

Since monthly data from the month of November is not yet complete and the monthly meeting occurs earlier than normal in the month, licensing and operations data will be reported to you next week. A revised ED report which includes the data will be emailed to you.

Legislative Update

The Governor's office gave verbal confirmation that your budget request is moving along and looks promising for inclusion in the Governor's "package" for the 2012 Legislative Session. However, no decision has been made yet on the revisions you requested in your Hawaii Revised Statute. Please remember that under the new process for submitting legislative requests we *must* go through the Governor's office rather than directly to the Legislative Education Committees. I shall keep you informed as more information is available.

After the meeting is adjourned, we will carpool to the Capitol to meet with Senator Jill Tokuda and Representative Roy Takumi. This is a courtesy visit, to introduce Board members and share your accomplishments that are detailed in the 2012 Annual Report. Documents that will be included in the packet are in your Board materials: Highlights, Annual Report, Strategic Plan, and Essential Functions. The Legislative Handbook is also included for your reference.

Budget, Personnel & Strategic Planning Committee

As you all know, our online system was deployed on July 1, 2010. Because the process was new to all teachers, HTSB experienced a deluge of calls, emails and office visits from teachers needing assistance. At the same time, thousands of teachers decided to submit paper license renewal applications instead of using the new online system. Our office was swamped, and in October of 2010 Hawaii Information Consortium began supporting our customer support needs. As a result, now most inquiries are acknowledged within two business days and resolved within a week. The Licensing Section has been able to evaluate documents and reduce the processing time from several months to several weeks and in many instances, several days. A Power Point from HIC gives you an overview of the kinds of services that they have delivered over the past year, which far exceeded their initial expectation. For that reason, when the time came to renew our customer service agreement, the proposed new fee was much higher than in the previous year. The main reason is that originally HIC expected to dedicate ½ Full Time Employee, but in reality, our customer service required 2 ½ FTE. At a time when HTSB is transitioning to self-sufficiency, this higher cost is a major concern. However, with the vast improvement in customer service and support, I feel this service should be continued for at least six months to a year to transition to the HTSB Licensing Section in handling the majority of customer support.

You will find an excel sheet showing information requested at the last committee meeting:

- A comparison of the cost of the HIC Customer Support Agreement and expenditures on the HTSB side that are realized as a savings because the agreement is in place.
- An analysis of customer service inquiries, which was taken from a random sampling of 300 inquiries. The major areas that customers request assistance on are: testing information; help with the applications; whether their documents have been received; and fee or payment information.

My recommendation is to approve the HIC Customer Support agreement for a period of six months and then review to see if it should be modified for an additional six months. In the meantime, the Specialists and I will generate a plan and begin implementing procedures to ensure a smooth transition to HTSB handling of most, if not all, of our customer support. This

plan will address customer education on the licensing process; revision of the website for ease of use; posting comprehensive Frequently Asked Questions; developing more instructional videos with Teleschool; modification of the online applications and individual records to become more “user friendly”; and a review of procedures and efficiency in the Licensing Section. Our main goal will be the best possible customer support.

Legislative & By-Laws Committee

This committee will continue review of the Administrative Rules, focusing on the Licensing Standards Section this month. Suggested revisions and associated comments can be found in the working document in your materials.

Teacher Education Committee

This committee will consider a request from Brigham Young University-Hawaii (BYU-H) to revise the requirement for teacher candidates to pass the content test prior to student teaching. The letter from BYU-H explaining their concern is included in your materials.

This committee will also consider granting provisional approval to the University of Phoenix-Hawaii (UoP-H) Elementary Education Undergraduate SATEP. The SATE review team recommended approval with conditions, which are listed on NBI 11-35. Should you approve this program, it will be required to complete a national review process within three years to be eligible for full approval.

We expect that both BYU-H and UoP-H will be on hand to answer any questions you have about their request and program.

Teacher Standards Committee will not meet this time. If you are on this committee, you do not need to report until 10:00 am.

Committee of the Whole

As requested last month, this committee will review the license renewal forms and the online application. A PowerPoint showing the screen shots from the online license renewal application and the following three forms required for license renewal are included in your materials:

- Form 1010: License Renewal Application (paper based)
- Form 4010: Verification of Experience for Renewal
- Form 5010: Verification of Satisfying Standards

Dean Sorensen will also share information with you regarding new legislation which may affect licensure.

Working Lunch

In keeping with our tradition, all HTSB staff will join the Board for lunch during the December meeting. This is a time to share a meal and get to better know the folks who work on the front line with our teachers on a daily basis.

Other

National Board for Professional Teaching Standards News

NBPTS notified us this week that there are fifty-nine new Hawaii National Board certified teachers and eleven who have renewed their certification, for a total of seventy certified this year! The Education Specialist is coordinating the media release and the reception honoring the newly certified at the Capitol on Thursday, January 26, 2012 from 3:30-4:30 pm. She will be sharing more information with you about other possible events in the near future.

Fifty-five NBPTS candidates submitted subsidy applications right up to the deadline this past week, bringing the subsidy award total for this year to \$27,500. The application period for the \$350.00 subsidy for retakers, those who started the NBPTS process in a previous year, is now open through January 26, 2012.

Out of State Teacher Preparation Programs Responding to the Board's New Policy

Western Governors University, Arkansas State University, and the University of Southern California have responded to the memo required in NBI 11-24Rev: Approval of Out of State Teacher Education Programs Operating in Hawai'i, sent via the National Association of State Directors of Teacher Education and Certification (NASDTEC).

ETS Update

A major change in testing is the addition of more computer based tests, meaning that candidates can select to take a content test by making an appointment at a Prometric testing center instead of waiting on a "test day" for a paper-based test. The goal is to have testing year round, thus eliminating the dilemma of candidates who may miss a single administration day. ETS is also expanding to include a computer based test center on Kauai and is willing to attempt to find a facility on Molokai and Lanai, which would give test center coverage statewide. Peter Yeager, our ETS representative, will be visiting in February to share more news about the new computer based tests.

New Business Items

The following New Business Items will be considered at the meeting:

NBI	Title	Notes
09-30Rev	Teacher Candidate Praxis Test Requirements for Hawaii State Approved Teacher Education Programs	Consideration of this NBI was requested by Brigham Young University-Hawaii. They are concerned about the requirement for teacher candidates to provide evidence of content expertise prior to student teaching.
11-34	Licensure Ratification	Asks you to ratify licenses issued during the last month.
11-35	University of Phoenix-Hawaii State Approval of Teacher Education Program approval for Undergraduate Elementary Education K-6 Program	Asks you to grant provisional approval for the University of Phoenix-Hawaii to implement an undergraduate SATEP in Elementary Education K-6.
11-36	Approval of Hawaii Information Consortium Customer Support Agreement	Asks you to renew the Customer Service Agreement with HIC, which includes substantial changes to the terms, for a period of six months at which time the agreement would be reviewed.

Enc.

1. Agenda 12/9/11
2. 11/18/11 Unapproved Minutes
3. 10/28/11 Approved Minutes
4. NBI 09-30: Teacher Candidate Praxis Test Requirements for Hawaii State Approved Teacher Education Programs
5. Request from BYU-H
6. NBI 11-34: Licensure Ratification
7. NBI 11-35: University of Phoenix-Hawaii State Approval of Teacher Education Program approval for Undergraduate Elementary Education K-6 Program
8. UoP Elementary Education Program Report (from institution)
9. Review Team Report UoP
10. UoP SATE Review Response to Report (from institution)
11. NBI 11-36: Approval of Hawaii Information Consortium Customer Support Agreement
12. PowerPoint: HIC 2011 Update
13. SOW HTSB Online Support 2012, r1
14. Customer Support Information (excel sheet)
15. HAR Legislative Committee Working Document
16. Form 1010: License Renewal Application
17. Form 4010: Verification of Experience for Renewal
18. Form 5010: Verification of Satisfying Standards
19. PowerPoint: Renewal Application Screenshots (from online application)
20. Highlights for Legislature Visit
21. NBI 11-13: Essential Functions (for Legislative packet)

22. 2012 Annual Report (for Legislative packet)
23. 2011-14 Strategic Plan (for Legislative packet)
24. 2012 Legislative Handbook (for your reference for Legislative visit)
25. Carpool Information for Legislative Visit (excel sheet)