

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

## AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

**NAME OF AGENCY:** Teacher Standards and Practices Commission

**KPMs With Benchmark Linkages**

**Mission:** The mission of TSPC is to ensure that every student in Oregon is taught by caring, competent and ethical educators.

**Related Oregon Benchmarks (OBMs)**

OBM 19 – 3<sup>rd</sup> Grade Reading and Math; OBM 20 – 8<sup>th</sup> Grade Read and Math; OBM 21 – Certificate of Initial Mastery

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	PHONE/EMAIL CUSTOMER SERVICE – Percent of phone calls and email responded to within 3 days			66%	66%
2	APPLICANT CUSTOMER SERVICE – Percent of completed applications processed in 20 days		New data	51%	61%
3	INVESTIGATION SPEED – Percent of investigated cases resolved in 180 days (unless pending in another forum)			43%	43%
4	ADMINISTRATIVE RULE REVIEW – Percent of administrative rules reviewed for clarity annually	19, 20, 21		30%	30%
5	DISCIPLINE COMMUNICATION – Percent of discipline-related workshops provided to educators annually compared to the target of 15.	19, 20, 21		100%	100%
6	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			91%	91%
7	GOVERNANCE PERFORMANCE MEASURE - Percent of best practices met by the commission		New	100%	100%

2005-07 KPM#	<i>PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)</i>	Target 2008	Target 2009
1	<i>TEACHING OUT OF FIELD – Percent of teachers teaching on conditional assignment permits</i>		
2	<i>STAKEHOLDER COMMITTEES – Number of ad hoc committees appointed by Commission representing broad range of stakeholders</i>		
4	<i>EXPEDITED SERVICE -- Percent of completed applications processed in 2 days if expedited</i>		

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

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### LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

The Teacher Standards and Practices Commission (TSPC) appeared at the July 2006 meeting of the Joint Legislative Audit Committee to have their 2005-07 Key Performance Measures reviewed and approved. The committee approved the measures, but had concerns that there were still too many measures for the size of the agency and the lack of a measure related to student performance.

The agency is proposing the deletion of three measures. Two of the measures relate to areas outside of the control of the agency and therefore, are not indicative of agency performance. The last measure relates to expedited service and can be covered by other customer service measures. Though these measures are proposed for deletion from the Key Performance Measure list, the agency may still want to track this information as internal measures.

There are a number of measures concerning customer service, reflecting the importance of the issue to the agency. The Legislative Fiscal Office (LFO) recommends approval of the proposed measures. The agency should continue monitoring the targets on the newer measures, given the lack of data. It is also recommended that the agency find comparative data for their measures. These comparisons could come from other states or other governmental agencies.

The targets have been updated to reflect the impact of the approval of the Policy Option Packages. If the packages are not approved or are modified, they will need to be adjusted to reflect those decisions.

### SUB-COMMITTEE ACTION:

The Subcommittee approved the Legislative Fiscal Office recommendation, with the exception of changing KPM # 5 to a percentage of the target, instead of a specific target.