

## Why it is taking TSPC so long?

### Backlog

TSPC is funded solely by the fees paid by licensees. During the recession, schools were hiring fewer educators, causing a drop in applications and fees, which led to a reduction in staff from 26 to 17 employees to service all districts in the state. Add to that an outdated data system and the result is a large and difficult to manage backlog. As Oregon comes out of the recession and schools are able to hire additional staff, we are moving towards improvements to both issues.

### Email and Telephone Responses

Even during the slower months, we receive 100 or more emails to our [contact.tspc@oregon.gov](mailto:contact.tspc@oregon.gov) inbox. Add to that 60 or more phone calls per day and several walk-in customers, all handled by one or two Public Service Representatives, and you can see that the volume of communications is pretty tough to manage.

**Email:** if your question is relatively simple, such as our mailing address or the status of your application, we try to answer those within a few days. More complex questions requesting advice specific to your license will take longer for a response. Sending emails requesting the same information multiple times will only slow our process.

**Telephone:** One person is available daily between 8:00am and 4:30pm to answer telephone questions. The timing of your call is important, and it's very difficult to predict when the phone will be busiest. The same person answering the telephone also assists the walk-in customers, so calls will "hold" until those in-person visitors have been assisted.

### How Can We Help TSPC?

**License Status:** The date we are processing applications is printed daily on our web page. If your application was submitted after that date, roughly calculate the amount of time from the date we are processing to get an idea of when we hope to get to your license. Also see "Online Access" below.

**Online Access:** You may access your licensure record to view letters we've sent advising you of renewal requirements, and see which documents we've received by going to Educator Look Up on our home web page:  
[http://www.tspc.oregon.gov/lookup\\_application/lookup\\_query.asp](http://www.tspc.oregon.gov/lookup_application/lookup_query.asp) Complete the blanks as indicated.

If you see the message "no such educator" or your name doesn't appear:

- Clear the page;
- Enter ONLY your last name in the Last Name box;
- Hit "enter" to view how your name is listed in our database;

- Re-enter your first, middle and last names *exactly* as they appear in the search result.

**Submitting Applications:** Applications for new licenses should be submitted well in advance of anticipated employment date. Applications to renew a license should be submitted at least 60 days prior to your expiration date. Applications missing information cause further delay in processing, requiring TSPC to evaluate a file, then send an “incomplete” letter requesting the missing information. You can help by sending only official transcripts (either electronically through a university’s clearinghouse or in a sealed envelope from the university), PEER forms in sealed envelopes from the school or school district, and verifying that your check is signed and for the correct amount.

**Renewal and the Grace Period.** If you are a veteran teacher renewing your license, if your C-1 application and fee are received prior to the expiration date on your license, then you are entitled to a 120-day grace period. This means your license remains active and valid for four months following the expiration date while we are processing.

If you do not submit your fee and C-1 application form prior to your license expiring, then your license expires. However, if you submit your application and fee during what would have been the 120 day grace period, you will have the remainder of the grace period. ***Please note there will be late fees if your application materials are not received prior to expiration of your license.***