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Information

Credentialing and Certificated Assignments Committee

Update on Credential Processing and Future Enhancements

Executive Summary: This agenda item presents an update on the credential processing numbers and provides an opportunity to discuss future system and service enhancements.

Recommended Action: For information only

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Strategic Plan Goal(s): 3

Provide Quality Customer Service

- ◆ Use technological innovation to maximize operational efficiency and improve customer access to information and services
- ◆ Provide timely, accurate and responsive processing of credential applications

August 2007

Update on Credential Processing and Future Enhancements

Introduction

The following information provides an update on the credential processing numbers, as well as a summary of the benefits gained by the Certification, Assignment and Waivers Division (CAW) through use of applied technological solutions, and identifies future enhancements.

Background

California Code of Regulations, Title 5 Section 80443(a)(1) states “The Commission on Teacher Credentialing shall reach an issuance decision for a credential or permit and notify the applicant within 75 working days of the receipt of the application.”

From mid-December 2004, through late May 2007, the Commission was unable to comply with the mandated 75 working day processing timeline. During this time, the number of inventoried applications reached an all time high of 85,000 with an estimated processing time of 210 working days.

In February 2005, the Commission completed the final phase of the Teacher Credentialing Service Improvement Project (TCSIP), implementing a web-based, browser-based system with a robust and comprehensive architecture that allows the Commission to rapidly develop and implement emerging e-business applications in response to customer (internal and external) needs.

Commission staff addressed the massive application inventory by: (a) hiring retired annuitants, in addition to student assistants, and using existing seasoned staff to perform one year of voluntary overtime; and (b) developing and implementing web-based application processes (i.e., online renewal, recommendations of candidates, and certificate of clearance applications and payments), transforming labor-intensive manual evaluation processes into automated processes.

As a result of this effort, the Commission has begun to experience the rewards brought about by these initial efforts towards utilizing technological solutions. Currently, approximately 54 percent of applications received have been automated, all of which are processed within 10 days or less, and the application inventory is now less than 14,000.

To ensure the continuance of and reliance upon these efforts, the Commission took action to make it mandatory that all renewal applications as of January 1, 2007 and recommended applications as of April 1, 2007 be submitted online.

The *future* will be shaped by the diligence and dedication toward expanding the implementation of our browser-based technology and using its tools to improve collaboration between customers and stakeholders alike.

Commission staff has the following innovations on the horizon:

- Utilizing Business Intelligence tools (for statistical analysis, data mining)

Commission staff plans to pursue further development of existing report technology including real-time monitoring, reporting, and analysis of operational data and providing a means of auditing business operations. This allows staff to identify areas for improvement and validate current and future technological uses. This will also allow us to identify areas where staff may be redeployed, which will require detailed change management planning for internal staff.

- Expanding self-serve online applications and web access

There is an opportunity to expand the self-service online applications to include submission by school districts, induction agencies, and county offices of education. In addition, adding 30-day substitute permits to the options available for electronic submission will allow Commission staff to increase automated applications from 54% to 70%. These additional enhancements, plus the retention of current staffing levels, should ensure the Commission's ability to improve the processing time.

- Creating a Customer Contact Center

Commission staff are working toward implementing technologies to assist in centralizing and integrating all aspects related to providing customer service such as telephone, email, and written correspondence; expanding the hours of service; and looking at re-establishing the Certification Liaison program for the county offices of education. We expect to have this in place by early 2008.

- Eliminating costly paper products and related paper-based processes

Since October 23, 2001, the Commission has provided a secure web display of detailed document information mirroring public information contained on the printed document, including document number, issuance and expiration dates. In February 2005, the Commission began sending two automatic email notifications (1) to state that an application had been received and (2) to state that the document will be viewable online within 48 hours once it has been granted and mailed.

The Commission has moved forward with Title 5 regulations clarifying that the information on the web is valid as an official document. This was the first step in moving to the concept of having the credential holder or the employer go directly to the web to view or print the document, if needed, thus eliminating the need for the Commission to mail a printed copy to the individual.

Using the online system instead of waiting for the document to be mailed, or contacting the Commission by telephone or email, would expedite the timeline for the employer to

receive the appropriate information. It is anticipated that all outbound paper documents will be eliminated by Spring 2008.

- Expanding Document Management/Imaging

It is anticipated that the Commission will continue to receive approximately 30% of applications directly from individuals. For these paper applications and accompanying documentation, scanning the documents will occur upon receipt into the building, with the electronic version being routed through the evaluation process. To facilitate moving toward paperless internal operations, it will be necessary to reorganize and train staff in the use of scanning and storing information as an attachment in our system.