



**Bureau of Educator Certification**

**State Board of Education – Project Update**

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**May 20, 2003**

**Commissioner Jim Horne, Chairman**



# Benefits Summary – Key Points

- Have reduced total delinquent backlog by 76% since February:
  - Was 6765 files on February 3.
  - By May 12, it was 1607. Our goal is to completely eliminate delinquent backlog by September 1, 2003.
  - We are ahead of schedule.
- Have reduced the average age of an application from 98 days to 87 days.
- Have maintained excellent service levels in other key indicators (**Notification of Deficiencies** and **Certificate Issuance**).
- Are on schedule with all staffing additions to stay ahead of projected volume increase while continuing to reduce the average age of a complete application.
- All technology enhancements are on schedule.



# Progress of Countermeasures

Recommendations	Benefits		
	Efficiency	Capacity (Files/Mo.)	Customer Satisfaction
<b>1. Recommendations Implemented To Date</b>			
<ul style="list-style-type: none"> <li>District web viewing implemented in 5 of 6 test districts. Satisfaction is very high.</li> </ul>	✓	—	✓
<ul style="list-style-type: none"> <li>Implemented automated worksheets.</li> </ul>	—	89	—
<ul style="list-style-type: none"> <li>Provided DOE access to FTCE Scores.</li> </ul>	✓	—	✓
<ul style="list-style-type: none"> <li>Now staffed to full budgeted staffing level.</li> </ul>	—	2352	✓
<ul style="list-style-type: none"> <li>Now have 2 temporary turnover allowance employees onboard.</li> </ul>	—	630	✓
<ul style="list-style-type: none"> <li>Added 4 temporary positions to eliminate backlog.</li> </ul>	—	1260	✓
<b>2. Recommendations Scheduled For June Implementation</b>			
<ul style="list-style-type: none"> <li>Implement web viewing and online status updates for remaining districts.</li> </ul>	✓	—	✓
<ul style="list-style-type: none"> <li>Implement new online procedures.</li> </ul>	✓		✓
<ul style="list-style-type: none"> <li>Increase image retrieval speed.</li> </ul>	✓	1183	—
<ul style="list-style-type: none"> <li>Administer client satisfaction survey to districts.</li> </ul>	—	—	—
<b>Capacity increase (files per month).</b>		<b>5514</b>	

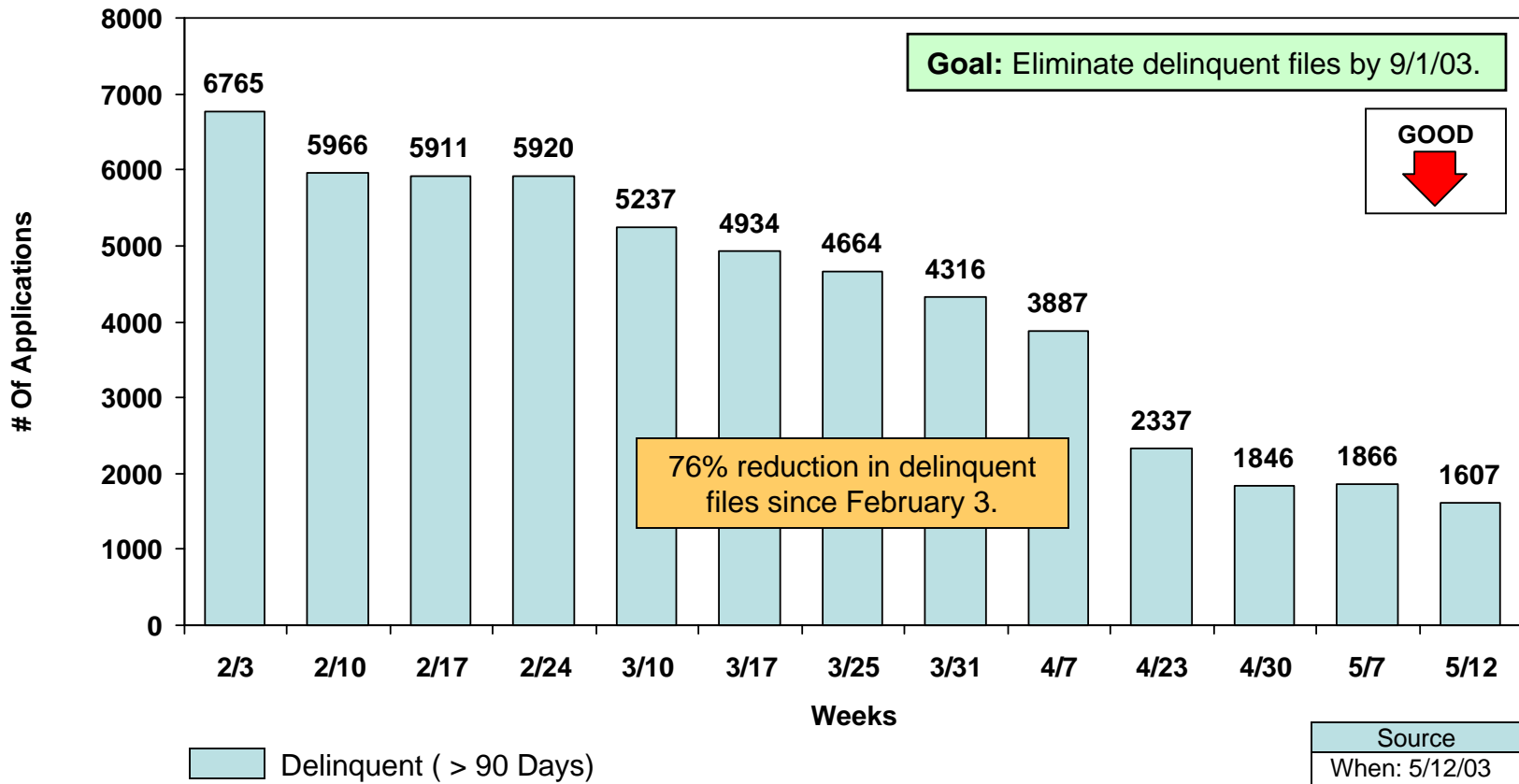
**Notes:**

1. Full capacity increases will be realized over time as new employees develop skills .
2. “✓” Denotes benefits are being realized now, but will be quantified later.



# Total Backlog

## Complete Applications Which Are Older Than 90 Days



Source
When: 5/12/03
Where: Talla.
Who: R. Seemer



# Next Steps

- Eliminate all delinquent files by 9/1/03.
- Reduce the average age of a file to 70 days by 10/1/03.
- Administer district survey during June to quantify improved satisfaction levels.
- Complete Reengineering Phase by 6/30/03.
- Implement all long term recommendations by 12/31/03.

