



Public Schools of North Carolina
State Board of Education
Department of Public Instruction

Report to the North Carolina General Assembly

DPI Report On the Educator Licensure
Processing System

*Session Law 2015-241 House Bill 97
Part VIII. Public Schools, Section 8.40*

Date Due: October 15, 2016
Report # 69
DPI Chronological Schedule, 2016-2017

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301 N. Wilmington Street :: Raleigh, North Carolina 27601-2825

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Background

The Licensure Section of the Department of Public Instruction (DPI) is responsible for examining credentials and issuing professional educator's licenses that qualify individuals to seek employment as teachers, administrators and other special service personnel in North Carolina public schools on behalf of the State Board of Education. The following information is provided to meet the reporting requirement of Session Law 2015-241, Section 8.40, reprinted below:

By October 15, 2016, DPI shall report to JLEOC regarding the operation of the educator licensure processing system, including implementation of the electronic processing of applications. The report shall include at least the following information:

- (1) The estimated processing time from receipt of application to issuance of a license in each category of licensure, including initial licensure, lateral entry licensure, renewal of a license through the automated electronic system, renewal of a license manually, out-of-state licensure reciprocity, and advanced degrees. The report shall include comparative data related to the processing of licenses in each licensure category prior to August 1, 2015.*
- (2) The schedule of licensure fees and services, including any changes in the prior year made to the fee amounts or services for which fees are charged.*
- (3) Any backlog of the processing of applications existing at the time of the report, including the categories of licensure experiencing such backlog.*
- (4) Data for the following from the prior year:*
 - a. Number of applications received and transactions completed.*
 - b. Number of newly licensed educators.*
 - c. Number of licensure renewals.*
 - d. Demographic information regarding currently licensed educators.*
 - e. Number of licenses issued by area of licensure and type of license.*
 - f. Number of initial licenses for the following:*
 - 1. Graduates of educator preparation programs.*
 - 2. Lateral entry.*
 - 3. International educators.*
 - 4. Out-of-state educators seeking reciprocity.*

Transitioning to the new Licensure Automated System

On August 1, 2015, DPI launched a new Licensure Automated System, a software as a service platform operated by MicroPact, Inc., to facilitate the processing of educator licenses in North Carolina. The system enhanced the existing process in many ways, particularly by automating the collection of licensure artifacts and providing end-users with enhanced visibility into the status of their licensure submissions.

The applications processed through the new licensure system can be identified and accurately timed through the system. Data on applications processed in the prior licensure system were not able to be tracked in a manner that could generate accurate processing times as required in legislation. As such, we estimated the old processing times by taking a sample of applications and manually calculating the days between submission and completion.

During the transition to the new system, local education agencies, charter schools, and other applicants continued to submit manual applications. The volume of the non-automated applications significantly impacted processing times. To establish an accurate processing time baseline, we have reported below the times used applications processed from July 1, 2016 to September 30, 2016.

The chart below outlines the changes in application processing for the data contained in this report.

Licensure Application Processing

Prior to August 1, 2015 (manual)

- 1) Application is received by Licensure. Payments are manually summarized and deposited.
- 2) Application is manually scanned into system.
- 3) Application is manually labeled as pending licensure specialist review.
- 4) Specialist Review Process:
 - a) Is application complete?
No. Applicant notified. New information is submitted. New information is scanned into system and manually matched to application. Application returns to pending specialist review.
- 5) If complete, the application is approved and license is printed
- 6) License mailed to applicant

Note: all numbers referenced in this report are based on samples of applications received. The old licensure system had no reporting matrix to enable accurate estimates of processing times.

After August 1, 2015 (automated)

- 1) Applicant opens an online application. Once opened, the application is counted in new system.
- 2) Application moves through statuses in the system *as needed**:
 - a) Pending Educator - Applicant has not finalized and submitted the application.
 - b) Pending Payment - Applicant has submitted; but, the application fee has not been paid.
 - c) Pending IHE (Institute of Higher Education) - Application requires action/recommendation from an approved North Carolina degree granting institution.
 - d) Not Recommended by IHE - Applicant has not completed the requirements of the degree granting institution and cannot be recommended for licensure.
 - e) LEA Review - Application requires approval or documentation from the hiring entity.
 - f) Pending Legal - Applicant identified that they have a legal issue on application and application is forwarded to NC State Board of Education legal team for review.
 - g) Pending DPI - Application is ready for review by a licensure specialist. All numbers in this report reflect applications in this status that have been submitted to DPI for review.
- 3) Once the application has completed all the required checks and reviews, the license is formatted and immediately available for the applicant to download.

*Note: applications can move between statuses based on findings during review by a licensure specialist.

Estimated Processing Times

Legislated Question: The estimated processing times of licensure applicants under the new system and compared to those processed under the old system.

Processing Time (calendar days) (Note: figures are estimates since old system possessed no effective reporting matrix)	
License Type	Old System
Initial	34
Lateral Entry	32
Renewal (automated)*	1
Renewal (manual)	22
Out-of-State Reciprocity**	49
Advanced Degrees***	Unknown

License Type	Processing Time (calendar days)	
	New System	Target
Initial	48	24
Lateral Entry	14	22
Renewal (automated)*	0	0
Renewal (manual)	21	15
Out-of-State Reciprocity**	134	34
Advanced Degrees***	9	

*Note: Renewal (automated) figures are given for those applications recommended by an employing NC school system and with no NC State Board of Education legal review required

**Note: The out-of-state applications are submitted by individuals without the assistance of LEAs or colleges and universities and are frequently submitted without all of the required documentation to issue the license upon a single review. As such, the Licensure Section of DPI is frequently having to hold the incomplete application until the additional documentation can be obtained from another state agency or out-of-state college or university. The time it takes the applicant to gather the documentation can vary and be quite lengthy.

***Note: Advanced degrees could not be estimated from the data available from the old system.

Licensure Fees

Legislated Question: The schedule of licensure fees and services, including any changes in the prior year made to the fee amounts or services for which fees are charged.

Rate Changes Approved by NC State Board of Education effective January 1, 2017	Old Rate	New Rate
Initial-Out of State, Lateral, CTE	\$ 85	\$ 100
Initial-In State	55	70
LEA Based 5-Year Renewal	-	35
5-Year Renewal	55	35
License Modifications	55	60
Research	30	30

Licensure Backlog

Legislated Question: Any backlog of the processing of applications existing at the time of the report, including the categories of licensure experiencing such backlog.

Total number of applications in the Licensure System as of October 7, 2016, was 13,692. Of those applications, 6,319 were in the queue to be reviewed and approved by a licensure specialist.

Application Status	Number of applications
Pending Educator	6,180
Pending Payment	753
Pending IHE	236
Not Recommended IHE	64
Pending LEA	91
Pending Legal	49
Pending DPI	6,319
Total	13,692

Of those 6,319 in DPI's queue for processing:

Transaction Type	Number of applications
Initial In-State License	290
Lateral Entry License	281
Renewal Automated	33
Manual Renewal	61
Out-of-State Licensure Reciprocity	1,429
Advanced Degrees	211
Adding Experience	891
Clearing or Upgrading	701
Adding Area of Licensure	988
Conversions	524
Other	910
Total	6,319

Descriptive Statistics

Legislated Question: Current demographics and data from the prior year. The demographic figures represent a snapshot taken on October 7, 2016. The “prior year” figures were taken from the period of August 1, 2015 to June 30, 2016 to reflect statistics available from the new Licensure Automated System.

Demographics

Race	Number of license holders
Black	22,983
American Indian/Alaskan Native	1,511
Asian	1,255
White	125,334
Hispanic Latino	2,849
Other/Not Specified	11,552
Total	165,484

Gender	Number of license holders
Male	31,805
Female	132,844
Not Specified	835
Total	165,484

Applications

Number of applications received	86,768
Number of applications processed	74,446

Number of newly licensed educators	9,184
Number of licensure renewals approved	19,294

Initial Licenses

Initial License Type	Number of initial licenses granted	Percent of total
Graduates of educator preparation programs	3,490	38%
Lateral entry	2,192	24%
International educators	474	5%
Out-of-state educators seeking reciprocity	2,947	32%
	9,103	100%

Legislated Question (4)d: Number of licenses issued by area of licensure and type of license from 8/1/15 through 6/30/16

Content Areas of License	Total Count by Each Type of License						
	International Faculty Conditional License	Lateral Entry	Standard Professional I	Standard Professional II	Temporary Permit	Other	Total Count Issued for All Content Areas
Elementary Education (K-6)	251	79	2,511	195			3,036
Mathematics 6-9	21	85	409	194	42		751
Art K-12	1	4	147	27	55		234
English as a Second Language K-12	22	36	163	227	10		458
Language Arts 6-9	6	44	458	196	60		764
Social Studies 6-9	5	38	471	175	79		768
Mathematics 9-12	24	21	290	81	73		489
Chinese K-12	5		5	5			15
Spanish K-12	57	17	96	39	41		250
English 9-12	6	28	437	151	83		705
Science: Biology 9-12	8	4	82	16	5	1	116
Science 9-12	10	35	170	82	170		467
Science 6-9	13	46	299	131	89	1	579
Science: Chemistry 9-12	3	1	36	5	2		47
Science: Physics 9-12	3		21	4	1		29
Exceptional Children: General Curriculum (K-12)	7	243	567	91	5		913
Birth to Kindergarten	1	127	346	33	4	22	533
Social Studies 9-12	5	15	440	105	106		671
Music K-12	1	6	200	12	35		254
Cross Categorical K-12	3	2	31	56			92
Severely/Profound Disabled K-12	2		2	8			12
French K-12	4	3	23	4	2		36
Physical Education	1	5	104	29	31		170
Social Studies: History 9-12	3	1	98	22	11		135
Japanese 9-12	1						1
Learning Disabled K-12	3		43	21			67
Science: Earth Science 9-12	2	3	22	15	1		43
Behaviorally and Emotionally Disabled K-12	1		21	12			34
Social Studies: Geography 9-12	2		6	1			9
Exceptional Children: Adapted Curriculum (K-12)	2	56	143	82			283
EC General Curriculum K-6	1	5	96	5			107
Agricultural Education (6-12)		16	33	2	3	2	56
Latin 9-12		2	4	1	3		10
Business and Information Technology Education (6-12)		31	64	68	119	7	289
Health and Physical Education		27	193	107	30	1	358
Dance		8	22	2		1	33
Marketing Education (6-12)		3	23	23	29	3	81
Theater Arts		19	32	6		3	60
Health Occupations Education: Registered Nurse (6-12)		3		1		55	59
Technology Education (6-12)		9	22	33	27	8	99
Public Safety (6-12)		2	1			15	18
Deaf and Hard of Hearing		1	1				2
Spanish 9-12		1	3	1	1		6

Legislated Question (4)d: Number of licenses issued by area of licensure and type of license from 8/1/15 through 6/30/16

Content Areas of License	Total Count by Each Type of License						
	International Faculty Conditional License	Lateral Entry	Standard Professional I	Standard Professional II	Temporary Permit	Other	Total Count Issued for All Content Areas
EC Adaptive Curriculum K-6		1	7				8
Health Occupations Education: Allied Health (6-12)		2	2	1		12	17
Family and Consumer Sciences Education (6-12)		9	38	35	21	3	106
Digital Media (6-12)		3	1	7		7	18
Electronics (6-12)		2				1	3
Printing and Graphics (6-12)		1	2				3
Other Second Language (K-12)		1	3	2			6
Bible						4	4
School Administrator: Principal				833		31	864
School Social Worker			1	72		45	118
School Counselor			75	245		55	375
Pre-K, Kindergarten Add-On			239	34		14	287
Associate Media Coordinator						61	61
Academically Gifted			22	161		66	249
Computer Education Endorsement			4	62		22	88
School Psychologist			7	57		5	69
Media Coordinator			14	101		11	126
Deaf and Hard of Hearing (K-12)			12	1		1	14
Carpentry (6-12)						10	10
Technology Education: Project Lead the Way Endorsement (6-12)			5	24		3	32
Exceptional Children Program Administrator				25		1	26
Handicapped/Disadvantaged (6-12)				24		18	42
Instructional Management Coordinator (VoCATs Coordinator) (6-12)				21		17	38
Career Development Coordinator (6-12)			3	70		25	98
Health Occupations Education: Biotechnology (6-12)			1			4	5
Welding (6-12)				2		2	4
Automotive Service (6-12)			1	1		15	17
Mechanical Systems: HVAC or Plumbing (6-12)						1	1
Junior Reserve Officers Training Corps (JROTC)			4	2		37	43
Electrical Trades (6-12)						3	3
Foods and Nutrition, Culinary Arts (6-12)						7	7
Cosmetology (6-12)						1	1
Drafting (6-12)			2	1	1	5	9
Technology Education: Scientific and Technical Visualization Endorsement (6-12)				8		1	9
Specialized (6-12)				1		4	5
Network Engineering Technology - NET (6-12)						1	1
Masonry (6-12)						3	3
Technology Education: Principles of Tech. Endorsement (6-12)						1	1

Legislated Question (4)d: Number of licenses issued by area of licensure and type of license from 8/1/15 through 6/30/16

Content Areas of License	Total Count by Each Type of License						
	International Faculty Conditional License	Lateral Entry	Standard Professional I	Standard Professional II	Temporary Permit	Other	Total Count Issued for All Content Areas
Career-Technical: Director			1	18		4	23
Computer Engineering Technology - CET (6-12)						1	1
Apparel Design (6-12)						1	1
Metals Manufacturing (6-12)						1	1
Reading K-12			215	230			445
Psychology Endorsement			8	5			13
Social Studies: Sociology 9-12			2	1			3
Social Studies: Political Science 9-12			5	2			7
German K-12			4		1		5
English as a Second Language K-6			7	6			13
Social Studies: Economics 9-12			7	2			9
Safety and Driver Education			4	2			6
Health Specialist			34	26			60
Reading K-6			29	9			38
Speech Communications K-12			18	1			19
Social Studies: Anthropology 9-12			1	1			2
Mentally Disabled (K-12)			16	4			20
Technology Education: Project Lead the Way (PLTW) Biomedical Sciences Endorsement (6-12)			4	11			15
French 9-12			2	1			3
Curriculum Instructional Specialist			2	111	5		118
Visually Impaired K-12			7	7	1		15
Chinese 9-12			1				1
Mathematics Elementary (K-6)			2	33			35
Journalism Endorsement			2				2
Russian K-12			1				1
School Administrator: Superintendent				140			140
Computer Programming Endorsement				3			3
Instructional Technology Specialist - Computers				82			82
Speech and Language Pathologist				110			110
Teaching Experience: Principal				14			14
Endorsement- BITE				1			1
Technology Education Project Management Endorsement (6-12)				5			5
Science Elementary (K-6)				1			1
Family and Consumer Sciences Project Management Endorsement (6-12)				1			1
Audiologist				4			4
German 9-12				1			1
Japanese K-12				1	1		2
Instructional Technology Specialist - Telecommunications				2			2
Marketing Project Management Endorsement (6-12)				1			1

Legislated Question (4)d: Number of licenses issued by area of licensure and type of license from 8/1/15 through 6/30/16

Content Areas of License	Total Count by Each Type of License						
	International Faculty Conditional License	Lateral Entry	Standard Professional I	Standard Professional II	Temporary Permit	Other	Total Count Issued for All Content Areas
Child Development, Family Studies (6-12)				1			1
Total	474	1,045	8,950	4,895	1,147	623	17,134