



Public Schools of North Carolina

# 2008 Financial & Business Services Conference

## Licensure Update

Susan Tant Ruiz, Section Chief

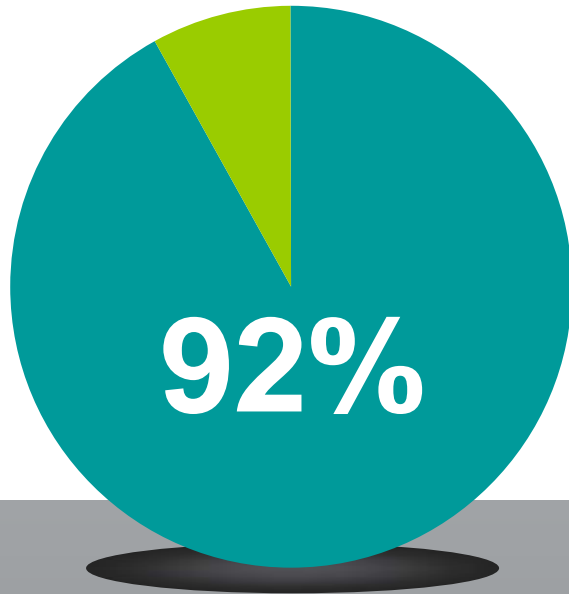
Nadine C. Ejire, Asst. Section Chief

# Licensure Priorities

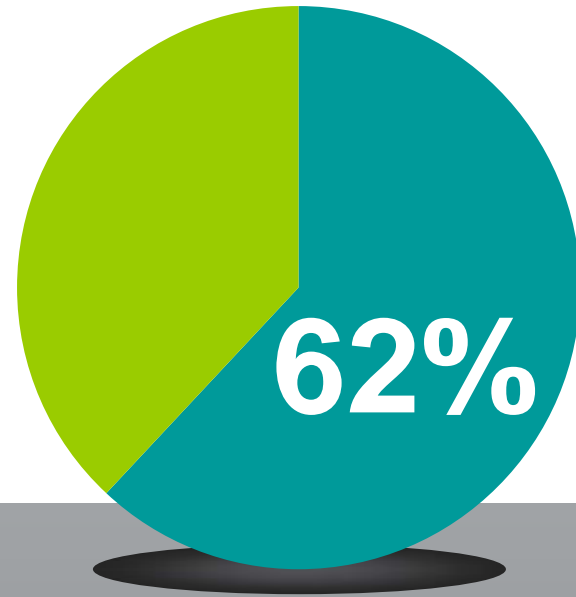
- Customer Service
  - Offer customers easy to use, reliable & real-time access to Licensure expertise, resources and information
- Quality and Efficiency
  - Assure consistency & accuracy of information
  - Process requests in a timely manner
- Communication
  - Provide proactive communication of Licensure information



# The Importance of the Customer Experience



**of consumers form an opinion about a company's image through their interaction with the Contact Center**



**would stop using a company's goods or services if they had a bad experience**

Source: Benchmark Research

# Customers Driving Change

*“ The Who, How, When & Where of Access in the 21<sup>st</sup> Century “*

Traditional Phone



Electronic Home & Business



Youth



Mobile



Technology Savvy



Internet & Multimedia



# Transformation of 21<sup>st</sup> Century Call Centers

## Multimedia

- Stand out — open the door to new types of communications from an Internet savvy customer community
- Integrate the contact center, self service and web site
- Unified intelligent skill-based routing to speed-up contact resolution
- Act quickly with powerful unified management tools



# Multimedia Contact Center

- Any contact center that handles transactions other than just inbound calls:

## Today

- Phone Calls
- Email
- Traditional Mail
- Fax
- Walk In's
- Voicemail

## Tomorrow

- Electronic Requests
- Self Service
- Web Callbacks
- Web Collaboration
- Outbound Calls
- Video



# Phase I - Discovery

- Evaluate, Document & Measure Processes
  - Identify areas where can we streamline & simplify process
  - Identify unique request processing time targets
  - Establish operational targets
  - Leverage technology
    - Automation
    - Outsourcing / Elimination of manual processes



# Phase II – Selection & Reorganization

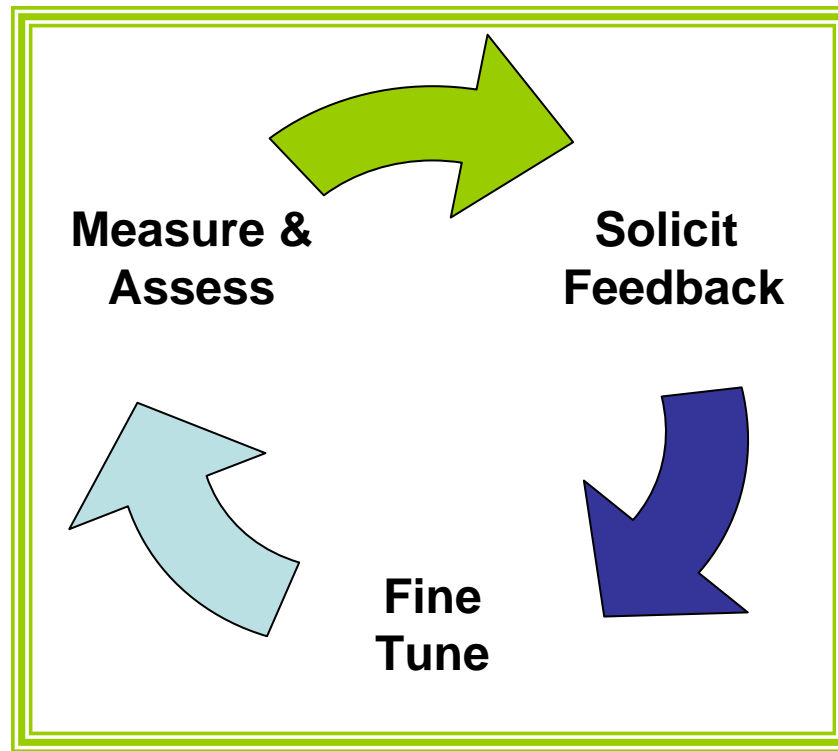
- Reorganization
  - Dedicated Customer Service Team
  - “Specialist” Specialists
  - Policy, Communication & Training
- Desktop Simplification
  - Integration
  - Reduced Training / Learning Curve
  - Increased Accuracy & Consistency
  - Culture Shift from “Processing” to “Service”



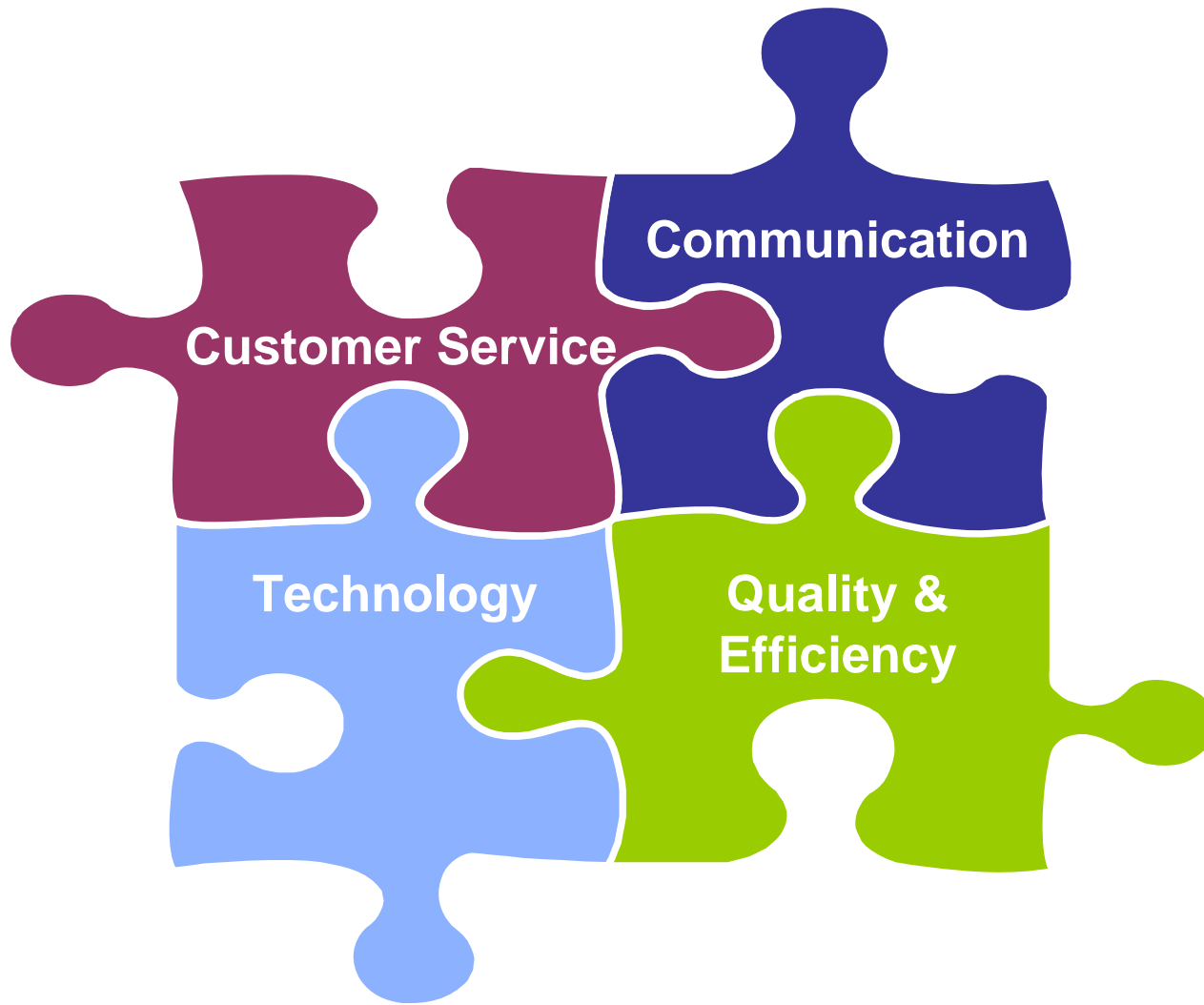
# Phase III - Deployment

## Phase IV – Assessment

## Phase V – Continuous Improvement



# Key Areas of Focus



# How to Contact Licensure

## Mailing Address:

**NCDPI, Licensure Section  
6365 Mail Service Center  
Raleigh, North Carolina 27699-6365**

## Telephone Numbers:

**(919) 807-3315 (Personnel Line to Specialists)  
press #3 to bypass prompts  
(919) 807-3310 (Main Line)  
(800) 577-7994 (Toll Free)  
(919) 807-3350 (Fax number)**



# Licensure Policy & Procedures Update



# Licensure Policies & Discussion

- Lateral Entry & CTE Policy Requirements
- Renewal Policy for School Administrators and K-12 Teachers
- EC Praxis II Test (30511) for the multi-subjects (88100, 88200, 88300 & 88400)
- ASL (American Sign Language) & World Languages
- The Health & Physical Education Discussion  
??????



# Lateral Entry Policy Clarification

Individuals who do not fulfill the requirements of their lateral entry license within the initial three years:

- Will have a three year waiting period before another lateral entry license can be issued provided
- Will have to have passed the required Praxis II exam(s) for the specialty area

February, 2008



# The Licensure Policy to...

## **Facilitate the Licensing of Administrators and Instructional Support Personnel as Teachers**

- At the request of an employing school system, an individual who holds a clear (non-restricted) license in a teaching, administrative, supervisory, or student services area may be issued a lateral entry license in a teaching area provided he/she meets the federal requirements to be designated highly qualified in the teaching area.
- Licensed educators who are issued a lateral entry license shall be subject to the requirements for lateral entry teachers detailed in Section 1.70 of this policy.

December, 2007



# SBE Renewal Policy

## School Administrators

- School administrators must earn at least 5 renewal credits during each renewal cycle focused on the principal's role in teacher effectiveness, teacher evaluations, teacher support programs, teacher leadership, teacher empowerment, and teacher retention.
- This requirement for school administrators applies to individuals renewing their licenses on or after July 1, 2007.

## Content Area Renewal Credits

- Teachers of grades kindergarten through twelve must complete three renewal credits in their academic subject areas, including strategies to teach those subjects, during each five-year renewal cycle.
- This subject area requirement applies to individuals renewing their licenses on or after July 1, 2009.
- Teachers completing the National Board Certification process or the National Board Certification renewal process during their renewal cycle are not required to complete the three renewal credits in their subject area.



# EC Praxis II Test

- The Board approved the new Praxis II tests for EC teachers in June, 2007;
- Praxis test 0511 will cover the EC multi-subjects (88100, 88200, 88300 & 88400);
- A minimum score of 148 is required; and
- The new tests became required January 1, 2008.



# ASL (American Sign Language)

- Applies to individuals who have earned at least a baccalaureate degree from a regionally accredited institution or an equivalent academic credential in another country, but who are not licensed to teach
- These individuals may be issued a lateral entry license in American Sign Language
- Requirement based on individual holding at least provisional certification from the American Sign Language Teachers Association (ASLTA)



# Licensure Updates

- Appeals Committee Calendars
- LEA Alternative Routes Pilot Programs
- K-6 areas (Reading, Special Education & ESL)
- Latin Test for Licensure
- TCP Ad Hoc Committee on Graduate Pay/Non-teaching Experience



# The Appeals Process

- The required documents must be submitted by scheduled dates
- Please inform individuals that if they want to appear before the Extenuating Circumstances Committee they need to arrive at the Center for School Leadership in Chapel Hill no later than 9:30 a.m.

**See handout for specific dates & requirements**



# The LEAs Alternative Licensure Pilot Program Approvals

- Guilford County Schools System has been approved for Alternative Licensure Program.
- Charlotte-Mecklenburg has been approved for a School Administrators Alternative Licensure Program.
- If you are interested in submitting a proposal, please note that there are several committee approvals that must take place (i.e. State Evaluation on Teacher Education Committee that is Chaired by Superintendent Barry Redmond, SBE, etc.).



# K-6 Areas (Reading, Special Education & ESL)

- Out-of-state applicants with a K-6 Reading, Special Education, and/or ESL license will receive a reciprocal NC teaching license in these areas
- In-state applicants with an Elementary Education license can pass Praxis II test 0542 or 0544 and receive the K-6 Special Education
- Licensure area codes for these areas are 25190, 25880, 25110



# Latin Praxis II Test

- New test is available
- Effective July 1, 2008 - Becomes a requirement for lateral entry teachers of Latin



- The required Praxis II test
  - Test Name - **Latin**
  - Test Code - **0600**
  - Required minimum score - **570**



# 21<sup>st</sup> Century Professionals (TCP) Ad Hoc Committee on Graduate Pay/Non-teaching Experience

- Has met several times and will likely recommend to the SBE that ALL conferred master degrees be recognized for graduate pay
- Committee is still discussing the maximum amount of non-teaching work experience that will be recommended to the SBE for experience credit



# NCLB Updates

The options that remain for using the HOUSSE are:

- Adding an area taught out-of-field for 3+ years
- If already HQ in the EC area and an EC content area {i.e. English (88100), Math (88200) or Science (88300)}
  - Cannot use the HOUSSE to add an EC content area if already HQ in EC and Social Studies
- Converting Standard Professional 1 license to a Standard Professional 2



# NCLB Contact Updates

Additional Information on NCLB Reports:

Mark Cramer at (919) 807-3236 or  
email address: [MCramer@dpi.state.nc.us](mailto:MCramer@dpi.state.nc.us)

Contact person for NCLB information

Dan Holloman (919) 807-3375 or  
email address: [DHolloman@dpi.state.nc.us](mailto:DHolloman@dpi.state.nc.us)



# Questions & Answers

