

Administrative and Educational Support Report

University Office of Educator Certification

**Annual Action Plan
Annual Assessment Report**

June 2004 – May 2005



Annual Action Plan: June 1, 2004–May 31, 2005

Unit: University Office of Educator Certification

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Academic Affairs **Unit Head:** Ms. Rolinda Peña-Park

Unit Mission: The mission of the Office of Educator Certification is to facilitate the educator certification process for all University of Texas – Pan American students through the provision of services in collaboration with all stakeholders, to ensure successful completion.

Unit Goal: To improve the quality of services offered by the Office of Educator Certification

Link to UTPA Goal(s): 3: Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Improve organizational effectiveness (1)	7	Consistently issue barcodes efficiently and effectively at 90% accuracy.	Obtain list/verification forms from departments and/or students. Contact appropriate department for authorization. Provide student with information regarding barcode process and review student application.	The director will determine the percentage of accuracy for the academic year by verifying copies of eligibilities and sign-in forms kept by the Office of Educator Certification.	None

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		Consistently recommend students for probationary and standard certificates with 90% accuracy.	<p>Expedite the process for appropriate probationary and standard certificates.</p> <p>Obtain information from ACP/ERAP Office to verify eligibility.</p> <p>Recommend students for Standard Certificate.</p>	The director will determine the accuracy of recommendations made to SBEC throughout the year by reviewing applications, recommendation forms and statements of eligibility kept in the Office of Educator Certification.	None
		By May 2005, the Office of Educator Certification will measure public perceptions of the quality of service provided by the staff of the Office of Educator Certification.	<p>Administer and monitor survey.</p> <p>Collect and compile survey data.</p> <p>Implement corrective measures.</p>	Director will analyze survey responses in December 2004 and compare the results to the responses in 2003-2004.	None
		By May 2005, 100% of the Office of Educator Certification staff will have engaged in professional development activities.	<p>Identify professional development needs of staff.</p> <p>Seek opportunities for professional development for staff.</p> <p>Engage in planning and evaluation of staff.</p>	Director will monitor and evaluate staff participation in professional development activities through surveys and annual evaluations.	Registration Fees

Unit Goal:

To establish and maintain collaborative relationships with internal and external publics

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Communicate effectively with constituencies (2)	7	Prepare and disseminate state and federal reports regarding teacher preparation with 95% accuracy.	<p>Collect all data necessary for preparation of state and federal reports.</p> <p>Work collaboratively with research analyst in preparing reports.</p> <p>Report results to local, state, and federal entities.</p>	Director will verify the accuracy of data reported by SBEC within three weeks after data is provided and will review the accuracy of the final reports issued by the Office of Educator Certification throughout the year.	None
		Consistently disseminate disaggregated test data to departments and programs with 90% accuracy.	<p>Develop a process for reporting test information to Deans, Department Chairs and Program Coordinators.</p> <p>Deliver competencies of each TExES administration to Deans.</p>	The Director will verify accuracy of test data disseminated to departments throughout the year by reviewing copies of the reports kept in the Office of Educator Certification.	None
Engage in systematic planning (3)	7	By May 2005, the Office of Educator Certification will engage in systematic planning as evidenced by development of a strategic action plan for AY 2005-2006, development of a schedule of all TExES qualifying exams for AY 2005-2006, and by scheduling monthly meetings to develop monthly agendas for AY 2005-2006.	<p>Meet with Testing Office Director to plan qualifying exam schedules.</p> <p>Meet with Assistant Vice President for Undergraduate Studies monthly to plan the upcoming monthly agenda.</p> <p>Meet with Assistant Vice President for Undergraduate Studies annually to develop new</p>	The director will submit the documents to the Assistant Vice President for Undergraduate Studies for approval by the deadline posted for each document.	None

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			strategic action plan for upcoming year. Develop the annual strategic action plan. Meet with office staff every Monday to discuss weekly activities.		



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Link to UTPA Goal(s): 3: Improve UTPA’s organizational effectiveness

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve organizational effectiveness (1)	7	Consistently issue barcodes efficiently and effectively at 90% accuracy.	The director will determine the percentage of accuracy for the academic year by verifying copies of eligibilities and sign-in forms kept by the Office of Educator Certification.	Barcoded students with 100% accuracy.	Verified coursework via transcripts as an extra step.
		Consistently recommend students for probationary and standard certificates with 90% accuracy.	The director will determine the accuracy of recommendations made to SBEC	Recommendations were made with 100% accuracy.	Verified placement of students with departments.

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			throughout the year by reviewing applications, recommendation forms and statements of eligibility kept in the Office of Educator Certification.		
		By May 2005, the Office of Educator Certification will measure public perceptions of the quality of service provided by the staff of the Office of Educator Certification.	Director will analyze survey responses in December 2004 and compare the results to the responses in 2003-2004.	Results of Office surveys: out of 62 surveys returned, 60 were excellent with 2 good reviews.	Used survey results as one measure of staff performance evaluation.
		By May 2005, 100% of the Office of Educator Certification staff will have engaged in professional development activities.	Director will monitor and evaluate staff participation in professional development activities, through surveys and annual evaluations.	All staff enhanced professionally by either attending a conference or taking course work. Director and Certification Officer attended the annual meeting with the State Board for Teacher Certification.	Staff development is contributing to new responsibilities following relocation of office from Undergraduate studies to College of Education.

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Communicate effectively with constituencies (2)	7	Prepare and disseminate state and federal reports regarding teacher preparation with 95% accuracy.	Director will verify the accuracy of data reported by SBEC within three weeks after data is provided and will review the accuracy of the final reports issued by the Office of Educator Certification throughout the year.	2004-2005 not completed; still pending SBEC notification. For 2003-2004, University received acceptable pass rate.	Reported level of pass rate to Associate Vice President for Undergraduate Studies.
		Consistently disseminate disaggregated test data to departments and programs with 90% accuracy.	The Director will verify accuracy of test data disseminated to departments throughout the year by reviewing copies of the reports kept in the Office of Educator Certification.	Reports were disseminated with 100% accuracy.	Implemented procedure requiring that department personnel sign for reports being delivered to them.
Engage in systematic planning (3)	7	By May 2005, the Office of Educator Certification will engage in systematic planning as evidenced by development of a strategic action plan for AY 2005-2006, development of a schedule of all TExES qualifying exams for AY 2005-2006, and by scheduling monthly meetings to develop monthly agendas for AY 2005-2006.	The director will submit the documents to the Assistant Vice President for Undergraduate Studies for approval by the deadline posted for each document.	Action plan and monthly reports were submitted and accepted, but the TExES schedule has not been submitted due to dates not received by National Evaluation System.	The Office of Educator Certification has been reassigned to the College of Education. Future planning is the responsibility of the Dean and department chairs.

Additional Resources Needed (if any) that were requested for FY06 during the budget cycle: None