

Item 19:

Discussion of Educator Preparation Program Complaints for 2021-2022

DISCUSSION

SUMMARY: This item provides the State Board for Educator Certification (SBEC) an update on formal complaints processed by Texas Education Agency (TEA) educator preparation staff regarding educator preparation programs (EPPs) during the 2021-2022 academic year.

STATUTORY AUTHORITY: The SBEC is required by Texas Education Code (TEC), §21.0455(a) to propose rules necessary to establish a process for a candidate for teacher certification to direct a complaint against an educator preparation program to the agency.

FUTURE ACTION EXPECTED: TEA staff intend to provide an annual update to the SBEC summarizing complaints against educator preparation programs (EPPs). Additionally, SBEC rules require TEA to recommend sanctions to the SBEC for EPPs that do not correct violations identified in complaints investigations.

BACKGROUND INFORMATION AND JUSTIFICATION: TEA staff process complaints through a formal process that is detailed in SBEC rule, 19 TAC §228.70. Complaints are routed through TEA Complaints Management. Once received, TEA educator preparation staff review the complaint, request additional information from the EPP and complainant as needed, and make a determination about the disposition of the complaint. This item provides the SBEC an opportunity to discuss the EPP complaint process and current status of complaints.

Complaints against EPPs typically fall into one or more of several general topics:

- **Non-Responsive EPP:** (EPP will not return phone calls, emails, etc.)
- **Processing Issues:** (EPP will not provide test approval, recommend a certificate, provide a Statement of Eligibility, provide a transfer form, EPP did not provide information about expiring tests/certificates, etc.)
- **Lack of Support from EPP:** (EPP has not provided the support during the preparation process that would allow the candidate to be successful-usually in internship).
- **Ineffective EPP:** (EPP has not effectively prepared the candidate for the classroom, for testing, etc.)
- **Ethics Violations:** (EPP has violated one or more of the Texas Educators' Code of Ethics).
- **Rights Violations:** (EPP has violated civil rights, disability rights, etc.) Note: TEA staff refer the complainant to the appropriate federal organization.

Per TEC §21.0455(d), and codified in SBEC rules, TEA staff and the SBEC do not have jurisdiction over complaints related to contractual arrangements with an EPP, commercial issues, obtaining a higher grade or credit for training, or seeking reinstatement to an EPP. Complaints of this nature are investigated but ultimately closed without action for lack of jurisdiction. For complaints that result in a determination of "No Jurisdiction" or "No Violation of TAC," TEA staff often provide guidance regarding suggested next steps to resolve the matter identified in the complaint.

If the EPP has violated one or more requirements in SBEC rules, located in the Texas Administrative Code (TAC), a resolution is required and timebound. If evidence of a resolution is provided to TEA staff per the agreed upon timeline the complaint is closed as resolved. Unresolved complaints would require SBEC consideration and action.

TEA staff track trends in complaints to initiate improvements in EPP and TEA processes. Additionally, SBEC rules require complaints to be a factor in the risk assessment used to determine the type of 5-Year Continuing Approval Review conducted for the EPP, whether a desk audit or an on-site review. The number of complaints against an EPP and the number of SBEC rule violations, located in TAC, found in the complaints against an EPP are considered in the risk assessment.

The table below provides a summary of the complaints received by the Educator Preparation team at TEA regarding EPPs and educator preparation requirements codified in SBEC rules. Attachment I reflects the EPPs that have received complaints during the 2021-2022 academic year, including the number, nature, and status of the complaint. Attachment II reflects the EPPs that did not receive any complaints on their programs.

COMPLAINTS SUMMARY:

Summary Overview:	Number
Total complaints processed by educator preparation staff in 2021-2022	54
Total complaints against EPPs	51
Total complaints against SBEC rule requirements	3
For comparison, number of complaints processed in previous year (2020-2021)	65
Complaints About:	
Non-responsive EPPs	8
Processing Issues	32
Lack of Support	3
Ineffective EPPs	3
Ethics or Rights Violations	6
Miscellaneous Issues	2
Noted Trends:	
EPPs identified as “high risk” and scheduled for onsite review due to complaints in last 5 years	A+ Texas Teachers
EPPs with complaints where violations of SBEC rule in TAC were identified	A+ Texas Teachers (4 EPPs pending)
EPPs with complaints resulting in violations two consecutive years	A+ Texas Teachers

PUBLIC AND STUDENT BENEFIT: The public and student benefit is to ensure the educator preparation program is meeting minimum requirements set forth by the SBEC and is therefore adequately preparing educators for Texas classrooms.

Staff Member Responsible:

Lorrie Ayers, Manager, Educator Preparation

Attachments:

- I. Complaints Summary 2021-2022
- II. EPPs with No Formal Complaints in 2021-2022

ATTACHMENT I

Complaints Summary 2021-2022

Complaint Against EPP	Number of Complaints	Nature of Complaint	Number of TAC Violation(s)	Remedy (Resolved/Unresolved)
240 Certification	1	Ethics Violation/Retaliation	0	NA
A Career in Teaching-McAllen	1	Ineffective EPP	0	NA
A+ Texas Teachers – “Teachers of Tomorrow”	6	Non-responsive EPP	0	NA
	10	Processing Issue	5	Under review
	3	Lack of support	0	NA
Austin Community College	1	Processing Issue	0	NA
Dallas ISD	1	Processing Issue	0	NA
Houston ISD	1	Processing Issue	0	NA
iteachTexas	2	Ethics Violation/Retaliation	Pending	Pending
	6	Processing Issue	0	NA
Lamar University	2	Processing Issue	0	NA
Midwestern State University	1	Ethics Violation	0	Complaint Dismissed
Mountain View College	1	Processing Issue	0	NA
North American University	1	Processing Issue	0	NA
Region 1 ESC	1	Processing Issue	0	NA
Region 4 ESC – “Inspire Texas”	1	Employment Issue	0	Complaint Withdrawn
	1	Non-responsive EPP	0	NA
Sam Houston State University	1	Processing Issue	0	NA
Texas A&M University-Commerce	1	Processing Issue	0	NA
TEA	3	Requirements for Educator Preparation	0	NA

Complaint Against EPP	Number of Complaints	Nature of Complaint	Number of TAC Violation(s)	Remedy (Resolved/Unresolved)
Teachworthy	1	Processing Issue (Requirements too rigorous)	0	NA
	1	Ineffective EPP/Ethics Violation	Pending	Pending
Teacherbuilder	1	Rights Violation	0	NA
	1	Processing Issue	0	NA
	1	Processing Issue	Pending	Pending
The Texas Institute for Teacher Education	1	Processing Issue	0	NA
University of Houston-Main	1	Processing Issue	0	NA
University of North Texas-Dallas	1	Violating EPP and University Policies	Pending	Pending
University of Texas-Permian Basin	1	Ineffective EPP	0	NA
Web-Centric	1	Processing Issue/ Non-responsive EPP	0	NA

Attachment II**EPPs with No Formal Complaints in 2021-2022**

A Career in Teaching-Alternative Certification Program-Corpus Christi
Abilene Christian University
ACT-Houston at Dallas
ACT - Rio Grande Valley
Alamo Colleges
Amberton University
American College of Education
Ana G. Mendez University-ACP
Angelo State University
Arlington Baptist University
Austin College
Baylor University
Concordia University
Criswell College
Dallas Baptist University
Dallas Christian College
East Texas Baptist University
Education Career Alternatives Program (ECAP)
EIT: Excellence In Teaching
Hardin-Simmons University
Harris County Department of Education
Houston Baptist University
Houston Community College System-ACP
Howard Payne University
Huston-Tillotson University
ILTexas
Jarvis Christian College
LeTourneau University
Lone Star College
Lubbock Christian University
McLennan Community College
McMurry University
Odessa Pathway to Teaching
Our Lady of the Lake University
Paul Quinn College
Prairie View A&M University
Region 02 Education Service Center
Region 05 Education Service Center
Region 06 Education Service Center
Region 07 Education Service Center
Region 10 Education Service Center
Region 11 Education Service Center

Region 12 Education Service Center
Region 13 Education Service Center
Region 14 Education Service Center
Region 18 Education Service Center
Region 19 Education Service Center
Region 20 Education Service Center
Relay GSE
Rice University
Schreiner University
South Texas Transition to Teaching
Southern Methodist University
Southwestern Adventist University
Southwestern Assemblies of God University
Southwestern University
St Edward's University
St Mary's University
Stephen F Austin State University
Sul Ross State University-Alpine
Sul Ross State University-Uvalde
Tarleton State University
Teach at Dallas College
Teachers for the 21st Century
Texas A&M International University
Texas A&M University
Texas A&M University - Central Texas
Texas A&M University - Corpus Christi
Texas A&M University - Kingsville
Texas A&M University - San Antonio
Texas A&M University - Texarkana
Texas Christian University
Texas College
Texas Lutheran University
Texas Southern University
Texas State University
Texas Tech University
Texas Wesleyan University
Texas Woman's University
TNTP Forth Worth Academy
Trinity University
University of Dallas
University of Houston-Clear Lake
University of Houston-Downtown
University of Houston-Victoria
University of Mary Hardin-Baylor
University of North Texas
University of Texas at Arlington

University of Texas at Austin
University of Texas at Dallas
University of Texas at El Paso
University of Texas at San Antonio
University of Texas at Tyler
University of Texas-RGV
University of the Incarnate Word
Urban Teachers
Wayland Baptist University
West Texas A&M University
Wiley College
YES Preparatory Public Schools