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 ñhigh riskò 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 SBEC	

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

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