

# **The Office of Educator Licensure**

## **O P A L**

Presented by:

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### **Highlights**

- Convenience of online application submission
- Secure user portal and dashboard
- Automated applicant notifications

### **Statistics**

- Reduction in application processing times since implementation in January 2018
- Nine-month statistics from April 2018 – December 2018 compare favorably with 12-month stats from prior years

### **Implementation**

- Project start date May 1, 2017
- Back office functions went live Jan. 22, 2018 (10 month implementation)
- Implemented for public April 4, 2018
- Compare to typical implementation timeline of 24-30 months

## **Lessons Learned**

- Complexity of multiple available licenses/endorsements
- Conflicts between mutually exclusive license/endorsement types
- Ongoing process of improvement

## **Responsiveness**

- Ongoing process to resolve issues identified by users (public and NDE staff)
- Currently updating Office of Educator Licensure website

## **Enhancements**

- Enhancements currently being undertaken:
  - Business Partner Portals
  - Ongoing functionality/UI improvements
- Future Enhancements:
  - OPAL smart phone app
  - Intuitive application redesign

Thank you for your time today.

Are there any questions  
we may answer?