




## MEMORANDUM

To: Local Superintendents of Education, Officials of Eligible Non-public Schools, and All Other Education Stakeholders

From: Dr. Cory M. Murphy, Executive Director   
Office of Teaching and Leading

Date: February 20, 2018

Subject: Notice of Change in Educator Licensure Call Center Hours of Operation

This is to inform you that, effective Monday, March 5, 2018, the Office of Educator Licensure call center hours of operation will change from 8:00 AM – 5:00 PM to 9:00 AM – 4:00 PM. Customer service representatives will be available Monday through Friday of each week except on the Mississippi Department of Education (MDE) observed holidays. The additional time will allow data entry personnel and licensure analysts more time to concentrate on processing the hundreds of application requests received in the office daily. We are not eliminating the service but reducing the number of hours spent sharing information with customers via telephone.

At the MDE, we have always made customer service a priority and are constantly striving to improve our processes and performance. One of the program goals of the Office of Educator Licensure is to increase productivity and evidence has shown us that one way to reach that goal is by providing our highly efficient licensure team with sufficient, uninterrupted time to focus and accurately respond to all requests. During the past few months, we conducted a study to identify how many licensure requests could be processed if data entry personnel and licensure analysts were provided uninterrupted time. As expected, we found that processing time doubled. For this reason, we are adjusting our current call center schedule to allow for more application processing time.

Thank you for your understanding as we continue to evaluate and make the most relevant and necessary adjustments to current practices to better serve you. Please continue to hold us accountable and provide any feedback you may have to aid us in the process of continuous improvement. Should you have questions, please do not hesitate to contact a member of the Educator Licensure team. As always, we appreciate and value the opportunity to serve you.

c: Dr. Paula A. Vanderford