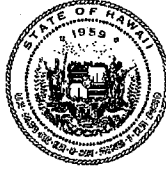


DAVID Y. IGE  
GOVERNOR



LYNN HAMMONDS  
EXECUTIVE DIRECTOR

STATE OF HAWAII  
HAWAII TEACHER STANDARDS BOARD  
650 IWILEI ROAD, SUITE 201  
HONOLULU, HAWAII 96817

December 16, 2016

The Honorable Ronald D. Kouchi, President  
Twenty-Eighth State Legislature  
State Capitol, Room 409  
Honolulu, Hawaii 96813

Dear President Kouchi:

The Hawaii Teacher Standards Board's report requested in Senate Resolution No. 54, adopted by the Senate of the Twenty-eighth Legislature of the State of Hawaii, Regular Session of 2016, is attached.

Should you have questions, please contact me at (808) 586-2602, by email at [lynn.hammonds@hawaii.gov](mailto:lynn.hammonds@hawaii.gov), or by regular mail to the HTSB office. Thank you for the opportunity to submit this information.

Sincerely,

A handwritten signature in black ink that reads "Lynn Hammonds".

LYNN HAMMONDS  
Executive Director

Senate Resolution No. 54 requests a progress report regarding the activities and expenses of the State's internet portal. Hawaii Information Consortium (HIC) began providing services to the Hawaii Teacher Standards Board (HTSB) on October 24, 2008. HIC was contracted to develop and support an online teacher licensing system and website for the HTSB. Support includes web design and content hosting, email services, forms and survey development, report development, and training of HTSB staff in use of the licensing system. The HTSB online licensing system "went live" on July 1, 2010. The following information pertains to the implementation of service in October 2008 through June 30, 2016:

1. Total visits per day, average time expended, bounce rates, new visitor count, and sources of site traffic for each web-based application;

Year	Total Sessions	Total Visits Per Day	Average Time Expended	Bounce Rates	New Visitor Count	Sources of Site Traffic
7/1/10-6/30/11	154,719	423	3:32	44.09%	69,431	(direct)/(none), google/organic, doek12.hi.us/referral. Bing/organic, Yahoo/organic, rrsck12.hi.us/referral, education.uky.edu/referral, ets.org/referral, teachers-teachers.com/referral, htst.org/referral
7/1/11-6/30/12	126,434	346	3:07	48.45%	62,221	google/organic, (direct)(none), doek12.hi.us/referral. Bing/organic, Yahoo/organic, ets.org/referral, rrsck12.hi.us/referral, teachers-teachers.com/referral, education.uky.edu/referral, certificationmap.com/referral
7/1/12-6/30/13	120,561	330	2:57	53.71%	59,168	google/organic, (direct)(none), doek12.hi.us/referral. Bing/organic, Yahoo/organic, ets.org/referral, rrsck12.hi.us/referral, teachers-teachers.com/referral, education.uky.edu/referral, certificationmap.com/referral
7/1/13-6/30/14	97,221	266	3:29	50.05%	44,231	google/organic, (direct)(none), hawaiipublicschools.org/referral, Bing/organic, teach.com/referral, Yahoo/organic, ets.org/referral, doek12.hi.us/referral education.uky.edu/referral, certificationmap.com/referral
7/1/14-6/30/15	102,690	281	4:01	49.74%	49,802	google/organic, (direct)(none), hawaiipublicschools.org/referral, Yahoo/organic, Bing/organic, teach.com/referral, ets.org/referral, teaching-certification.com/referral, certificationmap.com/referral, htst.org/referral

7/1/15-6/30/16	137,277	376	3:36	52.44%	55,742	google/organic, (direct)(none), hawaiipublicschools.org/referral, Yahoo/organic, teach.com/referral, Bing/organic, teaching-certification.com/referral, ets.org/referral, teachingcertificationdegrees.com/referral, hsta.org/referral
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2. Gross amount collected through the portal;

Date	Amount
7/1/10-6/30/11	\$2,078,391.11
7/1/11-6/30/12	\$1,040,546.21
7/1/12-6/30/13	\$793,060.93
7/1/13-6/30/14	\$503,151.00
7/1/14-6/30/15	\$585,165.00
7/1/15-6/30/16	\$573,033.00
TOTAL	\$5,573,347.25

3. Service fees paid by consumers to use each web-based application;

Date	Amount
7/1/10-6/30/11	\$213,575.65
7/1/11-6/30/12	\$120,189.48
7/1/12-6/30/13	\$85,718.22
7/1/13-6/30/14	\$62,593.57
7/1/14-6/30/15	\$72,313.10
7/1/15-6/30/16	\$70,413.02
Total	\$624,803.04

4. Monies paid by consumers to each state agency who currently has a partnership with the Hawaii Information Consortium for licensing, permits, taxes, records, registrations, and certificates for each web-based application;

Date	Amount
7/1/10-6/30/11	\$1,864,815.46
7/1/11-6/30/12	\$920,356.73
7/1/12-6/30/13	\$707,342.71
7/1/13-6/30/14	\$440,557.43
7/1/14-6/30/15	\$512,851.90
7/1/15-6/30/16	\$502,619.98
TOTAL	\$4,948,544.21

5. Any other monies collected by the Hawaii Information Consortium relating to the operations of the portal; and

All monies collected by HIC from HTSB relating to operations of the portal are itemized below. The total is \$303,782.77.

6. Monies paid, itemized by each web-based application, by the State to the Hawaii Information Consortium for building, implementing, operating, maintaining, and hosting the portal.

<b>Date</b>	<b>Amount</b>	<b>Description</b>
04/07/16	\$75.00	eCrim Annual Service Fee Background Checks
02/11/16	\$1,256.54	Hosting for www.htsb.org January-December 2016
12/10/15	\$5.00	eCrim Report service report
12/10/15	\$1,098.47	JIRA Tracking Accounts January-December 2016
12/10/15	\$666.53	Infrastructure Support November-December 2015
10/09/15	\$333.27	Infrastructure Support October 2015
06/04/15	\$75.00	eCrim Annual Service Fee Background Checks
02/05/15	\$3,882.72	Infrastructure Support October 2014-September 2015
02/05/15	\$1,256.54	Hosting for www.htsb.org January-December 2015
02/05/15	\$1,599.71	JIRA Tracking Accounts January-December 2015
02/05/15	\$15.00	eCrim Report service report
09/05/14	\$42.01	Refunded license payment
06/25/14	\$54,237.10	Enabling DOE Payment option
05/21/14	\$288.95	Returned/chargeback payments
05/21/14	\$75.00	eCrim Annual Service Fee Background Checks
05/21/14	\$5.00	eCrim Report service report
03/28/14	\$188.48	eCrim Report service report
02/27/14	\$1,553.09	JIRA Tracking Accounts January-December 2014
01/16/14	\$1,256.54	Hosting for www.htsb.org January-December 2014
09/16/13	\$2,400.00	Infrastructure Support October 2013-September 2014
09/16/13	\$3,600.00	Hosting for www.htsb.org October 2013-September 2014
06/26/13	\$628.27	JIRA Tracking Accounts June-December 2013
04/05/13	\$3,150.00	System update development and deployment
02/19/13	\$1,256.54	Hosting for www.htsb.org January-December 2013
02/08/13	\$9,960.00	Website design and development for www.htsb.org
11/23/12	\$14,870.00	Website design and development for www.htsb.org
08/06/12	\$15,706.00	Customer Service Support
06/21/12	\$26,177.50	Customer Service Support
04/13/12	\$4,140.00	Hosting for www.htsb.org January-December 2012
04/12/12	\$4,140.00	Hosting for www.htsb.org January-December 2011
03/23/12	\$26,177.50	Customer Service Support

01/09/12	\$26,177.50	Customer Service Support
01/09/12	\$10,471.00	Customer Service Support
09/16/11	\$945.00	Late Fee Processing
06/28/11	\$5,235.60	System update development and deployment
06/28/11	\$300.00	Survey creating/deployment
02/24/11	\$4,494.52	Mailing to licensees, bulk
10/13/10	\$1,206.28	Live Chat support
09/28/10	\$23,136.12	Customer Service Support
06/16/10	\$481.11	Mailing to licensees, bulk
03/03/10	\$2,277.49	Hosting for www.htsb.org
03/01/10	\$47,120.40	Data Cleanup
10/24/08	\$1,821.99	Hosting for www.htsb.org
TOTAL	\$303,782.77	