

COMMISSION ON TEACHER CREDENTIALING

OFFICE OF GOVERNMENTAL RELATIONS

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OFFICE OF THE EXECUTIVE DIRECTOR

DATE: December 20, 2005 05-0021

TO: All Individuals and Groups Interested in the Activities of the Commission on Teacher Credentialing

FROM: Sam W. Swofford, Ed.D.
Executive Director

SUBJECT: New Information Services Phone Hours

The Certification, Assignment and Waivers Division (CAW) of the California Commission on Teacher Credentialing is reviewing all of its standard business practices to reduce the current number of credential applications pending evaluation. One method of reducing the number of pending applications is for the Certification staff to devote additional time to evaluating credential applications. In order to accomplish this goal, the Information Services phone hours will be from 1:00 p.m. to 4:45 p.m. effective January 3, 2006. This change in the phone hours allows CAW to redirect 100 hours a month to evaluating credential applications.

The Commission's web site, www.ctc.ca.gov, provides answers to the majority of phone calls. Over 21% of the phone calls to Information Services are related to the status of pending credential applications. The web page provides a weekly application status report, the same that is used by the call center staff.

The following resources will assist individuals in the credential process; provide avenues to check on the status of applications and access to detailed credential information.

Commission web site: <http://www.ctc.ca.gov/>

Current process status: <http://www.ctc.ca.gov/credentials/proc-time.html>

Application and Online Search: <https://teachercred.ctc.ca.gov/teachers/index.jsp>

Stakeholders and the public can continue to contact Information Services through the toll-free number 888 921-2682 during the hours outlined above.