

CALIFORNIA COMMISSION ON TEACHER CREDENTIALING

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OFFICE OF THE EXECUTIVE DIRECTOR

Date: October 20, 1999 99-9926

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

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

Subject: Commission's Automated Phone System (CAPS)

The Commission is pleased to announce the implementation of a new automated phone system and toll-free telephone number.

Toll-free number: (888) 921-2682
Within 916 area code: 445-7254

The new system contains the following features:

- 24-hour, 7-day access
- New, shorter, clearer messages
- Automated status checks for applications and valid credentials
- Voice mail for ordering applications, professional growth manuals, and credential information
- Access to a certification officer weekdays between 8 a.m. and 5 p.m.

The main greeting for the CAPS provides the Commission's web site address and allows the caller to select from six options: 1) status of an application or credential; 2) ordering application or professional growth manual; 3) obtain general information; 4) information on specific credentials; 5) exam information; and 6) speak to a certification officer. The CAPS phone tree is included with this coded correspondence for your reference.

CAPS Benefit

Customers will experience time savings with the more efficient CAPS direct access; look up requests can now be done through the CAPS. However, credential questions may still be requested via fax, email or phone call.

CAPS Database

The CAPS database provides information on valid credentials. If customers are in the Application Status section, the system will provide information on applications pending evaluation as well as documents mailed within the last two months. If customers are in the Credentials Held section, the system will provide information on any currently valid credential. The system will not provide information on expired, suspended, or revoked credentials.

Information

For further information and/or to provide us with feedback on the new system, contact the Commission at (916) 445-7256 or toll free (888) 921-2682 weekdays between 8:00 a.m. and 5:00 p.m. or by e-mail at <credentials@ctc.ca.gov>.