



CODED CORRESPONDENCE

DATE:

July 22, 2009

NUMBER:

09-14

TO:

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

FROM:

Dale A. Janssen
Executive Director
Commission on Teacher Credentialing

SUBJECT: Expansion of Customer Service Hours

Summary:

Effective August 3, 2009, the Commission will change the information services phone hours to 12:00 p.m. - 4:45 p.m. Monday through Friday. The new phone hours will allow customers an additional hour to speak to Information Services Agents. The Commission's Information Services Unit can be reached at 1-888-921-2682.

Key Provisions:

The Commission's continuing efforts to enhance communications for promoting excellence in customer service relations.

Important Date:

August 3, 2009

Background:

In September 2008 the Commission announced the installation of a web-based telephone system, Customer Contact on Demand (CCoD). The system was a step toward enhancing communications for promoting quality customer service and recognizing the value of our customers. The system has provided customers the ability to speak with Information Services Agents regarding specific credential types through skill-based routing to credential workgroups. The system also added the ability for customers to leave voice mails and receive call-backs within 72 business hours.

The Commission remains dedicated to streamlining and improving its business practices. In the Commission's 2008 Strategic Plan, one of the Certification, Assignment and Waivers (CAW) Division's goals is providing quality customer service to the public and its stakeholders. Towards this effort, the CAW Division identified the following specific goals:

- a) Maintain the regulatory 50-day processing requirement,
- b) Increase the number of fully trained certification staff and
- c) Increase the information services phone hours.

With the expansion of the additional hour to the Information Services phone hours, these specific goals have been met.

Contact Information:

Stakeholders and the public can continue to contact the Commission's Information Services Unit by telephone at 1-888-921-2682, Monday through Friday from 1:00 p.m. to 4:45 p.m. until July 31, 2009 or by e-mail at credentials@ctc.ca.gov. New phone hours of 12:00 p.m. to 4:45 p.m. will be implemented August 3, 2009.