



CODED CORRESPONDENCE

DATE: April 30, 2012	NUMBER: 12-06
TO: All Individuals and Groups Interested in the Activities of the Commission on Teacher Credentialing	FROM: Mary Vixie Sandy Executive Director Commission on Teacher Credentialing
SUBJECT: Information Services Changes	

Summary:

The Commission on Teacher Credentialing (Commission) is evaluating its operations and identifying solutions to allow the agency to manage its core functions in a timely manner given current staffing levels and fiscal resources. As a result, the Commission has redirected its resources and instituted changes to its Information Services telephone number.

Effective May 1, 2012, and continuing indefinitely, stakeholders wishing to contact the Commission must do so via email. Please see the end of this Coded Correspondence for specific contact information.

The Commission's current toll-free Information Services phone number (1-888-921-2682) will remain in operation for a short period of time. Eventually, however, this toll-free number will be replaced with a non-toll-free number (which will be announced at a later date). Callers of either number will be directed to email their questions to the appropriate address.

Key Provisions:

Effective May 1, 2012, and continuing indefinitely, the Commission will be moving to an **all-email** system. As of that date, the Commission's Information Services phone number will play a message directing callers to the Commission's homepage (www.ctc.ca.gov) for contact information. The following message will be played to callers:

You've reached the Commission on Teacher Credentialing. Currently the Commission is not taking calls and is conducting a pilot using the email process to respond to inquiries. Email addresses and answers to frequently asked questions (FAQs) are available through our website at www.ctc.ca.gov. Thank you for your understanding.

Emails will be answered on a first-in, first-out basis. The Commission anticipates that this redirection of resources will ultimately result in emails being answered in 3-5 business days.

These Information Services changes will remain in effect until further notice. Should additional resources become available; the Commission will review these changes to determine if further adjustments are required.

Important Dates:

May 1, 2012 – The Commission’s toll-free telephone number will redirect all callers to email for answers to their questions.

Background:

For some time now, the Commission has experienced a steady reduction in staff, mainly brought about by budgetary-related hiring restrictions and exacerbated further by normal attrition. Consequently, the Commission’s ability to perform all of its functions has been impacted. It is hoped these service adjustments are temporary and that changing conditions in the future will allow the Commission to improve services in all areas.

A Credential Information Alert will be released soon detailing contact options for employers and approved program sponsors.

References:

March 7-8, 2012, Commission Meeting Agenda:

[Item 3B: Update on the Proposed 2012-13 Governor’s Budget](#)

April 26-27, 2012, Commission Meeting Agenda:

[Item 5A: Update on the 2012-13 Commission’s Budget](#)

Contact Information:

Information Services - Certification Unit by email at credentials@ctc.ca.gov

Information Services – Division of Professional Practices by email at DPPInfo@ctc.ca.gov