



Credential Information Alert

DATE:

November 1, 2021

NUMBER:

21-07

SUBJECT: Letters Requesting Additional Information for Applicants

Summary:

The purpose of this Credential Information Alert (CIA) is to inform all interested parties that letters requesting additional information will now be sent via both US mail and via email as a courtesy.

Key Provisions:

In order to improve communication and expediate the processing of applications, the Commission will begin to send both a physical and electronic letter when it is necessary to request additional information for an application. The requested documentation must still be returned to the Commission via standard mail and cannot be submitted via email. The electronic notice will ensure that individuals are made aware of any missing items as quickly as possible so they may begin gathering anything needed to complete their application.

Educators are responsible for maintaining accurate personal information with the Commission. An update to an educator's email address or physical mailing address can be done by logging in to CTC Online and updating the information in the Educator Account. Specific details and assistance with this process can be found in the References below.

Local Education Agencies (LEAs), institutions of higher education (IHEs), and any other agency which submits applications on behalf of educators must have an email address associated with their organization in the Commission's systems in order to receive a copy of a letter associated with applications submitted by the LEA, IHE, or other agency. Only one email address may be associated with an organization, and an organization's email address cannot be updated externally. If an update is needed, the organization should submit an email to credentials@ctc.ca.gov listing the email address they would like to have associated with their

organization. Please note that staff expects a large volume of updates to come in at the launch of this feature. As such, update requests will be processed in the order they are received.

References:

[CTC Online – Your Educator Account](#)

Important Dates:

The new feature will go live as of the date of this CIA.

Contact Information:

Questions can be directed to the Commission's Information Services Unit at credentials@ctc.ca.gov.