



Credential Information Alert

DATE:

July 2, 2024

NUMBER:

24-06

SUBJECT: Changes in Contacting the Certification Division

Summary:

The Certification Division has created an enhanced method for educators, applicants, and education partners to contact us. Inquirers can now use a specially designed [web application](#) instead of sending an email.

Key Provisions:

The Certification Division has developed a web application intended to improve response times and reduce superfluous emails. This tool captures relevant information division analysts need up front, so no extra emails are required to ascertain the necessary information. Additionally, it standardizes inquiry options to facilitate routing to the analysts trained to address them. Finally, it is agile, and the required fields and inquiry options change based on who is inquiring; an applicant, existing educator, or an education partner from a Local Educational Agency (LEA) or Institution of Higher Education (IHE).

Figure 1 shows the initial interface, in which the inquirer selects the scenario that best describes their situation. Once that is selected, additional fields appear. For example, if the inquirer selects "I am a California credential holder or have already submitted an application for a California credential or permit," the inquirer is required to submit information to assist division analysts in locating their records in the Commission's database (see figure 2 below). As well, the comment section allows educators to include their question and describe the specific situation. All fields with a red asterisk next to it are required. Required fields are subject to change based on the category selected.

The screenshot shows a web page titled "Contact Us" with a breadcrumb trail "Home > Contact Us". Below the title, there are three radio button options for selecting an inquiry category:

- I am a Public School Employer/Program Sponsor and am inquiring about an educator or CTC Policy
- I am a California credential holder or have already submitted an application for a California credential or permit
- I have a general credentialing question

At the bottom right of the form area, there is a blue "Submit" button with a document icon.

Figure 1: Inquirer Options

The “category” field describes the main topic of the question. It is responsive, and changes based on the scenario selected. For example, the categories available for selection by an educator are limited to those relevant to their situation such as “What is my application status?” and “Question on letter requesting additional information.” Whereas the categories available to a public school employer/program sponsor include options related to their experience.

The screenshot shows the "Contact Us" page with the second radio button selected: "I am a California credential holder or have already submitted an application for a California credential or permit". Below the radio buttons, there is a "Category" dropdown menu with the text "Select Category...".

The form includes the following input fields:

- Your First Name *
- Your Last Name *
- Your Email Address *
- Your Date of Birth * (with a date picker icon)
- Your Phone Number

Below the input fields is a "Comments" section with a rich text editor toolbar containing icons for bold (B), italic (I), underline (U), bulleted list, numbered list, link, and text color (A). There are also two "(inherit ...)" dropdown menus and a text color icon. A "Submit" button is located at the bottom right.

Figure 2: Fields for an Applicant or Educator

Though the application is being launched now, the division is aiming for continuous improvement. As such, the categories will be monitored to ensure they are sufficient, and changes will be made as necessary. Additionally, we are working on an enhancement that allows attachments and images, but they are not currently supported. For the time being, if an attachment or image is vital to the inquiry, please send it via email to credentials@ctc.ca.gov.

Please note that this change only affects inquiries sent to the Commission's Certification Division. All other divisions' contact information will remain the same and can be found here:

- <https://www.ctc.ca.gov/commission/contact-the-commission>

Important Dates:

Effective Date July 2, 2024

Contact Information:

Questions can be directed to the Commission's Certification Division through the application, found at <https://educatortools.ctc.ca.gov/ContactUs>