PROGRAM SPONSOR ALERT

COMMISSION ON TEACHER CREDENTIALING
Ensuring Educator Excellence

Date: December 29, 2010   Number: 10-22

Subject: Contacting the Professional Services Division by Email

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Summary:
This Program Sponsor Alert clarifies the most effective and efficient methods for contacting the Professional Services Division (PSD) via email to ensure document delivery and timely responses to questions.

PSD has set up dedicated email accounts for some of its regular responsibilities to provide a consistent email contact address for program sponsors to use when communicating and submitting electronic documents.

When emailing one of the email accounts discussed below, you should receive a response within 4 business days. If you have not received a reply within 4 business days, please resend your email and cc PSD Info (PSDinfo@ctc.ca.gov).

Background
Previously individual staff members were the contacts for PSD activities such as initial program approval, accreditation site visits, biennial reports, program assessment, internship programs, and paraprofessional programs. If the identified staff member was out of the office, a response could be delayed.

Assignment and staffing changes have made it difficult to keep program sponsors updated on the current contact. To better maintain the flow of information between PSD and program sponsors in light of inevitable shift in responsibilities and staffing changes, dedicated e-mail accounts have been created for some of the major areas of responsibilities of PSD. By using these dedicated e-mail accounts, programs ensure their documents and questions will be received and responded to by the appropriate staff member and in a timely manner.

Dedicated Email Addresses

Accreditation@ctc.ca.gov
For questions about site visits and submission of Precondition Reports and Site Visit Documentation. Other general accreditation questions that do not apply to one of the dedicated areas below are also welcome.

IPR@ctc.ca.gov
For questions about and submission of Initial Program Review documents.

BiennialReports@ctc.ca.gov
For questions about and submission of Biennial Report documents.

ProgramAssessment@ctc.ca.gov
For questions about and submission of Program Assessment documents and reader feedback.

Intern@ctc.ca.gov
For questions from programs that operate or would like to operate an intern program. (For questions on how to get into an intern program, individuals need to contact an approved intern program directly.)

PTTP@ctc.ca.gov
For questions about the Paraprofessional Teacher Training Program.

PSDinfo@ctc.ca.gov
General questions for the Professional Services Division

All of the above dedicated email addresses are accessed by multiple staff members. It is no longer necessary to send an email and cc multiple staff consultants or administrators. Using the dedicated email address ensures that your message will reach all of the appropriate personnel in PSD. Please refrain from cc-ing individual PSD staff when sending an email to one of the above email addresses.

Sending Electronic Documents
It is important to note that the Commission's email servers **cannot accept zipped attachments** or attachments **larger than 10MB**. When sending an attachment it is recommended that an email without an attachment be sent first, notifying staff that an email with an attachment is going to be sent within a few minutes. Additionally, staff will send a confirmation once an email with an attachment has been received. Mailing electronic documents on a CD or flash drive is also an acceptable option.

References
For program specific technical assistance: http://www.ctc.ca.gov/educator-prep/tech-assist.html

Contact Information:
The Professional Services Division provides a full list of topic specific dedicated email addresses as well as program areas with the most up to date Commission staff member's email address here http://www.ctc.ca.gov/educator-prep/PSD-contact.html.