

**IN-DEPTH REVIEW
Fiscal Year 2007/2008**

Introduction

Department Name: Credential Office

Department Employee Titles and FTE: 4 FTE Total

Christina Canchola (Credential Analyst I) 1.0 FTE
Patti Pulido (Credential Coordinator, Analyst-Specialist) 1.0 FTE
Tina Torres (Credential Analyst II) 1.0 FTE
Barbara Traversa (Support Coordinator) 1.0 FTE

Department Goals and Objectives:

The Credential Office supports the preparation of qualified, professional educators. The Credential staff serves CSUCI students by providing advice, assistance and the current information needed to apply to one of the School of Education's teacher credential programs and for a teaching or administrative credential. The office advocates for students and plays a vital role in providing assistance and information both at the beginning of the candidate's entry into a program and at the completion of a program leading to a teacher or administrative services credential.

The Credential Office serves as a liaison among CSUCI, Ventura and Santa Barbara County Offices of Education and the California Commission on Teacher Credentialing, by recommending the issuance of teaching credentials and keeping informed about legislative policies on matters regarding State, CSU, and campus credential requirements. Advising services are a priority with the goal of supporting individuals interested or engaged in the teaching profession.

Department History:

The Credential Office opened in the Summer of 2002 with the first cohort of 15 Multiple Subject students and one staff member. As the program grew credential analysts and a support coordinator have been added to the staff. The following credential programs have been added to the university offerings:

Education Specialist Level I program with Intern Program, Fall 2003
Single Subject Credentials in Math, Science and English with Intern Program, Spring 2004,
Administrative Services accompanying the MA in Education --Educational Leadership, Fall 2004
Education Specialist Level II, Fall 2005 with MA in Education --Special Education, Fall 2007
Early Childhood Permit, Fall 2007

Responsibilities

What are the current responsibilities/services provided by the department?

The Office provides pre-admission advising including scheduled appointments, walk in assistance, phone and e-mail advising.

Information meetings are held monthly for admissions assistance and an overview of the teaching field. The Office staff schedules, lectures, distributes materials and at times solely conducts these information sessions.

Resource materials for students including admissions and credential materials, test bulletins and test preparation referrals are provided.

The Office staff:

- establishes, monitors and maintains student files for completion of application, program and credential requirements.
- evaluates all pre-requisite and full credential program applications for admission into a credential program.
- processes Intern credentials and recommendations and coordinates them with the Ventura and Santa Barbara County Offices of Education and Faculty Advisors.
- evaluates supplementary and add on authorizations for new credentials.
- coordinates program admission and program change with University Admissions Office for each student.
- schedules, organizes and participates in program admission interviews with faculty.
- drafts and sends letters to students (interview, admission, denial, provisional admit, invitation to registration and orientation).
- schedules, organizes and participates in registrations and orientations for new and continuing students.
- prepares Title II, ERST (Enrollment Reporting System Teachers), CSU System-wide evaluations of professional teacher preparation, APLE (Assumption Program of Loans for Education) yearly reports and any Chancellor's office data requests.
- designs and provides written materials for students, faculty and recruitment purposes such as application forms, recommendation forms, information sessions PowerPoint, intern forms, and a variety of other forms.
- schedules and conducts student exit workshops.
- attends CPAN (Certificated Personnel Administrators Network), CCTC (California Commission on Teacher Credentialing) credential analyst, and School of Education program meetings.
- manages budgets for the Teacher Diversity Project (TDP) which is annually funded through the Lottery (\$30,000 provided in 2007-08).
- coordinates with campus Police livescan fingerprinting to be paid from TDP funds
- assists students signing up for test preparation workshops
- coordinates with Ventura County Office of Education to pay for test preparation workshops.
- assists with registration and payment for CSET (California Subject Examination for Teachers) and CBEST (California Basic Educational Skills Test) exams. Average time is 30 minutes for staff to assist a student with registration. Handled 54 tests in December 2007.
- orders and loans test preparation books to TDP students.
- contacts all program completers from previous year and the principals of the schools at which they are teaching to encourage them to participate in the CSU System-wide evaluation by phone, letter and e-mail and continues to follow up until deadline expires.
- assists with database updates and upkeeps.
- updates/upkeeps web pages related to credential information.

- coordinates, contacts, selects, submits all APLE (Assumption Program of Loans for Education) applications. CSUCI is one of the top Universities to use all of the APLE allocations. Chancellor's Office called Credential Coordinator to thank her for her efforts (04/05 allocations 141% used, 05/06 allocations 341% used, 06/07 allocations 371% used; as recorded by Beverly Young, Chancellor's Office).
- participates in recruitment events on and off campus.

What responsibilities/services is the department not providing and why?

The new location of the Credential Office (on the second floor of Bell Tower East) offers students, faculty and staff a welcome and centrally located environment with the School of Education that is basically a "One Stop Shop." This offers many benefits but also a few drawbacks, with the major one being that the support coordinator is now in an area which projects the image of reception area for the entire floor of Bell Tower East (which includes Education, Communication, Performing Arts, and Nursing). The part time faculty and students for all programs in Bell Tower East approach the credential support coordinator for information and requests other than credential information. The area gets very busy and noisy at times. The support coordinator enjoys contact with others but admits it distracts from her work for the credential office.

To attend more recruiting events would be beneficial for the Credential Office, however there is not enough time in the day to commit and attend more events than we currently do and still keep the office running smoothly for the benefit of the current students.

How do you know that the department is effective in providing these services?

The initial report from the California Commission on Teacher Credentialing site visit was very positive. The feedback received in our surveys from visitors to our office which include potential students, current and past students has been commendable. Surveys are provided to all visitors, they are available in a variety of places and events, they are dropped in a mailbox anonymously, and data are compiled semi-annually and kept on file.

Are there less costly ways to provide these same services? If so, please describe them.

There are none that we are aware of.

If there are resource needs for the department to be successful beyond what is currently being done, what are those needs, and what are your plans to meet those needs?

It would benefit not only the Credential Office but the entire floor of Bell Tower East including the School of Education if we had a receptionist/assistant in the front main area. This person would be able to assist the faculty and other visitors to the area in an efficient manner without hindering the workload of the office. In the absence of a receptionist the Credential Office will continue to assist any visitor to the area by utilizing student assistants.

Campus Benefit

How do the departmental goals/objectives support to the mission of the university?

The Credential Office by its very nature, places students at the center of the educational experience. It offers students an important service, providing group and individual assistance in the complex process of applying for, completing a program and receiving a teacher credential. It provides a level of expertise that is needed in the context of teacher and administrative preparation in California.

What would happen if this department did not exist?

It is crucial that the Credential office exists because it is mandated by the California Commission on Teacher Credentialing that all students that complete a Teaching Credential Program must be recommended by the institution that trained the candidate. In other states it is common for the Dean of Education Office to provide this service; however, in California credential analysts (trained by the state) recommend candidates who have completed a program to receive their teaching or educational administration credential. The office provides resources and much needed services to assist students through the complicated credential process. With the current teacher shortage and projected future shortage the University is providing a great service to our community. The University would be out of compliance with CCTC standards if the Credential Office did not exist.

UPACC Strategic Priority

How did the department address the current year's Strategic Priorities?

In responding to the highest priority of accessibility, the Credential Office provides a one stop shop for students interested in becoming a teacher. During 2007-08 it moved its offices to become more closely connected to the other services offered in the School of Education. This move provides students with easier access to other services, faculty and staff in the School of Education. It provides assistance to students at their initial stage with informational meetings and advising sessions, the next stage with application assistance, test preparation assistance, the next with financial aid information and assistance, and finally with credential application assistance. The Credential Office assists the university's strategic priority of instruction by assisting in the data collection phase of program review through its active participation on the CSU System-wide Evaluation of New Teachers. It facilitates graduation by giving students up to date information about each program's requirements and the latest information about securing a teaching or administrative credential in California. Furthermore it plays a major role in recruitment and outreach to prospective students who desire to become educators.

How does the department intend to address the up-coming year's Strategic Priorities?

The Credential Office's major focus is on student success in securing a teaching or administrative credential, so it is clearly targeting the strategic priority of student success. The services it provides precede and follow the academic credential programs providing students with the information they need to successfully begin our programs, complete them in a timely manner and successfully apply for their teaching credential.