

**Notre Dame de Namur University  
School of Education and Leadership**

**Credential Audit Forms Processing  
Rev. 10/01/2007**

**Frequently Asked Questions**

**I turned in my Credential Audit Form, now what do I do?**

After you submit your Credential Audit Form, you'll receive a letter from the Credentials Office to confirm the status of your eligibility for a credential recommendation. Audits are processed on a first-come, first-served basis. The notice will be mailed to your home address as noted in the University Registrar database. The additional steps in processing a credential are outlined in your directions page of the Credential Audit Form.

**My letter stated that I was cleared for the credential, now what do I do?**

If you have no financial obligations to the University, the credential will be filed electronically to the California Commission on Teacher Credentialing (CCTC) within a few business days of the audit summary date.

**What is included in the credential file review?**

Once a candidate has turned in the completed Credential Audit Form, the credentials staff does a full file review and verifies that the candidate has met the statutory requirements in addition to any university requirements. The credentials staff also does a review for the candidate's eligibility for additional teaching authorizations, commonly known as "Subject Matter Authorizations" and "Supplemental Authorizations". This type of review can be done by the CCTC for a fee; however, the credentials staff will do it for free for NDNU students. For more information on Subject Matter Authorizations or Supplemental Authorizations, please visit the CCTC's website at, <http://www.ctc.ca.gov/credentials/leaflets.html>.

**If the candidate meets the requirements for a Subject Matter Authorization or Supplemental Authorization, when will the authorizations take effect?**

The recommendation for additional teaching authorizations will be made at the time of the credential recommendation. The final decision to grant or deny a credential always rests with the CCTC.

**When do I pay my credential audit fee?**

You may pay your credential audit fee prior to turning in your credential audit form or anytime after you receive your summary letter (includes the audit fee amount due to NDNU) from the credential analyst. The audit fee is payable via cash, check, or VISA/MasterCard/Discover/Amex at the NDNU Business Office. The audit fee must be paid before a credential recommendation can be made to the CCTC, and fee amounts are outlined in the directions page of the Credential Audit Form. The credential analyst will verify payment with the NDNU Business Office, so no further action is needed from the student.

**Is there a separate credential application fee?**

Yes, the credential application fee is payable to the CCTC and paid online during the credential recommendation process as outlined in the directions page of your Credential Audit Form.

**After I complete all my requirements, how long will it take to process my credential application?**

[Assuming the student has already turned in a Credential Audit Form] Within a few days after all requirements are fully met and the candidate has no financial obligations to the University, the credential will be filed electronically to the CCTC.

**What documentation should I give to my employer to verify that I have a credential?**

Due to the mandatory electronic filing, most universities do not provide “C19” or affidavits or letters of completion for employers. The electronic processing usually results in a credential being issued in 2 weeks or less from the point of the completion of the APPLICANT portion (see Credential Audit Form directions page).

If a letter to verify credential status is absolutely required, please fill out the ‘Request for Credentials Verification Letter’ form available at the School of Education & Leadership webpage, link to Credentials Office, Forms, see <http://www.ndnu.edu/academics/schools-programs/school-educational-leadership/teacher-education/CredentialsOffice.aspx>.

**What email address will be used for the credential recommendation process?**

As noted in the Credential Audit Form, the NDNU student email address will be used for all electronic communication including the credential processing.

**I don’t check my NDNU email, can’t I use my personal email?**

The university policy requires the Credentials Office to process credentials using the NDNU student email. For help with email, please visit the NDNU webpage at, <http://www.ndnu.edu/about-us/oit/std.email.aspx> or contact the Office of Information Technology Help Desk at (650) 508-3555. If an unique situation arises, the Credentials Office will work with candidates on a one-to-one basis in regard to emailing.

**What if I need to turn in documents, who do I turn them into?**

As noted in the Credential Audit Form, any missing documents can be turned into the Credentials Office.

**Are originals or copies sufficient for documentation that is turned in?**

It depends on what is turned in. For a listing of documentation requirements, please reference the checklists as found on the NDNU School of Education and Leadership web page, link to Credentials Office, see <http://www.ndnu.edu/academics/schools-programs/school-educational-leadership/teacher-education/CredentialsOffice.aspx> or call the Credentials Office.

**Who can I contact for any questions or concerns about the credentialing process?**

Contact the staff in the Credentials Office, Laty Johnson or Judy King. Their contact email is [credentials@ndnu.edu](mailto:credentials@ndnu.edu) or at (650) 508-3545. The office location is St. Mary’s Hall, Room 107.