

**Cal State East Bay
Commission on Teacher Credentialing (CTC)
Professional Education Unit**

Description of Candidate Advisement and Assistance

Campus Support for Our Candidates

Credential candidates can access all campus support services, such as the Libraries and Health Services. The following are of particular importance:

- (1) Staff in the Office of Accessibility Services work with candidates with special needs, and design accommodations which allow each candidate to succeed in program classes and field experience.
- (2) The Office of Financial Aid provides assistance to candidates who face financial challenges, including access to all federal, state, and private funding sources.
- (3) The Office of Academic Advising and Career Education provides career development assistance such as interviewing skills, document development, and job search strategies.
- (4) The CARE – Student Care Team assists candidates who are in distress and exhibit at-risk behaviors.

Unit Support Services for Our Candidates

All candidates use the services of the staff in the Unit's Credential Student Service Center (CSSC). CSSC staff maintain applicant files and provide information to applicants on completing their application. Once a candidate is admitted, the candidate's hard copy file is managed by CSSC staff. CSSC staff make credential recommendations to the CTC, monitoring candidate progress and verifying completion of all program requirements.

The Deans, Associate Deans, and staff of the College of Education and Allied Studies (CEAS – all programs except Speech/Language Pathology) and the College of Letters, Arts, and Social Sciences (CLASS – Speech/Language Pathology) provide services to candidates consistent with their roles in an Institution of Higher Education. Department Chairs and staff serving the academic departments provide support services to our candidates, especially in regards to course registration and enrollment.

Program Support Services for Our Candidates

All programs share components that provide an extraordinary level of advice, support and assistance to our candidates:

- (1) Cohort model. Candidates enter at the same point in time in cohorts of 15 -30, and take all their courses together, with guaranteed enrollment. Candidates in each cohort support each other.

(2) Program Coordinators meet regularly with each cohort and play an essential role in assisting candidates who are struggling. Coordinators also provide career counseling.

(3) Program Coordinators or Field Placement Coordinators find/approve field experience placements for candidates, working closely with K-12 and other agency personnel.

(4) University faculty provide support, advice, and assistance to candidates during program courses and field experience.

(5) K-12 and other agency personnel work closely with candidates in the field.

(6) Face- to- face Admission Advisement Sessions clarify the requirements and timelines for program admission and provide prospective applicants with resources for assistance.

(7) Websites and program handbooks provide substantial, explicit information to candidates.

(8) Support for struggling candidates. Finally, all programs have policies and procedures that provide struggling candidates with individualized support.

All programs provide unique support to candidates (word limits do not permit a complete list). The following should be noted:

* All Multiple Subject, Single Subject, and Special Education interns receive an additional level of support and mentoring, beyond what is provided to student teachers, as required by CTC regulations. Intern Coordinators monitor the progress of interns, and a software system documents each intern's support and assistance.

* Special support services prepare Multiple Subject and Single Subject candidates to successfully complete the Performance Assessment for California Teachers (PACT): (a) A series of one-unit courses that cover the format and requirements for PACT, and (b) individualized tutoring for those candidates who fail the PACT on their first or second attempts.

For a more complete list of personnel positions that provide advice, support, and assistance to our candidates, please see Table 2-2a.

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