**New Ed Prep Webpages & Communications and Support from the Office of Educator Effectiveness for 2024-2025**

August 22, 2024

Dear Colleagues,

We hope that you are having a pleasant summer and enjoying this stretch of nice weather.

We are writing with an update regarding our new Educator Preparation website and related communications and supports. Over the last several years, our team has worked to improve the transparency and accessibility of our work. This has included creation of our Formal Review Planning Guides, Program Approval Overview, and informational sessions to share more and answer questions.

To build on our work to improve accessibility, we have **redesigned our** **Educator Preparation landing page**: <https://www.doe.mass.edu/edprep/>. Based on the positive feedback about the Spring Opportunities One-Pager last year, the landing page now includes the most up-to-date opportunities, communications, and resources, including:

* Ways to stay connected
* Recent communications and newsletters
* Quick links to key guidelines and advisories
* Current projects and engagement opportunities
* Frequently Asked Questions

We hope that this change will make the most relevant and important information more immediately accessible and look forward to your feedback.

**Ed Prep Inbox Support**

We have also taken time this summer to step back to review and reflect on the high volume of inquiries we receive in the Ed Prep Inbox. Many of those questions fall into two categories:

* Resources that are available on our website, but aren’t easily found in the current website organization; and
* Questions that lead to additional clarity on policies, with answers that should be shared more broadly.

To address these types of questions and ensure our guidance is transparent and easily accessible, we have **added a one-stop FAQ page** (access and bookmark [here](https://www.doe.mass.edu/edprep/faq.html)!) that is categorized and searchable to answer common questions. We will regularly update the FAQ page to ensure it is comprehensive, and will begin directing inbox inquiries that can be addressed through the FAQ page there. We hope that this resource will improve your ability to support your organization and its candidates in the most accurate and efficient way possible.

Our team will continue to prioritize the most time-sensitive questions received by the Ed Prep Inbox (e.g., those with an immediate impact on a completer’s ability to be hired or retained) within 3 business days. Questions that fall outside the general guidance provided in the FAQ will be addressed on a rolling basis. If your SO has a new educator preparation contact, or we note a high volume of inquiries from your SO that could be addressed via our website, we will set up a call with an EE staff member to orient your team to the available resources.

**CAP Online Platform Support**

We also want to share an update about the support that will be available for the upcoming year regarding use of the CAP Online Platform. The CAP Online Platform is a free, optional tool that sponsoring organizations can use to support CAP implementation. Currently, 40 organizations use the CAP Online Platform for some or all of their CAP cycles. The current version of the CAP Online Platform will remain live throughout the 2024-2025 academic year. (Additional guidance on using the platform while piloting the 2024 CAP is coming soon.)

CAP Managers are expected to provide necessary supports to their SO’s users. There are a number of resources to support the use of the CAP Online Platform available on the DESE website, including:

* [CAP Online Platform Webpage](https://www.doe.mass.edu/edprep/cap/onlineplatform.html)
* [User Guide](https://www.doe.mass.edu/edprep/cap/userguide.pdf)
* Supervising Practitioner Training [Recording](https://www.youtube.com/watch?v=nQOLJW5AA74) and [Slides](https://www.doe.mass.edu/edprep/cap/sp-training-slides.pptx)
* Quick Reference Guides ([PS](https://www.doe.mass.edu/edprep/cap/qrg-program-supervisor.docx), [SP](https://www.doe.mass.edu/edprep/cap/qrg-supervising-practitioner.docx), [TC](https://www.doe.mass.edu/edprep/cap/qrg-teacher-candidate.docx))
* CAP Online Platform [FAQs](https://www.doe.mass.edu/edprep/cap/onlineplatform-faq.html)
* [CAP Implementation Resources](https://www.doe.mass.edu/edprep/cap/resources.html)
* CAP Manager webinars in late summer/early fall and early winter. Register [here](https://survey.alchemer.com/s3/7955064/CAP-Online-Platform-Training-for-CAP-Managers-2024)!
* CAP Manager webinars in late spring for CAP data reporting

Individual users (e.g., candidates, supervisors) should direct all questions to their **SO’s CAP Manager**. CAP Managers should review the available resources for answers prior to seeking additional support from the Ed Prep Inbox. CAP Managers are responsible for emailing the Ed Prep Inbox if an individual user requires support beyond what is provided in the available resources. Any question received in the Ed Prep Inbox by an individual user will be redirected to their SO’s CAP Manager.

Our team will prioritize answering questions from CAP Managers and that are unique inquiries or specific concerns not addressed via the available CAP Resources. We will continue to add to the CAP FAQ page if new questions arise that should be answered broadly.

**Attending CAP Manager webinars is *strongly recommended* if you choose to utilize the platform this year.** If your SO onboards a new CAP Manager after the CAP Manager webinar offerings, a member of our team will set up a call with the staff member supporting CAP to review the available resources. Inquiries about general assistance that could be provided via our available resources will receive a response on a rolling basis; these responses may be delayed.

We request that sponsoring organizations consider whether they have the capacity to provide these supports to their candidates and field supervisors as they decide whether to use the CAP Online Platform.

We believe that improving the accessibility of resources online while simultaneously prioritizing the most urgent Ed Prep Inbox inquiries will provide increasingly equitable and accessible support to all of our partners at sponsoring organizations.

We look forward to continuing our work together this year and are excited to engage in many exciting opportunities for collaboration. We wish you a joyful start to the 2024-2025 school year!  
  
In Partnership,

The Office of Educator Effectiveness