March 24, 2021

CCC Technology Center:
Spring 2021 Student Success Suite Release

Thank you for joining us!

- We will start at noon.
- This session is being recorded.
- Captioning is available via Zoom CC button.
- Please use chat for questions.
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Student Success Suite Product Team

- Jennifer Coleman, Program Director
- Jane Linder, Product Manager
- Mike Caruso, Product Owner
- Rick Snodgrass, Project Manager
Spring 2021 Student Success Suite Release

What is the Student Success Suite (SSS)?

- Student Success Suite applications
  - OpenCCC (student accounts)
  - CCCApply (student applications)
  - CCC MyPath (student onboarding)
- Integrated applications work together for an improved student application and admissions experience
Spring 2021 Student Success Suite Release

Release Target Dates:

- Pilot: Late April
- User Testing: Week of May 10th
- Production release: 30 to 60 days from Pilot
New! Student Create Account Process

OpenCCC 2.0: Streamlined and enhanced student account creation

- SSN & Previous name no longer required
  - Still required in application
- No more security questions!
  - Account verification & recovery via email or mobile text
  - Primary verification method unique per account
- Spanish language version
  - Student’s preferred language persists in account creation and recovery email and text notifications
- Mobile first design supports wider student audience
Student Account Sign In

To continue to your California Community Colleges student account, please sign in or create a new account.

Email or mobile phone *

Next

Create an Account  Recover Account
Create Your Account

Create Your Account

Enter your mobile phone number to begin creating your California Community Colleges student account. You will receive a code via text message to verify your identity and keep your account secure.

Mobile Phone

For international numbers insert + before country code

Use email instead

Text My Verification Code

Back to Sign In
Verify Your Account

A verification code has been sent to mobile phone ending in 2448. Please enter the verification code to verify your account.

Verification Code

Verify Mobile Phone

Didn't receive a code? Resend Code

Back to Sign In
Legacy Account First Sign-In

- Account Verification page displays when existing student email or mobile phone recognized
Legacy Account Process

- Existing students sign-in and go through first-time account verification process using email or mobile number
- Students with duplicate email or mobile number will be prompted for username and password
  - First student to sign-in will “claim” the duplicate email/mobile number
  - Next student(s) will be authenticated, but will be required to enter a unique email/mobile number in the Edit Account page
New! Account Recovery Process

- Simplified user interface with clear instructions to students
- Streamlined recovery process & password reset
  - Say it again: no more required security questions!!
- More options for self-service account recovery
  - Email, mobile text or help desk
    - 24/7 Help Desk still on duty to assist students
Recover Account

Tell us more about you so we can find your username.

Date of birth *

mm/dd/yyyy

Last name *

Forgot Your Password?

Which contact method do you want to receive a password reset? *

- Email - send me an email to kin*******@gmail.com.
- Helpdesk - send me to support
CCCApply Features: Standard Application

- My Applications now default landing once student submits an application
  - Edit Account access
- Social Security and Previous Name moved from account to application Profile page
  - Previously the Account Information page
- Parent/Guardian questions revised and streamlined
- Colors/fonts to align to current CCCCCO branding
CCCApply Features
My Applications Page/Account Information
CCCApply Features: Standard Application

SSS and Previous Name in Profile page
CCCApply Features: Standard Application

Parent/Guardian Questions Revised

● Questions still only display for students under 19
● Student-centered reordering of responses
  ○ “I have a parent or guardian” moved from last position first
    ■ Majority of minors are dependents and have a parent or guardian
● New response option for foster youth minors
  ○ Better support for minors who are/were in foster care any time after their 13th birthday
 CCCApply Features: Standard Application
Parent/Guardian Questions Revised

Parent/Guardian Information
Determining your California residency for tuition purposes is based on the residency of your parent(s) or guardian(s) until you are 19 years of age, except in certain special circumstances. Nonresident students who meet eligibility requirements may apply for nonresident tuition exemption (AB540).

Select the statement that applies to you:

- I have a parent or guardian.
- I was in foster care at any time after my 13th birthday.
- I do not have a parent or guardian, or at least one of the following statements is true about me:
  - I do not have a living parent or guardian.
  - I am or have been married.
  - I am legally emancipated.
  - As of August 24, 2017, I will be on active duty in the armed services.
  - As of August 24, 2017, I will have been self-supporting for at least one year.

Parent/Guardian Information
Determining your California residency for tuition purposes is based on the residency of your parent(s) or guardian(s) until you are 19 years of age, except in certain special circumstances. Nonresident students who meet eligibility requirements may apply for nonresident tuition exemption (AB540).

Select the statement that applies to you:

- I have a parent or guardian.

Enter the name of your parent or guardian below.

First Name

Last Name

Relationship

- I was in foster care at any time after my 13th birthday.

- I do not have a parent or guardian, or at least one of the following statements is true about me:
  - I do not have a living parent or guardian.
  - I am or have been married.
CCCApply Features

Noncredit Application

● Terms now able to be designated by application type
  ○ Standard, Noncredit, or Both

International Application

● Authorized Agent Email pushed to later release
MyPath Support for OpenCCC 2.0

- Edit Account link integrated with new Edit Account page
- MyPath Style Guide updates provide same look and feel across all student-facing applications
Volunteer for User Testing!!

- Recruiting student and staff testers
- Contact Rick Snodgrass to join the testing group or refer student testers: rsnodgrass@ccctechcenter.org

Student Voices Wanted!

We want to know:
- What works and what doesn’t
- How we can improve the online college application experience to make it faster and easier
- What devices, technologies and tools you have used for your college application(s) and enrollment tasks, and why they work for you
Student Success Suite User Testing Process

- Testing focused over three days
  - Targeting second week in May
- Testing commitment:
  - One to two hours of self-paced testing
  - Attend 30 minute testing kickoff meeting (required)
  - Attend 30 minute testing wrap-up meeting (required)
- Live support for testers during business hours
Preparing Your College for the SSS Release

- Over 2 months to Production
  - Lead time for colleges to update student facing docs
- Available Now!! Breakdown of student account changes in public documentation release notes: [SSS 2021 Release Notes](#)
  - Screen shots you can download
  - Details on all new processes
  - Watch this page for updates
- Follow up information via CRMs, CCCTC Forums and systemwide emails
CCCTC CRMs: Here to Help!

Questions about the Spring 2021 Student Success Release?

College Relationship Managers are your college’s direct contact to the Technology Center and its products:

- Monica Matousek
- Monica Zalaket
- Warren Whitmore

Don’t know who your college’s Technology Center CRM is? Contact all of them at: crms@ccctechcenter.org
Thank you for attending!

Q&A

For further assistance:

● General info & announcements: ccctechnology.info
  ○ Contact Support to get or reset your access to this forum: staffsupportccctc@openccc.zendesk.com

● Enabling Services College Relationship Managers: crms@ccctechcenter.org

● Jane Linder, Student Success Suite Product Manager: jlinder@ccctechcenter.org