May 5, 2021

CCC Technology Center
Student Success Suite:
CCCApply Noncredit Application and SuperGlue

Thank you for joining us!

● We will start at 1 p.m.
● This session is being recorded.
● Captioning is available via Zoom CC button.
● Please use chat for questions.
# Agenda

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What is the Student Success Suite (SSS)?

Student-Facing Products Supported by the CCC Technology Center:
• **OpenCCC** Systemwide Account
• **CCCApply** Suite of Applications
  • Standard
  • Noncredit
  • California College Promise Grant (formerly BOG Fee Waiver)
  • International
• **CCC MyPath**
  • The answer to the question “I filled out the application, what do I do next?”
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How are we supporting users?

- Continuous improvement over time
- Driven by user feedback
  - Student Centered
  - Staff and Faculty Input
- CCCApply Redesign effort started in 2018
  - Shortening time to complete, simplifying tools
- Integration of all student-facing tools
- Going forward, you’ll see “Student Success Suite” releases and coordinated training and support
Feedback Opportunities

• User Groups and Subcommittees
  • Fraud Filter
  • Dual Enrollment
  • Incarcerated / Formerly Incarcerated
• Vanilla Forums (ccctechnology.info)
• End User Pilot Testing
  • New formal process
  • For faculty/staff and students
Noncredit Application Overview

• Created in response to AB3101
• Shorter, more streamlined version of the Standard Application
• More like a “workflow” than a completely separate application
• Intended for students enrolling exclusively in noncredit courses
• Removed Citizenship & Military and Residency Pages
• Full documentation available for review
Key Characteristics

- Unique URL, customized for each college based on MIS Code
- In-Progress and submitted application confirmation numbers are modified with prefix: "NC-
  - Example: "NC-794033"
- Colleges have the option to set-up different
  - Majors/Programs of Study
  - Supplemental Questions
- Students needing to re-apply for credit courses after submitting the Noncredit application, are allowed to submit a Standard Application for the same term, same college
  - Only have to answer the questions that were hidden in the Noncredit application (this is also true when applying to any term, any college within 2 years of submitting a Noncredit Application)
  - Auto-population functionality is still in place
CCCApply Noncredit Application Implementation

Pasadena City College’s Experience
Ease of Use

• Better layout and user friendly
• Guided path throughout the application
• Resuming applications in progress
• Application tracking
Impact on Students

- 1 OpenCCC account for all colleges
- 1 consolidated student account per campus
- Communicate with students via email
- Application submission history preserved
- Near instantaneous acceptance
Supporting Our Students

- Welcome Center Staff and Admissions & Records Team
- How-to Guides
- New instructional video
Impact on Staff

- Automatically accept applications
- No manual application pushes
- View suspended applications in SWACCAP view
- Helps resolve duplicate application issues
SuperGlue for Noncredit Applications

- Realtime delivery of applications to Banner from CCCApply
- Replaces Download Client
- Straightforward implementation with Tech Center
- Most applications accepted into Banner immediately via database trigger
- Any applications with issues go to suspense for review via SWACCP
SWACCAP View

- Filter between Credit and Noncredit applications
- View suspended applications
- Review errors associated with applications
- Communicate with students
Significant Reduction in Acceptance Response Time

• Old Application: 2-4 days
• New Application: <1 hour
• New applications with suspension: <2 days
Current Noncredit Application Stats

• Adopted by 22 colleges
• 48,550+ applications submitted this fiscal year-to-date
Next Steps

Adopting the Noncredit Application
Ready to Adopt? Have questions?

CCC Technology Center College Relationship Managers are here to help

• Monica Matousek
• Warren Whitmore
• Monica Zalaket

Not sure who your college’s CRM is? Contact all of them:
  crms@ccctechcenter.org

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Student Success Suite (SSS)

Upcoming Release Highlights
New! Student Account Creation Process

OpenCCC 2.0: Streamlined and enhanced

● SSN & Previous name no longer required
  ○ Still requested 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
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
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 Interface

**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

Next
2021 Student Success Suite Release

- OpenCCC to pilot May 14
- CCC MyPath to pilot in July
  - Added to OpenCCC to allow for integration testing
- CCCApply to pilot in August
  - Added to OpenCCC and MyPath for integration testing
- All three to production in Sept/Oct
- Each phase is contingent upon pilot results, discovery
Preparing Your College for the SSS Release

- Over 5 months until Production release
  - 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 emails
Volunteer for User Testing!!

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

● Multiple rounds of testing to confirm integration
● 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
Opportunity for Q&A, Discussion

What questions do you have?
Thank you for attending!

For further assistance:

● General info & announcements: ccctechnology.info

● Enabling Services College Relationship Managers
  crms@ccctechcenter.org

● Jennifer Coleman, Student Success Suite Director
  jcoleman@ccctechcenter.org