Doing More with Less:
How the CCC Technology Center Can Help with Statewide Ed Tech Implementations

SHASTA COLLEGE: JAMES KONOPITSKI, Student Services Coordinator

LACCD: BETSY REGALADO, Associate Vice Chancellor, Educational Programs and Institutional Effectiveness

CCC TECHNOLOGY CENTER: JENNIFER COLEMAN - WARREN WHITMORE - MONICA ZALAKET - MONICA MATOUSEK
Agenda:

1. The Enabling Services (ES) Model for CCC
2. ES Model In Action at Shasta College and LACCD
3. What the ES Model Can Do For You
4. Next Steps / Q&A
The Enabling Services Model
Mission: To facilitate and lead technology projects for CCCCCO to achieve savings through economies of scale and system-wide coordination.

- Provide system-wide technology services
- Provide technology project leadership
- Disburse funds / manage contracts
- Develop external funding resources
- Publicize the progress of projects
Enabling Services Mission Statement

Enabling Services provides a common delivery team, tools, processes, and dashboards, to ensure more successful deployments, configuration and adoption of CCCCCO/CCCTC solutions at all California Community Colleges.
What does Enabling Services do for YOU?

- CCCC0/CCCTC provides low cost or **FREE software solutions** for your college!
- Products are **built** and **improved** specifically for **CC Colleges**
- CCCC0/CCCTC provides **FREE implementation services** for your college!
- Enabling Services cares about your success, and **assists you for the long run**!
- Colleges save up to **hundreds of thousands of dollars** for other projects
THE OLD WAY - College Experience **without** a dedicated ES team

- Partner Software Vendors
- Program Manager
- Development Teams
- Product Manager
- Implementation Team
- Product Operations
- Support Team

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Implementation Project Communication

Your College IT Team

Support Tickets

CISOA/3CBG/4CUG/CCCAUG 2021 TECHNOLOGY SUMMIT
Enabling Services Best Practices

“IPM”
Implementation Project Managers
(central point of contact)

“ICE”
Implementation/Configuration Engineers

“CRM”
College Relationship Managers

TPD
Training and Professional Development

Tools:
- CRM system
- PM/Task Mgmt
- Reports
- Dashboards
THE NEW WAY - College Experience WITH Enabling Services

Partner Software Vendors
PMO Project Manager
Development Project Teams
Product Manager

Implementation Team
Implementation Project Manager
PD / Training

College Relationship Manager

Post "go-live" End User Support

Transition to Support
Enabling Services Improvement Cycle

1. Prioritized Enhancement Requests
2. Develop CCCCCO Product
3. Completed Product
4. Support & Maintain
5. Product Adoption
6. Provide Enabling Services
The Enabling Services “Delivery Funnel”

- SuperGlue
- Glue Adapter
- OpenCCC
- IDP (Shibboleth)
- CCCProxy
- CCCProxy with Canvas
- MDM
- Multiple Measures
- CCC MyPath
- Career Coach
- CCCApply
- CCCApply International
- CCCApply Promise Grant
- eTranscript

Deployment delivery funnel

YOUR College Team
The Enabling Services Model in Action
Shasta College - CCC MyPath Project Scope

- 8500+ students
- One Student Service lead on project, one IT support at Go Live
- Kickoff - May 2020
- Go Live - Sept 2020
Elements of Success

- Monica Zalaket (CRM) established relationship with leadership, set up with stakeholder groups.
- Brett (ICE) provided demo into the technical workings of CCC MyPath environment using current Shasta information.
- Once project was approved - worked with Melissa Taylor as project manager (IPM).
- College staff commitment: One IT staff and one student services staff (James).
Project Details

- Kickoff May 2020 with project team, scope of work and timeline determined (IPM)
- Meetings scheduled around college’s availability to complete the work and go live date.
- What does the Shasta student, how soon?
# Project Status Report

**Reporting Period:** 5/21 - 5/27  
**Project Title:** MyPath  
**Date of Report:** 5/28/2020  
**College/District:** Shasta College

## Executive Summary

### Narrative Summary of Status
We have added the appropriate people as Administrators in PILOT, and completed the buildout of the initial cards. This week Shasta will be familiarizing themselves with the Tenant Admin, as well as starting to determine which cards they want to have ready for the initial release. Next week we will dive further into the technical workings of MyPath, start looking at Tiles, and possibly start talking about Rules. Also, we will have our first Career Coach conversation next week.

### Current and Upcoming Project Tasks

<table>
<thead>
<tr>
<th>Project Task</th>
<th>Status</th>
<th>Start Date</th>
<th>Due Date</th>
<th>Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create initial draft of initial cards</td>
<td>Completed</td>
<td>5/21/2020</td>
<td>5/27/2020</td>
<td>N</td>
</tr>
<tr>
<td>Set up MyPath administrators</td>
<td>Completed</td>
<td>5/27/2020</td>
<td>5/27/2020</td>
<td>Philip adding &quot;staff&quot; role</td>
</tr>
<tr>
<td>Work with school on MVP buildout</td>
<td>In progress</td>
<td>5/28/2020</td>
<td>6/17/2020</td>
<td></td>
</tr>
<tr>
<td>Identify images and branding</td>
<td>Scheduled</td>
<td>6/3/2020</td>
<td>6/17/2020</td>
<td></td>
</tr>
</tbody>
</table>
Configuration Support

- In-house discussions, CCC MyPath first or after college application
- Consideration of cohorts to start (HS Diploma and over 18 years old, High school students, Non-traditional/GED/ESL students, and International
- Reviewed Career Exploration sheet
- Tech Team tested student cards/rules, adjusted as needed
- Final in-house testing
- September 2020, posted/live!
Step 1: Explore Careers
1. Take the Career Assessment
2. Explore Careers
3. View Potential Wages

Step 2: Choose a College
1. About the Community Colleges
2. Find a College
3. All Community Colleges

Step 3: Apply for College
1. Begin Application
2. What is Priority Registration?
3. Orientation
   View more »

Step 4: Pay for College
1. Eligibility
2. Get Ready to Apply
3. Apply Now
   View more »
How Did the Model Work?

1. What did we do right?
1. What challenges did we face? How were they resolved?
1. What advice would you give another college?
LACCD - District-wide CCCTC Project Scope

- 9 colleges
- 240,000+ students
- 7 CCCCCO Software solutions district-wide
- 25 months of project engagement
- Constant communication and coordination
“I wanted to thank you and the Enabling Services team for a successful and trouble-free implementation of CCC MyPath at all 9 of our LACCD colleges. It is notable when a district-wide project of that scope and scale is completed on-time and with the wide support and buy-in of our many stakeholders”
Elements of Success

- Establish a relationship with leadership, consistent communication and feedback loop pre/post project
- Strong executive sponsorship and commitment, managing all projects at the district level, achieving 9 colleges representation and consensus
- Have a game plan, communicate it clearly via ‘rules of engagement’ directives, and maintain momentum across several initiatives, at times simultaneously
- College-level workgroups contributing to district-wide consensus
Project Details - Product Specifics

- SuperGlue for Peoplesoft
- CCCApply Staging Tables
- MMPS Data Integration
- CCCApply Non-Credit
- CCCApply International
- CCC MyPath
- CCCApply International for CCC MyPath
- Career Coach
Configuration Support

- ICE Implementation configuration engineer superstars Beth, Ramya, Brett and Martin
- CCC MyPath - additional software releases required**
- SuperGlue - District level SIS Peoplesoft configuration collaboration
- Support local IT resources to ease burden
Click on the title of the Advisor Card to view all the tasks.
How Did the Model Work?

1. What did we do right?
2. What challenges did we face? How were they resolved?
3. What advice would you give to your February 2019 self?
4. How can we continue to collaborate via data analysis and steering committee involvement?
5. LACCD -> CCCTC feedback loop in place for post implementation support

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Discussion / Q&A

Tools:
- CRM system
- PM/Task Mgmt
- Reports
- Dashboards

“IPM”
Implementation Project Managers
(central point of contact)

“ICE”
Implementation/Configuration Engineers

“CRM”
College Relationship Managers

TPD
Training and Professional Development

Enabling Services

College Relationship Managers

Implementation Project Managers
(central point of contact)

Implementation/Configuration Engineers

Training and Professional Development

Enabling Services
Your Next Step:

• Contact your CRM
• CRMs@ccctechcenter.org

We look forward to working with you!
College Relationship Managers
- Your Key to Tech Center Resources
# Lead College Relationship Manager – Warren Whitmore

<table>
<thead>
<tr>
<th>Barstow College</th>
<th>De Anza College</th>
<th>Norco College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Butte College</td>
<td>Diablo Valley College</td>
<td>Palo Verde College</td>
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<tr>
<td>Cañada College</td>
<td>Foothill College</td>
<td>Reedley College</td>
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<tr>
<td>Chaffey College</td>
<td>Fresno City College</td>
<td>Riverside City College</td>
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<tr>
<td>City College of San Francisco</td>
<td>Grossmont College</td>
<td>San Diego City College</td>
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<tr>
<td>Clovis Community College</td>
<td>Imperial Valley College</td>
<td>San Diego Continuing Education</td>
</tr>
<tr>
<td>College of the Desert</td>
<td>Los Medanos College</td>
<td>San Diego Mesa College</td>
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<tr>
<td>Contra Costa College</td>
<td>Mira Costa College</td>
<td>San Diego Miramar College</td>
</tr>
<tr>
<td>Copper Mountain College</td>
<td>Moreno Valley College</td>
<td>School of Continuing Education</td>
</tr>
<tr>
<td>Cuyamaca College</td>
<td>Mt. San Jacinto College</td>
<td>Southwestern College</td>
</tr>
</tbody>
</table>

Warren Whitmore  
wwhitmore@ccctechcenter.org  
(530) 624-2273
## College Relationship Manager – Monica Matousek

<table>
<thead>
<tr>
<th>Allan Hancock College</th>
<th>Feather River College</th>
<th>Oxnard College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antelope Valley College</td>
<td>Gavilan College</td>
<td>Pasadena City College</td>
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<tr>
<td>Berkeley City College</td>
<td>Golden West College</td>
<td>Rio Hondo College</td>
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<tr>
<td>Canada College</td>
<td>Irvine Valley College</td>
<td>Saddleback College</td>
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<td>Cerritos College</td>
<td>Lake Tahoe Community College</td>
<td>San Joaquin Delta College</td>
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<td>Citrus College</td>
<td>Laney College</td>
<td>San Jose City College</td>
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<tr>
<td>Coastline Community College</td>
<td>Lassen Community College</td>
<td>Santa Rosa Junior College</td>
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<tr>
<td>College of Alameda</td>
<td>Long Beach City College</td>
<td>Skyline College</td>
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<tr>
<td>College of Marin</td>
<td>Mendocino College</td>
<td>Solano Community College</td>
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<tr>
<td>College of San Mateo</td>
<td>Merced College</td>
<td>Ventura College</td>
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<tr>
<td>College of the Canyons</td>
<td>Merritt College</td>
<td>West Hills College Coalinga</td>
</tr>
<tr>
<td>College of the Redwoods</td>
<td>Mission College</td>
<td>West Hills College Lemoore</td>
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<tr>
<td>College of the Sequoias</td>
<td>Moorpark College</td>
<td>West Valley College</td>
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<tr>
<td>College of the Siskiyous</td>
<td>Napa Valley College</td>
<td>Woodland Community College</td>
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<tr>
<td>Evergreen Valley College</td>
<td>Orange Coast College</td>
<td>Yuba College</td>
</tr>
</tbody>
</table>

**Monica Matousek**  
mmatousek@ccctechcenter.org  
(530) 278-8354
## College Relationship Manager – Monica Zalaket

<table>
<thead>
<tr>
<th>College Name</th>
<th>College Name</th>
<th>College Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>American River College</td>
<td>Fullerton College</td>
<td>Ohlone College</td>
</tr>
<tr>
<td>Bakersfield College</td>
<td>Glendale Community College</td>
<td>Palomar College</td>
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<tr>
<td>Cabrillo College</td>
<td>Hartnell College</td>
<td>Porterville College</td>
</tr>
<tr>
<td>Cerro Coso Community College</td>
<td>LA City College</td>
<td>Sacramento City College</td>
</tr>
<tr>
<td>Chabot College</td>
<td>LA Harbor College</td>
<td>San Bernardino Valley College</td>
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<tr>
<td>Columbia College</td>
<td>LA Mission College</td>
<td>Santa Ana College</td>
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<tr>
<td>Compton College</td>
<td>LA Pierce College</td>
<td>Santa Barbara City College</td>
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<tr>
<td>Cosumnes River College</td>
<td>LA Southwest College</td>
<td>Santa Monica College</td>
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<tr>
<td>Crafton Hills College</td>
<td>LA Trade Tech College</td>
<td>Santiago Canyon College</td>
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<tr>
<td>Cuesta College</td>
<td>LA Valley College</td>
<td>Shasta College</td>
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<tr>
<td>Cypress College</td>
<td>Las Positas College</td>
<td>Sierra College</td>
</tr>
<tr>
<td>East Los Angeles College</td>
<td>Modesto Junior College</td>
<td>Taft College</td>
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<tr>
<td>El Camino College</td>
<td>Monterey Peninsula College</td>
<td>Victor Valley College</td>
</tr>
<tr>
<td>Folsom Lake College</td>
<td>Mt. San Antonio College</td>
<td>West Los Angeles College</td>
</tr>
</tbody>
</table>

Monica Zalaket  
mzalaket@ccctechcenter.org  
(530) 213-3677
“3 Easy Steps”
Listing of System-wide Technology Options
<table>
<thead>
<tr>
<th>Product Solution</th>
<th>Product Overview</th>
<th>Pre-Requisite</th>
<th>Contact for Adoption (name/dept)</th>
<th>Adoption Planning</th>
<th>Already in Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility Center</td>
<td>Technical assistance, training, and resources specific to assistive technology, alternate media, and web accessibility topics to help colleges identify and improve access for individuals with disabilities. Visit <a href="https://ccaccessibility.org/">https://ccaccessibility.org/</a></td>
<td>- None</td>
<td></td>
<td>Winter Spring</td>
<td></td>
</tr>
<tr>
<td>CCCApply (Standard Application)</td>
<td>Application for non-international students to apply for California Community Colleges. Includes non-credit application. Visit <a href="https://cctechcenter.org/projects/cccapply">https://cctechcenter.org/projects/cccapply</a></td>
<td>- SSO Gateway</td>
<td>OpenCCC</td>
<td></td>
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</tr>
<tr>
<td>CCCApply (Noncredit Application)</td>
<td>This is a feature set of the Standard Application deployment and provides admissions application exclusively for noncredit students. This feature is deployed separately as it does not include residency determination.</td>
<td>- CCCApply</td>
<td>CCCAply</td>
<td></td>
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</tr>
<tr>
<td>CCCApply California Promise Grant</td>
<td>Digital version of the California College Promise Grant (formerly BOG Fee-Waiver). Includes assistance for the purchase of books and supplies.</td>
<td>- CCCApply</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>CCCApply International Application</td>
<td>Application for International students to apply for California Community Colleges using CCCApply.</td>
<td>- CCCApply</td>
<td></td>
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</tr>
<tr>
<td>CCCData Warehouse</td>
<td>Systemwide data warehouse stores data gathered from CCCCTC products (CCCApply, Canvas, Multiple Measures, CCC MyPath, etc). Sourced through Project Glue Microservices, Riniels, and AWS Data Pipeline. Basic availability to all colleges via .csv file or, as a more fully functional option, through the Staging Table option configured by CCCCTC Enabling Services.</td>
<td>- SSO Gateway</td>
<td>Canvas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CCC MyPath</td>
<td>Customizable Guided Pathways onboarding system which provides dynamic onboarding and guidance experience based on student-provided information. Provides various student services, such as Financial Aid and Online Orientation, and access to placement data, and easily request, collect, and retrieve electronic documents from incoming students. MyPath will become the launching pad for most CCCCTC products. Visit <a href="https://cccmypathproject.org/">https://cccmypathproject.org/</a> for more information.</td>
<td>- SSO Gateway</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>eTranscript California</td>
<td>Supports the requesting and delivery of electronic transcripts across all of California’s postsecondary systems. Visit <a href="https://www.etranscript.org/">https://www.etranscript.org/</a> for more information.</td>
<td>- Edis exchange (poc.gov)</td>
<td>Superblue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Product Solution</td>
<td>Product Overview</td>
<td>Pre-requisite</td>
<td>Contact for Adoption (name/dept)</td>
<td>Adoption Planning</td>
<td>Already in Use</td>
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</tr>
<tr>
<td>InCommon Federation</td>
<td>Provides a trust fabric for higher education, their vendors, and partners to facilitate single sign-on from local campus accounts. Chancellor's Office and the CCCCTC have facilitated InCommon memberships for all California community colleges to be paid centrally. Visit <a href="https://cctechcenter.org/projects/aso-federation">https://cctechcenter.org/projects/aso-federation</a>.</td>
<td>• SOO Gateway</td>
<td>-</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Multiple Measures Placement Service (MMPS) | Facilitates collection of high school transcript data and delivery of AB 700-compliant placement recommendation (self-reported data from CCCApply, verified data from CGGI or CALPASS). [https://cctechcenter.org/projects/multiple-measures-placement-service](https://cctechcenter.org/projects/multiple-measures-placement-service) | • SuperGlue  
• College Adapter  
• CCCApply  
• CCC MyPath | -                  |                   |                |
| OpenCCC                          | Student account system which provides administrative access for OpenCCC student applications, and streamlines the admissions process. Visit [https://cctechcenter.org/projects/openccc](https://cctechcenter.org/projects/openccc). | • SOO Gateway                                     | -                  |                   |                |
| Information Security Center      | The Information Security Center proactively assesses the information security needs of the community colleges, and offers services to CCC campuses designed to maintain the integrity of information systems, including vulnerability assessment scanning, server monitoring and security awareness training. Visit [https://cctechcenter.org](https://cctechcenter.org). | • None                                            | -                  |                   |                |
| “SSO Gateway (Proxy Authentication)” | California Community Colleges Single Sign-on Federation (SSO)  
“Authentication” is the process of verifying a student or staff member at a college using the SSO Gateway Proxy. Provides users single sign-on convenience and privacy protection. Configuring SSO Gateway Proxy with Canvas, SuperGlue, and the Library Services Platform further expands efficiency and user experience. Visit [https://cctechcenter.org/projects/aso-federation](https://cctechcenter.org/projects/aso-federation). | • District level IdP for staff and student accounts | -                  |                   |                |
| SuperGlue (formerly “Project Glue”) | Provides a secure, robust framework for data exchange between Chancellor’s office products and colleges. The College Adapter is installed locally behind a college’s firewall to facilitate data exchange between CCCCTC products and the Student Information Systems (SIS) used by a college. SuperGlue enables disparate SIS to communicate in a standardized way through a cloud service, and provides a single point of reference for which systems are considered “systems of record” for specified data elements and data exchange interactions. Keeps college data synced with CCCCTC centralized applications like CCCApply, OpenCCC, and CCC MyPath. In addition, the Master Data Management (MDM) provides a single point of reference for what systems are considered “systems of record” for specified data elements and data exchange interactions. MDM keeps college data synced with CCCCTC centralized applications and facilitates data exchange between colleges and Chancellor’s Office. For more information, visit: [https://cctechcenter.org/projects/systemwide-technology-platform](https://cctechcenter.org/projects/systemwide-technology-platform). [https://cctechcenter.org/projects/project-glue](https://cctechcenter.org/projects/project-glue) | • SOO Gateway supplied CCCCTC as required by product | -                  |                   |                |
| Unlimited SSL Certificates        | Secure Socket Layer Certificates. Available for no charge as part of InCommon Membership. For information, visit [https://cctechsecuritycenter.org/services/ssl-certificates](https://cctechsecuritycenter.org/services/ssl-certificates). | • InCommon Federation                             | -                  |                   |                |
Your Next Step:

• Contact your CRM
• CRMs@ccctechcenter.org

We look forward to working with you!