Clearing the Path:
Student Onboarding Made Easy

CCC Technology Center - Student Success Suite
Dr. Jennifer Coleman, Director
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What Problem Are We Trying To Solve?

Community college enrollment falls as students grapple with job loss, online learning

The data contradicted predictions of some experts that community college enrollment would rise this fall due to Covid-19 motivating students to stay home.
What is the Student Success Suite?

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?”
How are we clearing the path?

• 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
OpenCCC

Systemwide Account

- Assignment of CCCID
  - 11,000,000+ as of this month
  - Ties together student data across CCC system
- Leverages SSO for integrated technology solutions
- One of the first steps in student engagement
- Requests from colleges:
  - Simplify the process
  - Make it stand alone for general use
OpenCCC 2.0 - Spring 2021

Major Combined Release with CCCApply and CCC MyPath

- Simplified account creation
- Removal of SSN from OpenCCC
  - Shifting to CCCApply
- Modernized account recovery
  - Removal of security questions
- Mobile-first design
OpenCCC 2.0 - Spring 2021

Text / Email Validation

Create Your Account

Enter your mobile phone number to begin creating your MyPath 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

Simplified Password

Forgot Your Password?

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

- Email - send me an email to mca***@ccctechcenter.org.
- Mobile phone - send me a text to ********1881.
- Helpdesk - send me to support

Next
CCCApply Suite of Applications

- Standard
  - In use at 115 colleges
  - 2,311,301 applications submitted since July 1, 2020
- Noncredit
  - In use at 20 colleges
  - Simplified by AB3101, removal of residency requirements
- California College Promise Grant (formerly BOG Fee Waiver)
  - Adopted by 45 colleges
- International
  - Adopted by 29 colleges
Your gateway to the California Community Colleges.

Each year at our 116 colleges, 2.1 million students from all over the world build their career skills, prepare for transfer to four-year colleges and universities, or simply enrich their lives through learning.
Recent CCCApply Release Highlights

- Mobile-friendly Interface
- Spanish Translation
- SB 554-driven Field Updates for Adult School Special Admits
- Promise Grant Annual Update
- Ongoing Fraud Filter Enhancements
- In Progress Application Data Report
CCCApply 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
Enrollment Management Reports

What do your college’s numbers look like?

- Application Counts
  - By term, date range, etc.
- Time to Completion
  - How long does it take applicants to complete and submit?
  - Provides time started/time submitted, requires calculation
- In-Progress Data
  - Follow-up with potential students to assist with matriculation
Reaching Potential Students

CCCApply In-Progress Data

• Report Available via CCCApply Report Center
  • Can be set to auto-run and generate an email notification
• Last 30-days for Your College
• Includes Prospective Student Contact Information
CCC MyPath

- Providing Customized Pathways for Students
  - Immediate engagement and next steps after CCCApply submit button
    - Click-through rates near 85%
- Why is it important?
  - Chancellor’s Office research shows that 70% of students are lost after application and before enrollment.
  - Based on current YTD application numbers, that’s more than 1.5 million students lost this year alone
What is CCC MyPath?

**Smart student onboarding**
- Customized per college
- Tailored to each individual student
- Integrated with application

**Helps everybody work smarter**
- Helps students stay on track
- Simplifies business processes for colleges

**By the system, for the system**
- Designed with CCC staff & faculty
- Frequent student input

**Widespread Adoption**
- **61 colleges** have adopted CCC MyPath as a guided pathways onboarding platform.
Here’s how it works:

- Individually customized, task-based onboarding steps created by the college.
- Student progress is tracked, allowing them to leave and resume as needed.
- College configured branding and images.
- Reminders sent to students in MyPath and via SMS text.
- Tasks can prompt document uploads, or update fields in the college SIS.
Recent and Upcoming Enhancements

• Document Gathering Service
• “Hook” from International Application
• Usage Reports Available in Data Warehouse Report Center
  • How many thousand advisor cards have your students completed?
• Local SIS Integration
  • Registration flag for students who complete specific tasks in MyPath
Career Coach

Career Exploration Tool

- CCC Branded
- Free to Adopt
- Embed in CCC MyPath
- Standalone Offering
- In use at 44 Colleges
Enabling Services Division
Implementation, Training & Support

Support & Training
Online Support & System Alerts: www.ccctechnology.info
Email Support Directly: staffsupportccctc@openccc.zendesk.com

Student Helpdesk
Call: (877) 247-4836
Email: support@openccc.net

College Relationship Managers and Implementation Configuration
Email: crms@ccctechcenter.org

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