

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

Topic	Presenter
Welcome and Overview	Jennifer Coleman
What is the Student Success Suite?	Jennifer Coleman
How the Noncredit App differs from the Standard App	Jennifer Coleman
Adopting the Noncredit App with SuperGlue: Pasadena City College's Experience	Jaspal Singh, Joyce Miyabe, Adam Howard
Here to Help: CCCTC College Relationship Managers	Monica Matousek
Questions / Closing	Jennifer Coleman



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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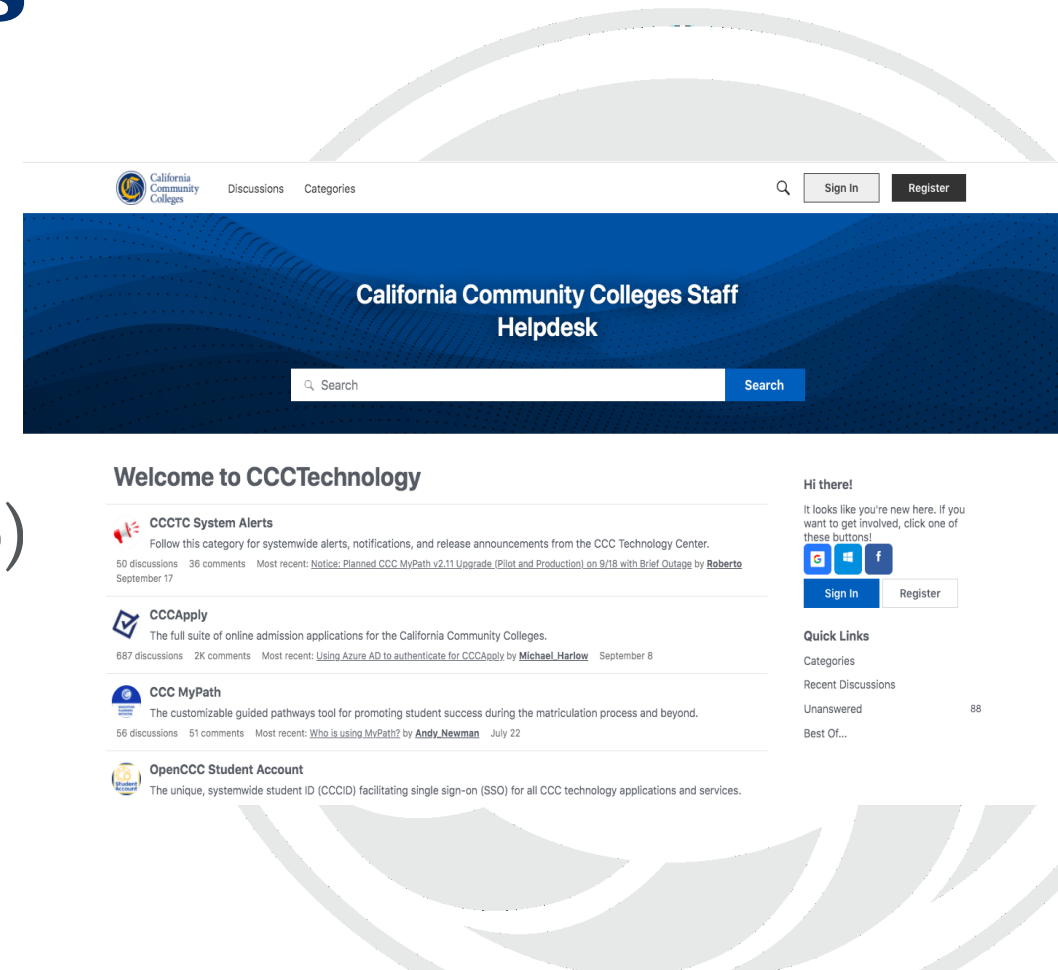
How are we supporting users?

- 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 SWACCAP



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



Student Success Suite (SSS)

Upcoming Release Highlights



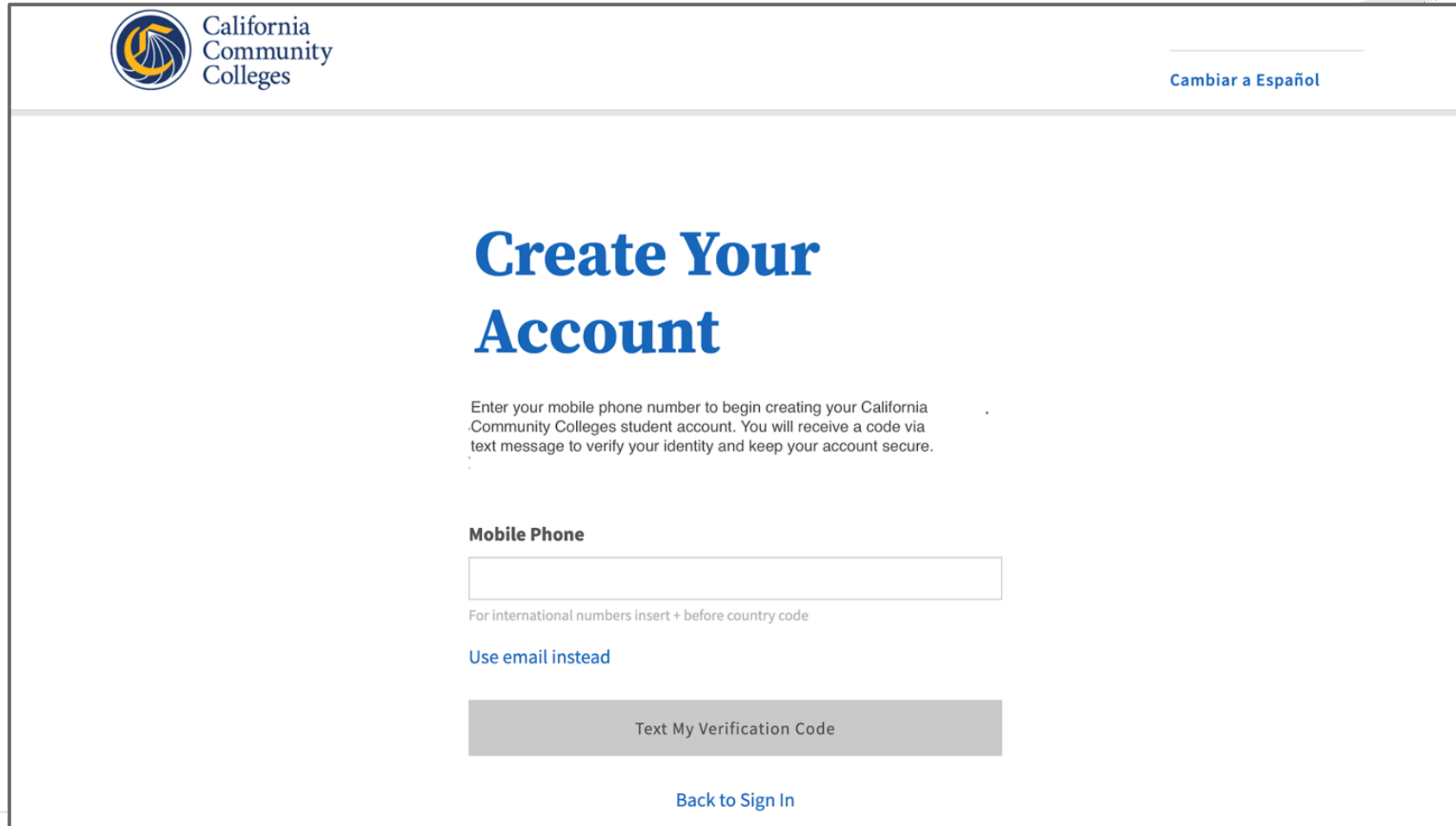
New! Student Account Creation Process

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



Account Creation Interface



The screenshot shows the account creation interface for California Community Colleges. At the top left is the logo and text "California Community Colleges". At the top right is a link "Cambiar a Español". The main heading is "Create Your Account". Below this is a paragraph: "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." There is a text input field labeled "Mobile Phone" with a note below it: "For international numbers insert + before country code". Below the input field is a link "Use email instead". At the bottom of the form is a button labeled "Text My Verification Code" and a link "Back to Sign In".

California Community Colleges

Cambiar a Español

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 *

Next

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

Community Colleges | Technology Center

Student Voices Wanted!

▶ **Earn \$20 Amazon Cards AND help your fellow students.**

The California Community Colleges Technology Center (CCCTC) is looking for Student Beta Testers to provide guidance and feedback for online applications and student support systems. There will be two types of testing: surveys and beta testing.

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

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