

September 13, 2023

September Office Hours: Technology Center 101



California
Community
Colleges



Agenda

- Introduction
- Updates from Dr. Jennifer Coleman, Executive Director
- Updates from Jane Linder, Interim Director SSS
- Updates from Steve Klein, Director, Infrastructure & Data and Curriculum Management
- Updates from Michael RT, Director Enabling Services and Support

What is the CCC Technology Center?

- Grant funded entity hosted by Butte College
- Three primary grants for FY23/24
 - Student Enrollment
 - Data Management
 - Systemwide Infrastructure
- Grantee Partners: CVC (FHDA), TechConnect (Palomar)



CCC Technology Center Highlights

- CENIC
- Accessibility Center (ACMM)
- Security Services
- Library Database Subscriptions (EBSCO)
- Technology Governance Committee Support (TTAC, SAC)
- Stakeholder engagement / input from the field
 - Presentations / participation in user groups, etc.

Student Success Suite: The CCC Front Door

Student-Facing Products Developed & Maintained by the CCC Technology Center:

- OpenCCC Systemwide Account
- CCCApply Suite of Applications
 - Standard
 - Noncredit
 - California College Promise Grant
 - International
- CCC MyPath: The answer to the question “I filled out the application, what do I do next?”

Student Success Suite Now

Current SSS Enhancements focus on mandates and legislation:

- ID.me integration with student account system
- Bulk Account Creation in CCCApply Administration
- Legislative: AB928, Associate Degree for Transfer
- American Indian/Alaska Native Tribal List Update

SSS Future: A Transformed CCC Application

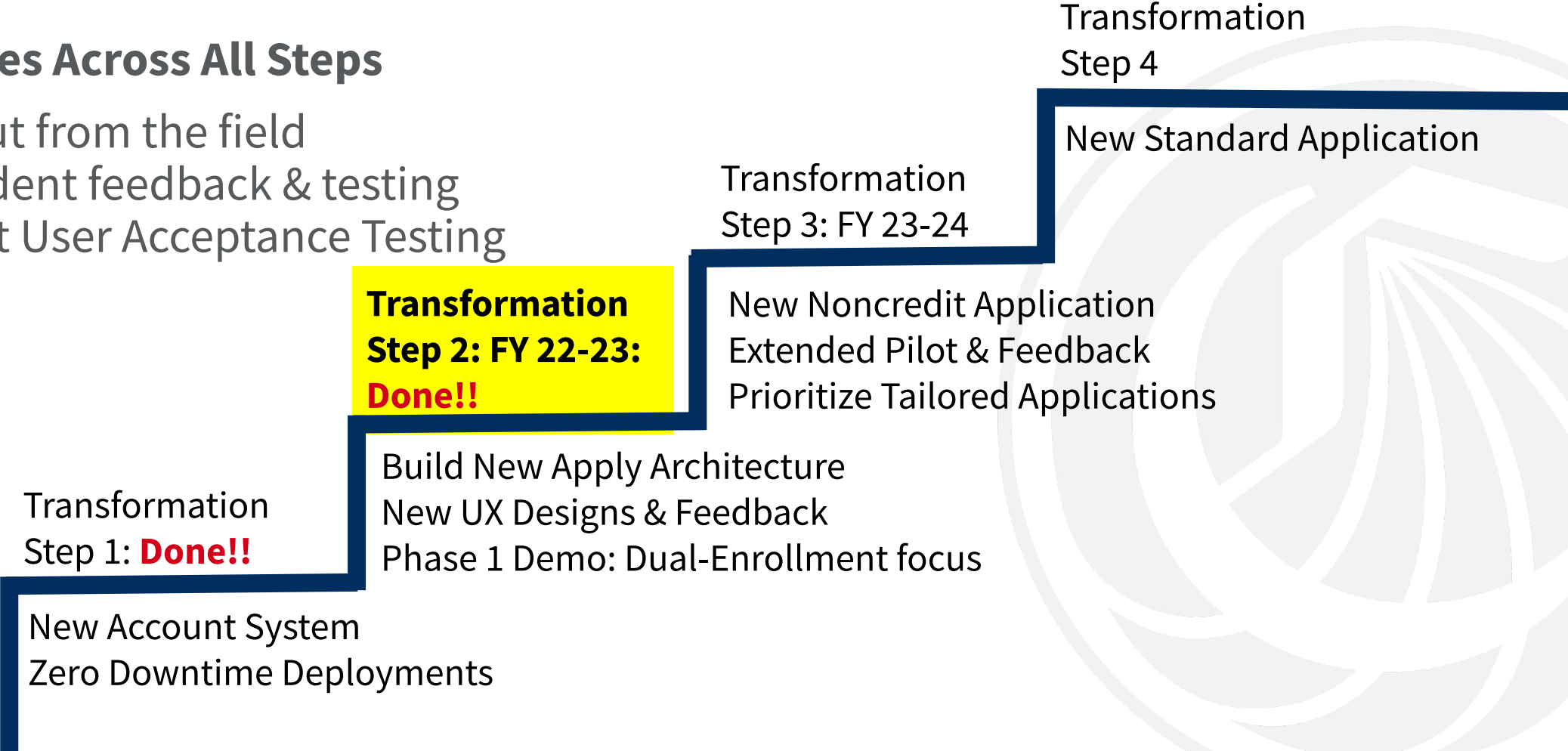
SSS 2.0 Goal: A Welcoming Front Door to the CCC

- Reduce time it takes to complete the CCC application
- Remove obstacles and focus on student engagement
 - Analyze questions: are they ALL necessary?
 - Limit data gathering to what is needed to admit the student
 - Student-tested screen design and text
 - Messaging, reminders and chat that engages with students throughout the application and onboarding process
 - Analytics to track obstacles that keep students from completing their application

The SSS Transformation Roadmap

Activities Across All Steps

- Input from the field
- Student feedback & testing
- Pilot User Acceptance Testing



Want to know what's up with the SSS?

Join our user communities!

Contact crms@ccctechcenter.org with request to join the following:

- SSS User Group, next meeting is tomorrow!
- Spam subcommittee and private online community

Also, Register for an account on CCCTechnology.info and follow the CCCTC System Alerts category posts, today!

Release updates, System Outages, Planned Maintenance and more

CCC Data Updates

New Data Sources for Colleges in FY 23-24

- Canvas Data 2
- MyPath
- Fraud Data from Bi-Directional Fraud Reporting

Infrastructure

- Updates of data sets accessed by colleges and Chancellor's Office
- New data pipelines to support data transfers to the CCC Data Warehouse

eTranscript CA

- 108 CCCs participating as sending and/or receiving colleges

SuperGlue Updates

- Installed at all 116 colleges supporting CCCTC data integrations
- Ellucian Ethos-CCC Apply integration for Banner and Colleague
- Bi-directional Fraud Reporting enhancements
- Support for new CCC Apply data fields (Id.me, SSS 2.0 upgrades)
- API delivery of CCC Apply data to Student Information Systems
- API management platform integration

COCI and C-ID Updates

Curriculum Identification (C-ID)

- Added workflow automations with revised descriptors
- Developed a lookup and record sync with COCI
- Public site redesign
- v2 integration with COCI

Chancellor's Office Curriculum Inventory (COCI)

- Added Bachelor degree programs, upper division courses, Area F (Ethnic Studies)
- Developed in-app alerts and role-specific dashboards
- Course form upgrades
- Adding support for CBE courses and programs

Enabling Services

- College experience management through Enabling Services
- Adoption maximization through ongoing configuration review
- Ongoing training for staff
- Business continuity support
- Find your College Experience Manager (previously known as CRM) [here](#)

Support (Staff and Students)

- Dedicated team to support our staff and students
- Single unified platform with multi channel support - Help Center, Community, and ticketing with third party chatbot
- Feedback to product teams to influence better outcomes
- Better end user experience and shorter wait times
- Reimagined end user support for next generation applications

Enrollment fair support

- Open a staff support ticket at least two weeks before the event
- Whitelist IP addresses associated with the event
- Designate a staff to verify student identity and submit tickets
- Custom event form that will prioritize tickets for our agents
- Email staffsupportccctc@openccc.zendesk.com for support

Here to Help!

College Experience Managers

- Enabling Services CEMs: crms@ccctechcenter.org
 - Noncredit and International online application implementations
 - Request access to private spam group on ccctechnology.info
 - SuperGlue implementations & college adapter upgrades

Want to Know What's Up?

Register for an account on [CCCTechnology.info](https://ccctechnology.info)

- Release updates
- Planned Maintenance
- Have a general question? Start a discussion!
- Private Spam Discussion group

Q&A

Contact:

- Michael Thathuvaswamy, Director of Enabling Services & Support

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