

# Clearing the Path:

## Student Onboarding Made Easy

### CCC Technology Center - Student Success Suite

Dr. Jennifer Coleman, Director

Jane Linder, Product Manager

# What Problem Are We Trying To Solve?



Schools

## CA Community College Enrollment Falls Among High School Grads

Community colleges have been hit the hardest during the pandemic as enrollment among high school graduates fell nationally.

Bay City News, News Partner  
Posted Sun, Dec 13, 2020 at 4:46 pm PT

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CORONAVIRUS

## 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.

NEW AMERICA

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Education Policy

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### Where Did All the Students Go?

Understanding the Enrollment Decline at Community Colleges During the Pandemic

BLOG POST



News

By Jocelyn Ortega

January 13, 2021 12:53 am Published January 12, 2021 6:11 pm



## Community college enrollment drops amid COVID-19 pandemic



EdSource  
HIGHLIGHTING STRATEGIES FOR STUDENT SUCCESS

TOPICS AUDIO & VIDEO PROJECTS COMMENTARIES DATA PUBLICATIONS ABOUT EDSOURCE

## Fewer students attending California community colleges, early fall numbers show

Early numbers show community colleges hit hard by pandemic and wildfires



GEORGE TAKATA/REEDLEY COLLEGE

SEPTEMBER 21, 2020



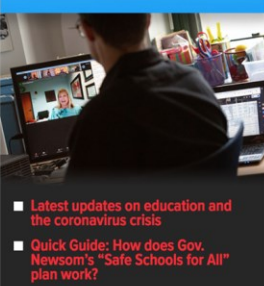
ASHLEY A. SMITH

5 COMMENTS



SPECIAL COVERAGE - UPDATED DAILY

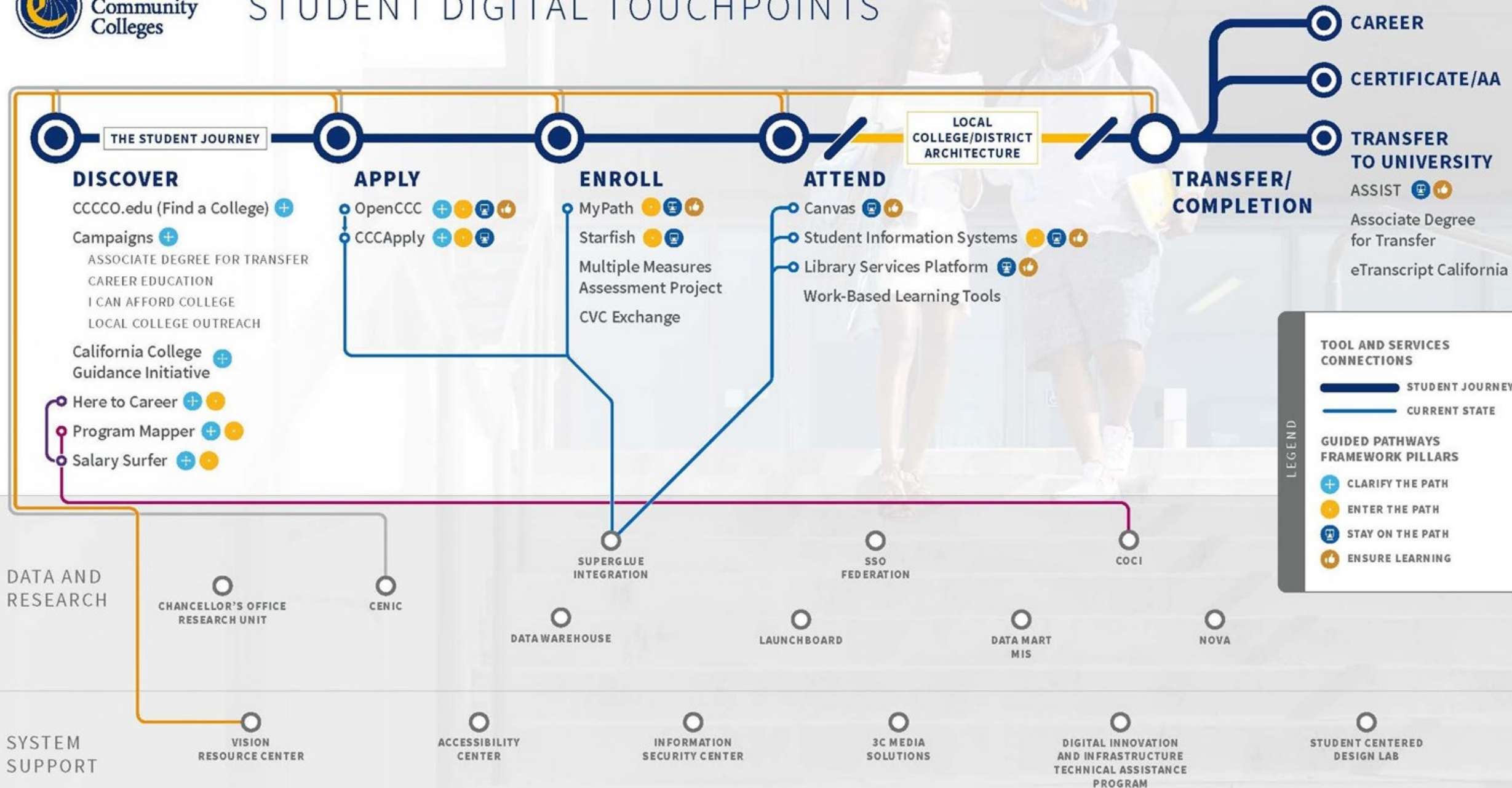
How the coronavirus is reshaping education in California



- Latest updates on education and the coronavirus crisis
- Quick Guide: How does Gov. Newsom's "Safe Schools for All" plan work?
- California colleges and universities

California's community college system is experiencing a systemwide decline of student enrollment this fall, with some campuses reporting double-digit losses.

# STUDENT DIGITAL TOUCHPOINTS





# 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?

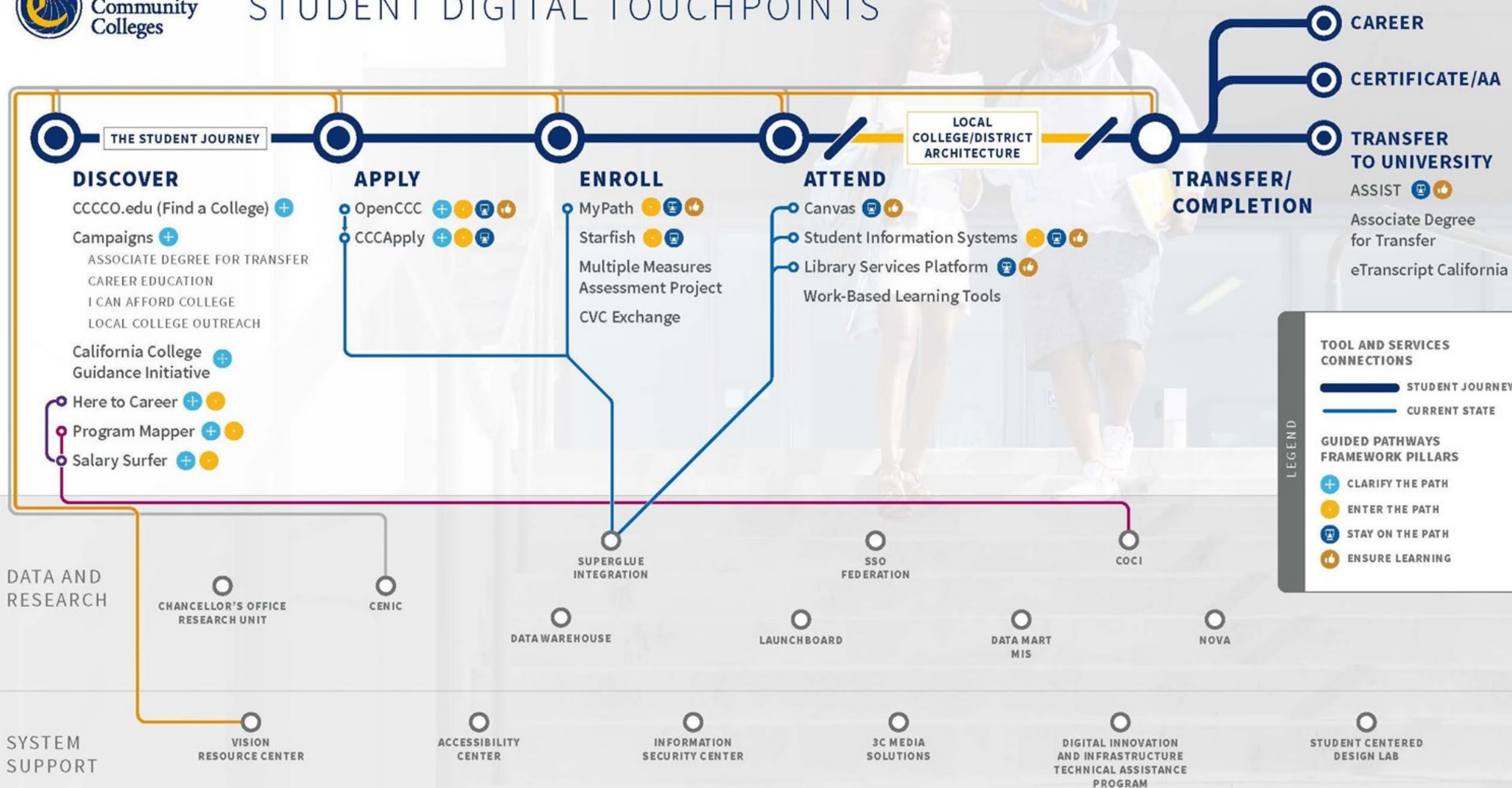
Which contact method do you want to receive a password reset? \*

- ☐ Email - send me an email to mca\*\*\*\*@ccctechcenter.org.
- ☒ Mobile phone - send me a text to \*\*\*\*\*1881.
- ☐ Helpdesk - send me to [support](#)

Next



# STUDENT DIGITAL TOUCHPOINTS



# 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

# CCCApply



California  
Community  
Colleges

CCCApply

CCCID: AAV6927 m c Desconectar

Mis solicitudes

Configuración ▾

CCC MyPath

SIERRA COLLEGE



California  
Community  
Colleges

CCCApply

[ENGLISH](#) | [ESPAÑOL](#)

[HOME](#)

[COLLEGES ▾](#)

[APPLY](#)

[MONEY ▾](#)

[PARENTS](#)

[HELP](#)

Sierra College | Plazo: Spring 2017 - Sierra

## Información de la perfil

Matriculación ✓

Información del perfil ○

Educación

Ciudadanía/militar

Residencia

Necesidades e intereses ○

Información demográfica ○

Solicitud

### Nombre anterior

¿Tiene un nombre legal anterior que se utilizó en sus registros académicos?

☐ Sí ☒ No

### Número de seguro social

La universidad utiliza el número de seguro social (SSN) como un medio para verificar su identidad.

## 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.

116 COLLEGES. UNLIMITED POTENTIAL.

Select a community college ▾

APPLY

EXPLORE

APPLY

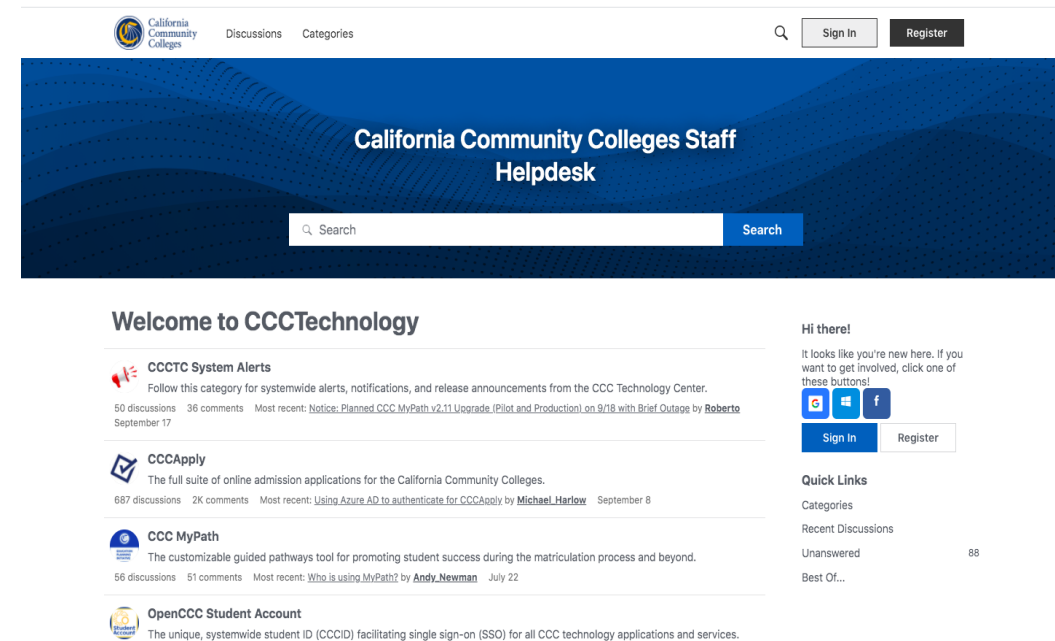
FINANCIAL AID

# 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?

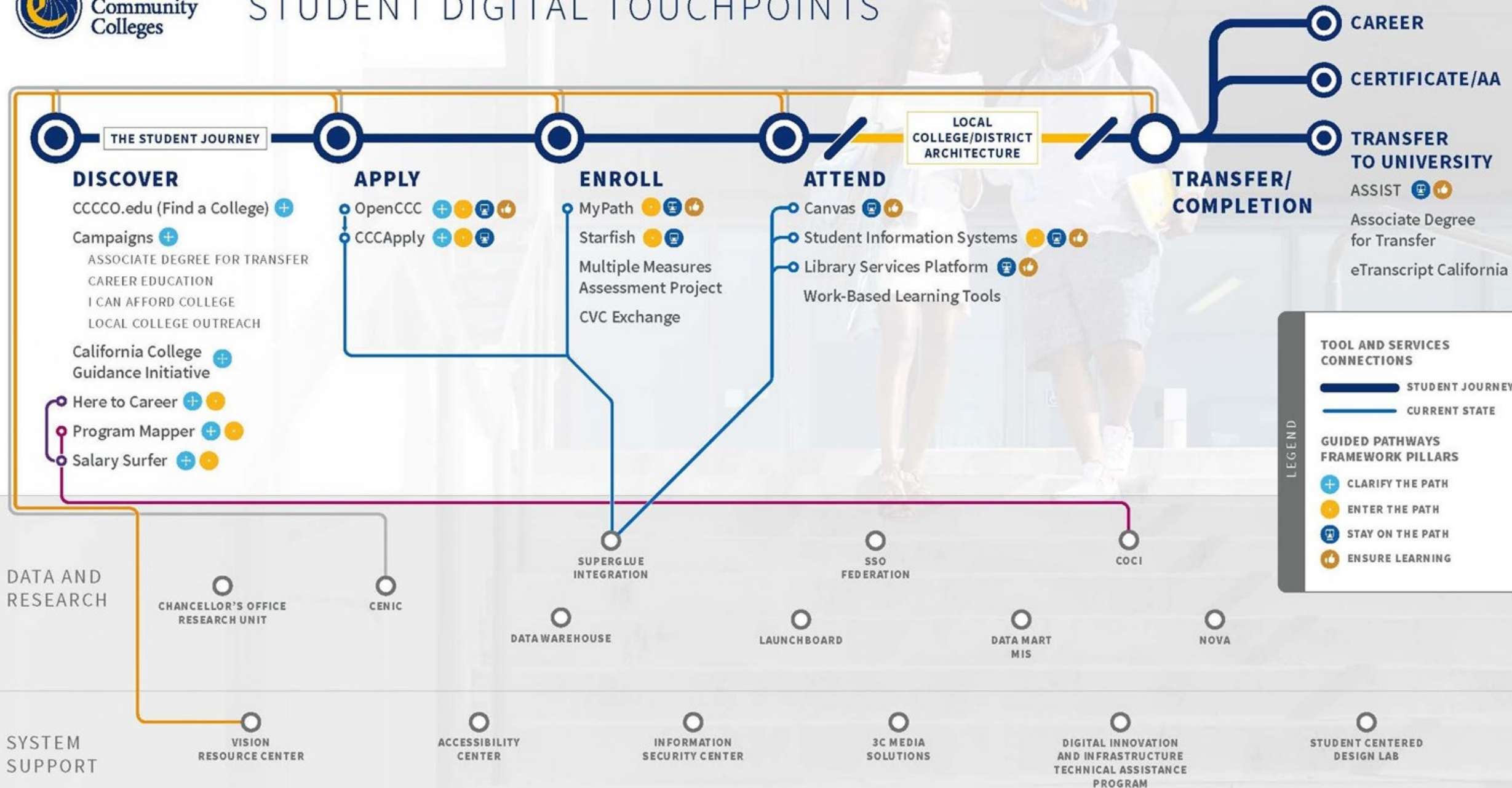
- Application Counts
  - By term, date range, etc.
- Time to Completion
  - How long does it take applicants to complete and submit?
  - Provides time started/time submitted, requires calculation
- In-Progress Data
  - Follow-up with potential students to assist with matriculation

# 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

# STUDENT DIGITAL TOUCHPOINTS



# 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.





Clarify the Path



Enter the Path



Stay on the Path



Ensure Learning

Career Exploration

Setting Goals

Finding Programs

Individually  
Customized  
Pathway

Prescriptive  
Task-based  
Advising

Intelligent  
Resource  
Recommendations

Visual Progress  
Dashboard

Nudges &  
Reminders

Community-based  
Support

Student  
Help-Desk

Analytics

Data Warehouse

Built for Deeper  
Integration with  
College Systems

# Here's how it works:

The screenshot displays the MyPath interface for Imperial Valley College. The top navigation bar includes the California Community Colleges logo, the MyPath title, a search bar, and links for CCC RECOMMENDS (1), MESSAGES (28), ROSE, and HELP. Below the navigation bar is a large banner with the college's logo and name. The main content area features a background image of a campus scene and four task-based onboarding steps: Step 1 (SERVICES CENTER), Step 4 (COUNSELING SERVICES), Step 5 (PAY FOR COLLEGE), and Step 6 (REGISTER FOR CLASSES). Each step includes a description and a list of tasks. Callouts highlight specific features: 'College configured branding and images' points to the banner; 'Reminders sent to students in MyPath and via SMS text' points to the MESSAGES link; 'individually customized, task based onboarding steps created by the college' points to the task lists; 'Student progress is tracked, allowing them to leave and resume as needed' points to the progress indicators; and 'Tasks can prompt document uploads, or update fields in the college SIS' points to the 'View more' links.

California Community Colleges MyPath

Enter search terms

CCC RECOMMENDS 1 MESSAGES 28 ROSE HELP

Welcome to IMPERIAL VALLEY COLLEGE

College configured branding and images

Reminders sent to students in MyPath and via SMS text

individually customized, task based onboarding steps created by the college

Student progress is tracked, allowing them to leave and resume as needed

Tasks can prompt document uploads, or update fields in the college SIS

Step 1 SERVICES CENTER

Our Vision is to empower IVC students to discover and pursue a path to a fulfilling career.

1. Take the Career Assessment
2. Explore Careers
3. View Potential Wages

View more »

Step 4 COUNSELING SERVICES

As a new student, seeing a counselor is probably the most important thing you can do.

1. Welcome to Counseling!
2. Identify Your Goal

Step 5 PAY FOR COLLEGE

Apply for financial aid.

1. Eligibility
2. Applying for Financial Aid
3. Get Help

View more »

Step 6 REGISTER FOR CLASSES

Now that you have a better idea what to take and where it will lead you, it is time to register!

1. How to Register
2. View your registration
3. Pay your fees

View more »

# CCC MyPath

## 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



California  
Community  
Colleges

Career Coach

Search

Login

Assessment

Careers

Programs

## Welcome to Career Coach

Discover majors and in-demand careers and education based on your interests!

### Take Career Assessment

Take a Career Assessment to learn about yourself and Career Coach will give you career suggestions based on your interests.

Take the Assessment

### Browse Careers

Browse or search for careers and we will give you relevant data on wages, employment, and the training you need.

Search for Careers



Or Browse all Careers

### Browse Programs

Browse or search for the available Programs that lead to the career you want.

Search for Programs



Or Browse all Programs



### Are You a Veteran?

Find civilian careers related to your military occupation.

Get Started with Military Search

# Enabling Services Division

## Implementation, Training & Support



### Support & Training

Online Support & System Alerts: [www.ccctechnology.info](http://www.ccctechnology.info)

Email Support Directly: [staffsupportccctc@openccc.zendesk.com](mailto:staffsupportccctc@openccc.zendesk.com)

### Student Helpdesk

Call: (877) 247-4836

Email: [support@openccc.net](mailto:support@openccc.net)

### College Relationship Managers and Implementation Configuration

Email: [crms@ccctechcenter.org](mailto:crms@ccctechcenter.org)

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Visit *CCCTechnology.info* today



# Questions?

Reach Out Directly to Student Success Suite Team Members:

Dr. Jennifer Coleman, Director  
[jcoleman@ccctechcenter.org](mailto:jcoleman@ccctechcenter.org)

Jane Linder, Product Manager  
[jlinder@ccctechcenter.org](mailto:jlinder@ccctechcenter.org)