

June 9, 2021

# CCC Technology Center Student Success Suite:

## CCC MyPath Enhancements: Beyond Onboarding

Thank you for joining us!

- We will start at 12 p.m.
- This session is being recorded.
- Auto-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
Customized CMS Portlets in MyPath	Beth Knowles
Transfer and Graduation Enhancements	Beth Knowles
Guiding Students Back to Campus	Beth Knowles
Here to Help: CCCTC Enabling Services	Warren Whitmore
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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- **CCC MyPath** 
  - The answer to the question “I filled out the application, what do I do next?”



# Current CCC MyPath Stats

- Adopted by 64 colleges
- 360,000+ student advisor cards completed this fiscal year-to-date
- Over 1.5 million tasks completed by students since launch of MyPath



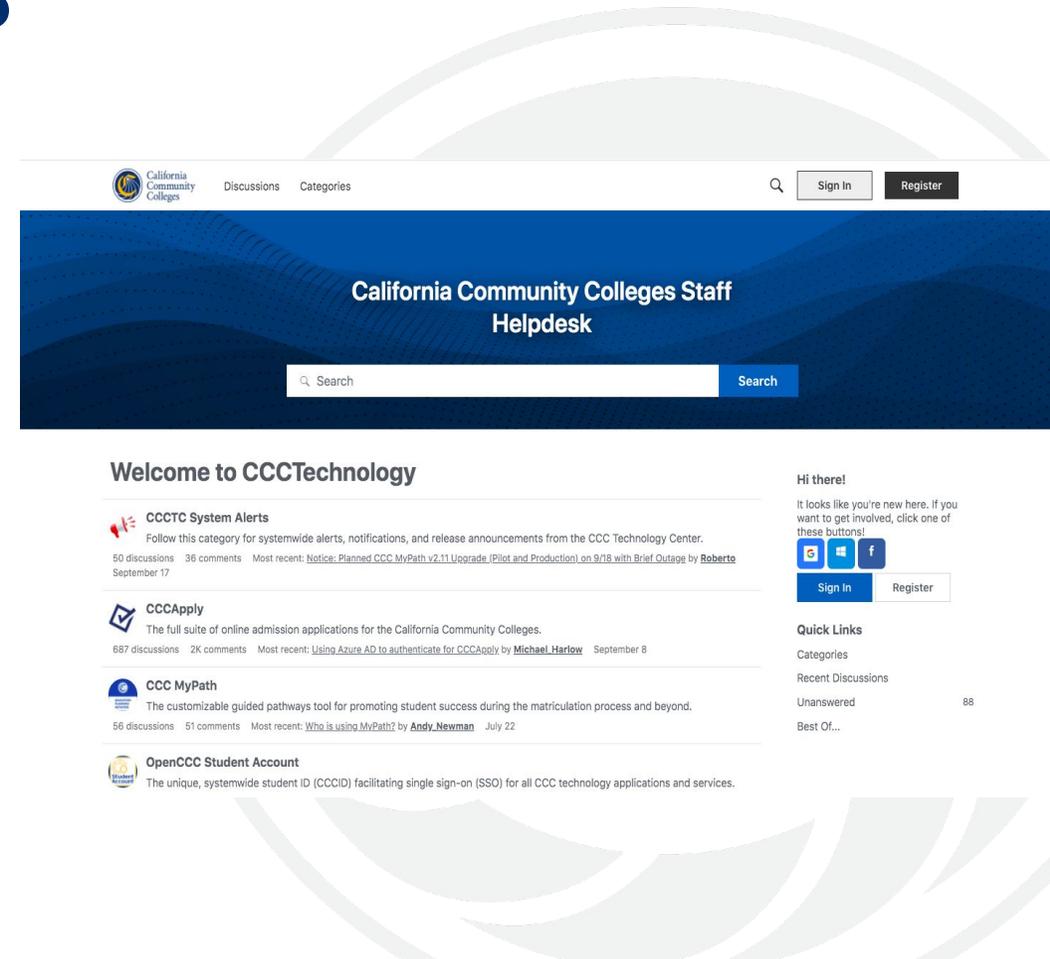
# How are we supporting users?

- Continuous improvement over time
- Driven by user feedback
  - Student Centered
  - Staff and Faculty Input
- Integration of all student-facing tools
- Going forward, you'll see “Student Success Suite” releases and coordinated training and support
  - Fall 2021 Release of all three products

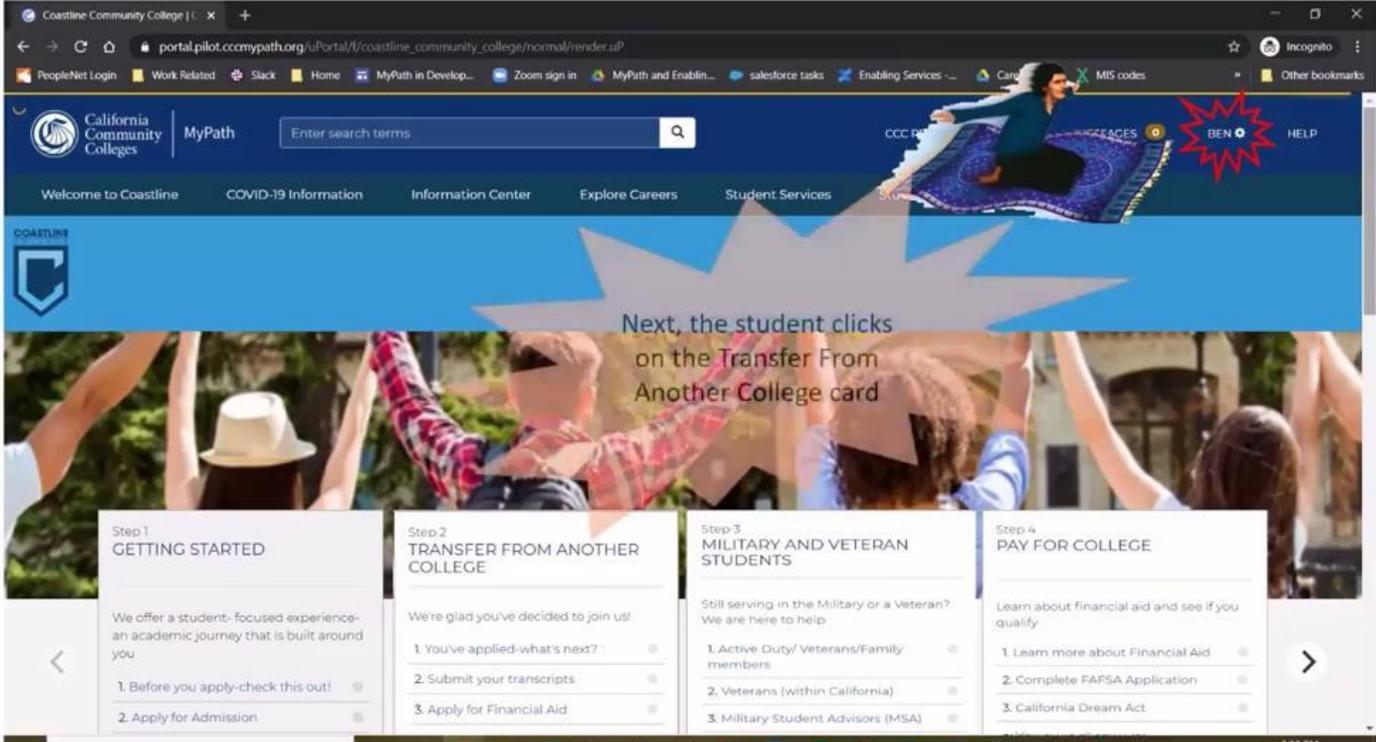


# Feedback Opportunities

- User Groups and Subcommittees
  - CCC MyPath
  - CCCApply
    - Fraud Filter
    - Dual Enrollment
    - Incarcerated / Formerly Incarcerated
- Vanilla Forums (ccctechnology.info)
- End User Pilot Testing
  - New formal process
  - For faculty/staff and students



# CCC MyPath Overview



The screenshot shows the CCC MyPath website interface. At the top, there is a navigation bar with the California Community Colleges logo, a search bar, and user information. Below the navigation bar, there is a main banner area with a large blue starburst graphic. A callout box with a white background and a blue border points to the 'Transfer From Another College' card in the main banner area. The callout text reads: 'Next, the student clicks on the Transfer From Another College card'. The main banner area contains four cards: 'Step 1 GETTING STARTED', 'Step 2 TRANSFER FROM ANOTHER COLLEGE', 'Step 3 MILITARY AND VETERAN STUDENTS', and 'Step 4 PAY FOR COLLEGE'. Each card has a list of steps and a 'Learn More' link.

Next, the student clicks on the Transfer From Another College card

**Step 1 GETTING STARTED**  
We offer a student- focused experience- an academic journey that is built around you

1. Before you apply-check this out!
2. Apply for Admission

**Step 2 TRANSFER FROM ANOTHER COLLEGE**  
We're glad you've decided to join us!

1. You've applied-what's next?
2. Submit your transcripts
3. Apply for Financial Aid

**Step 3 MILITARY AND VETERAN STUDENTS**  
Still serving in the Military or a Veteran? We are here to help.

1. Active Duty/ Veterans/Family members
2. Veterans (within California)
3. Military Student Advisors (MSA)

**Step 4 PAY FOR COLLEGE**  
Learn about financial aid and see if you qualify

1. Learn more about Financial Aid
2. Complete FAFSA Application
3. California Dream Act

# MyPath Customized CMS Portlets

- Customized CMS Portlets are web pages that live within MyPath.
- These ‘mini web-pages’ could be used for:
  - Highlighting a service for students (where no web page currently exists)
  - Giving directions with illustrations to aid students in performing a task
  - Providing students with additional information not currently published on an existing web page

# We use this MyPath tool to create them:

The screenshot shows a web browser window displaying the 'Edit Portlet Configuration' page in the MyPath tool. The browser's address bar shows the URL: `portal.pilot.cccmypath.org/uPortal/p/portlet-admin.ctf23/max/render.up?pP_execution=e1s3`. The page header includes the 'Community Colleges Technology Center' logo and a 'You are screen sharing' notification. The main content area is titled 'Edit Portlet Configuration' and 'Content Editor'. It features a rich text editor toolbar with options for bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, and other formatting tools. Below the toolbar is a large text area for editing content. At the bottom of the editor, there is a 'Return without saving' link. The Windows taskbar is visible at the bottom of the screen, showing the search bar and various application icons.

# Compton needed to highlight their F.I.S.T. Program

Portlet Administration | CCC MyP x +

portal.pilot.cccmypath.org/uPortal/p/portlet-admin.ctf23/max/render.uP?pP\_execution=e1s3

PeopleNet Login Work Related Slack Home MyPath in Develop... Zoom sign in MyPath and Enablin... salesforce tasks Enabling Services ... Career Coach

### Edit Portlet Configuration

#### Content Editor

Source [Icons]

**B I U S x x' I x** [List Icons]

Styles Format Size [Color Icons]

 Formerly Incarcerated Student Transition (F.I.S.T.)

The F.I.S.T. program provides academic, social and economic support for students reentering the community after incarceration. The program helps students de support meetings, skills training and professional development, career counseling and entrepreneurship exploration, career workshops, and basic skills en

Compton College helps formerly incarcerated students make a smooth transition to college with extra support services. The Formerly Incarcerated Student Transi academic al and economic support for students reentering the community after incarceration.

For further information, please contact:

Dr. Joseph Lewis  
Student Services Advisor  
jlewis@compton.edu  
310-900-1600 ext. 2088

[Video chat on Cranium Cafe with Dr. Joseph Lewis](#)

[Return without saving](#)

Type here to search [Taskbar Icons] 2:56 PM 6/7/2021

We used this editor to add content for the web page

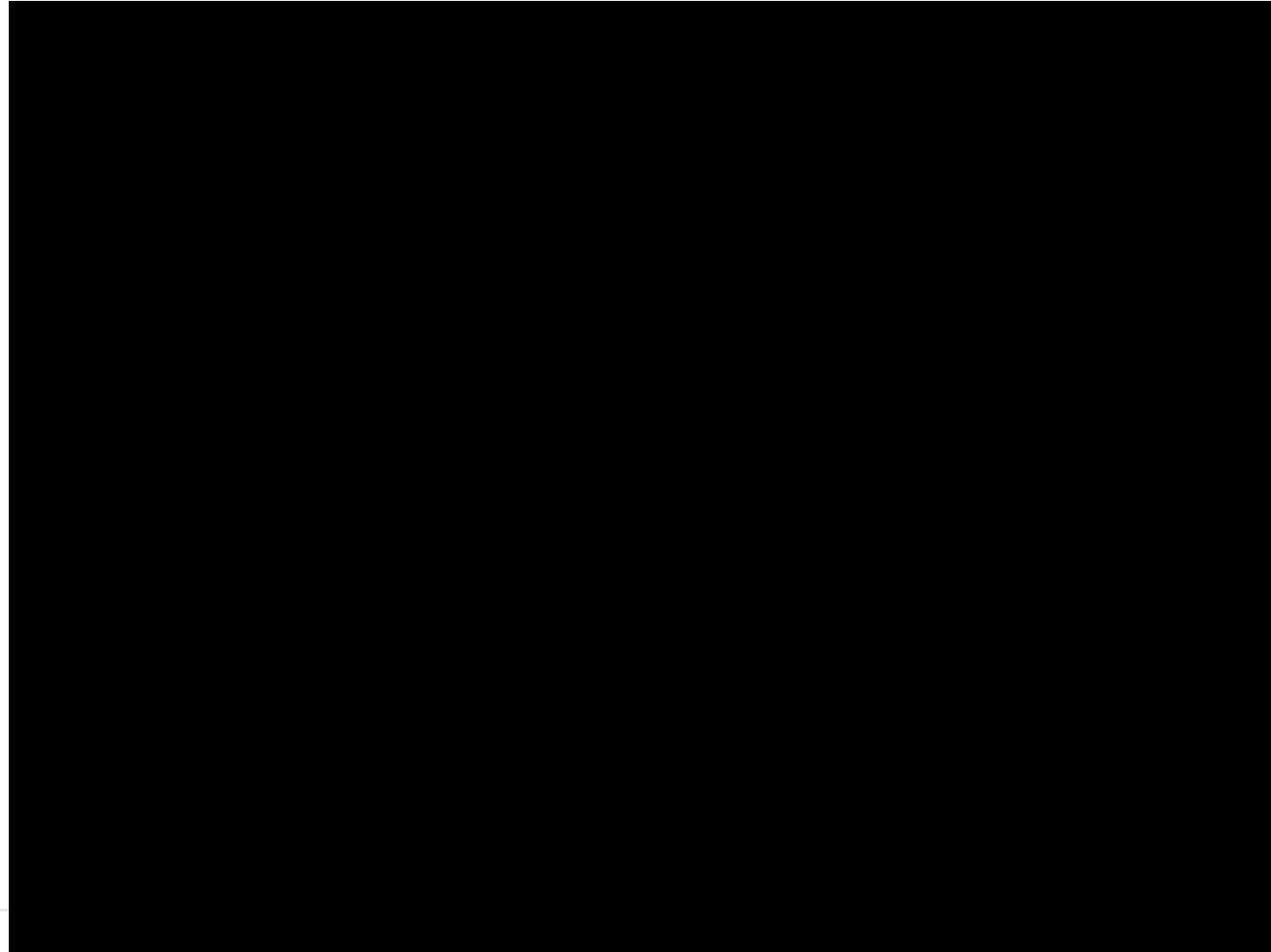
# Compton's F.I.S.T. Program:

The screenshot shows a web browser window displaying the Compton College MyPath portal. The browser's address bar shows the URL `portal.pilot.ccmypath.org/uPortal/f/u25181s1000/normal/render.uP`. The page header includes the California Community Colleges logo, a search bar, and navigation links for 'CCC RECOMMENDS', 'MESSAGES', 'NATALIE', and 'HELP'. A red banner at the top left features the Compton College logo and a 'My Colleges' button. Below the banner is a large image of a college campus with a sign that reads 'COMPTON COLLEGE HAS A GREAT STORY TO TELL! MICHELLE OBAMA FORMER FIRST LADY'. The main content area displays four steps of the F.I.S.T. Program:

- Step 5 FINANCIAL AID**  
Need help paying for college? Apply for financial aid  
1. FAFSA  
2. California Dream Act (CADAA)  
3. Foster Youth Services  
View more »
- Step 6 SPECIAL RESOURCE CENTER (DSPS)**  
The Special Resource Center provides services to students with disability-related limitations.  
1. Learn more about the SRC  
2. Are you eligible?  
3. How to Apply
- Step 7 F.I.S.T. PROGRAM**  
Support program for students who are formerly incarcerated who are reentering society.  
1. Learn about the F.I.S.T. Program
- Step 8 TRANSFER INFORMATION**  
Learn how to prepare to transfer to four year colleges and universities  
1. Learn all about transferring!

The Windows taskbar at the bottom shows the system tray with the time 9:46 AM on 6/7/2021.

# Coastline wanted to help new students better prepare for applying



# Transfer and Graduation Enhancements

- Students can use MyPath to upload documents to aid in completing transfer and graduation requirements
  - Students can upload high school/college unofficial transcripts
  - Veterans can upload DD214s and more
  - Each document uploaded is ‘tagged’ with the student CCCID and a category tag to keep student documents straight
  - Schools can search for documents by student name, document category, or CCCID

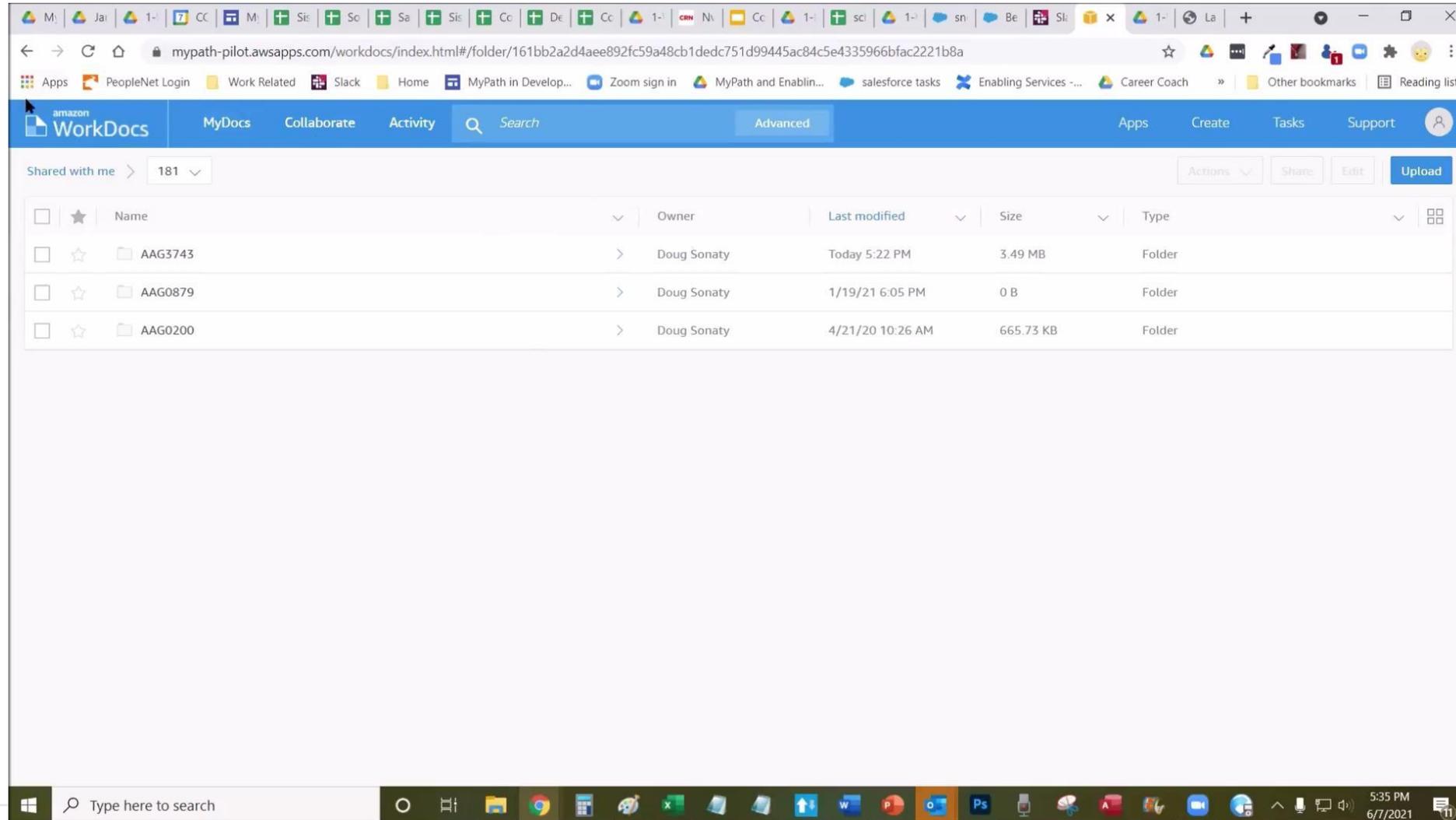
# See how a student uploads a document

The screenshot shows a web browser window displaying the MyPath portal for the College of the Siskiyous. The browser's address bar shows the URL `portal.pilot.cccmypath.org/uPortal/f/u23241s1000/normal/render.uP`. The page features a dark blue header with the California Community Colleges logo, a search bar, and navigation links for 'CCC RECOMMENDS', 'MESSAGES', 'TEST02', and 'HELP'. Below the header is a large banner image of a campus with a green lawn and trees, with the text 'College of the Siskiyous' overlaid. The main content area is a carousel of four steps:

- Step 1: WELCOME**
  - Welcome to College of Siskiyous
  - 1. About College of Siskiyous
- Step 2: EXPLORE CAREERS** (Marked as 'Complete')
  - Find a career that motivates you
  - 1. Take the Career Assessment
  - 2. Explore Careers
  - 3. View Potential Wages
- Step 3: NEW STUDENTS**
  - First Time Student
  - 1. Activate your COS Email
  - 2. Apply for Financial Aid
  - 3. Send in Official Transcripts
  - View more »
- Step 4: STUDENT HOUSING**
  - View Information on On/Off-Campus Housing
  - 1. Apply for On-Campus Housing
  - 2. Off-Campus Resources

The Windows taskbar at the bottom shows the time as 4:57 PM on 6/7/2021.

# Amazon WorkDocs - View uploaded documents



The screenshot shows the Amazon WorkDocs web interface. The browser address bar displays the URL: `mypath-pilot.awsapps.com/workdocs/index.html#/folder/161bb2a2d4aee892fc59a48cb1dedc751d99445ac84c5e4335966bfac2221b8a`. The interface includes a navigation bar with 'MyDocs', 'Collaborate', 'Activity', and a search bar. Below the navigation bar, there is a 'Shared with me' section with a dropdown menu showing '181' items. The main content area displays a table of folders:

<input type="checkbox"/>	<input type="checkbox"/>	Name	Owner	Last modified	Size	Type
<input type="checkbox"/>	<input type="checkbox"/>	AAG3743	Doug Sonaty	Today 5:22 PM	3.49 MB	Folder
<input type="checkbox"/>	<input type="checkbox"/>	AAG0879	Doug Sonaty	1/19/21 6:05 PM	0 B	Folder
<input type="checkbox"/>	<input type="checkbox"/>	AAG0200	Doug Sonaty	4/21/20 10:26 AM	665.73 KB	Folder

The Windows taskbar at the bottom shows the search bar with the text 'Type here to search' and the system tray with the time '5:35 PM' and date '6/7/2021'.

# Let's entice students back to school!

Antelope Valley College has a great idea~

Use MyPath to entice students to return to school!

How we could do it-briefly stated:

- First, identify students who haven't attended in the last few terms (get their CCCIDs), basically creating a 'saved list' from your student acad cred file (or similar) in preparation for a cross platform query
- Next, determine their email address they used in their CCCApply application (from Report Center) - you don't want to send them an email to their school email address, after all...
- Now you have the elements you need for an outreach campaign!



# Outreach campaign example

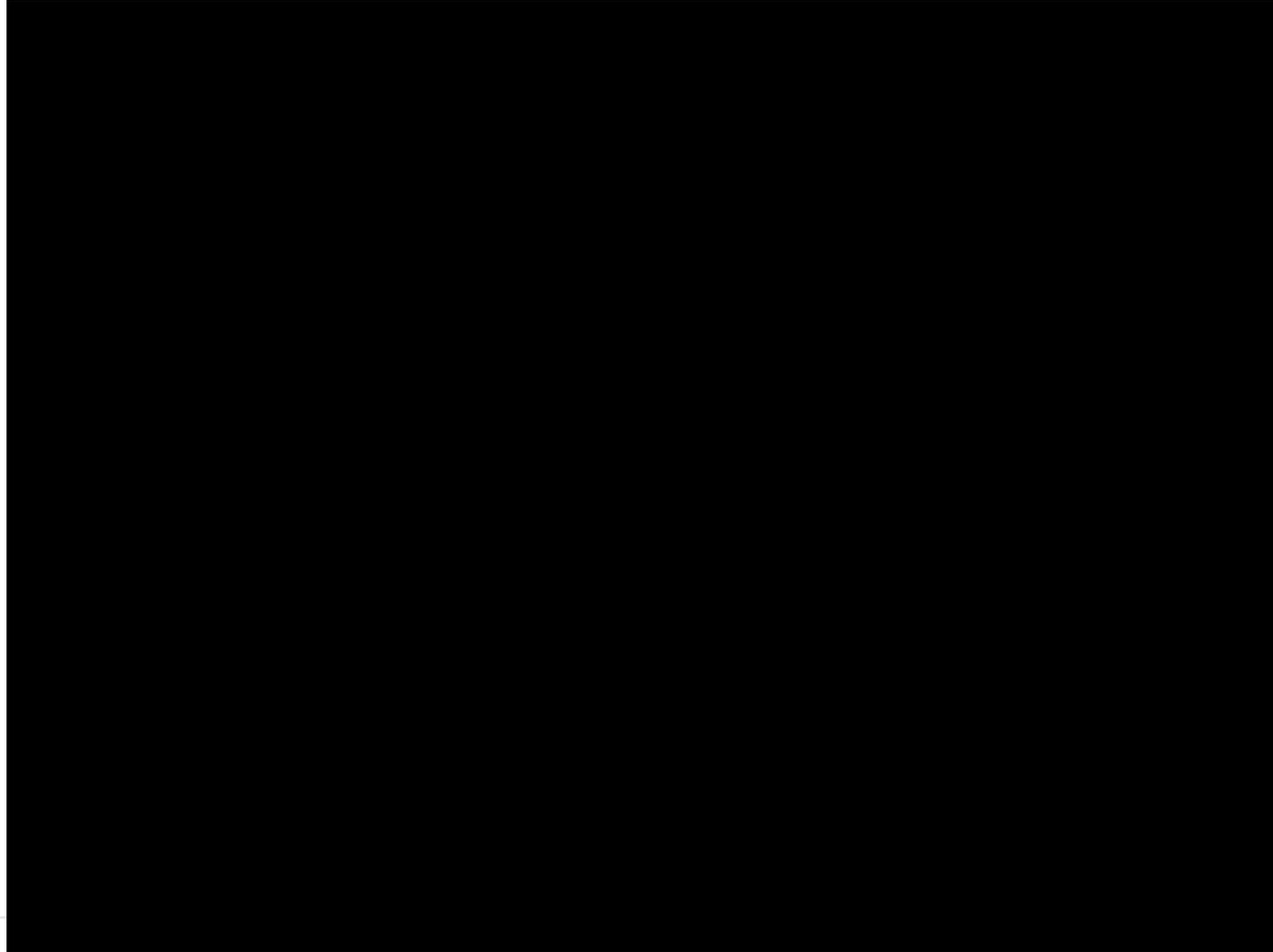
Send an email to students who recently stopped attending.

Use AVC's 'best of both worlds' webpage as the link in the email correspondence.

Let's see it in action. The student will click on that link in the email...



# Antelope Valley makes it easy to access MyPath



# Life is change. Workflows change too.

- Continuous improvement might mean more streamlined workflows - MyPath can capitalize on this - and guide your students in a decisive process.
- Performing analysis on MyPath usage reports might reveal the need to modify existing cards/workflows, or add new ones.
- Further discussion and analysis can result in applying meaningful upgrades to MyPath, to aid students in understanding and meeting requirements, increasing enrollment, and augmenting student success!



Next Steps

# Updating & Enhancing CCC MyPath



# Get hands-on help with enhancements!

CCC Technology Center implementation team members are here to help

- Beth Knowles: [bknowles@ccctechcenter.org](mailto:bknowles@ccctechcenter.org)
- Ramya Hari: [rhari@ccctechcenter.org](mailto:rhari@ccctechcenter.org)

Send an email to your CRM to get started



# Ready for more? Have questions?

CCC Technology Center College Relationship Managers are here to help

- Monica Matousek: [mmatousek@ccctechcenter.org](mailto:mmatousek@ccctechcenter.org)
- Warren Whitmore: [wwhitmore@ccctechcenter.org](mailto:wwhitmore@ccctechcenter.org)
- Monica Zalaket: [mzalaket@ccctechcenter.org](mailto:mzalaket@ccctechcenter.org)

Not sure who your college's CRM is? Contact all of them:

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



Student Success Suite (SSS)

# Upcoming Release Highlights



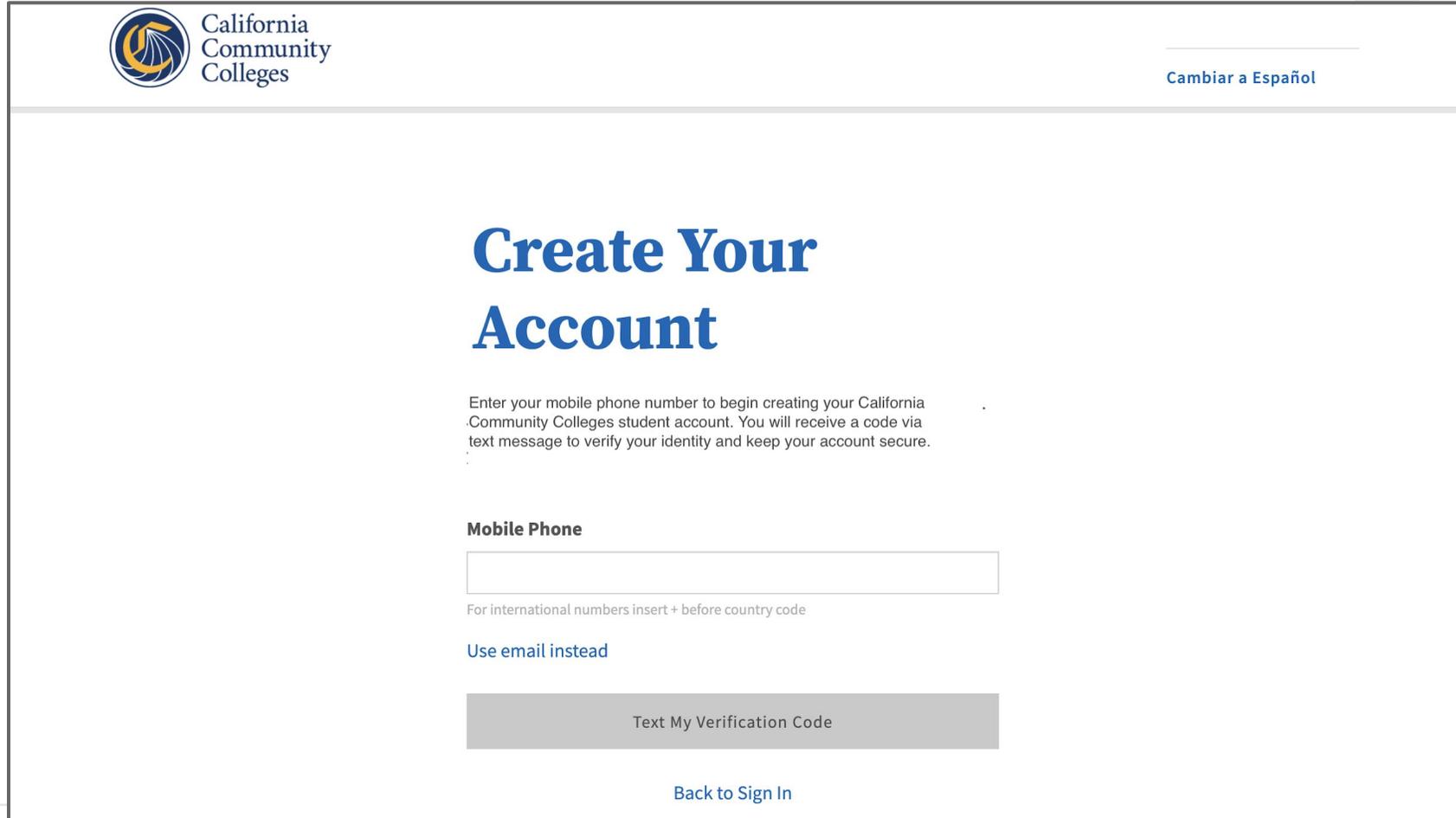
# New! Student Account Creation Process

## 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 a web page for creating a student account. At the top left is the California Community Colleges logo. At the top right is a link to "Cambiar a Español". The main heading is "Create Your Account". Below this is a paragraph explaining that users enter a mobile phone number to receive a verification code. There is a text input field for the mobile phone number, with a note that international numbers should include a plus sign. Below the input field is a link "Use email instead". At the bottom of the form is a grey 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 in pilot as of May 7
  - First user testing cycle complete as of May 28
- 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

- Several 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](mailto: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](http://ccctechnology.info)
- Help Desk / User Support:  
[staffsupportccctc@openccc.zendesk.com](mailto:staffsupportccctc@openccc.zendesk.com)
- Enabling Services College Relationship Managers:  
[crms@ccctechcenter.org](mailto:crms@ccctechcenter.org)
- Jennifer Coleman, Student Success Suite Director:  
[jcoleman@ccctechcenter.org](mailto:jcoleman@ccctechcenter.org)