

December 9, 2020

# CCC Technology Center:

## Accessing Student Survey Data and Other Metrics in CCCApply

Thank you for joining us!

- We will start at noon.
- 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
CCCApply Report Center Overview / Demo	Merrie Wales
Student Satisfaction Survey Data / Demo	Patty Donohue
Enrollment Management Data / Demo	Patty Donohue & Merrie Wales
CCCApply 6.8.0 Production Release	Jane Linder
Questions / Closing	Jennifer Coleman

# A wealth of data exists from CCCApply

## What is possible?

- What data did a student enter?
  - Application download
  - Reach out to applicants who haven't yet completed/submitted
- What do applicants have to say about the process?
- What trends are we seeing? What about your college?
  - Application numbers are up, while enrollments are down
  - Time to completion
    - Research says it is a faster process than 2 years ago
    - Anecdotally, some student groups struggle

# Post-Submission Data Sources

- CCCApply Report Center
- Download Client / SuperGlue Data Delivery
- CCC Data Warehouse Report Server

# CCCApply Report Center Overview

## Accessing the Report Center

- Getting set-up with an account
  - Role-based permissions
- <https://cccnnext.jira.com/wiki/spaces/PD/pages/727777308/CCCAdministrator+CCCApply+Administrator+College+and+District+URLs>

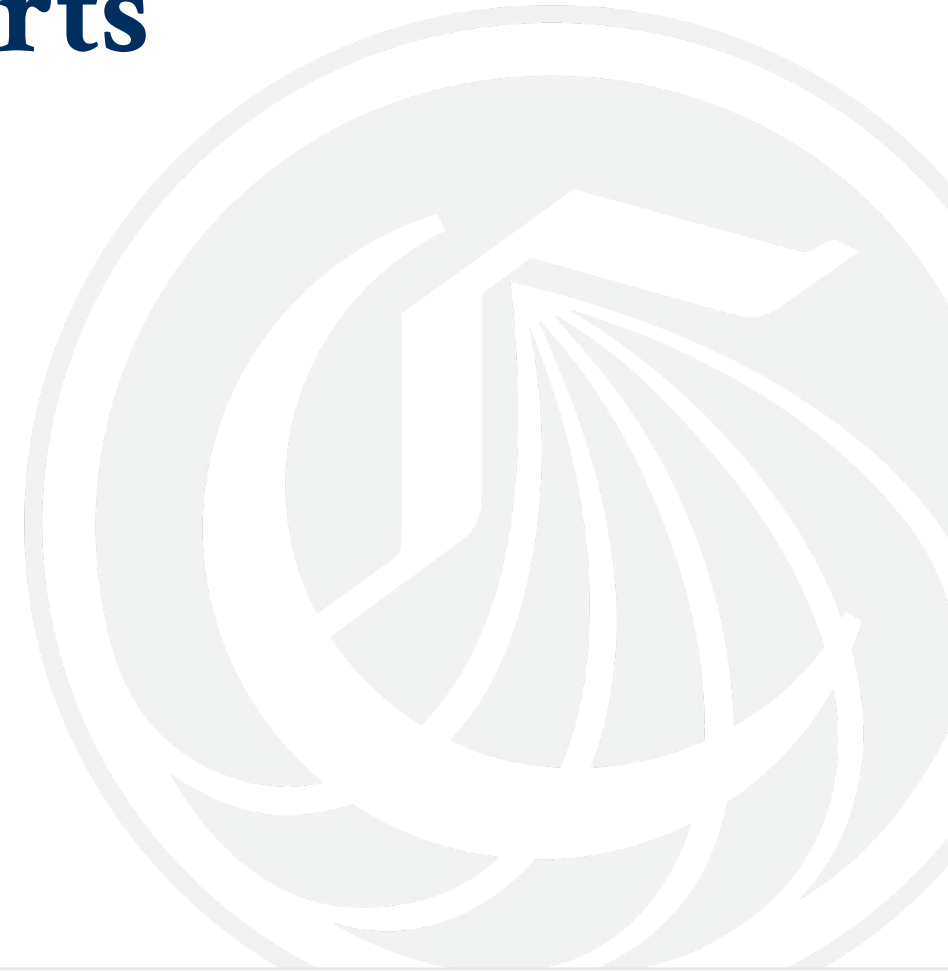
The screenshot shows the 'Report Center' dashboard. At the top, there is a navigation bar with 'Report Center' and links for 'Library', 'View', and 'Create'. Below this, the 'Home' section is visible. On the left, there is a 'Getting Started' section with 'Popular Resources' (How-to videos, How-to articles, Online Learning Portal) and a 'Recently Viewed Items' table. The table lists three reports: 'Full Application Report by Confirmation Number', 'Application Lookup by Last Name', and 'Application Lookup by SSN-4'. The main area of the dashboard is a grid of five cards: 'Data Sources', 'Domains', 'Ad Hoc Views', 'Reports', and 'Dashboards'. Each card has a title, a brief description, and a 'View list' or 'Create' button.

Recently Viewed Items	
Full Application Report by Confirmation Number	Report
Application Lookup by Last Name	Report
Application Lookup by SSN-4	Report

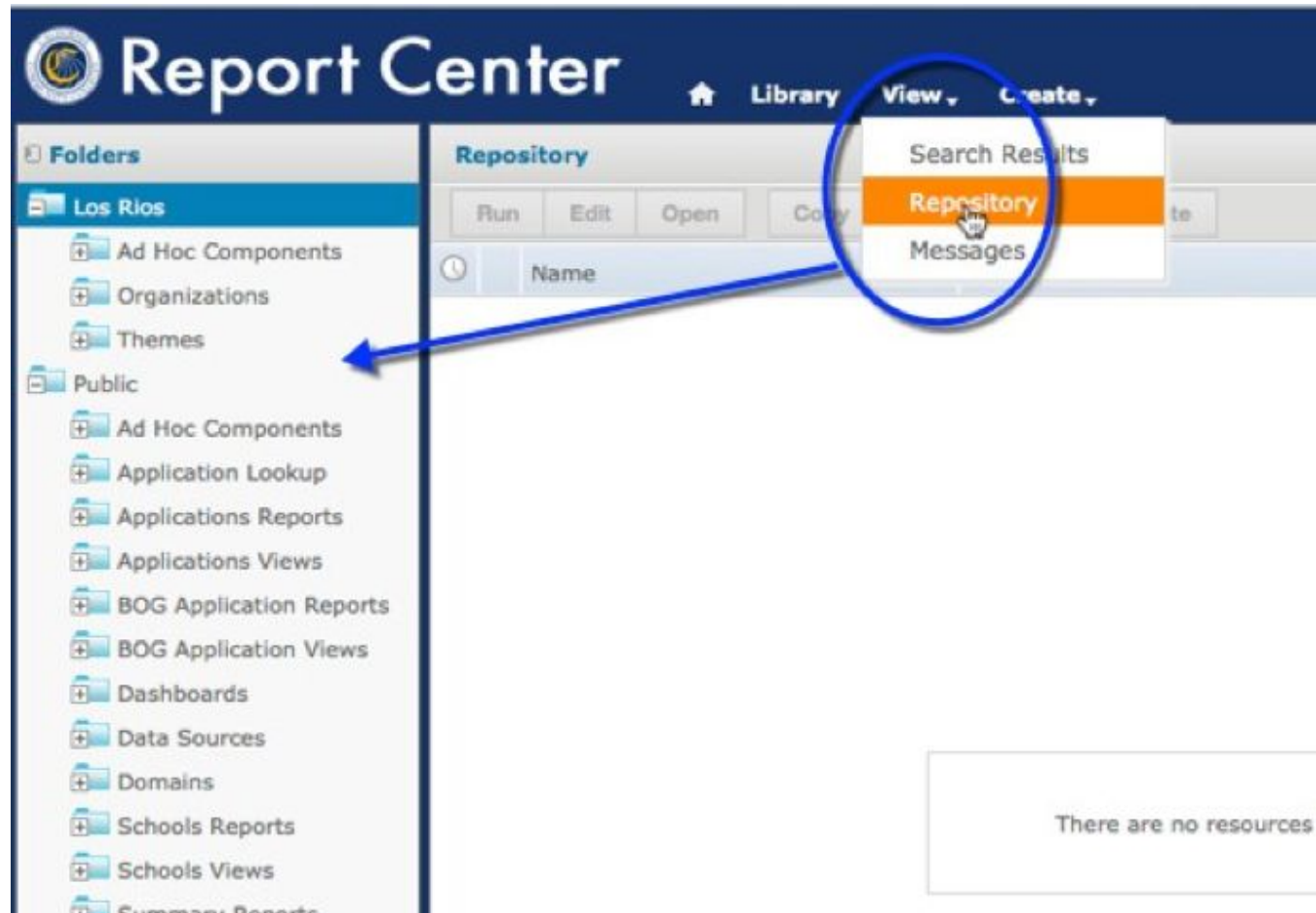
# Ready to Use Public Reports

Dozens of ready-to-use report templates are available

- Student Satisfaction Survey
- In-Progress (Un-submitted) Application data
- Fraud Applications report
- AB540 Report
- New Applicants reports
- Residency & Citizenship reports
- Time to Completion Report
- And so many more!



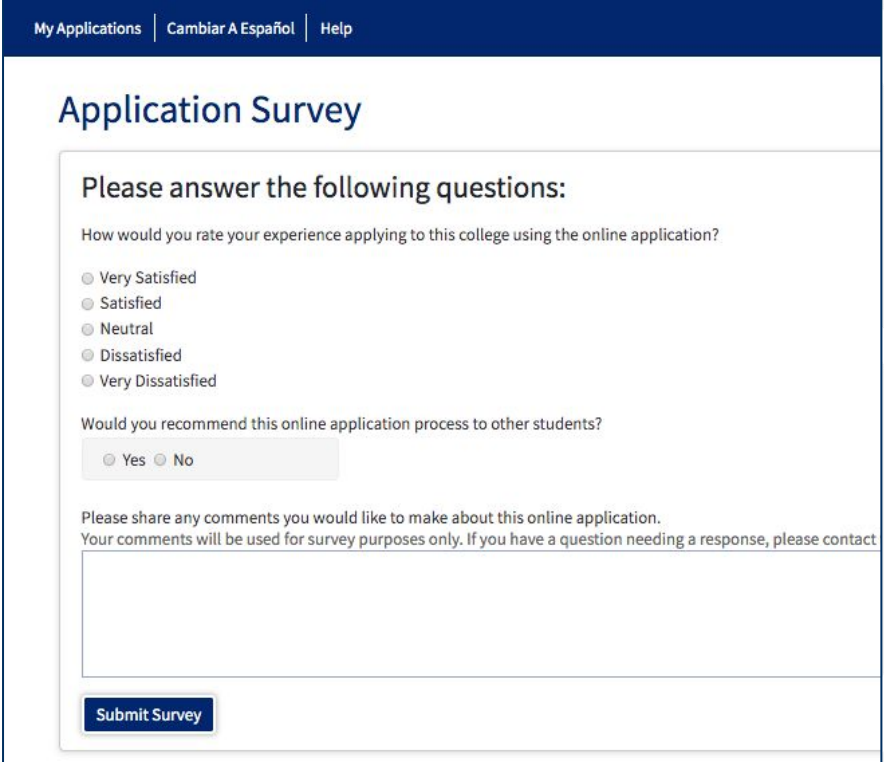
# Find Public Report Templates in the Repository



# Student Satisfaction Survey Data

## Post-submission survey presented after application:

- Included in the Standard & Noncredit apps only
- Three (3) questions / data fields on the survey:
  - a. Rate your *Experience*
  - b. Would your *Recommend* the application
  - c. Do you have any *Comments*
- Survey is *not* required; optional
- Downloadable & available in the Report Center

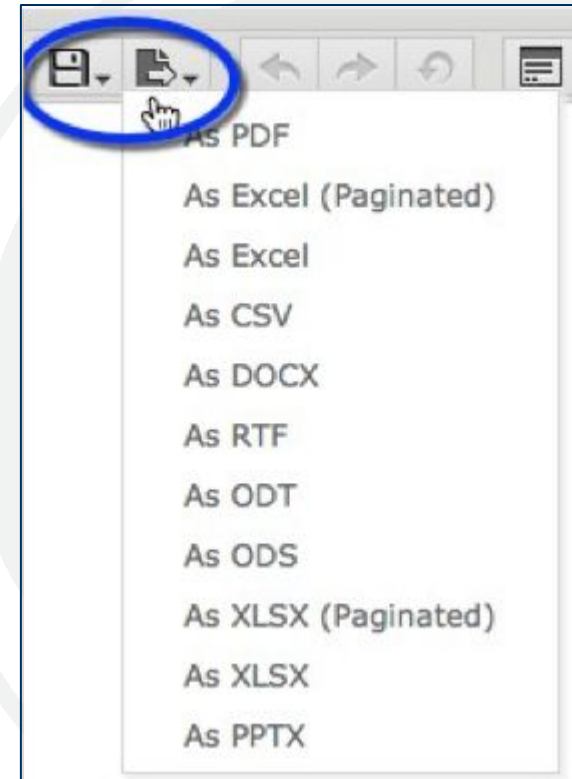


The screenshot shows a web interface for an "Application Survey". At the top, there are navigation links: "My Applications", "Cambiar A Español", and "Help". The main heading is "Application Survey". Below this, the text reads "Please answer the following questions:". The first question is "How would you rate your experience applying to this college using the online application?". It has five radio button options: "Very Satisfied", "Satisfied", "Neutral", "Dissatisfied", and "Very Dissatisfied". The second question is "Would you recommend this online application process to other students?". It has two radio button options: "Yes" and "No". Below the questions, there is a text input field with the prompt "Please share any comments you would like to make about this online application. Your comments will be used for survey purposes only. If you have a question needing a response, please contact". At the bottom of the form is a blue "Submit Survey" button.



# Exporting & Using Report Data

- Export options:
  - a. PDF
  - b. CSV
  - c. Excel
  - d. Other formats
- Filtering/leveraging the text responses
  - a. Keyword searches (easy, difficult, long, etc.)
- Creating a Word Cloud using comments



# Enrollment Management Reports

What do your college's numbers look like?

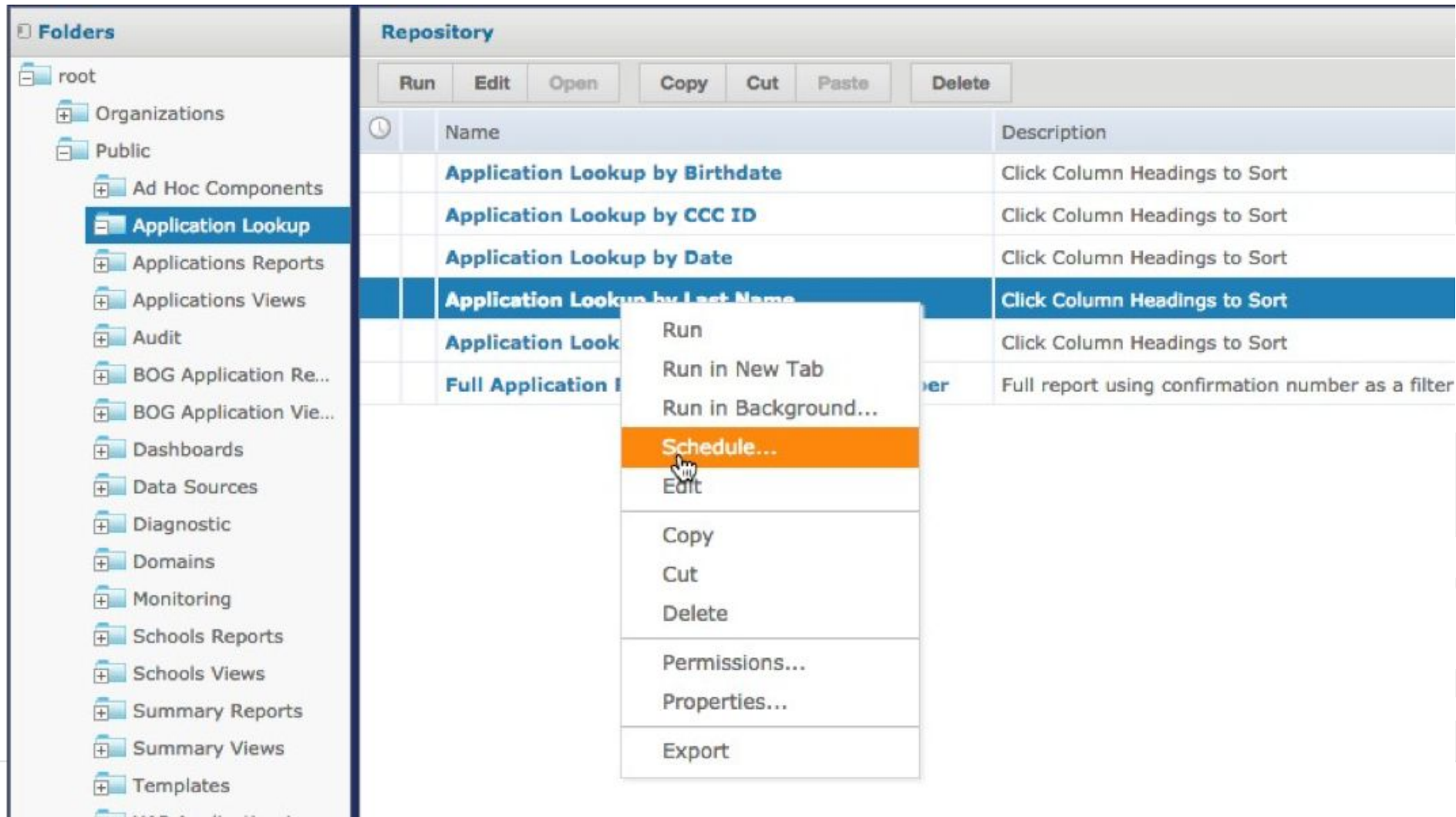
- Application Counts
  - By term, date range, etc.
- Time to Completion
  - How long does it take applicants to complete and submit?
  - Provides time started/time submitted, requires calculation
- In-Progress Data
  - Follow-up with potential students to assist with matriculation

# In-Progress Application Data Report

- In-Progress Applications Folder in Repository
- Last 30 days, not yet submitted
- Partial set of data fields
- Filters include “Term” and “App Start Date”
- Export to Excel or CSV



# Schedule Recurring Reports



The screenshot displays a web application interface with a left-hand navigation pane and a main content area. The navigation pane, titled 'Folders', shows a tree structure with 'Application Lookup' selected. The main content area, titled 'Repository', contains a table with columns 'Name' and 'Description'. A context menu is open over the 'Application Lookup by Last Name' row, with the 'Schedule...' option highlighted in orange. The table data is as follows:

Name	Description
Application Lookup by Birthdate	Click Column Headings to Sort
Application Lookup by CCC ID	Click Column Headings to Sort
Application Lookup by Date	Click Column Headings to Sort
Application Lookup by Last Name	Click Column Headings to Sort
Application Look...	Click Column Headings to Sort
Full Application I...	Full report using confirmation number as a filter

# Tips & Recommendations

Use care when handling *personal identifiable information (PII)*:

- If scheduling recurring report by email, use the “Non PII” version
- Never email or print student PII data
- Black out PII data before sending or printing
- Add restrictions to local folders containing PII data

# Resources

- [CCCApply Report Center User Guide](#)
- Student Satisfaction Survey Report Slides (WIP)
- [In-Progress Application Data Report FAQ](#)
- [CCCApply Data Dictionaries](#)



# For Report Center Assistance

Contact our Support team

- [staffsupportccctc@openccc.zendesk.com](mailto:staffsupportccctc@openccc.zendesk.com)
- Be sure you're signed up for general info & announcements on [ccctechnology.info](http://ccctechnology.info)

# CCCApply 6.8.0 Production Release

This Friday, 12/11/20

- Updates to standard application Education page for Adult School Special Admits (SB554)
- International application link to MyPath
- Deployment and Infrastructure enhancements
- Students and college staff participated in pilot UAT last week
  - Excellent feedback
- Jane Linder, Product Manager - [jlinder@ccctechcenter.org](mailto:jlinder@ccctechcenter.org)



# Thank you for attending!

## Q&A

For further assistance:

- Support/help desk ticket: [staffsupportccctc@openccc.zendesk.com](mailto:staffsupportccctc@openccc.zendesk.com)
- General info & announcements: [ccctechnology.info](http://ccctechnology.info)