

March 24, 2021

# CCC Technology Center:

## Spring 2021 Student Success Suite Release

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
Spring 2021 Student Success Suite Release	Mike Caruso & Jane Linder
Spring Release User Testing	Rick Snodgrass & Jane Linder
Preparing Your College for the SSS Release	Jane Linder
Here to Help: CCCTC College Relationship Managers	Warren Whitmore, Monica Matousek, Monica Zalaket
Questions / Closing	Jennifer Coleman

# Student Success Suite Product Team

- Jennifer Coleman, Program Director
- Jane Linder, Product Manager
- Mike Caruso, Product Owner
- Rick Snodgrass, Project Manager



# Spring 2021 Student Success Suite Release

## What is the Student Success Suite (SSS)?

- Student Success Suite applications
  - OpenCCC (student accounts)
  - CCCApply (student applications)
  - CCC MyPath (student onboarding)
- Integrated applications work together for an improved student application and admissions experience

# Spring 2021 Student Success Suite Release

## Release Target Dates:

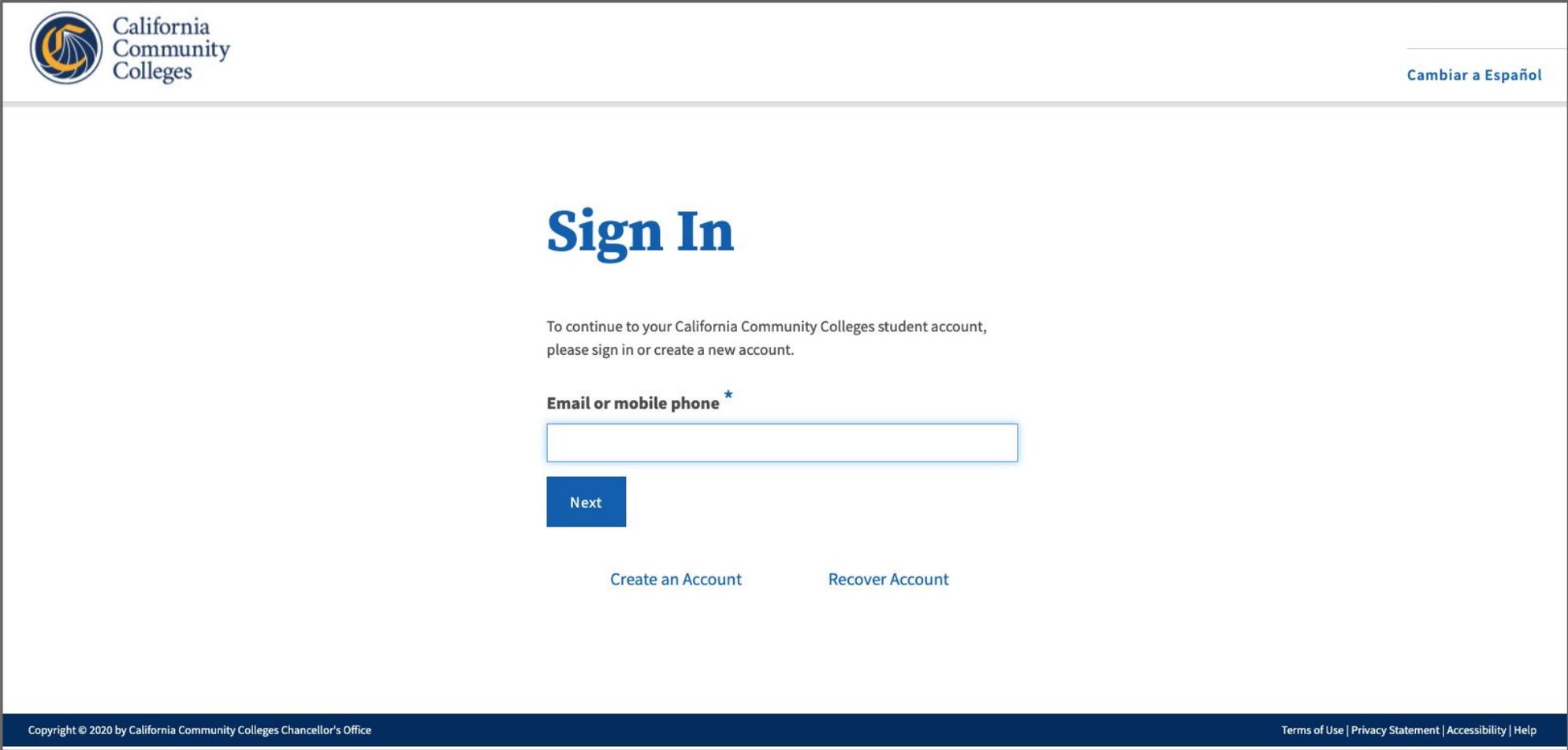
- Pilot: Late April
- User Testing: Week of May 10th
- Production release: 30 to 60 days from Pilot

# New! Student Create Account Process

## OpenCCC 2.0: Streamlined and enhanced student account creation

- SSN & Previous name no longer required
  - Still required 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

# Student Account Sign In



The screenshot shows the sign-in 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 "Sign In". Below it is a message: "To continue to your California Community Colleges student account, please sign in or create a new account." There is a text input field labeled "Email or mobile phone \*". Below the input field is a blue "Next" button. At the bottom of the main content area are two links: "Create an Account" and "Recover Account". The footer contains copyright information and links for "Terms of Use", "Privacy Statement", "Accessibility", and "Help".

California Community Colleges

[Cambiar a Español](#)

## Sign In

To continue to your California Community Colleges student account, please sign in or create a new account.

**Email or mobile phone \***

[Next](#)

[Create an Account](#)   [Recover Account](#)

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# Create Your Account



[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](#)



# Verify Your Account



California  
Community  
Colleges

[Cambiar a Español](#)

## Verify Your Account

A verification code has been sent to mobile phone ending in 2446. Please enter the verification code to verify your account.

**Verification Code**

[Verify Mobile Phone](#)

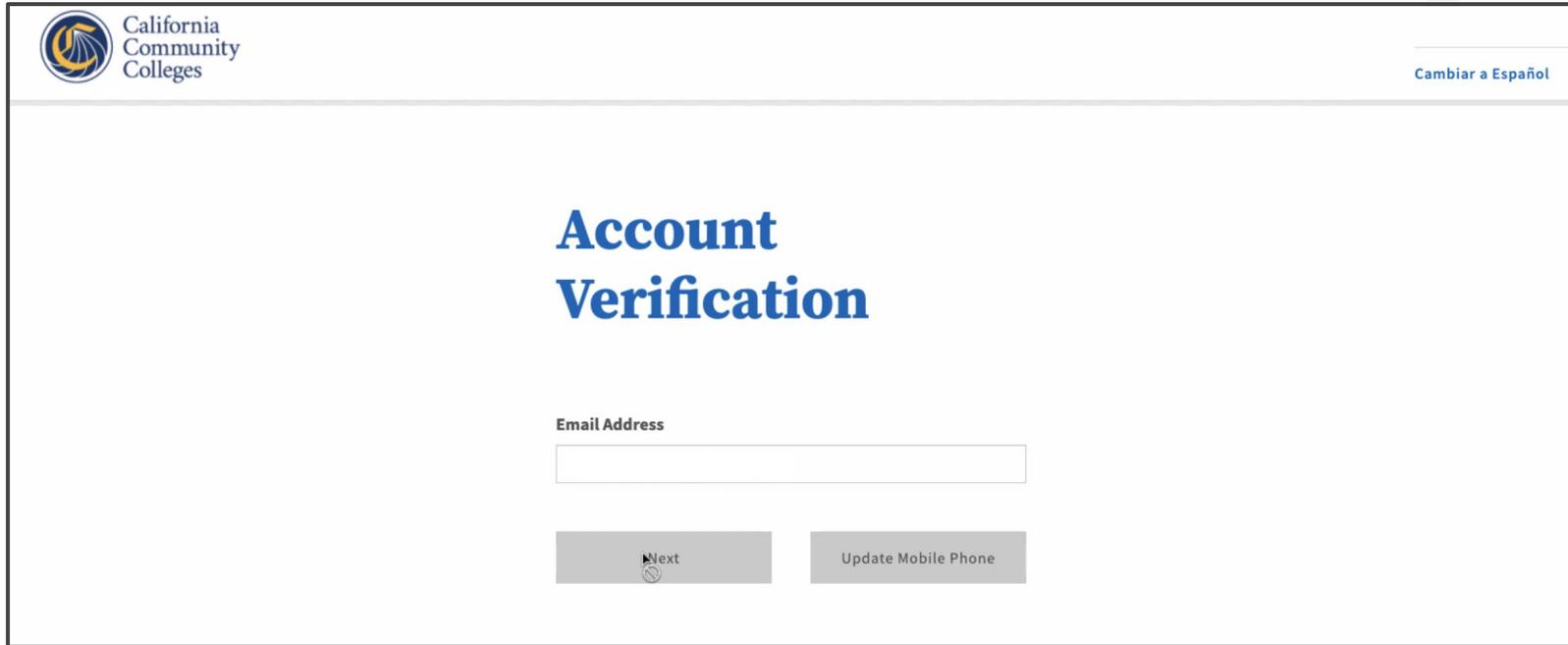
Didn't receive a code? [Resend Code](#)

[Back to Sign In](#)

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# Legacy Account First Sign-In



California Community Colleges

Cambiar a Español

## Account Verification

Email Address

Next Update Mobile Phone

- Account Verification page displays when existing student email or mobile phone recognized

# Legacy Account Process

- Existing students sign-in and go through first-time account verification process using email or mobile number
- Students with duplicate email or mobile number will be prompted for username and password
  - First student to sign-in will “claim” the duplicate email/mobile number
  - Next student(s) will be authenticated, but will be required to enter a unique email/mobile number in the Edit Account page

# 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

## 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](#)

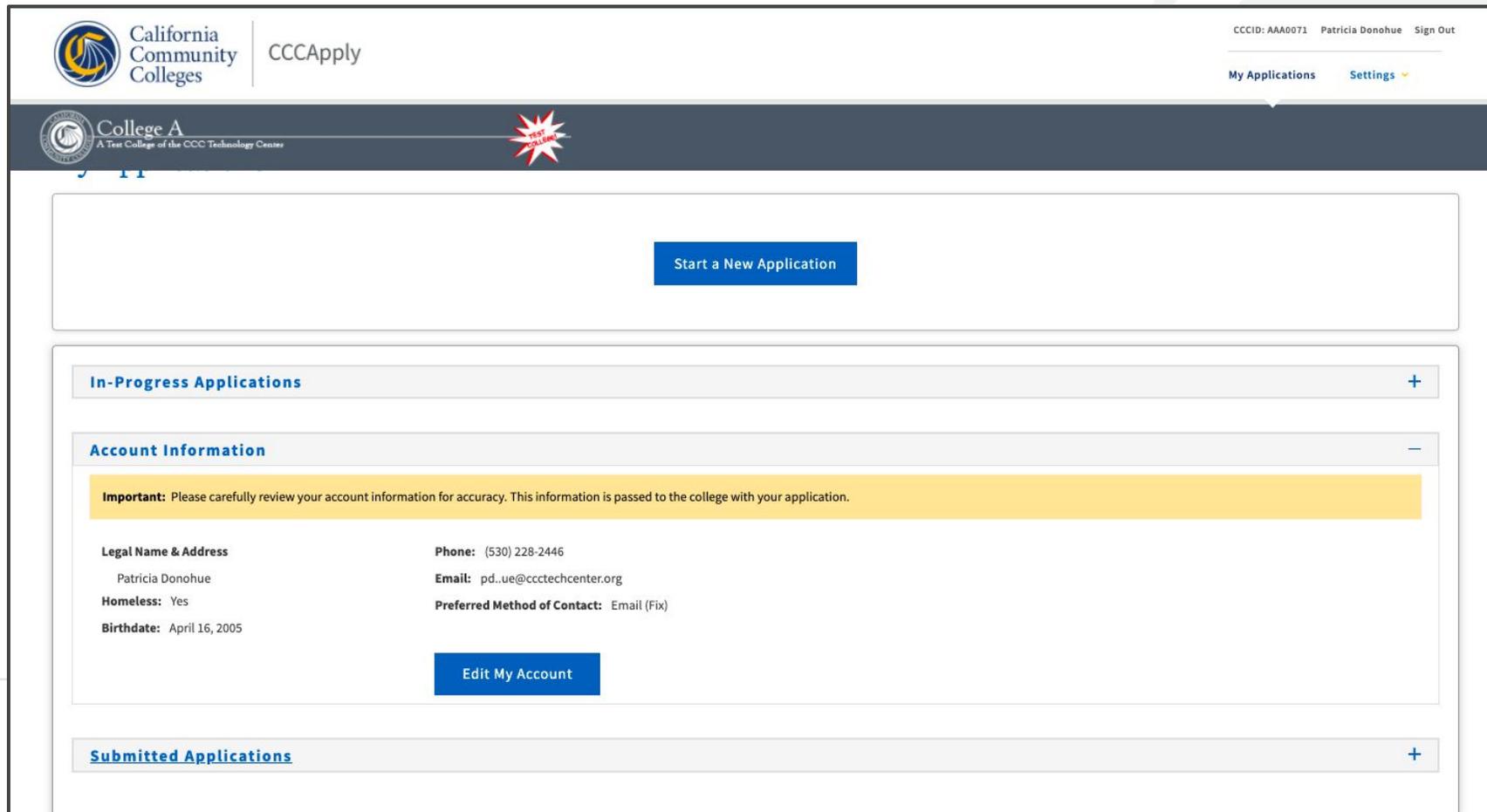
Next

# CCCApply Features: Standard Application

- My Applications now default landing once student submits an application
  - Edit Account access
- Social Security and Previous Name moved from account to application Profile page
  - Previously the Account Information page
- Parent/Guardian questions revised and streamlined
- Colors/fonts to align to current CCCCO branding

# CCCApply Features

## My Applications Page/Account Information



The screenshot displays the CCCApply user interface. At the top left is the California Community Colleges logo and the text "California Community Colleges | CCCApply". On the top right, it shows the user's account details: "CCCID: AAA0071 Patricia Donohue Sign Out". Below this, there are navigation links for "My Applications" and "Settings".

The main content area features a dark blue header for "College A" with the text "A Test College of the CCC Technology Center" and a "NEW COLLEGE" starburst icon. A large blue button labeled "Start a New Application" is centered in a white box.

Below this are three expandable sections:

- In-Progress Applications**: A section with a plus sign on the right.
- Account Information**: A section with a minus sign on the right. It contains a yellow warning box: "Important: Please carefully review your account information for accuracy. This information is passed to the college with your application." Below this is a table of account details:

<b>Legal Name &amp; Address</b>	<b>Phone:</b> (530) 228-2446
Patricia Donohue	<b>Email:</b> pd...ue@ccctechcenter.org
<b>Homeless:</b> Yes	<b>Preferred Method of Contact:</b> Email (Fix)
<b>Birthdate:</b> April 16, 2005	

A blue "Edit My Account" button is positioned below the table.
- Submitted Applications**: A section with a plus sign on the right.

# CCCApply Features: Standard Application

## SSS and Previous Name in Profile page

The screenshot displays the CCCApply interface. At the top left is the California Community Colleges logo and the text 'California Community Colleges CCCApply'. On the top right, it shows 'CCCID: AAA0071 Patricia Donohue Sign Out' and 'My Applications Settings'. Below this is a dark blue header for 'College A' with a 'NEW!' starburst. The main content area shows 'CCCTC College A | Term: Fall 2017 - CCCTC College A | Application #: 817706'. A left sidebar contains a menu with 'Enrollment' (checked), 'Profile' (active), 'Education', 'Citizenship/Military', 'Residency', 'Needs & Interests', 'Demographic Information', 'Supplemental Questions', and 'Submission'. The 'Profile' section is titled 'Profile' and contains two main sections: 'Previous Name' and 'Social Security Number'. The 'Previous Name' section asks 'Do you have a **previous legal name** that was used on legal documents or education transcripts?' with radio buttons for 'Yes' and 'No' (selected). The 'Social Security Number' section explains that the SSN or TIN/ITIN is used for matching records and financial aid, and is not required for admission. It includes a link 'Why am I being asked for my social security number?' and asks 'Do you have a social security number or taxpayer identification number?' with radio buttons for 'Yes, I have a social security number or taxpayer identification number.' and 'No, I do not have a social security number or taxpayer identification number, or I decline to provide one at this time.' (selected).

# CCCApply Features: Standard Application

## Parent/Guardian Questions Revised

- Questions still only display for students under 19
- Student-centered reordering of responses
  - “I have a parent or guardian” moved from last position first
    - Majority of minors are dependents and have a parent or guardian
- New response option for foster youth minors
  - Better support for minors who are/were in foster care any time after their 13th birthday

# CCCApply Features: Standard Application

## Parent/Guardian Questions Revised

### Parent/Guardian Information

Determining your California residency for tuition purposes is based on the residency of your parent(s) or guardian(s) until you are 19 years of age, except in [certain special circumstances](#). Nonresident students who meet eligibility requirements may apply for nonresident tuition exemption (AB540). [?](#)

Select the statement that applies to you:

- I have a [parent](#) or [guardian](#).
- I was in [foster care](#) at any time after my 13th birthday.
- I do not have a parent or guardian, or at least one of the following statements is true about me:
- I do not have a living parent or guardian.
  - I am or have been married.
  - I am legally [emancipated](#).
  - As of August 24, 2017, I will be on active duty in the armed services.
  - As of August 24, 2017, I will have been [self-supporting](#) for at least one year.

### Parent/Guardian Information

Determining your California residency for tuition purposes is based on the residency of your parent(s) or guardian(s) until you are 19 years of age, except in [certain special circumstances](#). Nonresident students who meet eligibility requirements may apply for nonresident tuition exemption (AB540). [?](#)

Select the statement that applies to you:

- I have a [parent](#) or [guardian](#).

Enter the name of your parent or guardian below.

First Name [?](#)

Last Name [?](#)

Relationship [?](#)

-- Select Relationship -- [?](#)

- I was in [foster care](#) at any time after my 13th birthday.
- I do not have a parent or guardian, or at least one of the following statements is true about me:
- I do not have a living parent or guardian.
  - I am or have been married.

# CCCApply Features

## **Noncredit Application**

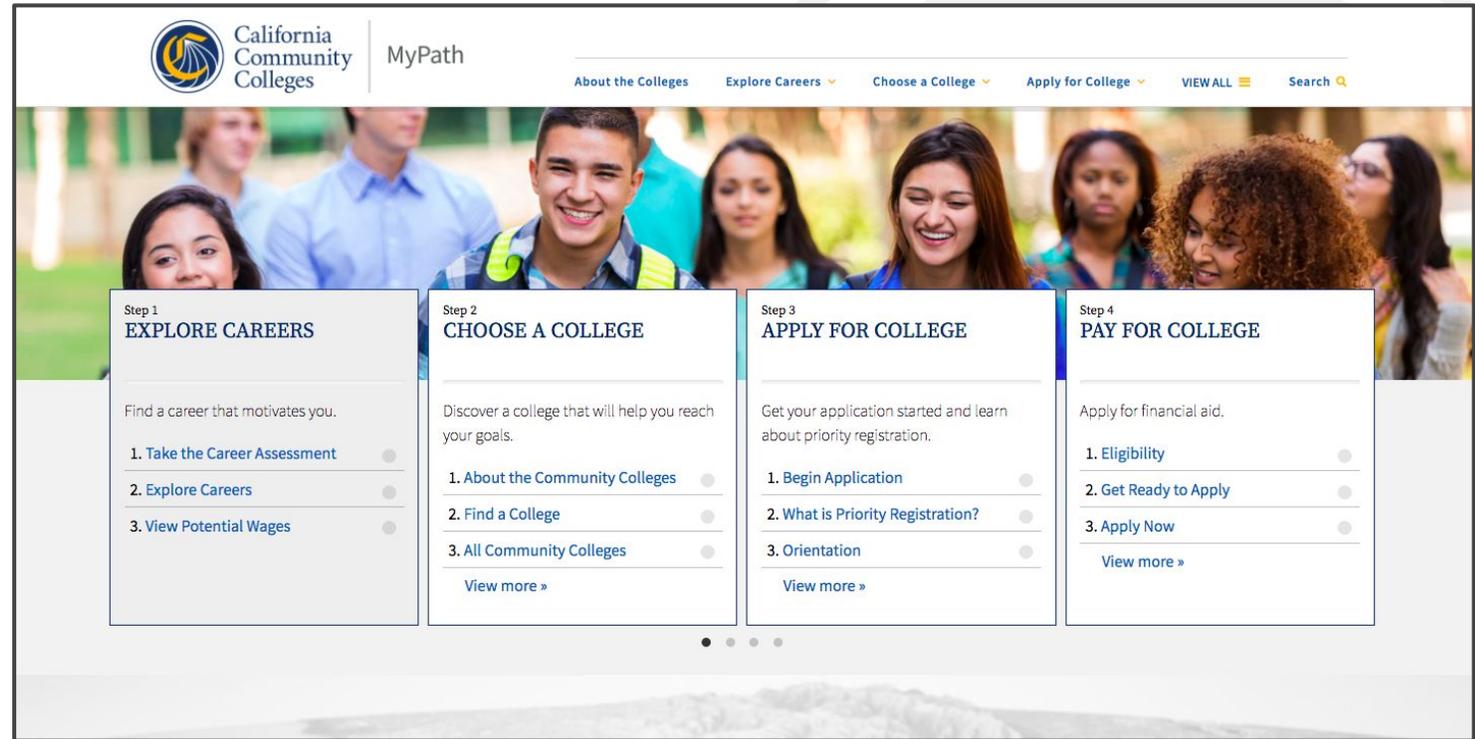
- Terms now able to be designated by application type
  - Standard, Noncredit, or Both

## **International Application**

- Authorized Agent Email pushed to later release

# MyPath Support for OpenCCC 2.0

- Edit Account link integrated with new Edit Account page
- MyPath Style Guide updates provide same look and feel across all student-facing applications



# 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

# Student Success Suite User Testing Process

- Testing focused over three days
  - Targeting second week in May
- 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

# Preparing Your College for the SSS Release

- Over 2 months to Production
  - 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 systemwide emails

# CCCTC CRMs: Here to Help!

Questions about the Spring 2021 Student Success Release?

College Relationship Managers are your college's direct contact to the Technology Center and its products:

- **Monica Matousek**
- **Monica Zalaket**
- **Warren Whitmore**

Don't know who your college's Technology Center CRM is?

Contact all of them at: [crms@ccctechcenter.org](mailto:crms@ccctechcenter.org)

# Thank you for attending!

## Q&A

For further assistance:

- General info & announcements: [ccctechnology.info](http://ccctechnology.info)
  - Contact Support to get or reset your access to this forum: [staffsupportccctc@openccc.zendesk.com](mailto:staffsupportccctc@openccc.zendesk.com)
- Enabling Services College Relationship Managers: [crms@ccctechcenter.org](mailto:crms@ccctechcenter.org)
- Jane Linder, Student Success Suite Product Manager: [jlinder@ccctechcenter.org](mailto:jlinder@ccctechcenter.org)