September 24, 2025

September Office Hours: CCCApply Skills refresh

California Community Colleges | Technology Center

Thank you for joining us!

- Captioning is available via the Zoom CC button

- Today's session will be recorded and will be available in 5-10 days

- Please use the chat tool for questions and comments

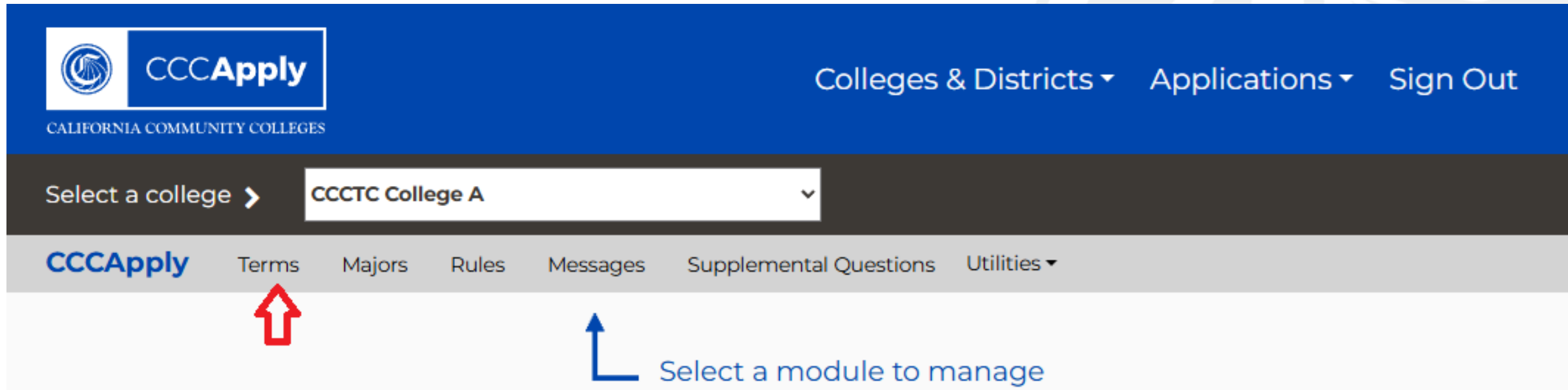California Community Colleges

Agenda

- Introduction

- Overview of the CCCApply Administrator(CAP)

- Configuring Terms

- Configuring Majors

- Configuring Rules and Messages

- Configuring Supplemental questions

- What is new with the SPAM filter

- Technology Center support for CCCApply administrators?

California
Community
Colleges

Overview of the CCCApply Administrator Platform

- What can a CCCApply admin manage?
  - Application settings- Terms and Majors
  - Configuring Rules and Messages
  - Optional Supplemental Questions
  - CCCID account creation tool
  - SPAM filter
- Email access requests to staffsupportccctc@openccc.zendesk.com

Accessing configuration modules

- Visit the User Guide for details on what is covered in this session

Configuring Terms

- Add, edit, archive, import, and export your custom college terms
- Terms have a required start and end date that determines which terms display in the "Term Applying For" drop-down list
- The "term start date" is used to determine the residency determination date (RDD) in the CCCApply Standard Application

California Community Colleges

Configuring Majors

- Add, edit, archive, import, and export your majors
- The Majors module is available for the CCCApply Standard, Noncredit, and International applications
- The Noncredit Application requires configuration of the Majors module
- All active majors will appear to end-users (students) in the appropriate CCCApply application as long as the current date is between the major's configured Major Start Date and Major End Date

Configuring Rules and Messages

- Create and configure automatic actions that run when an application is submitted
- Rules are not applicable for the CCC Promise Grant application
- When you have an active rule in place, any normal application field calculations occur prior to the rule running, so that the rule can validate correctly against accurate data
- Create and edit messages that can be sent by email to students and/or college staff using the Rules module
- You do not need to create messages for an ERROR rule

California Community Colleges

Configure Supplemental Questions

- Add additional questions to the CCCApply application(s) that will display on a single page of the specified application
- Adding supplemental questions is optional and not all colleges use them
- Supplemental questions are written in XML and validated with XSD
- Your import file must contain all of your supplemental questions, not only those you want to add

California
Community
Colleges

What is new with the SPAM filter?

System Enhancements & Impact

- Significant improvements have been made to fraud mitigation tools over the past quarter.
- Fraudulent application volume has dropped steadily over the last 2–3 months.
- New staff tools are in development to support local review and processing workflows.

How to Stay Informed

- Colleges interested in system-wide fraud trends and campus-specific metrics are encouraged to reach out to their CEM for more information and next steps.
- Join the private Spam & Fraud Mitigation group on CCCtechnology.info
  - Email: staffsupportccctc@openccc.zendesk.com with your full name and title to join the private group.
- Attend quarterly Spam Committee meetings for implementation-specific updates and tool previews.

California Community Colleges

TC Support for CCCApply administrators

Contact your College Experience Manager, or email cems@ccctechcenter.org, for

- One on one training for A&R teams
- Configuration guidance
- Monthly fraud data reporting support

Contact Staff Support at staffsupportccctc@openccc.zendesk.com for production support, including

- System outage
- Troubleshooting assistance
- Access requests

Q&A

Contacts:

- Michael Thathuvaswamy, Director of Enabling Services & Support
mrajkumar@ccctechcenter.org

- Ramya Hari, College Experience Manager
rhari@ccctechcenter.org

- College Experience Managers – cems@ccctechcenter.org

- Staff support – staffsupportccctc@openccc.zendesk.com

- Community – www.ccctechnology.info

California
Community
Colleges