December 5, 2024

December Office Hours: Enabling College Success

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

Agenda

- Introduction
- What does the Technology Center offer?
- What is Enabling Services and Support?
- College Experience Managers
- Implementation Configuration Engineers
- Post Implementation Support
- Q&A

What does the Technology Center offer?

- Custom Software Development & Maintenance
  - Curriculum Management: C-ID | Chancellor's Office Curriculum Inventory (COCI)
  - Infrastructure and Data: Data Lake / Warehouse | SuperGlue | MMPS
  - Student Success Suite: OpenCCC | CCCApply | CCC MyPath
- Vendor Management - eTranscript, Career Coach
- Amazon Web Services (AWS) Infrastructure
- Network services via CENIC
- Support for system wide initiatives
  - RFP support
  - Workgroup support
  - Fraud reporting outreach and support

Systemwide Services

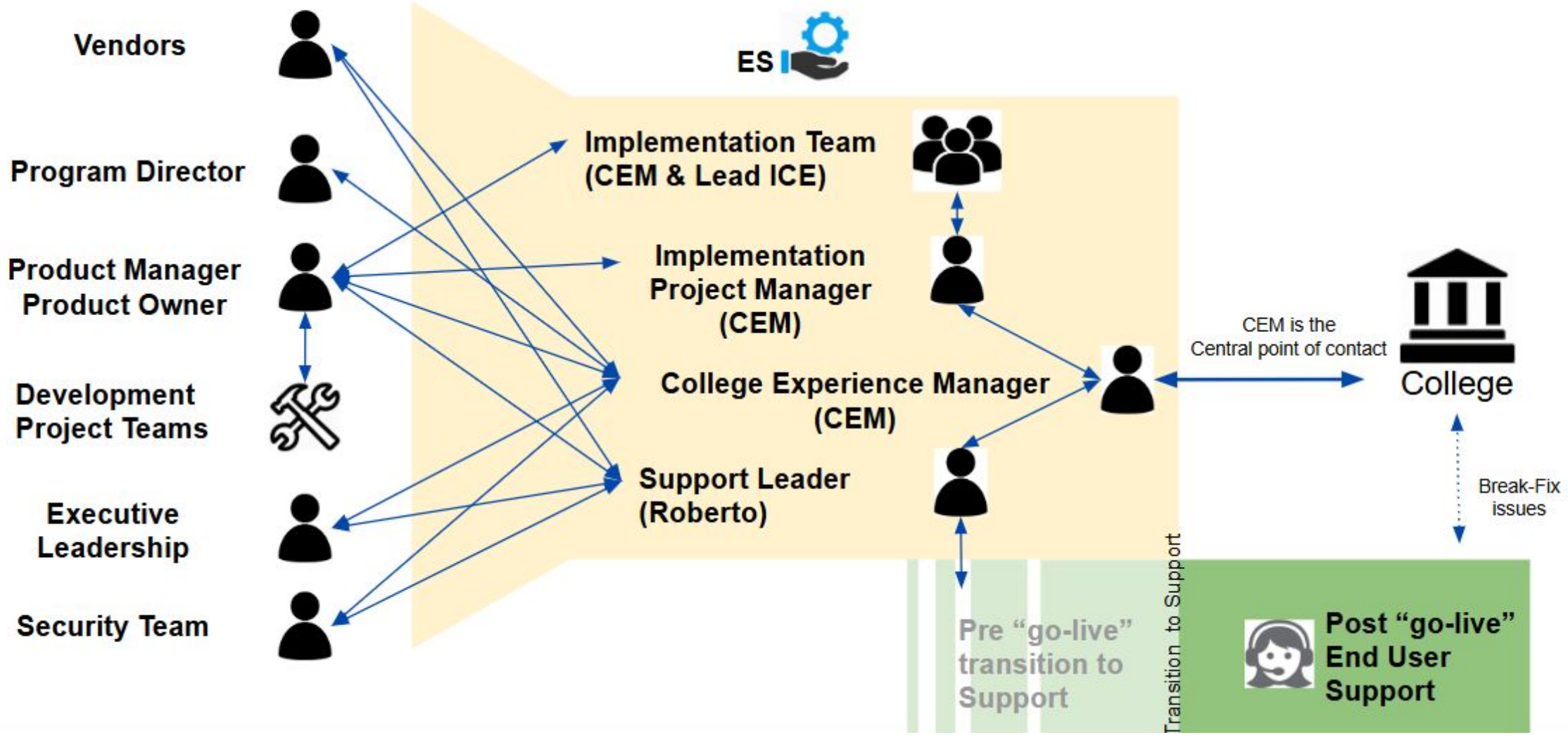
- Enabling Services & Support
  - 24 / 7 Student Help Desk | Faculty & Staff implementation assistance
  - College Experience Managers assigned to each of the 116 colleges
- Accessibility Center
  - Proactive (508) and Reactive (504) work
  - Accessibility Capability Maturity Model (ACMM)
  - Testing for all Tech Center products and services | Procurement guidance
  - Software - Dashboards for Canvas | Web Scanning | PDF Accessibility | Document Conversion
- Subscriptions
  - Library Databases (EBSCO) | Listserv (~350 lists)
  - Security Software - Splunk | Tenable | InCommon

What is Enabling Services and Support

- College Experience Management
- Unified deployment and support team
- Single point of contact for all of your Tech Center needs
- Deployment and configuration support
- End user training
- Post deployment support
- Facilitate feature requests and feedback for product teams
- Advocacy on behalf of our colleges
- Data collection to support system wide initiatives

TECHNOLOGY CENTER

CCCTC College Facing Communication process



College Experience Managers

- Primary contact for all CCCTC related products and services
- Advocates for the needs of the college
- Guide colleges through adoption considerations and prerequisites
- Support colleges with product configurations, and upgrades
- Project Management support for colleges
- Ongoing training to maximize product adoption
- Community and committee engagement

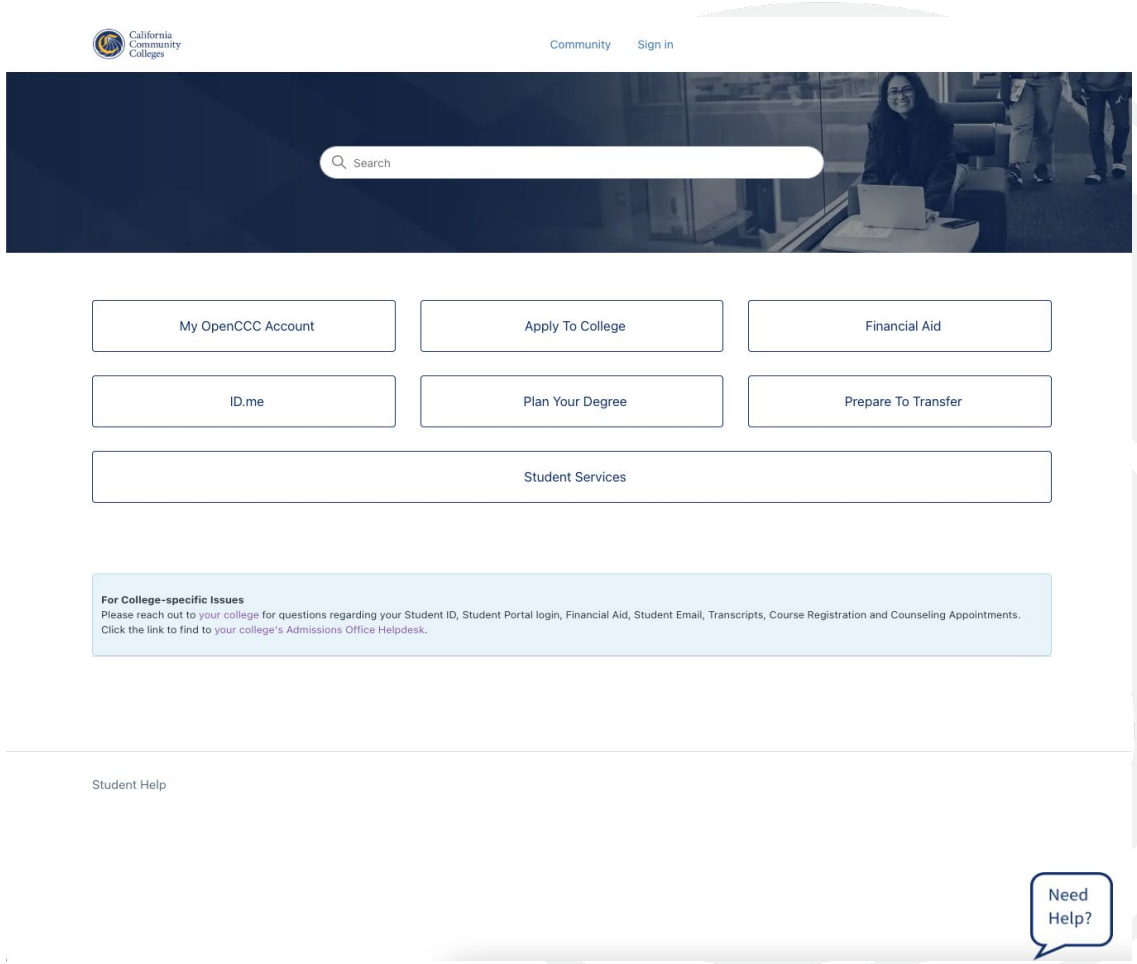
Implementation Configuration Engineers

- College Adaptor Host Administration Assistance
- Adaptor Post Deployment Diagnostics
- Application Delivery Failure Diagnostics
- SSO IdP Changes and Diagnostics
- Ethos API Implementation Support
- Direct Data Warehouse VPN Implementation and SQL Query support

Post Implementation Support

Student Support Overview

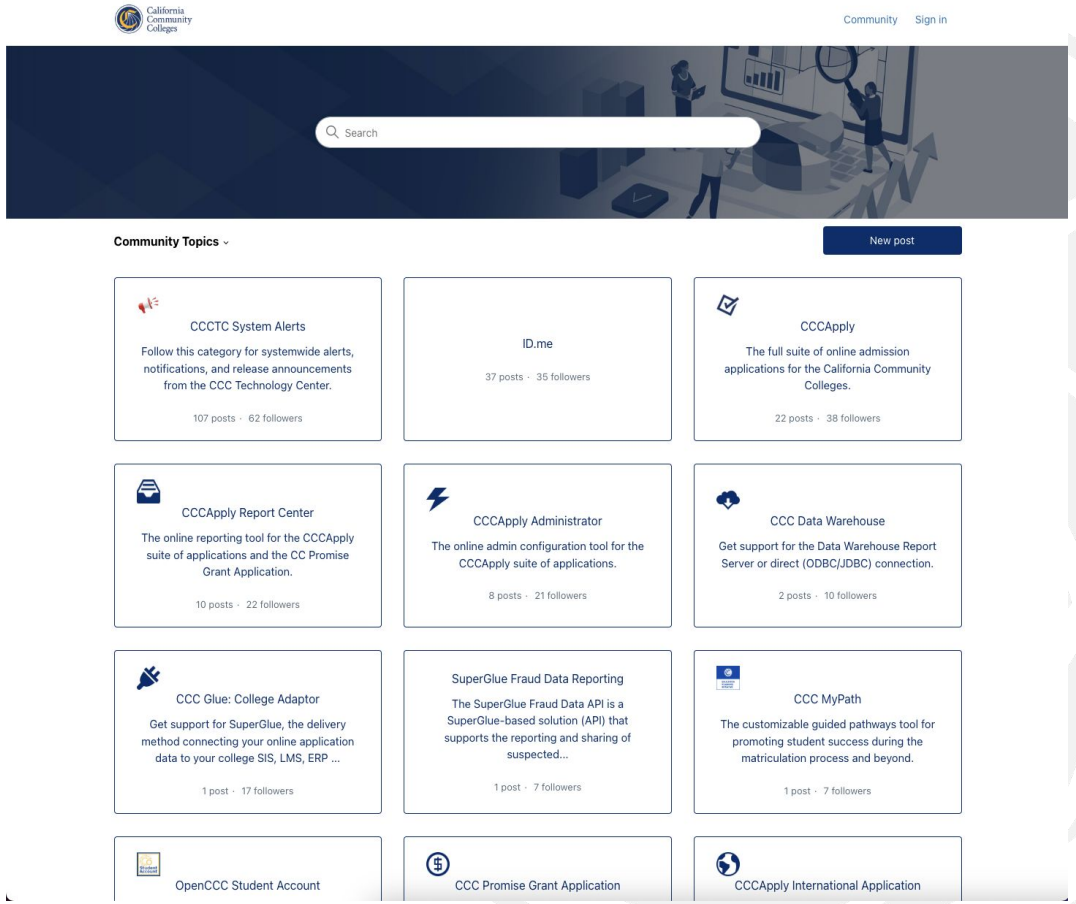
- Ticketing System (Zendesk)- 24/7 Email, Phone, & Chat
- ccchelp.info - Student Support Community & Forum
  1.) Sign Up for an Account
  2.) Follow Categories to Stay Informed
  3.) Start a Conversation
  4.) Request Technical Support



Post Implementation Support

Staff Support Overview

- Ticketing System (Zendesk) - Email & Phone
- ccctechnology.info - College Staff Support Site
  1.) Sign Up for an Account
  2.) Follow Categories to Stay Informed
  3.) Start a Conversation
  4.) Request Technical Support
    a.) Student Success Suite
    b.) Infrastructure & Data
    c.) Curriculum Management



California Community Colleges

Helpdesk Support Activity

Staff Activity

- 1,800 Support tickets created and solved FY 23/24
- Average Resolution time 1 business day
- 50% First Call Resolution

Student Activity

- 150,405 Support tickets created and solved FY 23/24
- FCR - 85% or greater
- Average Speed of Answer - 80% within 60 seconds
- Student Satisfaction - 95%

Interested in a product/training?

Contact your college experience manager at cems@ccctechcenter.org to:

- Implement the online noncredit, international or CCPG applications
- Access Canvas 2 data in the CCC Data Warehouse
- Set up bidirectional SuperGlue for my fraud reporting
- Join the SSS fraud committee meetings and private spam group forum
- Find out more about CENIC free & low cost network services

Contact the Accessibility team at acmm@ccctechcenter.org to

- Get ACMM training for yourself and your college

Q&A

Contacts:

- Michael Thathuvaswamy, Director of Enabling Services & Support mrajkumar@ccctechcenter.org
- Roberto Fuentes, Program Manager - Support services rfuentes@ccctechcenter.org
- College Experience Managers - cems@ccctechcenter.org
- Staff support - staffsupportcctc@openccc.zendesk.com