

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?

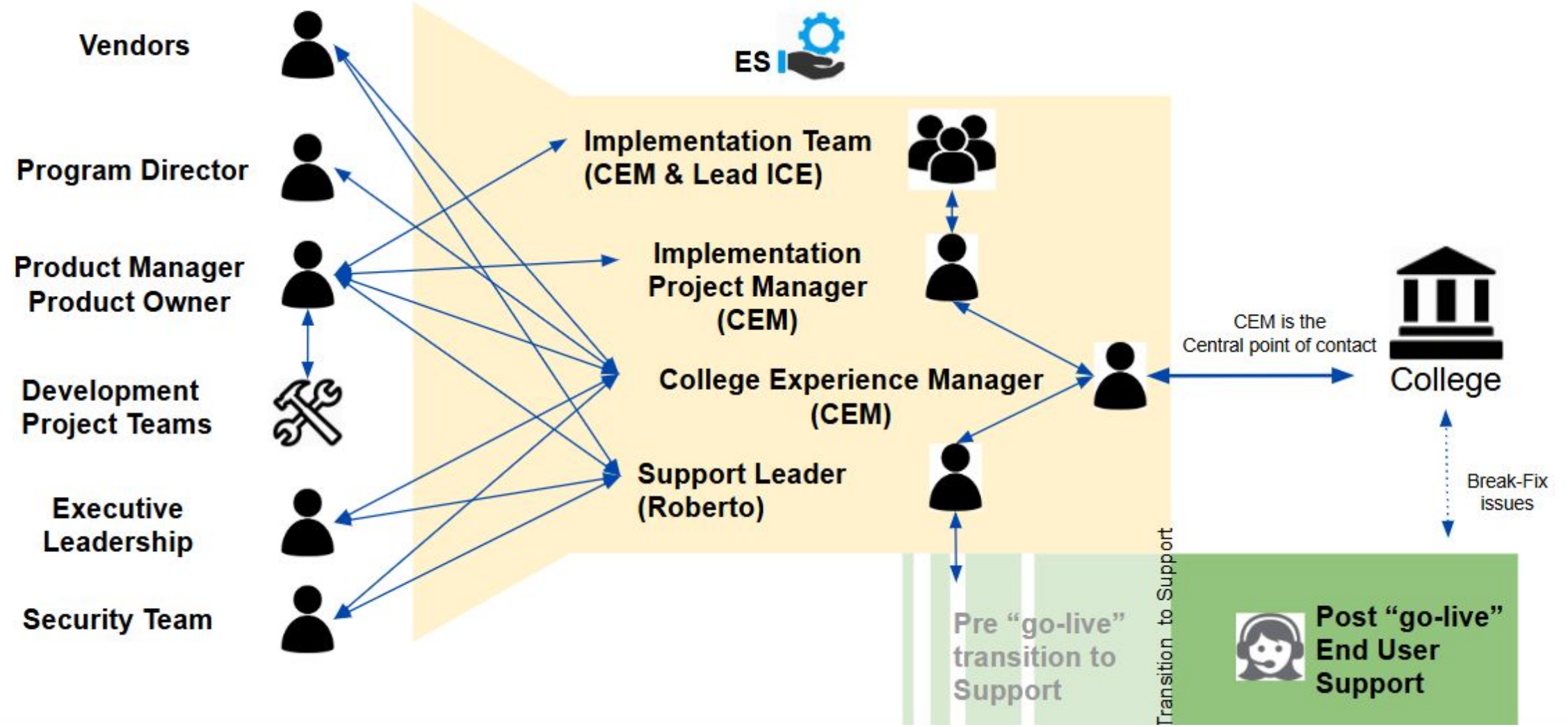
- Custom Software Development & Maintenance
  - Curriculum Management: C-ID | Chancellor's Office Curriculum Inventory (COCI)
  - Infrastructure and Data: Data Lake / Warehouse | SuperGlue | MMPS
  - Student Success Suite: OpenCCC | CCCApply | CCC MyPath
- Vendor Management - eTranscript, Career Coach
- 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



# 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



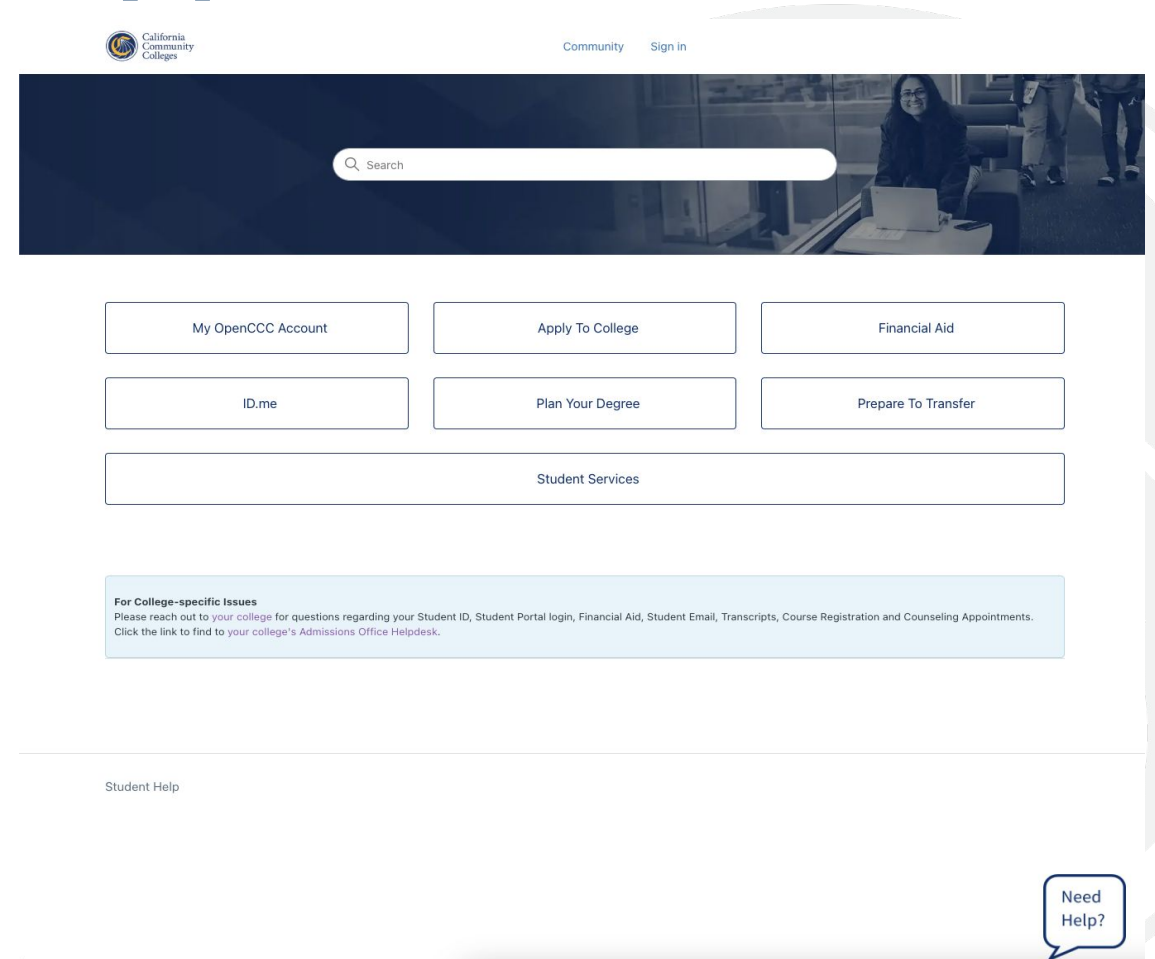
# Implementation Configuration Engineers

- 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 Community Sign in

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Community Topics ▾ New post

<b>CCCTC System Alerts</b> Follow this category for systemwide alerts, notifications, and release announcements from the CCC Technology Center. 107 posts · 62 followers	<b>ID.me</b> 37 posts · 35 followers	<b>CCCApply</b> The full suite of online admission applications for the California Community Colleges. 22 posts · 38 followers
<b>CCCApply Report Center</b> The online reporting tool for the CCCApply suite of applications and the CC Promise Grant Application. 10 posts · 22 followers	<b>CCCApply Administrator</b> The online admin configuration tool for the CCCApply suite of applications. 8 posts · 21 followers	<b>CCC Data Warehouse</b> Get support for the Data Warehouse Report Server or direct (ODBC/JDBC) connection. 2 posts · 10 followers
<b>CCC Glue: College Adaptor</b> Get support for SuperGlue, the delivery method connecting your online application data to your college SIS, LMS, ERP ... 1 post · 17 followers	<b>SuperGlue Fraud Data Reporting</b> The SuperGlue Fraud Data API is a SuperGlue-based solution (API) that supports the reporting and sharing of suspected... 1 post · 7 followers	<b>CCC MyPath</b> The customizable guided pathways tool for promoting student success during the matriculation process and beyond. 1 post · 7 followers
<b>OpenCCC Student Account</b>	<b>CCC Promise Grant Application</b>	<b>CCCApply International Application</b>

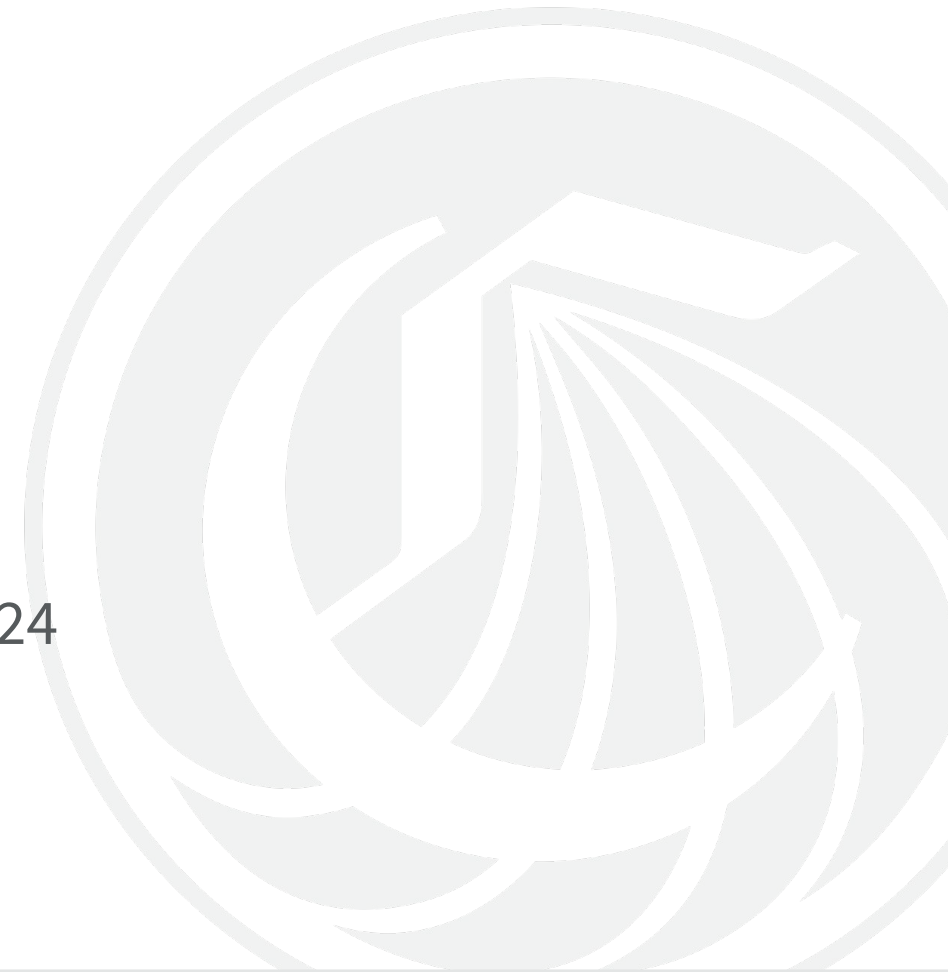
# Helpdesk Support Activity

## 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](mailto: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](mailto:acmm@ccctechcenter.org) to

- Get ACMM training for yourself and your college

# Q&A

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- Staff support - [staffsupportccctc@openccc.zendesk.com](mailto:staffsupportccctc@openccc.zendesk.com)