



# CCCApply



A project of the California Community Colleges Chancellor's Office



# CACCRAO Concerns about CCCApply

In April 2016, CCCApply was invited to address CACCRAO members at the May 2016 CACCRAO Conference in a round-table style session to discuss concerns about CCCApply.

Diane Traversi of Marin College, compiled the concerns discussed at the session in a memo addressed to CCCApply Steering Committee. Those issues were discussed at the May 6 Steering meeting and have been responded to in the following slides.

Additional notes from Steering, and subsequent discussions with Diane can be found in the notes section below.



## Status of CCCApply Development

On April 1, 2016, CCCApply entered into a “Maintenance Mode”:

- Only legislative mandates and/or essential bugs will be approved by the Steering Committee;
- All non-essentials are being deferred to CCCApply V.3.0
- CCCApply V.3.0 - RFP process, beginning Nov 2017
- New CCCApply V.3.0 sub-committee to gather requirements
- First meeting in mid-Nov 2017



## Response to CACCRAO Issues

- Steering reviewed each issue as separate change requests
- A response to each issue has been prepared
- Valid issues were approved as change requests
- Research will be conducted where needed
- FAQs are added to Support Site
- Steering Committee will publish a “whitepaper” to disclose all state, federal and system-wide laws and regulations under which CCCApply must operate
- Steering will conduct series of webinars to help colleges (and students) better understand and use CCCApply
- **Next generation of CCCApply 3.0 and Administrator 2.0 already under-development for 2018**
- **Steering Sub-Committees are gathering requirements for RFP**



## 1. New students believe they've submitted an Admissions application after creating an OpenCCC account.

- Number one complaint from Admissions staff
- Transition from Account creation to Application is unclear and confusing
- There are too many steps/clicks between Account creation and Application
- Students can't remember Username, Password, or Security Questions
- End up creating new OpenCCC Account

### Proposed Solutions

- Auto-Login from new Account to first page of new Application
- Bypass the Sign-In process and the My Applications page for new accounts
- Prioritized for early release - October 21, 2016

### Long-term solution

- Integrate CCCApply 3.0 with MyPath for streamline, structured experience



## 2. High School Seniors and Middle School students don't understand how to respond to dates in the future

- HS seniors don't understand the RDD or answering questions about the future
- HS Completion Date "Day" field is used in the residency logic (RDD)
- No option for middle school students to answer "Last HS Attended" section
- These students get classified as *Non-residents* or *B2 Possible* residents

### Steering Committee Response

- Eliminating the day from the HS Comp Date *does affect* residency
- What's the benefit to the college to know the middle school info?
- Very few middle schoolers are applying to colleges
- Special Admits *should be identified as B2* to obtain permission from college
- 13 year olds cannot create an account online (COPPA)
- The numbers aren't there to warrant a change to the application



## 2. High School Seniors and Middle School students don't understand how to respond to dates in the future

### Proposed Solutions in CCCApply 3.0

- Add response option and skip logic for middle schoolers in the *Last High School Attended* section in CCCApply 3.0
- Add Integrity Flag for middle schools (and don't change Residency logic)
- Re-design Hover Help with better help language in CCCApply 3.0

### What can we do now?

- Colleges can use supplemental questions to collect Middle school info
- Provide more support materials (Whitepaper) and tutorials
- Add "How to Apply Using CCCApply" page/link on Intro page



### 3. Challenges for students whose first language is not English

- Not just Spanish; other translations are needed
- Hover Help doesn't work for all fields
- Many ESL students have minimal computer skills

#### Steering Response

- This is an issue that the next version of CCCApply (3.0) will address.
- On the road map: Starting RFP process for Fall 2018 release
- Better communication of Spanish hover help via FAQ in Student Support Site.
- Start using Google nationalization

#### What can we do now?

- Publish a paper version of the CCCApply application
- Translate the paper application into multiple languages.





### 4. Personal questions about gender and sexual orientation considered indelicate and invasive

- Younger and non-native students are startled and confused by questions
- Helicopter parents are upset by these questions for minors

#### Steering Response

- **Currently AB620 Questions DO NOT appear to Minors in CCCApply**
- AB620 questions are required per State law
- New Gender/AB620 Sub-Committee formed by the CCCCCO – Starts Fall 2016
- Steering discussed the need for research and data on Gender & AB620:
  - Number of "unknown" and "null" responses to CCCApply Gender question
  - Is there a correlation between these numbers and CCCApply AB620?
  - What can we do to increase the response rate on Gender overall?



## 5. Application is too long - especially for non-English-speaking and non-credit population

- Complaints that the application can take up to an hour to complete – especially for ESL and Non-Credit student population.
- Students & college support reps get frustrated and abandon the process.
- This is especially true with non-native, life-long learners and certain cohorts of students such as Public Safety Training, and dual enrollment students.

### Steering Discussion & Response

- Mixed feelings: Survey results say most students think the app is quick and easy
- Issues mostly lie with Seniors, ESL, and Non-Credit, *and* college staff
- Frustrated, colleges create shorter versions of the Application, illegally
- Colleges don't understand the laws and requirements behind CCCApply
  - Residency classification for ALL students
  - Gender, race, ethnicity, parent/guardian, care & control – all mandated
- Need Legal Opinion or official mandate in support of CCCApply



## 5. Application is too long - especially for non-English-speaking and non-credit population

### Need to Change the Culture of CCC's

- All questions in CCCApply are required for ALL students, including non-credit
- Need to help Colleges better understand the laws & regulations behind CCCApply
- Need to provide better help & support for students using CCCApply
- Need to provide training for College support staff helping students use CCCApply
- Offer webinars for College support staff on CCCApply

### Proposed Solutions

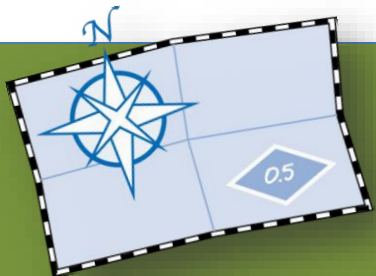
- Produce whitepaper identifying state, federal and local mandates in CCCApply
- Publish a "How to Apply using CCCApply" help page
- Collaborate with students & college support services for better FAQs
- Offer webinars & professional development for College Support Services
- Focus on improved application design & better Help in CCCApply 3.0



## CCCApply 3.0

Requirements are being gathered for new version of CCCApply:

- Mobile Application (responsive design)
- Multi-Language Application
- MyPath Portal Integration
- Highly Accessible (WCAG 2.0 AA)
- Universal Form Builder Design
- New Administrator 2.0



### Steering Sub-Committee

New sub-committee will begin gathering requirements in October 2016



### 6. No email log for notifications through the Administrator portal

- Colleges want access to logs of outgoing email Rules
- Not technically possible at this time
- Email rules are triggered at time of application *submission*, they **do not** provide record of in-progress applications
- Diane Traversi, CACCRAO, believes this is really what the colleges want

#### Proposed Solution

- Access to logs can be developed into new Administrator 2.0
- Technical requirements will be scoped and bring back for review



## 7. No Visibility to In-Progress Applications

- Colleges want access to In-Progress applications
- Support services may be able to assist if information is available
- Xap-CCCApply allowed this functionality

### Steering Response

- FERPA regulations prevent college access to pre-submission data
- Legal entities regulate privacy acts
- Law prohibits colleges from accessing student data until they get “Consent”
- Consent is not given until application is “submitted”
- Colleges need better understanding of rules & regulations in CCCApply
- Research underway to better understand abandoned applications
- Which page or section are students abandoning the application?



## 7. No Visibility to In-Progress Applications

### Proposed Solution

- Approved change request pending to address abandoned applications
- System-generated email is sent if in-progress app sits idle for 3 days
- Generic email is sent to “nudge” the applicant to either submit or delete
- College can provide custom email text
- **Roadmap: March 2017**

**Other Change Request Pending:** Articulation with California Colleges Guidance Institute (CCGI) which may provide assistance identifying abandoned apps that originate from their URL



## 8. CEEB Codes Inclusion in CCCApply

- Colleges complain about missing colleges & bad addresses in CCCApply
- Problems with CDS code format

### Steering Response

- CCCTC receives monthly, auto-update feed from College Board (CEEB) and State of California (CDS)
- Can't make manual changes because next feed will override them
- Provide information and URLs to colleges to report changes directly

### Proposed Solution

- New Full CDS data field under development – All 14 digits from CDS
- Existing 6 digit CDS code is still in use





## 9. Communication of March 2016 Update

- Overall failure to successfully communicate the March 2017 upgrade
- Complaints that no email was sent to Admissions
- Led to much confusion

### Steering Response

- This is an access issue; lots of new admins & staff
- Schedule of release activities posted on Support Site on January 21
- Release announcements were sent to email lists beginning January 21
- CCCTC email listservs include over 8,000 CCC Administrators & Staff: Admissions, Researchers, CTO, IT, FA, CISO, CSSO, Steering Committee listservs, and CACCRAO listserv
- Two college webinars recorded & posted within 24 hours



## 10. Failure to Communicate Technical Issue Related to March Update in Timely Manner

- New Java requirement was not provided to colleges early enough
- Support information was not provided early enough
- Caused issues for Admissions and IT

### Proposed Solution

- **New Communication policy** approved by Steering, posted on Project Site and Support Site
- All OpenCCCApply releases *that include any onscreen or content changes or require any preparatory actions by the college* will be announced 60 days prior to the release and released to the Pilot site for testing 30 Days prior to the release.
- Email and support site will be used to announce and provide updates



## Ways to Improve Communication

- **New Communication Policy**
- 30/60/90-Day Release Alerts
- 30-Days in Pilot for Previews\*
- More News from Steering
- Increase presence across CCC
- Present at CACCRAO conferences
- Continue to send via Constant Contact and Support Site
- Increased Communication via Constant Contact & [CCCTechnology.info](http://CCCTechnology.info)





## 11. Improve Management of Majors & Certificates

- Colleges want better way to update Majors & Certificates
- Ability to archive Majors & Certificates
- Ability to sort order of Majors & Certificates

### Steering Response

- NEW Administrator 2.0 is under-development
- New Majors module will include enhanced functionality for sorting & archival of expired Majors & Certificates
- Colleges can align Majors & Certificates to one or more Education Goals
- Baccalaureate Degree types (BA, BS) will be added to Award Type field



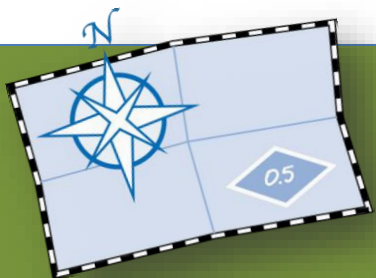
## CCCApply Administrator 2.0

- User-friendly, smart features
- More control over Terms & Majors
- Branch Majors using Ed Goal Alignment
- CIP / TOP code crosswalk
- Drag n' Drop Supplemental Questions
- Integration with MyPath functionality:
  - Machine Learning
  - Advanced Rules engine
  - Recommendation Module
  - **Document Upload Module**

The screenshot shows the 'CCCApply Administrator' web interface. At the top, there are three tabs: 'Terms' (selected), 'Majors', and 'College'. Below the tabs is a form titled 'Add Term for: Butte College'. The form contains the following fields:

- Term Code:
- Term Description:
- Term Start Date:
- Term End Date:
- Open Date:
- Close Date:

At the bottom of the form, there are two buttons: 'Add Term' and 'Return'.



### Roadmap: Fall 2017

NEW Administrator 2.0 – User-friendly Supplemental questions & Rules, Education Goal align to Majors



## 12. Military Changes & Preferred Names in March Update

- Complaints from colleges that they were unaware of new changes made to Veterans Discharge Date, Preferred Name fields and Foster Youth fields;
- Goes back to need for better communication
- Majority of those who didn't hear about update are NEW to their College

### Steering Response

- Release notes are posted on the CCCApply Public Docs space
- Links to this documentation are on CCCApply Project Site
- Release notes summary include Change Order Specifications
- CCCApply Public Docs space has links to Data Dictionaries & User Guides
- Pilot site information is also available



## Preferred Name

In March 2016, preferred name fields were added to the OpenCCC Account:

- Optional fields: Preferred first, middle, last name
- Downloadable data fields;
- Research data & run reports in Report Center

I have no middle name

Last Name:

Suffix:

Previous First Name:

I didn't have a first name

Previous Middle Name:

I didn't have a middle name

Previous Last Name:

Preferred First Name:

I don't have a preferred first name that is different than my legal and/or previous first name.

Preferred Middle Name:

I don't have a preferred middle name that is different than my legal and/or previous middle name.

Preferred Last Name:

I don't have a preferred last name that is different than my legal and/or previous last name.



## Revisions to Foster Youth Status

In March 2016, in collaboration with the CCCCO & the John Burton Foundation, revisions were made to the Foster Youth question and data fields in CCCApply:

- Foster Youth fields include:
  - Foster Youth Status
  - Foster Youth Priority
  - Foster Youth MIS
  - California Foster Youth (no longer used)
  - Current or former FY, living in CA, <20 years old

### AB12 - Priority Registration

- AB12 – Extended Care Bill – extended to age 25
- Foster Youth Priority Field & Flag





## Military Status

In March 2016, in compliance with the VACA Bill (AB13), revisions were made to the Military Status data field & response options in CCCApply:

- Updates to Residency Logic - Area C
- Responses align to MIS SG01
- Dependents for veterans, reserves, and national guard
- New Integrity Flag 71

### AB13 – VACA Bill

Extended logic for eligibility from 1 to 3 years after Discharge



## Auto-Population

In March 2016, auto-population was added to help streamline the user experience

- Faster application processing time
- Supports Online Education Initiative
- Keeps data for 2 years of last submitted application
- Speeds up “Colleges Attended” section
- No Residency-related data

The screenshot displays a web form titled "Last High School Attended". On the left, there is a sidebar with two buttons: "Review Application" and "Submission". The main form area contains the following elements:

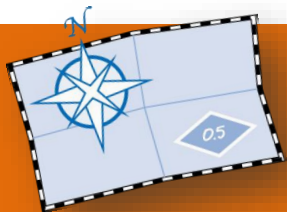
- A section header: "Last High School Attended"
- Four radio button options:
  - I attended high school.
  - I was homeschooled in a registered homeschool organization.
  - I was independently homeschooled.
  - I did not attend high school and was not homeschooled.
- Country: A dropdown menu with "United States" selected.
- State: A dropdown menu with "California" selected.
- Instruction: "Enter the name or city of your high school or homeschool organization. Then make a selection from the list."
- Text input field: "Chico High, Chico" (auto-populated).
- Link: "[Change](#)"
- School or Organization: A text input field with "Chico High" (auto-populated).
- City: A text input field with "Chico" (auto-populated).



## Gender Information

CCCApply is required by law (AB620) to collect transgender & sexual orientation data:

- Questions do NOT appear to minors
- Gender question is required by law (state & federal) but Students are NOT required to answer (Decline to State)
- Transgender & Sexual Orientation questions (AB620) are required by state and federal law, but Students are NOT required to answer.
- Tech Center encrypts data and stores in secure DB
- CCCCO organizing a sub-committee to oversee AB620 and regulate data collection and transfer



### AB620 Sub-Committee

Seeking guidance from CCCCO on sharing data with colleges.



**Conclusion: More communication and collaboration with colleges on development, support and user experience is needed to provide a better understanding of the laws and regulations that cccapply is operating under**

- Colleges
- Communication Policy: 30/60/90 Days lead time before releases
- Better support services and FAQs for students and staff
- Professional Development for College Admissions, IT and Support Services
- Changing the “culture” about why CCCApply asks the questions it asks
- Ongoing Webinars (annually?) for new Admissions Directors & Staff
- CCCApply as an annual CACCRAO conference session



## Approved Change Requests for 2017 Annual Update

- Integrate CDE Statewide Student ID (SSID) with CCCApply
- Articulation with California Colleges Guidance Initiative Phase I
- System-generated Email to Nudge Abandoned Applications
- Auto-login to First page of Application
- Enhance Phone Number Field & Authorized Text Message Opt-in Support

### COMMUNICATION POLICY

- 90 Days in advance: Notify colleges of the release date & scope
- 60 Days in advance: Code freeze; nothing new is added to the release scope
- 30 Days in advance: Release code to the Pilot Site for testing and technical implementation



## More Approved Changes for 2017 Annual Update

- Layout Changes to Support Ed Goal Alignment
- Add Baccalaureate degree options to the Award Type field
- Create Paper Version of the CCCApply Standard Application
- Fix USPS CASS System
- Fix issues with Auto-Population (Current Mailing Address)

