

June 10, 2021 10 AM - 11:30 AM

# CCCApply User Group Meeting

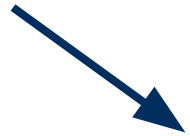


California  
Community  
Colleges

CCCApply

*Please note: This meeting is being recorded for the purpose of transcription.*

# CCCApply User Group Welcome & Introductions



Please add your *name, title, and college*  
to the chat window for our attendance sheet. Thanks!

Your gateway to the California Community Colleges.

Each year at our 116 colleges, 2.1 million students from all over the world build their career skills, prepare for transfer to four-year colleges and universities, or simply enrich their lives through learning.

116 COLLEGES. UNLIMITED POTENTIAL.

Select a community college



<p><b>EXPLORE</b></p> <p><a href="#">What the Colleges Offer</a> Learn about the colleges and their wide-ranging educational programs.</p> <p><a href="#">Find Online Courses/Programs</a> Visit the California Virtual Campus to discover distance education options.</p>	<p><b>APPLY</b></p> <p><a href="#">Admission Applications</a> All U.S. residents should use the standard CCCApply admission application.</p> <p><a href="#">California College Promise Grant</a> Many California community colleges offer online applications for this fee waiver.</p>	<p><b>FINANCIAL AID</b></p> <p><a href="#">Can I Afford College?</a> Yes, you can! We'll show you how.</p> <p><a href="#">Where Can I Get Help?</a> There are many sources of financial aid.</p>
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# CCCApply Meeting Agenda

Time	Topic	Facilitator
10:00 - 10:05	Welcome	Jennifer Coleman
10:05 - 10:15	Update on New Student Account System (OpenCCC 2.0) Pilot Release <ul style="list-style-type: none"> <li>• Results of focused user testing</li> <li>• New “how-to” documentation</li> </ul>	Jane Linder
10:15 - 10:25	Additional Student Success Suite Pilot and Production Dates <ul style="list-style-type: none"> <li>• MyPath and CCCApply Pilot Dates &amp; User Testing</li> <li>• Full Student Success Suite Production Release</li> </ul>	Jane Linder
10:25 - 10:45	FY 21-22 Planning <ul style="list-style-type: none"> <li>• CCCApply Application Workflow Redesign &amp; Infrastructure Updates</li> </ul>	Jennifer Coleman & Jane Linder
10:45 - 10:55	Review and Discussion: CCC Student Personas/Types <ul style="list-style-type: none"> <li>• Input for CCCApply Application Workflow Redesign</li> <li>• Working Sessions for July/August</li> </ul>	Jane Linder
10:55 - 11:15	Spam Filter Update & Discussion	Jane Linder
11:25 - 11:30	Wrap up & Housekeeping	Rick Snodgrass

# Spam Filter Update

Shhh! Join the super secret spam spot (aka the Spam private group on the CCCTC's forums).

Contact Jane: [jlinder@ccctechcenter.org](mailto:jlinder@ccctechcenter.org)

# New Student Account System Update

- Deployed to pilot May 7
- Testing by 12 students and 13 staff May 16 to May 28
- No high-severity bugs reported, but a lot of good feedback and suggestions

# Testing Results: Devices & Display

- Majority of testers used laptops
- Two student testers used mobile phones
- All testers said the screens displayed correctly on their devices

# Test Results: Creating a New Account

- All testers successfully created a student account
- Majority of testers (68%) created the new account in under 5 minutes
- Majority of testers (76%) said that creating a student account was “Very Easy”
  - Remaining testers (24%) said it was “Somewhat Easy”

# Tester Feedback: Creating a New Account

- Confusion at the end of the process
  - CCCApply integration should fix this
- Warn students that verification code email may go to the junk/spam folder
- Issues when using Internet Explorer
  - IE not a supported browser
- Make “Create Account” link more prominent






# Tester Feedback: Creating a New Account

- Date of Birth entry confusing and open to mistakes

**Date of Birth**

**Date of Birth \***

03/05/yyyy 

June 2021  

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today

# Test Results: Account Recovery

- All testers successfully recovered their account
- Majority of testers (80%) created the new account in under 5 minutes
- Majority of testers (74%) said that creating a student account was “Very Easy”
  - 24% of testers said it was “Somewhat Easy”
  - One tester said it was “Somewhat Difficult”

# Tester Feedback: Account Recovery

- Need consistent terminology
  - “verification” vs “security” code
- Warn students that verification code email may go to the junk/spam folder
- Help Desk option for resetting password is confusing
  - Sends student to general forum, need a specific landing place or context for help resetting password

# Tester Feedback: Account Recovery

- Verification code was too small and the notification had a lot of blank white space
- Allow student to reuse password
  - Against security best practices per security review

# New Student Account “How-to” Docs

- New step-by-step guides colleges can use to update student-facing documentation
- How to Create a New Account
- How to Recover Your Account
- How to Sign In to Your Account
- More to come!

## Steps for Creating a New Account

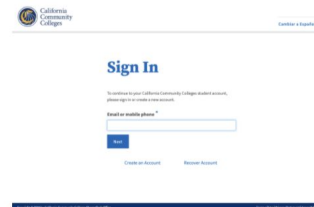
A new account can be created in just three easy steps:

1. Choose a preferred sign in method (email address or mobile phone) & validate your identity
2. Provide a few required details needed for your record, and
3. Set up a password to ensure security and support account recovery. That's it!

### Step 1: Create & Verify Your Account

#### Create Your Account

1. Start on the **Sign In** page.
2. Select the *Create An Account* link below the *sign in* input field.



# Additional SSS Release Dates

- CCC MyPath integration with new student account
  - Pilot in July
- CCCApply integration with new student account
  - Standard/Noncredit pilot in August
  - International & CA Promise Grant apps in September
- ALL SSS products in Production in October

# Fiscal Year 2021-2022 Planning

## Survey Results: Enhancements

1. Account to Apply Transition
2. Revise Ed Goals & Majors
3. Remove N/A Sections & Options
4. Simplify Education Section
5. Clarify Citizenship Section
6. Language @ 6th Grade Level
7. Student Pronouns

# FY 2021-2022 Planning

## CCCApply Standard Application

- New student application workflows
  - Based on student type
  - Dual-Enrollment requirements started
- Proposed working sessions in July & August
  - July 14th @ 3pm, July 15th @ 9am
  - July 19th @ 1pm or 2pm
  - August 2nd @ 2pm or 3pm, August 5th @ 9am or 10am



# CCCApply Student Types

Select all that apply (if more than one, ask follow-up questions)

- First Time College Applicant
  - Will have HS Degree when college classes start? Y/N
- Taking classes for college/career readiness while in HS or Adult School (Dual-enrollment/Concurrent enrollment/Adult Special Admit)
  - Enter DOB?

# CCCApply Student Types

- Returning college student
  - Already have a degree? Y/N
  - If Y, What type? Associate's, Bachelor's, Master's, etc
  - If N, previous student at this college or at another?
- International Student
- Noncredit Student
- What else?

# CCCApply User Group Information

Accessing our CCCApply User Group meeting information

[2020-2021 CCCApply User Group Meetings](#)

(This link can be found in Rick Snodgrass' email signature)

→ Please check the User Group Roster for your names and information - send corrections to:

Rick Snodgrass - [rsnodgrass@ccctechcenter.org](mailto:rsnodgrass@ccctechcenter.org)

**Next meeting:**

**→ Thursday, September 16th  
10 AM - 11:30 AM**

**Thank you all for joining us - we appreciate your input!**

**Closing Comments from Jennifer**