

June 9, 2022, 2:00 PM - 3:30 PM

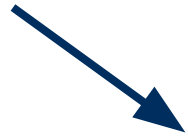
Student Success Suite User Group Meeting



California
Community
Colleges

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

SSS 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



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

Student Success Suite Meeting Agenda

Time	Topic	Facilitator
2:00 - 2:05	Welcome	Jane Linder, Rick Snodgrass
2:05 - 2:20	Student Account System <ul style="list-style-type: none">Recently deployed enhancements and updates	Jane Linder
2:20 - 2:30	CCCApply <ul style="list-style-type: none">In-progress enhancements & releasesDiscussion: Redirect to application from cccapply.org	Jane Linder
2:30 - 2:45	Download Client Phase-Out Update	Jane Linder
2:45 - 3:00	MyPath Update <ul style="list-style-type: none">New Anti-Virus system for student document uploadsTransitioning MyPath listserv to SSS listserv	Mike Caruso
3:00 - 3:20	Q & A	Jane Linder, Mike Caruso
3:20 - 3:30	Wrap up & Housekeeping	Rick Snodgrass

New Student Account System Update

- Continuing to update & enhance based on feedback from the field
 - Default to email as primary contact has slowed support call volume
- Student support calls down approx 50%
 - Slightly elevated compared to 2021
 - Most calls still for assistance with account recovery



New Student Account System Update

- Enhancement to CCCApply Admin for staff working with incarcerated students now in Production
 - Documentation and training available in July
- OpenCCC 2.1.1 Hotfix in Pilot & Prod this week
 - Infrastructure updates to Google Analytics
 - Enhancements and updates to support helpdesk tool

CCCApply: In-progress enhancements

- Transitioning to next-gen development
- Text changes and other UI/UX enhancements
- Additional student data fields for colleges
 - SuperGlue delivery only

Discussion: cccapply.org to Sign-in page

- CCCApply Heuristic review identified redirect to college website from cccapply.org as “Severity 3” item
 - Clear usability problem; important to fix, mid-high priority
- Recommendation: Direct user to Sign-in page, preserving college context via URL mapper which captures MIS code

CCCApply DL Client Phase-Out Update

- Phase-out announced Fall 2021
- Phase-out started with SSS 1.0 Release in January
- Final phase begins July 1, 2022
 - Transition off of DL Client by June 30, 2023
- Last DL Client Release Available Now!
 - Supports new CC Promise Grant online application
 - [2022-2023 CC Promise Grant Online Application](#)
 - Only applies to colleges using online CCPG app

MyPath Update

- New Anti-Virus system for student document uploads
- Transitioning MyPath User Group listserv to SSS User Group listserv
- Will be updating name of CCCApply listserv to **“Student Success Suite User Group”**

Q&A

Student Success Suite Contacts:

- Jane Linder, SSS Product Manager
jlinder@ccctechcenter.org
- Mike Caruso, SSS Product Owner
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- Rick Snodgrass, SSS Project Manager
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Student Success Suite User Group Info

We have updated our Student Success Suite User Group meeting information! The current fiscal year meeting information can be found [here](#).

**Please check the [Student Success Suite User Group Roster](#) for your names and information and if you are not receiving listserv emails, send corrections to:

Rick Snodgrass - rsnodgrass@ccctechcenter.org

Next meeting:

**→ Thursday, September 15, 2022
2 PM - 3:30 PM**

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

Closing Comments from Jennifer