



Telecommunications and Technology Advisory Committee Meeting

Wednesday, May 26, 9AM - 11AM

Co-Chairs:

Bill Scroggins, Cheryl Aschenbach

Valerie Lundy-Wagner, Interim Vice Chancellor

Digital Innovation and Infrastructure



California Community Colleges

Welcome and Introductions

**Marty Alvarado, Bill Scroggins, Cheryl
Aschenbach**

Briefly introduce yourself and your TTAC membership role



California Community Colleges

Agenda Part 1: Enterprise Applications

- 9:15 – 9:25 MIS Modernization and Documentation Todd Hoig
- 9:25 – 9:30 Common ERP/SSO – Huron Study Update Gary Moser
- 9:30 – 9:35 Planned changes to CCCApply Jennifer Coleman
- 9:35 – 9:45 Course Exchange Expansion Jory Hadsell and
Rebecca Ruan-O'Shaughnessy
- 9:45 – 10:00 Statewide Technology Evaluation Process Success
(STEPS) and Title 5 changes Erin Larson

Link for [DII Educational Technology Update for TTAC - Handouts](#)



MIS Modernization and Documentation

Todd Hoig



California Community Colleges

Common ERP/SSO – Huron Study Update

Gary Moser



California Community Colleges

OpenCCC | CCCApply | CCC MyPath

Student Success Suite Update

Dr. Jennifer Coleman, Director



California
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Colleges

Technology Center

What is the Student Success Suite (SSS)?

Student-Facing Products Supported by the CCC Technology Center:

- **OpenCCC** Systemwide Account
- **CCCApply** Suite of Applications
 - Standard
 - Noncredit
 - California College Promise Grant (formerly BOG Fee Waiver)
 - International
- **CCC MyPath**
 - The answer to the question “I filled out the application, what do I do next?”



In-Progress: Integrated 2021 Release

Major OpenCCC 2.0 Release combined with CCCApply and CCC MyPath

- [Release Notes](#) providing all details, screenshots
- Simplified account creation, leveraging MFA
- Modernized account recovery
- Security questions replaced with MFA
- Removal of SSN from OpenCCC
 - Shifting to CCCApply
- Spanish language version
 - Student's preferred language persists in email and text notifications
- Mobile-first design

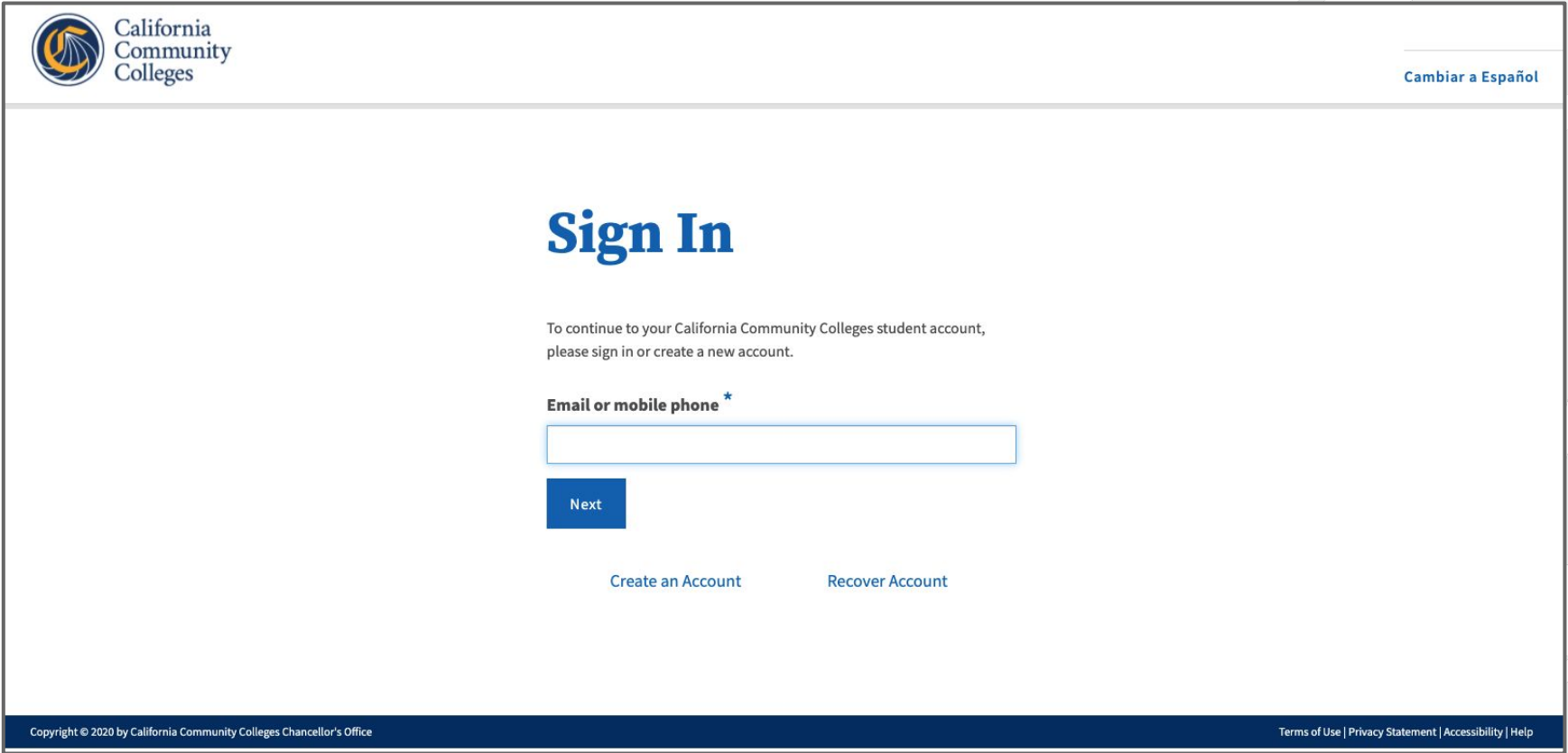


Timeline: 2021 SSS Release

- OpenCCC already in pilot - as of May 7
 - Student / Staff user testing underway
 - First round started May 14, completed May 24
 - Good feedback gathered, already informing updates
- CCC MyPath to pilot in July
 - Added to OpenCCC to allow for integration testing
- CCCApply to pilot in August
 - Added to OpenCCC and MyPath for integration testing
- All three to production in Sept/Oct
- Each phase is contingent upon pilot results, discovery



Student Account Sign In



The screenshot shows the sign-in interface for California Community Colleges. At the top left is the logo and text "California Community Colleges". At the top right is a link "Cambiar a Español". The main heading is "Sign In". Below it is a message: "To continue to your California Community Colleges student account, please sign in or create a new account." There is a text input field labeled "Email or mobile phone *". Below the input field is a blue "Next" button. At the bottom of the form area are two links: "Create an Account" and "Recover Account". The footer contains "Copyright © 2020 by California Community Colleges Chancellor's Office" on the left and "Terms of Use | Privacy Statement | Accessibility | Help" on the right.

Verify Your Account

California Community Colleges

Cambiar a Español

Verify Your Account

A verification code has been sent to mobile phone ending in 2446. Please enter the verification code to verify your account.

Verification Code

Verify Mobile Phone

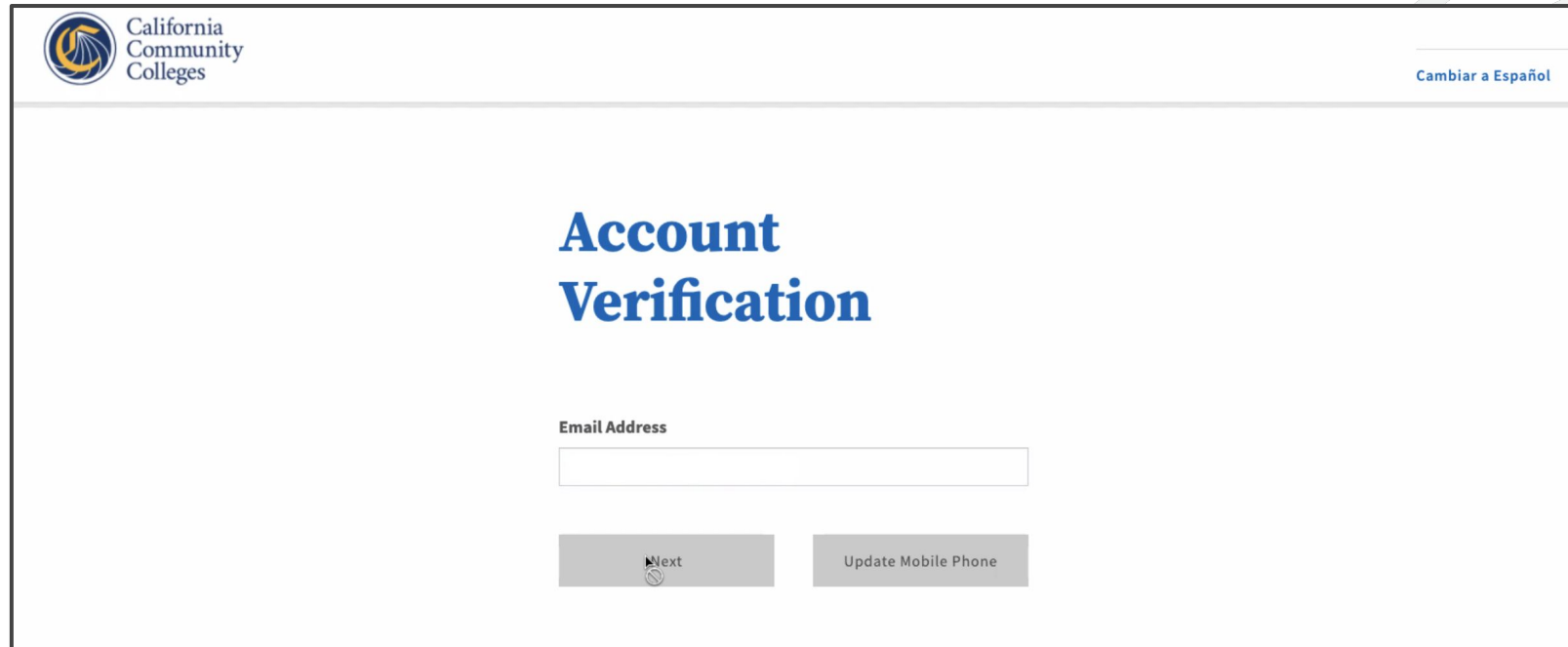
Didn't receive a code? [Resend Code](#)

[Back to Sign In](#)

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Legacy Account First Sign-In



California Community Colleges

Cambiar a Español

Account Verification

Email Address

Next Update Mobile Phone


Account Verification page displays when existing student email or mobile phone recognized

Account Recovery Options

Recover Account

Tell us more about you so we can find your username.

Date of birth *

mm/dd/yyyy 

Last name *

Next

Forgot Your Password?

Which contact method do you want to receive a password reset? *

Email - send me an email to kin*****@gmail.com.

Helpdesk - send me to [support](#)

Next

What about fraudulent applications?

- Implemented CCCApply fraud filter in 2018
 - Machine learning model updated daily as of February
 - Reliant on college confirmation of initial “scoring”
 - Average accuracy ~97% with a high of 98.5%
 - Best results come from those colleges actively marking fraud +/-
 - It appears fewer than 50% of colleges confirming fraud regularly
 - Can use bulk upload feature via .csv file as well as admin interface
 - New feature: assumed fraud automatically confirmed after 2 weeks
 - Put in production on May 17, now running daily
 - Considering other steps with feedback from fraud filter subcommittee and via closed fraud filter user support forum



Follow-up on .edu email provisioning issues

- Survey in progress re: .edu email provisioning
 - Follow-up after memo and white paper from February 2020
 - Still ~15% of colleges administering .edu email addresses with no restrictions upon application submission
- Areas where we're seeing impacts from fraud
 - Phishing attacks are becoming more common
 - Local restrictions on .edu email use seem to help (staff only, specific)
 - Free software/discounts
 - CCC system has been flagged by Microsoft
 - Use of cloud storage for nefarious purposes

Up next for fraudulent accounts/applications

- Proof-of-Concept/Pilot in place for AWS advanced bot detection
 - As of mid-May
 - Results will determine next steps in 21/22 FY
- Planned for 21/22 fiscal year
 - SaaS Enterprise Defense Solution to address fraud with OpenCCC account creation process
 - When added, expected to boost detection capacity to over 99%
 - Disable OpenCCC Accounts/CCCIDs associated with fraud
 - Increased partnerships with Financial Aid staff

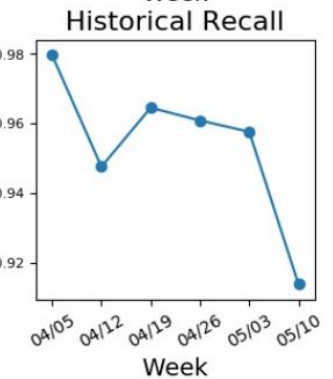
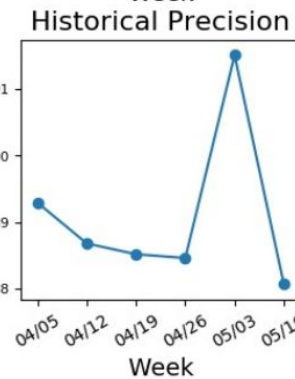
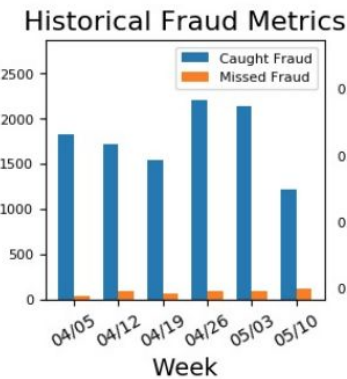
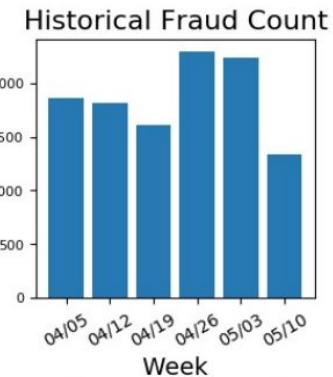
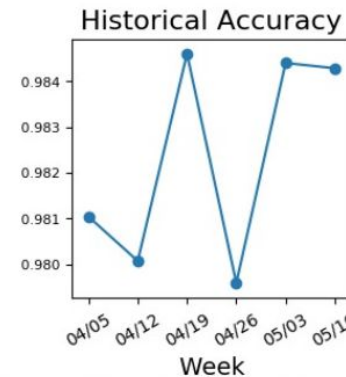


Weekly Fraud Filter Report Example



Spam Filter Report: 05/10 - 05/17

Fraud Count:
1,332
Accuracy:
98.4%



Legend
 Historical Accuracy - Percentage of apps correctly predicted as fraud or not fraud by the spam filter.
 Historical Fraud Count - Number of fraudulent apps received each week.
 Historical Fraud Metrics - Number of fraudulent apps caught or missed by the spam filter.
 Historical Precision - Percentage of apps predicted to be fraud by the spam filter that were actually fraudulent.
 Historical Recall - Percentage of all fraudulent apps that were caught by the spam filter.

Questions?

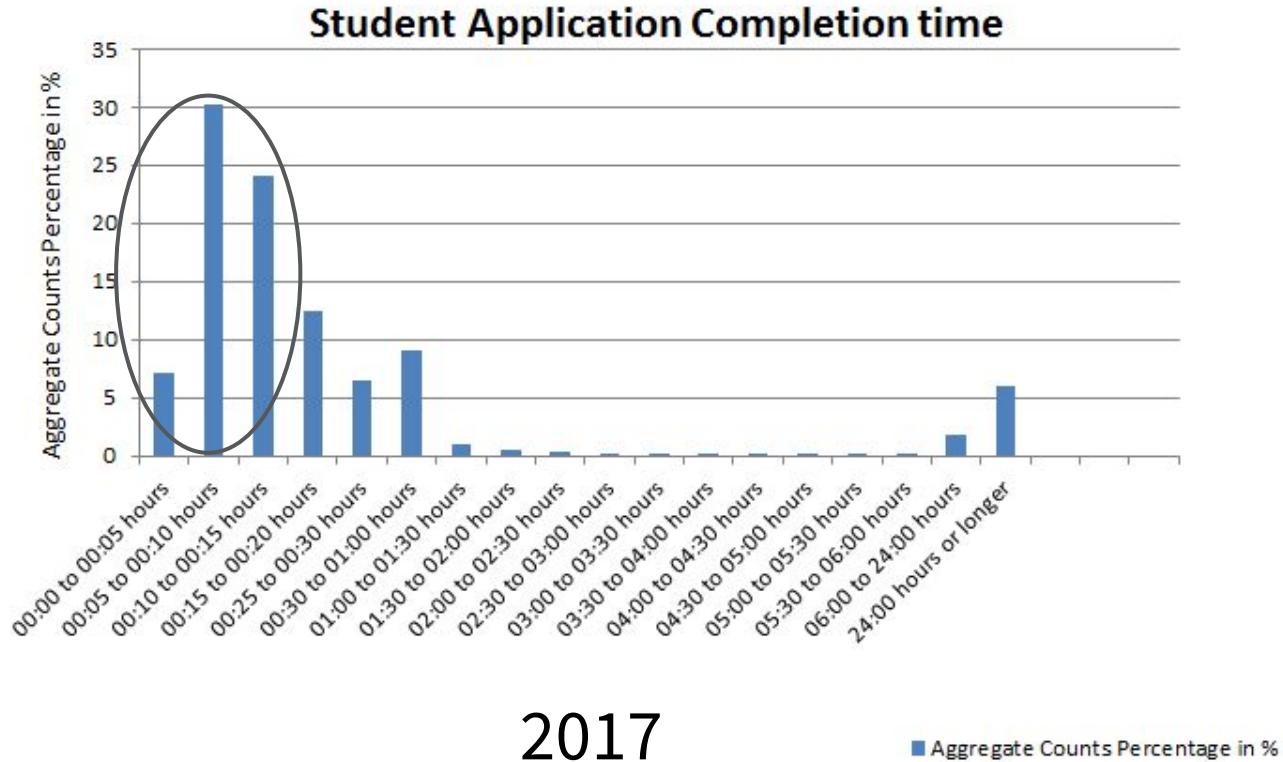
Reach Out Directly to Student Success Suite Team Members:

Dr. Jennifer Coleman, Director
jcoleman@ccctechcenter.org

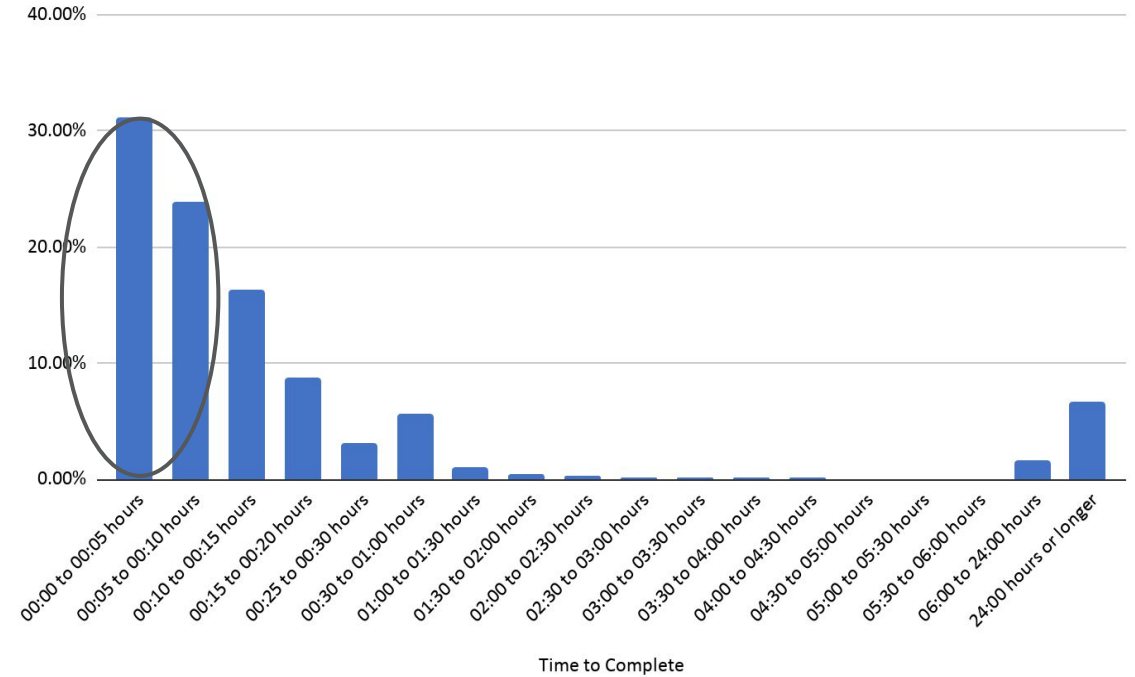
Jane Linder, Product Manager
jlinder@ccctechcenter.org



Time to Complete Before & After Streamlining



Student Application Completion Time - February 2021



Today

Course Exchange Expansion

Jory Hadsell and Rebecca Ruan-O'Shaughnessy



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CVC Course Exchange Expansion

TTAC Update, May 2021

Jory Hadsell

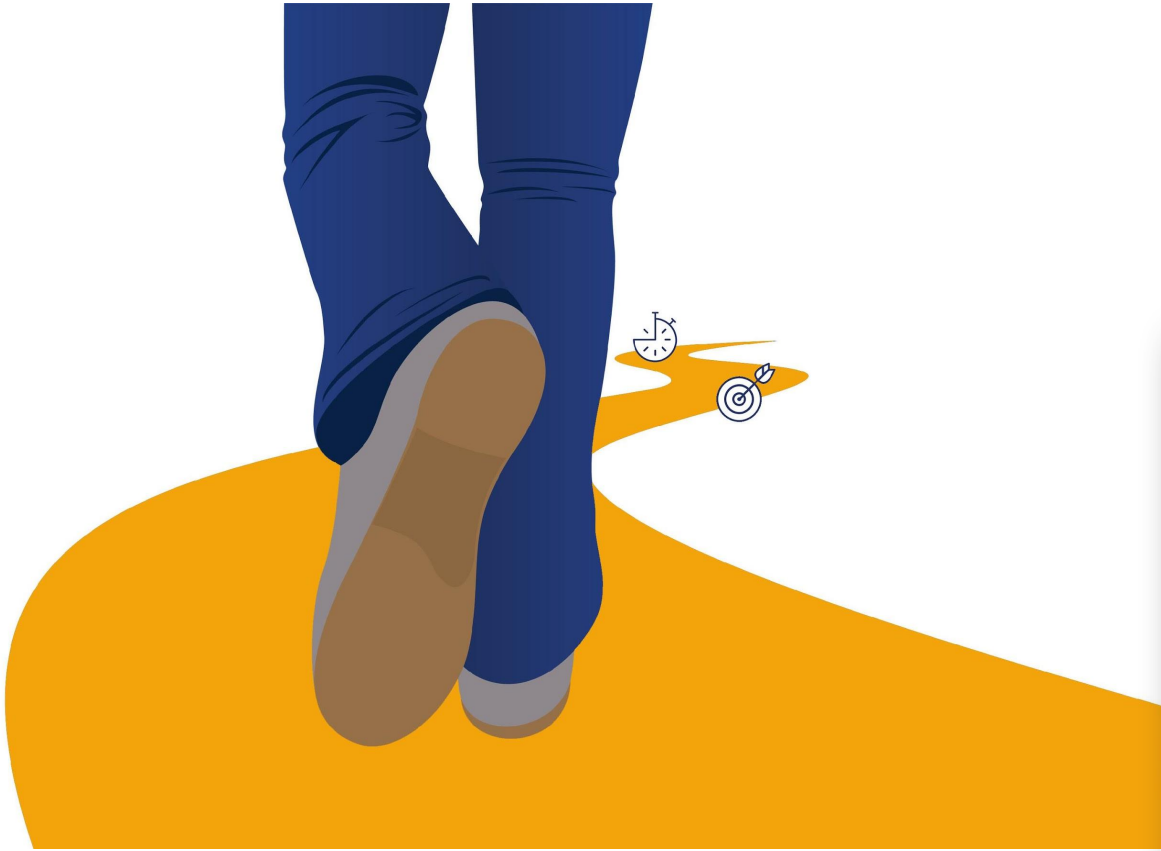
Rebecca Ruan-O'Shaughnessy



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Supporting the Vision for Success



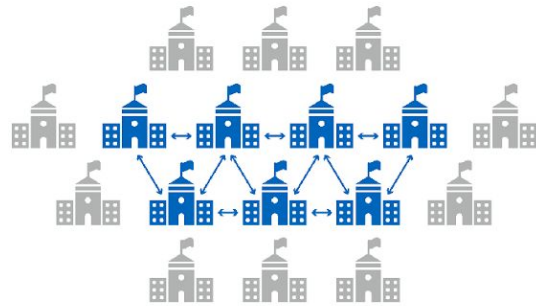
Keep students *on the path!*

A screenshot of the California Community Colleges Online Courses website. The header includes the California Community Colleges logo and the text "California Virtual Campus". Navigation links for "Students", "Educators", "About", and "FAQs" are visible. The main heading is "Online Courses" with the subtext "Enroll in online courses offered at multiple California Community Colleges." Below this are three tabs: "SEARCH ONLINE COURSES" (active), "HOW IT WORKS?", and "MORE INFORMATION". The search interface includes a "PRIMARY CALIFORNIA COLLEGE" section with radio buttons for "I don't have a primary California college" and "I have a primary California college", and a dropdown menu showing "College of the Desert". The "SEARCH BY" section has radio buttons for "CSU BREADTH Requirements", "IGETC Requirements", "Course Name", and "Keyword". The "SELECT A REQUIREMENT" section has a dropdown menu labeled "Select a requirement". A blue "Find Classes" button is on the right.

2020-21: Launch Student-Centered Model

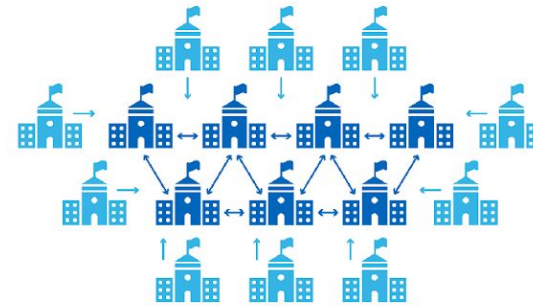
PREVIOUS EXCHANGE

College-Centered Model



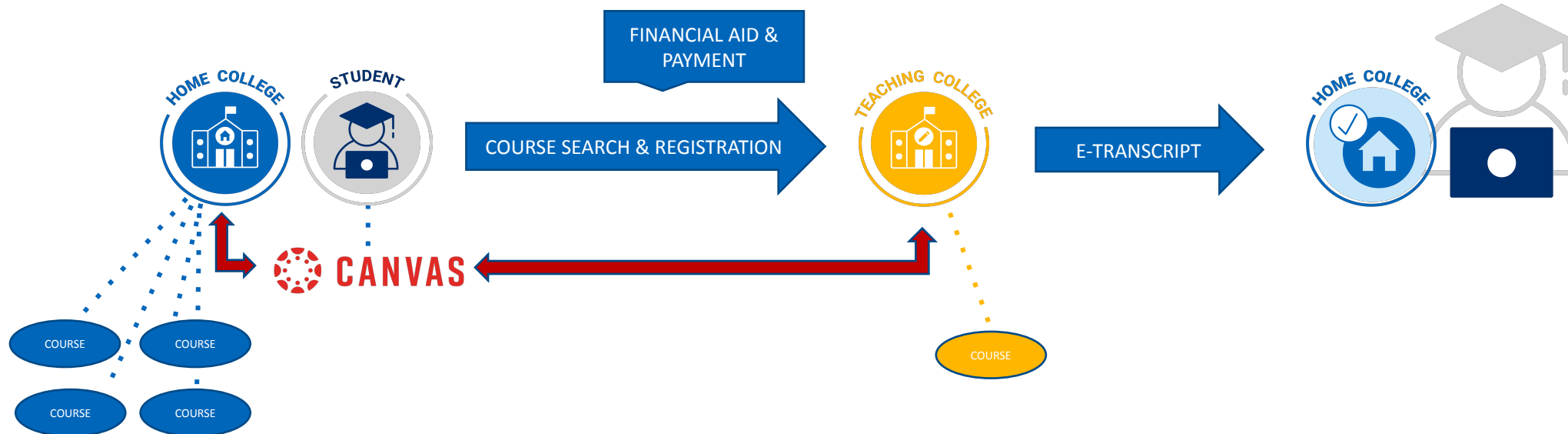
CVC EXCHANGE

Student-Centered Model



Automated Cross-Enrollment

- Students at an active Home College can instantly enroll in courses at an active Teaching College.



Systemwide growth in Exchange implementation



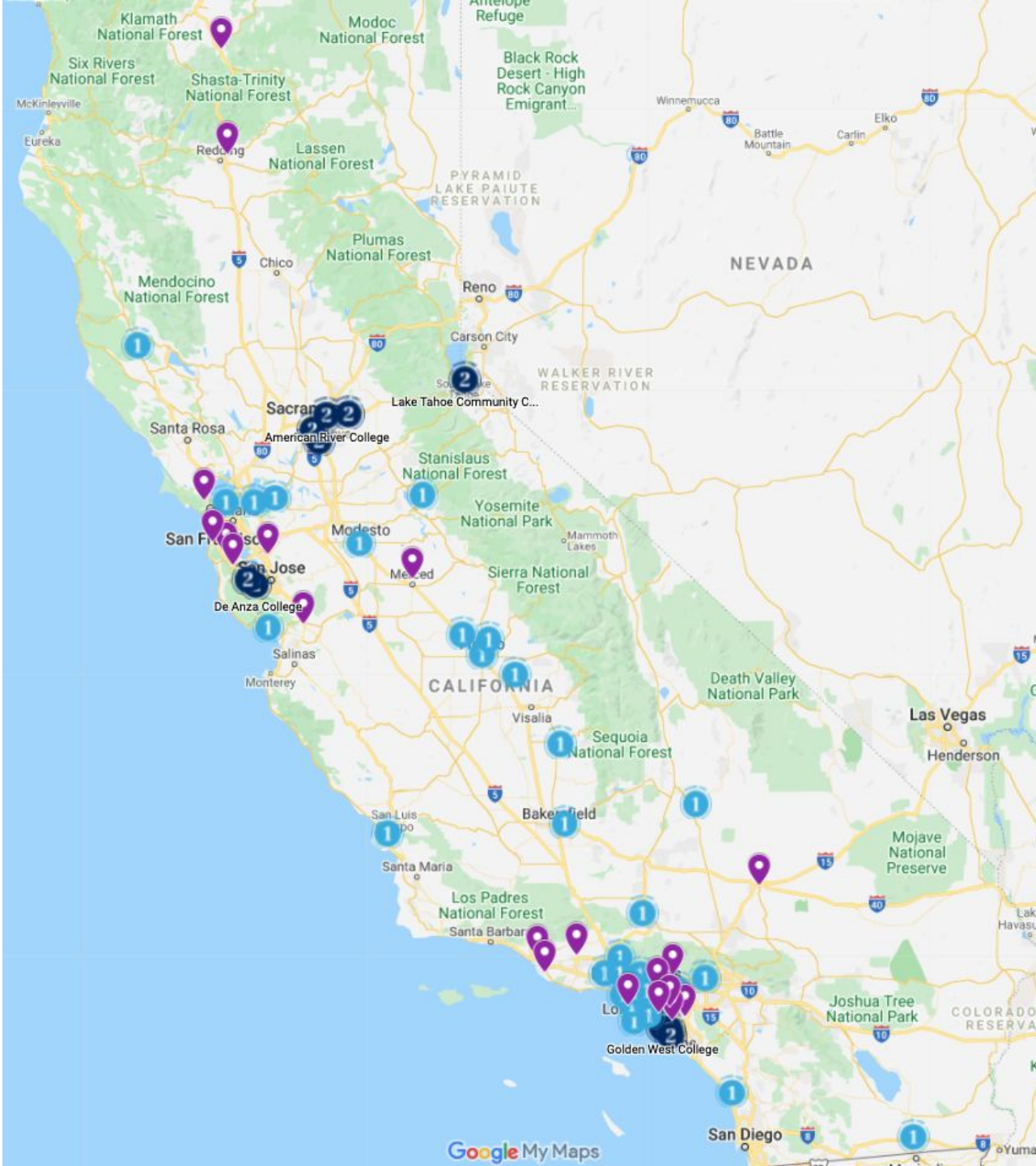
61 live colleges



41 live colleges
20 in progress

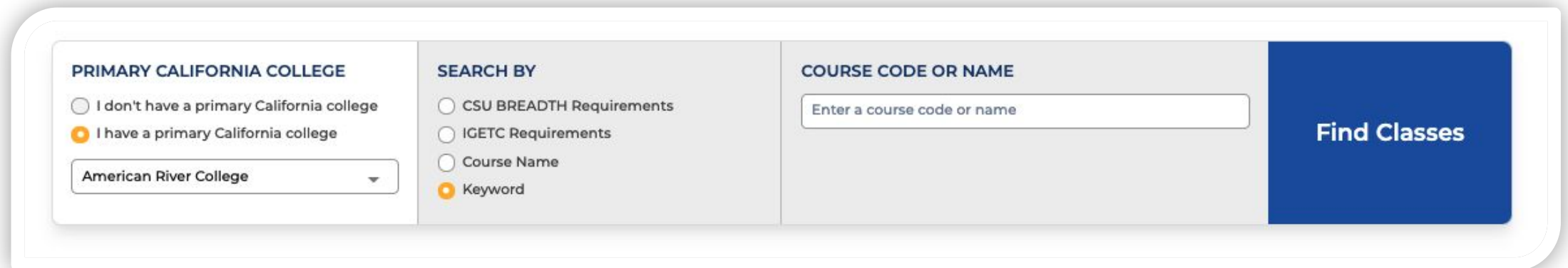


10 live colleges
5 in progress



Embeddable CVC Exchange Search Box

- **NEW!** Colleges can embed the CVC Exchange search box on their local websites.
- Build awareness while making it more convenient for students.
- Contact support@cvc.edu for embedding instructions.



The image shows a screenshot of the Embeddable CVC Exchange Search Box. It is a horizontal form with a light gray background and rounded corners. The form is divided into three main sections: 'PRIMARY CALIFORNIA COLLEGE', 'SEARCH BY', and 'COURSE CODE OR NAME'. The 'PRIMARY CALIFORNIA COLLEGE' section has two radio buttons: 'I don't have a primary California college' (unselected) and 'I have a primary California college' (selected). Below these is a dropdown menu with 'American River College' selected. The 'SEARCH BY' section has three radio buttons: 'CSU BREADTH Requirements' (unselected), 'IGETC Requirements' (unselected), 'Course Name' (unselected), and 'Keyword' (selected). The 'COURSE CODE OR NAME' section has a text input field with the placeholder text 'Enter a course code or name'. To the right of the input field is a blue button with the text 'Find Classes'.

CVC Exchange – Roadmap Highlights

- High priority - additional financial aid automation solutions that integrate with existing local workflows
- Automating residency validation and active status at Home Colleges
- Integration of ZTC indicator and search filter
- Long-term solution to provide Teaching Colleges with larger data set required for MIS reporting
- Support for dual enrollment via regional collaboratives
- Integration of CVC Exchange into statewide campaigns to increase awareness & utilization

Noteworthy Items

- Gaps / lack of uniformity in college configurations with systemwide technologies are an ongoing challenge
 - Inconsistent college data pass-through with OpenCCC proxy
 - Not all colleges storing and / or passing CCCID (proxy and Canvas)
- CalGrant Ethos project redirected college resources planned for Exchange integrations
- Proposed state funding for common course numbering will resolve big challenges with course equivalency and prerequisite checking

For More Information

Website: cvc.edu

Jory Hadsell, Executive Director

jhadsell@cvc.edu

For more information, contact support@cvc.edu

Quality online courses that fit your schedule.
Success begins here.

Your next
online class
is just a
click away.

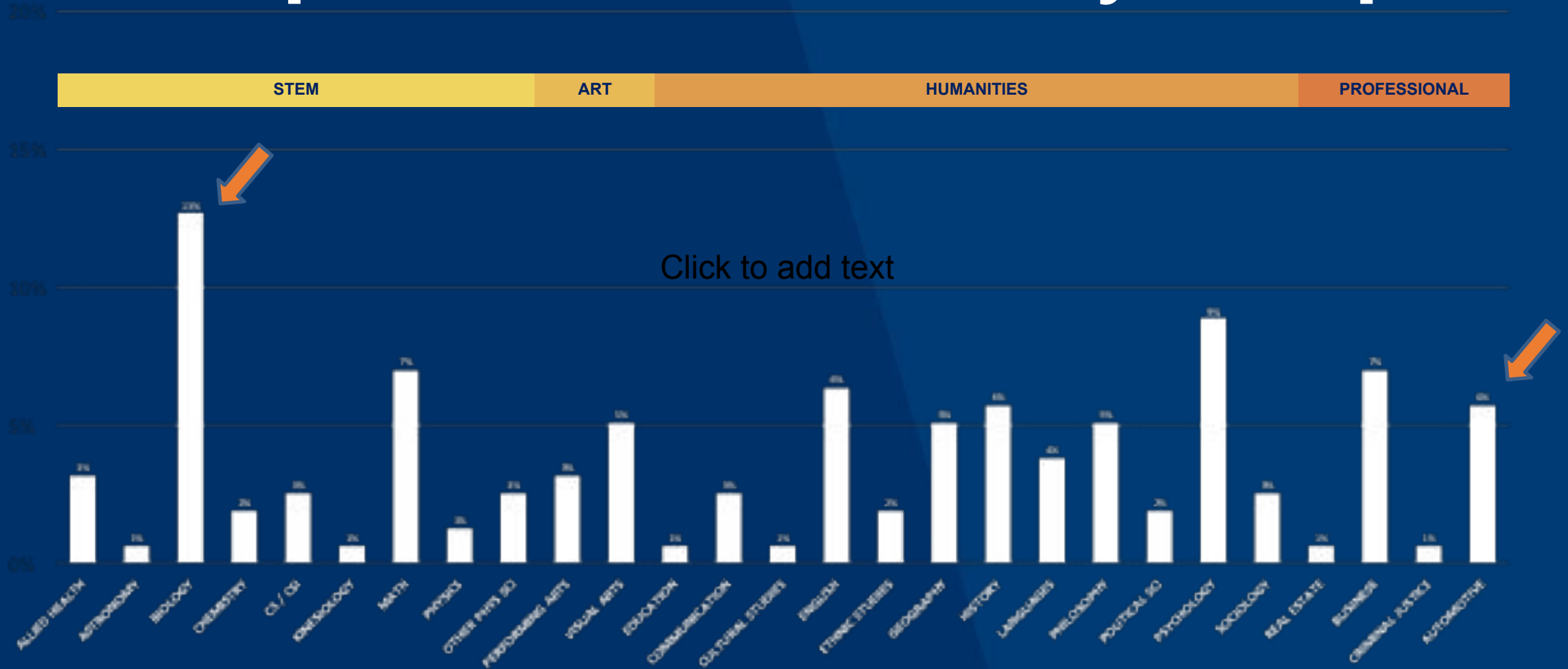
CVC.edu



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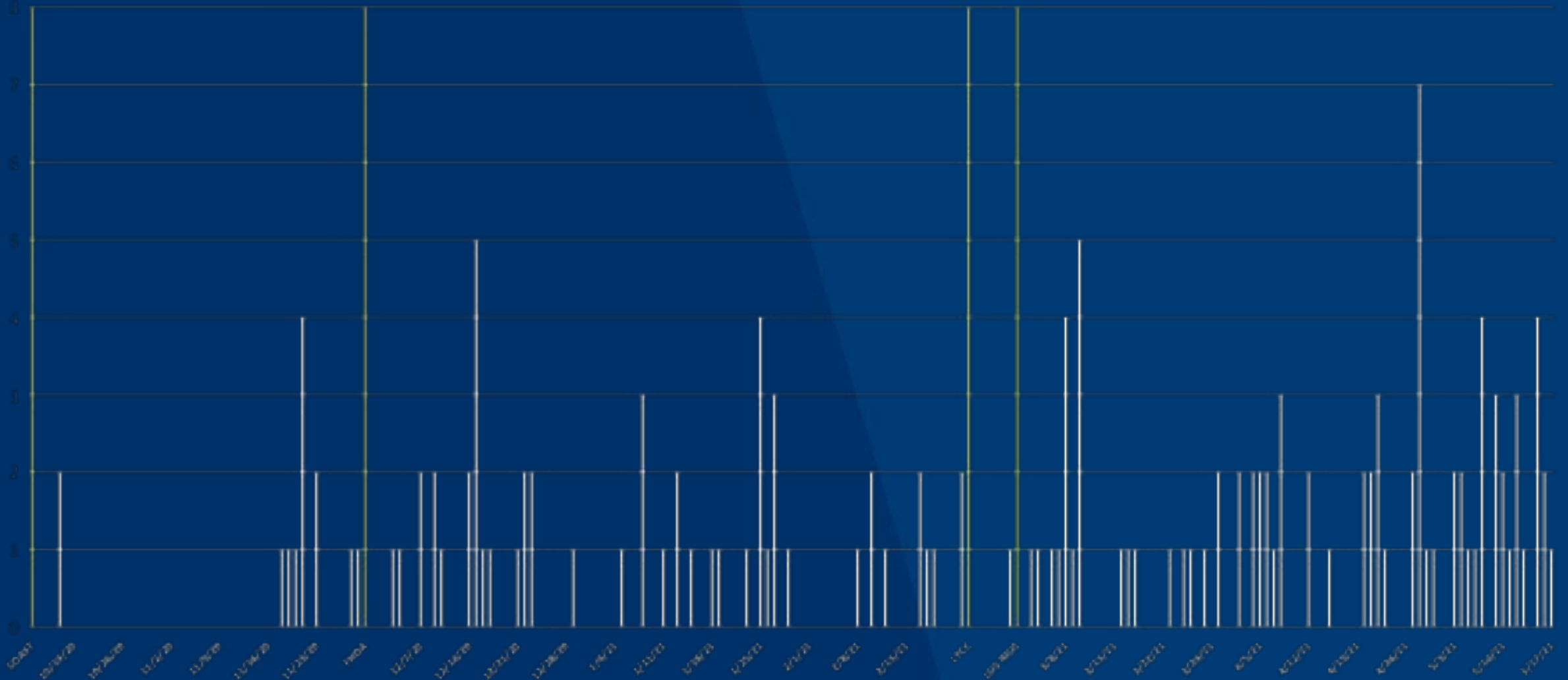
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Completed Enrollments by Discipline





Exchange Enrollments by Date



Statewide Technology Evaluation Process Success (STEPS) and Title 5 changes

Erin Larson



California Community Colleges

Agenda Part 2: Enterprise Efforts

10:00 – 10:20 Digital / Technical Equity

Marty Alvarado,
Joe Moreau, and
Fred Rocha

10:20 – 10:30 STAC Services

Jory Hadsell and
J.C. Sales

10:30 – 10:40 Enterprise Data Strategy Update

Alex Jackl and
David Kendall

10:40 - 10:45 Cyber Security

Stephen Heath



Digital / Technical Equity

Marty Alvarado, Joe Moreau, and Fred Rocha

May 26, 2021



California Community Colleges

Digital Equity: Defining the Term

Digital equity exists when the technology infrastructure, tools, and resources across all campuses provide a high-quality, secure, and seamless online experience for students, faculty, and staff regardless of campus size or location.

Digital Equity: Problem Statement

Option 1: The level of resources available for **IT investments across colleges varies in ways that inequitably impact colleges** that are rural, small (under XX enrollments), or are experiencing general fiscal concerns; and these under investments in IT adversely impact the student experience, the student/staff security, and the overall campus operations.

Option 2: The **level of investment in technology and data infrastructure in the CCC system is substantially insufficient**, adversely impacting the student experience, the student/staff security, and the overall campus operations; and this issue is **compounded by the fragmentation and non-systemic approach** that the system has adopted for technology or platform investments

Digital Equity: Making Progress

In Progress

- Canvas LMS
- CCCApply
- Integrated Library System
- System-wide identity and access management system (Okta)
- System-wide common data platform (Huron study)

On the Horizon

- Student sovereign record/digital identity rights
- ADA/508 compliance support
- ?
- ?
- ?

Digital Equity: Defining the Approach

- 1) Clarify the intent and the barriers to achieving system-wide digital equity
- 2) Confirm the data and evaluation criteria required to establish targets and strategies
- 3) Clarify the role of the CO, Associations, Districts, Colleges, & Stakeholders
- 4) Develop annual priorities and targets for progress



STAC Services

Jory Hadsell and Jorge J. C. Sales



California Community Colleges

Systemwide Technology Access Collaborative

Delivering Efficiencies in Education Technology Acquisition



FOUNDATION *for* CALIFORNIA
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About STAC

- A **strategic partnership** between the Chancellor's Office, California Virtual Campus, and Foundation for California Community Colleges' CollegeBuys Program.
- **Affordable acquisition** of education technology tools essential for online learning by centralizing the ordering, invoicing, and negotiation process.
- Partnerships with **vetted and experienced** education technology service providers having been part of the CVC's ecosystem of partners; and/or history of success in the CCC environment.
- **Simplified participation. Colleges** participate via Order Form during a buying window April 15 through June 15, 2021. Orders aggregated by CollegeBuys and CVC. Services delivered July 1, 2021.

STAC Efficacy

- Efficacy & Impact – Working Together, Works!**

In the November 2020 edition of STAC, 52 Districts Participated, \$7M of Spend, \$4.2M of Cost Savings – for education technology tools deployed Jan 1-Jun 30, 2021.

	National Education Pricing	CCC Preferred Pricing	STAC Renegotiation Pricing	Savings
Cranium Café	\$7.25	\$5.50	\$2.34	68%
Proctorio	\$22.00	\$15.00	\$7.00	68%
Pronto	\$2.50	\$2.25	\$1.35	54%

STAC Partners

Content Accessibility

[Blackboard Ally](#)

Educational Software and Technology

[Adobe Creative Cloud](#)

[California Connects](#)

[Esri](#)

Name Pronunciation, Gender Identification, and Virtual Commencement

[NameCoach](#)

Online Tutoring Platform and Services

[Link-Systems \(NetTutor, Pisces\)](#)

Student Communication, Engagement, and Online Advising

[EesySoft](#)

[Pronto \(Hitlabs\)](#)

Student Integrity and Plagiarism

[Ouriginal \(Urkund\)](#)

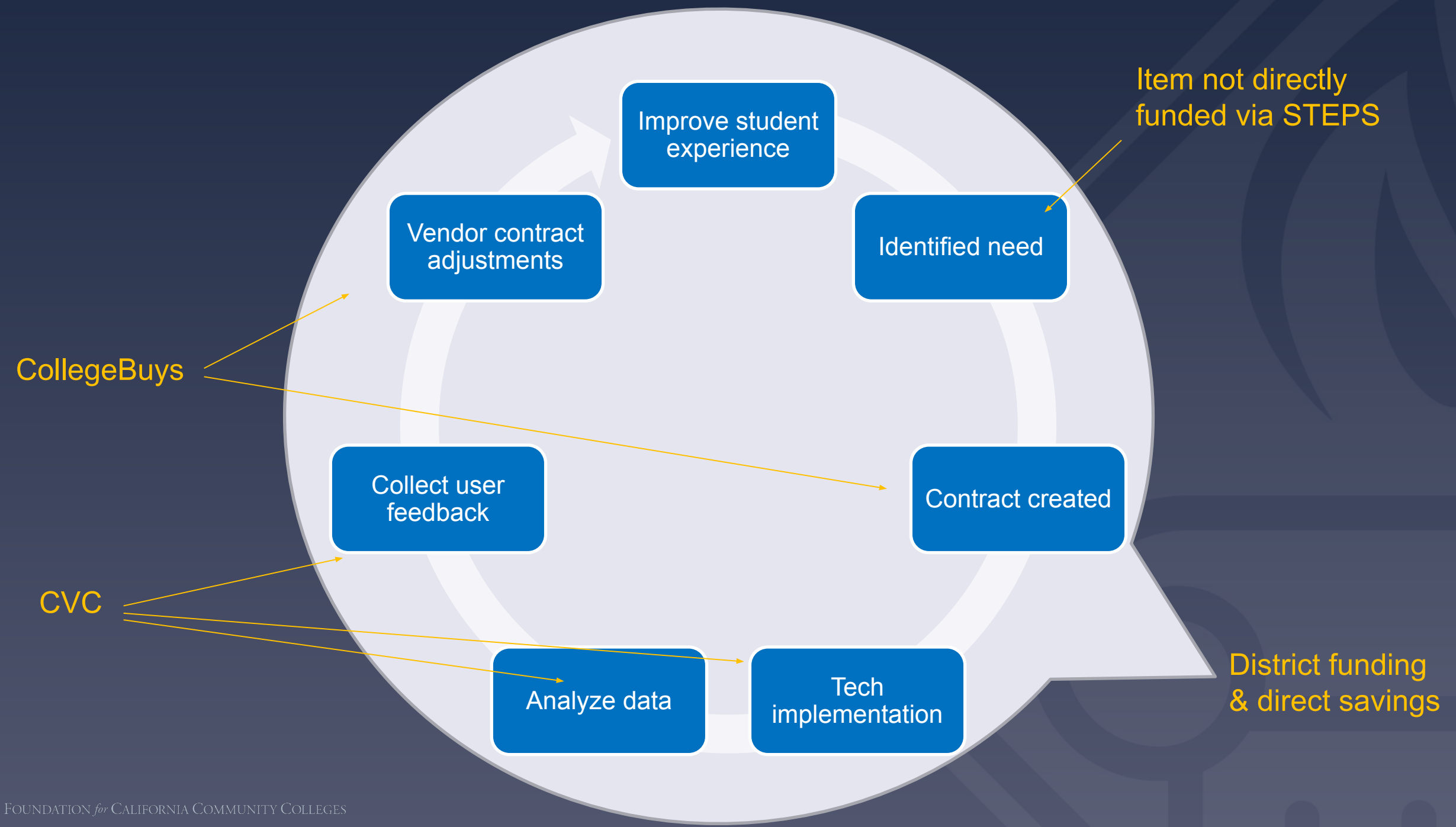
[Proctorio](#)

[Turnitin](#)

For more information, visit cccstac.org

User-Driven Design

- STAC supports educational technology *not funded* by the CCCCO.
- Colleges / user community informs product-specific enhancement requests
- Colleges benefit as program moves toward public contracting compliance and vetting for accessibility, data security; collaboration with CCCCO on equity criteria



Questions?

Contact Us

Brett Chaponot | bchaponot@foundationccc.org
Justin Schultz | jschultz@cvc.edu

Order Form Submission

collegebuys@foundationccc.org



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Enterprise Data
Strategy Update

Alex Jackl, Executive Consultant, Data Management, DII TAP
David Kendall, Executive Consultant, Project Management, DII TAP

Why an Enterprise Data Strategy?

- Largest education system in the United States, and highly decentralized.
- Vision for Success (VfS) Commitments and Goals
- Make it possible to realistically link outcomes to activities and resources
- Change management at scale across a large, decentralized system
- Enterprise best practices



What needs to be considered as part of an EDS?

1. How does data support the Vision for Success?
2. What data are captured?
3. Where are they stored?
4. How are they shared across systems?
5. Where can they be seen?



What needs to be considered as part of an EDS?

6. How do we protect data appropriately?
7. How do we inform and socialize policies about data?
8. How do we share data with others?
9. How do we help bring about these changes?



What are the next steps?

1. Publish initial Enterprise Data Systems document this summer for review
2. Work with key stakeholders and leadership to advance each of the components





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InfoSec Update

Stephen Heath
Executive Consultant, InfoSec
CCCCO
5/26/2021

Ransomware continues to be #1 threat

- Average ransom: \$220,298 (2021 Q1)
- Availability and ease of tools
- Primary attack vectors:
 - Phishing
 - Insecure remote access
 - Lack of MFA



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Fraud remains an issue

- General OpenCCC/CCCApply fraud
- Financial aid fraud
- Primary focus of infosec in next quarter activities to help coordinate a response



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Questions From Members

TTAC Committee

California Community College Chancellor's Office



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Next Steps and Close

Date for next meeting? July __, 2021

Thank you for attending this meeting.

California Community College Chancellor's Office



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