

January 12, 2023, 1:30 PM - 3:00 PM

Student Success Suite User Group Meeting



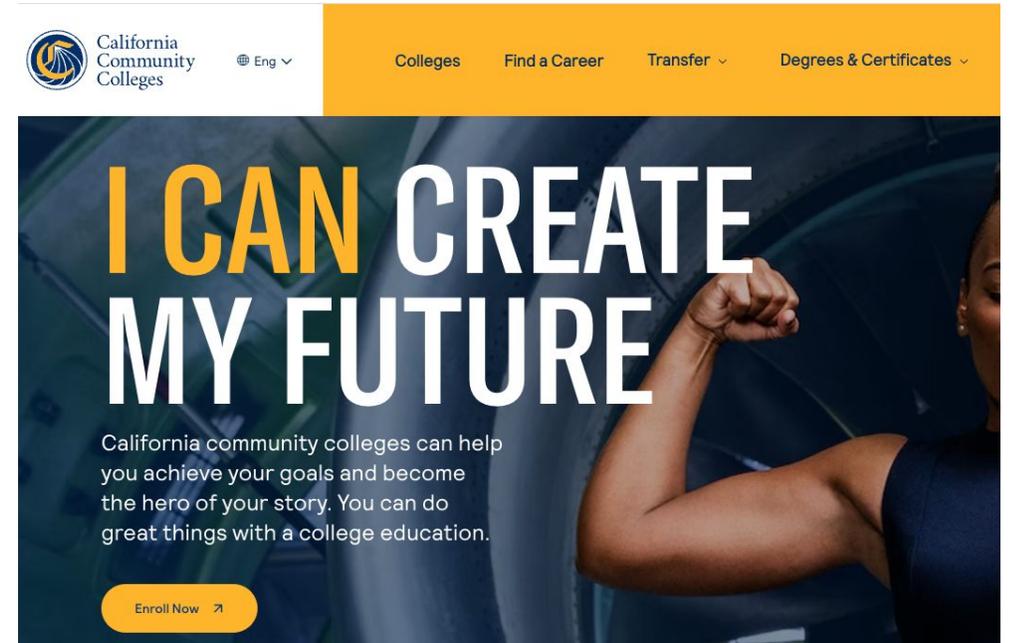
California
Community
Colleges

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!





Please join us
in welcoming

Julia Arreguy

Our new CCCTC
Chief Technology Officer

Student Success Suite Meeting Agenda

Time	Topic	Facilitator
1:30 - 1:35	<ul style="list-style-type: none">• Welcome and chat sign in	Rick Snodgrass, Jennifer Coleman
1:35 - 1:40	<ul style="list-style-type: none">• Intro to New CCCTC CTO Julia Arreguy	Jennifer Coleman
1:40 - 1:50	<ul style="list-style-type: none">• Recent Release Roundup for all SSS Products	Jane Linder
1:50- 1:55	<ul style="list-style-type: none">• Student Support Statistics	Jane Linder
1:55 - 2:15	<ul style="list-style-type: none">• SSS Next Gen Application System Architecture Overview<ul style="list-style-type: none">○ Faster development and release cadence○ Improved user experience	Jane Linder
2:15 - 2:25	<ul style="list-style-type: none">• SSS Next Gen System Analytics	Jane Linder
2:25 - 2:40	<ul style="list-style-type: none">• SSS Next Gen Student Testing	Jane Linder and Rick Snodgrass
2:40 - 2:50	<ul style="list-style-type: none">• Wrap up & Housekeeping	Rick Snodgrass

Student Account System Update

- **Support statistics continue to guide improvements**
 - Upcoming releases include minor changes to text
 - “Reset Password” replacing “Recover Account”
 - Tell students their PII (ie. DOB) will be used to reset their password
- **New Chatbot coming soon!!** 
 - FAQs on creating/access student account, also how students can get help from their college

Application System Update

- Update to tribal affiliations list paused
- CCCApply Standard Minor Release 6.12 (Jan/Feb)
 - AB305 CalVet Enhancement
 - New CA Promise Grant App for 2023-2024

CCCApply DL Client Phase-Out Update

- Less than six months to DL Client Phase Out deadline!
 - Want SuperGlue?
Contact: crms@ccctechcenter.org
- Recent SuperGlue releases includes MANY student fields not available through the DL Client

MyPath Update

- MyPath hotfix deployed this week into production
 - Pilot deploy December 19, 2022
 - Fixes Amazon Doc upload issues

Latest Student Support Call Drivers

- Support call drivers
 - Students looking for Student Account Support = 63.40%
 - 79.59% for the same period last year
 - Students looking for help with CCCApply Apps = 15.89%
 - 6.69% of the same period last year
- Students looking for college support services = 20.71%
 - 13.71% for the same period this last year 9 (course registration, college id, and transcripts, questions that must be deferred to the student's home college)

Latest Student Support Statistics

- Average wait time (Phone) - 2 minutes
 - Calls Answered within 60 seconds: 57.9%
- Average first response time (Email) - 5 hours
- Average resolution (Phone) - 8 minutes
- Average resolution (Email) - 7 hours
- First contact resolution (Phone) - 99%
- First contact resolution (Email) - 47%
- Customer satisfaction score - 97%

SSS Next Generation Architecture

Modern technology stack and microservices-based platform built with the following goals & benefits:

- Modern Interface
 - Mobile first design for better display on mobile devices
 - Improved performance
 - Remove server-side rendering and blend transactional data with static content
 - Enhanced security (greatly narrowed “attack vector”)
 - Rapid development (text vs code)
 - code changes use code libraries (why reinvent the wheel?)
- Streamlined Business Logic (decouple business services from the user interface)
 - Reduced risk of disruptions (eliminate “big bang” releases with phased deployments)
 - Flexibility via serverless hosting
 - Deploy new features to specific colleges for early user testing & feedback
 - Tailored workflows for students (retain existing business logic via server side calls and API calls)



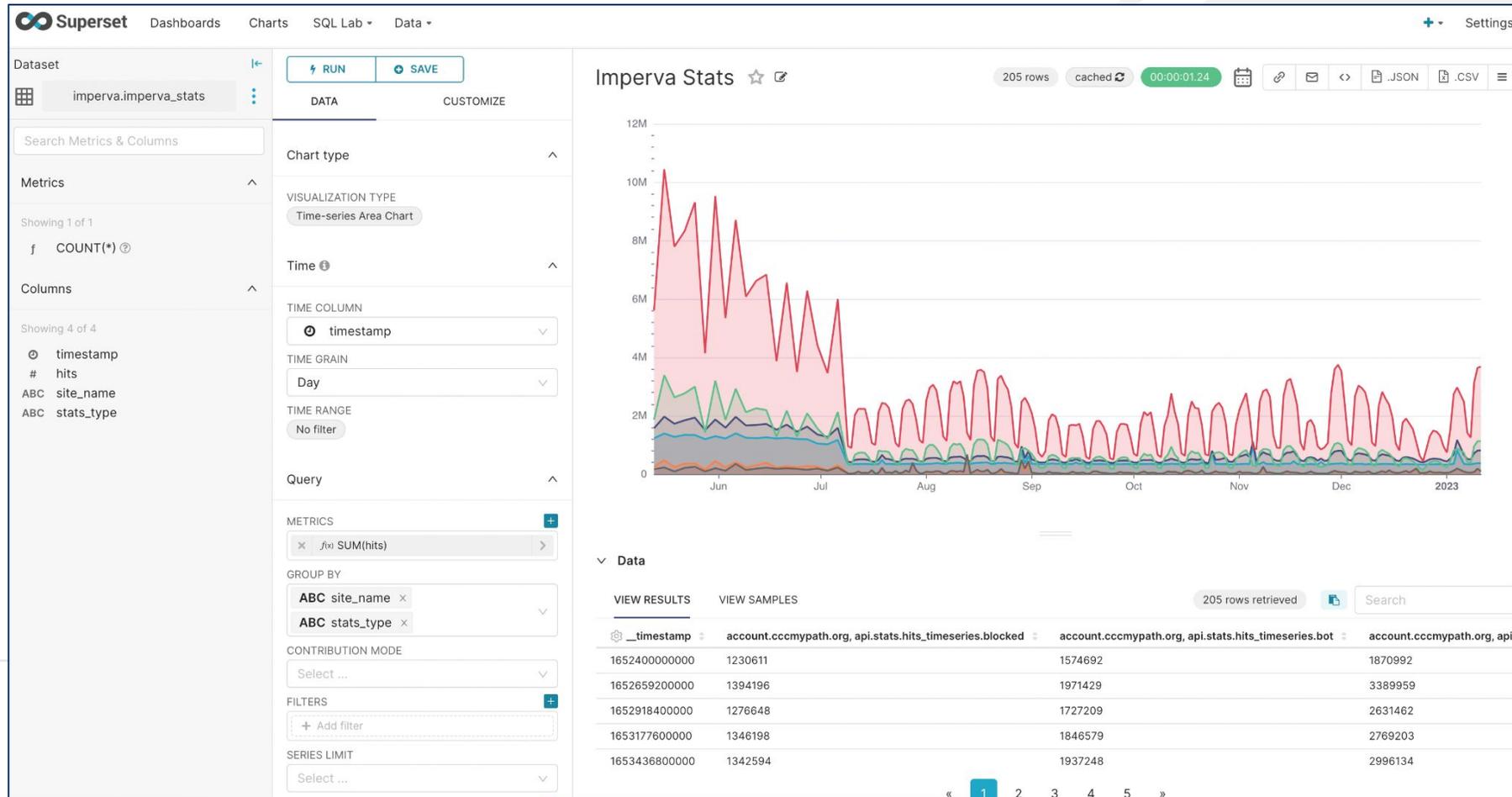
- Migrate Core Apply Logic to Apollo GraphQL
- Migrate Residency Logic to Apollo GraphQL

SSS Next Generation Architecture

- Enhanced data delivery mechanisms
 - Faster student onboarding
 - Ability to keep colleges in sync with changes to CCC student profile
- Robust, transparent system operations (release management, logs, monitors, alerts)
 - Increased reliability and availability to users
- Enhanced Analytics Platform with Robust Analytical Tools
 - Dashboards, scheduled reports, APIs, deep graphing and ad hoc analytics
 - Better information to support student's conversion from application to enrollment
 - Alerts & reports on student progress
 - Visual data modeling

SSS Next Generation Analytics

- SuperSet with AWS Backends



SSS Next Generation Analytics

- Powerful SQL query capabilities

The screenshot displays the Superset SQL Lab interface. At the top, there are navigation tabs for 'Dashboards', 'Charts', 'SQL Lab', and 'Data'. The main area is divided into several sections:

- Database and Schema Selection:** The 'DATABASE' dropdown is set to 'awsathena' and 'aws_data_catalog'. The 'SCHEMA' dropdown is set to 'survey_monkey'.
- Table Schema Selection:** A dropdown labeled 'SEE TABLE SCHEMA' is set to 'Select table or type table name'.
- Table Schemas:**
 - college_reported_fraud:** response_id (FLOAT), response_date_created (VARCHAR), response_date_modified (VARCHAR), question_text (VARCHAR), answer_text (VARCHAR).
 - mypath_colleges:** mis_code (INTEGER), account_name (VARCHAR), purchase_date (VARCHAR), install_date (VARCHAR), asset_name (VARCHAR), first_name (VARCHAR), last_name (VARCHAR), account_owner (VARCHAR), status (VARCHAR).
- SQL Editor:** A query editor with line numbers 1-9. The query is:

```
1 SELECT a.*,
2        b.*
3 FROM
4      (SELECT *
5       FROM survey_monkey.college_reported_fraud ) AS a
6 LEFT JOIN
7      (SELECT *
8       FROM salesforce.mypath_colleges ) AS b
9 ON a.answer_text =b.account_name
```
- Execution Controls:** A 'RUN' button, a 'LIMIT: 1 000' dropdown, and a timer showing '00:00:00.00'.
- Actions:** 'SAVE AS' and 'COPY LINK' buttons.
- Bottom Panel:** Tabs for 'RESULTS' and 'QUERY HISTORY'.

SSS Next Generation Progress

- Delivered to Production:
 - New OpenCCC Student Account System (January 2022)
 - New identity management system with MFA & API support
 - New release management infrastructure for zero downtime deployments
 - GraphQL Solution (Apollo) (November 2022)
 - Supports bi-directional fraud reporting initiative
 - SuperGlue “delivered” flag
- Delivered to Pilot
 - Enhanced Analytics
- Initial UX Designs Completed and Reviewed by Students

User Interface Design Review: Dec 2022

- Solicited student feedback on the CCCApply Next Gen user interface (UX) design approach
- Conducted seven live zoom student feedback sessions with student participants.
- Student tester breakdown:
 - Recruitment emails sent to 150 students
 - 87 students volunteered to participate
 - 58 students signed up for a live zoom feedback session
 - 33 students attended a live zoom feedback session and submitted their feedback survey
 - Successful student testers came from 33 colleges.
- **Need to recruit student testers to represent as many colleges as possible!**

Question 2 - Short form vs long form

Option A

You're just getting started
Progress: 10% Completed

Contact Information ✓

Education

Citizenship/Military

Residency

Needs & Interests

Demographic Information

High School Education

High school education level as of November 20, 2022
Received high school diploma from U.S. school *

High school completion date
06/25/2021 *

Did you receive your diploma, GED, or certificate in California?
 Yes
 No

Have you attended high school in California for three or more years?
 Yes
 No

Next

Option B

Unicolllege | Term: Fal 2020 through Winter 2023 | Application #: 829190

Education

Your responses will be kept private and secure and will not be used for discriminatory purposes.

College Enrollment Status

As of November 06, 2019, I will have the following college enrollment status: ?

First-time student in college (after leaving high school)

High School Education

High school education level as of November 06, 2019 ?

Received high school diploma from U.S. school

High school completion date ?

Month: January Day: 1 Year: 1978

Did you receive your diploma, GED, or certificate in California? ?
 Yes No

Have you attended high school in California for three or more years? ?
 Yes No

Current or Most Recent High-School Attended ?

I attended high school.

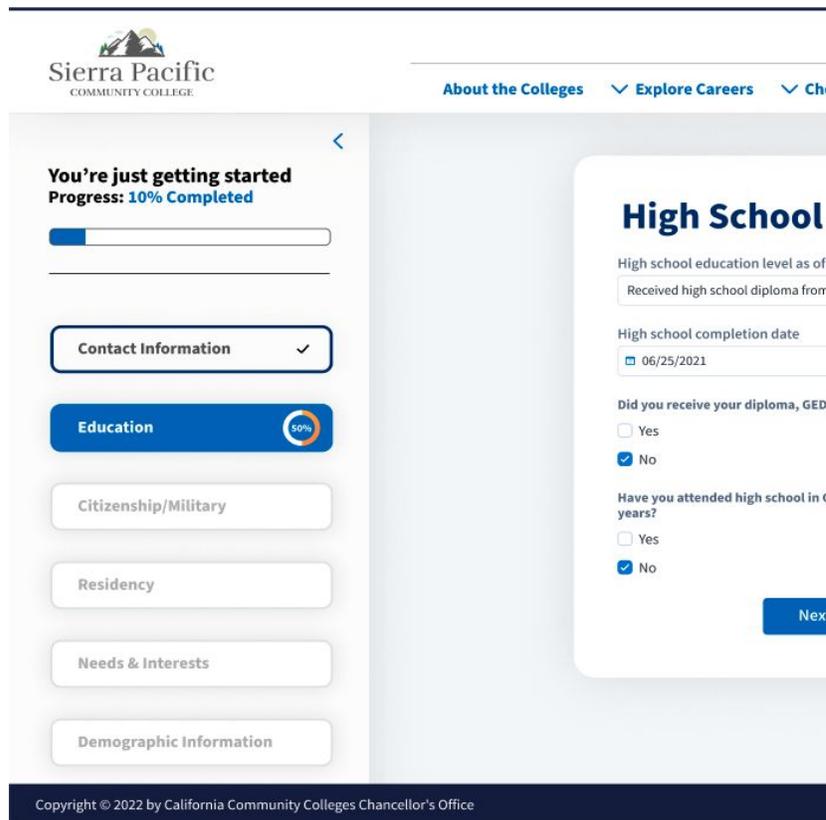
Country ?
United States of America (the)

State ?
California

Enter the name or city of the last school or homeschool you attended. Then make a selection from the list. ?
Placer High, Auburn
[Change](#)

Question 4 - Progress Indicator Styles

Option A

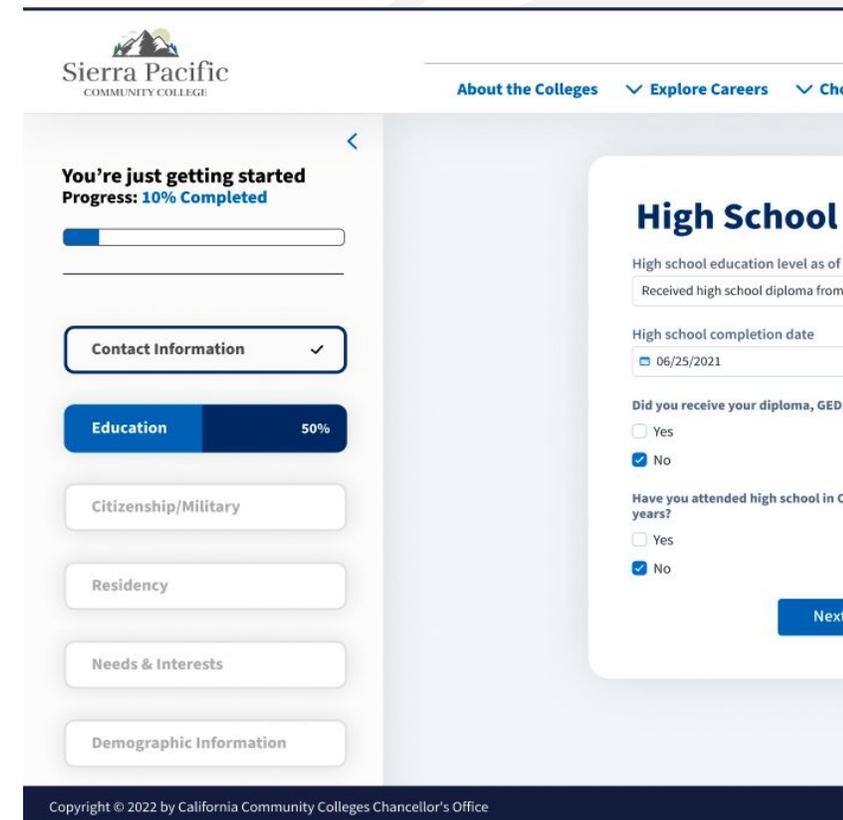


The screenshot shows a web form for Sierra Pacific Community College. On the left, a sidebar lists sections: Contact Information (checked), Education (50% progress), Citizenship/Military, Residency, Needs & Interests, and Demographic Information. The main content area is titled "High School" and contains the following fields:

- High school education level as of: Received high school diploma from
- High school completion date: 06/25/2021
- Did you receive your diploma, GED, or equivalent: Yes, No
- Have you attended high school in California in the last 10 years?: Yes, No

A "Next" button is located at the bottom right of the form. The footer contains the text: "Copyright © 2022 by California Community Colleges Chancellor's Office".

Option B



The screenshot shows the same web form as Option A, but with a different progress indicator style. In the sidebar, the "Education" section is highlighted in dark blue with a "50%" progress indicator. The main content area is identical to Option A, with the same "High School" section and fields.

A "Next" button is located at the bottom right of the form. The footer contains the text: "Copyright © 2022 by California Community Colleges Chancellor's Office".

SSS Next Generation Next Steps

- Proof of concept dual-enrollment “branching” workflow demo (FY 22-23)
 - Showcase new tools & technologies and how they work with a known use case
- Workgroups and Student Feedback Sessions
 - Provide continuous guidance during development
 - Interested in joining a workgroup?? Contact Jane & Rick!
 - Tailored workflows, reports & analytics, user interface and plain language
- Port core CCCApply logic to new infrastructure for standard workflow (FY 23 -24)

Here to Help!

- Issues with SSS Products?
 - Open a staff Help Desk ticket via email:
staffsupportccctc@openccc.zendesk.com
- Enabling Services CRMs: crms@ccctechcenter.org
 - SuperGlue implementations
 - MyPath demos
 - Noncredit and International online application implementations
 - CCCID for all students by Fall 2023

Want to Know What's Up?

Register for an account on [CCCTechnology.info](https://ccctechology.info) and set your Profile Notifications to follow the CCCTC System Alerts category posts, today!

- Release updates
- Planned Maintenance
- Have a general question? Start a discussion!
- Private Spam Discussion group

Q&A

Student Success Suite Contacts:

- Jane Linder, SSS Interim Product Director
jlinder@ccctechcenter.org
- Mike Caruso, SSS Product Owner
mcaruso@ccctechcenter.org
- Rick Snodgrass
rsnodgrass@ccctechcenter.org

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.

**If you are not receiving listserv emails, send corrections to:
Rick Snodgrass - rsnodgrass@ccctechcenter.org

Next meeting:

→ **April 13, 2023 - 2 PM - 3:30 PM**

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

Closing Comments from Jennifer