

April 12, 2022, 2:00 PM - 3:30 PM

Student Success Suite User Group Meeting

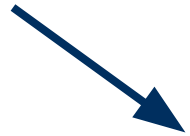


California
Community
Colleges

CCCApply

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



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

Time	Topic	Facilitator
2:00 - 2:05	Welcome	Jennifer Coleman, Rick Snodgrass
2:05 - 2:20	Update on New Student Account System	Jane Linder
2:20 - 2:30	Student Success Suite NextGen System	Jane Linder
2:30 - 2:45	Proposed Text Changes for CCCApply <ul style="list-style-type: none"> • Ed Goal: Adult Special Admit • Ed Goal: Four-Year College Students • Last School Attended 	Jane Linder
2:45 - 3:00	Other Proposed CCCApply Changes <ul style="list-style-type: none"> • Homeless Youth Question 	Jane Linder, Debbie Raucher
3:00 - 3:10	Download Client Phase-Out	Jane Linder
3:10 - 3:25	Q & A	Jane Linder, Jennifer Coleman, Mike Caruso
3:25 - 3:30	Wrap up & Housekeeping	Rick Snodgrass

New Student Account System Update

- Majority of students successfully creating and accessing their accounts
 - Duplicate mobile numbers complicating account creation and recovery
 - Balancing account security with ease-of-use
- Incorrect DOB dates hindering account recovery

New Student Account System Update

- Minor Release in Pilot this week
 - Default to account access via email
 - New logic to reduce duplicate mobile number errors
 - User testing by student testers week of April 18th
 - Pilot target: April 15, Production: April 22
- Coming soon: updates to error messages
 - Additional/specific information to guide students

New Student Account System Update

- Student Helpdesk Wait Times
 - New staff added this week
 - Update to helpdesk tools



Student Success Suite Next Gen System

- Focus is on next-gen application and onboarding
 - All products = One platform
- Branching logic for more individualized application workflows
 - Display fields/sections only when applicable, based on previous student responses
 - Simply language
 - Use Default values

Envisioned Solution!

Leverage service-oriented architecture* and gamification to provide an innovative approach to student application and onboarding. Streamline the user experience, address friction points, and reduce unintended impacts on underrepresented students.

* a way to make software components reusable and interoperable via service interfaces

The Student Experience

[All presented via a single portal]

- Select Your Adventure
- Choose Your Character
- Build Your Backstory
- Embark on the Journey
- The End



The Plan: We've already begun

- **New Student Account System Now Live!**
 - Increased account security via account verification
 - Sets the stage for true multi-factor security option
 - Allows for third-party integration (with permission)
- **Zero Downtime Deployments**
 - Infrastructure updates included with the new student account system enable zero downtime deployments for new SSS features
 - Supports more rapid development and frequent deployment of new features
- **Collaboration on New Student Application Workflows**
 - First Time College Student, Dual-Enrollment Student (HS or Adult School), Returning College Student, Graduated or Cross-Enrolled College Student, International Student, Non-Credit Student, Incarcerated Student

The Plan: We've already begun

- SuperGlue Data Delivery

Rapid data delivery via API gateway (Netflix Zuul and Conductor)
flexible, scalable “data pipes” deliver student data directly to colleges

Apollo Data Graph Platform

Combine APIs, databases, and microservices into a single data graph
you can query with GraphQL

Facilitates eventing for integrated systems

Next Steps: A Modern User Interface

- Mobile first design for better display on mobile devices
- Remove server-side rendering to improve performance
- No “attack vector” for enhanced security
- GraphQL Empowered Content Management
Content Service
Blend Transactional Data with Content Seamlessly

Next Steps: New Business Logic Layer

- Decouple business services from the user interface
- Retain business logic via server side calls and API calls
 - Migrate Core Apply Logic to Apollo GraphQL
 - Migrate Residency Logic to Apollo
- General removal of legacy infrastructure
 - Serverless hosting for more flexibility
 - Can deploy to individual colleges for pilot testing on new features
 - Allows Blue/Green deployments and A/B testing of new webpages, features and functions

Next Steps: Better Analytics

- The Data Graph and Analytics (OLAP)
 - Kinesis Ingestion
 - Spark/AWS Glue pipeline
- New 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

CCCApply: Proposed Text Changes

- Ed Goal: Adult Special Admit
- Ed Goal: Four-Year College Students
- Last School Attended
- Homeless Youth

Changes are text-only, NO change to background options or logic

Ed Goal: Adult Special Admit

- From:
Enrolling in adult school and authorized to enroll in college at the same time
- To:
Adult school student in a high school diploma or equivalency program, authorized to enroll in college

Proposed text vetted by the California Adult Education Program consortia--the Adult Education/Noncredit/Guided Pathways Community of Practice.

Ed Goal: Four-Year College Students

- From:
4 year college student taking courses to meet 4 year college requirements
- To:
Currently enrolled 4 year college student taking community college courses to meet 4 year college requirements

Education: Last School Attended

- From:
Last School Attended
- To:
Last High-School Attended



Homeless Youth Question

Provide homeless youth with additional options to certify homelessness

Special Residency Categories

At any time in the last 24 months were you determined to be homeless by any of the following agencies? [?](#)

- High school or school district homeless liaison
- Emergency shelter or transitional housing program
- Director of a runaway or homeless youth basic center or transitional living program

Yes No

Have you ever been in [court-ordered foster care](#)? [?](#)

Yes No

Download Client Phase-Out

- Upcoming SSS Maintenance Release includes final Download Client update
Spring/Summer 2022
- Interested in SuperGlue?
Reach out to your College Relationship Manager
crms@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 [CCCApply 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, June 9, 2022**
2 PM - 3:30 PM

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

Closing Comments from Jennifer