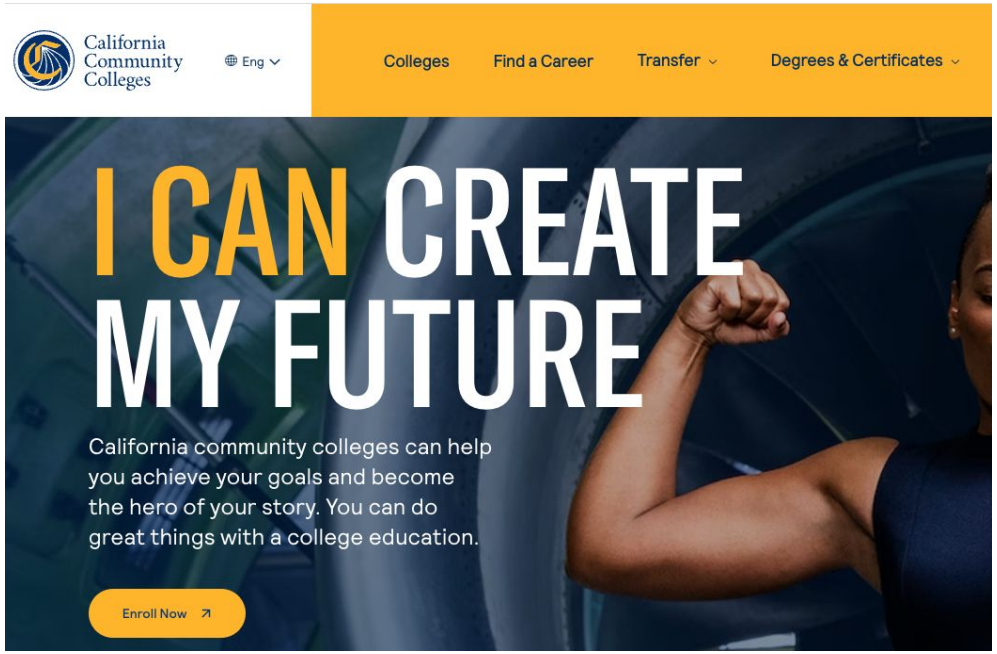
June 22, 2023, 2:00 PM - 3:30 PM

Student Success Suite User Group Meeting

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!

California Community Colleges

Student Success Suite Meeting Agenda

Time	Topic	Facilitator
2:00 - 2:05	• Welcome	Jennifer Coleman

2:05 - 2:20	• Updates and Recent Releases
	  ○ Student Account System
	  ○ Student Application System
		Jane Linder

2:20- 3:00	• Upcoming Releases
	  ○ Student Account System Minor Release
	  ○ ID.me Integration for Student Identity Verification
	  ○ Follow up discussion on AB950 ADT Legislation
		Jane Linder
		SSS User Group
		Kim Anderson Visiting Administrator, CCCCO

3:00 - 3:10	• New Student & Staff Support Communities ○ Migration July 1, 2023	Michael Rajkumar Jane Linder
3:15 - 3:30	• Q & A • Wrap up & Housekeeping	Rick Snodgrass

California Community Colleges

SSS Updates & Recent Releases

- Student Account System
- Student Application System
- Bi-Directional SuperGlue for Fraud Prevention

Student Account System Update

- Support stats
  - Average time answering student call: 2 minutes in May
  - Seeing an increase in applications over last year (approx 30,000 more per month)
- Chatbot stats
  - May, 2023 - Approximately 4,700 student interactions
    - Approximately 14% requested to be transferred to agent
    - 2.8 out of 5 average rating from students
      - Consistently training the bot based on student questions

Student Application Update

- Recent release, CCCApply 6.12
  - Deployed to Production on June 2, 2023
  - Addition of new fields to Apply Report Center in pilot successful, but errored out in prod
    - Configuration update to submitted applications report fixed the issue
      - Scheduling brief downtime to make student_parent and sis_reciept fields available in Apply RC

Upcoming Releases: Student Account

- Upcoming release, July target
  - Helpdesk updates
  - Submit a request form link displays to students with disabled, duplicate account
- API to assist with CCCID mandate

Bi-Directional SuperGlue Live!

- Contact crms@ccctechcenter.org to implement
- Benefits:
  - Close the loop: report apps delivered to college and then identified by college staff as fraud
  - Superglue alerts other colleges with apps associated to college-reported, fraudulent CCCIDs
    - AppID, CCCID, MIS Code (of reporting college) and a system generated time/date stamp

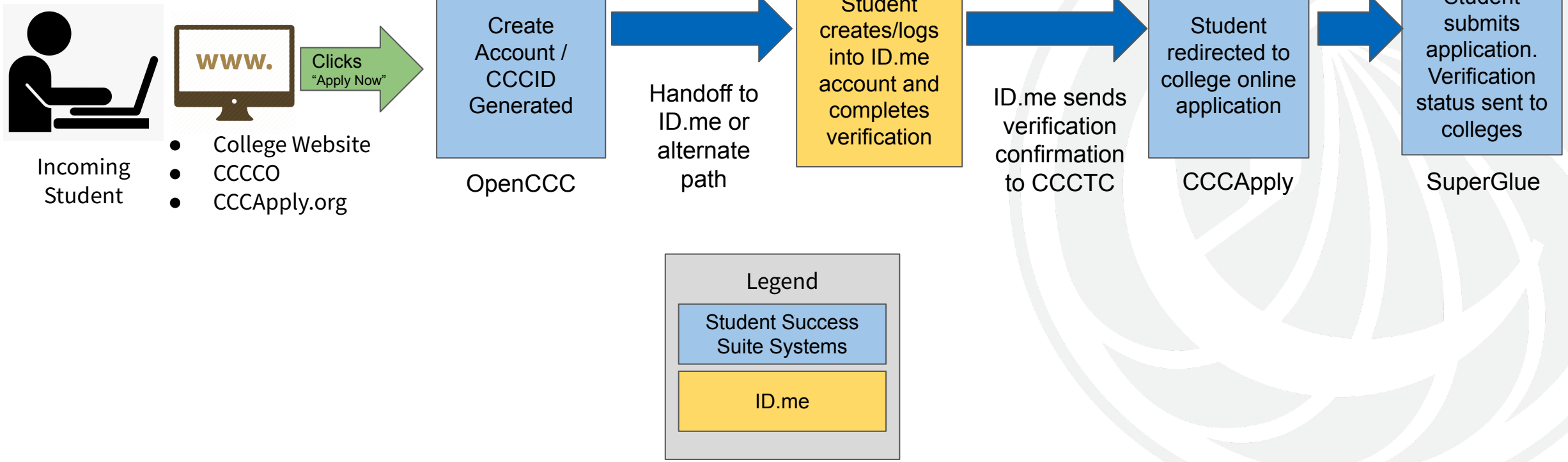
Upcoming Releases: Student Application

- ID.me Identity Verification Integration
  - Fall 2023 Target
- Support for AB 950, Associate Degree for Transfer
  - Spring 2024 Target

ID.me Integration

- ID.me selected by Chancellor's office via RFI process
  - Chancellor's office team leading the systemwide deployment
- Integration at the point of Student Account Creation
  - New students only for initial phase (750k -850k est)
  - Fall 2023 deployment target

Proposed ID.me Integration Workflow



Students Not Able to be Served* by ID.me

- Undocumented users
- Minors
  - *Until new functionality is introduced by ID.me* (late-July)
    - Does not include foster youth or juvenile justice students who are wards of the court
- Incarcerated users
- Students requiring some accommodations for accessibility
- *ID.me also recommends a general opt-out option

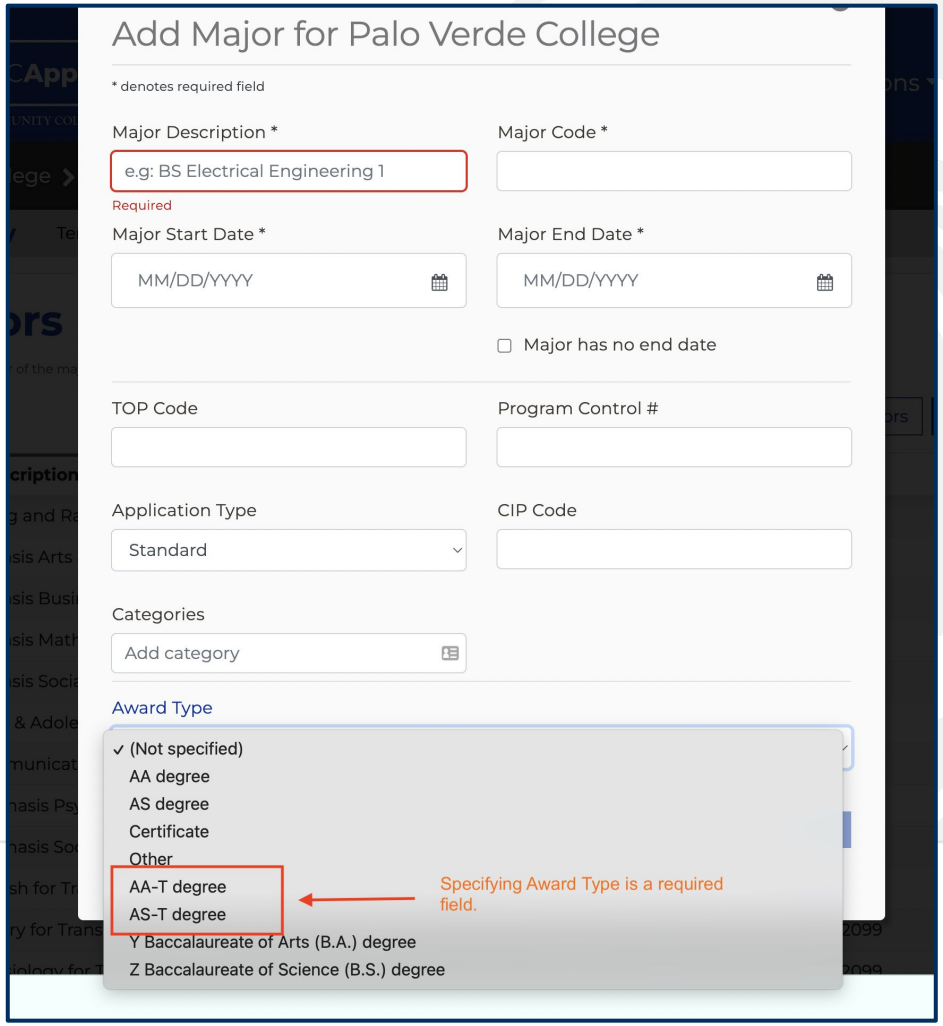
ID.me Integration

- Interested in joining the discussion?
  - Weekly meetings on mondays at 11 am
  - Reach out to College Relationship Managers if you would like to participate

    crms@ccctechcenter.org

AB928, Student Transfer Reform Act

- Filter Majors by Award Type
  - AA-T, AS-T, AA and AS
  - Sort majors differently
    - AA-T
    - AS-T
    - AA
    - AS
    - BA
    - BS
    - Certificate
    - Other



Other Proposed Changes

- SSN in Noncredit application
  - CDE Adult Ed mandate
  - Plan to SSN as optional in noncredit application

Final Days!! Download Client EOL

- Download Client NOT maintained after July 1, 2023
- DL Client servers delivered until January 1, 2024
- Want to collaborate with the CCCTC Enabling Services team? Contact crms@ccctechcenter.org

New Student & Staff Support Communities

- Migrating from Vanilla Forums to Zendesk Community
  - July 1, 2023
- Same URL
  - ccchelp.info for students
  - ccctechnology.info for staff
- Trouble accessing the new communities?
  - Contact staff support team: staffsupportcccctc@openccc.zendesk.com

User Group Membership Info

- We know this time of year involves transitions or retirements for CCC faculty and staff.
- I had quite a few emails bounce from our listserv
- Our CRMs will be in touch to check on possible replacements
- If you have a new position or know of a colleague who has left please check the Student Success Suite User Group Roster for names and information, and send Rick updates or deletions.
- If you are not receiving listserv emails, send corrections to:
  Rick Snodgrass: rsnodgrass@ccctechcenter.org

Q&A

- Jane Linder, Student Success Suite Interim Director
  jlinder@ccctechcenter.org
- Mike Caruso, Student Success Suite Product Owner
  mcaruso@ccctechcenter.org
- Rick Snodgrass, Student Success Suite Project Manager
  rsnodgrass@ccctechcenter.org

Our Next Meeting will be:

→ September 14, 2023 - 2 PM - 3:30 PM

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