

CACCRAO

New A&R Directors Training

Moving College Admissions to the Next Level



CALIFORNIA COMMUNITY COLLEGES

CACCRAO Meeting

September 20, 2017

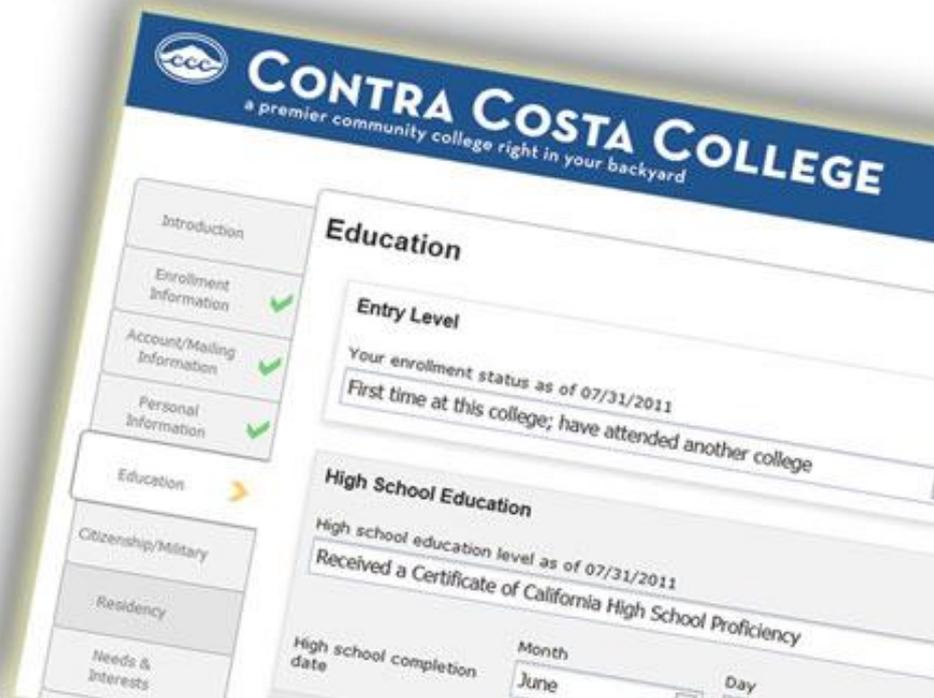




Applications

- Standard Application
(Residency algorithm)
- International Application
(No residency)
- BOG Fee Waiver Application
(Financial Aid)

www.cccapply.org





Standard Application Residency Determination

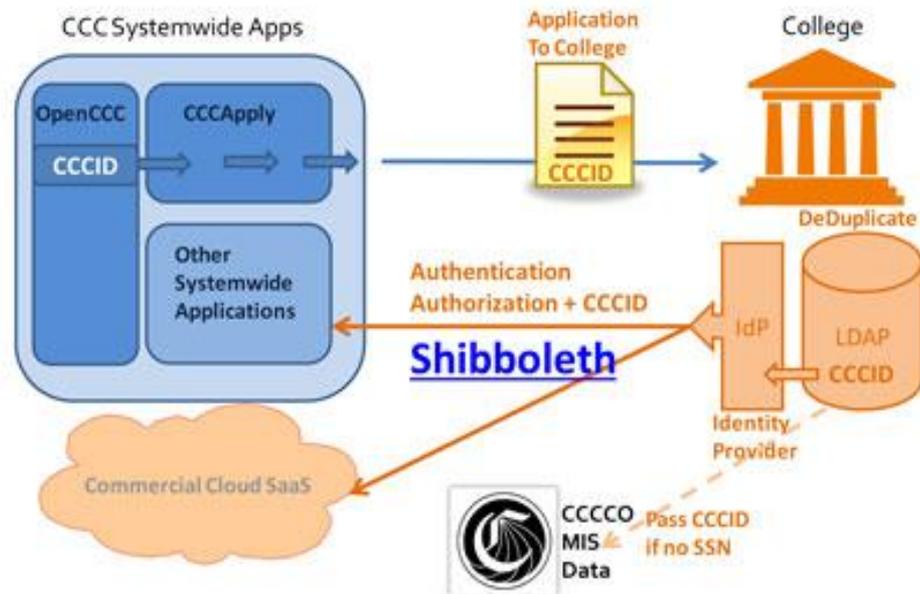
- Preliminary Residency Status
- 4 Areas: Citizenship, Stay & Intent, Military, Special Eligibilities
- RDD – Residency Determination Date (Terms)
- Logic in Data Dictionary



Staff Tools

- CCCApply Administrator
SSO Authentication
- CCC Report Center
(Manual/Real-time Data Reports)
- Downloads
(Auto-/Import to SIS)
- Pilot Environment
(Mirrors Production 90% /
Preview Releases 10%)

How it works





OpenCCC Student Account - CCCID

- **Statewide Federated Identity Initiative**
- Generates unique student ID = CCCID
- Integrates with future CCC apps
- Catches duplicate accounts & applications
- Future MIS Data Integration
- Supports CCCCO research & student services



CALIFORNIA COMMUNITY COLLEGES

Private
Secure
Convenient
Easy to manage



Student ID CCCID

- Working to eliminate duplication of systemwide accounts... (currently ~.002%)
- passed to the college to help eliminate local duplicates
- helps tie students data together systemwide

The screenshot shows the OpenCCC login interface. At the top left is the OpenCCC logo with the text 'CALIFORNIA COMMUNITY COLLEGES'. Below the logo, it says 'To continue to a California Community College secure web application, please sign in or create a new account.' The main form area contains a 'Sign In' button and a 'Forgot?' link. There are two input fields: 'Username' and 'Password', each with a toggle icon. A blue 'Sign In' button is positioned to the right of the password field. Below the input fields is a link for 'Create a New Account'. At the bottom of the page, it reads 'A Service Of The CALIFORNIA COMMUNITY COLLEGES CHANCELLOR'S OFFICE' and includes links for 'Help', 'Terms of Use', 'Accessibility', and 'Privacy Policy'.



CCCApply

2017 User Statistics

- Standard App: 6,577,811
- International App: 1,653
- BOG Application: 404,915

- OpenCCC CCCIDs: 5,159,820



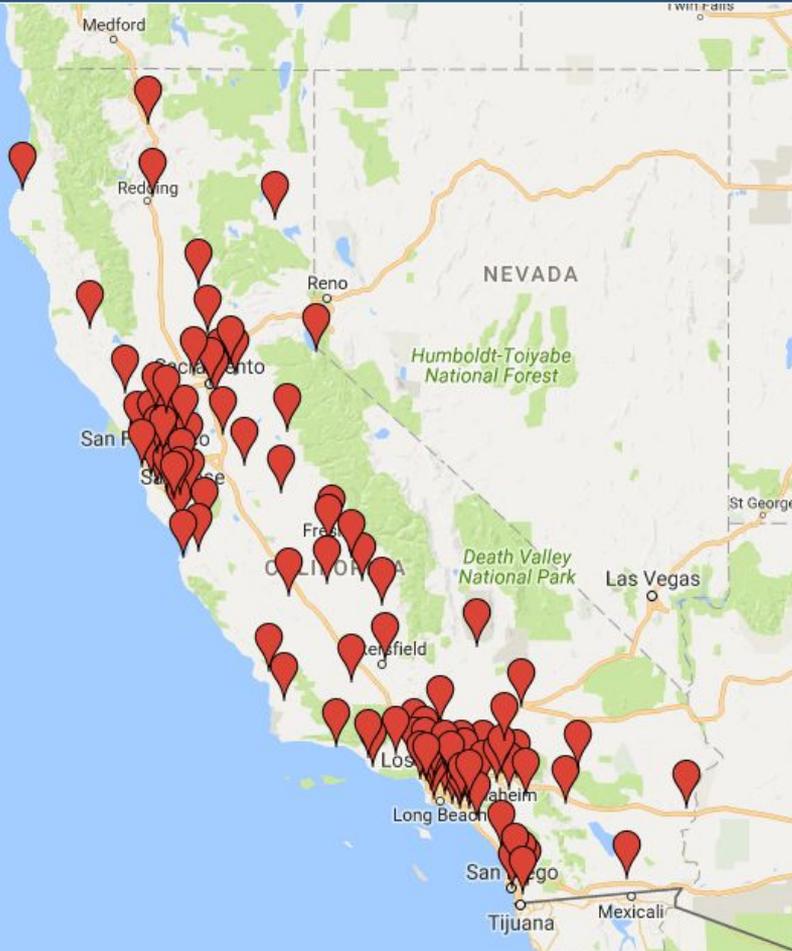


This time last year...

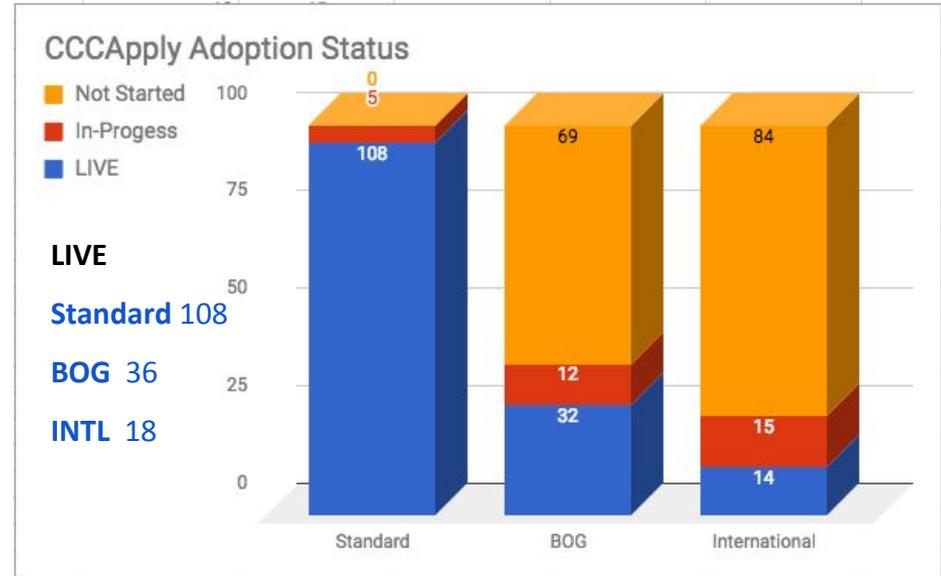
- Standard App: 4,542,200
- International App: 0
- BOG Application: 276,191

- OpenCCC CCCIDs: 4,058,355





Implementation



- Final 5 colleges working on Standard app
- 11 colleges setting up International app
- 6 colleges working on BOG project



Steering Committee

- Bylaws & Constitution - Bi-monthly meetings
- Represent 15 Districts; A&R, IT & Researchers
- Guidance & continuous feedback on new development
- Review change requests during bi-monthly meetings
- Guidance on implementing state & federal mandates
- Research & Development
- Annual Update Release Schedule
- Meeting minutes on CCCAppliedProject.org

- Host Annual Workshop (2018 – Southern California - April)





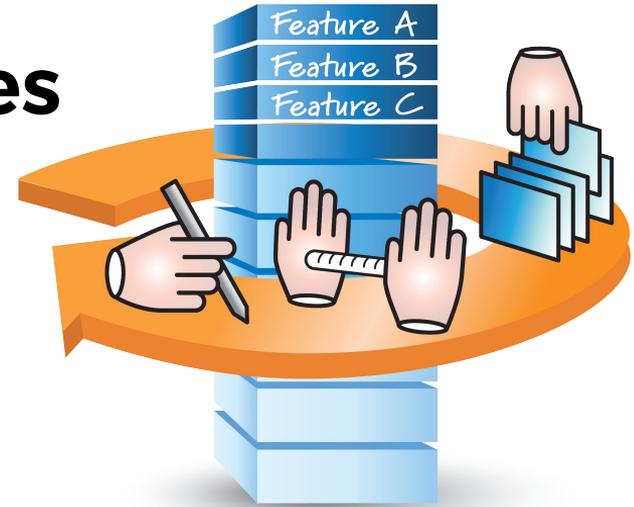
CCCApply Releases & Updates

CCCApply limits releases to once (or twice) per year to minimize impact on college IT

- New download fields
- Logic changes
- New flags

Production Releases: March & September

Pilot Previews: 30 – 60 Days for review & implementation



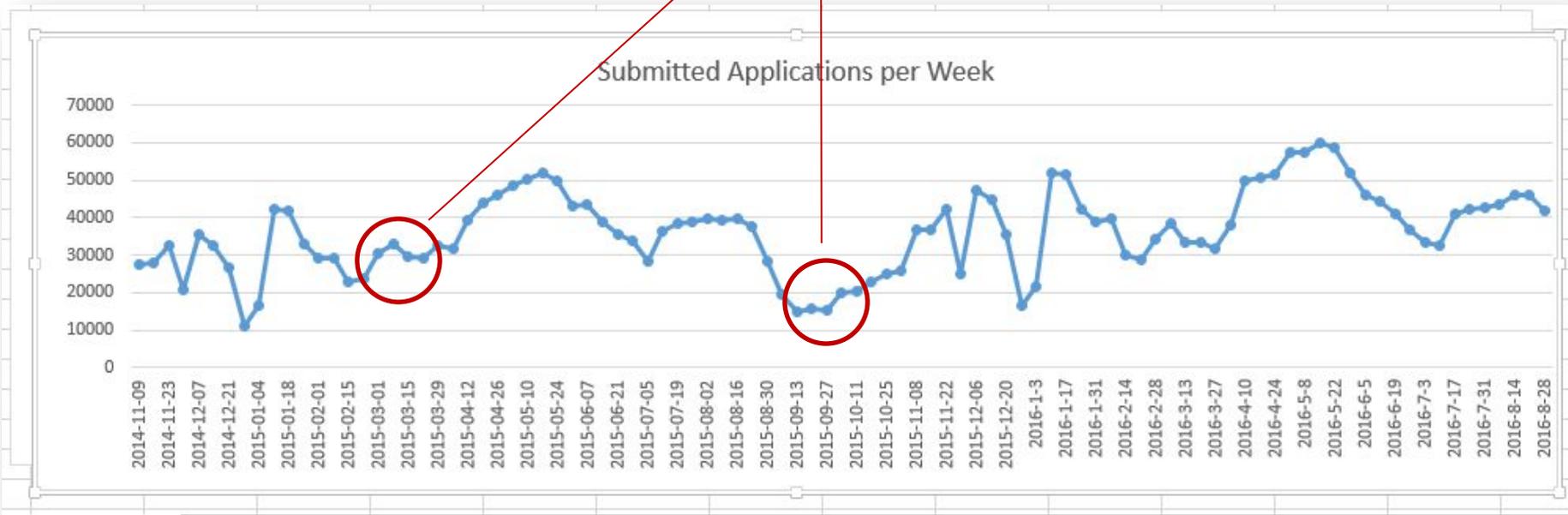


Annual Updates

Release cycle since 2001

Annual Update = March

Supplemental Release = September





Upcoming Release: October 27

- Pilot Release: September 27
- Changes will be in Pilot for 30 Days
- Minimum Downtime - 6:00 pm - 9:00 pm
- Maintenance Window Notice Displays to Students

Full Release Notes announced & posted September 27 on support site



2017 October Release

Bug Fixes for Homeless Youth Changes

- No Permanent Address Checkbox -
Added Confirmation Pop-up
Added language for International
- Residency Logic & Integrity Flag Issues - **FIXED**
- “No Current Mailing Address – Homeless” Checkbox on International App - **REMOVED**
- “No Non U.S. Permanent Address – Homeless” Checkbox in International - **REMOVED**

College A
A The College of the CCC Technology Center

Welcome Patty Donohue CCCID: AAA0071 [Sign Out](#) | [My Applications](#) | [Help](#)

[Cambiar A Español](#)

Account and Mailing Information

Review OpenCCC Account Information

The following account information will be submitted with your application to college. Please carefully review this information and change any outdated information by clicking the "Edit Account" button below.

| | | |
|-----------------------------------|---|------------------------------|
| Current Full Name | Patty Donohue | Edit Account |
| Permanent Address | No permanent address (homeless) | |
| Previous or Alternate Name | Kidd | |
| Preferred Name | | |
| Main Phone | 530-228-2222 <small>Authorized for text messages</small> | |
| Second Phone | 530-228-2223 <small>Authorized for text messages</small> | |
| Email | pdonohue@cccotechcenter.org | |
| Social Security Number | ****.**** | |

Current Mailing Address

- I have no current mailing address because I am currently homeless.



2017 October Release

Bug Fixes & Enhancements for International Application

- New International Phone Number Formatter
- Removed Checkboxes for “No Permanent Address” and “No Current Mailing Address”
- Fixed validation throughout
- Removed all VISA Types except F1, M1, and J1

Full Release Notes announced & posted September 27 on support site

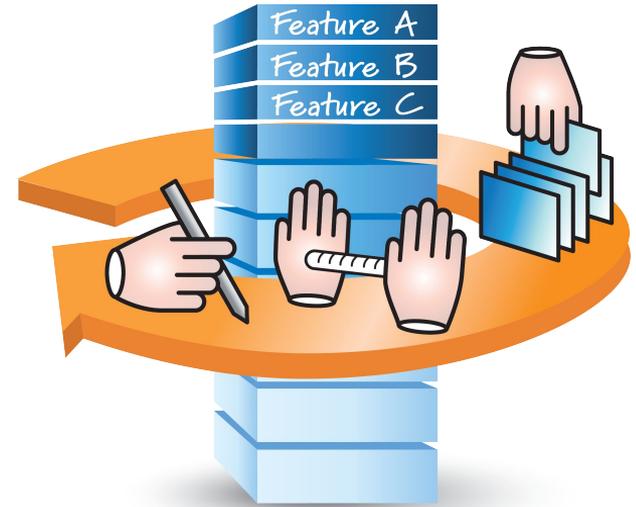


2018 Annual Update

Production Release: March 31, 2018

- Moving towards Zero Downtime
- IF Maintenance window, then 6:00PM – 9:00PM
- Students are notified on www.cccapply.org
- CCC Help Desk monitoring calls and emails

Pilot Preview - Release Notes - Recorded Demos - Zero Downtime



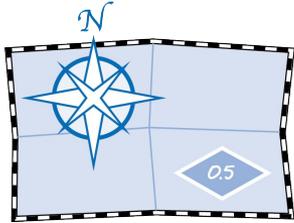


2018 Annual Update - March

Planned Features:

- Security enhancements - **data encryption**
- SPAM Filter Utility for Fraudulent Applications
- Re-name & move Personal Information page to front of application
- Revise BOG Fee Waiver for Promise Grant
- Implement Text Messaging for Account Recovery
- New Text Messaging Center in Administrator





March 2018 New CCC Administrator

Improve functionality for CCCApply administrator

- Master Admin System for all CCCTC Applications
- Terms & Majors: Improved functionality, filtering
- Majors: Ed Goal Alignment & Meta Majors (custom branching)
- NEW drag n' drop Supplemental Questions module
- NEW College Messaging Table
- MORE Contact Fields for Fin Aid, Internat'l, Stud Svc, Etc.

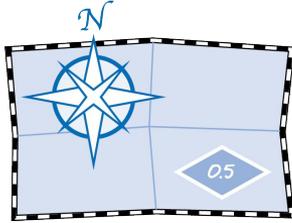


CALIFORNIA COMMUNITY COLLEGES

Roadmap for 2018

RFP for New CCCApply

- RFP Completed - Gathering Requirements for Development 2018
- Universal Form Builder Technology
- Multiple Languages
- Responsive Design (Mobile-device friendly)
- WCAG 2.0 AA accessible design
- Phased integration with MyPath & Project Glue



Security & Infrastructure Improvements

- Upgraded OpenCCC Shibboleth to latest version (V3)
- Moved from Rackspace to Amazon Web Services hosting services
 - Improved load balancing
 - Access to services (text messaging, security, machine learning)
- Enhanced DNS SPF for Email Rules
- SPAM Filters through AWS SES Services
- Continuous Deployment possibilities - Heading towards Zero downtime releases



Student Support 24/7 Call Center & Online Help

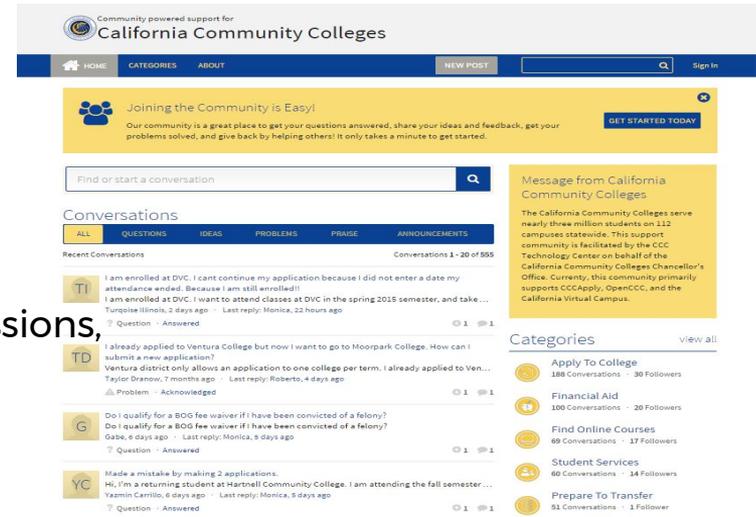
NEW! 24/7 On-Demand Call Center
 7000+ Calls per month
 60-Second Call Response Time
 95% Student Satisfaction Rating
 90% First Call Resolution

Community-Based Support

- Ask a Question, Share and Idea,
- Report a Problem, Give Praise

Reduces calls to the college. Answers for Admissions, Financial aid, Transfer, etc. a

Promotes dialogue about problems





College Support - CCCTechnology.info

- Online College Support Site
 - Get Satisfaction – Online community
 - IT Issues moved to Zendesk tracking system
 - Tier 2 Issues escalated to Production Support
- CCCApply Public Documentation Site
 - Release Notes
 - Data Dictionaries / User Guides
- CCCApply Project Site – Steering Minutes - Archives





CCCApply Documentation

What documentation is available?

- [Release Notes Summaries](#)
- [Approved Change Requests Specifications](#)
- [Data Dictionaries](#)
- [User Guides](#)
- [Download Client Jar Files](#)

Websites

- [CCCApply Project Site](#)
- [CCCApply Public Documentation Space](#)
- [CCC SSO Federation > Public Documentation Space](#)



Thank you!

Product Management: Patricia Donohue – pdonohue@ccctechcenter.org

CCCApply Steering Committee Chair: Stephanie Murguia smurguia@cerritos.edu

Steering Vice-Chair: Michelle Pena michelle.pena@bakersfieldcollege.edu

Secretary: Mitch Leahy– mleahy@santarosa.edu

OpenCCC Help Desk - support@openccc.net