

CCCApply 2018-2020



California
Community
Colleges

Technology Center



Overview

- CCCApply Applications & Users
- FY18/19
 - Charter Goals
 - Roadmap & Milestones
 - CCCApply Redesign Project
 - Adoption
- March & June 2019 Releases
- FY19/20 What's Next?

Standard Application

Domestic US admission application For credit and transfer students



Calculates a Preliminary Residency Determination

- Enrollment information
- Passes OpenCCC Account data
- Education (High School & College)
- Citizenship & Military statuses
- California & Special Residency
- Demographic Information (Gender, Race/Ethnicity))
- Needs & Interests
- Consent to Release Information
- Complies with state, federal & local laws
- Residency logic based on data dictionary
- Education Code & Title V
- Preliminary Residency Status
- Electronic signature
- Supplemental Questions (optional)
- Self-reported Multiple Measures Questions

Promise Grant Application

- Annual fee waiver application
- Method A Eligibility
- Method B Eligibility
- Dependency Status
- Homeless Eligibility
- Reports

Easy Implementation | Go Live Today!



The image shows a screenshot of the Contra Costa College Promise Grant Application form. The header features the college's logo and name, "CONTRA COSTA COLLEGE a premier community college right in your backyard". The form is divided into several sections: "Introduction", "Enrollment Information" (with a green checkmark), "Account/Mailing Information" (with a green checkmark), "Personal Information" (with a green checkmark), "Education" (with a yellow arrow), "Citizenship/Military", "Residency", and "Needs & Interests". The "Education" section includes "Entry Level" with a dropdown menu and a text field for "Your enrollment status as of 07/31/2011" containing "First time at this college; have attended another college". Below that is "High School Education" with a dropdown menu and a text field for "High school education level as of 07/31/2011" containing "Received a Certificate of California High School Proficiency". At the bottom, there are fields for "High school completion date" (with "June" selected in the month dropdown) and "Month" and "Day" dropdowns.

International Application

- Data collection - NO residency logic
- Account Data
- Passport & Visa Information
- SEVIS Information
- Dependents

CCCApply Web Services



Post-Submission Services

Spam Filter Service

- Implemented Sept 2018
- Machine learning model & prediction service
- Fraud apps sent to Spam folder
- Valid apps sent to Downloads
- All apps used for retraining the model

CDE Data Exchange

- Real-time data exchange with CDE
- Matches student to SSID
- Share back the CCCID
- Data agreement

California Dept of Education (CDE)

CCGI Data Exchange

- Real-time data exchange with CCGI
- Participating High schools:
 - CCCApply Applications
 - Multiple Measures Assessment

California Colleges Guidance Initiative (CCGI)

CCCApply Admin & Reporting Tools

CCCApply Administrator Upgrade 2.0

- *Upgraded in September 2018*
- Admin configuration for applications
- SSO-based authorization
- College customized Email Rules & Messages
- Configure Terms and Majors
- Custom Supplemental Questions
- NEW Meta Major category filter

CCCApply Report Center

- Real-time application data
- SSO-based authorization
- Public templates, Ad hoc reports, charts, dashboards
- Scheduled reports by email

Data Downloads

- Download Client
- SuperGlue for CCCApply

New! Fall 2018

New Meta Majors Category Filter

New Spam Filter Web Service

New Ed Goal Alignment Filter (coming soon)

Environments

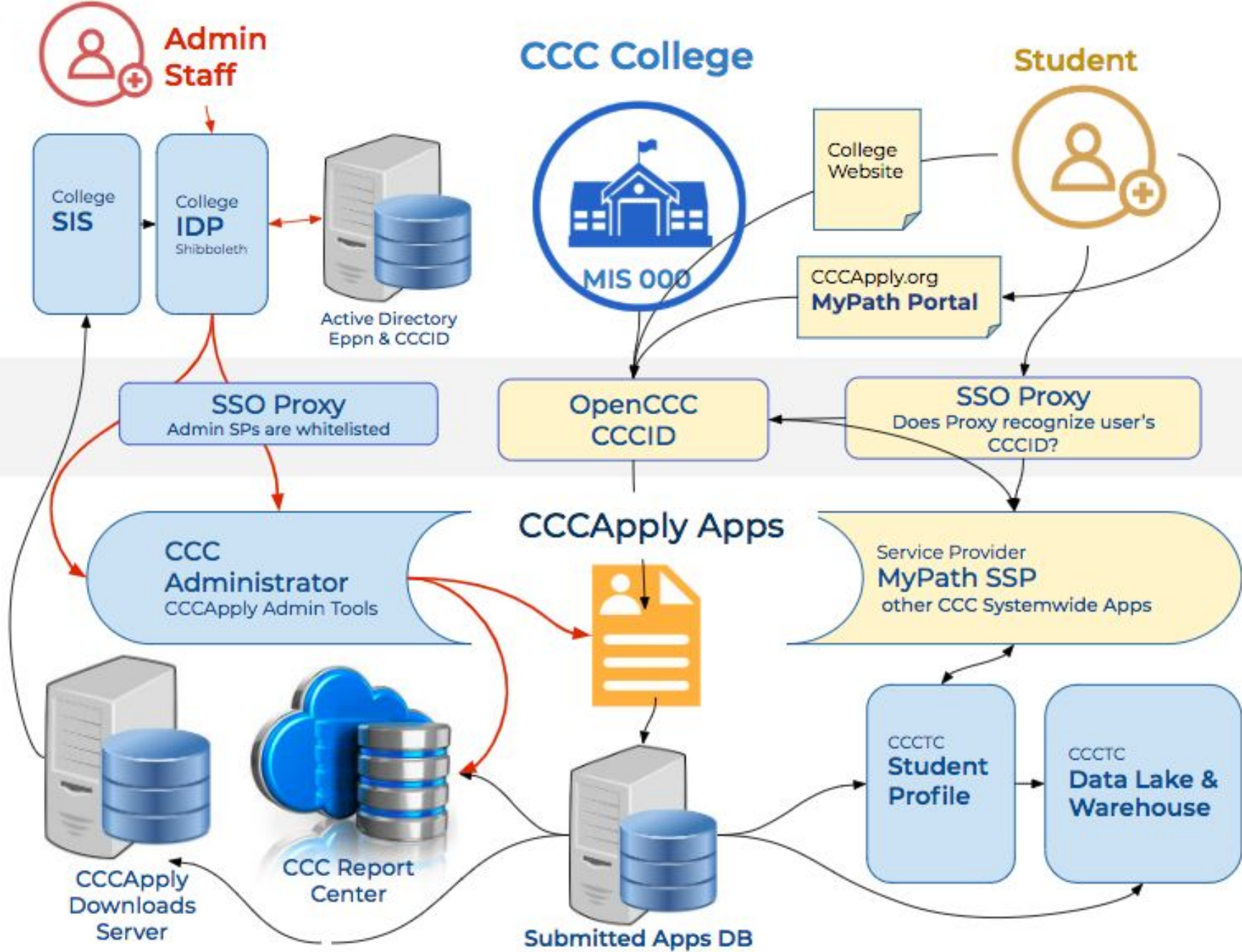
Pilot (Sandbox) Site

Production Environment



Downloads
Server

How It Works

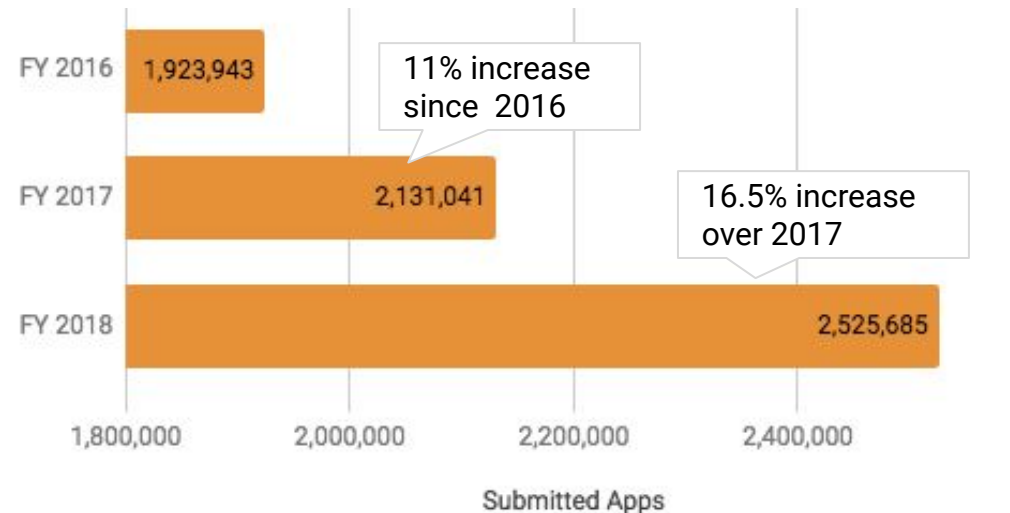


Users & Stats

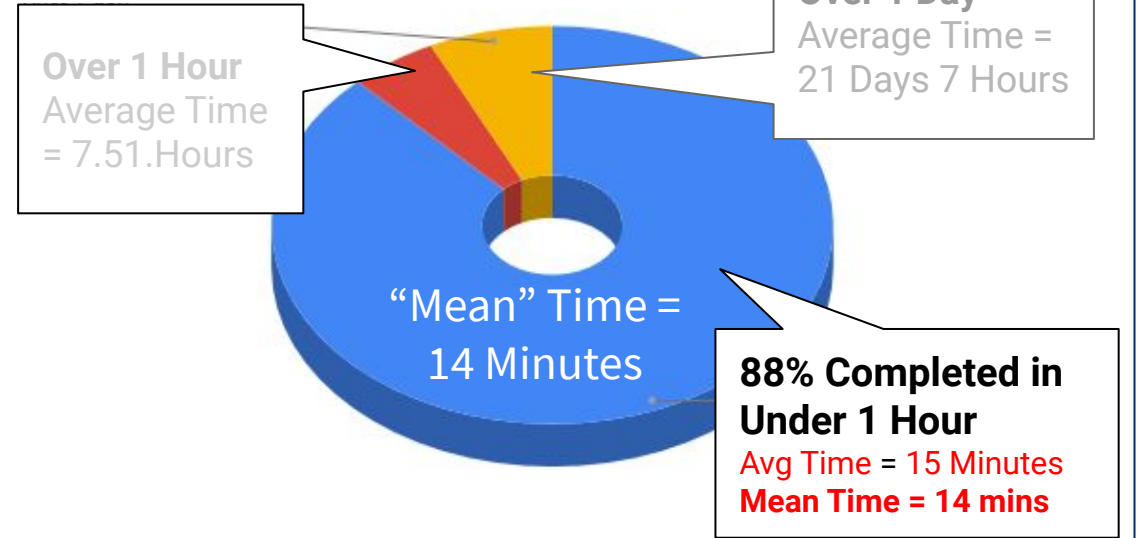
Submitted Applications in 2018

- Standard Application - 2,525,686 Apps
- International Application - 4,121 Apps
- Promise Grant Application - 196,834

Steady Growth Year Over Year



Time to Completion Average



LACCD District	Jan 2019	% Apps	Average/Mean Time
Under 1 hour	13,899	88.6%	00:00:15 / 00:00:14 Mins
Over 1 hour	754	4.6%	00:07:51 Mins

OpenCCC Federated Identity Initiative
6.5 Million - Student Accounts LTD

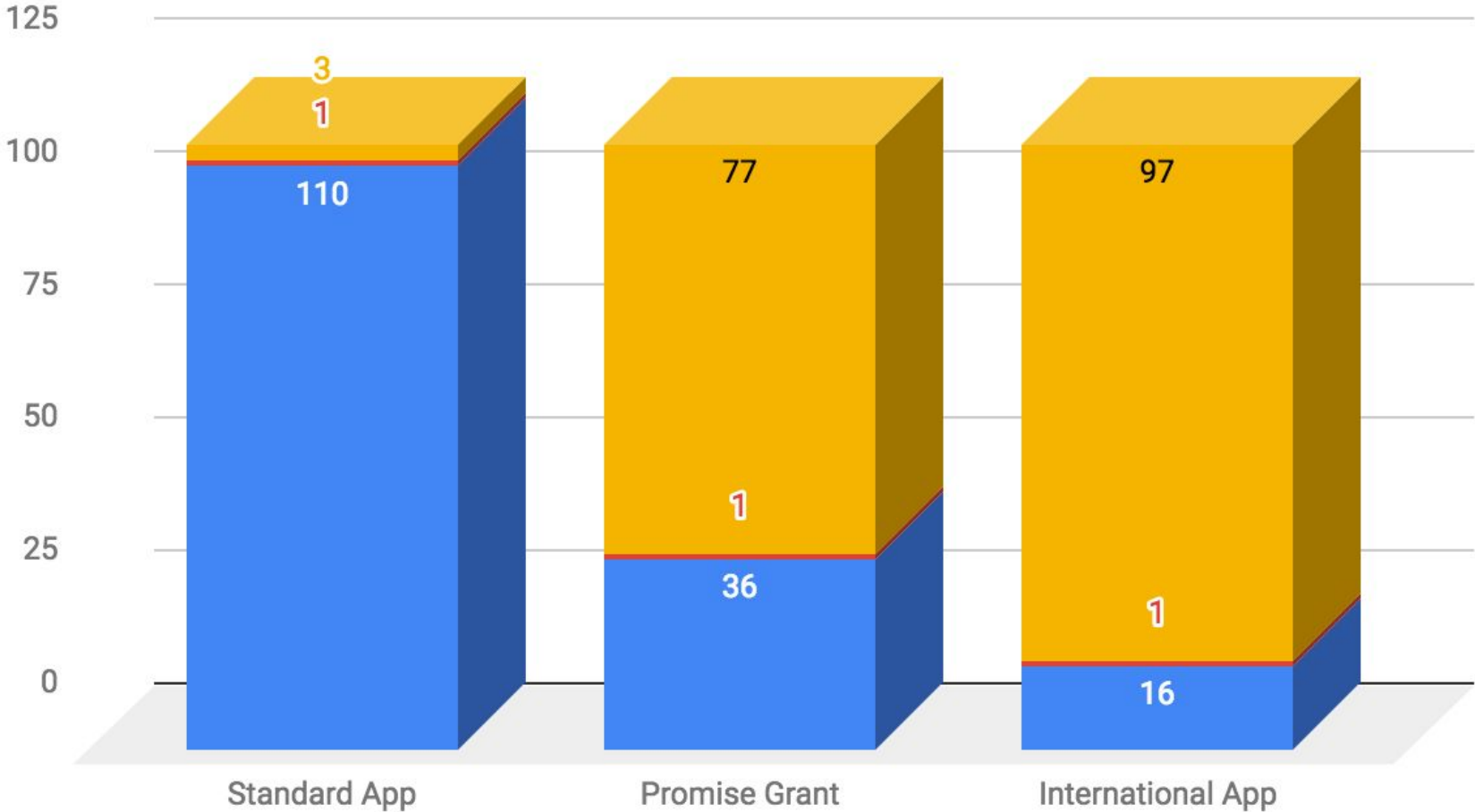
CCCApply Adoption

Standard App = 110

Promise Grant = 36

International = 17

Not Started In-Progress Colleges Live



Charter & Goals FY18/19

The goals for 2018-2019 focus on collaborating with stakeholders to enhance and expand CCCApply while maintaining and supporting existing users

1. **Revise CCCApply to reflect AB 3101**
2. *Collaborate on a CCCApply redesign effort*
3. **Maintenance & support**
4. **Increase adoption**
5. **Gather Requirements for Redesign Phase 2 - FY19/20**



Legislation

Laws and regulations that guided the work completed in FY18/19

AB 3101

- Simplify & Shorten the common admission application (CCCApply)
- Residency-exempt application for Noncredit applicants

AB 705

- Support Multiple Measures Initiative
- Support articulation partnerships with CCGI, CDE, ERP and other groups

MIS

- Maintain Reporting Requirements
 - CCCID
 - LGBTQ (AB 620)
 - New Race & Ethnicity
 - Gender: Non-binary



FY 18/19

Roadmap

Redesign Release 1

Release 6.2.0

User Interface Changes
Spam Filter Web Service
CCCApply Administrator 2.0 Upgrade
Meta Majors / Major Category Filter
Glue for Apply - Phase 1

Redesign Release 3

Release 6.4.0

Noncredit Application - Pilot Phase
User Interface Changes
Maintenance & Support, Bugs

December 14

June 2019 >

September 28

March 15-16

Redesign Release 2

Release 6.3.0

User Interface Refresh
Race & Ethnicity Revision
2019-2020 CC Promise Grant Application

Redesign Release 4

Release 6.5.0

Noncredit Application - Production
User Interface Changes
SuperGlue for Apply
Mandates & Legal Changes
Java 11 Update



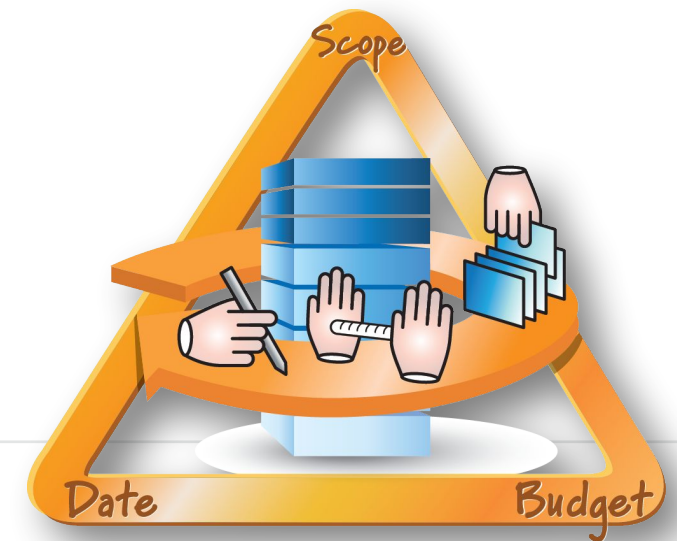
Milestones

Q1 - Annual Update Release - September 2018

- CCCApply Redesign - Phase 1 - Release 1
- Spam Filter Web Service
- New CCC Administrator - Core Services - SSO Authentication
- CCCApply Administrator 2.0 Upgrade
- Meta Majors / Category Filter

Q2 - Redesign Release - December 2018

- CCCApply Redesign - Phase 1 - Release 2
- New Race & Ethnicity Disaggregation
- User Interface Refresh Alignment with MyPath
- 2019-2020 Promise Grant Application



Milestones

Q3 - Redesign Release - March 2019

- CCCApply Redesign - Phase 1 - Release 3
- Noncredit Application - Pilot Phase
- Maintenance & Support (Bug Fixes)

Q4 - *Planned* - Redesign Release - June 2019

- CCCApply Redesign - Phase 1 - Release 4
- Legal Mandates - Change Requests
- SuperGlue for Apply, Promise, International
- Technical Updates - Java 11 Upgrade
- Noncredit Application - Production Release!

FY 18/19

1. Compliance with AB 3101

GOAL 1: Revise CCCApply to meet AB 3101 requirements & other legislative mandates

- Streamline CCCApply to only collect data required at time of application
- Exempt noncredit students from residency classification requirements

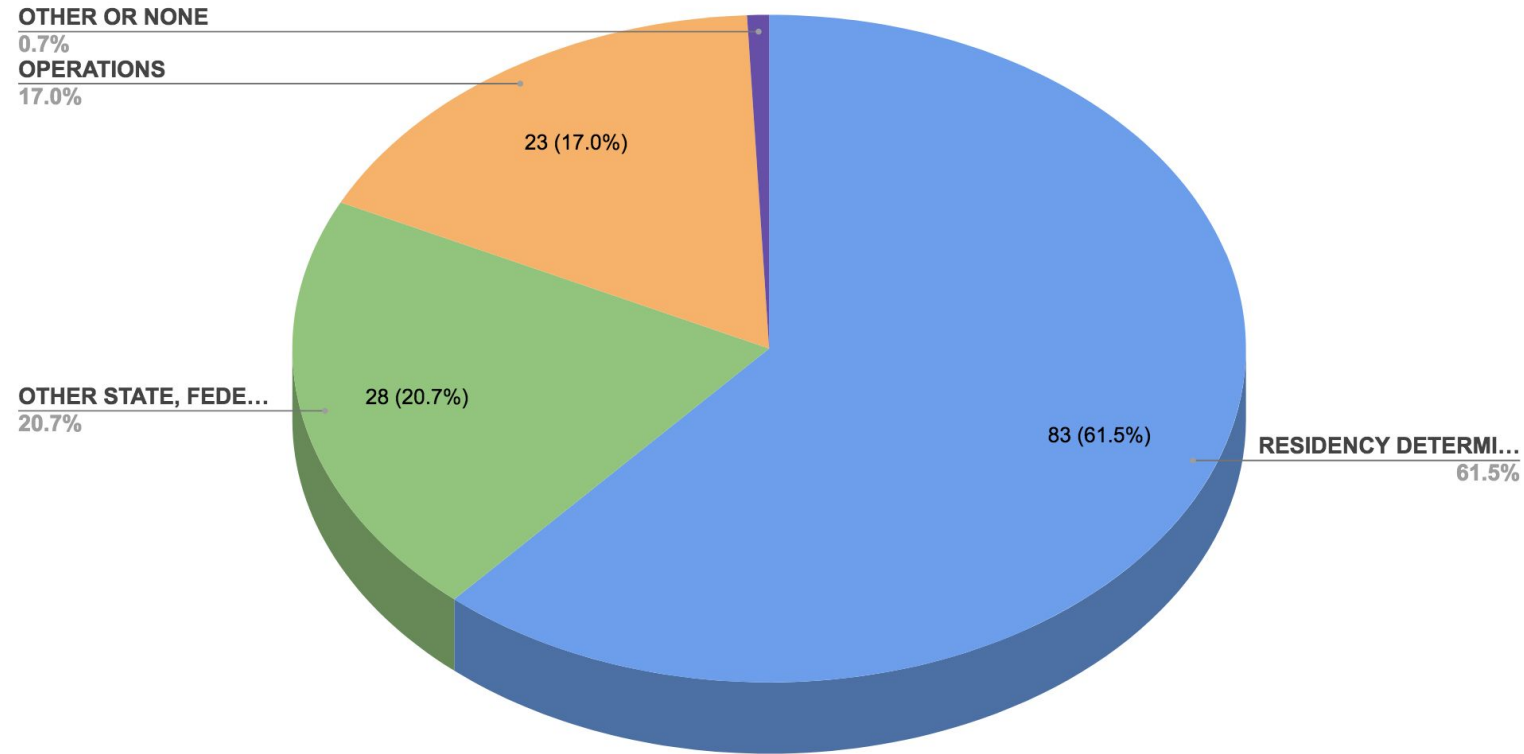
FY 18/19

Required Questions & Data Collection

All **REQUIRED** questions and data fields by category

- 62% Residency Determination
- 21% Federal, State, Local Law
- 17% Operations
- <1% Other

Note: The one “Other” question that is not required at the time of application is the **Programs & Services** checkbox question on the Needs & Interests page.



Required Data Fields Collected (OpenCCC Account & CCCApply)

<u>Requirement Section</u>	<u>Total Fields</u>	<u>Percentage of Total</u>
Residency Determination	83	62%
Federal, State, Other Laws	28	20.75%
Operations	23	17%
Other	1	.25%
TOTAL FIELDS	135	100%

NOTES

- This is a breakdown of DATA FIELDS, *not questions* in the Application.
- Each data field is shown aligned to corresponding section / category
- Each data field is aligned to federal, state, MIS, and Ed Code laws
- This spreadsheet is available on the CCCApply Public Docs website

#	QUESTIONS	RESIDENCY	STATE LAW	FEDERAL LAW	CCCCO MIS	OPERATIONS	OTHER / NONE	SECTION
1	Email address					OpenCCC Account Operations		Account Creation
2	Legal Name: First	Residency Determination	54010, (EC §§ 68000; 68040)		SB31			Account Creation
3	Legal Name: Middle	Residency Determination	54010, (EC §§ 68000; 68040)					Account Creation
4	Legal Name: Last	Residency Determination	54010, (EC §§ 68000; 68040)		SB32			Account Creation
5	Preferred Name		AB620, AB1266					Account Creation
6	Previous Name	Residency Determination	54010, (EC §§ 68000; 68040)		SB31, SB32			Account Creation
7	Date of Birth	Residency Determination	ECS 68014, 68071; T5 54010; Civil Code Section 25.1		SB03			Account Creation
8	Financial Aid Acknowledgment		(EC §§ 68000; 68040)	IRS: (26 C.F.R. 1-60505- 1(b)(2)(ii).)				Account Creation
9	Social Security Number/Taxpayer Identification Number		AB46	IRS: (26 C.F.R. 1-60505- 1(b)(2)(ii).)				Account Creation
10	Social Security Number Type		AB46	IRS: (26 C.F.R. 1-60505- 1(b)(2)(ii).)				Account Creation
11	Social Security Number: None		AB46	IRS: (26 C.F.R. 1-60505- 1(b)(2)(ii).)				Account Creation
12	Social Security Number: Other Exception		ECS 76140; AB46	IRS: (26 C.F.R. 1-60505- 1(b)(2)(ii).)				Account Creation
13	SSN Encouragement Language Confirmation		ECS 76140; AB47	IRS: (26 C.F.R. 1-60505- 1(b)(2)(ii).)				Account Creation
14	Permanent Address: Street1 and Street2	Residency Determination	EC § 68062(b),54010, T5 54020					Account Creation
15	Permanent Address: City	Residency Determination	EC § 68062(b),54010, T5 54020					Account Creation
16	Permanent Address: State	Residency Determination	EC § 68062(b),54010, T5 54020					Account Creation
17	Permanent Address: Non-U.S. State/Province	Residency Determination	EC § 68062(b),54010, T5 54020		SB08			Account Creation
18	Permanent Address: ZIP Code or Postal Code	Residency Determination	EC § 68062(b),54010, T5 54020		SB08			Account Creation
19	Permanent Address: Country	Residency Determination	EC § 68062(b),54010, T5 54020					Account Creation
20	Permanent Address: Outside U.S.	Residency Determination	EC § 68062(b),54010, T5 54020					Account Creation
21	Permanent Address: No permanent Address Homeless	Residency Determination	EC § 68062(b),54010, T5 54020					Account Creation

FY 18/19

CCCApply Noncredit Application

Implement residency-free workflow path in the Standard application for noncredit students

Phase 1: Development

Implement residency-exempt path in the Standard Application exclusively for noncredit students (Q1 - Q2)

Phase 2: Pilot

Test the noncredit path MVP with limited number of colleges for pilot user acceptance testing (Q3)

Phase 3: Production

Deploy production version of CCCApply Noncredit Application path to all interested colleges (Q4)

Noncredit Path Features & Benefits

One Application (Standard) - Two workflow Paths (Credit and Noncredit)

Features

- Optional implementation
- Same setup as Standard Application
- Unique, college-specific URL
- No residency questions or logic
- No citizenship or military questions
- New Noncredit flags / data fields
- Uses same Administrator & Report Center
- Uses same Download files
- Unique confirmation numbers

Benefits

- Not required
- No additional IT resources needed
- No changes made to Standard App (credit)
- Users must use new noncredit URL to access - no chance of mixing up application paths
- 50% fewer questions to answer overall
- No changes required to Standard downloads, reports, and administrator configuration
- Noncredit submitted apps are easy to identify

FY 18/19

2. CCCApply Redesign Project

GOAL 2: Collaborate with systemwide stakeholders on a multi-phase redesign project

Phase 1: Short Term, Immediate Changes to Current Application (FY18/19)

Collaborate with stakeholders to streamline and shorten the current version of the CCCApply applications

Phase 2: Long Term, Full Holistic Redesign (FY19/20)

Use research-based design principles to inform requirements for long-term, holistic rebuild of CCCApply

FY 18/19

CCCApply Redesign Project

Phase 1: Collaborate with stakeholders to streamline and shorten the current version of the CCCApply applications with a student-centered approach in mind

- Collaborate with **CCCApply Redesign Workgroup**
- **Simplify & shorten application** time
- **User interface changes**
- Add **more scaffolding** and skip logic
- Align UI style to MyPath
- Quarterly deployments

FY 18/19

Redesign Project Stakeholders

These stakeholders contributed to the work completed in FY18/19

CCCApply Redesign Workgroup

- Since June 2018
- Guided by CCCCCO
- Noncredit Committee
- Sub-committees

Advisory Committee

- Restructured Steering Committee
- New body for 2018-2019
- CACCRAO cross-over
- Admissions Listserv

Ideas42 CCC Foundation

- Behavioral study on CCCApply
- Student Focus groups
- Apply Design Principles
- Branding & UI Styles

CCCApply Redesign Project - Q1 Release

Simplify & shorten the CCCApply User Interface - September 2018

- **Removed** logic in Date of Birth field to prevent Under 13yro accounts
- **Removed** the SSN Encouragement Language pop-up reminder
- **Removed** Introduction page - Application starts on Enrollment page
- **Revised** the existing self-reported Multiple Measures questions for AB705
- **Removed** Review Application page
- **Combined** Review Application + Consent to Release Info + Submission functionality into one page
- **Renamed & Moved** the Demographic (Personal) Info page to later in the application
- **Implemented** Apply to MyPath auto-direct after submission

CCCApply Redesign Project - Q1 Release

Other changes & enhancements released in Q1

Ability to Set Up Meta Majors

- Implemented new “major category” filter to the Majors module
- Colleges can filter majors in any way (Meta Majors)

Spam Filter Web Service

- Backend machine learning prediction service -
- Frontend user interface in the Administrator

Administrator 2.0 Upgrade

- All new user interface and modernized SSO-authentication

CCCApply Redesign Project - Q1 Release

Demo

CCCApply Redesign Project - Q2 Release

Complete UI Styles Refresh - December 2018

- Refreshed UI styles to align with MyPath
- Revised Race & Ethnicity layout

Race & Ethnicity Disaggregation Project

- 200+ new race groups & ethnicities
- New Race & Ethnicity Full data field
- New, scaffolded layout design
- Maintained MIS data requirements

2019-2020 CC Promise Grant Application

- Annual online application update
- New UI styles refresh

CCCApply Redesign Project - Q3 Release

Streamline with Scaffolding - March 2019

- **Revised & streamlined Residency page**
 - Revised layout - moved Out-of-State Activities section up
 - Revised Out-of-State Activities question (removed requirement)
 - Hide/show Special Residency section questions based on out-of-state activities
- **Revised and removed Education page questions**
 - Hide College Education Level and Colleges Attended section by default
 - Added scaffolding to Enrollment status

CCCApply Redesign Project - Q3 Release

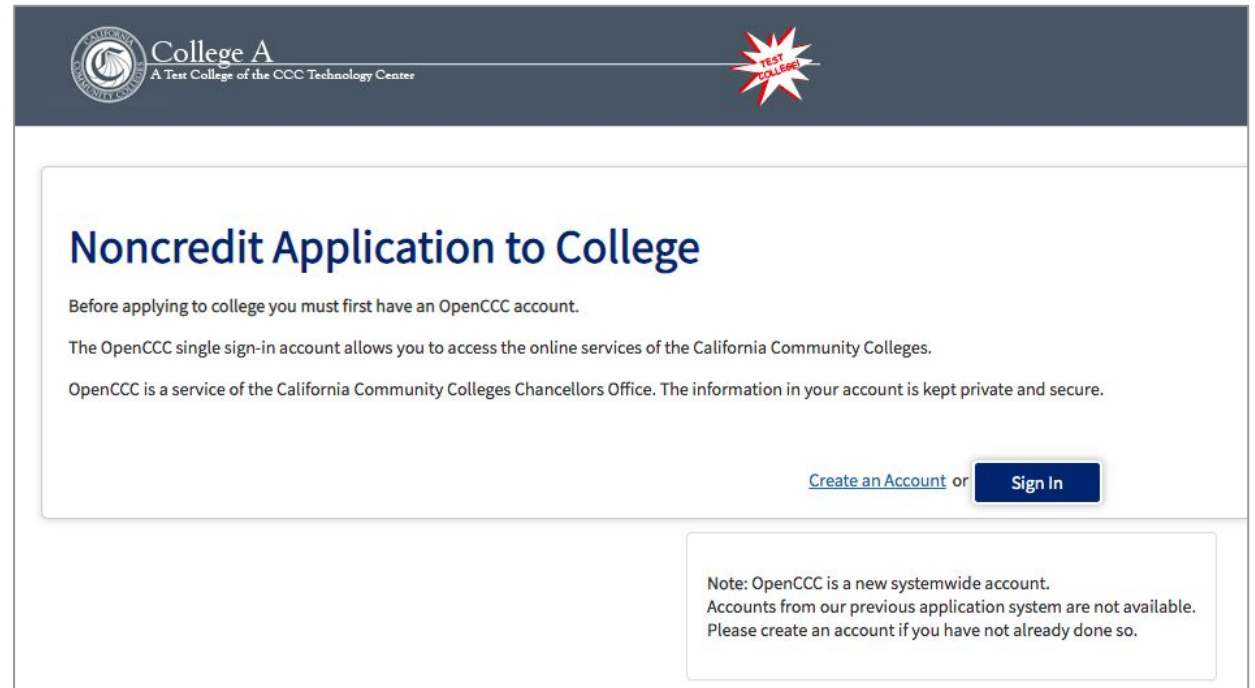
Noncredit Pilot release: March 2019

Noncredit Application - Pilot Colleges

- Deploy Noncredit Application MVP code and commence pilot UAT project
 - CCCApply Redesign Workgroup colleges
 - CCCApply Advisory Committee colleges
 - Noncredit Sub-Committee colleges

Bug Fixes & Technical Debt

- Race & Ethnicity data field issues resolved
- Spam Filter App-export issues resolved
- CCCApply Standard app bug fixes



College A
A Test College of the CCC Technology Center

TEST COLLEGE

Noncredit Application to College

Before applying to college you must first have an OpenCCC account.

The OpenCCC single sign-in account allows you to access the online services of the California Community Colleges.

OpenCCC is a service of the California Community Colleges Chancellors Office. The information in your account is kept private and secure.

[Create an Account](#) or [Sign In](#)

Note: OpenCCC is a new systemwide account. Accounts from our previous application system are not available. Please create an account if you have not already done so.

CCCApply Redesign Project - Q4 Release

Simplify and streamline CCCApply, Noncredit App Production Release: June 2019

Noncredit Application - All Colleges

- Deploy production version of the Noncredit Application to all colleges
 - Optional implementation*
 - College URLs for Pilot & Production
 - Ability to have different Majors/Programs
 - Ability to have different Supp Questions
 - More changes in progress for FY19/20

SuperGlue for CCCApply

- Deliver Promise Grant & International data sets to College Adapter and staging table for SIS

CCCApply Redesign - Release 4

- Remove the Needs & Interests page (allow Opt-in)
- Revise layout of the Account Information page
- Enhance Education page (Concurrent enrollment)

Changes per Mandates

- Revise Foster Youth question per SB906
- Add Residency-eligible Visa Types to Table F
- Add Non-binary response option to Gender field
- Update Parent/Guardian Dependent language



GOAL 2: Collaborate with Stakeholders on CCCApply Redesign Project

CCCApply Redesign Project - Q4 Release

Parent/Guardian Information

By California law, qualification for resident tuition is based on the residency of your parent(s) or guardian(s) until you are 19 years of age, except in certain special cases. Your response will be used to determine whether or not you need to provide [parent](#) or [guardian](#) information for the purposes of determining residency. Your response will not be used for any other purpose.

Select the statement that applies to you:

- At least one of the following statements is true about me.
- I am or have been married.
 - I am legally [emancipated](#).
 - I do not have a living parent or guardian.
 - I was in [foster care](#) at any time after my 13th birthday.
 - As of 01/24/2017, I will be on active duty in the armed services.
 - As of 01/24/2017, I will have been [self-supporting](#) for at least one year.
- None of the statements above is true about me.

CCCApply Redesign Project - Q4 Release

Simplify and streamline CCCApply, Noncredit App Production Release: June 2019

Special Residency Categories

Yes No

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

When did you [exit foster care](#)?

I am currently in foster care (including extended foster care after age 18).

I exited the foster care system on or after my 16th birthday.

I exited the foster care system before my 16th birthday.

I am not sure at what age I exited foster care.

CCCApply Redesign Project - Q4 Release

Welcome Patricia D

- Enrollment Information ✓
- Account Information ✓
- Education ⚠
- Citizenship/Military ✓
- Residency ✓
- Needs & Interests ✓
- Demographic Information >
- Supplemental Questions ✓
- Submission

Demographic Information

Gender

This information will be used for state and federal reporting purposes. It is optional and voluntary and will not be used for a discrimination person's [gender identity](#) and [gender expression](#).

Gender:

Parent/Guardian Educational Levels

Regardless of your age, please indicate the education level of the person who raised you.

Parent or Guardian 1:

Parent or Guardian 2:

Race/Ethnicity

Per U.S. Department of Education guidelines, colleges are required to collect this racial and ethnic data.

Dropdown menu for Parent/Guardian Educational Levels:

- Select Gender --
- Female ✓
- Male
- Non-binary
- Decline to state



GOAL 2: Collaborate with Stakeholders on CCCApply Redesign Project

3. Maintenance & Support

GOAL 3: Maintain current applications & services for colleges and 2.5M annual users

- CCCApply Administrator Upgrade 2.0 (deployed in Sept 2018 - v.6.2.0).
- CCC Administrator with SSO-based authentication & user management system (deployed in- v.6.2.0)
- Spam Filter web service and machine learning prediction service model (deployed in Sept 2018 - v.6.2.0)
- Upgrade CCCApply reporting tool to latest version
- Maintain application & back-end services with regular technical updates & bug fixes
- Research options for replacement for Download Client (SuperGlue migration)

4. Increase Adoption

GOAL 4: Increase adoption of the CCCApply applications and services

- Increase the number of colleges using the **Online CC Promise Grant Application**
- Increase the number of colleges using the **International Application**
- Support Enabling Services team on-boarding and implementation activities
- Provide periodic reporting of the number of colleges live or in process of adopting

5. Gather Requirements

GOAL 5: Work with stakeholders on requirements & specs for CCCApply Redesign - Phase 2

- Collaborate with stakeholders on design requirements
- Workgroup & Advisory committee - more student focus groups
- Incorporate recommendations from Ideas42 design principles to user experience
- Multiple languages - Spanish
- Better support services - chat services, better online knowledge-base
- Replace download client and integrate with MyPath

2019-2020

The goals for 2019-2020 will continue with redesign project goals

1. Gather requirements for **CCCApply Redesign Project - Phase 2***
2. **Scope, Schedule, Budget**
3. **Maintain & support** *the current applications, services, and tools for colleges and 2.5M annual users*
4. *Facilitate the CCCApply Advisory Committee & publish meeting minutes with all colleges*
5. **Increase adoption of CC Promise Grant & International Applications**

2019-2020 Roadmap

- Redesign Project - Phase 2

Back-end - Microservices - Form engine platform architecture - replace Download Client with Glue

Front-end - Mobile-phone friendly - spanish translation - chat support

Redesign Phase 2

Microservices backend

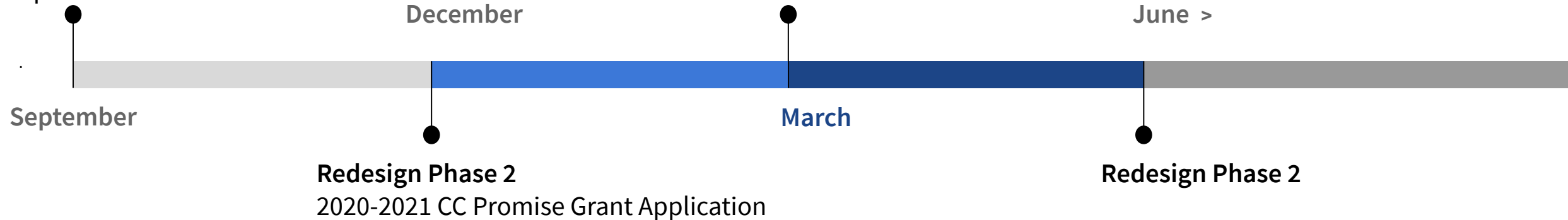
Mobile-phone friendly

Spanish translation

Annual Update

CCCApply Annual Update

Download Client 2.0



FY 2019-2020

Redesign Phase 2: Back-end rebuild of CCCApply application

- Microservices back-end (API) design
- Replace the Download Client with SuperGlue
- Form engine platform architecture
- Continue integration with MyPath



GOAL 2: Collaborate on a CCCApply Redesign Project

2019-2010

Redesign Phase 2: User-Interface rebuild of CCCApply application

- Incorporate Ideas42 behavioral study and design principles to user experience
- Mobile-phone friendly design -
- Accessibility - WCAG AA 2.0
- Multiple-language translations -
- Deliver Promise Grant and International Application data set to SuperGlue staging table for College SIS



GOAL 2: Collaborate with Stakeholders on CCCApply Redesign Project

FY 19/20

Maintenance & Support

Maintain current applications & services for colleges and 2.5M annual users

- Continue to support applications & web services
- **Report Center Upgrade**
- Administrator enhancements (Text Messaging)
- Maintain application & back-end services with regular technical updates & bug fixes
- Implement Download Client 2.0 (SuperGlue migration)

Facilitate Advisory Committee

2019-2020: Facilitate CCCApply Advisory Committee to maintain compliance

- Facilitate the CCCApply Advisory Group to maintain compliance with state, federal and local laws and regulations
- Review change requests to the applications to ensure compliance
- Collaborate and facilitate annual CCCApply Workshop to support colleges
- Publish regular meeting minutes of the CCCApply User Group



College Support

CCCTechnology.info

Online College Support Site: www.ccctechnology.info

Get Satisfaction – Online community

Email Support Staff directly: staffsupportccctc@openccc.zendesk.com

IT Issues moved to Zendesk tracking system

Tier 2 Issues escalated to Production Support

CCCApply Public Documentation Site

Release Notes

Data Dictionaries / User Guides

Implementation Support & Training Materials



Stay informed of important notifications! Please register for an account today