**CCCApply Redesign Project**

**Meeting Minutes**

**September 14, 2018**

**Charge:** Redesign CCCApply so that it is student-friendly, simple, straight-forward, and collects enough data to properly initiate the onboarding of the students.

**Workgroup Members:**

Anderson, Christopher; Barker-Garcia, Deb Barker-Garcia; Bryan Miller; Calhoon Tim; Craig Hayward; Delzompo Louis; Emily Gerofsky; Emily Robinson; John Helmer (Unicon); Lu, Tonia; Metune, Laura; Michelle Pena; Mike Caruso; Stephanie Murguia; Patricia Donohue; Michael Quiaoit; Randy Tillery; Andrea Reynolds; Rita Gorgan; Rob Rundquist; Justin Salenik; Tessa Carmen DeRoy; Paul Feist; Tina King

**CCCApply release calendar:** September 28, 2018, November 30, 2018, February 22, 2019

**Agenda:**

* Activities and Actions:
  1. Update on September 28 release of CCCApply. (Patty)
     1. Having Ed Code and Major Selection at the beginning?
     2. Parent/Guardian question, move to Residency section?
     3. High School graduation: start with Year first and ask for month only if necessary
     4. Is the failed math course considered in the ERP rules engine?
     5. Importance of the Credit/Non-credit question to avoid residency questions
     6. Avoid three questions on the Special Residency box.
     7. “Main Language” question, eliminate.
     8. TANF/CalWorks question, if it doesn’t allow us automate access to College Promise grant, do we need to ask it?
     9. Parent or guardian education level – Do we have to ask the level of education to determine first gen college student.
     10. Could we ask that by clicking “start application” it means that the student consent to having their information to be sent to the college and used for research and other purposes?
     11. Align UI of CCCApply and MyPath to match CCCCO guidelines
     12. Must adjust college SIS and MIS uploads and fields to handle the new Race/Ethnicity data.
  2. Update on the workflow from CCCApply to MyPath – Streamlining connectivity and onboarding workflow. (Mike)
     1. Need to align MyPath UI with CCCCO guidelines and CCCApply
  3. Update on findings from Ideas42 on their focus-group research (Harrison)
* New issues and opportunities
  1. Create a seamless experience for students from college to CCCApply and then back to the college.
  2. Need a Native-Spanish version of the app (not a Google translated version) – June 2019 release
* Next steps – Items for next agenda
  1. Form a subgroup to improve process for Major and Ed Goals questions. (Michelle, Stephanie, Emily, Julia, Harrison, Patty)
  2. Form a subgroup to Finalize question to split Credit from Non-Credit students as related to Residency (Harrison, Patty, Stephanie, Tina, Randy)
  3. Improve Interest Cluster / Major Category menu (demo by Julia)
  4. Propose fields tagged for reduction for November release (Deb, Randy and team)
  5. Review commercial applications: (Deb, Michael) (Waiting for purchase, integration, and ongoing update and support costs)
  6. Status of deployment of GLUE to move data to the college SISs (Tim/Lou)
  7. Discuss Communication Plan: (Omid, Michael, Patty, Craig, Emily, Rob)
* **Create a short list of low-hanging fruit items** (for November 30 release) (Patty, Michelle)
  + 1. Include AB705 implementation in November release! The data collection for English and Math and GPA is already underway and most colleges are consuming this information. May need more hover-over dynamic help to further guide students.\
    2. Include new Race/Ethnicity selection – must coordinate with colleges and MIS

**Next meeting:** September 28, 2018 at 2:00 PM

**Notes:**

Sub-group to evaluate actual fields and the legislation impact (Randy, Tess, Ben, Michelle, Stephanie, Patty, Tina King, Rita G., Harrison)

* Initial thoughts:
  1. Creating an application that collects some initial information then breaks into three branches: Non-credit, Credit, and International
  2. When to ask the SSN info from students? How much of the language MUST be disclosed/displayed? Note: SSN is important to ensuring unique accounts.
  3. Need to clean up the residency information collection working with legislators – 9 top-level questions on residency page
  4. The need/criticality of prior education data seems unclear. Do we need to ask it during the initial application process? Could it be optionally controlled by each college?
  5. Date of graduation issue (required or not?) – Accuracy of data is of question – maybe more critical for future graduation dates for new transfers.
  6. Data field formats may be improved on “how” we capture a question.
* Current state for field analysis
  1. Update on evaluation of fields, possible elimination of fields/sections of fields, proposed reorder of application sections
  2. Input was gathered from CCCApply Advisory Committee on July 26th.
  3. Please see additional spreadsheet with initial recommendations
  4. ASSIGNMENT: everyone to review the field analysis spreadsheet and provide input on information- specially to identify fields that can be removed now!
  5. Continue discussion of the remaining fields at August 17th meeting.

**CCCApply September Release Notes:**

Please find the full list of "low-hanging fruit" items below that have been added to the upcoming CCCApply 6.2.0 release.

1. Removal of the Introduction page - Application starts on Enrollment page
2. Removal of the SSN Encouragement Language pop-up reminder
3. Rename the Personal Information page to "*Demographic Information"*
4. Move the Demographic Information page to the last tab in the application
   1. Requires us move the Minor/Dependency question to the Account Mailing page (required to keep conditional logic at the start of the application)
5. Combine the Consent page & the Submission page into one page
6. Remove the required Review Application page and make this an optional button on the new Consent & Submit page
   1. Note: Due to feedback from Ideas42 and the Steering Committee, instead of removing the Review Application page altogether, give students the option to review their responses before submission, we added a sentence and button to "Review Your Responses" to the top of the newly combined Consent & Submission page. Students that click the button will be presented with their application responses.
7. Remove the age restriction on OpenCCC Account creation (previously limited to applicants age 13 yrs and older)  
   Note: This means that students of any age can now create an online OpenCCC account  
     
   **High Priority Adds**
8. Update the *existing* [**High School Transcript Information**](https://cccnext.jira.com/wiki/spaces/PD/pages/639598613/2018-17+Update+MMI+Questions+in+CCCApply) section (self-reported Multiple Measures questions)
9. Redesign/streamline the post-submission process for MyPath students from CCCApply confirmation page directly into MyPath (for MyPath colleges only)
10. Remove the "Step Forward" link from the post-submission Special Links & Opportunities page
11. Enhance the [Race & Ethnicity](https://cccnext.jira.com/wiki/spaces/PD/pages/731381767/2018-18R+Race+Ethnicity+Section+-+Expand+With+New+Options+and+Conditional+Formatting) section on the Demographic Information page with new race groups, race categories, and conditional formatting [[[Pending discussion – colleges need to have time to implement the changes to consume the info]]]

Also, a few notes about the release overall and timeline:

* The items above were added to the planned CCCApply 6.2.0 release (which already has a very significant scope) including the new core CCC Administrator product, the CCCApply Administrator 2.0 upgrade, and the new Canvas Administrator (for colleges using the College Adaptor (SuperGlue) 2.5
* Adding the "low-hanging fruit" items above to the 6.2.0 release has required us to reschedule this release from July 27 to September 28 (production);
* Bi-weekly communication emails will keep colleges informed, as well as the CCCTechnology.info site for incoming questions and responses

**Revised Release Timeline**

Currently the 6.2.0 code was rolled to the Pilot (preview/sandbox) environment for college Pilot UAT was deployed on June 28.  This includes all items on the Release 6.2.0 Summary Notes, communicated to colleges throughout June and July. The additional items being added to this release will be added to that document by COB Friday (tomorrow).

So, the majority of the release scope is already in Pilot and colleges have begun UAT and implementation work with the CCCApply support team.

***For the new low-hanging fruit items approved*** to be added will have a separate release schedule (see below) but the Production release for everything is scheduled for September 28, 2018.

CCCApply Redesign Workgroup - Communication Committee  
Meeting Notes 6.20.18

Communication Plan

**Key Messages & Frequency of Communications**

1. *Communicate the current Issues with OpenCCC & CCCApply to the field*, based on:
   1. Legislation supporting the redesign effort (AB3101, AB705)
   2. Concerns & challenges reported by special populations (ESL, Non-Credit, Adult Ed)
   3. Abandonment data & attrition attributed to challenges with the process, low enrollment,
   4. Need for better access to and consolidation of data, aggregation (LGBTQ, AB705, MIS)
2. *Communicate goals & objectives of the Redesign Workgroup efforts, including actionable changes, regulatory revisions, and enhancements to the OpenCCC and CCCApply applications.* 
   1. *Primary points of focus are:*
      1. Simplifying, streamlining, and reducing regulatory requirements across both applications
      2. Enhancing the student experience; improve overall usability,
      3. Removing barriers for non-credit and other special populations; consider branching app
      4. Focus on low hanging fruit, addressing legislation and pain points of focus:
         1. addressing legislation (AB705, AB620, others)
         2. Non-credit to credit transitions, residency and ed plans
         3. High abandonment areas and other known pain points, ESL,
      5. Consolidate data collection, storage and real-time data integration with college systems
3. *Communicate information in a positive, supportive, and transparent way -and setup feedback processes*
   1. Reassure colleges that overall plan includes PD, training, support and consideration towards overall impact on college operations - time to adopt and implement changes
   2. Solicit feedback on iterative development changes per release plan
4. ***Frequency of Messaging*** *should align with deployment plan and overall project roadmap:*
   1. Monthly communication focusing on Digital Futures Webinars - (Upcoming: June 27 @ 10AM)
   2. Targeted email communications across identified channels; emphasizing progress, soliciting feedback to fine tune the plan; Monthly, bi-weekly, vary to align with release schedule

**Stakeholders, Communities & Communication Channels**

1. Vary messaging and frequency to different stakeholders (IT, Admissions, Researcher, Student Services)
2. Target Vice Chancellors, Directors and Coordinators at colleges & districts and have them communicate messages through their listservs, including Researchers (LGBT), Assessment (AB705)
3. OpenCCCApply lists (Constant Contact) - Admissions, financial aid, IT, major orgs, listservs
4. Post and share all surveys, communications, and supplemental info on CCCApply Project Site & public documentation wikis

**Deployment Plan & Timeline**

1. Include deployment plan and timeline in overall communication plan
2. Chunk the development work to align with proposed iterative releases (proposing Sept, Nov & March)
3. Include time and process for college feedback to help inform changes for iterative releases