**CCCApply Redesign Project**

**Meeting Minutes**

**October 26, 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, December 7, 2018, February 22, 2019

**Major upcoming items:**

* 1. Acquisition of AB-705 data (see details in subsequent pages of this document.)
	2. Transfer pipes for sending AB705 and LGBTQ data to colleges
	3. Implementation of AB3101 – Residency related to Credit and Non-Credit
	4. Race/Ethnicity disaggregation

**Discussions and Action Items**

1. Update on findings from Ideas42 on their focus-group research (Harrison) – no new updates at this time.
2. Update from subgroup to determine the Residency check for non-credit to credit transition students (Michael) – No updates.
3. Update on Race/Ethnicity disaggregation implementation (Patty) – Patty demonstrated the UI design for the disaggregation. Omid will find out how the multi-selection of this field translates into the subsequent reports and dashboards.
4. Update from subgroup to Finalize question to split Credit from Non-Credit students as related to Residency (Harrison, Patty, Stephanie, Tina, Randy) – Patty demonstrated the various paths/options. Workgroup recommends that we proceed with a new URL for Non-residents. This will allow non-resident students to complete the trimmed-down application. No self-selection within the main application will be created for now due to the complexity of providing students with the appropriate and understandable language to make a choice.
5. Update from subgroup to improve process for Major and Ed Goals questions. (Michelle, Stephanie, Emily, Julia, Harrison, Patty)
6. Update from the field reduction workgroup (Deb, Randy and team) - Please see attachment from Omid.
7. Review commercial applications: (Deb, Michael) (Waiting for purchase, integration, and ongoing update and support costs)
8. Update for MyPath integration (Mike) – Need new marketing around deployment of MyPath for onboarding students between application to enrollment. Need to align MyPath UI with CCCCO guidelines and CCCApply. Need to seamlessly displace cccApply.org with MyPath.
9. Must adjust college SIS and MIS uploads and fields to handle the new Race/Ethnicity data. Patty and team to prepare draft for communication with the field.

New field will be added to MIS in August 2019 in support of this process.

1. Update for deployment of GLUE to move data to the college SISs (Tim/Lou) – Update next meeting.
2. Using NSC to follow up to see if the students are enrolling elsewhere. (Craig/Omid)
* \*\*\*Deadline for revision requests for December 7th release is **October 26, 2018**.
* **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
	3. Provisions for ESL students (credit vs. non-credit)
* **Activities**

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?

**Next meeting:** November 9, 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

**AB705 Placement Recommendation Data:**

Since students will be recommended into college-level English by default, the actual recommendation will be based on level of support as follows: no support, recommended support, strongly recommended support, or no recommendation available because of absence of data.

There are two different math placements:  a SLAM placement and a STEM placement depending on students’ educational goal.

SLAM (statistics/liberal arts mathematics) is very similar to English – everyone will be recommended into transfer-level math with no support, recommended support, strongly recommended support, or no recommendation available because of absence of data.

STEM students will be processed the same way as SLAM students except that colleges will most likely take into consideration completion of intermediate algebra.

Therefore, the recommended list of data being passed to the colleges is as follows:

* Source of high school data: CCGI, CalPASS, or CDE
* Highest HS Math course attempted
* Highest HS Math grade
* Highest HS Math course successfully completed
* Highest HS Math course successfully completed grade
* Highest HS English course attempted
* Highest HS English grade
* Highest HS English course successfully completed
* Highest HS English course successfully completed grade
* HS GPA

as well as Self-Reported Data:

* HS Math course
* HS Math grade
* HS English course
* HS English grade
* HS GPA

And the actual recommendations:

* English support recommendation
* SLAM support recommendation
* BSTEM support recommendation
* A yes/no flag on successful completion of intermediate algebra (equivalent or higher)
* A yes/no flag on successful completion of algebra (equivalent or higher)
* A yes/no flag for ELL status from high school

The process flow for the acquisition of students’ high school records is depicted below:



**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%2BUpdate%2BMMI%2BQuestions%2Bin%2BCCCApply) 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%2BRace%2BEthnicity%2BSection%2B-%2BExpand%2BWith%2BNew%2BOptions%2Band%2BConditional%2BFormatting) 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