
MIS 260 SRJC question re High school students can't have associate degrees on CCCApply

4 messages

Staff-Support (OpenCCC Support) <support@openccc.zendesk.com>
Reply-To: OpenCCC Support <support+idPMQXG2-ML3L@openccc.zendesk.com>
Cc: Patricia Donohue <pdonohue@ccctechcenter.org>

Thu, Feb 21, 2019 at 2:23 PM

Please type your reply above this line

You are registered as a cc on this help desk request and are thus receiving email notifications on all updates to the request.
Reply to this email to add a comment to the request.

Staff-Support (OpenCCC Support Tracking System)

Feb 21, 2:23 PM PST

Mitch,

We are investigating what it will take to modify this process.

Merrie Wales

College Support Engineer

530-936-7410

staffsupportccctc@openccc.zendesk.com

<https://cccnexjira.com/wiki/spaces/CSUP>

Visit our support site to share questions, ideas and even find FAQ! <http://CCCTechnology.info>

mleahy

Feb 21, 2:20 PM PST

Imported from a post on Get Satisfaction:

Conversation Page : <https://www.ccctechology.info/ccctc/topics/high-school-students-cant-have-associate-degrees-on-cccapply>

Manage Workspace : <https://console.getsatisfaction.com/ccctc/conversations/high-school-students-cant-have-associate-degrees-on-cccapply>

High school students who receive an associate's degree before they graduate high school are not allowed to submit their application as a high school student. Unfortunately, the high achieving student is answering the question correctly but they are blocked.

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

Ticket # 480245
Status Open
Requester mleahy
CCs Patty Donohue, Kcrosby
Group College Staff Support
Assignee Staff-Support
Priority Normal
Type Problem
Channel By Get Satisfaction

This email is a service from OpenCCC Support Tracking System. Delivered by **Zendesk**

Staff-Support (OpenCCC Support) <support@openccc.zendesk.com>
Reply-To: OpenCCC Support <support+idPMQXG2-ML3L@openccc.zendesk.com>
Cc: Patricia Donohue <pdonohue@ccctechcenter.org>

Mon, Mar 18, 2019 at 1:04 PM

Please type your reply above this line

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Staff-Support (OpenCCC Support Tracking System)

Mar 18, 1:04 PM PDT

Mitch,

I know that we opened a Jira ticket about this issue, but the software is functioning as designed. I understand that you still participate in the "steering committee" and this issue will need to be prioritized as enhancement request.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Ticket # 480245
Status Solved
Requester mleahy
CCs Patty Donohue, Kcrosby
Group College Staff Support
Assignee Staff-Support
Priority Normal
Type Problem

This email is a service from OpenCCC Support Tracking System. Delivered by Zendesk

Leahy, Mitch <mleahy@santarosa.edu>
To: Patty Donohue <pdonohue@ccctechcenter.org>

Mon, Mar 18, 2019 at 3:03 PM

Hello Patty,

Here is another functional barrier to some kids who get and associate degree before they graduate high school. Currently, we have to guide them to lie on their application. I don't think this is a "functional" solution.

-Mitch

From: Staff-Support (OpenCCC Support) <support@openccc.zendesk.com>
Sent: Monday, March 18, 2019 1:05 PM
To: Leahy, Mitch <mleahy@santarosa.edu>
Subject: [OpenCCC Support Tracking System] Re: MIS 260 SRJC question re High school students can't have associate degrees on CCCApply

Please type your reply above this line

We've marked this ticket ([#480245](#)) as resolved. Not true yet? No worries. Just reply back or click on the link and we can continue our dialogue until you are satisfied.

[Quoted text hidden]

Patty Donohue <pdonohue@ccctechcenter.org>
To: "Leahy, Mitch" <mleahy@santarosa.edu>

Mon, Mar 18, 2019 at 11:04 PM

Hi Mitch,

Absolutely. We didn't choose our words accurately. It's not that this is functioning the way it should be - it's that the functionality was not setup to function that way. So, from a technical perspective, this isn't a bug, it's a change enhancement. I've got it written up and we'll have to prioritize if this is more important than the other 20 or 30 enhancements pending. Since this only affects a very small percentage of users (this is the first time I've been aware of this use case) it's lower priority right now. We will discuss this at the upcoming meeting and see if there is an urgent need to bump this above others.

Thanks,
Patty

[Quoted text hidden]

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