



California Community Colleges

Telecommunications and Technology Advisory Committee (TTAC)

Summer Hybrid Meeting

July 26, 2023

Agenda

- System Technology Support
- FY22 Recap
- CCCApply
- Fraud Mitigation
- Common ERP
- Course Exchange



The *Vision* + Digital Equity

Anyone in California seeking a postsecondary education, regardless of what they look like, where they live, time since high school, and their preferred education modality should have on-demand access.



Meeting Goals

- Share systemwide technology work and priorities
- Engage TTAC members and key technology stakeholders for input/feedback
- Begin reset of TTAC expectations around purpose and engagement
- Serve as a dry run for better (annual) onboarding about the EdTech portfolio and system technology support
- Inform feasibility and interest in longer meetings (virtual, hybrid or in-person)



System-level Technology Support

Ed Tech Portfolio: **Overview**

- To support systemwide technology initiatives while developing programmatic standards, identifying economies of scale and delivering consistent results
- To extend Chancellor's Office capacity to manage technology through use of Prop 98 funding, including:
 - Development, maintenance and operations
 - Project and portfolio management
 - Systemwide technology-related communication



Ed Tech Portfolio: **Overview**

- Historically, the portfolio has been organized into a series of grants, fiscal agencies and contracts, with the majority of work occurring out of:
 - Butte-Glenn CCD (Technology Center and Accessibility Center)
 - Palomar CCD (TechConnect)
 - Foothill-DeAnza (California Virtual Campus and Course Exchange)
- The portfolio also includes multiple projects managed by the Digital Innovation and Infrastructure (DII) Division, like NOVA, a grant management technology platform that is increasingly used across the agency

Ed Tech Portfolio: **Why**

Allows the Chancellor's Office to:

- Ensure common technology resources are widely and commonly used
- Facilitate economies of scale around technology procurement
- Remove siloed technology investments
- Provide an overarching framework



Ed Tech Portfolio: **Goals**

Alignment in order to:

- Prioritize technology-related experiences for students
- Increase system efficiency at the direction of the Chancellor's Office
- Bring consistency to stakeholder initiatives
- Leverage systemwide buying power



Ed Tech Portfolio: **Key Grants**

Student Enrollment: OpenCCC, CCCApply, MyPath, eTranscript, MMPS (2025)

Course Exchange: Course Exchange implementation, Consortium, and contract support for Canvas, Studio, and Impact (2026)

Data Management: Data Lake and Data Warehouse (2024)

Systemwide Infrastructure: CENIC, systemwide technology governance, Accessibility Center, SuperGlue, C-ID, COCI, Library Database subscription (2025)

Support Services: Zoom, 3C Media, Online Teaching Conference (2028)

TTAC: Charge

From the 2022 Participatory Governance Handbook:

- The TTAC advises the Chancellor’s Office on the continued development and deployment of education technologies serving the students, faculty and administrators of the California Community Colleges.
- The group advises the Digital Innovation and Infrastructure Division on the Chancellor’s Office strategies and upcoming initiatives related to technology, and provides a “voice from the field,” as well as a mechanism for the Chancellor’s Office to disseminate ideas and strategies but also to obtain immediate feedback on data and technology strategies, initiatives, and services.

TTAC: Member Roles & Expectations

- Roles and Responsibilities
 - Provide insights and guidance on systemwide technology vision and investments
 - Periodic (at least annual) review of the systemwide technology roadmap
 - Identify issues and challenges with implementation and system-level support needed
- Engagement Guidelines
 - Consistent attendance and active participation for representative group(s)
 - Review of prepared meeting materials prior to, during and after meetings
 - Regular share out of information learned to relevant constituency group(s)

TTAC: Chancellor's Office Roles & Expectations

- Roles and Responsibilities
 - Facilitate active engagement and inclusive participation
 - Ensure materials are prepared in a timely manner before and after meetings, with Tech Center Project Management support
 - Provide transparency on decision-making related to technology decision-making
- Engagement Guidelines
 - Listen actively
 - Communicate, communicate, communicate

System Technology Procurement Support

- Systemwide investment in technology (e.g., Canvas, Libraries, Microsoft A5 licenses) helps alleviate pressure on colleges and districts while also providing highly mobile students with consistent access to specific tools/supports.
- CollegeBuys, STAC and STARTE help facilitate the procurement process for local technology (and other) purchases



(Partial) FY22-23 Recap

Key FY22 Accomplishments: InfoSec

- All districts completed the Cybersecurity Self-Assessment
- 71 of 73 districts January 2023 Remediation Report
- 68 of 73 districts June 2023 Remediation Report
- 48 of 73 districts reported fraud 10+ of 12 months
- Microsoft A5 Security Suite license purchased for all districts.
- Implementation contracts secured for HIGH needs districts.
- Funding guidance to eliminate high-risk End-of-Life Software.
- 62 of 73 districts penetration test / cybersecurity review by December 2023.

FY23 InfoSec Priorities

- EOL mostly eliminated by December 2024.
- Logging and monitoring at all HIGH need districts by December 2024 (SOC implementation).
- Immutable backups implemented.
- Student networks segmented by December 2024.
- Windows account hardening completed by December 2024.
- GLBA compliance

CCCAPPLY

Reimagining the Systemwide Application



CCCApply – “A Welcoming Front Door”

The California Community Colleges Chancellor’s Office (CCCCO), in partnership with Accenture, has initiated the reimagining and development of a new student-centered application process and supporting system architecture for our prospective and returning students to improve the user experience, reduce the pressure of the application process on students, better support equitable access and protect against and mitigate fraud.

Who We Are

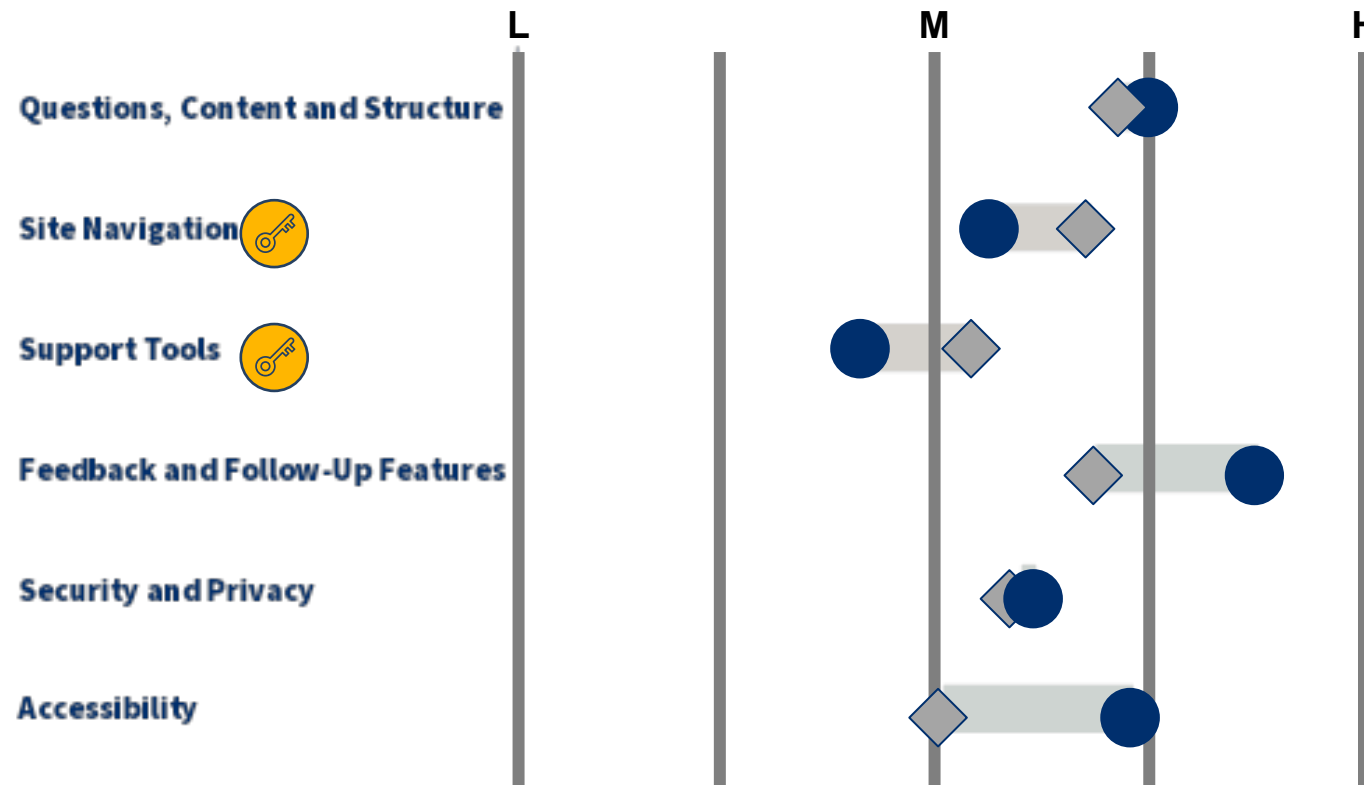
The CCCApply delivery team is made up of consultants from Accenture’s Education, Technology Strategy, Organizational Change, Product and Platform Engineering, and Song (Design) consulting practices. We are working in partnership with the California Community Colleges Chancellor’s Office to build on previous work.

Previous Work



CCCApply Application System Review Results

CCCApply Comparison to Peers



Takeaways for CCCApply

1. **Performs slightly above average** compared to industry peers (6th of 13)
2. **Outperforms** peers with respect to **Feedback and Follow-Up Features and Accessibility**
3. **Underperforms** peers with respect to **Site Navigation and Support Tools**

CCCApply Key Improvements (2018 – present)

Category	Summary of Improvements	# Completed
Questions, Content & Structure	Build-out of some skip-logic, re-design of specific questions, and augmentation to answer choices created more efficient flow through the application and greater inclusivity	16
Security and Privacy	Implementation of advanced spam filter, advanced bot detection, the student account creation and recovery security framework, and IP quality score technology augmented ability to protect against and mitigate fraud	10
Support Tools	Incorporation of question tool tips and the roll-out of the chat-bot support feature provided applicants with more on-demand support	5
User Interface	Moderate design improvements to the web and mobile interfaces increased usability and brand recognition, and mitigated some of the negative applicant experiences	7
Site Navigation	Streamlining of workflow at account creation and post-application submission enabled faster completion of the application and commencement of onboarding	5
System Infrastructure	Upgrade of the technology deployment model and implementation of a more modern technology stack reduced planned system downtime and increased system agility	3
Data, Reporting & Analytics	Implementation of “SuperGlue” enabled faster application processing and field access to application data	3

Project Accomplishments



1. **Analyzed the ‘current state’ of CCCApply and compared the system to 12 peer systems** from a user experience perspective and identified key challenges



2. **Documented the improvements to CCCApply since 2018**



3. **Assessed the CCCApply standard application questions** and identified improvement opportunities to reduce, reword and restructure



4. **Identified key stakeholder leaders and conducted interviews to inform statewide Task Force membership** and gather current state challenges and opportunities



5. **Facilitated 3 stakeholder alignment workshops** with the Short-term Working Group to:

- Orient the group on the current state of CCCApply and proposed statewide Task Force structure and governance
- Co-create the Vision and Guiding Principles for the statewide Task Force

CCCApply Application System Key Challenges

#	Challenge	Description
1	Long and discouraging question bank	The question bank is too long and contains confusing, exclusionary language ; the application deploys minimal branching and skip logic to reduce irrelevant questions for the applicant. Many questions also have confusing answer choices .
2	Multiple sites with distinct sign-in credentials	The sites within the CCC system use independent sign-in credentials and methods; applicants must track multiple sign-in credentials across the CCC ecosystem (CCCApply/MyPath, CCCHelp.info, individual college system sites, etc.).
3	Distinct and redundant applications	There are multiple distinct applications for different applicant personas (Standard vs. Non-Credit vs. International vs. Promise Grant), and applicants can only apply to one college with each application .
4	Lack of integrated support tools	The application system lacks integrated support tools (i.e., FAQs, Chatbot, Live Chat) to help the applicant navigate and complete the application successfully.
5	Cumbersome security features	The application's security features (i.e., reCAPTCHA) are clunky, minimally effective, and create frustration for applicants.

CCCApply Reimagine

Key project outcomes and activities our team seeks to achieve over the 11-month engagement include:

New Application Structure, Content, and Design

- Documentation of full questions landscape, account creation, application security, data reporting requirements, research needs, local onboarding needs
- Document methods/processes colleges utilize to collect supplemental information
- Document SSS (1.0 & 2.0)
- Build proposed new application (content, design, user experience)
- Establish target state for the new application including business outcomes
- Gather functional, technical, and business process requirements
- New application governance model

Document current state and design future state transformation

Identify Solution Alternatives

- Conduct market scan of third-party solutions
- Synthesize solution alternatives including high-level cost/benefit analyses
- Present solutions and provide recommendation
- Develop implementation roadmap for chosen solution, including phasing dependencies, and milestones

Develop objective, requirements-driven recommendation

Change Management

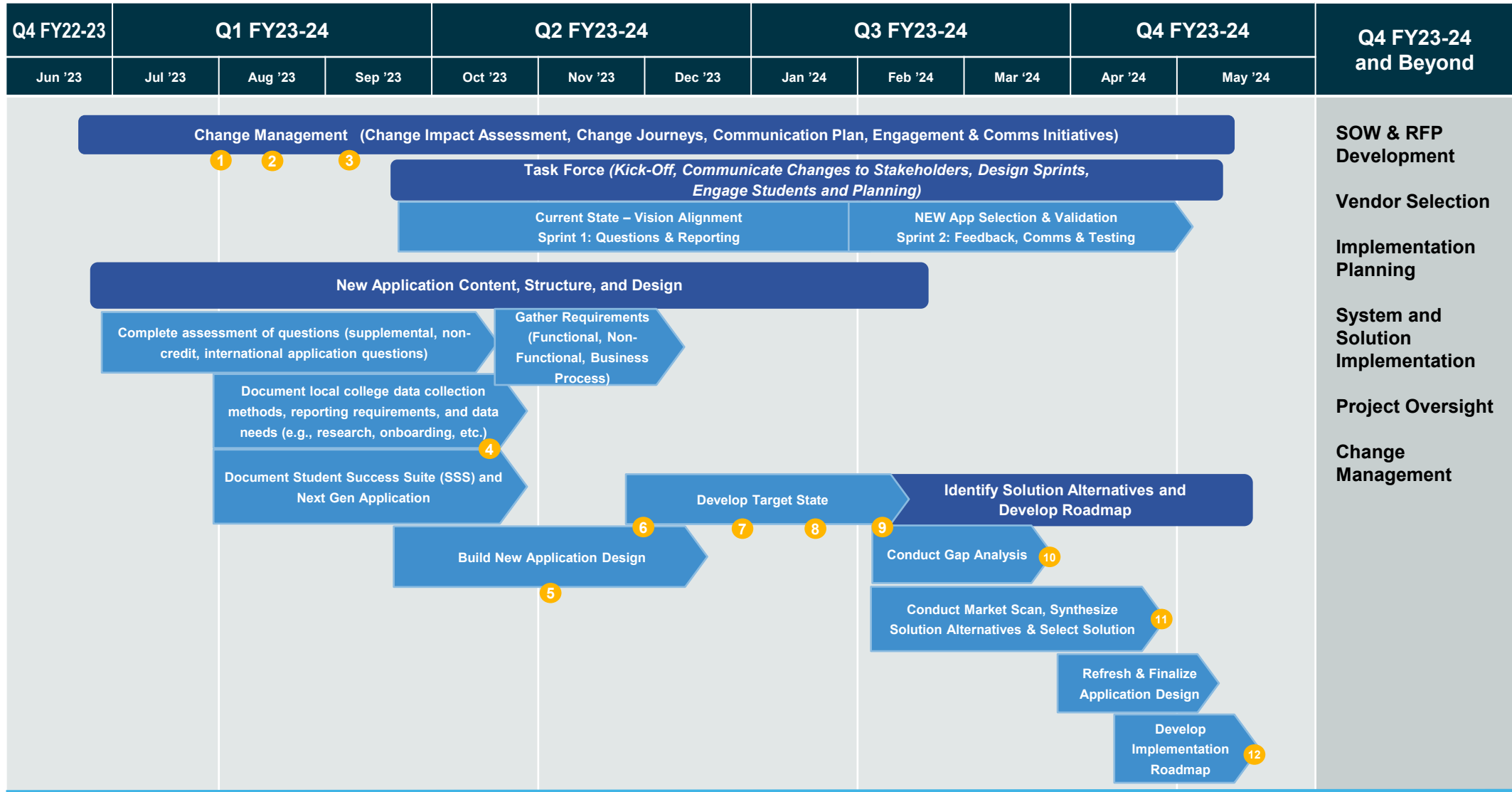
- Develop Change Impact Assessment
- Create Change Journeys for key stakeholders
- Create Transformation Narrative & update Communications Plan
- Change Strategy – convert change journeys to key activities and communications to ensure alignment and engagement

Introduce transformative change incrementally

Task Force Mobilization

- Kick-off Task Force to build shared vision, give input on specific challenges, and communicate to stakeholders
- Design sprints as discrete projects to gather input and 'best thinking' for recommendations
- Engage students in planning and prototyping of potential solutions

Meaningfully involve stakeholders in the change



- 1 Del 1: Project Plan
- 2 Del 2: Change Impact Assessment
- 3 Del 3: Change Journeys

- 4 Del 4: Data Blueprint and Student Success Suite and Current State Technical Analysis Presentation and Report
- 5 Del 5: Target State Prototypes
- 6 Del 6: Target State Value Stream Maps and Capability Models

- 7 Del 7: Target State Functional and Technical Requirements Presentation and Report
- 8 Del 8: Target State Governance Model
- 9 Del 9: Target State Profile, Data Architecture, and System Architecture Presentation and Report

- 10 Del 10: Gap Analysis Presentation and Report
- 11 Del 11: Market Scan Research, Solution Alternatives, and ROM Pricing Presentation and Report
- 12 Del 12: High-level Solution Implementation Roadmap



Immediate CCCApply Work

Given challenges with CCCApply, there is immediate work happening now:

Issue

1. Application is lengthy and complex, unnecessarily so at times
2. Significant development resources and lack of transparency around update/change process
3. Most colleges struggle with systematic fraud mitigation, primarily via identity verification

Solution

1. Revisit questions that can be cut/simplified easily, developing an advocacy strategy
2. Implement a CCCApply Update Request process
3. Implement a pilot ID verification program as soon as is reasonably possible



California Community Colleges

Identity Verification Implementation | ID.me

TTAC July 26, 2023

Presented by:

Valerie Lundy-Wagner

Vice Chancellor

Office of Information, Data, Evidence, and Analytics

Digital Innovation and Infrastructure Division

Goal

Integrate an identity verification service into the current application workflow to reliably **confirm and protect the identity of new applicants** and **reduce application fraud** for the California Community Colleges system.

Pilot Selection Process

RFI process managed by the Chancellor's Office team (ESLEI and IDEA Offices) with critical input from colleges (Hartnell, Kern, LA, and Riverside CCD), including information technology, financial aid, student services staff/administrators, and technical security experts.

Six vendor submissions were reviewed by the General and Technical RFI Committees, which included local and system-level representation.

ID.me selected as a ***short-term solution*** because:

- Shortest implementation time of all products evaluated
- 24/7 support for students during the identity verification process
- NIST 800-63A compliant

ID.me was a near-unanimous recommendation of both the General and Technical RFI committees.

Benefits

Integrating identity verification will enhance security and trust in the admissions process by:

- Providing a **trusted pathway for students to securely verify their identity** in accordance with federal standards, including for account recovery
- **Reducing the manual workload for colleges** who are investigating and attempting to identify potential fraud
- Allowing college staff and faculty to **focus on those who cannot use identity proofing:** including AB540, incarcerated, and/or minor students, as well as fraudsters trying to enter the system

Benefits (continued)

- Helping **prevent** bad actors from remotely exploiting the admissions process in a **scalable way** and apply for financial aid using a student's identity
- Adopting the **same technology** for identity verification and reducing fraud as **37 State Agencies** and 15 Federal Agencies
 - **Note:** *ID.me is in use across other CA state systems. Over 8 million Californians already have a verified ID.me account. Account holders need only to log in to their existing ID.me account for application verification.*



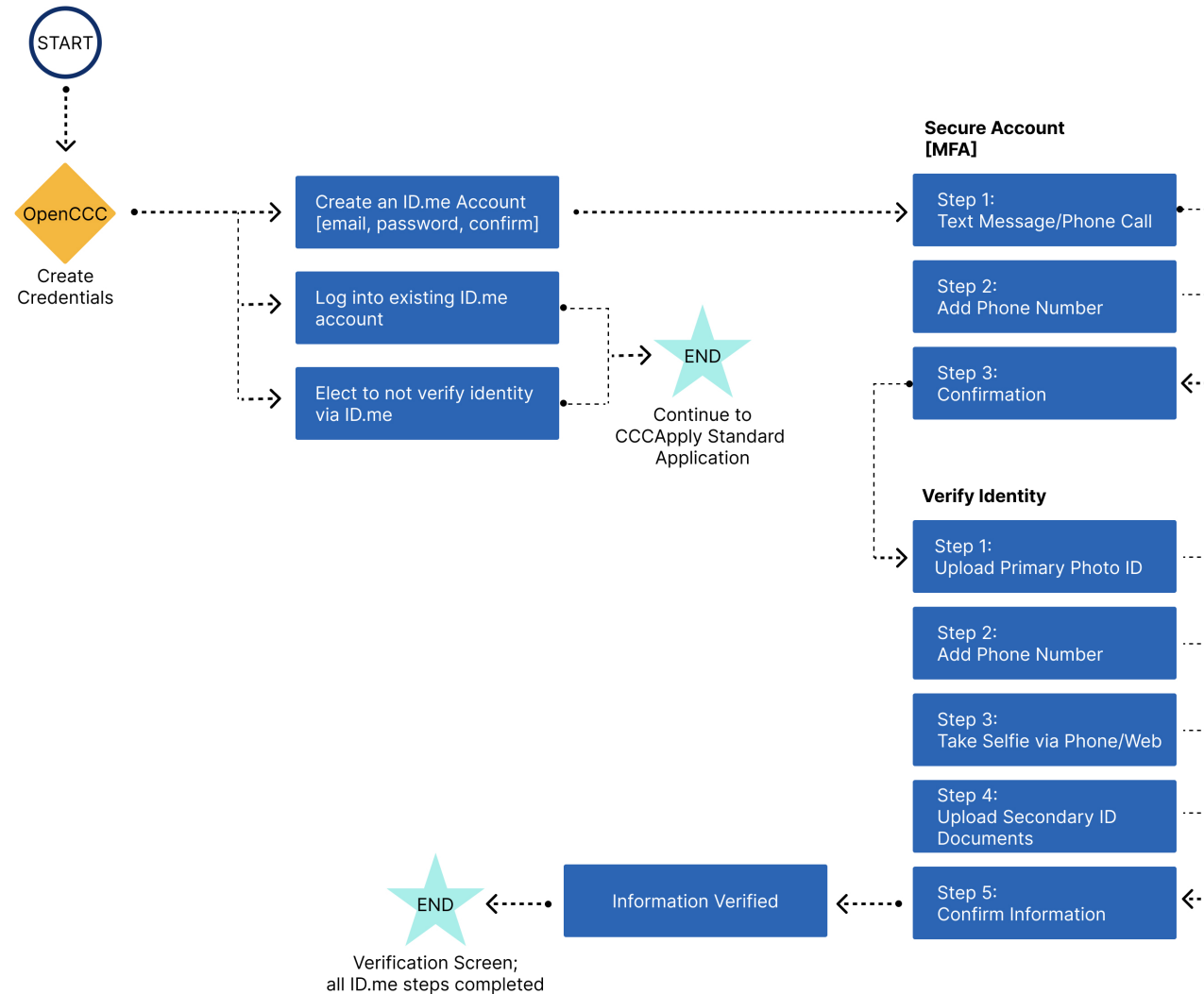
How it Works

Students will be prompted to verify their identity by entering information and uploading documents.


Students will be guided through **a simple series of ID.me screens** as part of the CCCApply standard application process workflow immediately **after they create their system credentials** via OpenCCC.




Student User Flow - Unsupervised Remote



ID.me Landing Page from OpenCCC



Next step:
Verify your Identity

ID.me +  California Community Colleges

In order to ensure that California Community Colleges applicants are real students who intend to enroll in classes, the Chancellor's Office has partnered with ID.me to review and verify applicant IDs. You'll be redirected to id.me's website, where you'll complete the verification process. Afterwards, you'll be able to use your OpenCCC account to apply to college

NOTE: If you are not able to successfully verify your identity with ID.me, please return to OpenCCC and select "I do not wish to verify my identity at this time." **Do NOT create another OpenCCC account, as that may cause problems with your application to college.**

[Proceed with Verification](#)

[I do not wish to verify my identity at this time](#)

ID Verification Options

Existing ID.me Account →

Student uses multi-factor authentication prompting them to log into ID.me.

Previous ID.me users can simply log into ID.me for verification.

Takes less than two minutes if they've forgotten their password.

ID.me Remote Verification →

Student verifies their identity digitally by uploading documents to ID.me.

Self-service, digital route by uploading images/videos/scans of their documentation.

Takes less than 6 minutes in ID.me.

Unverified →

Student elects not to verify their identity via ID.me

Applicants can choose to bypass ID proofing and continue straight to the application.

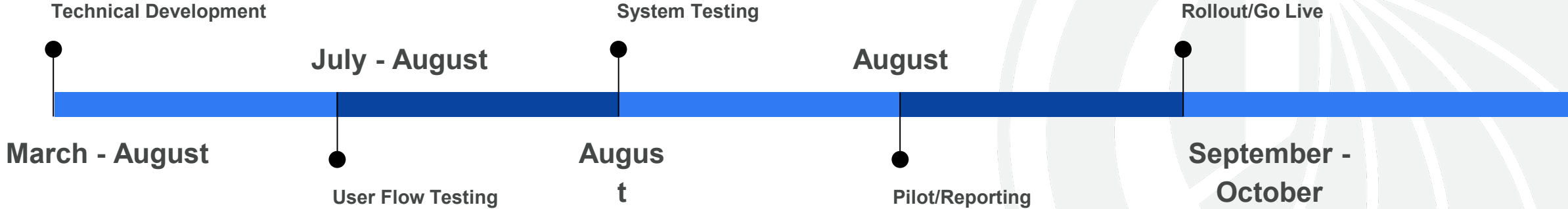
Fewer applications should reach the college staff for manual verification. Those that do should be the highest priority, either because they cannot prove their identity or because they are suspected of being fraudulent.

Local Add-on Options for Verification

The Chancellor's Office, in partnership with CollegeBuys, is working to ensure colleges/districts can purchase support packages for purchase:

- Training for college/district staff to become verified ID.me referees to provide applicants with **in-person support on campus**
- Student access to UPS and other kiosks with verified ID.me referees to provide applicants an **off-campus but in-person support for ID verification**
- Contract with verified ID.me referees to support **in-person events** (e.g., enrollment days)

Implementation Timeline



CCC COMMON ERP PROJECT

Laying the
Cornerstones for
Systemwide
Digital
Transformation



Context – Common ERP

The Chancellor’s Office is in the process of understanding the need for a common ERP platform to reduce the local burden on the California Community Colleges faculty, staff, and students. A Common ERP solution will help the organization manage key activities in Finance, HR, and Student Information Systems.

Who We Are

The Common ERP delivery team is made up of consultants from Accenture’s Education, Technology Strategy, and Organizational Change consulting practices. We are working in partnership with the California Community Colleges Chancellor’s Office to build on previous work to build a complete understanding of the Colleges ERP needs, current challenges, opportunities, and requirements to inform an adoption of a Common ERP solution.

Questions We Seek to Answer

How might we engage our **people** to develop a shared vision for success through identification of challenges as and opportunities?

How might we optimize **processes and workflows** to find value across Districts and Colleges?

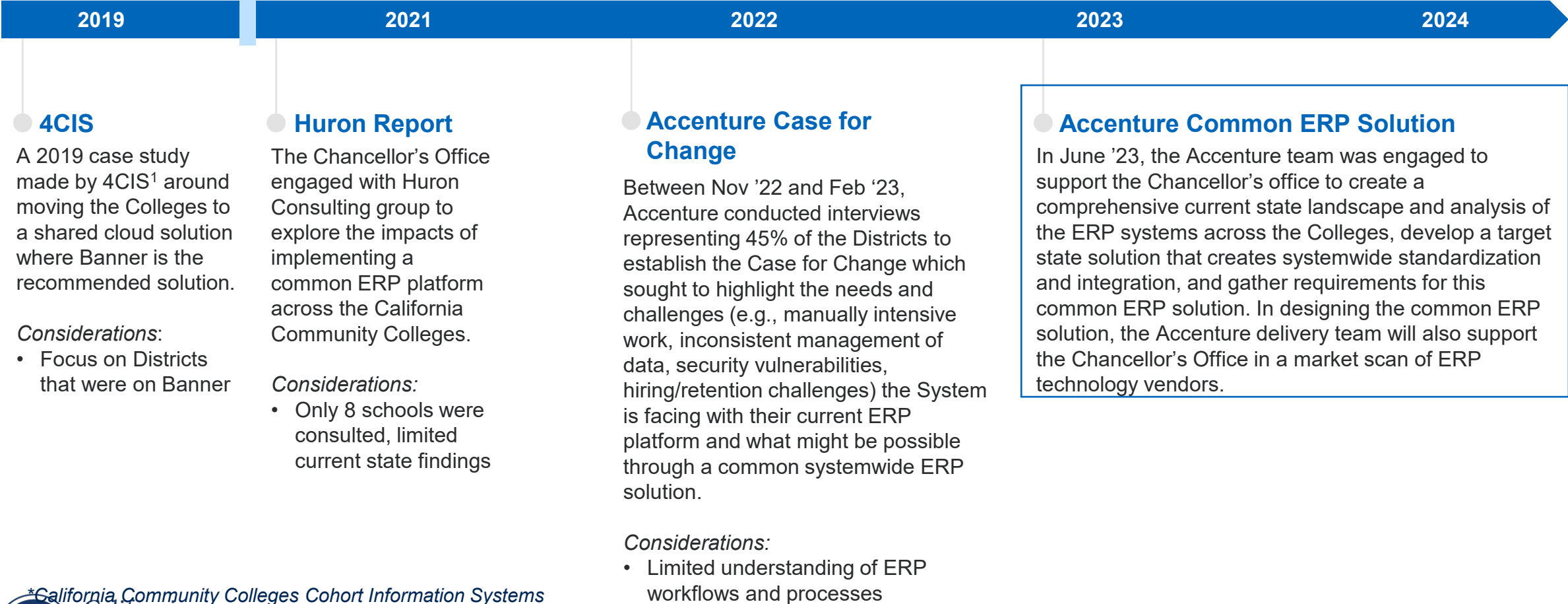
How might we align on a standard **technology** to enable efficient processes?

How might we address prevalent issues on **data collection, standardization, and reporting?**

What **solution requirements are necessary** for the Districts to include in the Common ERP solution?

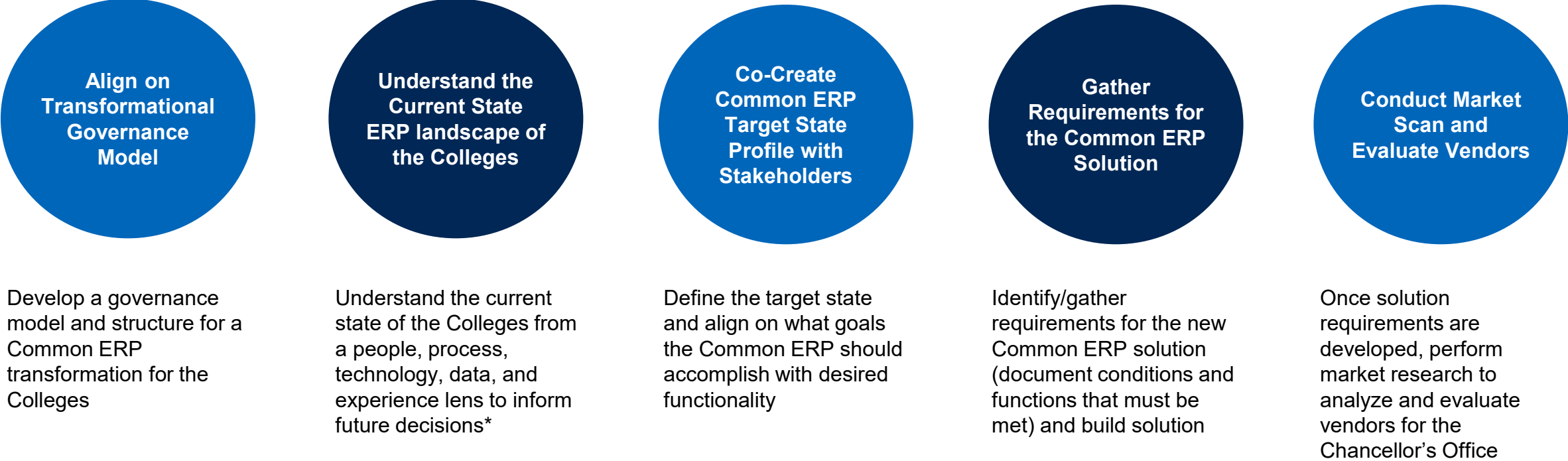
Previous Work Completed

Several initiatives have been completed around the Common ERP in recent years.



Common ERP Project Overview and Scope

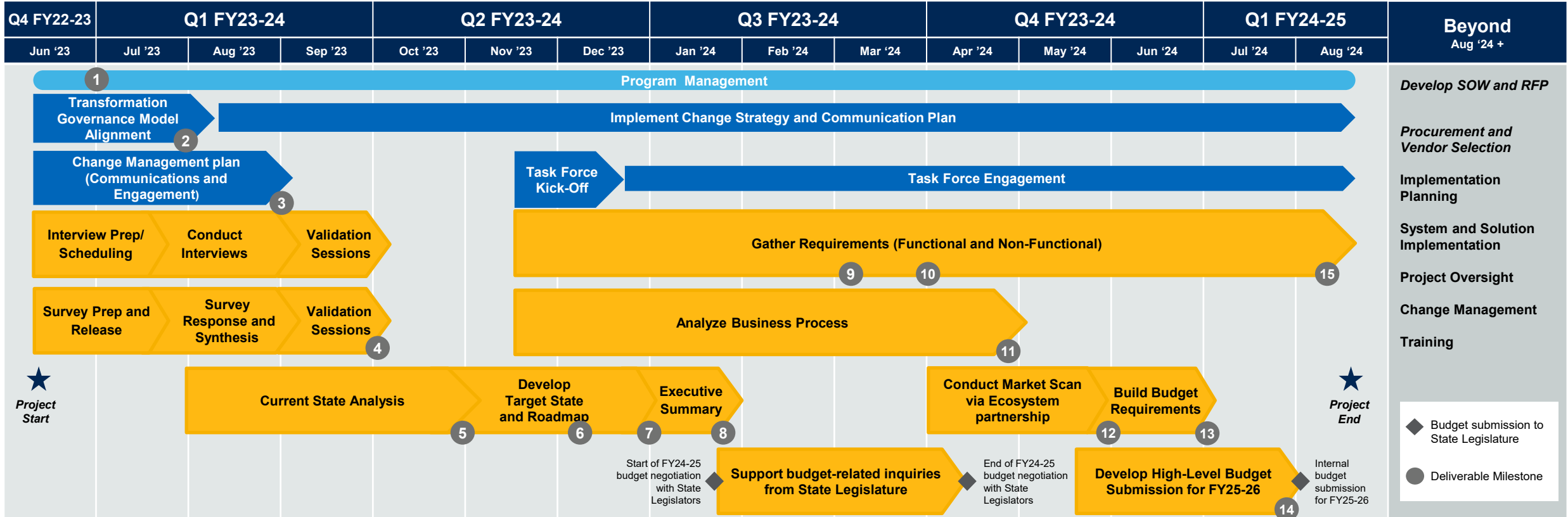
In this phase of work, we will be supporting the Chancellor’s Office in a 14-month engagement where we will conduct a current state assessment of the California Community Colleges ERP landscape, propose a Transformation Governance model, create a target state profile and roadmap of the ERP solution, gather requirements for the Common ERP solution, and support the client in a market scan where we evaluate vendors.



**Current State findings will stem from survey responses, data and documentation reviews, and interviews conducted across the 116 colleges from the 73 districts.*

Common ERP Project Activities and Goals

Project schedule for Common ERP Transformation will be a multi-year process from transformation governance, change management, current state analysis, gathering requirements, and market research.



- 1 Del 1: Project Plan
- 2 Del 2: Transformation Governance Model
- 3 Del 3: Change Management & Communication Plan
- 4 Del 4: Validation Session Summary Documentation

- 5 Del 5: Current State Documentation
- 6 Del 6: Stakeholder Map
- 7 Del 7: Target State Profile
- 8 Del 8: Target State Roadmap

- 9 Del 9: Requirements Repository
- 10 Del 10: Baseline Solution Requirements
- 11 Del 11: Business Process Analysis
- 12 Del 12: Market Scan Analysis

- 13 Del 13: Budget Requirements
- 14 Del 14: Internal Budget Submission for FY25-26
- 15 Del 15: Detailed Solution Requirements

Wrap Up

- Action items
 - Notes and action items to be sent out
 - Send survey on preferred September meeting logistics
- Next meeting
 - Planned: Zoom, September 21, 2023



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Thank you!

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