California Community Colleges

Telecommunications and Technology Advisory Committee (TTAC)

Zoom Meeting

September 21, 2023

Agenda

- Welcome
- Course Exchange
- System Wide Architecture Committee (SAC)
- TTAC Meeting Survey
- Closing

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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.

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Welcome

Welcome

- New Member Introductions
- Review TTAC Charge
- CO Updates
  - Vision 2030
  - CCCApply
  - Common ERP

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CCCApply update

CCCApply – "A Welcoming Front Door"

Reimagine Apply Goals: Redesign the application process for prospective students to improve the user experience, increase data accuracy, better support equitable access and protect against and mitigate fraud.

Statewide Task Force Mobilization	Comprehensive Analysis of CCCApply Content, System & Data Architecture	Co-Create Target State Solution with Design Prototypes	Gather Requirements for the Target State Solution	Conduct Market Scan and Evaluate Vendors
June 2023 - Feb 2024	June-Nov 2023	July-Nov 2023	Dec 2023-March 2024	March 2024- May 2024
Combining human centricity with behavioral change practices to guide stakeholders.	*Becoming experts on what is essential vs. non-essential to student registration process.*	*Designing 'welcoming front door' w/equitable access, fraud prevention, nec. data collection.*	*Ensuring systems are integrated/ efficient to realize full benefit of new application system.*	*Finding best partner to deliver on promise of ReimagineApply.*
Completed: • Stakeholder Change Impact Assessment • Stakeholder Change Journeys with Communications and Engagement Plan **Coming Soon:** • Statewide working sessions • Task Force Kick-Off and monthly engagement	**Completed:** • Analysis of the Non-Credit, International, and Promise Grant Applications as well as Supplemental Questions • 140+ Data Survey Responses & follow-up interviews **Coming Soon:** • Initial Student Success Suite (Open CCC, CCCApply, MyPath) analysis findings • Synthesized Survey Results • Data Flow Maps	**Completed:** • Comprehensive Application Mapping • Target State Experience Drivers **Coming Soon:** • Target State Concepts • Screen Designs • Prototypes for Testing	**Coming Soon:** • Target State Functional and Technical Requirements • Target State Governance Model • Target State Profile and New Application Data Architecture and System Integration Flow • Gap Analysis Between Target State and Current System	**Coming Soon:** • Market Scan Research, Solution Alternatives and Rough Order of Magnitude (ROM) Pricing • High-level Roadmap for Transformation

Reimagine Apply Working Sessions & Task Force

Working initially with stakeholders directly impacted by potential data usage changes in restructuring questions in CCCApply. Task Force participants will be selected by their state organization to join Task Force in February 2024. The Task Force will give input on the Target State, new application governance and High-level Roadmap for implementation of a new application system.

	WORKING SESSIONS		TASK FORCE	
In-Person			**Wednesday Feb 14th** Target State Vision	**Wednesday Mar 13th** Application Governance
Virtual	**Oct / Nov/ Dec** "Core" Questions Target Concepts	**Jan 17th** Target State Understanding	**Wednesday April 10th** Application Governance	**Wednesday May 15th** Roadmap

2024

Open Invitation (statewide):
A&R, Financial Aid, CSSO, CIO, IR, Student Senate

TASK FORCE Members: Academic Senate, A&R, Financial Aid, CEO, CIO, CISO, CSSO, IR, PIO, Student Senate

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Common ERP update

ERP Survey Response Summary

Interview Tracker through 9/18

Interviews Completed: 24

Completed all interviews for Group 1 and 2 Pre-Launch Districts across IT, Finance, HR, and SIS.

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Contact List through 9/18

Since the Statewide release, we have received 529 designed contacts across IT, Finance, HR, and SIS from CISOs. Every effort will be made to gather information from these contacts through surveys and subsequent interviews. Some districts have responded to surveys but did not provide contact lists.

Count of Contacts Received	529
Count of Districts Providing Contacts	41

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Current State Scope and Scoring Dimensions

Through the current state collection effort, we are seeking to validate data from as many districts and colleges as possible to create a comprehensive current state landscape and analysis of the ERP system across the colleges. Our analysis also will focus on assigning capability scores to each district for each function across people, process, and technology[1].

Capability Scoring Dimensions

People
Understanding how the people support the districts ERP

- Transactional vs Strategic
  - Are goals structured to meet day-to-day administrative functions or support the district's long-term objectives?
- Roles and responsibilities
  - How defined are roles and responsibilities within the district (undefined, loosely defined, clearly defined)?
- Resource Capacity
  - What level of capability do current resources have to perform their roles/responsibilities?
- Training
  - Is resource training available and if available, is it structured to meet competency models?
- Appetite For Change
  - Are resources invested/engaged in improving the overall efficiency/capabilities of the system?

Process
Understanding districts ERP processes, level of standardization, and workflows

- Manual vs Automated
  - Are functional processes mostly manual or automated?
- Process Integration
  - How connected are resources, data, and applications across functions?
- Process Standardization
  - Are functional tasks, approaches, and administrative steps organized/documented?
- Reporting Automation
  - Does reporting require data manipulation/manual input from multiple departments or is it mostly automated?
- Process/Workflow Measurement
  - What SLAs and KPIs exist to assess performance and efficiency?

Technology
Understanding districts ERP and ancillary systems, and the accessibility, reliability, and governance of data

- ERP Customizations
  - Is the ERP "off-the-shelf" or has it been customized? If customized, how customized is the ERP?
- Ancillary/Shadow Systems
  - How dependent is the district on ancillary/shadow systems to perform functionalities?
- Data Accessibility
  - Is data generally available/accessible to resources?
- Data Reliability
  - Is data generally complete/accurate?
- Data Governance
  - Are there policies/standards in place to manage the availability, quality, and security of district data?

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[1]Levels of Capability Score will be informed by the surveys, interviews, and submission of documents

Course Exchange

Course Exchange

- The Course Exchange was launched to expand access to online courses, namely to help transfer-seeking students complete faster and allow colleges to offer more sections of high-demand courses.
- Primary benefits of the Course Exchange are to:
  - Provide students with greater access to online courses with the goal of reaching systematic decrease in time to completion.
  - Allow colleges to fill (specialized) courses and offer additional sections.
  - Incentivize flexibility for students (i.e., Home Colleges earn completions; Teaching Colleges earn FTES).

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Key Performance Metrics

	2021-2022	2022-2023	2023-2024 (To Date)	2023-2024 (Goals)
Master Consortium Agreement Signed	87	110	110	115
FA Consortium Agreement Signed	75	111	112	115
Home Colleges	73	98	107	115
Course Finder API	54	86	95	115
Teaching Colleges	16	39	48	65
Cross-Enrollments	1,523	6,479	2,140	15,000

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Lessons Learned

- Exchange implementation is highly customized and often requires colleges to change/update their technical and student services processes.
- Colleges have competing priorities and IT departments are often understaffed.
- Financial aid offices have concerns around workload and audit risks.
- More unique custom integrations means more knowledge base to learn, train and support.

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Looking Ahead

- Repurpose the Consortium Committee into a *Teaching College User Group.*
- Resolve product and production errors and deploy additional product enhancements (e.g., automatic non-resident tuition updates and preferred name information).
- Release streamlined financial aid integration and conduct trainings.
- Stay on track with all cohorts scheduled in 2023 & 2024

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FY23 System-level Priorities

- Ensure all colleges and districts are in the CVC Consortium, sign the financial aid agreement, implement the Course Finder API and are part of a Teaching College cohort.
- Revisit key performance indicators to ensure in alignment with Vision 2030 and related goals.
- Understand the role of poor technology infrastructure in Course Exchange implementation.
- Identify any legislative and/or regulatory changes that hinder systemwide implementation.
- Improve documentation and communication about the Exchange.
- Remedy the inability to monitor student "origin" and "destination" institutions systematically.
- Understand the system and/or local value of including non-credit centers/colleges.
- Clarify the potential local and system value-add for expanding to dual enrollment, CSU and out-of-state students.

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Systemwide Architecture Committee (SAC)

Systemwide Architecture Committee (SAC)

1. ID Proofing

   - Received an additional ID Validation demonstration and ID Proofing rollout update

   - SAC suggested TTAC receive an update on school testing and 12/1/23 rollout / Go-Live

2. IT / Technology Staff Impacts - Remote work Vs In Person

   - Reviewed limitations felt by colleges to attract talent due to salaries and in person Req.

   - Suggested TTAC/CO look at remote policies/stds., tools/phones options to reduce burden

3. Change Management

   - Reviewed current status of change management support for colleges

   - Suggest TTAC look at refining the CCC intake process to add or turn on feature requests and assign SAC as point for developing/refining the change and awareness process
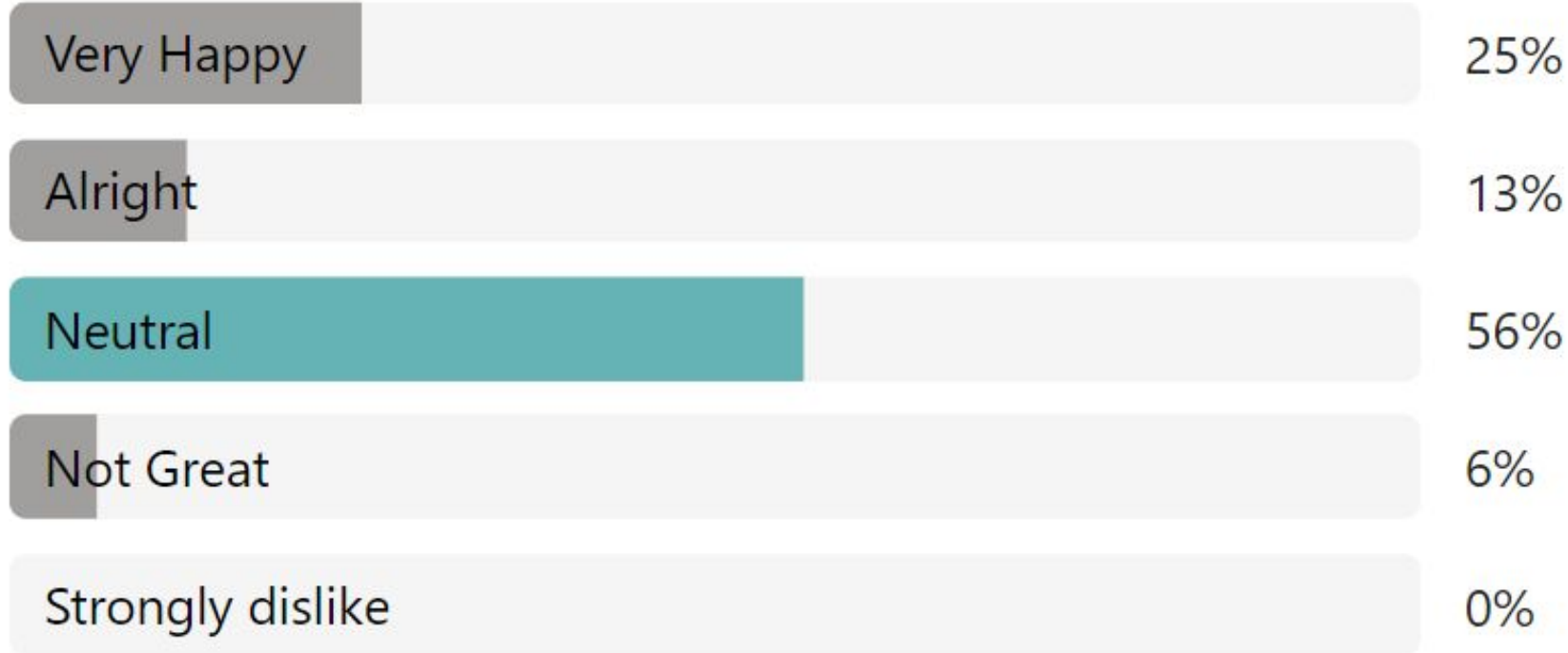
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TTAC Meeting Survey

TTAC Meeting Survey

- Survey Overview

- Meeting options

- 2023-24 Meeting Calendar

12. If yes, how do you feel about shifting the meetings from virtual 2-hour...

Very Happy	25%
Alright	13%
Neutral	56%
Not Great	6%
Strongly dislike	0%

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13. Please share the reason for your preference:

classified representative
input from TTAC
information about projects
committee
hour meetings
person
topics and info
meetings
quarterly
real input
outcomes and agendas
way
hybrid
information share
longer meetings
DII time
hybrid option
share session
complete information
disclosure of information

Wrap Up

Wrap Up

- Review action items

- Next meeting:

  - TBD based on meeting discussion

Thank you!

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