Educational Planning Initiative and CCCApply
Problems with Students Completing

“Graduation rates also are low at CCC … with only 23 percent of full-time CCC students graduating or transferring within three years …”

The 2013-14 Analysis of the Higher Education Budget. Legislative Analyst’s Office

Many Students Take Far Too Many Courses

• Changing majors repeatedly
• Repeating courses to improve grades
• Required courses unavailable so take others for Financial aid eligibility
• Articulation problems
• Interest in the course subject
• Perceived employment opportunity enhancement

“In 2011–12, CCC provided instruction to more than 350,000 students who already had earned 60 or more degree–applicable semester units. Of these students, nearly 95,000 had earned more than 90 units.”

The 2013-14 Analysis of the Higher Education Budget. Legislative Analyst’s Office
Education Planning Goals

• Clarify Education Goals and Plan for Success
  • 1 in 5 Undecided
  • Many change majors multiple times

• Help Students Make Informed Choices
  • Unstructured information, Too many websites
  • Students give up early on
  • Students need structured pathways, eliminate complexity

• Assist Under Resourced Counseling Services
  • 1800+ to 1 Student to Counselor Ratio
  • Leverage Technology to Assist Counselors
Key Objectives

• Student Portal to consolidate, personalize, and sequence information & activities
• Message students to promote positive actions
• Provide online planning and guidance services
  • Support all colleges
    • With or without existing education planning systems / degree audit
• Integrate academic data from across the system
  • Articulation, Transcripts, Courses/Programs
Begin with the end in mind…

-Steven Covey
A New Online Application for Admission

Intuitive and streamlined student experience
On demand helpdesk and community support
Enhanced security and privacy
Advanced reporting and administration
Significant cost savings for colleges

The NEW Online Gateway to the California Community Colleges

CCCApply
Benefits of the New CCCApply

- User-friendly, intuitive interface
- Streamlined application process
- Superior Support Services
- Eliminates duplicate accounts
- Systemwide Student Identity
- Security
- Significant cost-savings for colleges
Tab Based Navigation
Intuitive page tabs and completion indicators make it easy to navigate the application.

Streamlined Conditional Questioning
Students only see the questions they have to answer.

Citizenship/Military
- Citizenship status
- U.S. Military/Dependent of

Spanish / English Help
Select Gender

Esta información se utilizará únicamente para propósitos de reportes requeridos por el estado o por el gobierno federal. Es opcional y voluntaria y no se usará para fines discriminatorios.

Lightning Fast School Finder
Progressive search technology vastly improves finding the right school and reduces hand entry.

Enter the name or city of your high school or homeschool organization. Then make a selection from the list.
Kennedy
- Kennedy High Richmond
- Robert F. Kennedy High Delano
- Kennedy High Fremont
- John F. Kennedy High Granada Hills
- John F. Kennedy High La Palma
- John F. Kennedy High Norco
- John F. Kennedy High Sacramento
- Kennedy Continuation Granada Hills
- Robert F. Kennedy Medical Center Hawthorne
- Kennedy/Lambersong School Jacumba
- Kennedy’s Private School Redding
- Kennedy Sr Fernando Cnty Adult Granada Hills

My school is not in this list
Laying a Foundation – Superior Support

Helpdesk and On-Demand Call Center

30-Second Call Response Time
95% Student Satisfaction Rating

Community-Based Support

- Ask a Question,
- Share and Idea,
- Report a Problem,
- Give Praise

Reduces calls to the college. Answers for Admissions, Financial aid, Transfer, etc. Promotes dialogue about problems
Facilitates continuous improvement.

CCCHelp.Info
OpenCCC Apply Status

77 Colleges Live
32 Colleges In-Process

15 Colleges Live on BOG

980,000+ Applications Processed

Student Satisfaction

98%
### Security

#### Enhanced Privacy and Security

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federated Identity</td>
<td>Staff uses their own college account to authenticate into CCCApply. In this way if staff leaves, access to CCCApply is shut down with their college account deactivation. This eliminates forgotten accounts that create FERPA issues.</td>
</tr>
<tr>
<td>Encryption of Data at Rest</td>
<td>Student Personally Identifiable Information (PII) is stored in a hardened data center with 24/7 threat monitoring and security audit. Sensitive data such as SSN’s is encrypted at rest.</td>
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<tr>
<td>Encrypted Data Transport</td>
<td>Only secure web services that incorporate financial industry level security are used to send and receive sensitive student data.</td>
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<tr>
<td>Enhanced Security Questions</td>
<td>Well crafted security questions for each OpenCCC account increases the chances that students can recover their account if they have forgotten their password.</td>
</tr>
<tr>
<td>Security for Public Computers</td>
<td>Account timeouts now help protect users that forget to sign out. In addition a PIN question will be used to re-verify users before sensitive activities such as printing an application.</td>
</tr>
<tr>
<td>Digital Signatures</td>
<td>Each submitted application is digitally signed with public key encryption ensuring data integrity and attribution to one student.</td>
</tr>
</tbody>
</table>
Laying a Foundation – Federated Identity

Single sign-on access to campus based, systemwide, and cloud services

Virtual Desktop
eMail
Commercial Cloud SaaS
Help Desk
Emergency Notification
Library Services
CCCApply
CVC
EduStream
CCC Systemwide Applications
eTranscriptCA
ePortfolioCA

Tie swirling student’s data together

College C
College A
College B

ERP
LMS
Email Portal etc...

Single sign-on access to campus based, systemwide, and cloud services
Laying a Foundation – Federated Identity

- Working to eliminate duplication of systemwide accounts...
- CCCID ASX2456
- passed to the college to help eliminate local duplicates
- helps tie student data together as students swirl

OpenCCC is the federated identification service for the California Community Colleges. Federated ID allows access to a variety of Web services via a single sign-in.
Integration of CCCApply into a New Systemwide Portal

- Student apply’s from the colleges website
  - Creates an OpenCCC Account
  - Enters the systemwide portal
  - See’s a checklist
    - Explore Careers
    - Apply for admission
    - Financial Aid
    - ..
Portal Requirements

• Ability to scale
• Affordable (at scale)
• Accessible
• Mobile
• Standards Based
• Focused on Higher Education
• Community Based Open Source (Apereo Foundation)
• Hundreds of Community Deployments
• Basis for Ellucian’s Luminis Portal *
• Pearson's Course Compass (uPortal) – Proven scalability up to at least 8 million users. Largest known Blackboard deployment
• Accessible (WCAG-2.0 AA compliant)
• For Mobile - uMobile App & Responsive Design
• Standards Based – JSR 168 / 286
<table>
<thead>
<tr>
<th>Portal – Messaging Students</th>
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</thead>
<tbody>
<tr>
<td>Career planning</td>
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<tr>
<td>Apply for Admission</td>
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<tr>
<td>Financial Aid</td>
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<tr>
<td>Priority Enrollment</td>
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<tr>
<td>Order Transcripts</td>
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<tr>
<td>Education Planning</td>
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<tr>
<td>Orientation</td>
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<td>Time Management</td>
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<td>Transportation</td>
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<td>Child Care</td>
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<tr>
<td>Test Anxiety</td>
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<td>Substance Abuse</td>
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<td>Food Assistance</td>
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</table>
Student Portal Workflow

- **Menu**
- **Search**
- **Checklist**
- **Messaging**
- **Recommendations**

**Student Selects Activity**

- Updates Checklist
- Sends Message
- Makes Recommendation
- Adds to Calendar

**Workflow Engine**

- **Business Rules**
- **Machine Learning**

**Activity (Portlet)**

- Updates Profile
- Apply Explore Learn Do

**Student Profile**

**Menu**

- Search

**Checklist**

**Messaging**

**Recommendations**

**Student Portal Workflow**

**Month:** March

**Day:** 05

**Day of the Week:** Wednesday
Apply for On-Campus Housing after submitting your SIR

Completed Jan 21, 2010.

Access your housing application through Admissions website. Complete no later than 4:30 PM, May 1, 2009.

http://www.admissions.uci.edu
Alternate Paths to Portlets

- **Systemwide/College Branded Portal**
  - Student Signs into OpenCCC or College Account
  - Access via Menu, Checklist, Search

- **Existing College Portal**
  - Student Signs into College Account
  - Access systemwide portlets integrated into college’s portal
  - Access systemwide portlets from links within colleges portal
Support Education Planning / Degree Audit

Need data to support campus systems or a systemwide Education Planning / Degree Audit offering.
# Education Planning Tool/Degree Audit System

## 10 pilot colleges

<table>
<thead>
<tr>
<th>College Name</th>
<th>City</th>
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<tbody>
<tr>
<td>City College San Francisco</td>
<td>San Francisco</td>
<td>Crafton Hills College</td>
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<tr>
<td>El Camino College</td>
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<td>Fresno City College</td>
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<td>Fullerton College</td>
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<td>Los Medanos College</td>
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<tr>
<td>Mt. San Jacinto College</td>
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<td>Santa Barbara City College</td>
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<tr>
<td>Santa Rosa Junior College</td>
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<td>Victor Valley College</td>
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</tbody>
</table>

## Workgroups formed and meetings being held

- Education Planning
- Counseling
- Degree Audit
Student Services Portal Workgroups

- Apply for Admissions
- Career/College Explorer
- Dashboard
- Financial Aid
- Step Forward Messaging
- Student Support Services
Integrated Governance

CCC Telecommunications & Technology Advisory Committee

CCC Education Collaborative

Common Assessment Steering Committee

Ed Planning Steering Committee

Online Education Steering Committee

Work Groups
- Math, English, ESL, Multiple Measures
- Artic/Curr Inventory
- Ed Plan / Degree Audit
- Academic Standards, Consortium, CMS, PD

Work Groups
- CCCApply
- eTranscript

User Experience/Student Services Portal Steering Committee

Professional Development Advisory Committee

Technical Advisory Committee
Integrated Governance

Student Senate Collaboration

Common Assessment Steering Committee
- Work Groups: Math, English, ESL, Multiple Measures

Ed Planning Steering Committee
- Work Groups: Artic/Curr Inventory, Ed Plan / Degree Audit
- CCCApply Steering
- eTranscript Steering

Online Education Steering Committee
- Work Groups: Academic Standards, Consortium, CMS, PD

User Experience/Student Services Portal Steering Committee
Content Development

• Governance
  – Steering Committees made up of ...us!
  – ASCCC and Student Senate representation
• 9 Workgroups, 3 Steering Committees
  – 60+ members
  – 10 student senate members
• Vendor support
• Outreach and Public Comment
## Release Timeline

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<td>RFP</td>
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<td>Implement</td>
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<td>Release</td>
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<td>Portal</td>
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Project Websites

cccEdPlan.org
cccApplyProject.org
IdeaScale – Community Participation
<table>
<thead>
<tr>
<th>Title</th>
<th>Votes</th>
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<tbody>
<tr>
<td>My Academic Plan @ South Orange Co. CC District</td>
<td>18</td>
</tr>
<tr>
<td>Transcripts w/ CSU GE/IGETC codes, transferable units, &amp; GPA</td>
<td>16</td>
</tr>
</tbody>
</table>
How’d we do?

cccEdPlan.org - Surveys
Password = StudentsRock
Contact Us

News & Resources:  www.cccTechEdge.org
Application Site:   www.cccApply.org

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