☑CCCApply

A project of the California Community Colleges Chancellor's Office

CACCRAO Concerns about CCCApply

In April 2016, CCCApply was invited to address CACCRAO members at the May 2016 CACCRAO Conference in a round-table style session to discuss concerns about CCCApply.

Diane Traversi of Marin College, submitted the concerns discussed during the session in a memo addressed to the CCCApply Steering Committee. Those issues were discussed at the May 6 Steering meeting and have been responded to in the following slides.

Additional notes from Steering, and subsequent discussions with Diane can be found in the notes section below.

CCCApply Development & Roadmap

On April 1, 2016, CCCApply entered into a "Maintenance Mode":

§ Only legislative mandates and/or essential bug fixes will be approved and developed in the current version of CCCApply;

§ All non-essential changes are being deferred to the next version of CCCApply (V.3.0) and/or the Administrator 2.0;

§ CCCApply V.3.0 will be developed based on the outcome of an RFP process, beginning December 2017

§ A special CCCApply 3.0 sub-committee will participate in gathering UI and functional requirements.

Response to CACCRAO Issues

- Steering reviewed each issue as separate change requests
- A response to each issue has been prepared
- Valid issues were approved as change requests
- Research will be conducted where needed
- FAQs are added to Support Site
- A "whitepaper" is being developed to identify all state, federal and system-wide laws and regulations which CCCApply is required to include;
- Steering will conduct series of webinars to help colleges (and students) better understand and use CCCApply
- **Next version of the CCCApply Administrator 2.0 under-development now. Roadmap: September 2017**
- **Steering Sub-Committees are gathering requirements for RFP**

1. **New students think they've completed the CCCApply application after creating their OpenCCC account**

   § Number one complaint from Admissions staff
   § Transition from Account creation to Application is unclear and confusing
   § There are too many steps/clicks between Account creation and Application
   § Students can't remember Username, Password, or Security Questions
   § End up creating new OpenCCC Account

Proposed Solutions
   § Implement auto-login from OpenCCC Account creation to first page of new Application
   § Bypass the Sign-In process and the My Applications page for new accounts
   § RELEASED! October 21, 2016

Long-term solution

   § Integrate CCCApply 3.0 with MyPath for streamline, structured user experience

2. High School and Middle School students don't understand how to respond to dates in the future

- § HS and lower grades don't understand the RDD or answering questions about dates in the future
- § HS Completion Date "Day" field is used in the residency logic (RDD)
- § No option for middle school students to answer "Last HS Attended" section
- § These CA students get classified as *B2 Possible* residents

Steering Committee Response

- § Eliminating the day from the HS Comp Date *does affect* residency
- § What's the benefit to the college to know the middle school info?
- § Very few middle schoolers are applying to colleges
- § Special Admits *should be identified as B2* to obtain permission from college
- § 13 year olds cannot create an account online (COPPA)
- § The numbers aren't there to warrant a change to the application

2. High School and Middle School students don't understand how to respond to dates in the future

Proposed Solutions in CCCApply 3.0

- § Add response option and skip logic for middle schoolers in the *Last High School Attended* section in CCCAppy 3.0

- § Add Integrity Flag for middle schools (and don't change Residency logic)

- § Re-design Hover Help with better help language in CCCApply 3.0

What can we do now?

- § Colleges can use supplemental questions to collect Middle school info
- § Provide more support materials (Whitepaper) and tutorials
- § Add "How to Apply Using CCCApply" page/link on Intro page

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3. Challenges for students whose first language is not English

- § Not just Spanish; other translations are needed
- § Hover Help doesn't work for all fields
- § Many ESL students have minimal computer skills

Steering Response

- § This is an issue that the next version of CCCApply (3.0) will address.
- § On the road map: Starting RFP process for Fall 2018 release
- § Better communication of Spanish hover help via FAQ in Student Support Site.
- § Start using Google nationalization

What can we do now?

- § Publish a paper version of the CCCApply application (January 1, 2017)
- § Translate the paper application into multiple languages.

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4. Personal questions about gender and sexual orientation considered indelicate and invasive

§ Younger and non-native students are startled and confused by questions

§ Helicopter parents are upset by these questions for minors

Steering Response

§ **Currently AB620 Questions DO NOT appear to Minors in CCCApply**

§ AB620 questions are required per State law

§ New Gender/AB620 Sub-Committee formed by the CCCCO – Starts TBD

§ Steering discussed the need for research and data on Gender & AB620:

   § Number of "unknown" and "null" responses to CCCApply Gender question

   § Is there a correlation between these numbers and CCCApply AB620?

   § What can we do to increase the response rate on Gender overall?

5. Application is too long - especially for non-English-speaking and noncredit populations

§   Colleges complain that the application can take up to an hour to complete especially for ESL and noncredit student population.

§   Students & college support reps get frustrated and abandon the process.

§   This is especially true with non-native, life-long learners and certain cohorts of students such as Public Safety Training, and dual enrollment students.

Steering Response

§   Mixed feelings: Survey results say most students think the app is quick, easy
§   Issues mostly lie with Seniors, ESL, and Noncredit, *and* college staff
§   Frustrated, colleges create non-compliant, shorter versions of the application,
§   Colleges don't understand the laws and requirements behind CCCApply
  §   Residency classification for ALL students
  §   Gender, race, ethnicity, parent/guardian, care & control – all mandated by state, federal or CCCCO;
§   CCCCO to provide Legal Opinion or official mandate in support of CCCApply

5. Application is too long - especially for non-English-speaking and non-credit population

Need to Change the Culture of CCC's

§   All questions in CCCApply are required for ALL students, including noncredit
§   Need to help college staff better understand the laws & regulations behind CCCApply
§   Need to provide better help & support for students using CCCApply
§   Need to provide training for college support staff helping students use CCCApply
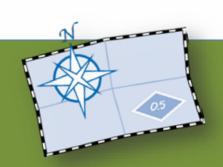§   Offer webinars for college support staff on CCCApply

Proposed Solutions

§   Produce whitepaper identifying state, federal and local mandates in CCCApply
§   Publish a "How to Apply using CCCApply " help page
§   Collaborate with students & college support services for better FAQs
§   Offer webinars & professional development for College Support Services
§   Focus on improved application design & better Help in CCCAppy 3.0

CCCApply 3.0 RFP

Requirements for re-design of CCCApply gathered for RFP process:

§ Mobile Application (responsive design for mobile devices)

§ Multi-Language Application (Internationalization)

§ MyPath Portal Integration (upgrade look & feel)

§ Higher standards for accessibility (WCAG 2.0 AA)

§ Universal Form Builder Design

§ New Administrator 2.0

Steering Sub-Committee
New sub-committee will begin gathering requirements
in November / December 2016

6. No email log for notifications through the Administrator app

- § Colleges want access to logs of outgoing email Rules

- § Not technically feasible at this time

- § Email rules are triggered at time of application *submission*, they **do not** provide record of in-progress applications

- § Diane Traversi, CACCRAO, believes this is really what the colleges want: Access to students of in-progress application

Proposed Solution

- § Access to logs can be developed into new Administrator 2.0
- § Technical requirements will be scoped and bring back for review

7. No Visibility to In-Progress Applications

- § Colleges want access to students of un-submitted applications
- § Support services may be able to assist them if information is available
- § Xap-CCCApply allowed this functionality

Steering Response

- § Increased access will require a change in the "terms of use" that a student agrees to when they create an account informing them that pre-application data may be shared with districts before they submit an application. Updated "terms of use" will also need to be provided to current users.

- § Investigate capability to access pre-application data via the CCC Report Center (CCCApply 3.0)

- § Research is underway to better understand abandoned applications

- § Which pages or sections create the most anxiety? Where are students abandoning the application?

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7. No Visibility to In-Progress Applications

Proposed Solution

§ Approved change requests pending to address un-submitted applications

  § *Phase I:* Generic, system-generated email is sent from CCCApply to "nudge" applicant to submit or delete a started but not submitted application after 24 hours / 7 days **– March 2017**

  § *Phase II:* College adds custom text (hyper-links okay, but no dynamic content) through the Administrator (Admin 2.0)

§ Tech center will investigate District access to pre-application data. This access may need to wait until the new version of CCCApply is released.

Other Change Request Pending for Summer 2017:
Articulation with California Colleges Guidance Institute (CCGI) which may provide assistance identifying abandoned apps that originate from their URL

8. CEEB Codes Inclusion in CCCApply

- § Complaints about missing colleges & bad addresses in CCCApply
- § Problems with CDS code format

Steering Response

- § CCCTC receives monthly, auto-update feed from College Board (CEEB) and State of California (CDS)
- § Can't make manual changes because next feed will override them
- § Direct colleges to CDE and College Board to report changes directly

Proposed Solution

- § New Full CDS data field under development – All 14 digits from CDS
- § Existing 6 digit CDS code is still in use

9. Communication of March 2016 Update

§ Overall failure to successfully communicate the March 2017 upgrade

§ Complaints that no email was sent to Admissions

§ Led to much confusion

Steering Response

§ This is an access issue; lots of new admins & staff
§ Schedule of release activities was posted on Support Site on January 21
§ Release announcements were sent to email lists beginning January 21
§ CCCTC email listservs include over 8,000 CCC Administrators & Staff: Admissions, Researchers, CTO, IT, FA, CISO, CSSO, Steering Committee listservs, and CACCRAO listserv
§ Two college webinars recorded & posted within 24 hours

10. Failure to Communicate Technical Issue Related to March 2016 Update in Timely Manner

- § New Java requirement was not provided to colleges early enough
- § Support information was not provided early enough
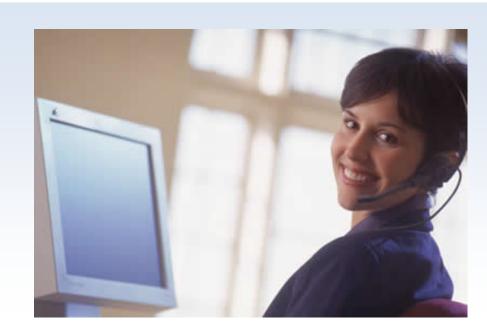- § Caused issues for Admissions and IT

Proposed Solution

- § **New Communication policy** approved by Steering, posted on Project Site and Support Site
- § All OpenCCCApply releases *that include any onscreen or content changes or require any preparatory actions by the college* will be announced 60 days prior to the release and released to the Pilot site for testing 30 Days prior to the release.
- § Email and support site will be used to announce and provide updates

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Ways to Improve Communication

- **New Communication Policy**
- 30/60/90-Day Release Emails
- 30-Days in Pilot Site before releases*
- More News from Steering
- Increase presence across CCC
- Present at CACCRAO conferences
- Continue to send via Constant Contact and Support Site
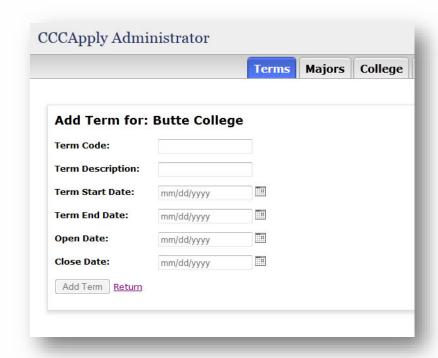- Increased Communication via Constant Contact & CCCTechnology.info
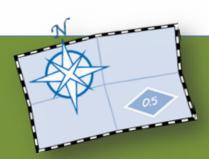
11. Improve Management of Majors & Certificates

§ Colleges want better way to update Majors & Certificates

§ Ability to archive Majors & Certificates

§ Ability to sort order of Majors & Certificates

Steering Response

§ NEW Administrator 2.0 is under-development;
   Tentative release: September 2017 (see next slide for more information)

§ New Majors module will include enhanced functionality for branching, sorting & archival of expired Majors & Certificates

§ Colleges can align Majors & Certificates to one or more Education Goals

§ Baccalaureate Degree types (BA, BS) will be added to Award Type field

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CCCApply Administrator 2.0

- User-friendly, smart features
- More control over Terms & Majors
- Branch Majors using Ed Goal Alignment
- CIP / TOP code crosswalk
- Drag n' Drop Supplemental Questions
- Integration with MyPath functionality:
  - Machine Learning
  - Advanced Rules engine
  - Recommendation Module
  - **Document Upload Module**

CCCApply Administrator

| Terms | Majors | College |

Add Term for: Butte College

Term Code:

Term Description:

Term Start Date: mm/dd/yyyy

Term End Date: mm/dd/yyyy

Open Date: mm/dd/yyyy

Close Date: mm/dd/yyyy

Add Term Return

Roadmap: Fall 2017
NEW Administrator 2.0 – User-friendly Supplemental questions & Rules, Education Goal align to Majors
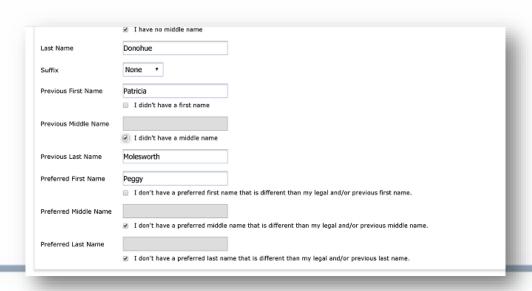
12. Military Changes & Preferred Names in March Update

§ Complaints from colleges that they were unaware of new changes made to Veterans Discharge Date, Preferred Name fields and Foster Youth fields;

§ Goes back to need for better communication

§ Majority of those who didn't hear about update are NEW to their College

Steering Response

§ Release notes are posted on the CCCApply Public Docs space

§ Links to this documentation are on CCCApply Project Site

§ Release notes summary include Change Order Specifications

§ CCCApply Public Docs space has links to Data Dictionaries & User Guides

§ Pilot site information is also available

Preferred Name Fields Added in March 2016 Release

In March 2016, preferred name fields were added to the OpenCCC Account:

- Optional fields: Preferred first, middle, last name
- Downloadable data fields;
- Research data & run reports in Report Center

Revisions to Foster Youth Status Made in March 2016 Release

In March 2016, in collaboration with the CCCCO & the John Burton Foundation, revisions were made to the Foster Youth question and data fields in CCCApply:

- Foster Youth fields include:
    - Foster Youth Status
    - Foster Youth Priority
    - Foster Youth MIS
    - California Foster Youth (no longer used)
    - Current or former FY, living in CA, <20 years old

AB12 - Priority Registration

- AB12 – Extended Care Bill – extended to age 25
- Foster Youth Priority Field & Flag

All data specifications are available in the CCCApply Data Dictionary V.2016.3

Military Status Update Made in March 2016 Release

In March 2016, in compliance with the VACA Bill (AB13), revisions were made to the Military Status data field & response options in CCCApply:

- Updates to Residency Logic - Area C
- Responses align to MIS SG01
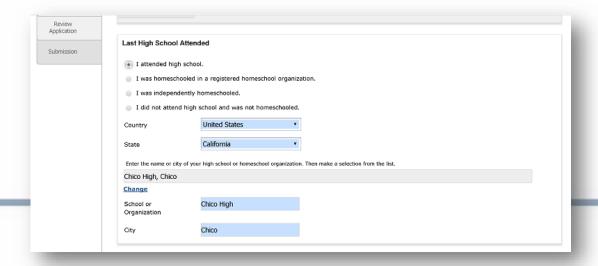- Dependents for veterans, reserves, and national guard
- New Integrity Flag 71

AB13 – VACA Bill

Extended logic for eligibility from 1 to 3 years after Discharge

Auto-Population Implemented in March 2016 Release

In March 2016, auto-population was added to help streamline the user experience

- Faster application processing time
- Supports Online Education Initiative
- Keeps data for 2 years of last submitted application
- Speeds up "Colleges Attended" section
- No Residency-related data

Gender / Transgender Layout Change in March 2016 Release

CCCApply is required by law (AB620) to collect transgender & sexual orientation data:

- Questions do NOT appear to minors
- Gender question is required by law (state & federal) but Students are NOT required to answer (Decline to State)
- Transgender & Sexual Orientation questions (AB620) are required by state and federal law, but Students are NOT required to answer.
- Tech Center encrypts data and stores in secure DB
- CCCCO organizing a sub-committee to oversee AB620 and regulate data collection and transfer

AB620 Sub-Committee
Seeking guidance from CCCCO on sharing data with colleges.

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Conclusion: Improved communication and collaboration with colleges on development, support and user experience is needed to provide a better understanding of the laws and regulations required in CCCApply

§ Communication Policy: 30/60/90 Days lead time before releases

§ Better support services and FAQs for students and staff

§ Professional Development for College Admissions, IT and Support Services

§ Help colleges understand why CCCApply asks the questions it asks

§ Ongoing Webinars (annually?) for new Admissions Directors & Staff

§ CCCApply as an annual CACCRAO conference session

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Approved Change Requests for 2017 Annual Update

§ Integrate CDE Statewide Student ID (SSID) with CCCApply

§ Articulation with California Colleges Guidance Initiative Phase I

§ System-generated Email to Nudge Un-submitted Applications

§ Enhance Phone Number Field & Authorized Text Message Opt-in Support

COMMUNICATION POLICY

§ 90 Days advance notice for any major technical updates or changes to system requirements that are required of IT to maintain compliance

§ 60 Days: Notify college of release changes, new data fields, and changes to residency logic; Code freeze and nothing new is added to the release scope

§ 30 Days in advance: Release code to the Pilot Site for testing and technical implementation; minimum notice for bug fixes and small releases

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More Approved Changes for 2017 Annual Update

§ New Homeless Youth (AB801) Data Field Question & Integrity Flag

§ Add Baccalaureate degree options to the Award Type field

§ Create Paper Version of the CCCApply Standard Application

§ Fix USPS CASS System

§ Fix issues with Auto-Population (Current Mailing Address)