



 **CCC Apply**





Welcome



- Free to CCC Colleges
- 100% Online Application
- CCCCCO Approved
- Updated Annually
- 175,823 Apps Submitted



Proposed Legislation: AB 1583 - Santiago



Proposed Funding Support for Implementation

This legislative in part requires that the CCCCO implement a statewide electronic application for the **Board of Governor's Fee Waiver Program**.



Systemwide Technology Platform



- Systemwide OpenCCC Account
- Systemwide Student Portal
- CCCCO Approved
- Cloud Infrastructure
- Business Intelligence
- Steering Committee
- Security
- Accessibility
- Helpdesk Support



OpenCCC Account

Sign in to OpenCCC



Username: [I forgot my username](#)

Password: [I forgot my password](#)

[Create a New Account](#)

[Help](#) [Privacy Policy](#)

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.



OpenCCC is a service of the
CALIFORNIA COMMUNITY COLLEGES
CHANCELLOR'S OFFICE

- Working to eliminate duplication of systemwide accounts (currently .0038%)
- Passed to the college with BOG app data to help eliminate local duplicates
- Helps tie students data together systemwide



Current Stats

- ❖ **OpenCCC Accounts**
2,657,652
- ❖ **CCCApply Submitted Apps**
3,243,278
- ❖ **BOG Fee Waiver Apps**
174,410





Security

Federated Identity

Encryption of data at rest

Encrypted data transport

Enhanced security questions

Security for public computers

Digital signatures

- Staff use SSO to authenticate to BOG
- Student PII is stored in a hardened data center with 24/7 threat monitoring
- Sensitive data (SSN) is encrypted at rest. Only secure web services that incorporate financial industry level security are used to send and receive sensitive student data
- Intelligent security questions for account recovery
- Account timeouts protect users; PIN adds extra level of security
- Each submitted app is digitally signed with public key encryption ensuring data integrity



CCCHelp.info

On-Demand Call Center

30-Second Call Response Time
95% Student Satisfaction Rating

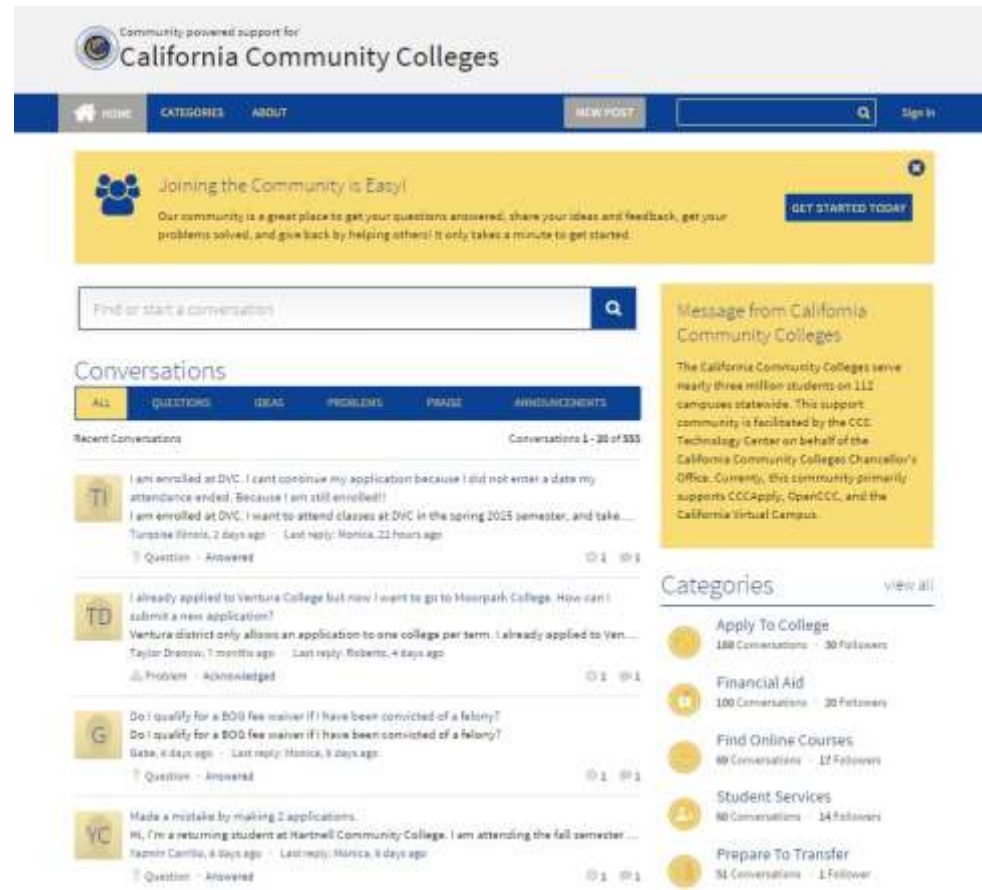
Community-Based Support

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

Reduces calls to the college.

Admissions, Financial aid, Transfer, etc.

Promotes dialogue about problems





Annual Change Management Cycle

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Review & Evaluate requests	Yellow	Yellow	Yellow	Yellow	Yellow						Yellow	Yellow
Draft Specifications	Orange	Orange	Orange	Orange	Orange							Orange
Finalize specifications CRs				Orange	Orange	Orange	Orange					Orange
Sprint Planning				Red	Red	Red	Red					Red
Communication to Users #1				Red	Red	Red	Red	Red				Red
Development Cycle				Red	Red	Red	Red	Red				Red
QA Review - Steering					Purple	Purple	Purple					
Changes & Corrections					Purple	Purple	Purple					
Communication #2							Dark Blue	Dark Blue				
College Review							Dark Blue	Dark Blue				
Release Notes								Blue	Blue			
Go LIVE Update									Blue	Blue		
Release Notes									Green	Green		

All change requests should be submitted to the CCC Support Site: www.ccctechnology.info

Please create your account today. All support requests, including: issues, incidents, outages, questions, change requests, and system alerts are facilitated through this site, which is monitored by Tech Center support reps, Mon-Fri, 7:00AM – 4:00PM PST.



Application Features



- OpenCCC integration
- College/Student ID Field
- Automatic Download File
- Public & Ad Hoc Reports
- Customizable Administrator
- Built-in BOG Eligibility Logic
- Rules Engine
- Document Gathering Engine*



Benefits



- No Cost Application
- CCCCO Approved
- Annual Update
- 100% Online – Paper Free
- XML Download File
- Customizable reports
- Low IT Implementation
- Compliance with AB1583



- Review Application Page
- Spanish Hover Help
- Rules with HTML Email Messages
- Quickly determines Dependency status, then displays the appropriate eligibility and income questions
- Flags are set to calculate preliminary waiver eligibility status.



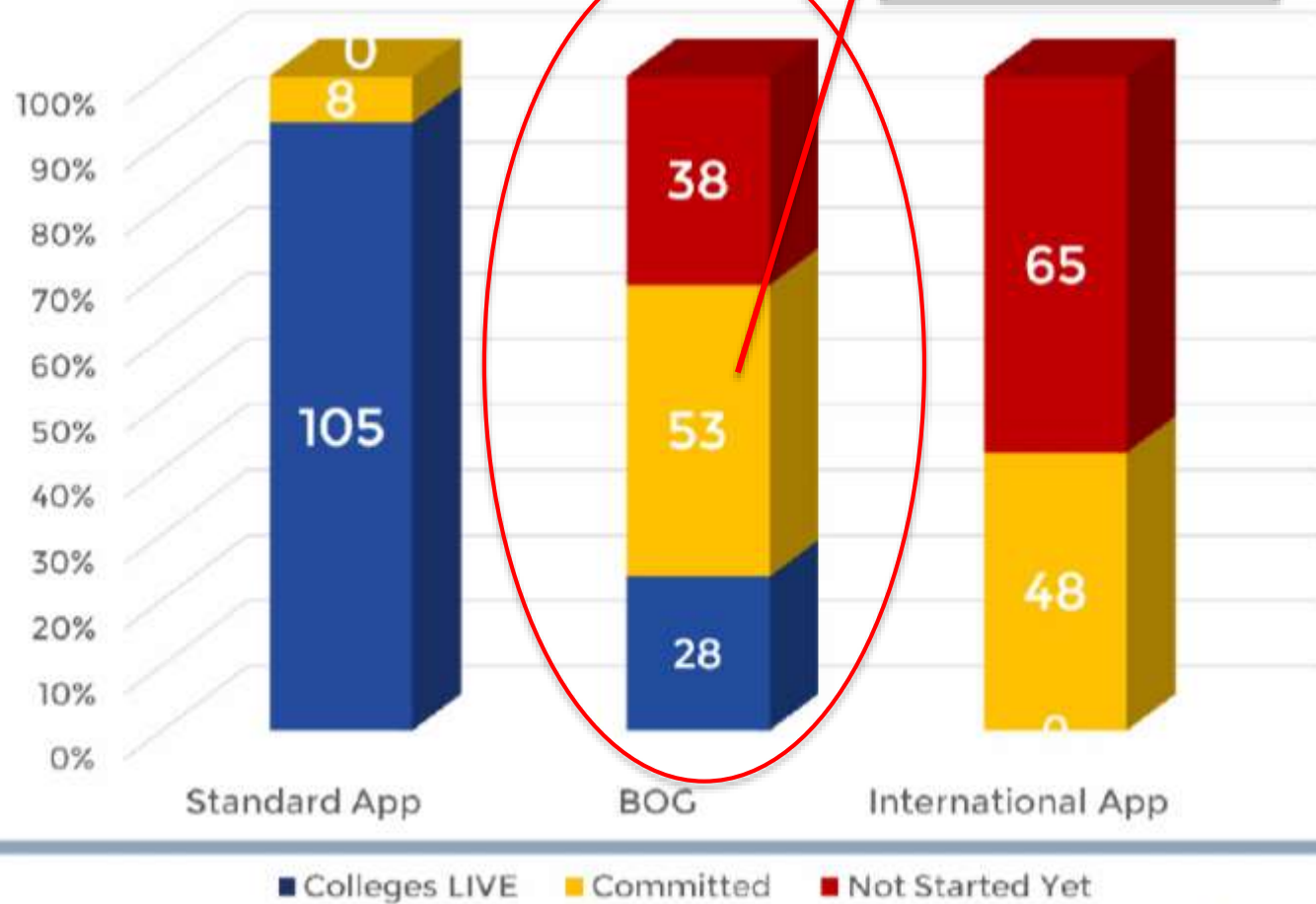


Current BOG Implementations

105
Standard

28
BOG

48
International



Get Started Today

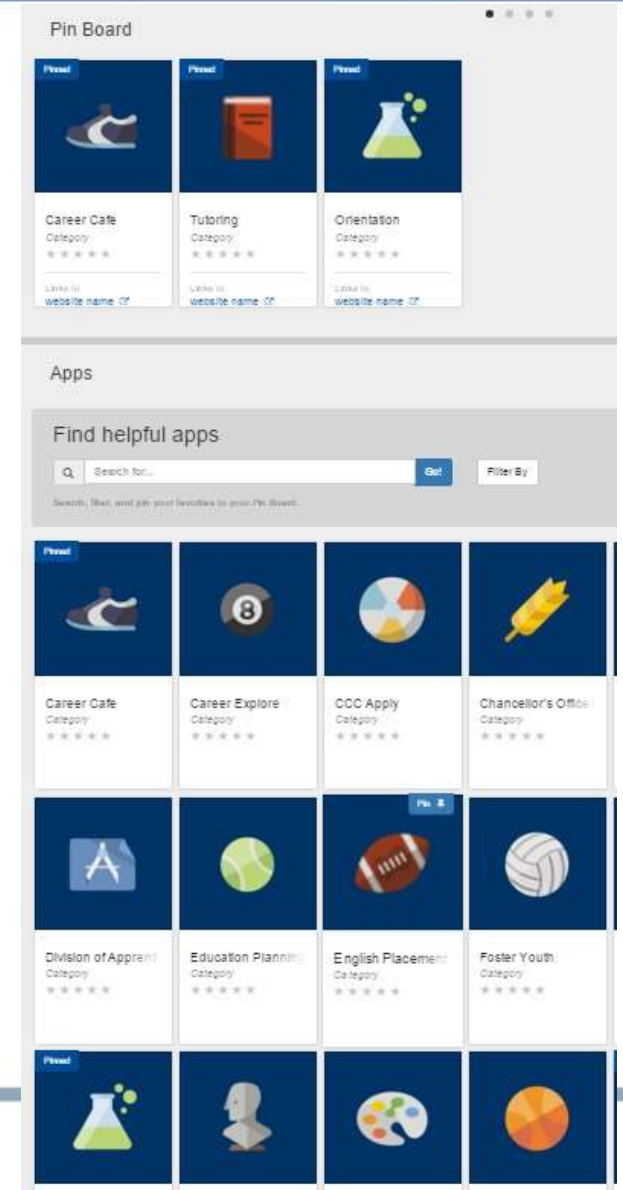
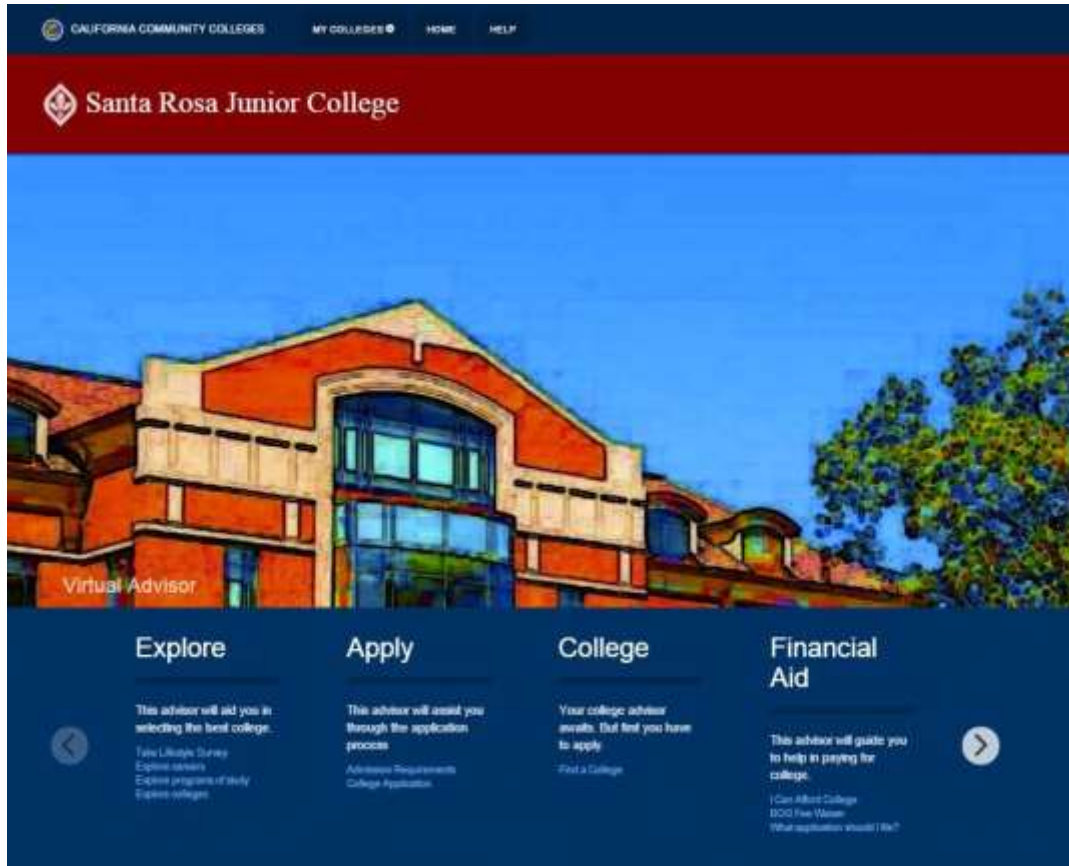


The Future of CCCApply

For CCCApply, BOG, and International Applications

Universal Form Builder

- Fully Responsive Design (Mobile)
- Complete Spanish Translation
- Acts as a Portlet within the Student Portal





New Application Workflow



Colleges May Customize

- Portal Branding
- Advisor Cards
- Pin Board
- Workflow
- Messaging

New Capability

- Gather Documents



Apply for Admission

Order Transcripts
Education Planning
Orientation

Financial Aid

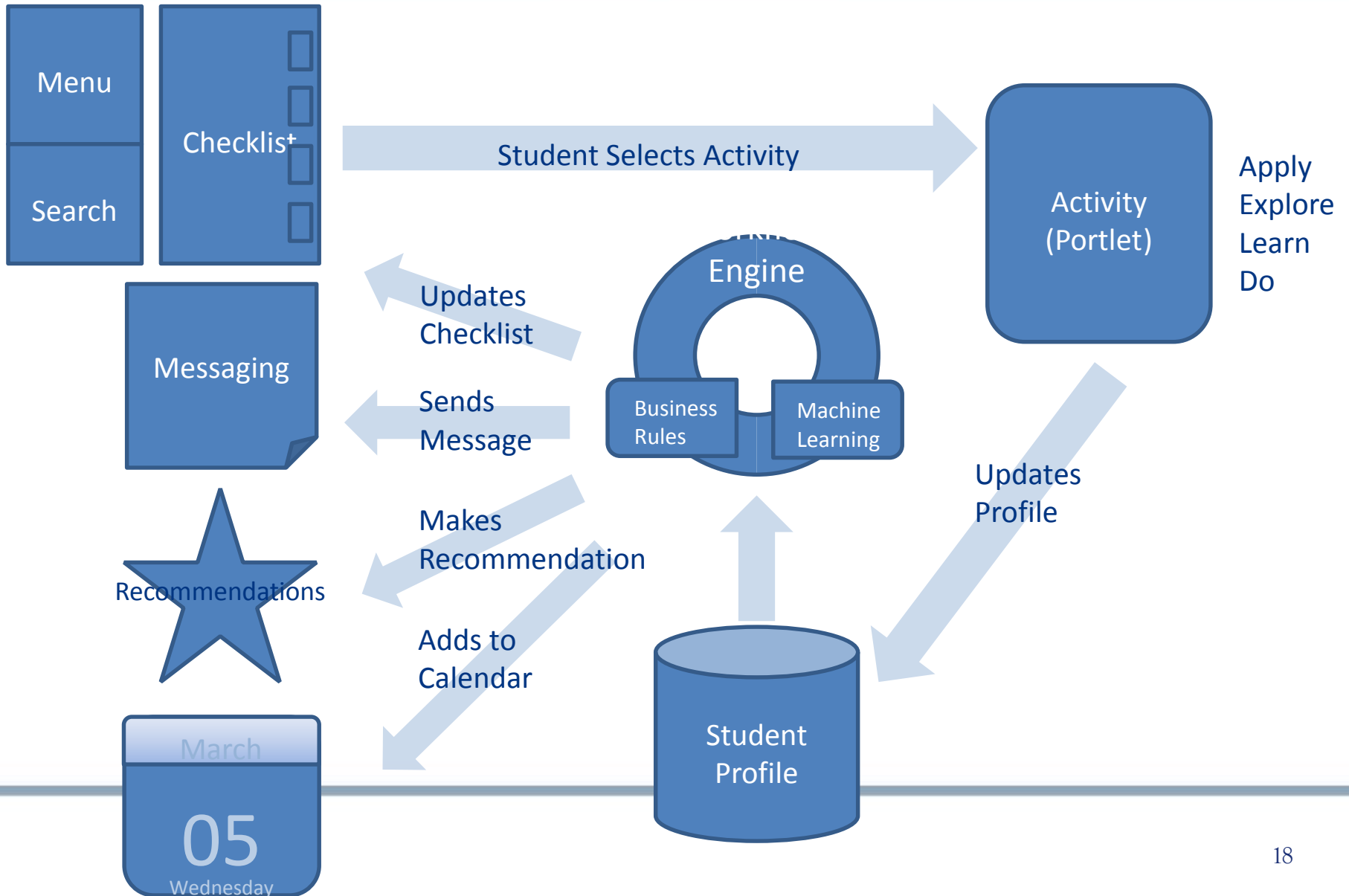
Time Management
Transportation
Child Care
Test Anxiety
Substance Abuse
Food Assistance
Academic
counseling/advising
Basic skills (reading,
writing, math)
CalWorks
Career planning

Counseling - personal
DSPS - Disabled
Student Programs
and Services
EOPS - Extended
Opportunity
Programs and
Services
ESL - English as a
Second Language
Health services
Housing information
Employment
assistance
Online classes
Re-entry program
(after 5 years out)

Scholarship
information
Student government
Testing, assessment
Transfer information
Tutoring services
Veteran's services
Athletics
Foster Youth
TANF, SSI, or General
Assistance
Dream Act
LGBT



Student Portal Workflow





BOG Implementation Project

The following tasks are already completed!

- ✓ Shibboleth IdP install is complete
- ✓ Download Client already installed
- ✓ Portal branding image is already in place
- ✓ Same URLs to Administrator & Report Center
- ✓ Same Format as the Standard application
- ✓ Contract/MOU already completed



BOG Implementation Project

Requires less time & resources than Standard Application

- ✓ No Supplemental Questions to set up
- ✓ No Terms, No Majors,
- ✓ No extra server restarts for branding
- ✓ No new learning curve for setting up Rules
- ✓ Uses same URLs to Report Center & Administrator



BOG Download File



- Military Status
- Marital Status
- Pre-determined Residency
- Dependency Status
- Eligibility Method A
- Eligibility Method B
- BOG Ineligibility
- Annual Income



BOG Project: Setting Up Downloads

Same download file set up as Standard App

Two XML templates:

- BOG Format XML
- BOG Job XML
 - Point to QA or Production URL attribute
 - Unicon restarts server to move keystore
 - Unicon adds College to College Table



BOG Data Fields

marital_status — character (1)
reg_dom_partner — character (1)
born_before_23_year — character (1)
married_or_rdp — character (1)
us_veteran — character (1)
dependents — character (1)
parents_deceased — character (1)
emancipated_minor — character (1)
legal_guardianship — character (1)
homeless_youth_school — character (1)
homeless_youth_hud — character (1)
homeless_youth_other — character (1)
dependent_on_parent_taxes — character (1)
living_with_parents — character (1)
dependency_status — character (1)
cert_veteran_affairs — character (1)
cert_national_guard — character (1)
elig_medal_honor — character (1)
elig_sept_11 — character (1)
elig_police_fire — character (1)
tanf_calworks — character (1)
ssi_ssp — character (1)
general_assistance — character (1)
parents_assistance — character (1)
dep_number_household — integer
ind_number_household — integer
dep_gross_income — integer
ind_gross_income — integer
dep_other_income — integer
ind_other_income — integer
dep_total_income — integer
ind_total_income — integer
elig_method_a — boolean
elig_method_b — boolean
elig_bogfw — character (1)
confirmation_parent_guardian — boolean
parent_guardian_name — character varying (60)
ack_fin_aid — boolean DEFAULT false
confirmation_applicant — boolean
last_page — character varying (25)
ssn_last4 — character (4)
tstmp_submit — timestamp with time zone - Submission date and time
tstmp_create — timestamp with time zone
tstmp_update — timestamp with time zone
tstmp_download — timestamp with time zone



BOG Rules Engine in Administrator

- Email Rules vs. Error Msg Rules
- College creates and customizes Email Messages
 - Error messages language must be clear
- College creates and customizes Rules XML code
 - Simple to complex rules codes
 - Ensure error rules are lawful (confirm with Legal)
 - Simple and complex rule codes
 - Error **rules don't trigger until after submission***



Setting up rules

- You Need A User Account*
 - Authorized by college or district MIS code
 - **“Add Users” can add new users** – contact your IT
- Getting There: The Administrator Set-Up
 - IT provides URL (QA Test & Production Sites)
 - Log in with User account
 - **Select BOG from “Application” drop down**
 - **Select college from the “College” drop down**
 - Rules tab appears
 - Create Messages first for email rules*



Rule Messages

- HTML friendly - WYSWYG
- Use college logos and hyperlinks
- Store copies of messages for future use

Messages [Manage](#)

BOGAOK
BOGBOK
BOGNotElig



BOG Rule Examples

1. Error message if no Student ID (college_id) entered, or if they put a **“W” as the first letter.**
2. Send e-mail if they are *eligible for a BOG A.*
3. Send e-mail if they are *eligible for BOG B or both BOGs.*
4. Send e-mail if they are *not eligible.*

[Rules](#)[Reset Downloads](#)[Users](#)

Rules for American River College

Note: The first step when creating **email** rules is to create the message (the body of the email). You can then reference the message ID when creating the rule. Click the Manage Messages link to create a new message.

	Order	Rule Name	Status	Last Updated
<input type="checkbox"/>	1	NoBlankOrWStudentID	Active	03/03/2015
<input type="checkbox"/>	2	ARC BOG A Eligible	Active	03/03/2015
<input type="checkbox"/>	3	ARC BOG B Eligible	Active	03/03/2015
<input type="checkbox"/>	4	ARC BOG Not Eligible	Active	03/03/2015

[Edit](#)[Delete](#)[Add New Rule](#)[Manage Messages](#) | [Return](#)



CCCApply.org Website



College Support & Messaging

Tier 1: Questions, General Support Requests

- www.ccctechnology.info
Online Support Site 24/7
- Monitored Mon – Friday 7:00AM – 4:00PM

Tier 2: Incidents & College-specific Issues

- Unique issues are transferred to Issue tracking systems
- Support engineers work directly with the College
- cccapply@openccc.zendesk.com



Questions?

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Tim Bonnel – Specialist, CCCCO

tbonnel@cccco.edu

Need to submit a support request?

Go to the CCC College Support Site: www.ccctechnology.info