

CCCApply Steering Meeting - December 6, 2016

Date	December 6, 2016
Time	10:00AM - 3:30PM
Location	Santiago Canyon College, RM E-204
Zoom URL	https://cccconfer.zoom.us/j/514348207
Meeting ID	514-348-207

- Agenda
- Minutes & Action Items
 - Roll Call & Approval of Minutes
 - Election of New Steering Chair & Vice Chair
 - Committee Governance Business
 - CACCRAO Memo Response
 - Noncredit Application Discussion
 - CCCApply Paper Application
 - Application Stats
 - CCCApply News
 - Adoption Update
 - Development Roadmap
 - CCCApply RFP
 - Update on Administrator 2.0 Development
 - New Change Requests
 - Approved & Deferred Change Requests
 - 2017 CCCApply Workshop Planning
- Documents & Supporting Materials

Agenda

TIME	DESCRIPTION	SPEAKER
10:00AM	Roll Call – Approval of Minutes from November 1, 2016 Meeting	
10:15AM	Election of New Steering Chair & Vice Chair	
10:30AM	Committee Governance Business <ol style="list-style-type: none"> 1. Review of current CCCApply Constitution and Bylaws (click on hyperlink to start download) 2. Review Committee Roster Changes 3. Review requests for Committee membership <ol style="list-style-type: none"> a. LACCD requests to sit on the Committee. 	
10:45AM	Final Review & Approval of CACCRAO Memo Response <ul style="list-style-type: none"> • Review of FERPA policies, access to in-progress applications • Process for sending response to CACCRAO & CCCCO, move to close issue 	
11:05AM	Final Review & Approval of Paper Application <ul style="list-style-type: none"> • Policies & Procedures for Distribution 	
11:20	CCCApply News, Stats and Status <ul style="list-style-type: none"> • User stats, Adoption status, Recent Releases • Support Update 	
11:35	CCCApply Roadmap Review (all bullet points below)	
	<ul style="list-style-type: none"> • Roadmaps for 2017-2018 Development & Releases <ul style="list-style-type: none"> • Reminder that CCCApply is in <i>maintenance mode</i> and only state, federal or CCCCO mandates should be approved for development in current version of CCCApply. Need to announce this to colleges. 	
	<ul style="list-style-type: none"> • CCCApply RFP <ul style="list-style-type: none"> • OpenCCC Facelift (Phase I) vs. new development • Discuss integration of CCCApply with MyPath (Machine Learning, Recommender Engine, Messaging, Document Upload/File Transfer) • Discuss integration of OpenCCC with MyPath (My OpenCCC) 	
	<ul style="list-style-type: none"> • Update on Administrator 2.0 <ul style="list-style-type: none"> • Roadmap & Requirements Review – Deadline Dec 15 	

	<ul style="list-style-type: none"> • 2017 Annual Update & Approved Change Requests <ul style="list-style-type: none"> • Review tech solutions for Approved changes • Logic changes for Homeless Youth (AB 801) – need approval • Google Analytics – Discuss Special Tracking Needs • System-Generated Emails for Un-submitted Apps - Phase I & II 	Donohue / Committee
12:45PM	*** Lunch Break ***	
1:15PM	New Change Requests (including) <ul style="list-style-type: none"> • Meta-Majors – What are the requirements? (Push to CCCApply 3.0 – ensure Majors module can sort/branch to allow colleges to build out meta majors if they choose) • Concurrent/Dual Enrollment – Can we hide “Have you attended high school in CA for 3 years or more?” from HS Education section – if student is attending HS or lower grade and college at the same time? 	
2:15PM	2017 CCCApply Workshop Discussion <ul style="list-style-type: none"> • Update on venue and date changes (Sac City College, April 12 & 13) • Review Communication Campaign and Deadlines • <u>Confirm</u> theme and promotions (raffles?) • <u>Confirm</u> Vendors/Sponsors • Identify & confirm Tracks & Sessions / Presenters / Speakers • Website, meeting notes, calendar, action items, 	Murgia / Leahy / Donohue
3:15PM	Wrap Up and set follow up action items	Murgia
3:30PM	Close Meeting	Murgia

Minutes & Action Items

Roll Call & Approval of Minutes

1. Quorum is met. At least one member from each member district was present (except Chabot-Las Positas District).
2. Approval of November 1, 2016 Meeting Minutes: Bill Mulrooney, El Camino College moved to approve minutes from 11.01.16 meeting; Leigh Ann Unger, Rio Hondo - seconded.

ROSTER: Click link to expand to see our current roster and attendance at 12.06.16 meeting.

▼ [Click here to expand...](#)

STEERING COMMITTEE MEMBERS								
	Name	District		Name	District		Name	District
	Arleen Elseroad	South Orange CCD	X	Joyce Semanik	South Orange CCD		Paulette Lino	Chabot-Las Positas CCD
X	Michael Day	Los Rios CCD	X	Karen Sea	San Joaquin-Delta		Richette Bell	El Camino CCD
	Ben Guzman	South Orange CCD		KC Greaney	Los Rios CCD	X	Robin Armour	Contra Costa CCD
	Betty Glycer-Culver	Los Rios CCD	X	Leigh Ann Unger	Rio Hondo CCD		Rozen Bondoc	Chabot-Las Positas
X	Bill Mulrooney	El Camino CCD	X	Mary Lou Leyba	San Francisco CCD		Satish Warriar	Contra Costa CCD
X	Chris Truong	Rancho Santiago CCD	X	Michael Ward	Rancho Santiago		Stacey Followill	Chabot-Las Positas
X	Clark Ray	Santa Rosa CCD	X	Michelle Pena	Kern CCD	X	Stephanie Murguia	Cerritos CCED
	Craig Hayward	South Orange CCD	X	Mitchell Leahy	Santa Rosa CCD	X	Tina Mani	San Joaquin Delta College
X	David Barnett	Kern CCD		Mojdeh Mehdizadeh	Contra Costa CCD	X	Tuyen Nguyen	Rancho Santiago CCD
	Garret Wong	San Francisco CCD	X	Nate Finney	Riverside CCD		Vince Orton	Cerritos CCD
X	Henry Villareal	San Mateo CCD		Noell Adams	Chabot Las Positas	X	William Diehl	Riverside CCD
X	Hieu Hoang	El Camino CCD		Pam Mery	San Francisco CCD	X	Angela Embry	El Camino College
CHANCELLORS OFFICE & CCC TECHNOLOGY CENTER								
	Gary Bird	CCCCO	X	Mike Quiaoit	CCCCO	X	Tim Calhoon	CCCTC

Deborah Sheldon	CCCCO	X	Patty Donohue	CCCTC	Keith Franco	CCCTC
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Election of New Steering Chair & Vice Chair

1. Discuss plan for replacement of current Chair, Richette Bell.
 - a. Stephanie Murguia accepted position and will vacate Vice Chair seat to replace Richette;
 - b. Michelle Pena, Bakersfield College, volunteered to replace Stephanie as Vice Chair. **Thank you, Michelle!**

Outcome

Steering voted by District to approve both seats: Stephanie as Chair and Michelle as Vice Chair.

Approved

- 13 District votes Yes
- 1 District vote Absent
- 2 CCC Yes

#	District	Vote
1	El Camino CCD	Yes
2	Chabot-Las Positas District	<i>No Vote - Not present</i>
3	Cerritos CCD	Yes
4	Contra Costa CCD	Yes
5	Kern CCD	Yes
6	Los Rios CCD	Yes
7	Rancho Santiago CCD	Yes
8	Rio Hondo CCD	Yes
9	Riverside CCD	Yes
10	San Francisco CCD	Yes
11	San Joaquin-Delta CCD	Yes
12	San Mateo CCD	Yes
13	Santa Rosa CCD	Yes
14	South Orange CCD	Yes
15	CCCCO	Yes
16	CCCTC	Yes

Committee Governance Business

1. Review of current **CCCApply Constitution and Bylaws**
 - a. Bill Mulrooney recommended that the CCCApply Constitution and ByLaws be reviewed and updated (if needed), by the former Committee Chairs.
 - b. Steering voted and approved motion. Former Chairs will submit feedback and recommendations by June 30, 2017.
2. **Committee Roster Changes**
 - a. **Deborah Sheldon, representing the Chancellor's Office, has retired and is no longer on the Steering Committee. Remove from roster.**
 - b. Michael Quiaoit, CCCCO Admissions & Records Specialist, will replace Deborah from the Chancellor's Office. Welcome, Michael!
 - c. Keith Franco, Tech Center, is no longer on the Steering Committee. Remove from roster.

- d. Angela Embry, Admission & Records Staff, El Camino College, is replacing open seat for El Camino, was welcomed to the Committee. Add to the roster.

3. Requests for Committee membership

- a. LACCD requests to sit on the Committee. Patty has received several requests from Olivia Alvarado, District IT, on behalf of LACCD colleges, to sit on the Steering Committee.
- b. Committee discussed the request:

<< Years ago, LACCD sat on the CCCApply Steering Committee. They were active for a time, but when the primary A&R member retired, her replacements were not as active and they eventually took a leave of absence. They were granted several extensions of Leave. Due to continued non-participation, Steering voted removed them from the Committee. However, in recent years LACCD is becoming more active in system-wide committees, such as CACCRAO, and they have finished their PeopleSoft implementation (district-wide).>>

Currently, only A&R and IT staff participants are specified in the Bylaws.

If LACCD is approved to sit on Committee again, they should be required to designate a *District-level A&R person*.

Stephanie will reach out to LACCD to discuss their interest; Patty to forward details.

Action Items:

- Bill Mulrooney** will work with Arleen Elseroad and Mojdeh to review the current Bylaws and make recommendations by June 30, 2017.
- Patty Donohue** - Update the Steering Meeting agenda roster template, all published roster tables, and the CCCApply listserv with changes to current Committee members listed above by next meeting.
- Patty Donohue** - Send Stephanie LACCD contacts, emails and requests from Olivia about membership so she can reach out.
- Stephanie Murguia** - As the New Chair, Stephanie will reach out to Olivia Alvarado, LACCD, and discuss their interest. Possibly propose a probationary membership period if approved.

CACCRAO Memo Response

Agenda:

- Review of FERPA policies, access to in-progress applications
- Completed *Response* document (slides) was sent out to Steering on 11.18.16 for final review.
- Review changes and confirm process for submitting Response to CACCRAO & CCCCCO,
- Call for final review & approval: **move to close issue**

Discussion Notes:

1. Mitch Leahy, Santa Rosa College, proposed language changes to Issue #7 of the Memo Response (Issue #7: Colleges Want Access to In-Progress/Unsubmitted Applications) stating that Steering approved "investigating (research) and review of FERPA policies, Title 5, and other state and federal regulations to better understand our rights, regulations and responsibilities relative to accessing student information and data prior to submission of CCCApply application in order to:
 - a. access in-progress application data to provide support to students (nudge to complete app process);
 - b. review Terms of Use policies for CCCApply and OpenCCC to investigate options to revise language to obtain student consent prior to "submission" of application (possibly get consent after OpenCCC account creation), and
 - c. explore development options to revise OpenCCC or CCCApply options become available (i.e., develop mechanism in the Administrator to look up in-progress apps, and access/contact students).

Outcome: Stephanie moved to approve request to investigate and review current policies prohibiting access to student data in in-progress, unsubmitted CCCApply applications - for the purpose of supporting students who have established a relationship with the college by starting the application process. Request will include sub-committee working with CCCCCO Legal and other regulatory agencies to propose changes to Terms of Use or other changes to give colleges access to their prospect students. (Phase I: Investigation/research and report back to committee on findings.

Language changes to Issue #7 on memo Response were also approved and document is ready to be submitted and issue closed. **Vote:** Ayes have majority; No Nays.

2. Committee recommends submitting Response as follows:
 - a. Send/email to CACCRAO Board President, Rita Grogan, and copy Michael Quiaoit, CCCCCO.
 - b. Draft summary and post links on Support Site
 - c. Save to Response file in File Repository on CCCApply Project Site.

Download **CACCRAO Memo Response PPT** in the Supporting Documents below.

Action Items:

- Patty Donohue** - Send final Response document -with brief email introduction - to CACCRAO President, Rita Grogan, and copy Michael Q, CCCCO (to speak consistent message).
- Patty Donohue** - Post copy on the Support Site with links back to supporting documentation (i.e., approved, deferred, and declined change requests resulting from memo Response).
- Patty Donohue** - File Response document in File Repository on the Project Site and link from Support Site
- Patty Donohue** - Write up new change request to investigate / research policy changes allowing access to in-progress applications or other options for colleges to access students who've abandoned the application process.

Noncredit Application Discussion

Colleges continue to request a custom, "short-form" version of CCCApply for their Noncredit student population, arguing that the current version of Apply creates a barrier to Noncredit students due to its length and complexity of questions. This issue has been heard by Steering several times in the past several years; each time the Committee has declined the request to develop a separate application for Noncredit students based on the responses and guidelines from the CCCCO, citing that only a few questions on the CCCApply Standard Application could be removed and still remain compliant with state, federal and other regulatory mandates - such as determining residency for every student, regardless of whether they are credit or noncredit students.

However, this issue continues to be high priority and remains on the agenda for the several reasons:

1. **CACCRAO Memo & Response** document outlines the issues presented by CACCRAO, and our Steering Committees response. We've consulted with the CCCCO and they have committed to respond via legal opinion or other published determination.
2. **Academic Senate Resolution:** In September, the CCCCO received a Resolution request from the ASCCC, with a similar request for a special and separate online application for Noncredit students. The CCCCO continues to support the current version of CCCApply as the recommended, compliant, admissions application for all students.
3. **A Noncredit Application Sub-Committee** was formed from volunteers who have an interest in seeing this issue resolved. Unfortunately the majority of these volunteers believe that the committee was formed to help develop a new, short-form application; even though the Tech Center has already declined the change request to develop this application. Nevertheless, the committee was formed (colleges were invited to attend to stay up-to-date on status and possible alternative determined by Steering Committee (see CACCRAO Memo & Response, "What Steering Can Do" section which outlines approved and deferred alternatives to a separate application (CCCApply paper application, creation of a whitepaper to outline the state, federal and system regulatory mandates behind each question in CCCApply online, etc.)

Outcome: This group deserves to be updated on the outcome of this issue, both from Steering and any legal opinion published by CCCCO.

NOTE: The Noncredit Application issue was addressed in the "CACCRAO Memo & Response" document, approved to be submitted back to CACCRAO and posted for all colleges on the Support Site. Click here to see the CACCRAO Memo & Response document - which has a link to the original memo sent to the CCCApply Steering Committee in May 2016.

Discussion Notes:

A number of colleges (perhaps new staff) seem to be unaware of the state, federal, and system-wide regulatory mandates on the Admission application and are supplementing their need by having Noncredit students complete their paper applications in order to get them admitted more quickly and easily. unfamiliar with the regulatory in order to provide a simplified simplify the process and remove any barriers (perceived or actual) for students to get through the admissions process quickly. . seek guidance from CCCCO on the issue of CCCApply for noncredit students. Colleges want CCCApply to develop a "short form" application, custom for Noncredit students, . College still waiting for feedback and communication from CCCApply.

1. Create and publish a paper-based version of the CCCApply Standard Application.
2. Per Mike Q., until CCCCO "Approves" the paper application, use language that it is "Recommended" that colleges use this version of the paper application
3. Create and publish a "CCCApply Whitepaper" outlining the state and federal laws and regulations behind each question in CCCApply, as well as the MIS data reporting requirements for each question/data field. The purpose of this whitepaper is to provide a source of information for colleges and illustrating how CCCApply complies with these regulatory mandates.
4. CCCApply 3.0 - the next version of CCCApply which is going out to bid in RFP in early spring 2017 (Goal: January or February 2017) will provide opportunities to better streamline any areas of the application that are perceived as a barrier for students.
5. Student Satisfaction Survey - Contrary to the complaints received by CACCRAO, college staff, and ASCCC, review of the responses to the Student Satisfaction Survey show overwhelmingly that the majority of students believe the application to be 1) Easy; 2) Fast; and 3) they would recommend the application to friends.

NOTE: Colleges have access to the **Student Satisfaction Survey Results** for their college in the CCC Report Center > Public Folder > Submitted Application Reports > Student Satisfaction Survey Report. Simply locate the report and click to execute. Filters can be adjusted by date and college (if District has multiple colleges).

Discussion / Outcome

1. Legal Opinion from CCCCCO:

Per Michael Quiaiot of the Chancellor's Office reports that the Legal department is working on a response right now. According to Mike, there is a new Chancellor and they want to make sure that he has been fully informed and consulted on this issue - and has all necessary information on both sides - before they formalize an opinion and publish for colleges.

2. Steering Review of Change Request - Declined

Steering has already determined - based on several years of research and feedback from CCCCCO - that **all students** must undergo a residency determination (including Noncredit students) and therefore has **declined developing a separate, custom version of CCCApply application** solely for this population;

3. Communication with CACCRAO & Colleges - What's the message?

- a. CACCRAO Conference: In addition to official Legal response from CCCCCO, Steering will take steps to communicate the outcome of this issue with colleges, including posting information on the Support Site, drafting up FAQs for staff and students, publishing the whitepaper for staff, and presenting at the upcoming 2017 CACCRAO Conference. Stephanie Murguia suggested we do something bigger than just a basic breakout session and submit a proposal to present during the Plenary/General Session; Bill Mulrooney seconded that motion. Mike Q. offered to lead the presentation and enlist Elias Regalado to co-present.
- b. Tim Calhoon suggested that we also submit a proposal for a basic session on the Annual Updates for 2017 - and should make that an annual activity. Patty Donohue suggested that we list the session as part presentation/part round-table discussion - giving colleges a chance to discuss issues and concerns (which lead to the CACCRAO Memo of 2016). Majority of Steering request.

ACTION ITEMS:

- Mike Q to follow up on status of Legal Opinion** and report back to Steering when they're ready to prepare the legal response.
- Mike Q.** to contact CACCRAO and check on availability/possibility of presenting during the Plenary/General session at CACCRAO Conference in April 2017.
- Patty Donohue** - Submit the basic session proposal for "CCCApply Annual Update 2017".
- Patty Donohue** - Post the "Recommended CCCApply Paper Application" during the week of December 12 on the CCCApply Project Site and link to it from the Support Site. Support Site post will notify colleges that the paper application is "Recommended by the CCCCCO" while we await their decision to call the paper application "Approved"

CCCApply Paper Application

UPDATE: All edits have been made as detailed below and the **CCCApply Standard Application - Paper Version v1.0 is available for use**. A copy has been filed in the CCCApply Project Site File Repository. [Click here to download a copy of printable paper version now](#). See remaining action items below which will be completed as soon as possible. Steering will be updated in the January 2017 meeting.

Discussion Notes:

1. Review of Draft 11.30.16 and itemized changes:
 - a. Latest version ready for final changes and approval.
 - b. Steering suggested removal of all dates from the application (cover, footer, enrollment page, etc.), and add a revision version and date.
 - c. Tim suggested we consider adding a **security information page** to the back of the application to instruct A&R on safe handling of sensitive information- to minimize the fall-back. Patty to reach out to Jeff Holden, CISO, for guidance and support. Add security information to v2.0 and post.
 - d. Group discussed whether to keep or remove the AB620 questions (Sexual Orientation & Transgender) and the Multiple Measures page.
 - **Multiple Measures:** Multiple Measures page should remain in the application, rather than having two versions to maintain. Colleges can cross-out the page if they choose, or simply omit the page from the printed version.
 - **AB620 Issues:**
 - Steering still has not received guidance from CCCCCO on secure handling of the AB620 questions, nor instructions on sharing the data back with colleges, nor presenting the questions to minors.
 - With the paper application, there are serious security risks - Admissions staff will have access to the data and no guidelines on handling.
Tim says we should leave off the questions for now until we have guidance from the Chancellor's Office.
 - The language in AB620 states that colleges *shall include these questions on all Admissions Applications*; however, with lack of guidance on security and access, Steering feels it's too risky to display in the paper application.
 - e. Bottom line: Steering agrees we need to protect the individual student and secure their data. We would rather be

non-compliant with the poorly written AB620 legislation than put our students privacy at risk.

APPROVED: Until there's a legal opinion and guidance from CCCCCO, remove the AB620 questions from the PAPER APPLICATION to protect the individual student. Ayes have majority; No Nays.

(NOTE: Regarding the questions on the online app - CCCCCO is still not providing guidance on this data. Tim says CCCTC is complying with minimal requirements, securing data in inaccessible server, and passes the data to the CCCCCO for reporting, but they have no research environment to share this data, so he's proposed to CCCCCO that the Tech Center set up a secure environment for researchers - but is waiting for CCCCCO to respond.)

2. Policies & Procedures for Distribution and Use

- a. **Lock Down Form Fields / Non-Editable** *Steering approved the paper application for "PRINTED" use only;* meaning, all data fields will be locked down and cannot be filled in using a browser and then printed. The reason behind this decision is that if a student can fill in the form fields using a browser, they can complete the Standard Application online.
- b. **College must take responsibility for safe handling and storage of private, sensitive student data** that will be visible on the paper application.
 - i. Bill added that maybe colleges should "sign off on our requirements/standards how they should handle and store the data collected via the "CCCApply paper application" - maybe go to the College CEO. If they are not willing to sign and commit to security requirements, they can't use the paper application.
 - ii. Steering agreed with this suggestion, but doesn't want to delay publishing the form/getting this out to colleges for use. Patty will write up a draft email to Steering asking them to vote on whether we should require the college's President or CEO to "sign off on Terms of Use" before allowing the application to be used. Need Terms of Use drafted up. Volunteers?.
- c. **Seeking "Approval" from CCCCCO: Steering has requested that the Chancellor's Office issue a statement to colleges that the CCCApply Standard Application-Paper Version** is the "Approved" paper-alternative to the CCCApply standard online application.
 - i. Michael Q. will consult the CCCCCO and request formal statement supporting this version as "the complaint, approved, paper application to be used as an alternative to the CCCApply online admission application.
 - ii. *Until we get the Chancellor's Office approval, Michael Q. suggests we we call this the "CCCCO Recommended" paper application for admission to the California Community Colleges.*

ACTION ITEMS:

- Michael Q** to get update from CCCCCO Legal on sharing AB620 data with colleges. He will bring this back and provide clarity.
- Michael Q. to seek statement from Chancellor's Office that this is *the "Approved, Compliant, paper application" that colleges should use as alternative to CCCApply online application.* Until statement is issued, post the application for college use as the "CCCCO Recommended" paper-based version.
- Patty Donohue** - Patty to make edits and changes as itemized above.
- Patty Donohue** - Patty to submit edited version to Sandoval's team for final "lock down" and set default print settings (print without the cover page, or remove the cover).
- Patty Donohue** - Patty to draft email to Steering asking for volunteer to help write a "Terms of Use" statement for the paper application, citing security as foremost concern, prohibiting removal of compliant, regulatory questions, and regulations for storage and handling of student personal identification information per CISO guidelines and regulations.
- Patty Donohue** = Patty to work with Jeff Holden, CISO for Tech Center, on guidelines for safe use and handling.
- Patty Donohue** - Patty to post first version in File Repository of CCCApply Project Site and links in the Support Site by week of December 19, 2017.
- Patty Donohue** - Patty to strip all text out of final paper application and work with marketing team to get a quote on the Spanish translation work (www.icanlocalize.com). Price quote from 11.20.16 was .09 cents per word. Once all text is finalized, get quote and order translation work.
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Application Stats

The table below provides monthly totals on submitted applications vs. incoming support calls to the Help Desk Call Center.

NOTE: The **Account Recovery enhancement released on September 30, 2016** (Release 5.5) is proving to be very effective. See the number of incoming support calls in October & November 2016, versus the months prior to the enhancement implementation. These numbers illustrate a *decrease in the overall number of problem calls to the Help Desk by 64.65%*.

2016 Submitted Applications vs. Incoming Support Calls to Help Desk

2016	Standard Application	BOGFW	IA	TOTALS	Incoming Calls to the Help Desk	Ratio
January	193,661	10,726		204,387	15,242	7.870454041
February	140,129	4,557		144,686	9,316	6.64815991
March	154,478	4,955		159,433	9,653	6.248786235
April	217,574	17,190		234,764	13,411	6.163879875
May	247,303	29,133		276,436	17,632	7.129715369
June	179,616	17,402		197,018	14,436	8.037145911
July	166,161	17,818		183,979	13,896	8.362973261
August	194,865	19,057		213,922	17,242	8.848176943
September	85,703	3,304		89,007	6,593	7.692846225
October	122,717	3,185		125,902	3,337	2.71926465
November	183,252	6,667	278	190,197	4,613	2.517298583
December						
TOTALS	1,885,459	133,994	278	2,019,731	125,371	

TOTALS: Submitted Applications - Life To Date

OpenCCC Accounts	Standard Apps	BOG	IA
3,607,509	4,806,531	293,482	388

CCCApply News

1. XAP Purge Update:

- In July 2016, a copy of the remaining Xap-CCCApply data was purchased by contract extension.
- In October, the data was transferred to the Tech Center via secure SFTP, overseen by Jeff Holden, CISO, and stored in secure database.
- Xap began preparations for purge, scheduled to begin on December 1.
- Purge may take several weeks to complete; expected to be finished on December 20, 2016.
- The colleges that went live on OpenCCCApply prior to 2016, worked with the Tech Center to format their data for upload to the Report Center.
- The remaining data is still unformatted, but safely preserved in secure database. Tech Center team will work on formatting the remaining data on a college by college basis, as time permits. In the meantime, if a college needs to retrieve a copy of a submitted application that is not yet formatted in the Report Center, they should submit a request to CCCApply College support.
- Patty to post an announcement on the Support Site by December 20 announcing the completion of the data purge and details on the submitting a request to Support.

2. Support Calls to Helpdesk:

- Incoming calls for support to the CCC Help Desk has decreased from 6,593 in September 2016 to 3,337 in October 2016; a 65% decrease. See "**Application Stats**" below for table of submitted applications vs. Incoming Support calls for year over year running totals.
- Significant decrease may be attributed to the new account recovery enhancement, [Password Reset by Email Link](#), developed and released September 30 (Release 5.5).

3. 2017 Workshop Venue & Date Moved

- Previously scheduled for April 6 & 7 at Contra Costa College, the dates and venue for the 2017 CCCApply Workshop needed to be moved to a different location due to capacity issues at the former site. The new site location also required a date change due to their Spring break dates. The new site and dates are:
Sacramento City College
April 12 & 13
- Registration is now open.** Please register now and pass the word to your Admissions, Research, and IT staff.

4. CISOA Conference March 25 - 27, 2017

- Proposal for a presentation on CCCApply at the CISOA Conference has been accepted.
- Patty will present; seeking volunteers to co-present.

5. **CACCRAO Conference April 23-27, 2017**

- a. CCCApply Presentations scheduled for CACCRAO Conference, April 23-27, 2017

6. **Research Projects Underway:**

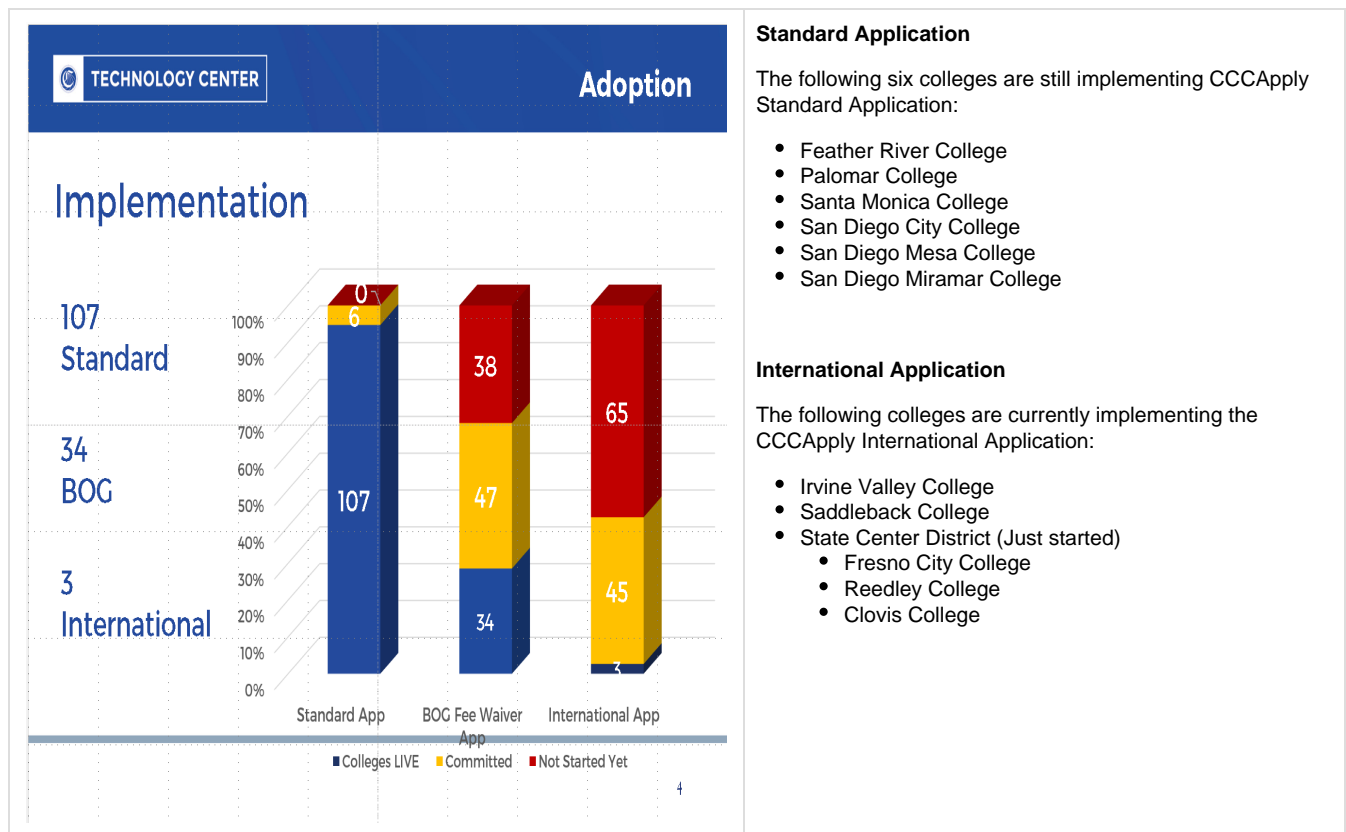
- a. Google Analytics being implemented across all CCCApply applications, Account Recovery, OpenCCC
- b. Investigating Abandoned Applications Stats - Pulling data together now to better understand time between start and submission of applications, apps started but not submitted on the same day, etc
- c. CCCID Duplication Rate research started (Update: 12/01/16 - CCCTC Data Scientist had to leave the Tech Center unexpectedly. Project on hold temporarily.)

Action Items:

- Patty Donohue** - Post announcement on Support Site about Xap data purge & request process by December 20
- Patty Donohue** to submit proposal for CCCApply presentation at 2017 CACCRAO conference.
- Patty Donohue** to continue work on research projects; share data findings with Steering at January 2017 meeting.
- Patty Donohue** to post news about Support Calls to Helpdesk decrease due to account recovery email enhancement.
- Patty Donohue** to post updates on CCCApply Workshop with colleges; call for presentations.

Adoption Update

As of December 6, 2016



Development Roadmap

REMINDER: CCCApply MAINTENANCE MODE

On April 1, 2016 - right after the 2016 Annual Update (March 31) and the launch of the International Application - CCCApply's focus and development budget shifted from *software development* phase to *maintenance* phase and the majority of the development

team was reassigned to other high-priority projects, such as Common Assessment, Online Education, and MyPath Student Services Portal, which will eventually house all the projects (portlets) in a single sign-on Portal environment. This means that only bugs and mandates will be prioritized for development in the current version of CCCApply until some of the other projects are completed.

NOTE: OpenCCC Account System is NOT in maintenance mode and enhancements will continue to be developed as needed.

1. **2017 Annual Update - Scheduled for March 31, 2017**
2. CCCApply 3.0 RFP
(See below for more information about the RFP).
 - a. Development of the next version of CCCApply will be part of CCCTC Portal Software Development RFP
 - b. Timeline: First draft starting December 12; proposed release April 2017.
See notes below for more information about the CCCTC Portal Software Development RFP, which includes the re-design of CCCApply.
3. 2017-2018 BOG Fee Waiver Application:
 - a. Change requirements just received from CCCCCO on 11/28/16
 - b. Significant changes required (Homeless Youth AB801 2015 Income; New Method B Income Table)
 - c. Release March 2017
4. Administrator 2.0
 - a. Development of new version of the CCCApply Administrator (2.0) underway
 - b. Scope of project includes multiple CCC applications with common objects (Terms, Majors, Users, Rules, etc.)
 - c. Projects: Apply, BOG, International, Course Exchange, Assess, Project Glue, eTranscripts, and more
 - d. Requirements for Apply are still being gathered (Majors, Ed Goal Alignment, etc.),
 - e. Tentative release v1 Fall 2017, RFP
5. OpenCCC Facelift (Phase I) vs. new development
 - a. OpenCCC will be revised as part of the RFP
 - b. In the meantime, development will begin to give OpenCCC a facelift (branding, colors, messaging)
 - c. Requirements are being written now; more information coming soon.
6. CCCApply Move to Amazon Web Services (Possible Date Change)
 - a. It's possible that our move from Rackspace to Amazon Web Services (all server hosting) may require some downtime.
 - b. During the November meeting we determined that the most optimal time to take CCCApply down would be Feb 17-18 (due to President's Day Holiday).
 - c. CTO is taking this under consideration; safety and security are of utmost importance.
 - d. Date for move is still pending.
7. CCC SSO Proxy
 - a. As part of the CCC SSO (Single Sign-On) Initiative, students will access all CCC web applications with one username and password.
 - b. In order to implement this, colleges are configuring their college or district IdP to pass specific attributes during each student sign-in session (CCCID & EPPN)
 - c. Colleges are working with the CCC Proxy team to configure their systems
 - d. The student experience requires some students to encounter the OpenCCC proxy, where students without CCCIDs will be asked to create an Account.
 - e. Information about the CCC SSO Initiative and the Proxy is documented in a public documentation space here: [CCC SSO Federation](#)
 - f. A demo has been recorded to illustrate the Proxy. [Click here to see the demo.](#)
 - g. If you have any questions about the Proxy, or the student experience, contact Patty Donohue, pdonohue@ccctechcenter.org

CCCApply RFP

As a result of the State 508 accessibility audit in September 2015 we discovered that the method we used for English and Spanish hover help in the CCCApply applications was not compatible for screen readers and other assistive technologies, so the decision was made to re-design CCCApply in order to comply with a higher level of accessibility standards (WCAG 2.0 AA), and to leverage the robust tools and services available to us when we move our hosting and storage services to Amazon Web Services. In order to accomplish these goals, CCCApply will go out to bid as part of a larger "CCCTC RFP for Portal Software Development"

- General scope of RFP includes multiple CCC portlets, web applications, and APIs
- RFP Name: CCCTC Portal Software Development

The Draft RFP for CCCTC Portal Software Development, which includes the re-design and development of the new CCCApply 3.0, is now underway. Meanwhile, CCCApply is currently in "maintenance mode" meaning only bugs and high priority state, federal and CCCCCO mandates will be developed in the current version of CCCApply. **Change requests for all non-essential technical and functional enhancements will be reviewed by Steering and prioritized for development in the RFP.**

Overarching Goals:

- Cloud-based Architecture
- Software development using Agile methodology, JAVA, Amazon tools, PHP Lavel, etc.
- Internationalization (not only Spanish)
- Mobile-App Friendly (responsive design)
- New format/design with advanced technologies
- Accessible "hover help" and online text
- Security

Discussion Notes:

- Notes about broad-stroke IT development guidelines for RFP:
 - Right now we have hard-coded software
 - New configurable design and interface-
 - Cloud-based architecture
 - Moving to Amazon Web Service (currently using Rackspace as our hosting server company - Chicago, IL) but we are consolidating all Tech Center projects to Amazon. Which will allow us to have a West Coast application (then availability elsewhere - east or north of California).
 - We may not do the move to AWS on Feb 17 (as we already voted was optimal time) but it won't happen during the March 2017.
 - We *have* an existing RFP to piggy-back off.
 - We are looking for a development partner with this set of skills (need IT folks to help with this) such as Java based, Amazon Web Service specialist,
 - RFP in final draft form by late January 2017.
-

Update on Administrator 2.0 Development

- Roadmap & Requirements Review - Need to have majority of requirements identified by January 15
- Status: Terms, Majors, Supp Questions - schedule
- Colleges focused on Majors (meta majors, branching hierarchy format, etc.)
- New Supplemental Questions Editor (user-friendly, accessible, logic)
- One log-in to both Report Center and Administrator
- Multiple Contact Sets (Admissions, Financial Aid, International, Counseling, Student Services, Support, etc.)
- Rules engine may move to the Portal (Machine Learning) - still investigating best approach

ACTION ITEMS

- Patty Donohue** - Work with Wes Owen (developer) and Schedule demo for Steering (Admin 2.0 Majors, Ed Goal, meta majors, etc.)
 - Patty Donohue** - Send out survey to Steering about Meta Majors review (work with Michelle Pena to discuss requirements for CCCApply 3.0)
 - Patty Donohue** - Ensure all requirements are gathered for Supplemental Questions (Skip Logic, rules for Supp Questions, placing supp questions within the application sections).
-

New Change Requests

New Change Requests (including)

2016 (Remaining items to be heard)

2017 (New items to be heard)

- **Meta-Majors** – What are the requirements? (Develop back-end in the Admin 2.0 now (new data field for "meta major" and add column to the database. Work with a sub-committee to determine requirements C(Will this require another question? Probably. Can the question be "opt-in" - definitely. Push to CCCApply 3.0 – ensure Majors module can sort/branch to allow colleges to build out meta majors if they choose - but this could be implemented in current version if the back-end is developed in Admin 2.0 for September)
- **Concurrent/Dual Enrollment** – Can we hide "Have you attended high school in CA for 3 years or more?" from HS Education section – if student is attending HS or lower grade and college at the same time? This will reduce the number of problems we're seeing with concurrent enrollment students who are California residents getting flagged as nonresidents in error.
- **2017-2018 BOG Fee Waiver Application** - Patty received the final, approved changes to the BOG application from the CCCCO on 11.18.16. Changes include new questions and logic for the AB 801 Homeless Youth legislation, text and date changes, and new Method B Income Table. Other changes include new skip logic in the Residency Status section (page 1) on the Application Year page, when the student is *pre-determined to be a California resident* (majority of students) then they don't need to see or answer the next two residency questions: 1) pre-determined to be AB540; and 2) pre-determined to be exempt non-resident. These and other changes were discussed in a series of Zoom meetings with Tim Bonnel, Bryan Dickason, and Michael Q. to confirm all change requirements for the technical change specification. NOTE: In discussing the

changes for the 2017-2018 app with Tim Bonnel, it was identified that significant enhancements *could be made* to the online application that could simplify the process for students. Tim would like to participate in a sub-committee to gather the requirements for the next version of CCCApply BOG 3.0. Patty to send Tim the current Steering roster to see how many members have backgrounds in Financial Aid.

ACTION ITEMS:

- Patty Donohue** Patty to discuss calling a special sub-committee to discuss implementation of Meta Majors / Academic Pathways in the Standard App & Admin 2.0. HOT TOPIC
- Patty Donohue** Patty didn't get to the "**Concurrent/Dual Enrollment**" change request/question during the meeting. Write up the issue and send out to Steering via email for decision.
- Patty Donohue** Patty to write up the conditions for concurrent/dual enrollment issue and send out to Steering for review
- Patty Donohue** Finish BOG Requirements doc and send to tim Bonnel and Bryan Dickason for review and edits. (Patty to work with Apply dev team to expedite the JIRA tickets and prioritize for March Update.
- Patty Donohue** Send out call for BOG sub-committee to help write/gather requirements for BOG 3.0 re-design.
- Patty Donohue** Announce to colleges the BOG timeline for this year via Support Site; Won't be released until March 31, 2017 (Annual Update).

Approved & Deferred Change Requests

See all [Approved change requests](#).

1. Approved Changes Tech Solution Review:

Technical solutions for the following approved change requests were reviewed for final approval for the March Update.

a. Homeless Youth Implementations (AB 801)

Changes were discussed and approved during the November 2016 meeting

- i. CR# 2017-12: Revise OpenCCCApply for AB801 Implementation
- ii. New question added to OpenCCC Account in Permanent Address - **APPROVED**
- iii. New question added to Residency section - **APPROVED**
- iv. Change to Residency Logic (Area B) - **APPROVED**

December Status: Steering approved proposed logic changes (See Technical Change Specifications: Logic Change (add new Step 12 to Area B to identify Homeless Youth under 25 years - **APPROVED** See Logic changes for Homeless Youth (AB 801) – **APPROVED**

b. System-Generated Emails for Un-submitted Apps - Phase I & II

i. Reviewed two implementations groomed for development

1. CR#: 2014-40: System-Generated Emails to Students About Unsubmitted Applications

- a. 1) Generic email goes out to unsubmitted applications after 24 hours & 7 days (**NOT APPROVED, text needs to be revised**)*
- b. 2) Add two custom-text boxes to College tab in the Administrator (one for 24 hour email & one for 7 Day email) to be added to the Administrator for unsubmitted applications **NOT APPROVED, text needs to be revised**)*

2. Update on Phase III: Using Rules / Messages in Administrator

- a. **NOTE:** Per development team, this is not feasible in this variation of CCCApply. The way the application is coded, we'd have to strip apart the code and completely break it down and re-invent the way the data fields would be passed between the in-progress data base and the submitted application db. Tyler Bain, Apply team developer at Unicon will write up a statement for colleges as to why this is not the best use of our development time, and this should be written up as a requirement for CCCApply 3.0.

c. Google Analytics – Discuss Special Tracking Need

i. Reviewed list of "special activities" that will be tracked through Google Analytics: - **APPROVED**

- 1. All error messages (pop-up modals)
- 2. Session Time-Out modal
- 3. Help Pop-Up Text modals
- 4. Save & Continue (all buttons), Hover Help Toggle button, Save button, etc.
- 5. All links in the header and footers (Privacy Policy, Help, Terms of Use,)
- 6. Account Recovery process ("I forgot Username/Password"; Password Reset Email link, etc.)

Action Items





- Patty Donohue** Send Steering the proposed text from Phase I of "System-Generated Emails for Unsubmitted Applications" for feedback and approval
-

- Patty Donohue** Send information on Phase II of same change request with highlights on what the text boxes will do and examples of text & positioning.
- Patty Donohue** to work with CCCTC developer on Phase II (create JIRA for text input boxes on the College tab in Administrator) for March 2017.
- Mitch & Stephanie** - Investigate updating OpenCCC Terms of Use or Title 5 relative to FERPA and/or other privacy protections to better understand if we can access to inprogress applicants via the Administrator;
- Patty Donohue** - Send email to Stephanie and Mitch to determine next steps/requirements for New Change Request/issue (Issue #7 CACCRAO Memo, access to in-progress applications); Schedule a Zoom call to start documenting requirements for CCCApply 3.0
- Patty Donohue** - Write up SPIKE JIRA to research issue once Steering leadership determines what's possible (functionality would be incorporated into Administrator (2.0))
- Patty Donohue** Create JIRA for Google Analytics special activities listed above.

2017 CCCApply Workshop Planning


- [2017 Workshop Planning Information](#) - Internal Use Only
 - [2017 Workshop Sessions Planning](#) - Internal Use Only
1. Update on venue and date changes ([Sac City College, April 12 & 13](#))
 2. Confirm Communication Campaign and Deadlines
 - a. Next email announcement: December 19
 - i. Theme deadline
 3. Confirm theme and promotions (raffles?)
 - a. Suggestions: [Understanding CCCApply Data for Student Equity and Success](#)
 4. Confirm Vendors/Sponsors
 - a. Need to confirm list of vendors/sponsors (Unicon, Portal Guard, more)
 - b. Vendor invitation template is here
 - c. Vendor contract template is here
 5. Identify & confirm Tracks & Sessions / Presenters / Speakers
 6. Website, meeting notes, calendar, action items,
 7. Workshop committee members
 - a. Confirm contact at Sac City with Rena (Kevin Flash)
 - b. Operations Coordinator: Rena Martinez, eTranCA Chair, rmartinez@fullcoll.edu
 - c. Registration Questions Contact: Rebecca Miller, rmiller@ccctechcenter.org
 - d. Emails & Website/ILanding Page: Crista Souza, csouza@ccctechcenter.org
 - e. Contact for CCCApply: Patty Donohue, pdonohue@ccctechcenter.org / Michelle Pena
 - f. Contact for eTranscripts: Rena Martinez, rmartinez@fullcollege.edu

ACTION ITEMS

- Patty Donohue** - Get notes from meeting (Michelle & Stephanie) and update Workshop Planning Sheet  **13 Dec 2016**
- Patty Donohue** - Schedule meeting with Michelle Pena - New Vice Chair - to discuss planning schedule (recurring update meetings, etc.)  **13 Dec 2016**
- Patty Donohue** - Update landing page in Constant Contact with theme, Keynote / General Session Presenter  **16 Dec 2016**
- Patty Donohue** - Send Crista list of updates for next email  **15 Dec 2016**

Documents & Supporting Materials

#	Description	File or Link	Notes
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1	CACCR AO Memo Response		PDF
2	CCCApply Standard Application - Paper Version 1.0	CCCApply-Paper-Application.V1.0.pdf	PDF
3	CCCApply Constitution & ByLaws	cccapplyconstitutionandbylawsmay2005 (1).doc	Word
4	Whitepaper Draft 101	CCCApplyWhitePaper-Draft101.docx	Word
5	OpenCCCApply Data Fields & Questions.v1.12.12.16	OpenCCCApply Data Fields & Questions-v1.12.12.16.xlsx	Excel