June 9, 2021

CCC Technology Center
Student Success Suite:
CCC MyPath Enhancements: Beyond Onboarding

Thank you for joining us!
- We will start at 12 p.m.
- This session is being recorded.
- Auto-captioning is available via Zoom CC button.
- Please use chat for questions.
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What is the Student Success Suite (SSS)?

Student-Facing Products Supported by the CCC Technology Center:

• **OpenCCC** Systemwide Account
• **CCCApply** Suite of Applications
  • Standard
  • Noncredit
  • California College Promise Grant (formerly BOG Fee Waiver)
  • International
• **CCC MyPath**
  • The answer to the question “I filled out the application, what do I do next?”
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Current CCC MyPath Stats

• Adopted by 64 colleges
• 360,000+ student advisor cards completed this fiscal year-to-date
• Over 1.5 million tasks completed by students since launch of MyPath
How are we supporting users?

• Continuous improvement over time
• Driven by user feedback
  • Student Centered
  • Staff and Faculty Input
• Integration of all student-facing tools
• Going forward, you’ll see “Student Success Suite” releases and coordinated training and support
  • Fall 2021 Release of all three products
Feedback Opportunities

• User Groups and Subcommittees
  • CCC MyPath
  • CCCApply
    • Fraud Filter
    • Dual Enrollment
    • Incarcerated / Formerly Incarcerated
  • Vanilla Forums (ccctechnology.info)
• End User Pilot Testing
  • New formal process
  • For faculty/staff and students
CCC MyPath Overview

Next, the student clicks on the Transfer From Another College card.
**MyPath Customized CMS Portlets**

- Customized CMS Portlets are web pages that live within MyPath.
- These ‘mini web-pages’ could be used for:
  - Highlighting a service for students (where no web page currently exists)
  - Giving directions with illustrations to aid students in performing a task
  - Providing students with additional information not currently published on an existing web page
We use this MyPath tool to create them:
Compton needed to highlight their F.I.S.T. Program

We used this editor to add content for the web page.
Compton’s F.I.S.T. Program:
Coastline wanted to help new students better prepare for applying
Transfer and Graduation Enhancements

- Students can use MyPath to upload documents to aid in completing transfer and graduation requirements.
  - Students can upload high school/college unofficial transcripts.
  - Veterans can upload DD214s and more.
  - Each document uploaded is ‘tagged’ with the student CCCID and a category tag to keep student documents straight.
  - Schools can search for documents by student name, document category, or CCCID.
See how a student uploads a document
Amazon WorkDocs - View uploaded documents

![Image of Amazon WorkDocs interface](image.png)

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Let’s entice students back to school!

Antelope Valley College has a great idea~

Use MyPath to entice students to return to school!

How we could do it-briefly stated:

● First, identify students who haven’t attended in the last few terms (get their CCCIDs), basically creating a ‘saved list’ from your student acad cred file (or similar) in preparation for a cross platform query.

● Next, determine their email address they used in their CCCApply application (from Report Center) - you don’t want to send them an email to their school email address, after all...

● Now you have the elements you need for an outreach campaign!
Outreach campaign example

Send an email to students who recently stopped attending.

Use AVC’s ‘best of both worlds’ webpage as the link in the email correspondence.

Let’s see it in action. The student will click on that link in the email...
Antelope Valley makes it easy to access MyPath
Life is change. Workflows change too.

- Continuous improvement might mean more streamlined workflows - MyPath can capitalize on this - and guide your students in a decisive process.
- Performing analysis on MyPath usage reports might reveal the need to modify existing cards/workflows, or add new ones.
- Further discussion and analysis can result in applying meaningful upgrades to MyPath, to aid students in understanding and meeting requirements, increasing enrollment, and augmenting student success!
Next Steps

Updating & Enhancing CCC MyPath
Get hands-on help with enhancements!

CCC Technology Center implementation team members are here to help

- Beth Knowles: bknowles@ccctechcenter.org
- Ramya Hari: rhari@ccctechcenter.org

Send an email to your CRM to get started
Ready for more? Have questions?

CCC Technology Center College Relationship Managers are here to help

- Monica Matousek: mmatousek@ccctechcenter.org
- Warren Whitmore: wwhitmore@ccctechcenter.org
- Monica Zalaket: mzalaket@ccctechcenter.org

Not sure who your college’s CRM is? Contact all of them: crms@ccctechcenter.org
Student Success Suite (SSS)

Upcoming Release Highlights
New! Student Account Creation Process

OpenCCC 2.0: Streamlined and enhanced

- SSN & Previous name no longer required
  - Still requested in application
- No more security questions!
  - Account verification & recovery via email or mobile text
  - Primary verification method unique per account
- Spanish language version
  - Student’s preferred language persists in account creation and recovery email and text notifications
- Mobile first design supports wider student audience
Create Your Account

Enter your mobile phone number to begin creating your California Community Colleges student account. You will receive a code via text message to verify your identity and keep your account secure.

Mobile Phone

For international numbers insert + before country code

Use email instead

Text My Verification Code

Back to Sign In
New! Account Recovery Process

- Simplified user interface with clear instructions to students
- Streamlined recovery process & password reset
  - Say it again: no more required security questions!!
- More options for self-service account recovery
  - Email, mobile text or help desk
    - 24/7 Help Desk still on duty to assist students
Recover Account Interface

Recover Account

Tell us more about you so we can find your username.

**Date of birth**

mm/dd/yyyy

**Last name**

Next

Forgot Your Password?

Which contact method do you want to receive a password reset?

- Email - send me an email to kin*******@gmail.com.
- Helpdesk - send me to support

Next
2021 Student Success Suite Release

- OpenCCC in pilot as of May 7
  - First user testing cycle complete as of May 28
- CCC MyPath to pilot in July
  - Added to OpenCCC to allow for integration testing
- CCCApply to pilot in August
  - Added to OpenCCC and MyPath for integration testing
- All three to production in Sept/Oct
- Each phase is contingent upon pilot results, discovery
Preparing Your College for the SSS Release

- Several months until Production release
  - Lead time for colleges to update student facing docs
- Available Now!! Breakdown of student account changes in public documentation release notes: [SSS 2021 Release Notes](#)
  - Screen shots you can download
  - Details on all new processes
  - “Watch” this page for updates
- Follow up information via CRMs, CCCTC Forums and emails
Volunteer for User Testing!!

- Recruiting student and staff testers
- Contact Rick Snodgrass to join the testing group or refer student testers: rsnodgrass@ccctechcenter.org
SSS User Testing Process

- Multiple rounds of testing to confirm integration
- Testing commitment:
  - One to two hours of self-paced testing
  - Attend 30 minute testing kickoff meeting (required)
  - Attend 30 minute testing wrap-up meeting (required)
- Live support for testers during business hours
Opportunity for Q&A, Discussion

What questions do you have?
Thank you for attending!

For further assistance:

● General info & announcements: [ccctechnology.info](mailto:ccctechnology.info)

● Help Desk / User Support: [staffsupportccctc@openccc.zendesk.com](mailto:staffsupportccctc@openccc.zendesk.com)

● Enabling Services College Relationship Managers: [crms@ccctechcenter.org](mailto:crms@ccctechcenter.org)

● Jennifer Coleman, Student Success Suite Director: [jcoleman@ccctechcenter.org](mailto:jcoleman@ccctechcenter.org)