Technology Planning Committee Responses to Tech-Quity Proposals

Background:

In Spring 2022, the ad-hoc Tech-Quity Task Force submitted the Tech-Quity Proposals to the Technology Planning Committee (TPC). After voting on the proposals, the TPC decided not to forward them to its parent committee, the Planning and Resource Allocation Committee (PRAC). However, the TPC agreed to analyze the proposals and extract the technology-related ones. The committee conducted further research and investigation to provide informed recommendations on these technology-related proposals. During the TPC standing meeting on December 12th 2022, the committee approved the following responses and recommendations to forward to PRAC.

1. Original Tech-Quity Proposal:

"Recommendation: Offer a variety of ways for students to register: in person, online, on paper, and on a cell-phone using a mobile-friendly intake form. Recognize that cell phones are the primary. and often sole, means of internet access for the majority of individuals who aspire to enroll in non-credit ESL. …" (Page 1 – Exhibit A: Tech-Quity Proposals)

Response on No.1:

We recommend that the ESL department continue to offer registration workshops, assistance to students both in person and over the phone at the admin office. In addition, the use of adjacent ESL computer lab can provide extra support as the lab is staffed with an ESL instructor during the semester. If needed, staff could provide computer or tablet devices to gather information from walk-in students. These devices are available through IT, and can be requested through the Service Desk.

2. Original Tech-Quity Proposal:

"Recommendation: Publish one phone number for the ESL office. Distribute calls or texts to office staff and 2upport personnel from this centralized number." (Page 3 – Exhibit A: Tech-Quity Proposals)

Response on No. 2:

The issue has been resolved, the ESL department publishes one phone number (415) 485-9642 on their website. Other staff's or instructor's desk phone numbers can be forwarded to this number for streamlined communication. If there are any questions or issues with the setup, assistance is available through the Service Desk.

3. Original Tech-Quity Proposal:

"Recommendation: Petition Unifyed6, the MyCOM software provider, to replace biased security questions so that they are appropriate for all members of our diverse community." (Page 4 – Exhibit A: Tech-Quity Proposals)

Response on No.3:

We recommend that the College of Marin incorporate inclusive security questions for MyCOM portal that do not assume privileges such as owning a first car, traveling by airplane, or having favorite books. Additionally, it's important to avoid questions that assume knowledge of United States-only traditions like high school mascots, as this may exclude international or non-traditional students.

4. Original Tech-Quity Proposal:

"Recommendation: a. Develop an outreach campaign using text messaging as a tool for recruitment. See Details – ESL office using text as an official communication tool. b. Use text to register returning students who miss in-class registration. See Details – Returning student registration via text. " (Page 4– Exhibit A: Tech-Quity Proposals)

Response on No.4:

We recommend that the College of Marin explore and incorporate an official texting service for mass alerts regarding registration, financial aid opportunities, class start dates, and other important announcements. Instructors should continue to use email and Canvas for electronic communication with enrolled students. Additionally, we suggest that the College investigates other private and secure communication applications supported by the district to ensure effective communication with students. By implementing a reliable texting service, the College can better engage with students and keep them informed of important information.

5. Original Tech-Quity Proposal:

"Do not require add codes for classes that are not full." (Page 6 – Exhibit A: Tech-Quity Proposals)

Response on No.5:

Enrollment Services is currently exploring a potential change regarding add codes. However, before making any recommendations on this instructional matter, we need to consult with all relevant parties. In the meantime, we recommend providing clear language on the college's websites about what add codes are, how to obtain them, and what to do if you are waitlisted (i.e., attend the first day of class). Additionally, we suggest placing resources on the websites to assist students with these processes. By providing clear information and resources, we can ensure that all students have access to the tools they need to successfully register for classes.

6. Original Tech-Quity Proposal:

"Make the way things look on the website make sense to someone who doesn't know anything about the naming of our levels. When things are student facing, they should make sense to students, not just office staff. Look at other colleges' websites for examples." (Page 7 – Exhibit A: Tech-Quity Proposals)

Response on No.6:

After consulting with the IT department, it was determined that a faculty focus group should be formed to identify specific issues related to the user experience. By providing training and support on how to use the schedule website and MYCOM schedule search function effectively, we can enhance the overall user experience. Additionally, IT informed us that they are currently implementing mobile-friendly

navigation features to make the platform more accessible for users primarily relying on cell phones to access the schedule.

7. Original Tech-Quity Proposal:

"c. Simplify the vaccination verification process by enabling students to be cleared after showing their vaccination card to a staff member during an in-person orientation meeting. Currently, potential new students must first set up an account with COM and have a M00 number before they can submit the vaccination verification." (Page 2 – Exhibit A: Tech-Quity Proposals)

Response on No.7:

As we analyzed the proposals and the registration process for ESLN students, we identified the vaccine verification requirement as a significant obstacle. Some students were unable to sign up for courses due to confusion around the vaccine verification process, resulting in delays. In light of this, we recommend that the vaccine verification hold should not prevent enrollment during the registration period, provided that the verification is still required by the college.

Starting in Spring 2023, Enrollment Services has confirmed that the vaccination hold will no longer prevent enrollment. However, students will receive reminders to supplement their vaccine information, and failure to upload this information will be subject to the student code of conduct violations. These measures will help to ensure that students are able to enroll in courses without unnecessary barriers and encourage compliance with the college's vaccine policies.

Exhibit A: Tech-Quity Proposals

Tech-Quity Taskforce

Executive Summary

April 2022

The Tech-Quity Task Force was formed in January 2022 to support College of Marin's mission of "… providing equitable opportunities and fostering success for all members of our diverse community"[1] by addressing problems at the intersection of technology and equity.

The task force has identified and discussed several problems; this proposal focuses on the urgent issue of enrollment. Although community college enrollment has declined nationwide, the 35% drop in COM's ESL enrollment[2] is significantly greater than reported state averages.[3]

While formulating recommendations, the task force considered the principles of Universal Design to "create inclusive design solutions and promote accessibility and usability"[4], being mindful of the fact that socially vulnerable populations and senior citizens are often digitally excluded.

The problem statement we addressed was: What are the technical barriers and equity issues that impede student enrollment and registration?

Following is a summary of our recommendations, grouped into five categories: Registration, Staffing, Recruitment, Technology, and Advocacy.

<mark>Please consider the links marked "Details" in the Tech Quity Task Force Proposal as *ideas and suggestions* to consider moving forward.</mark>

Registration

1. Problem: Providing online applications and registration as the only method of enrollment creates barriers to entry for all non-tech-literate people and the most marginalized populations. This runs counter to COM's mission and standards of being student centric, equity minded, and responsive to our diverse community.

Recommendation: Offer a variety of ways for students to register: in person, online, on paper, and on a cell-phone using a mobile-friendly intake form. Recognize that cell phones are the primary. and often sole, means of internet access for the majority of individuals who aspire to enroll in non-credit ESL. See Details – Create a variety of ways to register.

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[1] https://www1.marin.edu/mission
[2] In the Spring of 2019 enrollment was 986 NC ESL students, Spring 2022, 638 students. From PRAC Presentation, "College Skills & Educational Skills Program," April 2022.
[3] https://calmatters.org/education/higher-education/2022/03/community-college-enrollment/
[4] https://universaldesign.ie/what-is-universal-design/benefits-and-drivers/

2. Problem: We lose potential students because there are too many steps in the enrollment process, often with wait times between steps.

Recommendations:

a. Short-term: Analyze the "pain points" in the attached flowchart of the non-credit ESL registration process and reduce and re-order the steps to create a simplified, one-stop intake process for ESL students. The forms used by San Jose Community College and Peralta Community College, which do not require non-credit ESL students to use CCC Apply, are potential models.[5] (Please see Appendix for two letters from the California Chancellor's Office, and the California Community Colleges Technology Center regarding requirements for CCC Apply)

b. Long-term: Create a Universal Design-focused, one-stop registration process for ALL students. See Details – One-stop.

c. Simplify the vaccination verification process by enabling students to be cleared after showing their vaccination card to a staff member during an in-person orientation meeting. Currently, potential new students must first set up an account with COM and have a M00 number before they can submit the vaccination verification.

Staffing

1. Problem: The regular Enrollment Services and bookstore schedules discriminate against students who work during the day; it is inequitable to require these students to take time off work in order to get in-person support for registration, textbooks, student ID cards, etc.

Recommendations:

a. Increase and standardize evening and Saturday hours.

b. Have the Welcome Center and Enrollment Services, with ESL support, open during the evening and on Saturdays during the last three weeks of the semester and during the first month of the semester.

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[5] https://www.sjcc.edu/academics/departments-divisions/esl
https://www.peralta.edu/workforcedevelopment/apply-and-enroll/

c. Consider ways in which ESL and the Welcome Center could overlap, such as ESL personnel working in the Welcome Center. Increase the overlap between ESL and Enrollment Services, and improve communication regarding registration among all departments.

2. Problem: Providing multilingual support via text and phone is vital for lower-level ESL students, but continuation of the *Online ESLN Registration/Enrollment Student Support* position is uncertain.

Recommendation: Continue funding for the *Online ESLN Registration/Enrollment Student Support* position. Recognize that students reach out and are helped by support providers long after the billable period ends.

Technology

1. Problem: ESL office staff and support personnel have their own distinct phone numbers, which causes confusion for students, inconsistencies in support, and inefficiencies for staff.

Recommendation:

Publish one phone number for the ESL office. Distribute calls or texts to office staff and support personnel from this centralized number.

2. Problem: Text is the most reliable, and sometimes only, way to reach lower-level ESL students; these students do not read information sent via email.

Recommendation: Provide phones with texting capabilities for the ESL office so that the staff can respond to students via text, sending links and following up. Use text messaging to invite students to orientations, to register, and to offer help via Google Voice or other appropriate service. See Details – ESL office using text as an official communication tool.

3. Problem: The complexity of the MyCOM registration process creates significant barriers for English language learners and non-tech literate individuals. This, in turn, increases the workload for administrators and instructors.

Recommendation: Simplify MyCOM's registration process so that it is intuitive. See Details – Simplifying MyCOM's registration process.

4. Problem: These MyCOM security questions are non-inclusive and communicate socioeconomic bias:

What was the destination of your first flight?
What is the model of your first car?

Where did you take your first family vacation?
In what city or town did your mother and father meet?
In what city or town was your grandmother on your father's side born?
What was the best birthday present you ever received?
What is the first name of your hairdresser/barber?

Recommendation: Petition Unifyed[6], the MyCOM software provider, to replace biased security questions so that they are appropriate for all members of our diverse community.

5. Problem: Changes to the enrollment and registration processes have not been student-centric, resulting in inequities.

Recommendation: Generate a team of ESL instructors and possibly students to act as beta-testers whenever enrollment processes change.

Recruitment

Problem: Enrollment has dropped significantly, resulting in class cancellations and fewer offerings for potential students.

Recommendations:
a. Develop an outreach campaign using text messaging as a tool for recruitment. See Details – ESL office using text as an official communication tool.

b. Use text to register returning students who miss in-class registration. See Details – Returning student registration via text.

c. Create an interest form *on paper* asking for only basic information (name, phone number, email, and native language), so that office staff can invite them to orientations or follow up with them to get them through the registration process.

d. Update current student addresses and phone numbers during the semester, instead of asking students to do it themselves in MyCOM. See Details – Updating student contact info.

Advocacy

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[6] https://unifyed.com/

Problem: The vocabulary and grammar of CCC Apply questions are challenging for English language learners, even when translated into the applicant's first language. Furthermore, some questions are culturally biased or insensitive to the ethnicities of our diverse student population.

Recommendation: Petition the Chancellor's office to revise questions and simplify the language of CCC Apply for all students. See Details – Petition Chancellor's Office

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Details – Create a variety of ways to register.

A. In addition to online registration, create an alternative *paper* intake form that collects all information necessary to enroll. Not all students need this, but some do. It would simplify the wording of CCC Apply and collect ONLY THE REQUIRED INFORMATION for use when a student is not tech savvy or no one is available to help a student on a computer. This information will be entered into CCC Apply by staff. The intake form would also collect information necessary to set up a MyCOM account (use student phone number for password). It might also include a shorter placement test. We recognize that this involves staffing, budget, and union considerations.
B. Create a low-tech, phone compatible intake form for new students who are not tech literate
   a. Must be phone compatible so that students can easily access
   b. Must have multiple language options with an easy to see way to select the language (Maybe first page is just language options.)
   c. Must not be case or format sensitive and thus cause error messages
   d. Must have many yes/no questions that take you to the next appropriate question or piece of information, I.e. "Do you know your level?" If yes, "Click on your level". If no, next testing dates.
   e. If student chooses a level, automatically show the list of classes available for that level. Ask them to check the classes that they want.
   f. Simplify language of CCC Apply and collect all information for CCC Apply application.
      i. Use Yes/ No questions here when possible. I.e. Instead of asking "What is your parent's level of education?' Parent one- etc." Ask "Did your father graduate from high school?" If yes "Did your father graduate from college?". If no, "Did your father finish primary school?"
      ii. Have an "I don't know" option.
   g. If necessary for data reporting, ask sexuality and gender questions in a less intrusive way.
   h. Eliminate tribal options for Indigenous. The options listed in CCC Apply do not include Maya, the indigenous group most students belong to.
   i. Collect vaccination information here. Ask "Are you vaccinated?" Yes/no click option. If yes "How many doses?" 1/2/3 click option. Take picture of vaccination card and submit into the intake form. (Staff can upload info to the vaccination verification form in MyCOM later.)

      j.   Create a system to track office staff's progress in completing registration and enrollment of students in case of glitches or the need to verify information submitted on the intake form. Steps:

          i.   Check vaccination card to make sure there is proof of vaccination
          ii.   Place the student in a class
          iii.   Complete the official application in CCC Apply and MyCOM

               1.   ESL office creates CCC Apply account and fills out application for the student. Once M00 number is generated, ESL office creates a MyCOM account for the student using their phone number as their temporary password. (Student may change the password at any time.) Text or email the student (to their personal email if email is used) the student's username and password for CCC Apply and for Mycom. ESL office submits vaccination verification to Mycom.

C. Consider not requiring Non-Credit ESL to use CCC Apply. According to Jane Linder, Software Product Manager at the CCC Tech Center, approximately half of California community colleges do not require non-credit students to apply using CCC Apply.

Details – One-stop.
Reduce the number of separate steps to registration. Create a process that is seamless and takes a student from one step to the next with no wait. If they must wait for confirmation, then that wait should come at the end after collecting all of the student's registration information *in one sitting*. This is a college-wide process that needs to be changed. If we cannot change it at the college level, we must at least find a way to change it for non-credit ESL. (Questions: Can we generate M00 numbers immediately? Can we verify vaccination records with no wait?

Details – ESL office using text as an official communication tool to communicate with students. Like with email, texting allows a message trail where you can find pertinent information. But whereas students don't use email, they do use text.

Details – Simplifying MyCOM's registration process

A. Enable students to view welcome letter in as many languages as possible.
B. Do not require add codes for classes that are not full. This could be changed for all classes I would think. If not, can we program levels 10-40 to work this way?
C. Do not require (and perhaps it isn't) one to change to "web registered" after submitting and submit again.
D. Do not make students click "New search" and start over every time they want to check another section of a level.
E. Have classes searchable by day and time without doing an advanced search.

F. Students could choose semester. Then subject. Then level. All classes of a level should be listed together so that the student can see every choice at once and click on their selection.
G. Make the way things look on the website make sense to someone who doesn't know anything about the naming of our levels. When things are student facing, they should make sense to students, not just office staff. Look at other colleges' websites for examples.
   a. Names of the days of the week should be spelled out. "Saturday", not just "S".
   b. "Long", not just "L"

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Details – ESL office should use text as an official communication tool to communicate with students. Like with email, texting allows a message trail where you can find pertinent information. But whereas students don't use email, they do use text.

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Details – Returning student registration via text.
For returning students who missed the registration day at school, send, by text, a verification of student information on file (name, address, email and phone number) and ask them to check which classes they want, just like we used to do by mail on paper.

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Details – Updating Student Contact Info.
Teachers could have students correct their addresses and phone numbers and then submit to the ESL office for correction so that we have fewer problems contacting current students when it's time to register for the next semester. Currently, students have to correct their addresses themselves in MyCOM. This does not work when students are not tech literate.

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Details – Petition Chancellor's Office.
Petition Chancellor's office to redesign CCC Apply's non-credit application to make it simpler for students to understand and complete online.

A. Have a wider choice of languages available for CCC Apply.

B. Simplify the way students must choose their birthdates. ESL students often don't know how to choose the year, month and date on the calendar menus.

C. Take out demographic information that is not absolutely necessary for non-credit. Information collected at the lower levels is inaccurate because students don't understand the questions.

D. If we must keep demographic information on the CCC Apply application, think through the ethnicity choices more. When asking whether Latino or not, the race questions that follow are strange. Latinos are usually indigenous, but if you choose Native American, the tribal choices that follow are overwhelming and do not include most of the indigenous groups that our students come from. Most of our students are not Zapotec. Most are Mayan, but Mayan is not a choice on the application.

E. Add a question about native language. This could be helpful for future contact.

Appendix:

1. Pages 9-12 - Flowchart of the CCC Apply process: every decision point (green triangle symbol) represents a potential barrier.

2. Page 14 - Instructional analysis of MyCOM lesson: non-tech literate students do not have the prerequisite skills (yellow square symbol) to complete the steps (green square symbol).

3. Page 15-16 - Letter from Kati Kouklis, California Community Colleges Chancellor's Office concerning CCC Apply

4. Page 17-18 - Letter from Jane Linder, Software Product Manager, Student Success Suite, California Community Colleges Technology Center

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Start                  find          yes      find ESL      yes       decipher      yes       go to CCC Apply
application     →      marin.edu    ────→      page?       ────→       ESL        ────→          process
process               ?                                               page?

                       │ no           │ no                            │ no
                       ↓              │                               ↓

                   find phone        yes                          speak            yes       call or text
                   numbers for   ─────────────────────────→      English,       ────→       for help
                   help?                                         Spanish,
                                                                 French,
  separate                                                       Portuguese?                              can use          yes       receive CCC      decipher      yes     go to CCC Apply
  phone            │ no                                                                                    text or       ────→       Apply link  ──→  text or    ────→        process
  numbers for      ↓                                              │ no                                     email?                                      email?
  Jamie                                                           ↓
  Miguel        STOP                                           find             yes                        │ no                                       │ no
  Melvin                                                       translator?   ──────────────────────→       ↓                                          │
  Marina                                                                                                can speak        yes     can come      yes                ↓
                                                                 │ no                                   English,       ────→    during office ────→   come to office   →   go to CCC Apply
                                                                 ↓                                      Spanish or               hours?                                        process
                                                                                                       have
                                                              STOP                                     translator?

                                                                                                          │ no                   │ no
                                                                                                          ↓                      ↓
                                                                                                       STOP              call or text        →    go to phone help
                                                                                                                         for help                  process
```

```
CCC Apply
process  →  create CCC  →  ◇ existing record  ──yes──→  ◇ can recover  ──yes──────────────────→  (A)
            Apply account      found?                      account?

                                    │no                         │no

            ⟋ enter              │                         ◇ can come            ⟶ come to  ──→  recover
              phone number or    │                           during office  ──yes──  office          account
              email address to   │                           hours?                                    ↑
              verify ⟍           │                              │no                                    │
                                 │                                                                      │
                                 │                         call or text  ────────────────────────────→ ┘
                                 │                         for help
                                 │
                                 ↓
            verify account  ──→  ◇ get           ──yes──→  enter verification  ──→  create profile  ──→  create CCC      ──→  ◇ password      ──yes──→  (A)
                                   verification              code                                         Apply password       acceptable?
                                   code?

                                      │no                                          ⟋ enter:          ⟋ rules:                  │no
                                                                                     email              not name
                                   ⬡ STOP                                            address            8 characters
                                                                                     name               1+ upper
                                      │                                              DOB ⟍                 case                ⬡ STOP
                                                                                                         1+ lower
                                   ◇ can come                                                              case                  │
                                     during office  ──yes──→  come to                                    1+ number
                                     hours?                   office                                     1+ special            ◇ can come          ──yes──→  come to
                                                                                                          char. ⟍                during office                office
                                      │no                                                                                        hours?
                                                                                                                                   │no
                                   call or text
                                   for help                                                                                     call or text
                                                                                                                                for help
```

A

enter enrollment information
- select:
  - term
  - end goal
  - intended major

enter profile information
- previous legal name on legals docs or ed transcripts?
- confirm address

enter education information
- college enrollment status?
- high school ed?
- completion date?
- last school attended?
- school name?
- start and end dates?

enter demographic information
- optional:
  - gender?
  - sexual orientation?
- **required, regardless of age:**
  - parents' education?
  - race/ethnicity?

decipher and correctly answer questions at **each step**?

STOP

can come during office hours?
- yes → come to office
- no → call or text for help

submission
- consent to share info?
- confirm information is accurate under penalty of perjury?

receive 2 emails
1. CCC Apply confirmation
2. Welcome Letter with M00# and MYCOM username

use email?
- yes → go to MyCOM process
- no ↓

STOP

can come during office hours?
- yes → come to office
- no → call or text for help

```
                                                              yes                                            yes
                          ┌──────────────┐          ┌──────────────┐          ┌──────────────┐
                          │  text for    │─────────▶│   texted     │─────────▶│ answer is    │
 ╭──────────╮             │   help?      │          │ question can │          │   texted     │
 │phone help│────────────▶│              │          │ be answered  │          │              │
 │ process  │             │              │          │  by text?    │          └──────────────┘
 ╰──────────╯             └──────────────┘          └──────────────┘
                               │ no                      │ no
```

phone help process

text for help?   yes

texted question can be answered by text?   yes

answer is texted

no

no

call for help

schedule time to talk

student answers phone?   yes

was able to start CCC Apply from link?   yes

send picture of screen to Jamie or Miguel to dicpher

Jamie or Miguel diagnose problem and instruct student on how to solve it

CCC Apply process completed?   yes

no

no

no

request to reschedule

Jamie or Miguel translate CCC Apply questions into simplified Spanish (or French or Portuguese)

Jamie or Miguel enter student's answers in CCC Apply

Jamie or Miguel follow up with student to confirm receipt of emails

go to MyCOM processs

1. CCC Apply confirmation

2 Welcome Letter with M00# and MYCOM username

Start → open browser → go to marin.edu → go to MyCOM → enter username → enter password → get verification code → enter verification code

open browser
- distinguish between left and right click
- click on icon
- demonstrate ability to use mouse or track pad
- navigate cursor to browser icon
- identify location of cursor

go to marin.edu
- type marin.edu and press enter
- find letters and period symbol and enter key on keyboard
- decipher upper case form of lower case letters of Roman alphabet
- decipher letters of Roman alphabet

go to MyCOM
- navigate cursor to MyCOM link and click on link
- find MyCOM link
- identify location of cursor

enter username
- type username
- find letters and numbers of username on keyboard
- navigate cursor to username field
- identify location of cursor

enter password
- navigate cursor to SIGN IN and click
- type password
- find letters, numbers and special symbols of password
- identify password from memory or media (paper, photo, etc)
- move cursor to password field

- demonstrate ability to access special characters
- identify when caps lock is on
- distinguish between caps lock and shift key
- distinguish between upper and lower case letters

get verification code
- go to email program to retrieve code
- navigate cursor to select verification option

- return to MyCOM sign-in screen
- write or copy verification code
- find email from noreply@marin.edu
- open inbox
- log in to email program
- open new browser window

enter verification code
- type or paste verification code and click SUBMIT

miro

Letter from the Chancellor's Office concerning CCCApply
From: Kouklis, Kati <kkouklis@cccco.edu>
Sent: Thursday, March 17, 2022 2:11 PM
To: Kate Hayne <KHayne@marin.edu>
Subject: RE: Noncredit ESL CCC Apply Application

Good afternoon Kate,

My understanding is that the CCC Tech Center responded to College of Marin, but also following up here just in case their response did not reach you directly. Use of the noncredit CCCApply application is optional at this time. Not all colleges have adopted the online version and still use their own locally developed applications (paper and otherwise). I'm not sure of the process for using paper applications and am unaware of an approval process, as the Tech Center doesn't offer a paper-based alternative or any support in this area. It's my understanding that creation and support of this type of alternative falls solely in the college's court. For students who don't use the CCCApply noncredit application, I don't know what the reporting requirements are, as we only process data for those who utilize the online version. I'm also not sure what an M00# is - it may be the assignment of a local College of Marin student ID. If so, the 24 hour wait would be a local processing factor/decision. Below is some additional information based on other questions we received from College of Marin.

1) Do you know if the CCC Apply application is required for non-credit students in California?

Colleges are not required to use any of the online CCC Apply applications. Colleges are required (via various legislated mandates) to collect and report on specified data about the students who apply to the CCC system. The online applications were developed to give colleges a free application system that would collect and deliver to colleges the mandated fields as well as additional data the colleges require to onboard students. At this time, every college is using the standard, credit online application, but only half of the colleges in the system are using the online non-credit application. In addition, every student in the CCC system must be assigned a unique identifier (CCCID). This ID is assigned when a student creates an online CCC student account.

Colleges that work with student populations unable to use the online account and application systems, such as incarcerated students, do fill out paper applications designed by the colleges that offer programs at their institution. College staff who work with these students help them fill out the paper application and then those college staff create online student accounts and online applications for them using the online student account and application system.

2) We have been told that Enrollment Services has to make some kind of report for each student that doesn't apply through CCC Apply. Do you know anything about that and what that reporting entails?

I'm not completely certain, but here's my conjecture: student application data MUST be reported to the CCC Chancellor's office via the statewide MIS data mart reporting system (which reports summary data and statistics to the state legislature and governor's office) and every student MUST have a CCCID. The online student account and application systems automatically assign a student a CCCID and also collects their application data for the college, sending it to the college in a digital file that is able to be automatically used by the college's network of systems (Student information system, financial aid system, billing system, content management system, etc). This way the college staff can automatically report student data to MIS without performing the data entry themselves. The only other options to this are 1. For the college to re-create their own online application and maintain it or 2. Create and use a paper

application and manually input all the data themselves, data that can cover over a dozen pages per student. The CCC system receives upwards of three million applications per year, with enrollments averaging around 2 million students, so you can see that such a manual process would be difficult to scale.

As I mentioned above, there is accommodation for student populations that need it, and this may be the best option for your committee. It would require dedicated staff to work with these students and then create their online accounts and applications for them, or at least walk them through the process. This way the data required by the Chancellor's office is gathered and can be reported as required.

3) Do you know if we come up with our own, perhaps even unofficial, simpler version of the non-credit application on paper, do we have to get it approved by the Chancellor's office? And if so, who would I ask about that?

Any application would have to be approved by your college's Admissions and Records staff because they are responsible for reporting student application data to the Chancellor's office via the MIS data mart. The A&R team would need to be certain that all the legal/mandated data is collected and then input to whatever systems store the data for those students.

4) Do you know anyone I could contact who would know more about how schools are bridging the tech gap in enrollment? I.e. using paper applications, scanning applications into the system somehow, touch screens, etc?

The only other group I've worked with that has a similar challenge are at the colleges with programs at prisons and jails since these students are barred from using any computers or mobile devices. Due to this they also have limited to no access to the online account and application systems. If you are interested in talking to staff who work with these students I can help with that.

Thank you,

Kati Kouklis, MSW
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Letter from Jane Linder, [March, 2022]
Software Product Manager, Student Success Suite
California Community Colleges Technology Center (CCCTC).

Hi Jamie, I drafted this response last week, and thought I sent it, but found it in my drafts folder. Sorry for the dealy.

Hi Jamie, Please see my answers below in blue. And feel free to ask as many questions as you want. :-)

1) Do you know if the CCC Apply application is required for non-credit students in California?

Colleges are not required to use any of the online CCC Apply applications. Colleges are required (via various legislated mandates) to collect and report on specified data about the students who apply to the CCC system. The online applications were developed to give colleges a free application system that would collect and deliver to colleges the mandated fields as well as additional data the colleges require to onboard students. At this time, every college is using the standard, credit online application, but only half of the colleges in the system are using the online non-credit application. In addition, every student in the CCC system must be assigned a unique identifier (CCCID). This ID is assigned when a student creates an online CCC student account.

Colleges that work with student populations unable to use the online account and application systems, such as incarcerated students, do fill out paper applications designed by the colleges that offer programs at their institution. College staff who work with these students help them fill out the paper application and then those college staff create online student accounts and online applications for them using the online student account and application system.

2) We have been told that Enrollment Services has to make some kind of report for each student that doesn't apply through CCC Apply. Do you know anything about that and what that reporting entails?

I'm not completely certain, but here's my conjecture: student application data MUST be reported to the CCC Chancellor's office via the statewide MIS data mart reporting system (which reports summary data and statistics to the state legislature and governor's office) and every student MUST have a CCCID. The online student account and application systems automatically assign a student a CCCID and also collects their application data for the college, sending it to the college in a digital file that is able to be automatically used by the college's network of systems (Student information system, financial aid system, billing system, content management system, etc). This way the college staff can automatically report student data to MIS without performing the data entry themselves. The only other options to this are 1. For the college to re-create their own online application and maintain it or 2. Create and use a paper

application and manually input all the data themselves, data that can cover over a dozen pages per student. The CCC system receives upwards of three million applications per year, with enrollments averaging around 2 million students, so you can see that such a manual process would be difficult to scale.

As I mentioned above, there is accommodation for student populations that need it, and this may be the best option for your committee. It would require dedicated staff to work with these students and then create their online accounts and applications for them, or at least walk them through the process. This way the data required by the Chancellor's office is gathered and can be reported as required.

3) Do you know if we come up with our own, perhaps even unofficial, simpler version of the non-credit application on paper, do we have to get it approved by the Chancellor's office? And if so, who would I ask about that?

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Best regards,
Jane