

Statewide Technology Initiatives Update: The Education Planning Initiative

2016 eTranscript Annual Workshop



CALIFORNIA COMMUNITY COLLEGES

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Learning Objectives

- Program Background
- What's In it for My College?
- Electronic Data Exchange 101
- Other EPI Tools and Services
- Timeline
- Questions



I'll just **drop** this course and worry about the impact later!

The course was **full** or not available!

I took classes I **didn't need**!

I can't ever get **time** with my advisor!

I changed my **major** – now major problems!

Finish?
No idea!



**Student-centric
Problem Solving...**

“This has got to be fixed...”

Student Success Task Force

- Multi-disciplined community
- 22 recommendations



Senate Bill 1456

Student Success Act of 2012





Meaningful Changes

- Mandatory core services:
 - Orientation
 - Assessment
 - Education Planning
 - Follow-up
- Priority enrollment
- Fee Waiver tied to academic standards
- Major or specific ed goal required by 15 units



EPI Program Goals

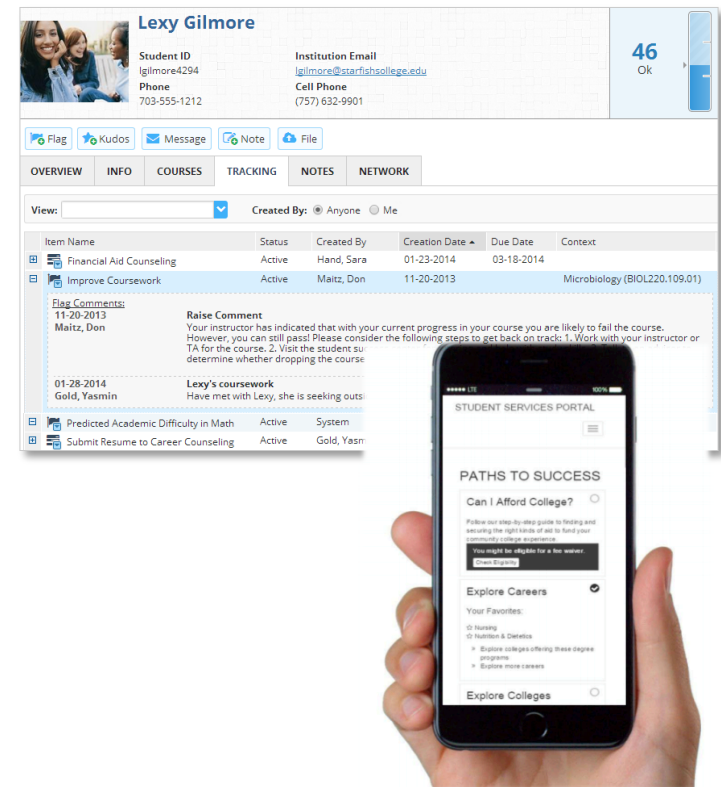
- Help students: Support informed choices based on clear goals and a concrete plan
- Assist under-resourced counseling services
- Promote and support coordination between colleges, to include CSU and UC
- Support SSSP funding
- Support management solutions



What's in it for Me?

Statewide Tools and Support for Your College

- eTranscript 2.0 - Development
- Student Services Portal
- Career Exploration - EMSI
- Common Assessment
- Course Exchange
- Orientation
- Education Planning – Starfish



*Transform business processes, remove barriers,
and create sustainable support with statewide toolsets*



What's in it for Me?

- Connect and Early Alert – Starfish
- Connections to Canvas and other emerging toolsets
- Reporting tools
- Professional Development
- Integration
- Training
- Marketing/communications
- User Communities
- Support

*Transform business processes, remove barriers,
and create sustainable support with statewide toolsets*

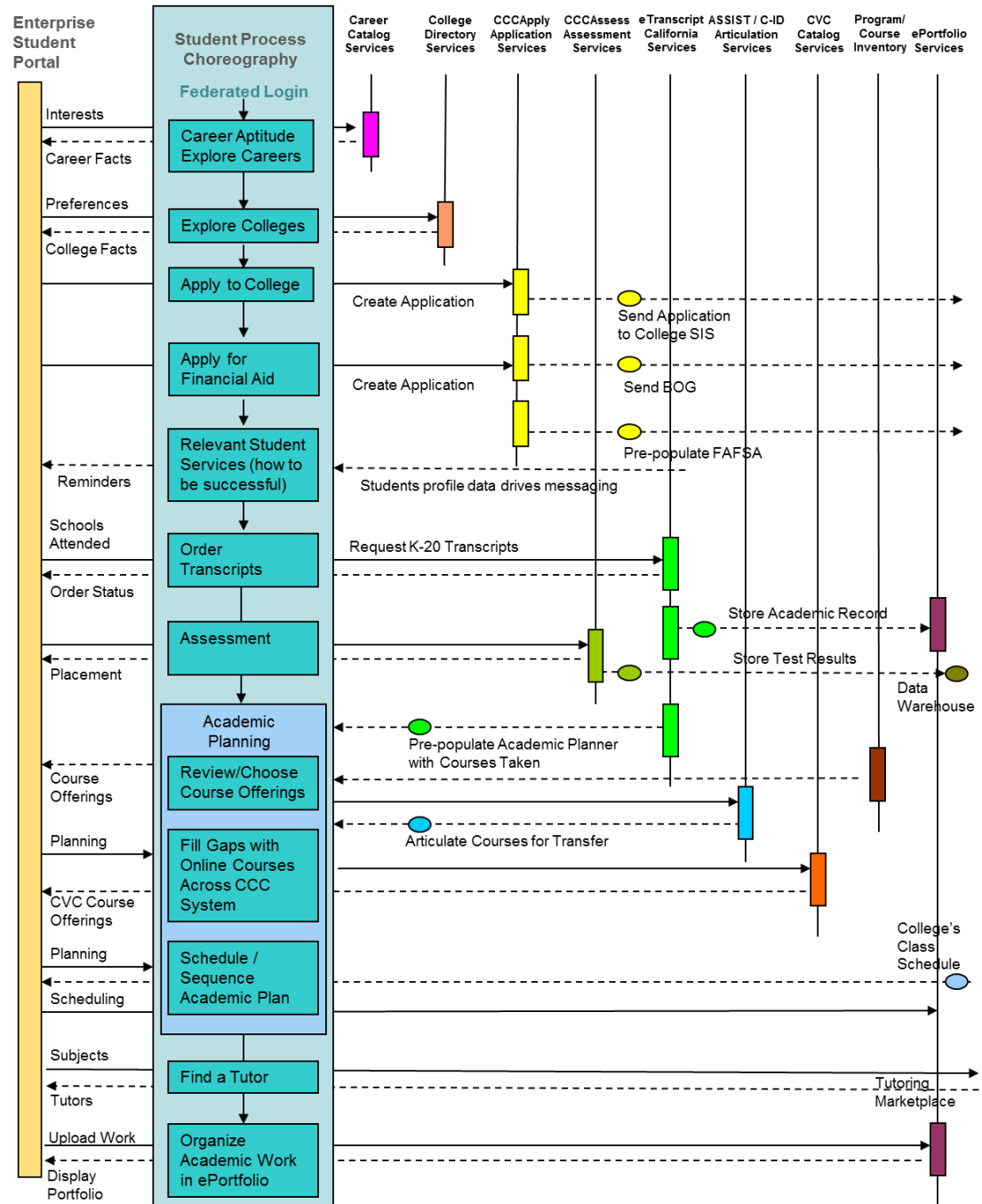


Begin with
the end in
mind...

-Steven Covey

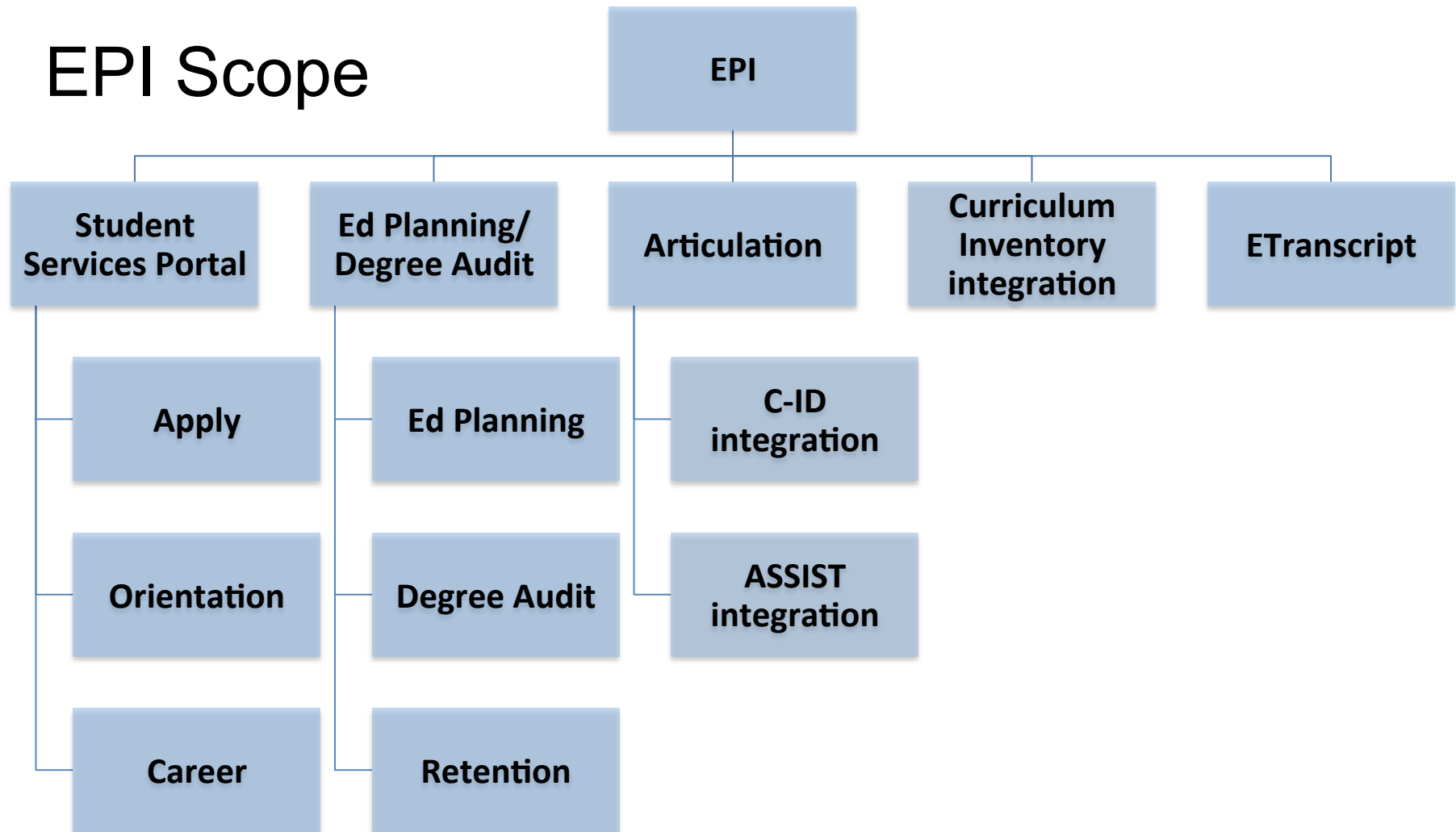
2008

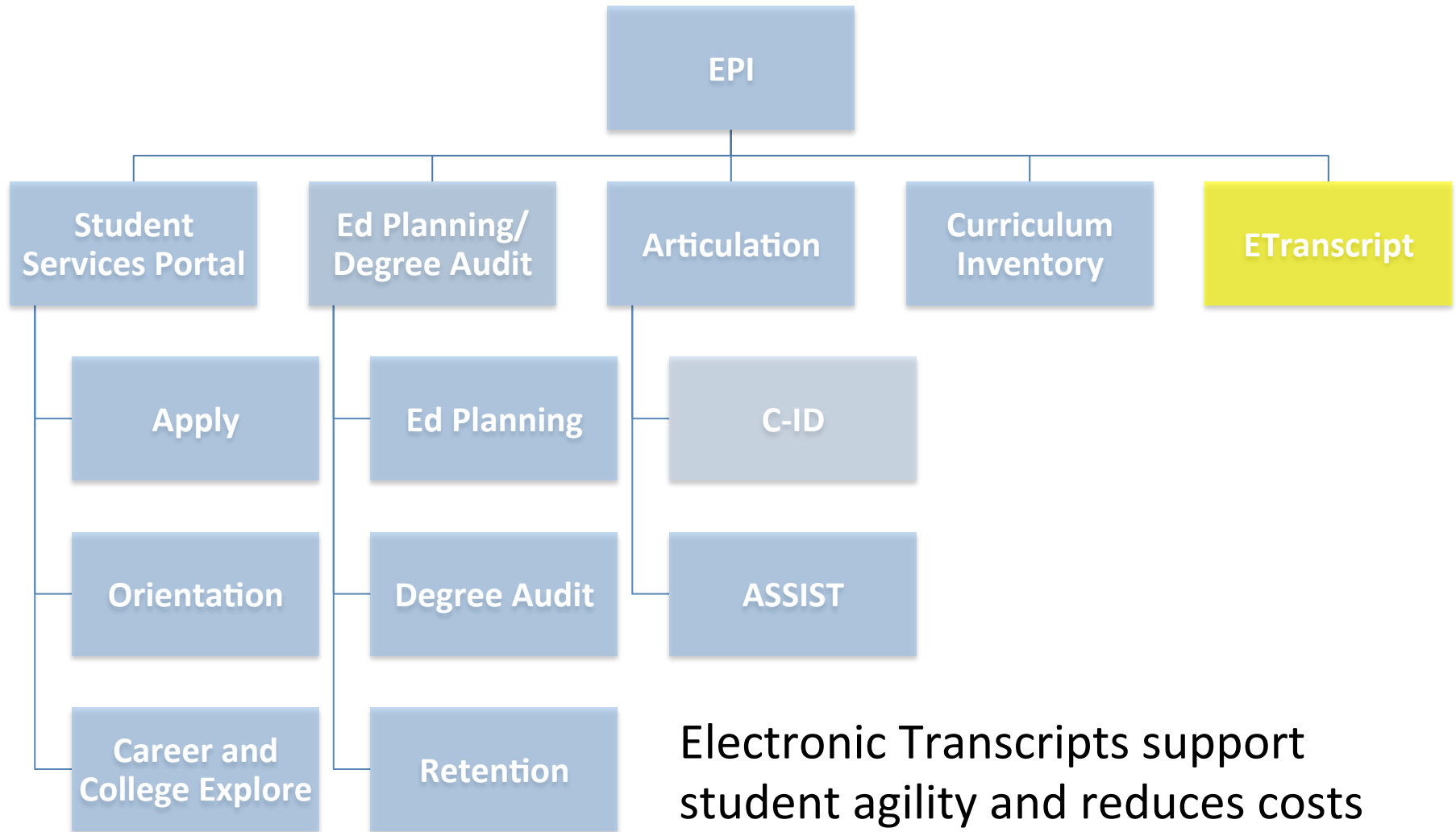
CCC Systemwide Portal Architecture





EPI Scope







eTranscript Scope

6.1.1 Three Year plan to increase Adoption of eTranscripts.

6.1.2 All CCC's have capability to send/receive

6.2 Work with eTranscript SC to develop financial incentive

6.3 Operational EdExchange network: enhance security and reliability

6.4 Operational eTranscript exchange built with PESC EdExchange network



eTranscript CA Participation

- 81 Colleges live on eTranscript CA
- 12 New Community Colleges have joined eTranscript CA since 1/1/2015
- 2 New CSUs/UCs since 1/1/2015
- 1 New Independent College since 1/1/2015
- 18 Community Colleges in intake and/or implementation process





eTranscripts 101

- Data vs. Pictures
- Pre-requisite for automation of evaluation and data entry
- Other types of experiential inputs??

Record of: Kevin Fitton
Issued To:

Course Level: Undergraduate
Student Type: Continuing
Only Admit: Fall, 2001
Matriculated: Fall, 2001

Current Program
College : College of Arts & Science
Major : Social Studies/Secondary Ed
Minor(s): History Education

Degree Awarded : Bachelor of Science 10-MAY-2005
Major : Social Studies/Secondary Ed
Minor(s): History Education

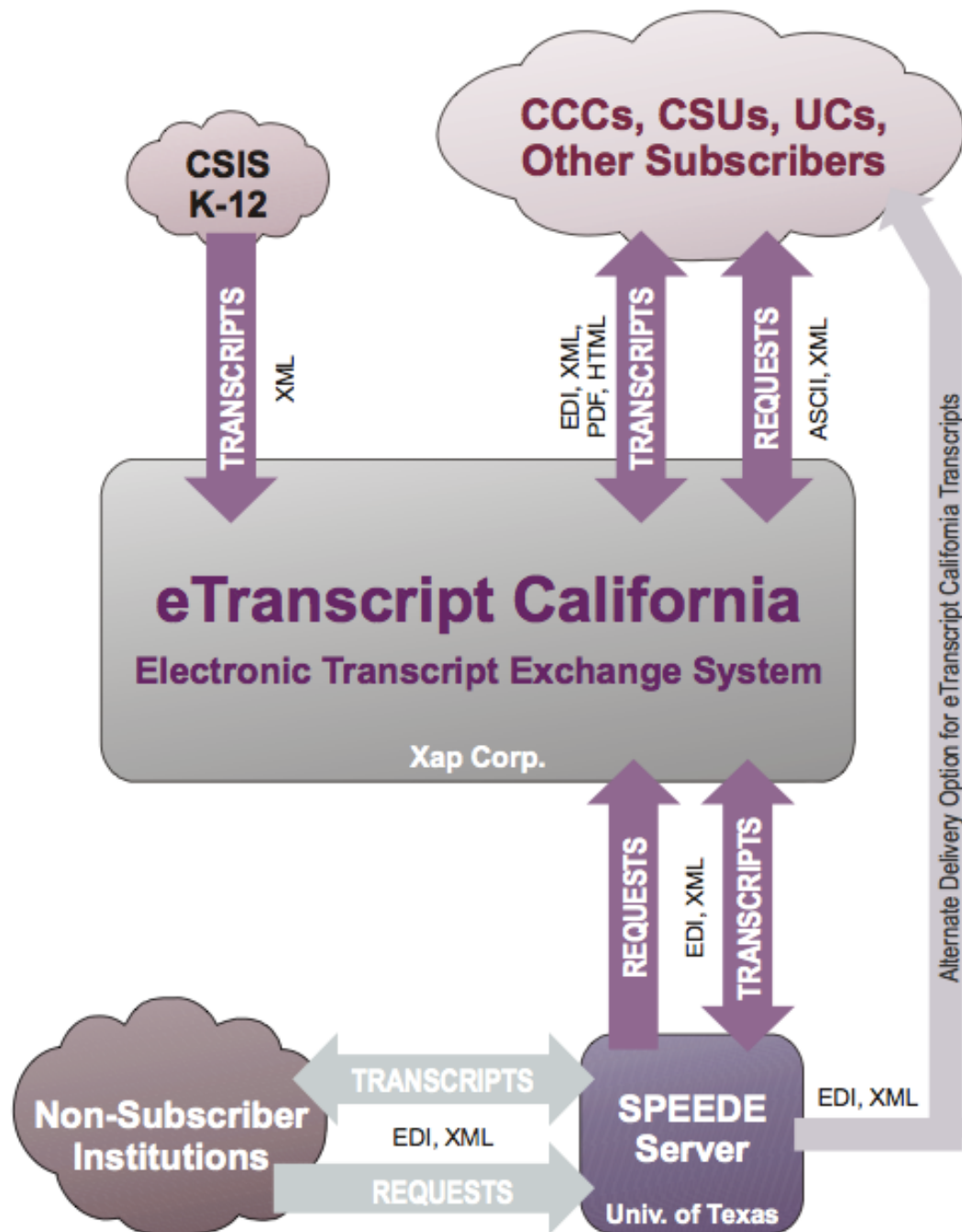
SUBJ NO.	COURSE TITLE	CRED	GRD	PTS	R
Institution Information continued:					
ED 201	Intro To Education	2.00	B	4.00	
ED 301	Dimensions Amer Ed	2.00	C+	4.60	
EN 211E	Critical Thinking/Writing	4.00	A	16.00	
PL 100	Intro To Philosophy	4.00	B+	13.20	
PY 100S	Psych As A Nat Sci	4.00	B	12.00	
Ehrs: 16.00 GPA-Hrs: 16.00 QPts: 51.80 GPA: 3.23					
Winter, 2003					
College of Arts & Science					
Social Studies/Secondary Ed					
Continuing					
EC 101	The American Economy	4.00	B+	13.20	
ENV 101	Intro Environmental Science	4.00	A	16.00	
HP 260	Physical Well Being	1.00	B-	2.70	
HP 266	Karate	1.00	A	4.00	
HS 101	History Of Western Civ To 1600	4.00	A	16.00	
PS 105	American Government	4.00	C+	9.20	
Ehrs: 18.00 GPA-Hrs: 18.00 QPts: 61.10 GPA: 3.39					
Dean's List					
Fall, 2003					
College of Arts & Science					
Social Studies/Secondary Ed					
Continuing					
EC 201	Microeconomic Princ	4.00	C	8.00	
ED 231	Tech/Learn Secondary Classrm	4.00	A	16.00	
HS 126	United States To 1865	4.00	C+	9.20	
HS 315	Imperialism	4.00	B	12.00	
Ehrs: 16.00 GPA-Hrs: 16.00 QPts: 45.20 GPA: 2.82					
Winter, 2004					
College of Arts & Science					
Social Studies/Secondary Ed					
Continuing					
EN 001	Nmu Writing Exam	0.00	S	0.00	
GC 164	Human Geography	4.00	B-	10.00	
***** CONTINUED ON PAGE 2 *****					

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RCL|0654321123456789SHARPE|20050415|1231|OR|P|TR|||Spring|||IG|N
REQ|001219|||Corralitos University|Ms. Amy Admits|Admissions
Office|admissions@corralitos.edu|8312274321||1801 Corralitos
Rd|Corralitos|CA|US|95076
TRN|001219|||Ben Lomond College
REC|Y|001219|||Corralitos University|Ms. Amy Admits|Admissions
Office|admissions@corralitos.edu|8312274321||1801 Corralitos
Ro|Corralitos|CA|US|95076
STU|Sharpe|Ima|C||Flatte|Ima|D|||||||567656765|567656765|592674311|192
8374650|19600621|Independence|F|19970101|19990101|2205 Mission Blvd.|Apt.
27|Aptos|CA|US|95003|8311234567|||||available by phone evenings only
99A|0654321123456789SHARPE
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eTranscripts 101

- Electronic exchange, no envelopes!
- Developing role of EdExchange

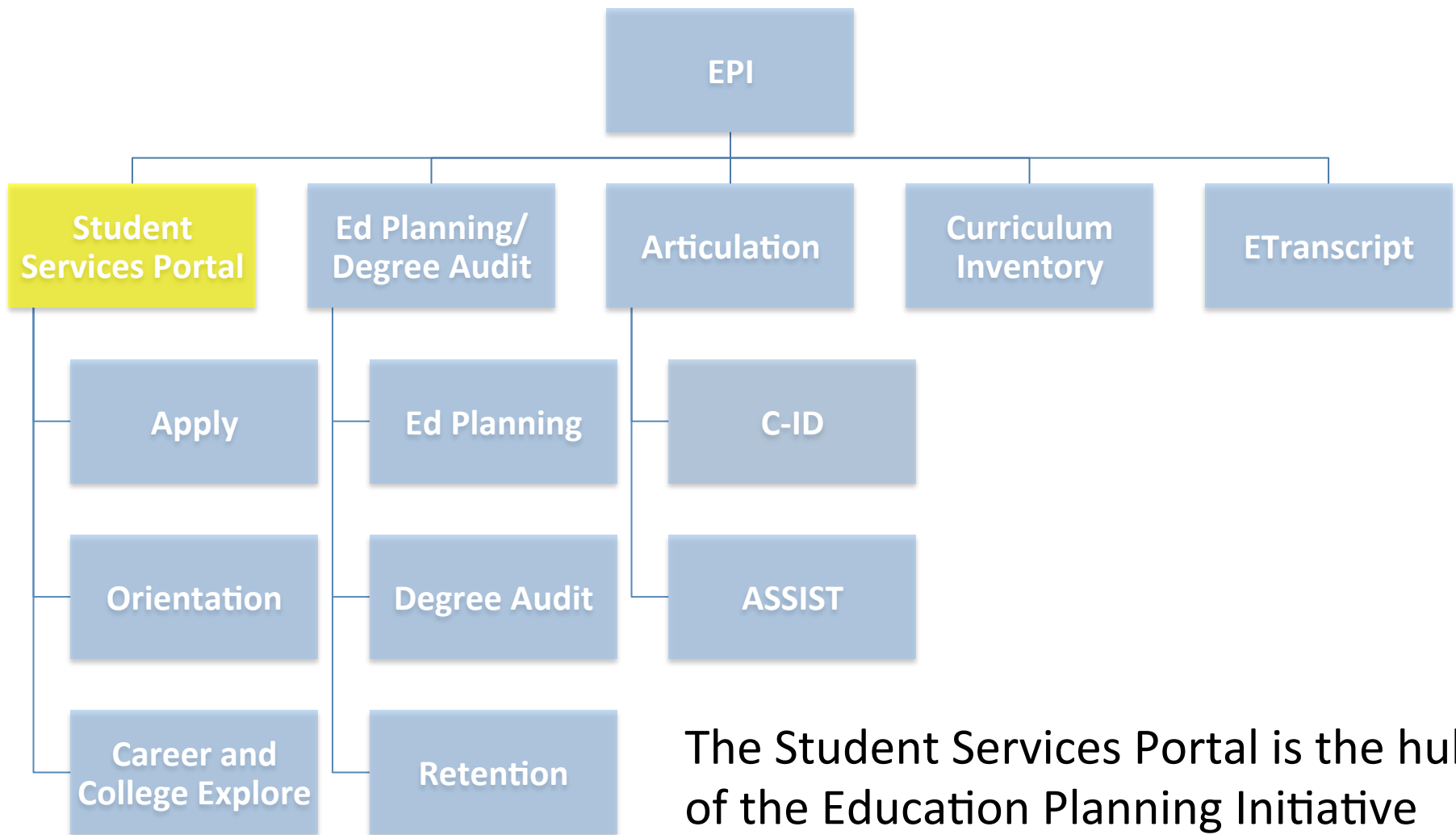




eTranscripts 2.0 Overview

- Keep what works
- Move the tech forward
 - Introduce New functionality
 - Student ordering capability
 - More compliant/useful/secure data
- Drive ability to request and deliver across networks
- Peer to Peer: No 3rd Party middle man required
- Payload Agnostic
- Web Services based





The Student Services Portal is the hub of the Education Planning Initiative



Student Services Portal Scope

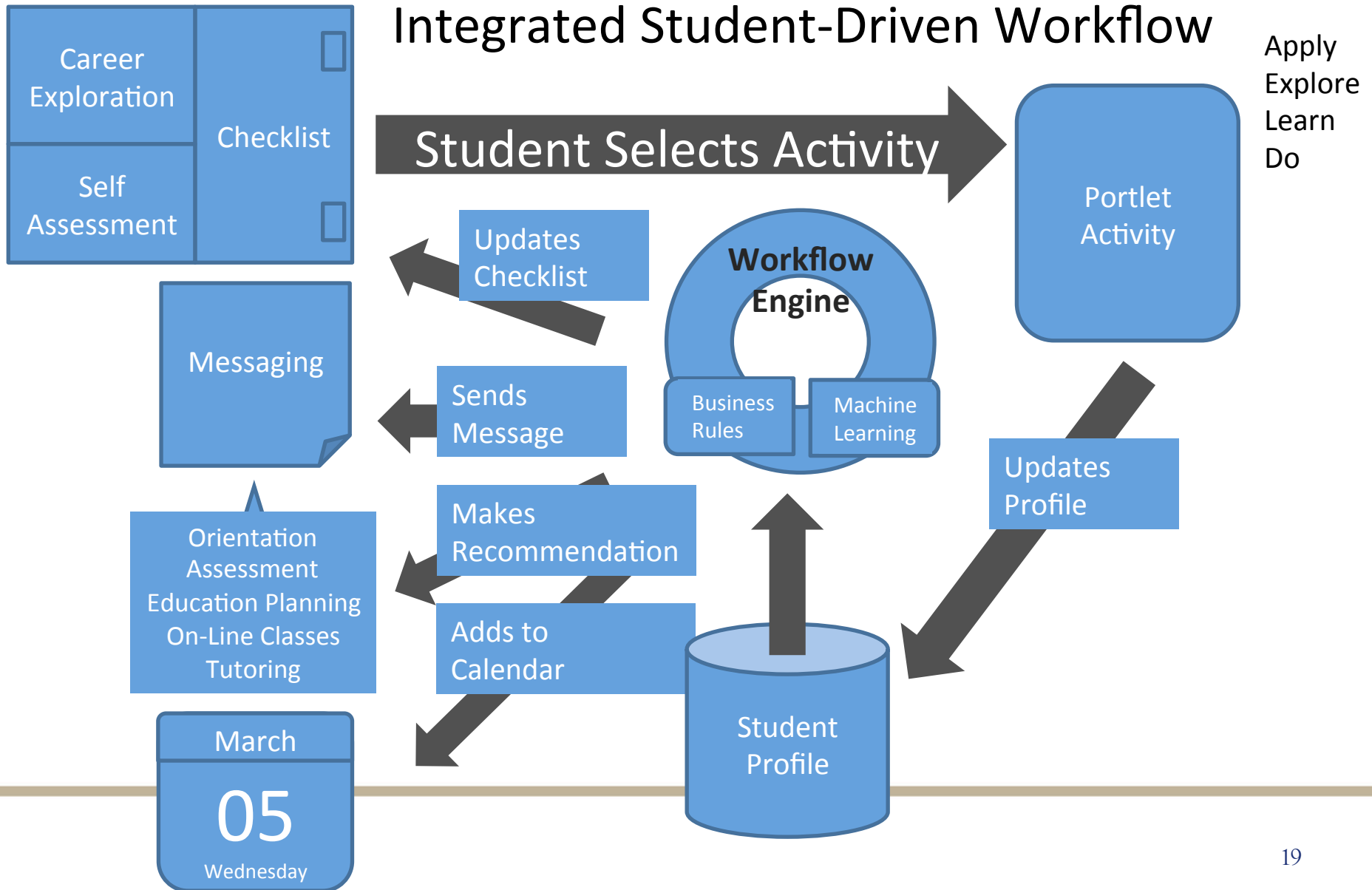
26.1 Content Elements and functional requirements for a system wide student portal to streamline, standardize and enhance the student experience.

26.2 Create a operational and scalable system wide student portal environment.

26.3 Shibboleth integration in portal and student applications.



Integrated Student-Driven Workflow





Portal – Messaging Students

Apply for Admission

Order Transcripts

Education

Planning

Financial Aid

Orientation

Time Management

Transportation

Child Care

Test Anxiety

Substance Abuse

Food Assistance

Academic counseling/

advising

Basic skills

CalWorks

Career planning

Counseling - personal

DSPS - Disabled Student

Programs and Services

EOPS - Extended

Opportunity Programs

and Services

ESL - English as a

Second Language

Health services

Housing information

Employment assistance

Online classes

Re-entry program

(after 5 years out)

Scholarship information

Student government

Testing, assessment

Transfer information

Tutoring services

Veteran's services

Athletics

Foster Youth

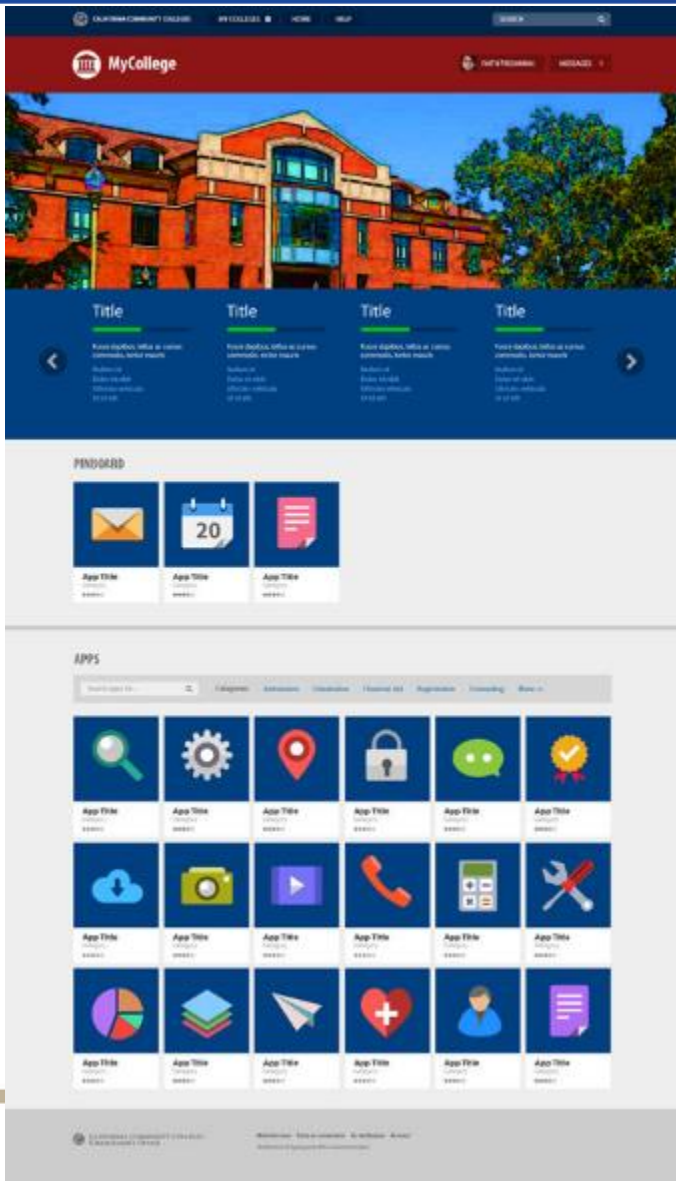
TANF, SSI, or General

Assistance

Dream Act

LGBT

...



Student Services Portal



EMSI Career Coach

- Statewide tool
- Available to all colleges
- Informed by Strong Workforce
- Access via portal

Welcome to Career Coach!

[Tutorial Video](#)

Career Coach is designed to help you find a good career by providing the most current local data on wages, employment, job postings, and associated education and training.

🔍 Search careers or [browse all careers](#)

Search for a career or job title and Career Coach will give you relevant data on wages, employment, and training.

🎓 Enter your degree or [browse all degrees](#)

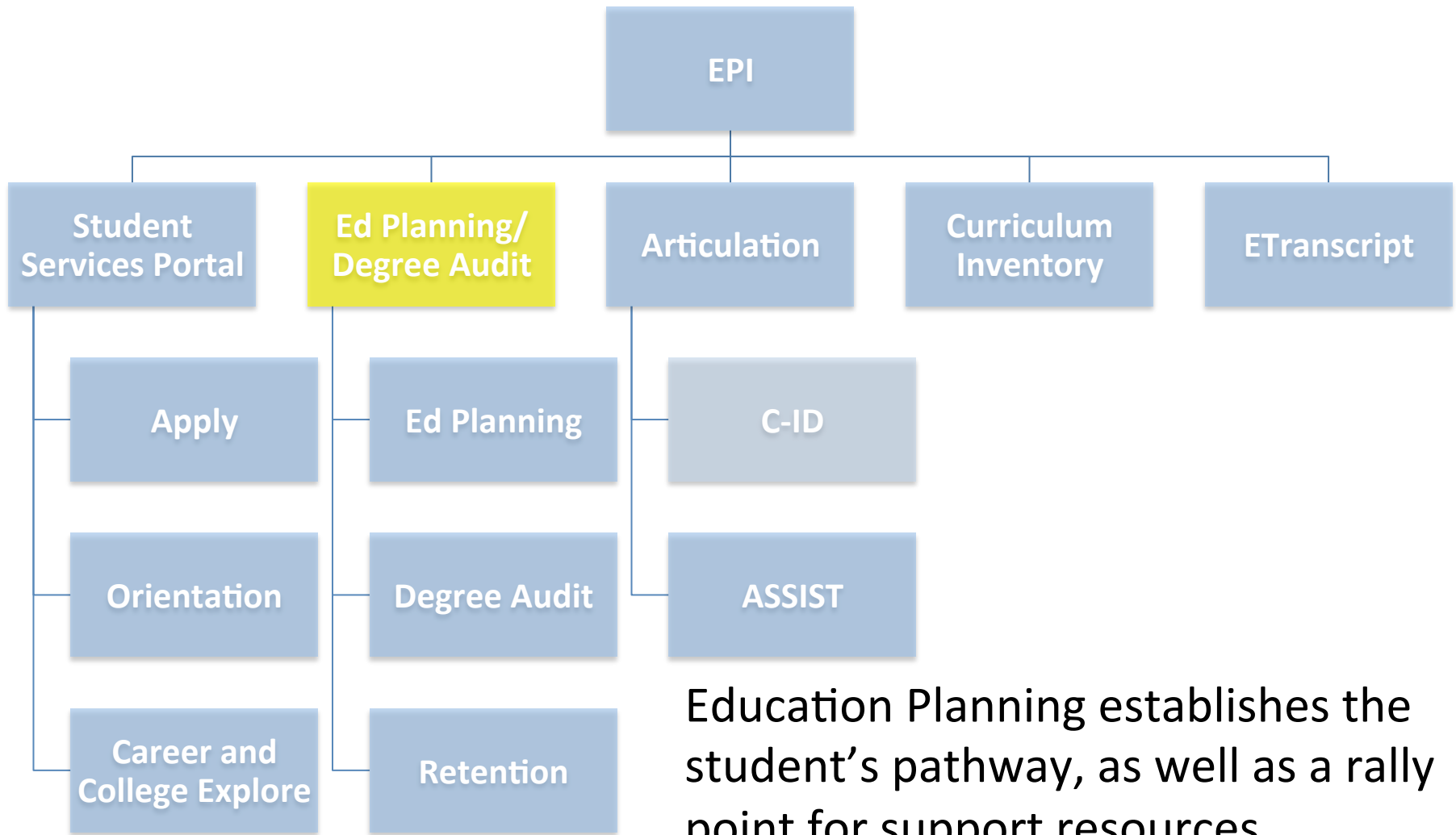
Enter a degree you're interested in and Career Coach will show you careers that you are well suited for.

✍️ Not sure where to start?

Take a quick, 6 question test and Career Coach will give you career suggestions based on your interests.

👍 See the Hot Jobs

Take a look at what jobs are high paying and growing in your region right now!



Education Planning establishes the student's pathway, as well as a rally point for support resources



Starfish by Hobsons – with Early Alert “Bonus”



- Selected by CCC Practitioners via a competitive procurement
- Suite of integrated services
- Education Planning
- Counselor facing – scheduling, online
- Early Alert
- Connect



Starfish by Hobsons – with Early Alert “Bonus”

- Predictive modeling
- Supports interventional counseling
- In Case Studies:
 - High faculty adoption/acceptance
 - Improved student retention
 - Promotes “self sufficiency”
 - Improved referrals and scheduling
 - Improvements in follow-up “close loop”





Starfish Counselor Dashboard

Home

Appointments

Students

Services

Insight

Admin

Search for Students

Yasmin Gold

help | support | logout

Add Office Hours

Add Appointment

Add Group Session

Scheduling Wizard

Reserve Time

Record Attendance

Outstanding Progress Surveys: [College Composition II \(ENGL112.014.02\): Progress Survey. more...](#)

Recent Changes

Last 30 days

Created Tracking Item

New Referral: [Albright, Randy](#): Refer to Writing Center: 09-22-2014

Raised Flag: [Berger, Jeff](#): Poor Class Performance: 09-17-2014

Raised Flag: [Lands, Rachel](#): Behavior Concern: 09-16-2014

Raised Flag: [Gilmore, Lexy](#): Improve Coursework: 09-16-2014

Raised Flag: [Albright, Randy](#): Poor Participation: 09-16-2014

Raised Flag: [Lands, Rachel](#): Housing: 09-16-2014

Appointments

Next 30 days

[Lands, Rachel](#): Tomorrow at **9:00 am** *General Concern*
Location: Anders Hall, Room 301

[Lands, Rachel](#): 09-30-2014 at **9:00 am** *Choosing a Major*
Location: Anders Hall, Room 301

[Lands, Rachel](#): 10-02-2014 at **9:15 am** *General Concern*
Location: Anders Hall, Room 301

[View Calendar](#)

Active Concerns Overview

Active Concerns

Active Flags, Referrals, To-Dos, and Success Plans

LAST YEAR

NOW

My Students' Success Scores

276
students
total

108 with **good** success scores
[View Students](#)

129 with **ok** success scores
[View Students](#)

39 with **poor** success scores
[View Students](#)

Data As Of: Sep 22 2014 10:35 PM

My Services

Advising Center

703-555-9876

advising@starfishcollege.edu

MWF 8am - 5pm, TTh12-6pm

<http://starfishcollege.edu/advising>

Waiting Room
There are no students in the waiting room.

African American Students Association

703-555-5555

26



Behind the scenes...

- uPortal, Angular front end, web applications
- Single sign-on
- Machine learning, Recommender-Engine
- Simplified integrations
- Elastic cloud infrastructure
- Agile development processes - Steering Committees
- Three Tier Helpdesk - Community support model



Coordination with IT

- Estimated resource commitment varies...a lot
 - Pilots are yielding procedures, metrics, and automation as we go
- Consolidated process
- One-time and ongoing
- Support role of vendors
- Role of CCC Technology Center

Education Planning SIS Inputs

Users	1 file
Students	9 files
Course, Enrollment, Program	20 files
Cohorts, Connections	4 files
Photos and Documents	<u>3 files</u>
	37 files



EPT/DAS Project Scope

10.1 Request RFI for Education Planner and Degree Audit Systems

11.1 Develop specs for systemwide Education Planner and Degree Audit Systems

11.2 Conduct RFP for systemwide Education Planner and Degree Audit Systems, SSPSC Selects Vendor

12.1 Develop plan and execute pilot for education planning and degree audit systems



EPT/DAS Project Scope

13.1 Secure Student, Faculty and Staff support systems for education planning and degree audit systems

14.1 Develop plan for release of education planner and degree audit systems

14.2 Operational Ed Planning, Degree Audit System

15.1 Conduct an RFI for Counselor Facing Systems

16.1 Conduct an RFP, Pilot, and release of Counselor-Facing systems in concert with education planning degree audit systems pilot



EPT/DAS Project Scope

16.1.2 Documented Outcomes/ Recommendations for improvement for Counselor facing system.

16.1.3 Release Plan for Counselor Facing System.

16.1.4 Operational Counselor Facing Systems.



EPT/DAS Phase Detail

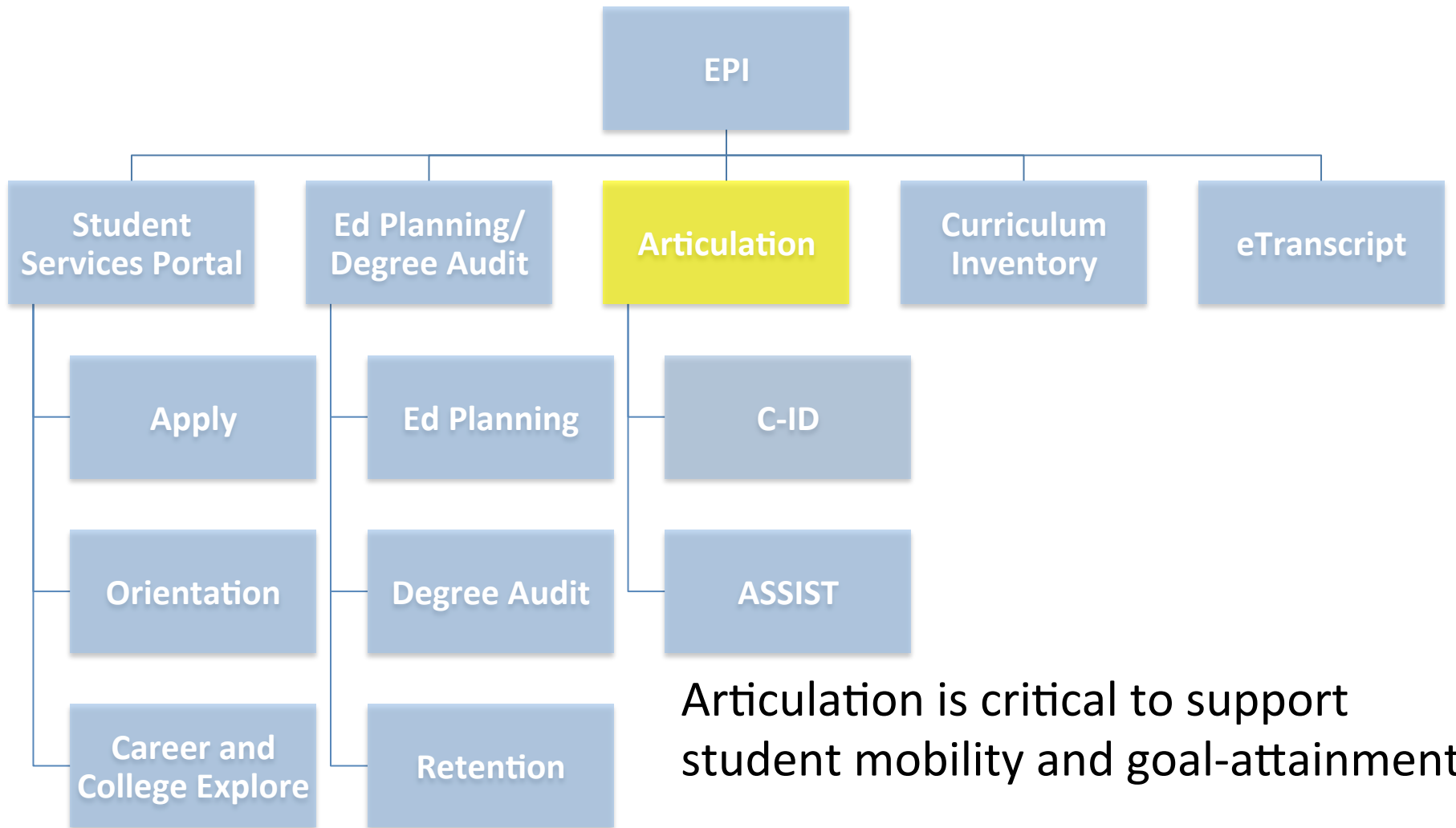
- Contract signed with Hobson's in July 2015
- 13 pilot colleges in weekly functional and technical trainings with Hobson's
- Phased approach that will result in small segments (“scoops” and “slices”) of student populations being live with the products Summer 2016



Lessons Learned – So Far!

- RP Group – Captured baselines
 - Align with goals
 - Sponsorship
 - Project Manager
 - Build the Project Team
 - Identify Roles
 - Ask for Help
- Participate
- “Homework”
- Anticipate Ongoing Operations
- Business Process Analysis

Marathon not a Sprint
12-24 Months





Articulation Overview

- C-ID: Course numbering and identification system – a web-based state-wide solution supporting articulation between colleges (student mobility)
- Addresses the need for “common course numbers” by providing a mechanism to define and catalog comparable courses
- Faculty facing/faculty-driven policies and workflow
- Collaborative effort of the Academic Senates of the CCC, CSU, and UC, and the Association of Independent California Colleges and Universities



Articulation Project Scope (EPI WBS)

9.1 Develop web services (e.g. API) so that CCC and vendor software systems can access data sets for online ed. planning and degree audit.

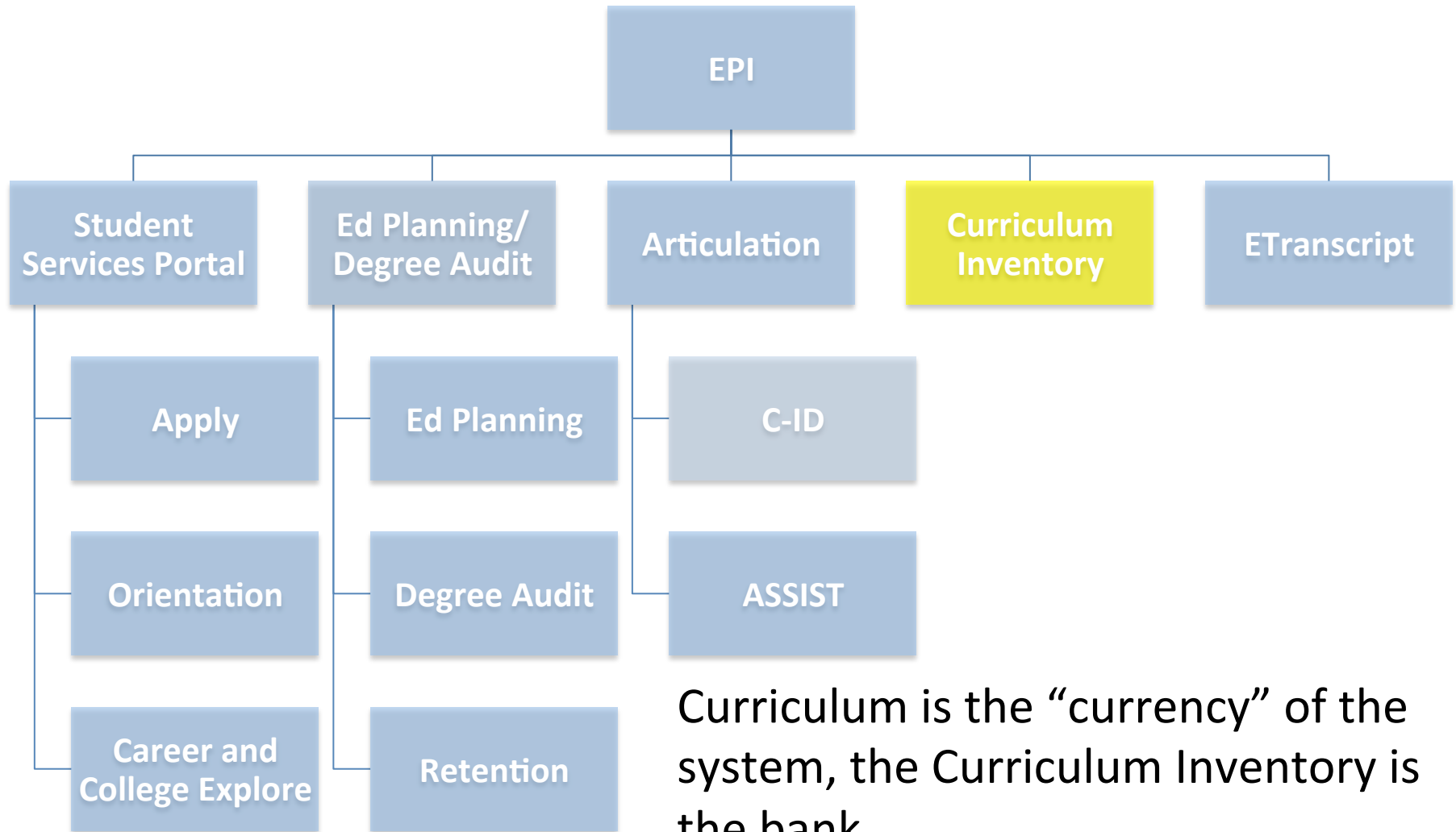
24.1 Work with C-ID and ASSIST to develop a platform for Articulation that ensures that all planned courses students take across the system count toward a degree, certificate or transfer requirements.

27.1 Develop web services that give student facing applications access to relevant and real-time information required for effective education planning.



Next Steps

- Complete testing of ASSIST NG integration in advance of deployment
- Complete development and review of prototype
- Begin development sprints (iterative effort)



Curriculum is the “currency” of the system, the Curriculum Inventory is the bank



Chancellor's Office Curriculum Inventory (COCI)

- COCI holds the listing of approved courses and programs currently or previously made available through the California Community Colleges.
- Current CI built and is being managed by Governet.
- Determination was made to replace Governet system with proprietary application built by the CCTechCenter using a BPM.
- Requirements for the new system are currently being driven by CO staff and steering committee.



CI Project Scope

7.1 Conduct Assessment of Program inventory system and develop a plan for improvement, document.

8.1 Follow through on plan for improvement of existing curriculum management system.

8.2 Execute a plan for maintenance, management, and expansion of system wide curriculum management system.

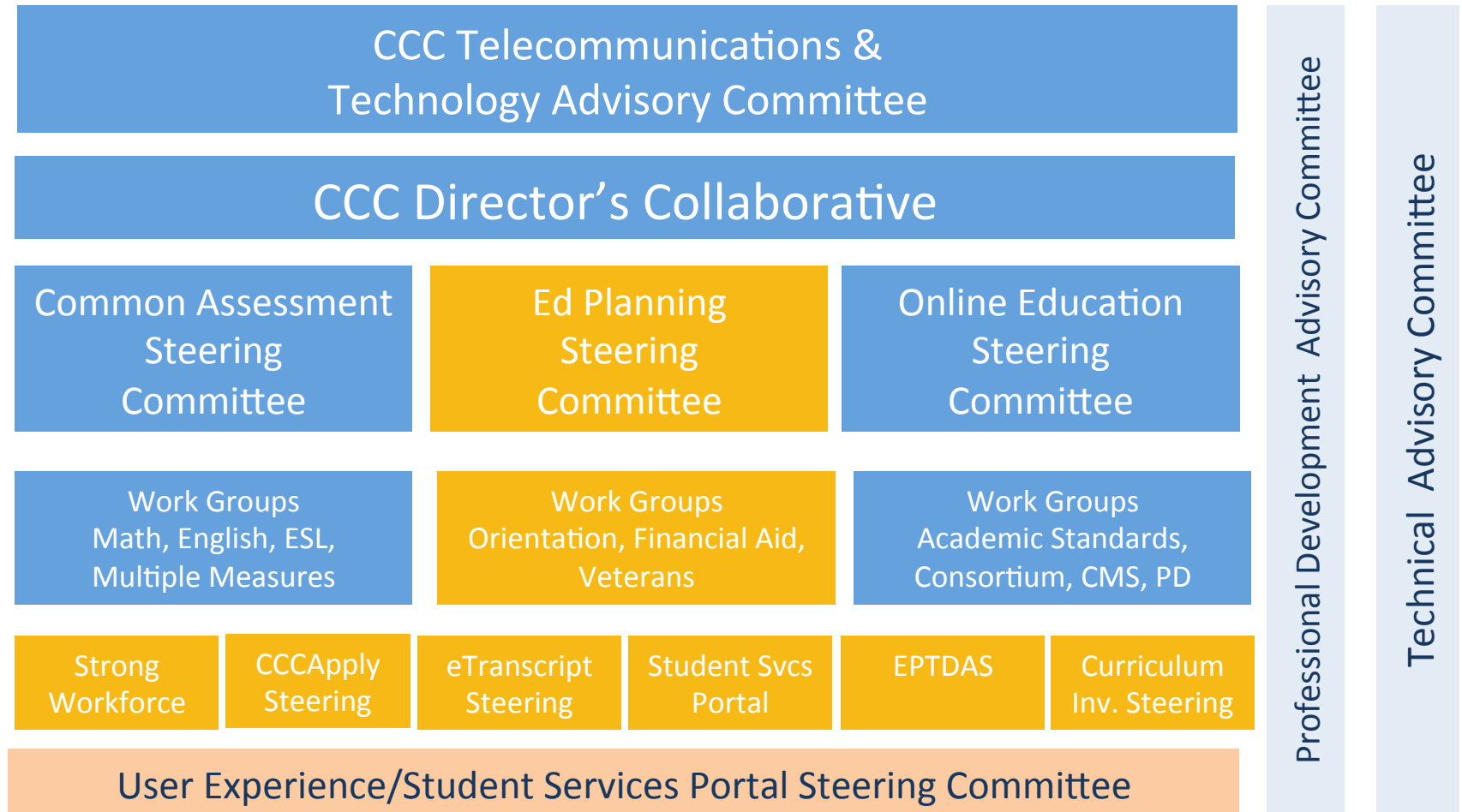


CO CI Development Phase Detail

- Design: User stories for development inclusive of all existing functionally and needed system improvements.
- Build: Prototype, develop, and QA against a prioritized set of user stories.
- Pilot and Test: Pre-determined set of institutions and end users early access to the system as part of a limited availability (LA) rollout.
- System Improvements: Triage any initial defects and incorporate feedback from the LA group into 2.0
- Cutover: Transition from 1.0 and begin using 2.0.



Integrated Governance





Timelines and Outcomes

Working Together: **Spring 2016**

Complete pilots with 14 colleges
Implement improvements

Moving Forward: **Summer 2016**

Begin next round of college implementations
Career Exploration tools available

Making a Difference: **Winter 2017 – Summer 2018**

Continue implementations -> target 60 colleges
Evaluate improvements from baselines



In Summary: How can I help my students?

- Keep student goals in sight with Ed Planner
- Support counselor/teacher/student team with Early Alert interventions
- Improve completion rates with meaningful student engagement
- Predict course demand and future programming needs with access to data



Thank You!

cccedplan.org