

CCC Technology Center

What are we up to these days?

March 4, 2025

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Executive Director



California
Community
Colleges

Technology Center

Presentation Structure

- Introductions
- Highlights
- Overview of our work
- How you can get support
- Q & A



Mission | CCC Technology Center

By direction of the Chancellor's Office, facilitate and lead technology projects in pursuit of digital equity and Vision 2030 goals

- Achieve savings through economies of scale and systemwide coordination
- Provide common infrastructure and centralized services

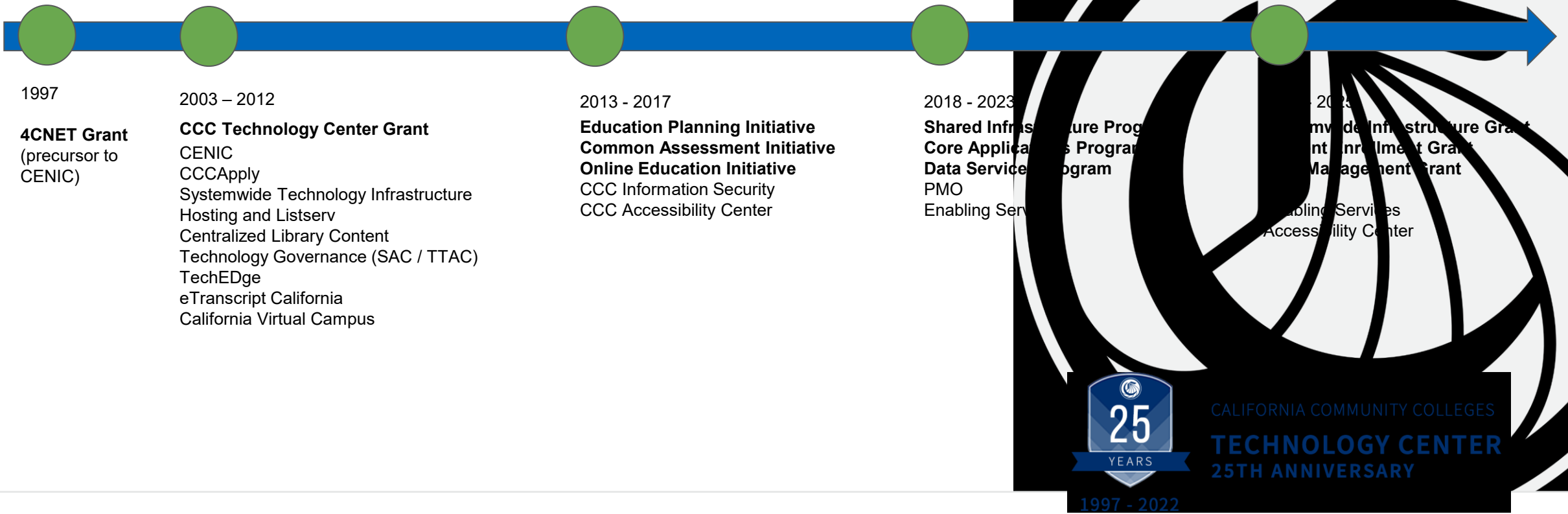


Highlights

- Hosted by Butte Glenn CCD
- Multi-year grant funding cycle | Apportionment
- District indirect covers HR | Business Office | Facilities, etc.
- 80+ Software and Services contracts annually
- ~115 team members in service to 116 colleges across 73 districts
- 15+ million student accounts (CCCIDs) issued and managed since 2012
- 3.6+ million applications processed in 23/24 FY



History | CCC Tech Center @Butte College



CALIFORNIA COMMUNITY COLLEGES
TECHNOLOGY CENTER
 25TH ANNIVERSARY

1997 - 2022

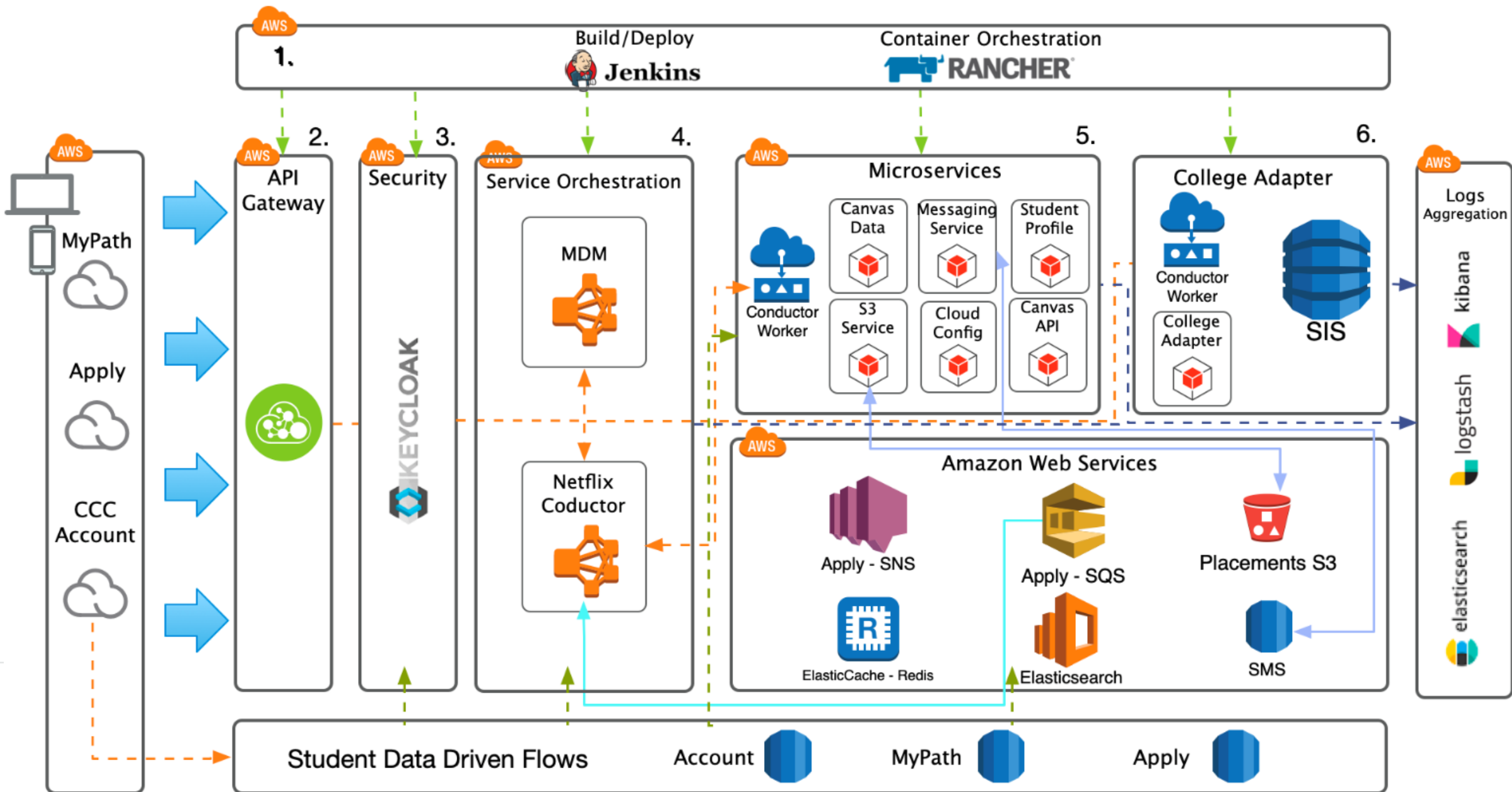


Technology Center

Systemwide Software Solutions

- Custom Software Development & Maintenance
 - Curriculum Management: C-ID | Chancellor's Office Curriculum Inventory (COCI)
 - Infrastructure and Data: Data Lake / Warehouse | SuperGlue | MMPS
 - Student Success Suite: OpenCCC | CCCApply | CCC MyPath
- Vendor Management - eTranscript (XAP)
- Amazon Web Services (AWS) Infrastructure (InterVision)
- Project Management Office (PMO) established 2016
 - Coordination for documentation, dependencies, communications, release management
 - Atlassian (Jira, Confluence), BitBucket, Rainforest, Zendesk, Slack, Smartsheet

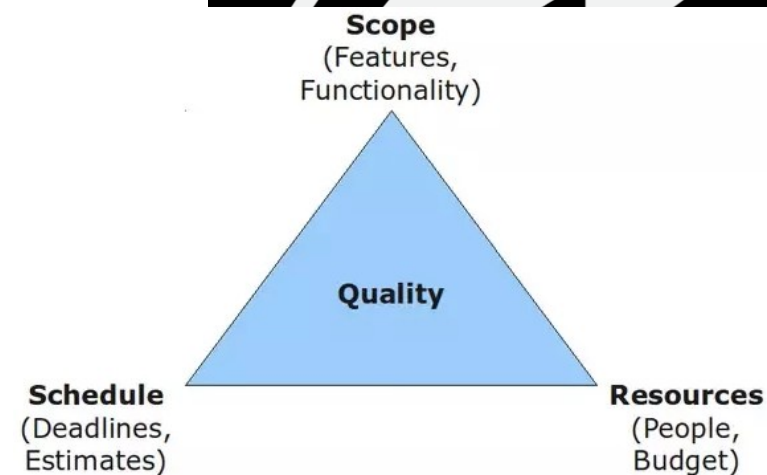
SuperGlue High Level Overview



PMO | Project Management

Established 2016

- PM staffing of development projects
- Management of “triple constraint”
- Documentation | wiki pages
- Project artifact templates
- KPI reporting



Project Status Dashboards & Narratives

PLANNING = Planning | **YELLOW** = Plan exists. Off track or issue with plan exists, but corrective actions are being taken | **CLOSED** = Finished / Closed

GREEN = Plan exists. On track | **RED** = Plan does not exist, issues exist with no corrective actions in progress, or status is unknown.

Weekly Status Report - Student Success Suite 24/25 | SSS Status Dashboard

Project Name	Funding Source	Project Scope	Project Schedule	Project Resources / Budget	Last Update Date
CCC MyPath 24/25	SEG	GREEN	GREEN	GREEN	2/27/25
CCCApply 24/25	SEG	GREEN	GREEN	GREEN	2/27/25
Open CCC 24/25	SEG	GREEN	GREEN	GREEN	2/27/25
SSS 2.0 24/25	SEG	GREEN	GREEN	GREEN	2/27/25

SSS Quarterly Goals - 2024/2025 Q3

24/25 WP#	Quarterly Goal	Status of Quarterly Goal	Comments/ Risk Associated to Quarterly Goal
	Delivery of Student SSID to colleges in application data delivered via SuperGlue	YELLOW	2/13/2024: Per KAI PM MOU is back and forth with CDE and CO Legal teams Being worked by IAD team currently, already stored on SSS side Risk: MOU with CDE is still pending signature by CDE leadership. Q3 Goal Moved to Q4 Per Erik: Legal teams have met and are updating language for signature
	Availability of SSID in CCCApply Report Center	YELLOW	2/13/2024: Per KAI PM MOU is back and forth with CDE and CO Legal teams Risk: MOU with CDE is still pending signature by CDE leadership. Q3 Goal Moved to Q4 Per Erik: Legal teams have met and are updating language for signature
	Continue fraud mitigation in response to emerging trends and feedback from CCCC and CCC staff	GREEN	In Progress <ul style="list-style-type: none"> ID.me integration page update CCCApply spam filter updates Proposal to move SSN question to OpenCCC Account
	End-to-end Dual Enrollment workflow release to pilot in March 2025	GREEN	Systemwide Pilot Anticipated June 2025
	CCCCO engagement on proposed streamlined Dual Enrollment application, including supporting documentation for the proposal	GREEN	
	In DRAFT For Q4: 2 Members of the SSS team will take an ACMM course for accessible documentation	PLANNING	



CCCTC Internal Security

- Security reviews of all TC software, prerelease
 - Dynamic analysis
 - Static analysis
- Website monitoring
- Procurement support
- Incident response
- Security awareness training for staff and contractors
- Collaboration with Butte College IT - CTO, security staff



Systemwide Services

- Enabling Services & Support
 - 24 / 7 Student Help Desk | Faculty & Staff implementation assistance
 - College Experience Managers assigned to each of the 116 colleges
- Accessibility Center
 - Proactive (508) and Reactive (504) work
 - Accessibility Capability Maturity Model (ACMM)
 - Testing for all Tech Center products and services | Procurement guidance
 - Software - PopeTech: Dashboards for Canvas, Web Scanning | Equidox | SensusAccess
- Subscriptions
 - Library Databases (EBSCO) | Listserv (~350 lists)
 - Security Software - Splunk | Tenable | InCommon



CENIC | CalREN Backbone Map

Updated March 2024

~8,000 miles of CENIC owned fiber,
along with hundreds of optical
components

Connectivity, Redundancy, Diversity



Technology Center



Student Success Suite (SSS)

Standard, Noncredit, International, California College Promise Grant
Improvements 2018 - 2022

- Noncredit workflow (95%+ completion rate!)
- Spanish language translation
- Mobile-forward design
- New technology infrastructure
- SuperGlue near real-time data delivery to colleges
- Two-factor authentication



CCCApply Recent Updates

- Legislatively mandated changes
 - AB928 ADT Majors Filter, CalVet
- Annual CCPG Updates
- AI/AN List Update (576 federally recognized tribes)
- In-Progress Application Report
- ID.me integration including student testing during pilot phase
- CCCApply Update Request Form available to stakeholders
- Collaboration with Accenture on “Reimagine Apply” work
- Dual Enrollment workflow



Fraud Mitigation Highlights

- Advanced Bot Protection
- Improvements to machine learning spam filter (launched in 2018)
 - Incorporating ideas from the field, college partnerships
 - Leveraging SuperGlue, now in place at all 116 colleges
 - Integration of third-party tools to gauge likelihood of fraud (PoC, RFI)
- SSS User Group Subcommittee focused on Fraud
 - Systemwide definition of fraud
- Systemwide fraud task force membership
- ID.me integration for identity verification



Next phases of support

- We exist to serve the colleges
 - As you support students
 - To leverage efficiencies and economies of scale
 - To not reinvent the wheel 73 or 116 times
- Reach out for assistance, insights
 - Our best work is collaborative
 - Salesforce assets



Enabling Services & Support Resources

- Release alerts and peer support for products - Visit www.ccctechnology.info
- Production issues - Create a staff support ticket by emailing staffsupportccctc@openccc.zendesk.com
- To adopt or upgrade a product or schedule a training session: cems@ccctechcenter.org



<https://ccctechcenter.org/resources>

What questions can I answer?

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