December 9, 2020

# CCC Technology Center:
## Accessing Student Survey Data and Other Metrics in CCCApply

Thank you for joining us!

- We will start at noon.
- This session is being recorded.
- Captioning is available via Zoom CC button.
- Please use chat for questions.

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# Agenda

| Topic | Presenter |
|-------|-----------|
| Welcome and Overview | Jennifer Coleman |
| CCCApply Report Center Overview / Demo | Merrie Wales |
| Student Satisfaction Survey Data / Demo | Patty Donohue |
| Enrollment Management Data / Demo | Patty Donohue & Merrie Wales |
| CCCApply 6.8.0 Production Release | Jane Linder |
| Questions / Closing | Jennifer Coleman |

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# A wealth of data exists from CCCApply

**What is possible?**

- What data did a student enter?
  - Application download
  - Reach out to applicants who haven't yet completed/submitted
- What do applicants have to say about the process?
- What trends are we seeing? What about your college?
  - Application numbers are up, while enrollments are down
  - Time to completion
    - Research says it is a faster process than 2 years ago
    - Anecdotally, some student groups struggle

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# Post-Submission Data Sources

- CCCApply Report Center
- Download Client / SuperGlue Data Delivery
- CCC Data Warehouse Report Server

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# CCCApply Report Center Overview

## Accessing the Report Center

- Getting set-up with an account
  - Role-based permissions
- https://cccnext.jira.com/wiki/spaces/PD/pages/727777308/CCCAdministrator+CCCApply+Administrator+College+and+District+URLs
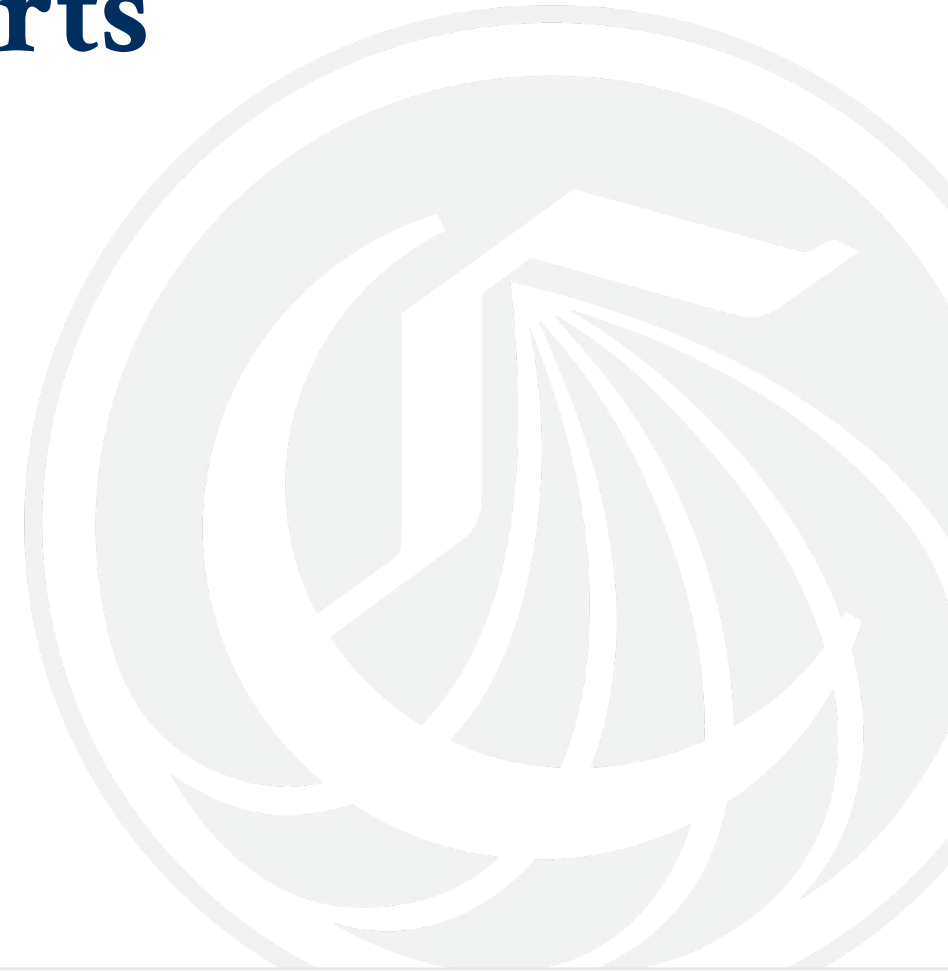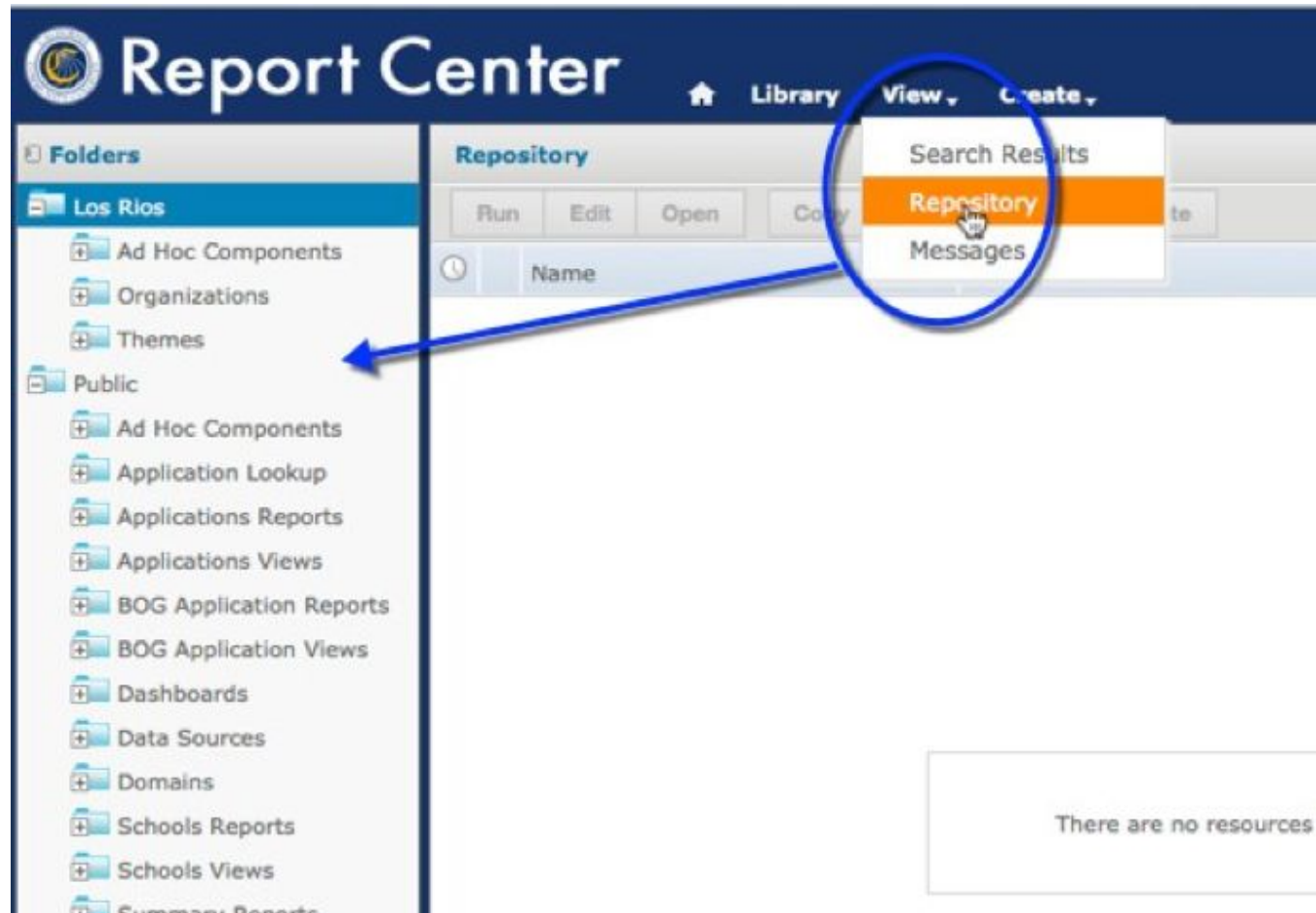
# Ready to Use Public Reports

Dozens of ready-to-use report templates are available

- Student Satisfaction Survey

- In-Progress (Un-submitted) Application data

- Fraud Applications report

- AB540 Report

- New Applicants reports

- Residency & Citizenship reports
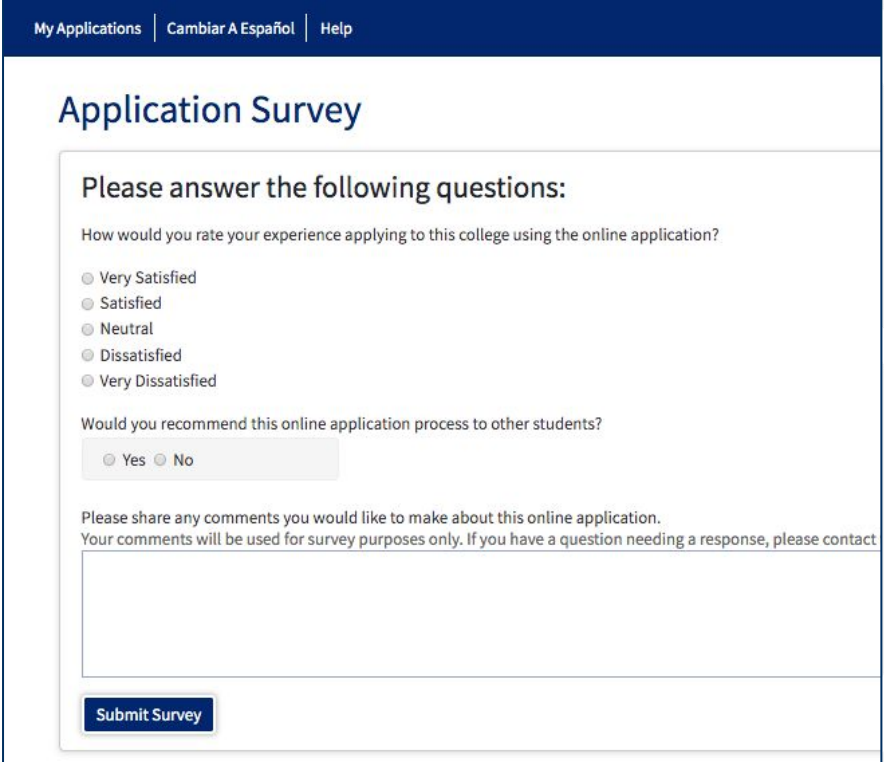
- Time to Completion Report

- And so many more!

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Demo: CCCApply Report Center Overview
Resources: CCCApply Report Center User Guide

# Find Public Report Templates in the Repository

# Student Satisfaction Survey Data

**Post-submission survey presented after application:**

- Included in the Standard & Noncredit apps only
- Three (3) questions / data fields on the survey:
  a. Rate your *Experience*
  b. Would your *Recommend* the application
  c. Do you have any *Comments*
- Survey is *not* required; optional
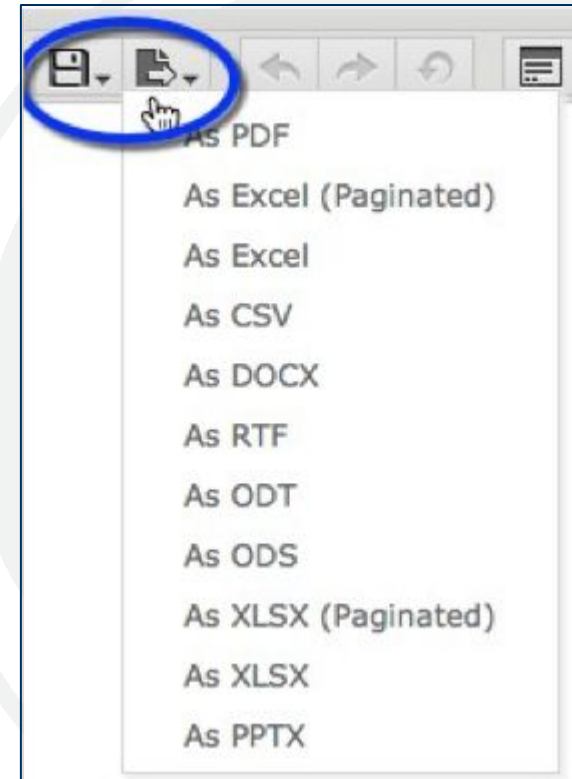- Downloadable & available in the Report Center



Demo: Accessing Your Student Satisfaction Survey Report
Slides: CCCApply Student Satisfaction Survey Data Word Cloud

# Exporting & Using Report Data

- Export options:
  a. PDF
  b. CSV
  c. Excel
  d. Other formats
- Filtering/leveraging the text responses
  a. Keyword searches (easy, difficult, long, etc.)
- Creating a Word Cloud using comments



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# Enrollment Management Reports

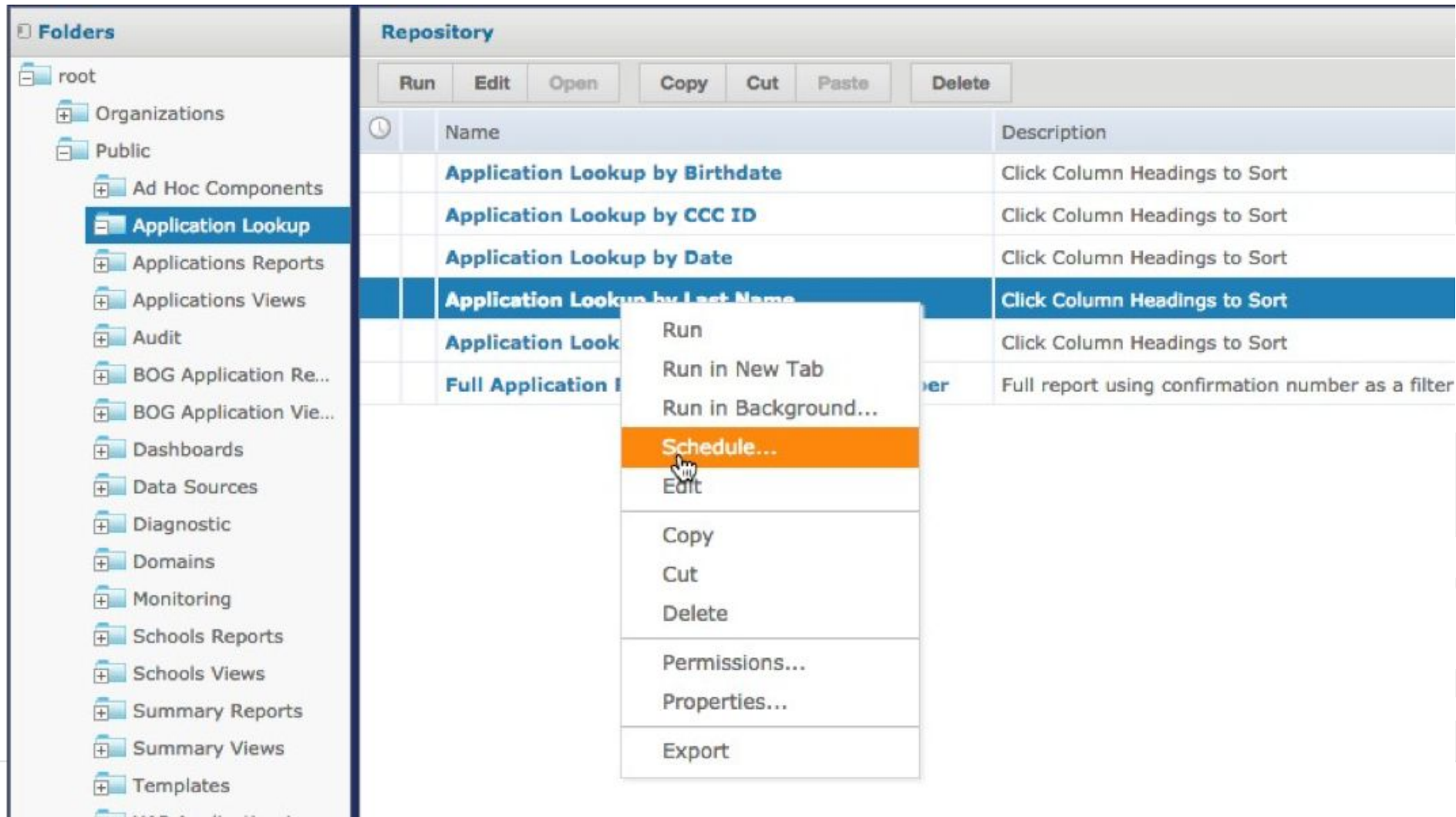**What do your college's numbers look like?**

- Application Counts
  - By term, date range, etc.
- Time to Completion
  - How long does it take applicants to complete and submit?
  - Provides time started/time submitted, requires calculation
- In-Progress Data
  - Follow-up with potential students to assist with matriculation

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# In-Progress Application Data Report

- In-Progress Applications Folder in Repository
- Last 30 days, not yet submitted
- Partial set of data fields
- Filters include "Term" and "App Start Date"
- Export to Excel or CSV



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**Demo:** Accessing Other CCCApply Data Reports
**FAQ:** CCCApply In-Progress Application Data & Reporting

# Schedule Recurring Reports

# Tips & Recommendations

**Use care when handling** *personal identifiable information (PII)*:

- If scheduling recurring report by email, use the "Non PII" version
- Never email or print student PII data
- Black out PII data before sending or printing
- Add restrictions to local folders containing PII data

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# Resources

- [CCCApply Report Center User Guide](#)
- Student Satisfaction Survey Report Slides (WIP)
- [In-Progress Application Data Report FAQ](#)
- [CCCApply Data Dictionaries](#)

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# For Report Center Assistance

Contact our Support team

- staffsupportccctc@openccc.zendesk.com

- Be sure you're signed up for general info & announcements on cctechnology.info

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# CCCApply 6.8.0 Production Release

**This <u>Friday</u>, 12/11/20**

- Updates to standard application Education page for Adult School Special Admits (SB554)
- International application link to MyPath
- Deployment and Infrastructure enhancements
- Students and college staff participated in pilot UAT last week
  - Excellent feedback
- Jane Linder, Product Manager - jlinder@ccctechcenter.org

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# Thank you for attending!

# Q&A

For further assistance:
- Support/help desk ticket: staffsupportccctc@openccc.zendesk.com
- General info & announcements: ccctechnology.info

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