Tech Center 101
Office Hour

September 12, 2024

Jennifer Coleman, EdD

Executive Director

California Community Colleges | Technology Center

Thank you for joining us!

- Captioning is available via the Zoom CC button.
- Today's session will be recorded and will be available in 5-10 days.
- Please use the chat tool for questions and comments.

California Community Colleges | Technology Center

Agenda

- Tech Center Overview and Highlights
- Network services via CENIC
- Accessibility Center resources and initiatives
- Bi-Directional Fraud Reporting
- CCC Data Warehouse and Report Server
- CCCApply and the Student Success Suite
- Q&A
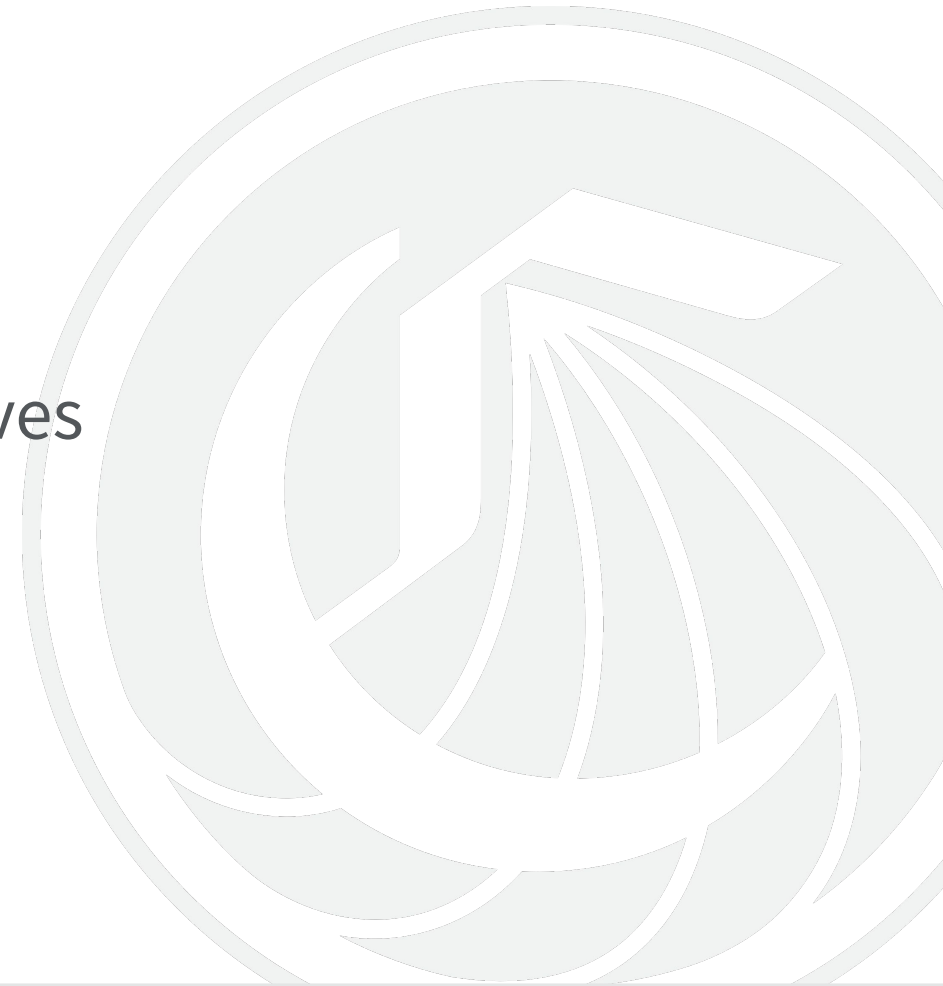
Mission | CCC Technology Center

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

California Community Colleges | Technology Center

Highlights

- Multi-year grant funding cycle | Apportionment
  - 80+ Software and Services contracts annually
  - ~95 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

California Community Colleges | 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
- Amazon Web Services (AWS) Infrastructure
- Project Management Office (PMO) established 2016
  - Coordination for documentation, dependencies, communications, release management
  - Atlassian (Jira, Confluence), BitBucket, Rainforest, Zendesk, Slack, Smartsheet

California Community Colleges | Technology Center

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 - Dashboards for Canvas | Web Scanning | PDF Accessibility | Document Conversion
- Subscriptions
  - Library Databases (EBSCO) | Listserv (~350 lists)
  - Security Software - Splunk | Tenable | InCommon

California Community Colleges | Technology Center

CENIC | CalREN
Backbone Map

Updated March 2024

Watch for emails regarding EOL router replacements beginning late September

California Community Colleges | Technology Center

CENIC

Free Network Services

- Primary and Secondary Circuits
  - 10GB for College sites
  - 1GB for Center and District Office sites
- Digital California (DC) Service
- Layer 2 Virtual Private Network Service - E-LINE or E-LAN
- Layer 3 Virtual Private Network Service - IP VPN
- Optical Service and Optical Spectrum Service

California Community Colleges | Technology Center

CENIC

Low Cost Services

- Internet2 Cloud Connect
- CENIC Rapid Private Interconnect (RPI)
- Internet2 DDoS Mitigation (DMS)
- Internet2 AL2S

California Community Colleges | Technology Center

CCC Accessibility Center - ACMM

- Drives accessibility forward through through iterative improvement.
- Proactively address Office of Civil Rights (OCR) settlement requirements.
- Ensure digital content across the institution complies with ADA Title II updates.
- Training, assessment and additional guidance provided by Accessibility Staff.
- Current participation 10 Districts Offices + 25 colleges
    - 10 spaces still available in current 24/25 cohort
        - Multi-College districts have the District Office receive a separate assessment from the colleges.
- ACMM Webpage or acmm@ccctechcenter.org

SuperGlue Fraud Reporting

Colleges sharing fraud status with the CCC Technology Center and other colleges
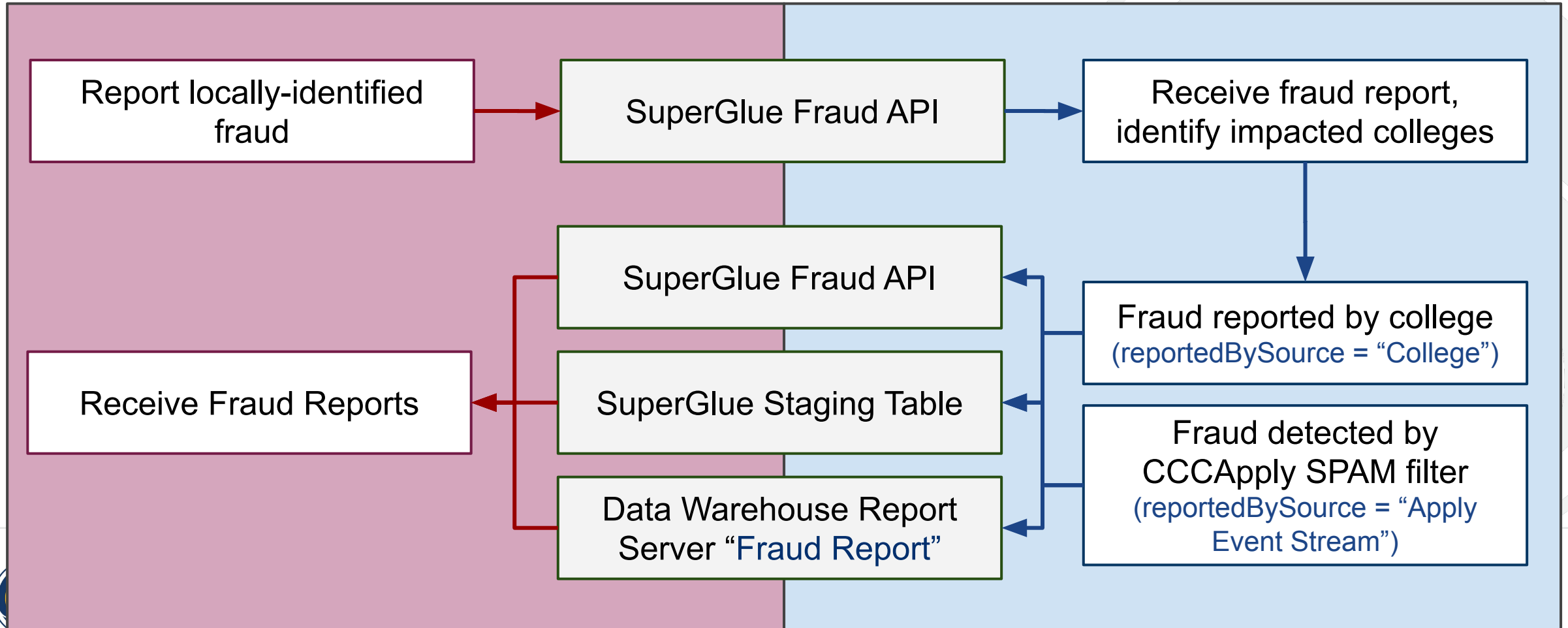
- SuperGlue Fraud API (GraphQL) technology allows colleges to submit suspected fraudulent AppID and/or CCCID to the CCCTC.

- CCCTC workflows analyze the data to determine if the submitted fraud information impacts other colleges. If impacts are found, SuperGlue is leveraged to notify these colleges of the bad actor. Notifications are sent to a *fraud-report* staging table (for each college) via the SuperGlue College Adaptor.

- SuperGlue Fraud API also allows colleges to query the fraud table directly using a CCCID, APPID or MIS code.

California Community Colleges | Technology Center

SuperGlue Fraud Reporting

College | **CCC Tech Center**

Report locally-identified fraud → SuperGlue Fraud API → Receive fraud report, identify impacted colleges

SuperGlue Fraud API ← Fraud reported by college (reportedBySource = "College")

Receive Fraud Reports ← SuperGlue Staging Table ←

Data Warehouse Report Server "Fraud Report" ← Fraud detected by CCCApply SPAM filter (reportedBySource = "Apply Event Stream")

CCC Data Warehouse and Report Server

Access to data for District and College Researchers, Chancellor's Office and data partners

- New Data Available-Canvas Data 2
  - All Canvas data including Learning Outcomes data

- New Reporting and Analytics Platform: Launching early 2025
  - Data reporting for Researchers, A&R Teams and other staff
  - Will eventually replace Data Warehouse Report Server (DWRS) and CCCApply Report Center

- New Data Optimization: New Data Model and Reporting
  - Correlating CCCApply and MIS data allows for a more holistic view into the student lifecycle

California Community Colleges | Technology Center

CCCApply

Part of the Student Success Suite (SSS) of Applications

- Standard, Noncredit, International, California College Promise Grant

Improvements 2018 - 2022

- Noncredit workflow
- Spanish language translation
- Mobile-forward design
- New technology infrastructure
- SuperGlue near real-time data delivery to colleges
- Multi-factor authentication

California Community Colleges | Technology Center
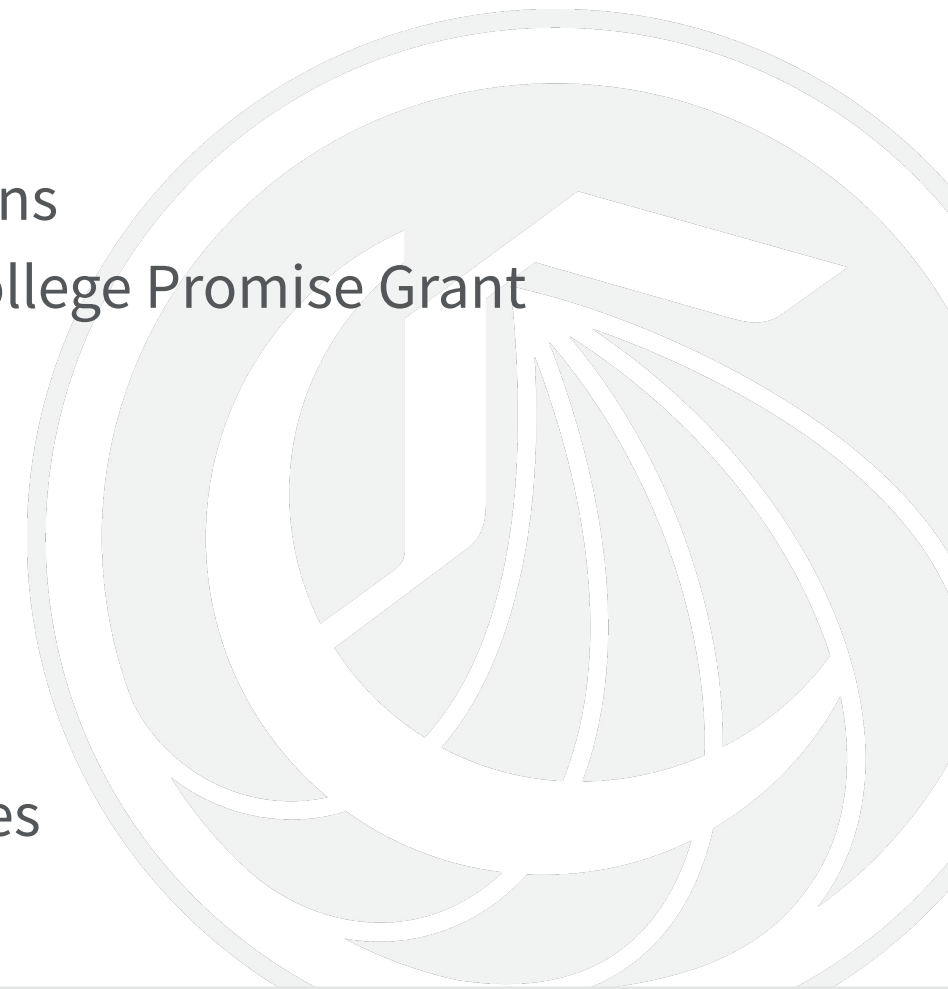
Recent Updates

- Legislatively mandated changes
  - AB928 ADT Majors Filter
  - CalVet contact question & Student parent question
- 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
- Upcoming Dual Enrollment focused application

California Community Colleges | Technology Center

Fraud Mitigation Highlights

- Advanced Bot Protection

- Improvements to machine learning spam filter (launched in 2018)
  - Incorporating ideas from the field, college partnerships
  - Outreach to colleges to improve data exchange participation (benefits ML model)
  - Leveraging SuperGlue, now in place at all 116 colleges
  - Integration of third-party tools to gauge likelihood of fraud (PoC)
- SSS User Group Subcommittee focused on Fraud
  - Systemwide definition of fraud & Private spam group forum
- Systemwide fraud task force membership

- ID.me integration (2/2/24 go-live) for identity verification

California Community Colleges | Technology Center

24/25 Roadmap Highlights

Tech Center works from annual roadmaps on a quarterly review cycle

Committed to greater transparency regarding planned work for 24/25

- Specific focus on impacts to colleges

- Communications via multiple channels (in collaboration w/FCCC)

Other Projects of Note

- COCI - CCN webinar on Wednesday

- eTranscript - C2C work with multiple partners and stakeholders

California Community Colleges | Technology Center

Round up: Tell me how to get these services!

Contact your college experience manager at cems@ccctechcenter.org) to:

- Implement the online noncredit, international or CCPG applications
- Access Canvas 2 data in the CCC Data Warehouse
- Set up bidirectional SuperGlue for my fraud reporting
- Join the SSS fraud committee meetings and private spam group forum
- Find out more about CENIC free & low cost network services

Contact the Accessibility team at acmm@ccctechcenter.org to

- Get ACMM training for yourself and your college

California Community Colleges | Technology Center

Questions?

cems@ccctechcenter.org