



California Community Colleges



Reimagine Apply September Task Force Wrap-up PPT

September 18th, 2024

Executive Summary

The Reimagine Apply Task Force met in person on September 18th in Sacramento. The meeting began with a review of progress to date, a reaffirmation of the Target State design for question structure, followed by discussions on supplemental application questions, governance, updates to the RFP timeline and the Extended Committee, vendor demonstration scenarios, and aligned on what we will need to support the early adopters of the new application system (Wave 1) in early 2026.

The group reviewed the current state supplemental questions analysis and agreed on the need to standardize redundant questions, establish governance, and ensure the solution effectively supports college processes in addition to streamlining the experience for students.

The Task Force then reviewed the updated RFP timeline and collaborated on the Extended Committee approach. Key feedback included leveraging representative stakeholder groups with specific expertise (i.e., admissions, security, etc.) Additionally, the Task Force provided valuable use cases and input for vendor demonstration scenarios.

To conclude the day, the group engaged in an activity focused on laying the foundation for Wave 1. They identified what will be needed to ensure its success, the current and future barriers, and potential solutions to address the challenges.

With these insights, the Task Force aligned on the next steps: proposed governance for supplemental questions, sharing the RFP draft for feedback, finalizing the RFP Review Committee, and continuing to further the RFP process during the October Task Force meeting.

Session Attendees (1/2)

Name	Stakeholder Group	Role	College/Organization
Jennifer Coleman	CCC Tech Center	Executive Director	CCC Tech Center
Devin Crosby	CISO	Chief Technology Officer at Yuba Community College District	Yuba College
Annie Koruga	Student Senate	SSCCC Vice President of Legislative Affairs	Ohlone College
Jane Linder	CCC Tech Center	Statewide Programs Director, Student Success Suite	Tech Center
Valerie Lundy Wagner	Chancellor's Office	Vice Chancellor of Digital Innovation and Infrastructure	Chancellor's Office
Becky McCall	CISO	Associate Vice President of Information Services & Technology	Shasta College
Michael Odu	CIO	Vice President of Instruction	San Diego Miramar College
LaTonya Parker	Academic Senate	Professor, Counseling Services	Moreno Valley College
Michelle Smith	Chancellor's Office	Visiting Assistant Vice Chancellor	Chancellor's Office
Ernest Shih	Chancellor's Office	Vice Chancellor, Innovation, Data, Evidence, and Analytics (IDEA)	Chancellor's Office
Sean Whaley	Institutional Researchers	Director of Institutional Research & Planning	Feather River College



California
Community
Colleges



= In attendance*



= Not in attendance **

Session Attendees (2/2)

Name	Stakeholder Group	Role	College/Organization
Gina Browne	CCCO / ESSR*	Asst. Vice Chancellor, Office of Equitable Student Learning, Experience & Impact	CCCO
Erik Cooper	CCCO/ IR	Strategic Advisor, California Community Colleges Chancellor's Office	CCCO
Emily Ekenstam	Student Centered Design Lab	Executive Director, Technology Solutions	Foundation for CCC
John Hetts	Chancellor's Office	Task Force Co-Chair / Executive Vice Chancellor for the Office of Innovation, Data, Evidence and Analytics Office	Chancellor's Office
Elaine Kuo	Institutional Researchers	Supervisor, Institutional Research Planning College Researcher	Foothill College
Lisa Mandy	Financial Aid	Director of Financial Aid & Scholarship	De Anza College
Rena Martinez Stluka	Admissions & Records	Director, Admissions and Records	Fullerton College
Lynn Neault	CEOCCC	Grossmont-Cuyamaca Community College District Chancellor	Grossmont-Cuyamaca CCD
Patrick Walton	CSSO	Vice President of Student Services	San Mateo County CCD



= In attendance*

= Not in attendance**

September Task Force Agenda

Time	Activity
10:00 AM	Welcome Breakfast and Coffee
10:10 AM	Kick-off
10:45 AM	Overview: Where We've Been
10:50 AM	Application Questions: Analysis, Target State & Governance
12:30 PM	Lunch
1:15 PM	RFP Updates & Discussions
2:45 PM	Break
3:00 PM	Activity: What's Needed for Wave 1 Success?
3:50 PM	Wrap up & Next Steps
4:00 PM	END



Application Questions: Post-Submission Questions

Discussion Points:

- The group confirmed the target state approach of asking all required questions prior to submission, followed by an evocative prompt which would then guide students into post-submission questions.
- The group aligned on the opportunity to increase frequency and personalization for outreach in the future state and discussed whether or not there are solutions to support this through additional data collection/ outreach systems.
- There was discussion on the pros / cons / considerations (full list on following slides) of several proposed scenarios for addressing supplemental questions and aligned that supplemental questions are necessary in the target state.
- Alignment on question standardization, to some degree, will be necessary.
- The group emphasized the importance of staying flexible and open-minded throughout the process, ensuring questions are streamlined for students and processes are supportive of colleges.

Application Questions



Core Questions:

Through our research and analysis, we identified 60 core questions and 113 fields that fulfill matriculation, financial aid, MIS reporting and legal requirements while optimizing the applicant experience.

1. My Information	2. Program & Support Eligibility	3. Education History	4. College
Personal	Social Security	College Enrollment Status	College
Contact	Citizenship	High School History	Goals
Demographics	Military	College History	Major Selection Experience
Program & Services	Residency	Class Placement	Term
			Athletic Interests

Post-Submission

In the current state, supplemental questions range from 1-23 questions per college with an average of 6 questions.

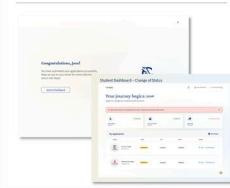
Supplemental

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Post-Submission Questions



Scenario 1:
Core questions + unlimited post-submission questions



Scenario 2:
Core questions + limited and governed post-submission questions



Scenario 3:
No post-submission questions (i.e., colleges and districts locally own the gathering of supplemental question related data)



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Exploring Post-Submission Question Scenarios for the Standard Application

Pros:

Scenario 1: Unlimited post-submission questions

- Allows for local college autonomy with unlimited supplemental questions
- Maintains the ability to decide if supplemental questions are required or optional
- Offers the local college the most flexibility
- Gathers the most student data upfront

Scenario 2: Limited & governed post-submission questions

- Reduces duplicative questions reducing student time and effort

Scenario 3: No post-submission questions

- N/A

Cons:

Scenario 1: Unlimited post-submission questions

- Needs some governance and guidance to avoid redundancy and duplication
- Overwhelms students and creates barriers for applying

Scenario 2: Limited & governed post-submission questions

- Reduces autonomy
- Reduces college-specific supplemental questions, reducing student touchpoints early on

Scenario 3: No post-submission questions

- Forces colleges to utilize another system to gather post-submission data which is not affordable for rural colleges that currently use homegrown systems
- Creates confusion for students when forced to navigate another system

Considerations of Post-Submission Questions in the Standard Application

Considerations:

Reducing the Quantity of Supplemental Questions

- Will supplemental questions be required or optional?
- If each college remains autonomous, will there be a way to limit the number of supplemental questions?
- Will someone be monitoring frequently asked supplemental questions to make them required and/or standard questions?
- Is there an option to create a standardized bank of supplemental questions for individual schools to pull from?

Utilizing a Third-Party System

- Are there any successful models that use a third-party system to collect and integrate supplemental question data?
- Can a future state third-party system send push notifications to students?

Other

- Is there an option to add an information pop up that adds a description to the question for students to reference?
- Will the system be configurable?

Future State Post-Submission Governance

Discussion Points:

- While the Task Force understands the benefits of having standardized post submission questions, they acknowledged the need for a question structure to allow local autonomy and accommodate college-specific questions.
- An individualized analysis of each college's current post-submission questions was recommended, followed by a report that includes a) the current questions in use, and b) recommendations for each question.
- In the new system, centralized reporting for post-submission questions could increase transparency and encourage collaboration and standardized language.
- Compliance would need to be managed centrally to prevent duplicative local efforts.
- Creating clear guiding principles, some governance for redundant questions, and a question approval process to ensure each question ties back to key outcomes while considering the purpose, security, and sensitivity of the data.
- Utilizing previously gathered information (i.e., IPEDS surveys) and restricting the quantity of individualized post-submission questions to reduce the number of questions asked.
- Ensuring it would not be a lengthy or laborious process to allow for quick decisions was also discussed.

Discussion: Future State Post-Submission Governance



Discussion: What guidelines would the Task Force recommend when thinking about governance of post-submission questions across all applications?

- Should there be guidelines? If yes, what are the guidelines we need to set up for campuses if they want to include post-submission questions? (ex: # of questions, frequency of question review, how the colleges choose the questions they ask)
- How should the post-submission question governance be structured?
- Who are the groups that will be involved with managing post-submission question governance?
- What will their process be?
- Are there rules around how a district can manage their questions?



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RFP Update – Extended Committee

Discussion Points:

- The Task Force aligned that there must be representation from Admissions & Records, Information Security, Educational Support Services, Institutional Research, Financial Aid, Instructional VPs, Students, Accessibility Experts, and Legal and Compliance.
- The Tech Center found success with a blended model that started by (1) identifying pilot colleges and allocating a set number of representatives to each, followed by (2) forming a larger committee with both pilot college representatives and association representatives, allowing for breakout discussions by functional area (e.g., region size, current technology, etc.)
- Recommendation to recruit for the Extended Committee with an interest form to Wave 1 / Pilot schools, association listservs, and VPs in Educational Support Services for further distribution to their teams.
- It was noted that some groups, such as accessibility experts and technical experts, may need separate platforms for specific feedback that may not be appropriate for larger group discussions.
- The importance of maintaining transparency throughout the RFP process was acknowledged, with the Extended Committee serving as a key support channel.

Extended Committee

In collaboration with the RFP Review Committee, Advisory Committee, Tech Center, and Task Force, the Extended Committee (comprised of students, subject matter experts, and district representatives) will share their input once vendor finalists are selected to **enhance technical expertise and broaden representation** in the RFP process.

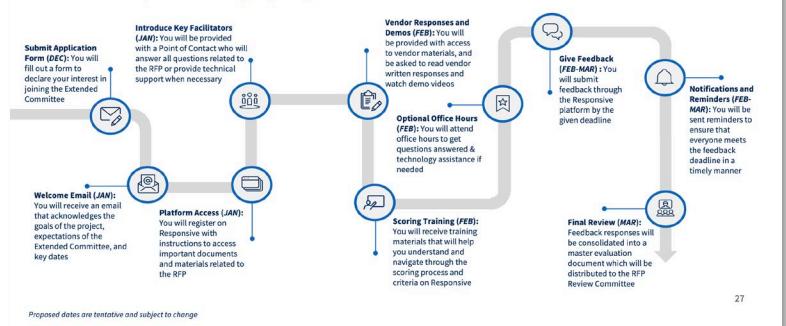
DEC '24	JAN '25	FEB '25	MAR '25	APR '25
• Identify and Select Extended Committee Members	• Notify Extended Committee Members of Involvement	• Provide Scoring Training • Review Responses/Demos	• Solicit Feedback from Extended Committee	
RFP RESPONSE DEADLINE	VENDOR DOWN-SELECT	SCORING & DEMOS	COMMITTEE FEEDBACK AND VENDOR RECOMMENDATION	EXECUTIVE READOUT



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Extended Committee Journey

The Extended Committee will be selected in December and January and will begin participating in vendor scoring in February. The slide outlines the key activities marking the journey of an Extended Committee member



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Vendor Demos

Discussion Points:

- The Task Force offered suggestions for the following scenarios for the vendor demonstrations:
 - An incomplete / in-progress application demonstration; test the “stopping” and resuming with auto-saved progress
 - Account creation process
 - Student, administrative, and fraud dashboard interfaces; request a sandbox environment
 - A real application and run the data extract process using provided sample data with branching logic
 - Configurability and integrations (i.e., Ethos) done in real time
 - Platform agility with question updates (i.e., SOGI)
 - Examples of non-credit, international, dual-enrollment, with skip logic applications
 - Data file uploads from a paper application (i.e., justice involved applicants) with branching logic
 - Ability for a proxy to fill out an application on behalf of the student
 - Student assistance via chatbot, live agent, helpdesk, error messages, notifications via text, etc.
 - Mobile interface (phone, tablet, etc.)

Vendor Demo Logistics

The RFP Review Committee will down-select vendors in January 2025. Vendors will be notified and asked to prepare demonstrations for mid February 2025.

VENDOR DEMO LOGISTICS

- Post down-selection, ~3 vendors will be invited to participate in vendor demos
 - *Invited vendors will receive a checklist, script, and expectations regarding scope, key workflows/scenarios, and specific use cases*
- Vendor demos will be in-person
- RFP Review Committee members will score the vendor demos using a pre-determined scoring system
- Extended Committee members will receive recordings and scoring surveys for the vendor demos

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Vendor Demos

We aim to present multiple scenarios for the vendor demonstrations

Vendor Demo Scenario Examples:



SCENARIO COMPONENTS

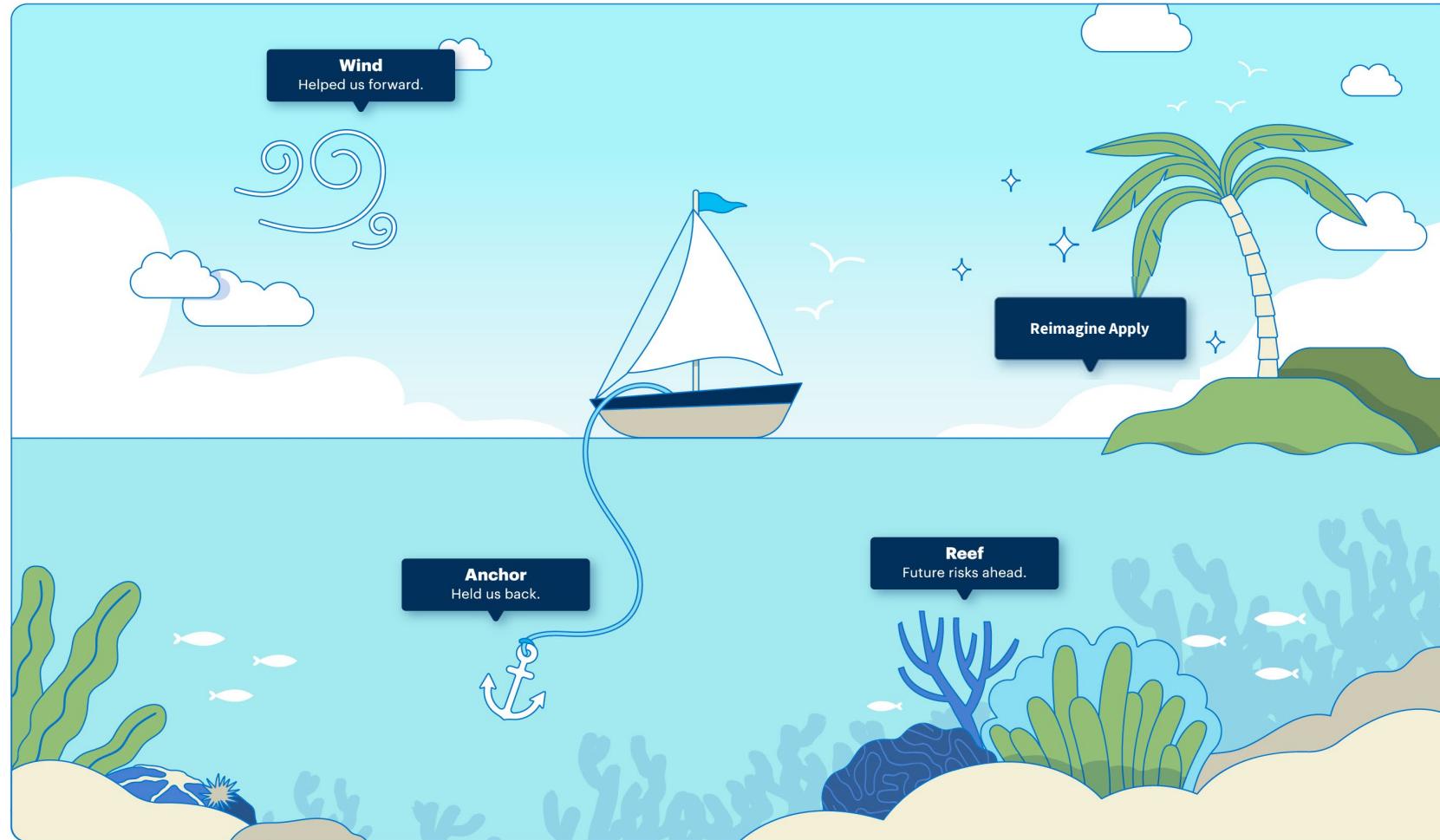


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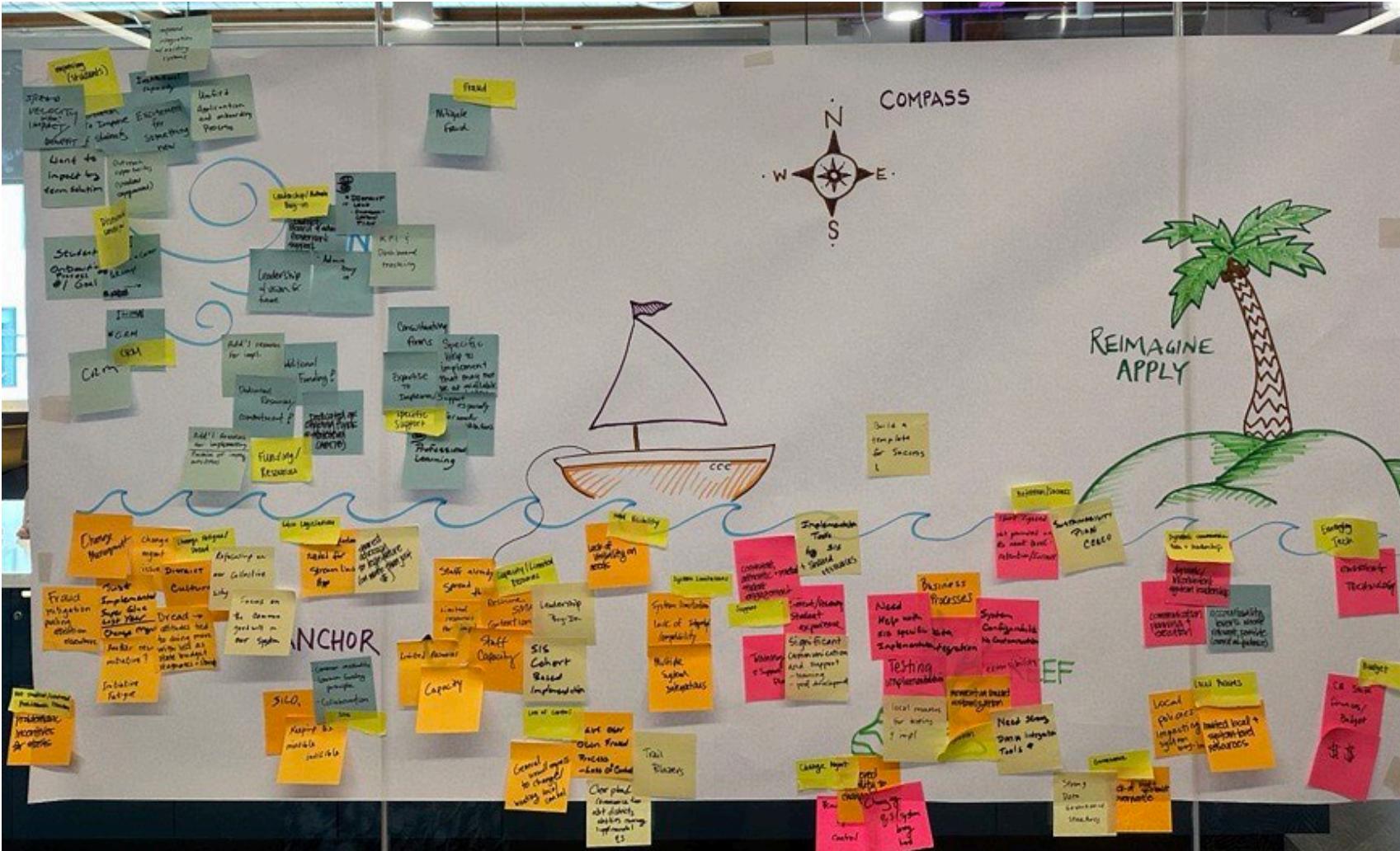
Sailboat Exercise: Wave 1

A generative group exercise to start the conversation about what it would take to achieve success for colleges that participate in the Wave 1 implementation of the Reimagine Apply Target State



Completed Sailboat Exercise: Wave 1

Input from the group about what it would take to achieve success in Wave 1 of the Reimagine Apply Target State



Wind In Our Sails: Wave 1

Anchors



What is Holding Us Back?

- Change fatigue
- Problematic structure
- Restriction of Ed Code legislation
- Siloed workstreams
- Limited capacity and resources
- Lack of visibility
- Loss of control
- System and customization limitations

Wind



What Will Push Us Forward?

- Improving student experience
- One unified goal
- Leadership and administrative buy-in
- Mitigating fraud
- Specific support with implementation
- Shared funding and resources
- KPI and dashboard tracking
- Outreach opportunities

Reef



What are our Future Risks?

- Testing and integration capabilities
- Retention and long-term success
- Inability to change
- Lack of local and statewide governance
- Communication and inconsistent leadership
- Adapting for emerging technology
- Budget
- Local policies

Compass Points for Wave 1 Success

Barriers:

Opportunities:

 Change fatigue	Refocusing on the collective “Why”	<ul style="list-style-type: none"> Developing a change management plan that brings a transparent and cohesive approach that focuses on the “why” Allows for a space to build goodwill against competing POVs
 Loss of Control	Clear Plan	<ul style="list-style-type: none"> A plan that communicates some balance, some share of control Trailblazers to pave the way, reducing fears of losing control
 Silos	Common Methodology	<ul style="list-style-type: none"> Guiding principles and a common methodology to unify the group Collaboration amongst colleges Shared advocacy on legislature beyond funding Make connection to goals at the district level
 Limited Resources	Leadership Buy-in	<ul style="list-style-type: none"> Accountability levers where possible Shared resources SIS cohort implementation Unified, consistent voice
 Lack of Support	Communication Support and Training	<ul style="list-style-type: none"> Significant communication Support with training and professional development Implementation tools by SIS Shared resources and advocacy on legislature Cohort based onboarding
 Integration Capabilities	Implementation Tools	<ul style="list-style-type: none"> Strong data integration tools Local resources for testing and implementation (e.g. Banner schools share with each other) User creation and management tools
 Lack of Governance	Strong Data Governance Structures	<ul style="list-style-type: none"> Strong data governance structure
 Retention/ Long-term Success	Sustainability	<ul style="list-style-type: none"> A template for success A well-structured sustainability plan

Reimagine Apply Task Force Success

“Friendliness ++”

“Student Voice – Go Annie!”

“Inclusion of new voices”

“Great collaboration”

“Rich Engagement”

“New VC here!”

“Good discussion on demo content + scenarios”





California Community Colleges

Thank you!

Contact Info:

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California Community Colleges

Welcome!

Reimagine Apply
Task Force
Session 7

September 18th, 2024

September 18th Task Force Agenda

Time	Activity
10:00 AM	Welcome Breakfast and Coffee
10:10 AM	Kick-off
10:45 AM	Overview: Where We've Been
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3:00 PM	Activity: What's Needed for Wave 1 Success?
3:50 PM	Wrap up & Next Steps
4:00 PM	END

Your Facilitators & Support Team



Janet Kung
Client Account Lead



Sara Moore
Executive Sponsor



Hojoon Lee
Managing Director



Erica Harrold
Delivery Lead



Garrick Yau
Delivery Lead



Adam Soni
Manager



Nicole Allport
Consultant



Matt Khachigian
Consultant

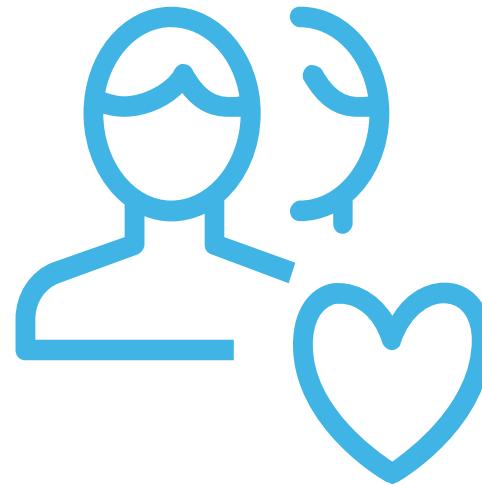


Sara Bunyard
Senior Analyst



Nicole Hay
Senior Analyst

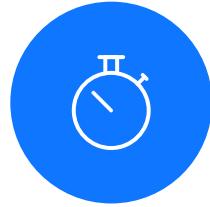
Connection Activity: Human Bingo



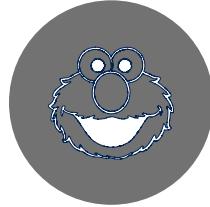
How to Play:

- Walk around and interact with others to find people who **match the descriptions in your bingo squares**
- Each person can help you mark **up to 2 squares** on your bingo card
- The first person to **complete two Bingos** (rows, columns, or diagonals) **wins!**

Agreements



Timeboxed



G E L M O
“Good Enough
Let’s Move On”



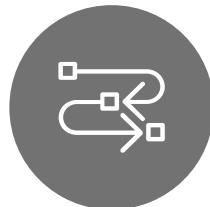
**Assume
Positive
Intent**



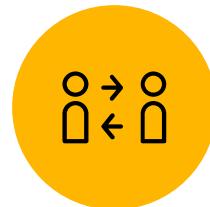
**Be present and
inclusive**
(everyone is heard)



Parking Lot



Trust the process



Give Grace



**Be curious and
solution-
oriented**

“Fist To Five”



- I'm lost
- I don't agree
- I don't want to do this
- I don't want to communicate this to my team



- I feel okay
- I'm 50% in agreement
- I'm mostly following but have some questions
- I need help to communicate this to my team



- I'm unsure
- I slightly agree
- I'm not sure we can do this
- I couldn't communicate this to my team



- I feel great
- I'm in 100% agreement
- This is the right work
- I can confidently communicate these concepts to my team

September Task Force Objectives

The purpose of our Task Force meetings is to identify, discuss, align and collaborate on Reimagine Apply



1. Align on the core questions and post-submission application approach and governance



2. Discuss the RFP Review Committee, Extended Committee, and Vendor Demo topics



3. Collaborate on what will be needed for the success of Wave 1 colleges/ Districts



4. Identify unanswered questions and new paths forward

Reimagine Apply Task Force

The Task Force will give input on the RFP process and implementation of a new application system.

In-Person	2024				2025	
	Wednesday May 15 th Roadmap	Wednesday June 26 th Input & Next Steps	Thursday Aug 8 th RFP Process/ Residency questions	Wednesday Oct 30 th RFP Process Input & Updates	Thursday Jan 23 rd Finalize Application Questions Transition to Implementation Advisory Group	
 Virtual				 <p>Wednesday Sept 18th Application Question Governance/ RFP Process</p>		

Where We've Been

2023

February March April



October December



2024

January February March April May June August



February March



April



May



June



August



STWG Workshop #1	STWG Workshop #2	STWG Workshop #3	Working Session #1	Working Session #2	Working Session #3	Task Force Kick-off	Task Force #2	Task Force #3	Task Force #4	Task Force #5	Task Force #6
Context Setting	Vision	Recruitment, Engagement & Communications plan for Task Force Validated	Educational Goal	Unique Student Needs	Target State Alignment	Target State Vision	Application Governance	Target State Refinement	Roadmap	Functional & Technical Requirements Input	RFP Process
Interview Synthesis & Application Review – What We Heard & What We've Seen	Guiding Principles for Task Force	Programs & Services	Revised Content	Ideal Data Journey	Residency Challenges						Residency Questions
Improvements Timeline	Short-term 'wins' in CCC Apply	Key Milestones for Redesign Roadmap	Education History	Design Preview							
Task Force Purpose	Current State Personas for redesign process										



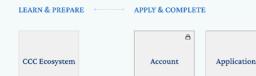
What We've Done

Heuristics Evaluation

From discovery to apply

To help us understand the broader context and ecosystem that CCCApply lives within, we evaluated the end-to-end application experience.

- Accessing the application
- OpenCCC's Account & Profile Creation
- CCCApply Application



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1-1 Student Interviews & Usability Testing

What We Heard from Students:

Students feel:

Excited & Curious
 "When will this be rolled out?"

Confident
 "I wouldn't need help to finish this"

Encouraged
 "I liked the help along the way"

Less stressed
 "It was very easy"

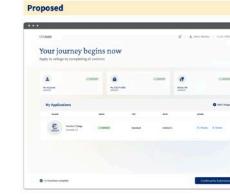
When compared to the current application, "Simple" was a common descriptor

"Easy to follow and understand"
"It made more sense"
"More straightforward"
"More professional"

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Design Work

Design in Practice



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Working Groups

March 2024 Residency Working Group



7 Working Group Attendees

5 Districts Represented

Ideation Boards:



7

Working Group Attendees



5

Districts Represented

March 2024 Fraud Working Session



10

Working Group Attendees



6

Districts & Organizations Represented



Attendees:



Ideation Boards:



6

Districts & Organizations Represented



Attendees:



10

Working Group Attendees



6

Districts & Organizations Represented



Attendees:

Analysis by Application Type

(Promise Grant, Non-Credit, Standard, International, Supplemental Questions and Fields)

CCCApply Questions Analysis

Non-Credit, Promise Grant, International applications and Supplemental Questions were evaluated for optimization opportunities

Non-Credit

Key Findings & Recommendations:

- A subset of questions from the standard application are non-credit application specific. The PGP application includes more questions than the PDF application.
- Streamline the education section for non-credit applications. It is a high-level overview that still requires a high-level overview of critical aspects of the application.
- Validate education data elements that are necessary for saturation reporting requirements (e.g., CCCApply Task Force and modify question types and elements accordingly).

Promise Grant

Key Findings & Recommendations:

- The online Promise Grant application includes more questions than the PDF application with the college's alternative applications for opportunities to streamline the international application content with higher education, immigration and Customs questions.
- The bulk of additional questions are found in 2 areas: academic profile and documentation.
- Remove redundant questions where possible to increase colleges can collect data to meet needs.

International

Key Findings & Recommendations:

- Analysis criteria, among others, for the international application is more complex than the PGP application with the college's alternative applications for opportunities to streamline the international application content with higher education, immigration and Customs questions.
- Remove redundant questions where possible to increase colleges can collect data to meet needs.

Supplemental

Key Findings & Recommendations:

- ~25% of supplemental questions are redundant. The PGP application has more questions than the CCC Applications (Standard, CCGP). Redundant question categories include military, homelessness, previous education, and education goals.
- Remove redundant questions where possible to increase colleges can collect data to meet needs.
- Standardize language across the supplemental application profile, contact, and education sections by consolidating and removing unnecessary questions that don't relate to policy or reporting requirements.
- Streamline dependency status questions by consolidating and removing questions that are extraneous to the PGP application.

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Persona Type Identification

(Veteran, Justice Involved, Unhoused, Dual Enrollment, Foster Youth)

Key Personas



Veteran



Justice Involved



Unhoused



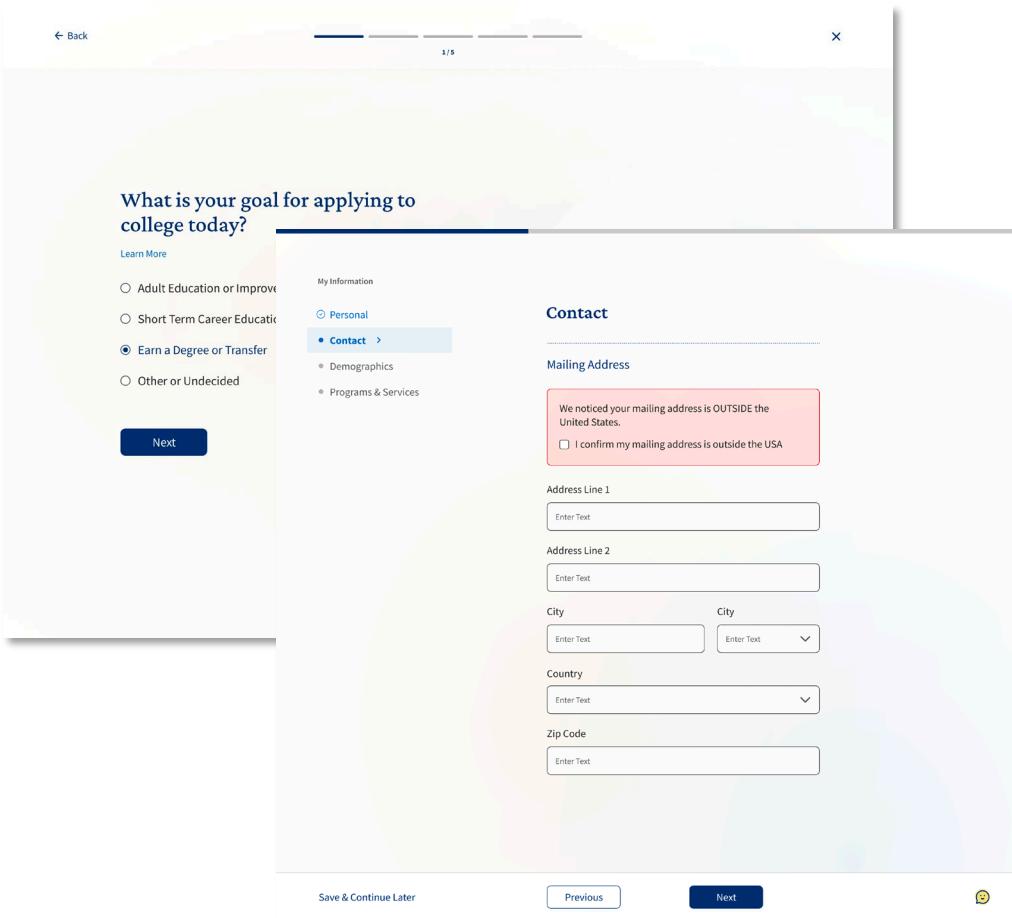
Dual Enrollment



Foster Youth



Reimagine Apply Target State Objectives



What is your goal for applying to college today?

Adult Education or Improve

Short Term Career Education

Earn a Degree or Transfer

Other or Undecided

Next

My Information

Personal

Contact >

Demographics

Programs & Services

Contact

Mailing Address

We noticed your mailing address is OUTSIDE the United States.

I confirm my mailing address is outside the USA

Address Line 1

Address Line 2

City

Country

Zip Code

Save & Continue Later

Previous

Next

- **Unified Entry Point:** A single URL serves all student types, eliminating the need for self-identification, creating a simplified and welcoming front door for users
- **Enhanced User Experience:** Based on student feedback, we streamlined input processes, modernized and gamified the design, and improved functionality for a more fluid, trustworthy, and user-friendly experience
- **Optimized Application Support Processes:** Ensure improved, timely support through enhanced self-service support and optimized stakeholder tools
- **Improved Fraud Mitigation:** Leverage a multi-layer fraud detection and mitigation strategy that integrates tools and end to end business processes

Application Questions

Core Questions:

Through our research and analysis, we identified **60 core questions and 113 fields** that **fulfill matriculation, financial aid, MIS reporting and legal requirements** while **optimizing the applicant experience**.

1. My Information

Personal
Contact
Demographics
Program & Services

2. Program & Support Eligibility

Social Security
Citizenship
Military
Residency

3. Education History

College Enrollment Status
High School History
College History
Class Placement

4. College

College
Goals
Major Selection Experience
Term
Athletic Interests

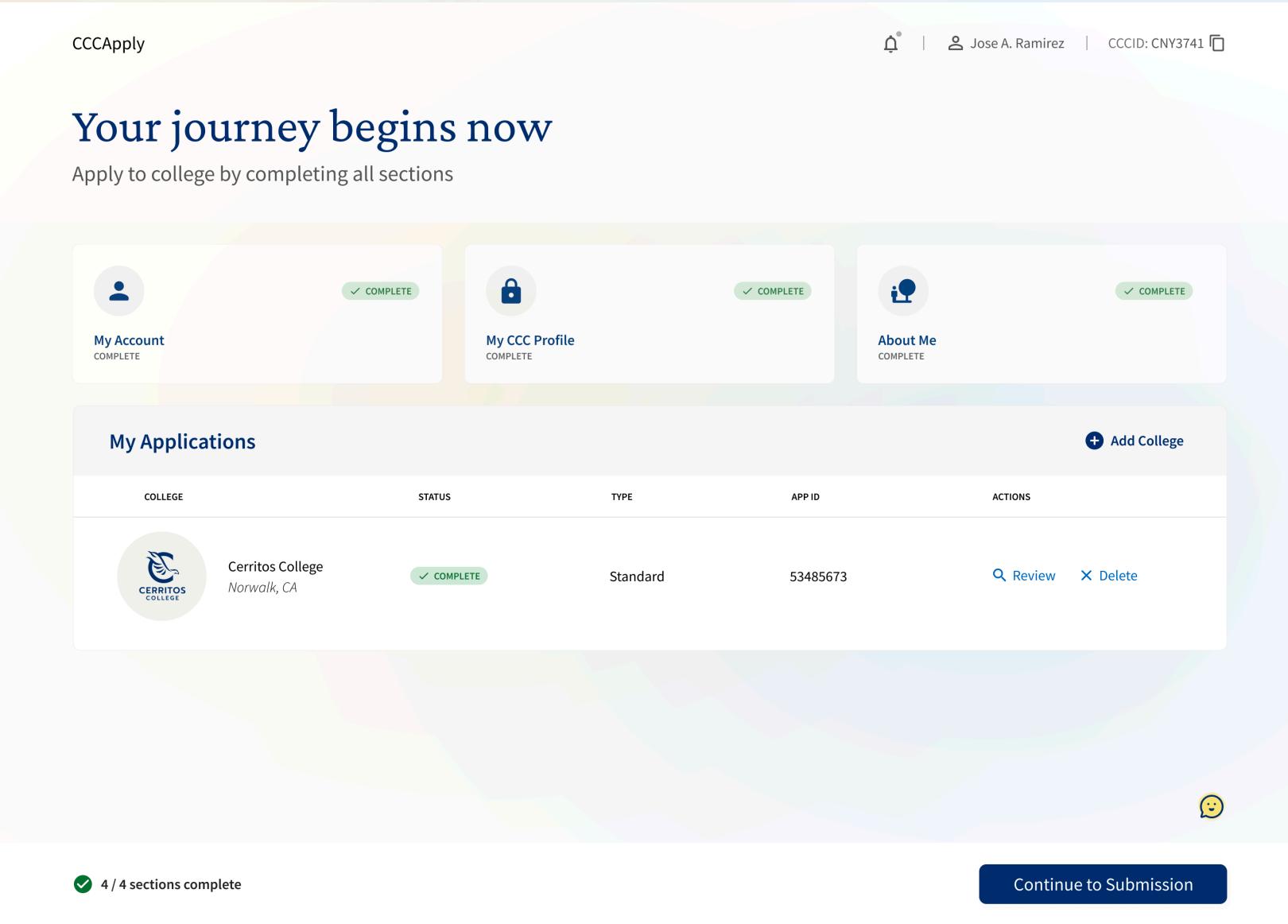


Post-Submission

In the current state, supplemental questions range from 1-23 questions per college with an **average of 6 questions**.

Supplemental

Application Journey Screenshot (1/4)



The screenshot shows the CCCApply application journey dashboard. At the top, the logo 'CCCApply' is on the left, and a user profile for 'Jose A. Ramirez' with CCCID 'CNY3741' is on the right. A bell icon with a dot indicates notifications. The main heading 'Your journey begins now' is displayed, followed by the sub-instruction 'Apply to college by completing all sections'. Below this, three completed sections are shown: 'My Account' (COMPLETE), 'My CCC Profile' (COMPLETE), and 'About Me' (COMPLETE). A progress bar at the bottom of this section is mostly filled. The 'My Applications' section lists one application for 'Cerritos College' in 'Norwalk, CA'. The application status is 'COMPLETE', type is 'Standard', and the app ID is '53485673'. Actions available are 'Review' and 'Delete'. A 'Add College' button is also present. At the bottom, a footer bar shows '4 / 4 sections complete' with a checkmark icon, and a 'Continue to Submission' button. A small yellow smiley face icon is located in the bottom right corner of the main content area.

CCCApply

Jose A. Ramirez | CCCID: CNY3741

Your journey begins now

Apply to college by completing all sections

My Account COMPLETE ✓ COMPLETE

My CCC Profile COMPLETE ✓ COMPLETE

About Me COMPLETE ✓ COMPLETE

My Applications

COLLEGE	STATUS	TYPE	APP ID	ACTIONS
 Cerritos College Norwalk, CA	✓ COMPLETE	Standard	53485673	Review Delete

4 / 4 sections complete

Continue to Submission

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Application Journey Screenshot (2/4)

← Back X



Submit Your Cerritos College Application

You are about to submit your application to Cerritos College. NO CHANGES can be made to your application once it is submitted.

California state law* allows you to submit your application and residency information online with an electronic signature verification. Your completion of this page will provide the necessary verification for electronic submission.

The security and privacy of the information in your submitted application are protected as described in the CCCApply Privacy Policy.

By checking here, I Jose A. Ramirez agree to our [declarations](#).

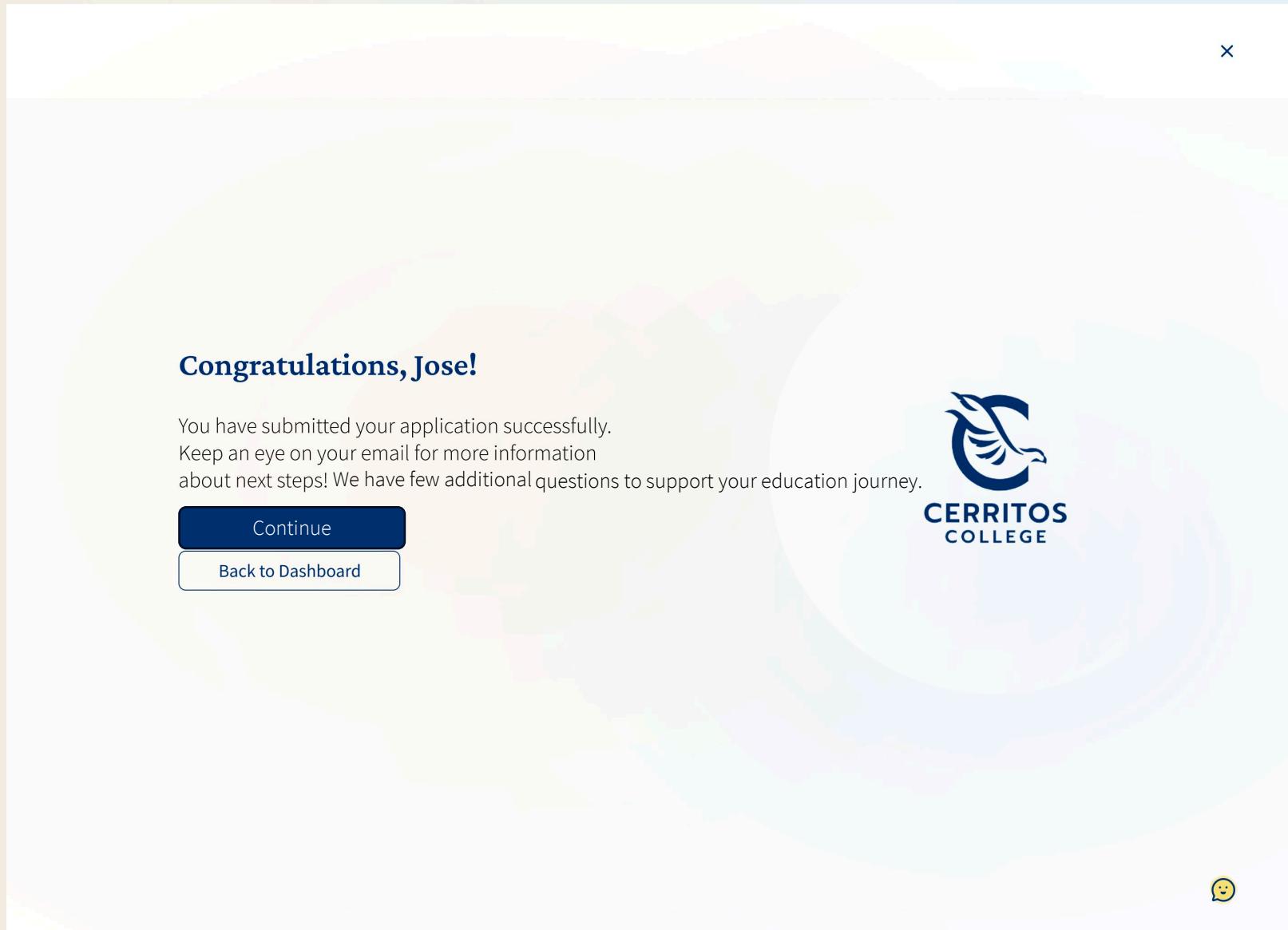
By checking here, I Jose A. Ramirez agree to our [acknowledgements](#).



4 / 4 sections complete

[Review My Application](#) [Submit Application](#)

Application Journey Screenshot (3/4)



The screenshot shows a confirmation page for an application submission. At the top right is a small 'X' icon. The main message is 'Congratulations, Jose!' in bold blue text. Below it, a message reads: 'You have submitted your application successfully. Keep an eye on your email for more information about next steps! We have few additional questions to support your education journey.' Two buttons are present: a dark blue 'Continue' button and a white 'Back to Dashboard' button with blue text. To the right is the Cerritos College logo, featuring a stylized 'C' with a bird in flight and the text 'CERRITOS COLLEGE'. At the bottom right is a small yellow circular icon with a smiley face. The background of the page is white with a faint, stylized circular watermark.

Congratulations, Jose!

You have submitted your application successfully. Keep an eye on your email for more information about next steps! We have few additional questions to support your education journey.

[Continue](#)

[Back to Dashboard](#)

 CERRITOS
COLLEGE

32

Application Journey Screenshot (4/4)

Student Dashboard – Change of Status

CCCApply

Jose A. Ramirez | CCCID: CNY3741

Your journey begins now

Apply to college by completing all sections

ⓘ We have a new set of questions for you. Please click here to view more. X

✓ COMPLETE
My Account
COMPLETE

✓ COMPLETE
My CCC Profile
COMPLETE

ⓘ NEW SECTION ADDED
About Me
GET STARTED

My Applications

+ Add College

COLLEGE	STATUS	TYPE	APP ID	ACTIONS
 Cerritos College Norwalk, CA	Submitted	Standard	53485673	View Resources
 Pasadena City College Pasadena, CA	Submitted	Standard	53485673	View Resources

💬

Supplemental Question Analysis

Findings

&

Recommendations



There are a total of **865 supplemental questions** across **94 colleges**. Supplemental questions range from 1-23 questions per college with an **average of 6 questions**.



229 questions (27%) overlap with another CCC application. These include questions in categories such as government benefits and previous education.



164 questions (19%) are common across multiple colleges and are candidates for standardized language and consolidation. These include questions in categories such as working hours and employment status.



472 questions (55%) are not immediate candidates for removal or standardization because they are unique to colleges or need further investigation.

Streamline and standardize supplemental questions through the following methods:

- **Remove the 229 redundant questions** where possible. Work with colleges to ensure they can effectively collect data from the related CCC applications.
- **Standardize the language and structure of the 164 questions** that are common across multiple colleges. These questions can potentially be consolidated into **42 unique questions**.
- **Investigate the remaining 472 questions** to identify additional opportunities for removal, consolidation, or standardization.
- **Build a governance framework** for adding questions, question structure, and question language.

Total Supplemental Questions

View of Current State L1 Categories

Financial Aid & Employment Status			Demographics & Admin			Education			Student Support & Resources		
Dependents	Financial Aid	Employment Barriers	Administrative	Emergency Contact	Course & Program Interest	Language	Government Benefits	Service Interest	Education Goal		
Employment Status	Farmwork	Income	Student ID	Birthplace	Previous Education	Heard About the College	Military	Disability	First Generation College Student		
Financial Independence	National Forest Involvement	Parent/Guardian for Non-minors	Citizenship	Residency	Pre-College Program Participation	Main Attendance Location	Job Preparation	Someone to Talk To	Communication		
Working Hours	Amazon Employee	Fulltime Student	Demographics	Preferred Pronouns	Sports	Concurrent Enrollment	Online Learning	Basic Needs Assistance	Computer Access		
						Math	Disqualified from University	Draft Acknowledgement	Enrollment Service Exemption		
						Major Certainty	Housing Barriers	Internet Access	Food Insecurity		
						Resident Housing	Ward of the Court	Justice System			

Example Supplemental Questions

Consolidated Recurring Question

Income

Consolidated Questions:

Household Income

Low Income

1098

College Specific Question

Course & Program Interest

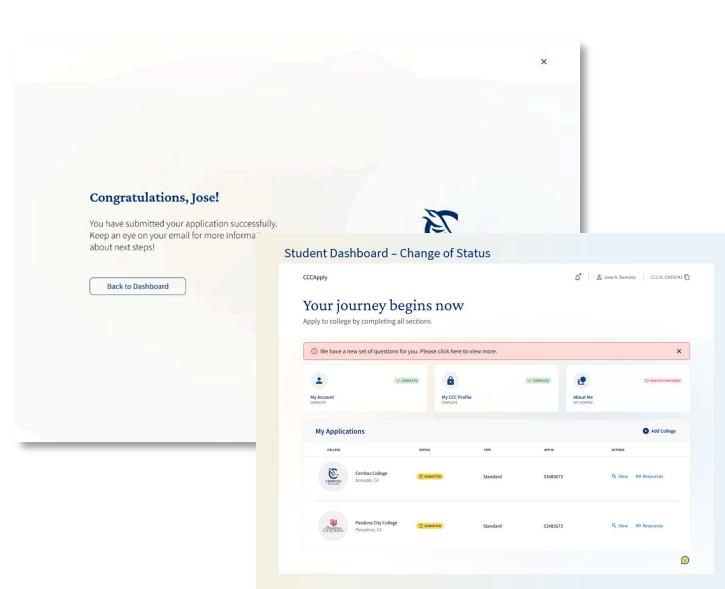
Example Questions:

- I am interested in learning more about CR's Honors Program.
- Do you plan to enroll in a Math course (Tienes planes de inscribirte en un curso de matemáticas)?
- Are you interested in joining the PACE: Evening/Saturday Degree and Transfer Program at Chabot College?

Post-Submission Questions

Scenario 1:

Core questions + unlimited post-submission questions



Congratulations, Jose!
You have submitted your application successfully. Keep an eye on your email for more information about next steps!

Student Dashboard – Change of Status

Your journey begins now
Apply to college by completing all sections

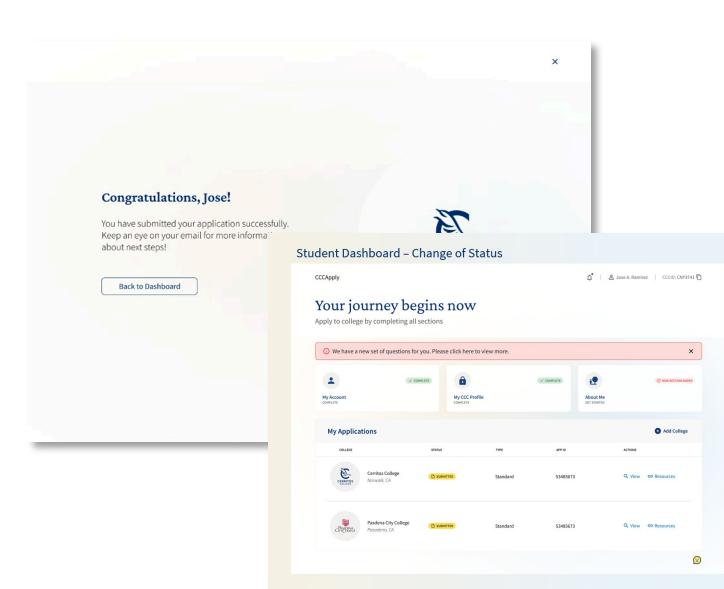
We have a new set of questions for you. Please click here to view more.

My Applications

COLLEGE	STATUS	TYPE	TERM	APPLY DATE	ACTUAL DATE	VIEW	RESOURCES
Cerritos College	In Progress	Standard	SP2023	Q1 View	Q1 Resources	View	Resources
Pasadena City College	In Progress	Standard	SP2023	Q1 View	Q1 Resources	View	Resources

Scenario 2:

Core questions + limited and governed post-submission questions



Congratulations, Jose!
You have submitted your application successfully. Keep an eye on your email for more information about next steps!

Student Dashboard – Change of Status

Your journey begins now
Apply to college by completing all sections

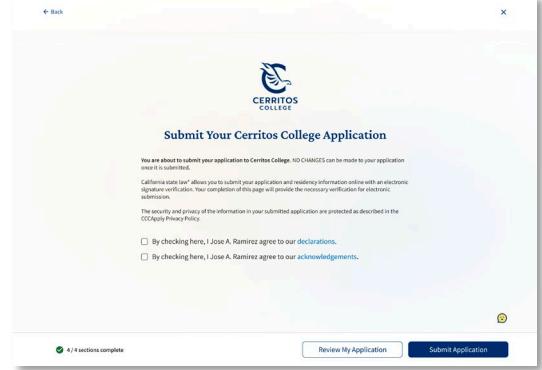
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My Applications

COLLEGE	STATUS	TYPE	TERM	APPLY DATE	ACTUAL DATE	VIEW	RESOURCES
Cerritos College	In Progress	Standard	SP2023	Q1 View	Q1 Resources	View	Resources
Pasadena City College	In Progress	Standard	SP2023	Q1 View	Q1 Resources	View	Resources

Scenario 3:

No post-submission questions (i.e., colleges and districts locally own the gathering of supplemental question related data)



CERRITOS COLLEGE

Submit Your Cerritos College Application

You are about to submit your application to Cerritos College. NO CHANGES can be made to your application once it is submitted.

California state law* allows you to submit your application and residency information online with an electronic signature verification. The completion of this page will provide the necessary verification for electronic submission.

The security and privacy of the information in your submitted application are protected as described in the CCCApply Privacy Policy.

By checking here, I, Jose A. Ramirez agree to our declarations.

By checking here, I, Jose A. Ramirez agree to our acknowledgements.

4 / 4 sections complete

[Review My Application](#) [Submit Application](#)

Discussion: Pros & Cons of Post-Submission Questions in the Standard Application



Discussion: What are the Pros / Cons for each scenario?

What other considerations do we need to discuss?

Discussion: Future State Post-Submission Governance

Post-Submission

Supplemental Questions

Discussion: What guidelines would the Task Force recommend when thinking about governance of post-submission questions across all applications?

- Should there be guidelines? If yes, what are the guidelines we need to set up for campuses if they want to include post-submission questions? (ex: # of questions, frequency of question review, how the colleges choose the questions they ask)
- How should the post-submission question governance be structured?
- Who are the groups that will be involved with managing post-submission question governance?
- What will their process be?
- Are there rules around how a district can manage their questions?

BREAK

RFP Update - Timeline

The RFP process and subsequent implementation are part of a multi-year effort. The RFP administration process spans from August 2024 through April 2025.

RFP ACCOMPLISHMENTS TO DATE
✓ Received requirement feedback from the CISO field, Tech Center, and A&R stakeholders
✓ Incorporated requirement feedback from external partners such as CCGI and CSU
✓ Drafting the first version of the RFP
✓ Received access to the bid management system
✓ Initial batch of RFP Review Committee nomination emails have been sent

RFP ADMINISTRATION IMPACTED TIMELINE							
SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
	<ul style="list-style-type: none"> • Identify & Invite RFP Committee Members • RFP Review Committee Selection & Notification • RFP Draft Feedback Due • Official RFP Release 	<ul style="list-style-type: none"> • Vendor Questions Due • Vendor Answers Due 	<ul style="list-style-type: none"> • RFP Responses Due • Review RFP Responses • Identify Extended Committee members 	<ul style="list-style-type: none"> • Review RFP Responses • Score Vendor Responses • Select Vendor Finalist • Contact Vendors for Demos 	<ul style="list-style-type: none"> • Participate in Vendor Demos • Rank Proposals • Review Aggregated Feedback from Review and Extended Committees 	<ul style="list-style-type: none"> • Final Reviews and Discussions • Recommend Vendor 	<ul style="list-style-type: none"> • Executive Readout

Next Steps - After the RFP Review Committee is selected, the RFP draft will be sent. Feedback is due by October 23rd to allow time for revisions. The RFP will be released on Responsive on October 30th.

LUNCH

RFP Committee Approach: Extended Committee

RFP Review Committee	Extended Committee	Advisory Input
<p>The RFP Review Committee will be the core group playing an active role in all RFP activities and making a formal vendor recommendation to the Chancellor's Office.</p> <p>Roles/Responsibilities: ~28-42 hours</p> <ul style="list-style-type: none"> • Review requirements • Provide input on RFP • Review proposals • Respond to vendor questions • Attend all core committee meetings, office hours, and vendor demos • Incorporate input from the field • Score vendors <p>Proposed Composition:</p>  <ul style="list-style-type: none"> • 2 CISOA • 1 Financial Aid • 1 Tech Center • 1 CSSO • 2 Admissions • 1 Student and Records • 2 At-large 	<p>The Extended Committee will include students and additional statewide participants who will share their input once vendor finalists are selected.</p> <p>Roles/Responsibilities: ~ 6-10 hours</p> <ul style="list-style-type: none"> • Review materials (e.g., vendor submissions, watch demonstration recordings) • Participate in split vendor scoring • Respond in a timely fashion to requests for input <p>Proposed Composition:</p>  <p>Up to 75 statewide members identified based on interest and /or their potential involvement in Wave 1 implementation</p>	<p>The advisory input will be provided by California higher education partners to ensure the Reimagine Apply application solution is considering the interoperability with State education partners.</p> <p>Roles/Responsibilities: ~2-4 hours</p> <ul style="list-style-type: none"> • Evaluate requirements, provide input on RFP, and review recap materials • Offer perspectives on integration capabilities and future-proofing the commercial solution • Advise on industry specific requirements • Share best practices on change management and strategies to maximize adoption <p>Proposed Composition:</p>  <ul style="list-style-type: none"> • CSU • CCGI • UCOP • West Ed

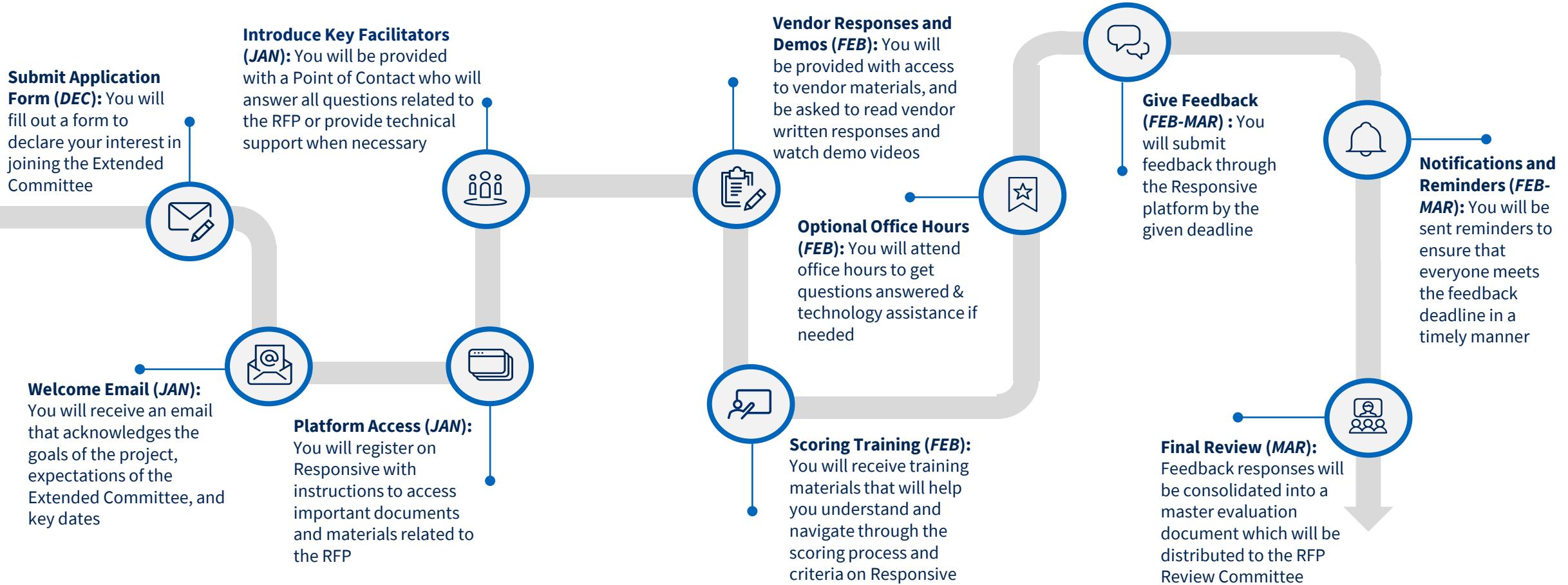
Extended Committee

In collaboration with the RFP Review Committee, Advisory Committee, Tech Center, and Task Force, the Extended Committee (comprised of students, subject matter experts, and district representatives) will share their input once vendor finalists are selected to **enhance technical expertise and broaden representation** in the RFP process.

DEC '24	JAN '25	FEB '25	MAR '25	APR '25
<ul style="list-style-type: none"> • Identify and Select Extended Committee Members 	<ul style="list-style-type: none"> • Notify Extended Committee Members of Involvement 	<ul style="list-style-type: none"> • Provide Scoring Training • Review Responses/ Demos 	<ul style="list-style-type: none"> • Solicit Feedback from Extended Committee 	
RFP RESPONSE DEADLINE	VENDOR DOWN-SELECT	SCORING & DEMOS	COMMITTEE FEEDBACK AND VENDOR RECOMMENDATION	EXECUTIVE READOUT

Extended Committee Journey

The Extended Committee will be selected in December and January and will begin participating in vendor scoring in February. The slide outlines the key activities marking the journey of an Extended Committee member

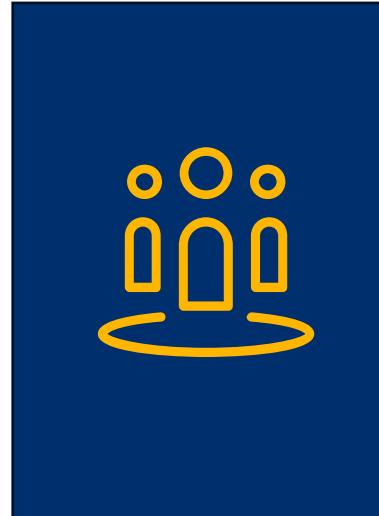


Extended Committee Proposed Participants

The following are stakeholders across the System that we are seeking to engage as members of the Extended Committee to ensure broad participation and input through the RFP procurement process.

Participants	Purpose
Admissions and Records	A&R staff who are familiar with the current CCCApply application and process who can provide insights into current functionality, workflows, and user needs.
IT and Information Security	IT staff and security specialist who can ensure the system meets technical, security, and data privacy requirements.
Educational Support Services	Student Information System specialists who understand how student data will be used across departments and/or colleges.
Faculty	Faculty members who have an interest in data from student applications.
Students	Students who can provide feedback on user experience as they have recently gone through the application process.
Accessibility Experts	Accessibility experts/staff who can ensure that the solution meets legal and institutional accessibility requirements.
Legal and Compliance	Legal/risk experts who can review proposal response terms and data compliance.

Discussion: RFP Extended Committee



Discussion: How can we maximize participation in the Extended Committee? What input do we need to support vendor selection?

Vendor Demo Logistics

The RFP Review Committee will down-select vendors in January 2025. Vendors will be notified and asked to prepare demonstrations for mid February 2025.

VENDOR DEMO LOGISTICS

- Post down-selection, ~3 vendors will be invited to participate in vendor demos
 - *Invited vendors will receive a checklist, script, and expectations regarding scope, key workflows/scenarios, and specific use cases*
 - Vendor demos will be in-person
 - RFP Review Committee members will score the vendor demos using a pre-determined scoring system
 - Extended Committee members will receive recordings and scoring surveys for the vendor demos

Vendor Demo Scenarios

We aim to present multiple scenarios for the vendor demonstrations.

Vendor Demo Scenario Examples:

A student submitting an application

Admissions team reviewing submitted application details

Support for multiple languages and accessibility features

Visualization of Data and Key Metrics

SCENARIO COMPONENTS

Providing an **overview of the system's dashboard** highlighting key metrics such as applications received or demographic data

Generating **custom reports** and exporting the reports in various formats that can be shared with stakeholders

Showcasing the system's **data visualization capabilities**, including charts, graphs, and heatmaps that provide insights

Discussion: Vendor Demos



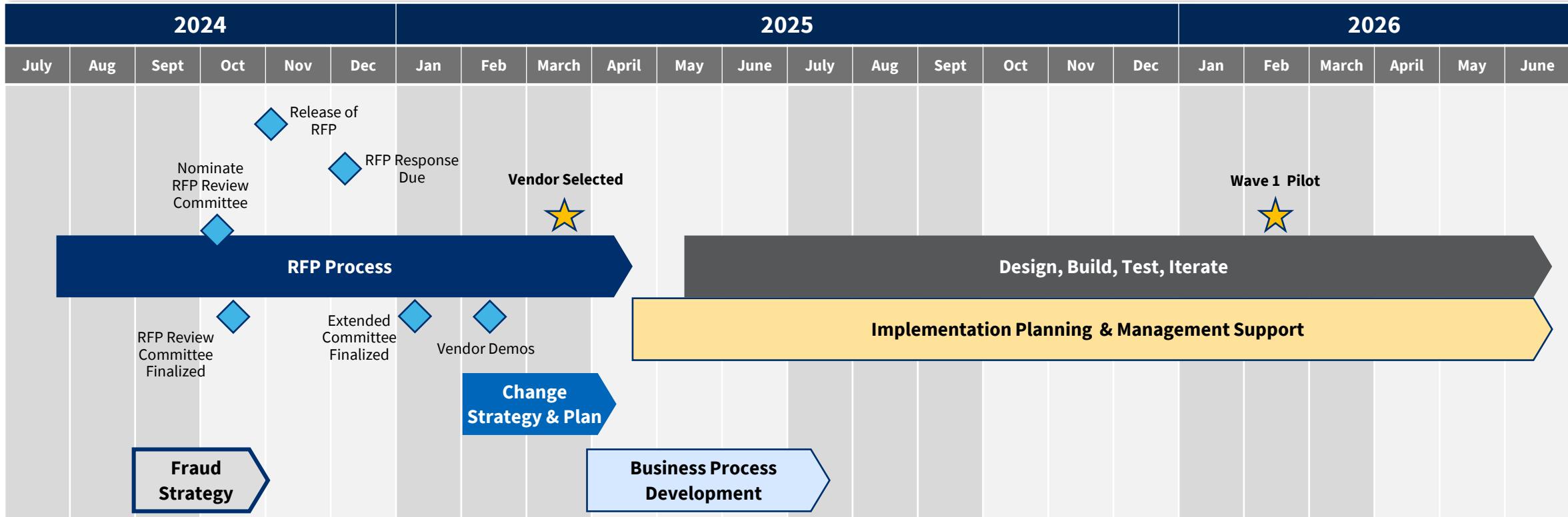
Discussion: What scenarios, workflows, or considerations should be considered in the vendor demonstrations?

AFTERNOON BREAK

RFP Process & Implementation Timeline



Reimagine Apply will roll out in waves to ensure iterative and effective adoption. The Wave 1 group, inclusive of 10-20% of the statewide districts, will commence in February 2026.



Key:

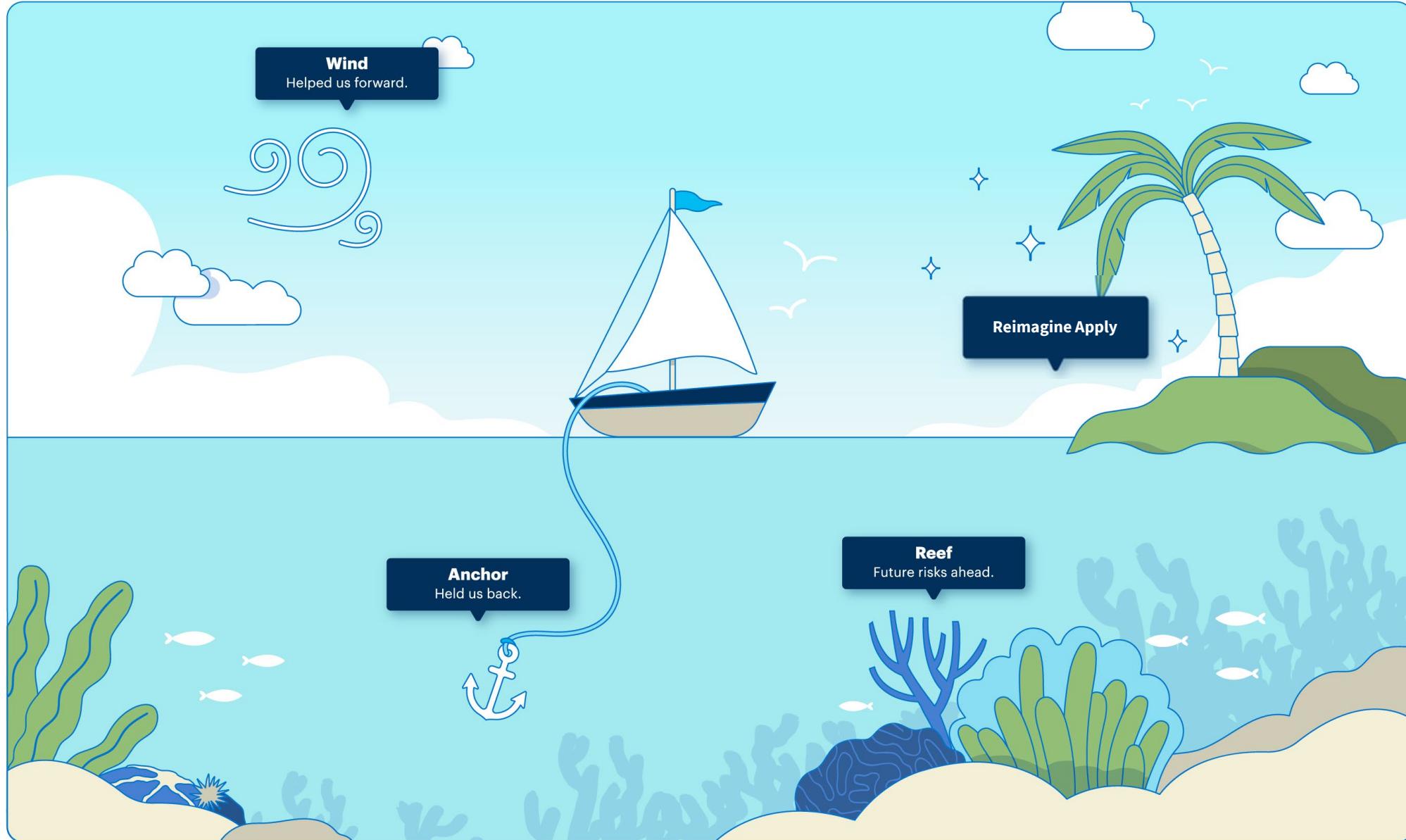


 Reimagine Apply Milestone



◆ RFP Milestone

Sailboat Activity



Next Steps

- RSVP for October Task Force
- Review RFP Draft

Upcoming Task Forces:

