

Innovation, Data, and Technology to Guide Students Along Their Educational Journeys

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California Community Colleges, Chancellor's Office



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Student Journey Mapping

- A way to create a vision for what the ideal student journey could be
- Using the vision to guide the planning, designing, and enhancing of technology solutions
- Personas reflect common student journeys

CALIFORNIA COMMUNITY COLLEGES STUDENT JOURNEY MAPS

Student Journey #1: Tara Shaw



Tara is a new high school graduate with need for remediation in English and Math and need for financial aid.

Occupation: None

Age: 18 Years Old

Primary Goal: Transfer to a four-year college

Attributes: Transfer student

Main Challenges: Placed into courses below her ability, with no way to re-place for another 18 months.

"I'm excited to be a college student, but there are so many steps to figure out."

CURRENT EXPERIENCE

Tara was introduced to her local community college in high school. The college provided assessment testing for her college for senior students at no cost. Tara's family did not have the means to send her directly to a university, so she participated in this assessment. Although Tara had taken pre-calculus and English Literature at her high

CALIFORNIA COMMUNITY COLLEGES STUDENT JOURNEY MAPS

Student Journey #2: Darrin Chambers



Darrin is a low-income African-American returning student with a wife and two children. He currently works two jobs.

Occupation: Manufacturing

Age: 28 Years Old

Primary Goal: Earn a one-year certificate in automotive tech and spend weekends with his family

Attributes: Working Parent, Married

Main Challenges: Most college support services are closed by the time he gets off work, and he needs financial aid assistance

"College is really hard for working students and I wish there were more services available in the evenings."

CURRENT EXPERIENCE

Darrin had heard of community colleges, but he always thought that college was for the privileged. He couldn't imagine how with two kids, a wife, and two jobs he could possibly complete college, until one of his coworkers in

Student Support Technologies Are Fragmented

(Partial List)

cccApply

Canvas
Orientation

CaCareerCafe

EduNav

College-Scheduler

iCanAffordCollege

Career Coach

Starfish

Banner
Registration

CampusLogic

Here2Career

DegreeWorks

EduNav
Registration

eLumen CRM

EAB Navigate

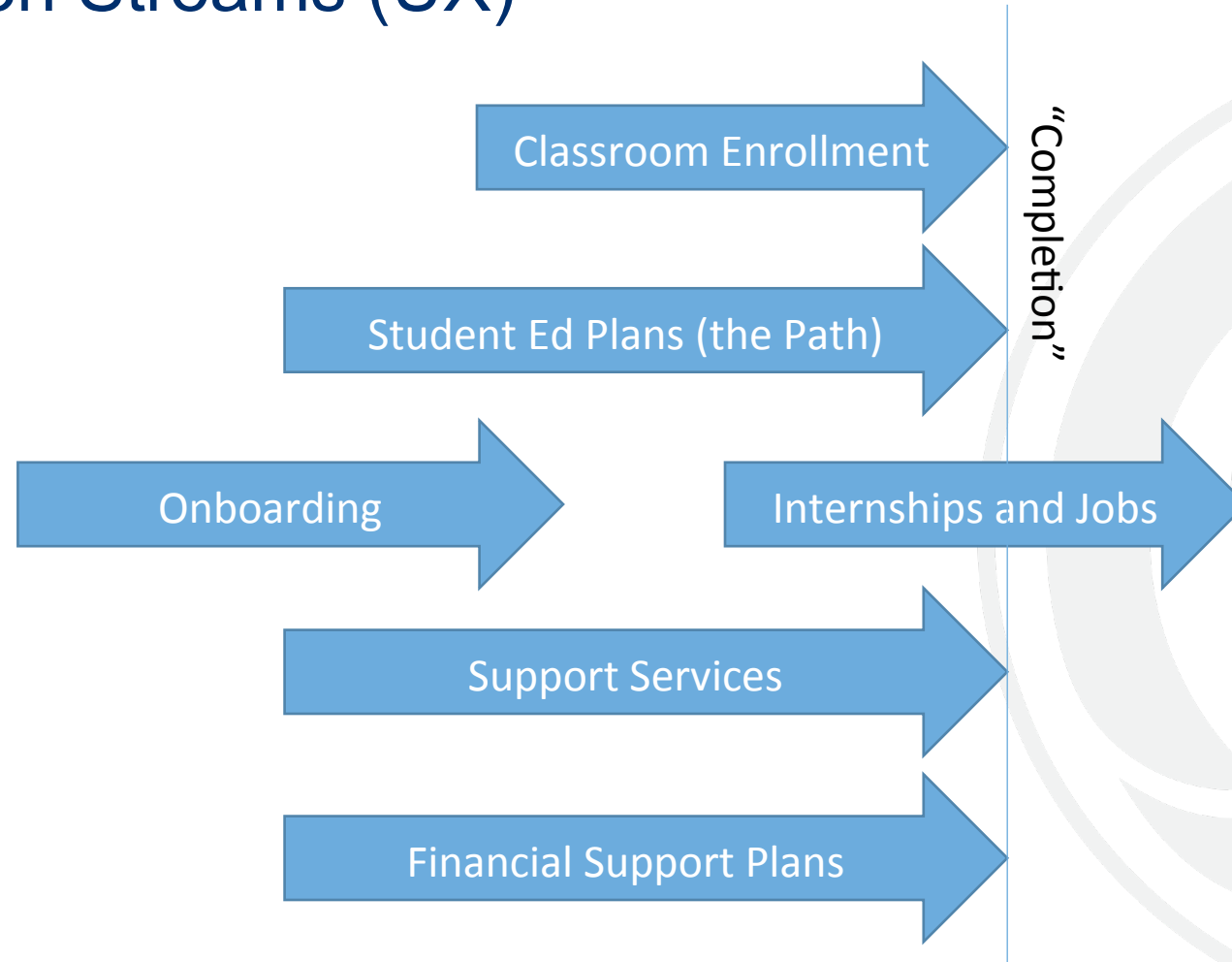
Program Planner



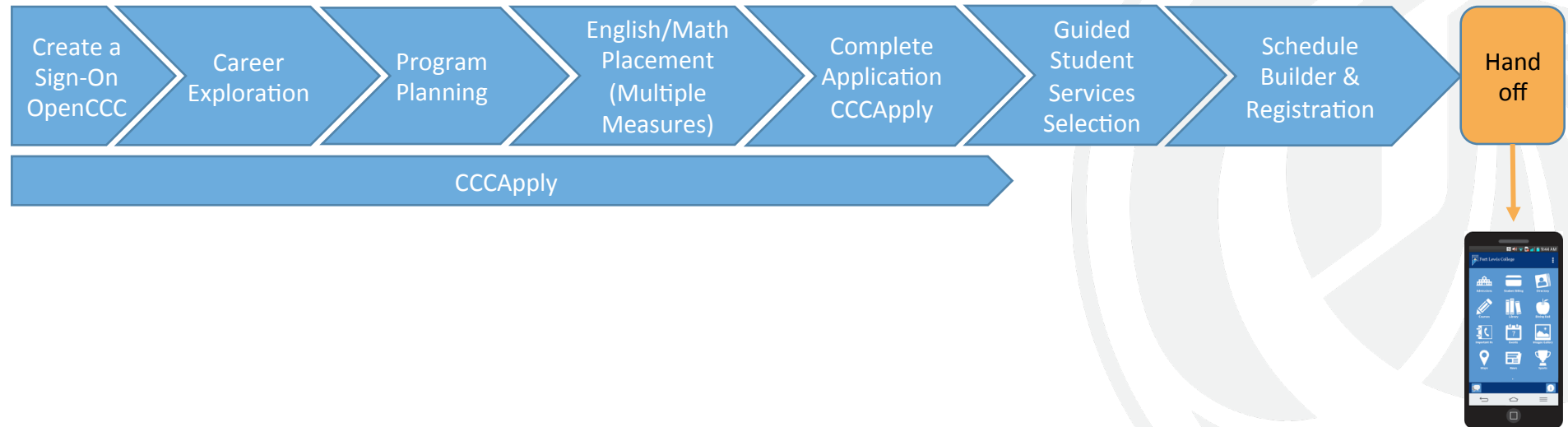
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Interaction Streams (UX)



Onboarding Stream (Integrated and Personalized)



Attrition from Application to Enrollment

College	Applicants	First-time Enr	% Lost
ALL	2,133,531	604,449	71.7
Highest	22,905	2,376	89.6
Lowest	20,496	18,787	8.3
Average	19,978	5,412	69.7

CCCApply Redesign



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CCCApply Desired New Features

- The application process needs to be integrated with the Multiple Measures implementation
- The application should work affectively for both credit and non-credit students
- The user interface needs to be simplified and updated
- The application/process should be integrated with the rest of the onboarding process

MyPath Redesign

(Onboarding Stream)



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Customizing Onboarding Sequences



Enter search terms



CCC RECOMMENDS ▼ 0

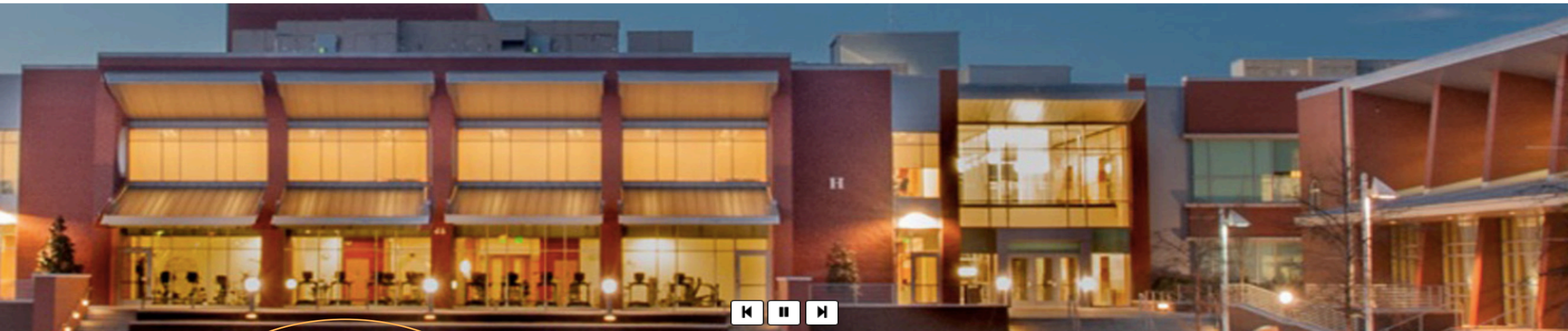
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ACCOUNT ⚙️

HELP



CCC Demonstration College



COLLEGE ORIENTATION

Get the information you need to get oriented at the Demo College

- Welcome New Students!

EXPLORE CAREERS

Find a career that motivates you.

- Explore Careers

MAJOR SELECTION

Select a major and begin mapping your course to success.

- Select a course of study

PLACEMENT

View Your Placement Results

- Your Placement Results
- Select Courses



Degree Planning

(Onboarding Stream)



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Major/Interest-Cluster Exploration



MyPath

CALIFORNIA COMMUNITY COLLEGES

Enter search terms



CCC RECOMMENDS ▾ 0

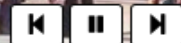
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ACCOUNT ⚙

HELP



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Technology Enabling Guided Pathways

Course Map



ELEC

ELECTIVE

3.0

Arts or Humanities

This program requires three Arts and Humanities Electives. At least one course must be from the arts and one from the humanities. Course options and transferability are listed below.

● All UC Schools ● Some UC Schools

Arts

- [ART B1](#) Art Appreciation
- [ART B2](#) Drawing I
- [ART B4](#) Two Dimensional Design
- [ART B35](#) Survey of Western Art I
- [ART B36](#) Survey of Western Art II

1ST SEMESTER



CORE BIOL B3A

CORE CHEM B1A

GEN ENGL B1A

2ND SEMESTER



CORE BIOL B3B

CORE CHEM B1B

GEN ENGL B2

GEN PHIL B9

3RD SEMESTER

GEN MATH B6A

GEN PHYS B2A

GEN COMM B1

ELEC ELECTIVE
Arts or Humanities

4TH SEMESTER

CORE BIOL B3

GEN MATH B

GEN PYS B2E

ELEC ELECTIVE
Arts or Hum

Multiple Measures

(Onboarding Stream)



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Consideration for Placement (AB-705)



Enter search terms



CCC RECOMMENDS ▾

0

MESSAGES

0

ACCOUNT ⚙

HELP



COLLEGE ORIENTATION

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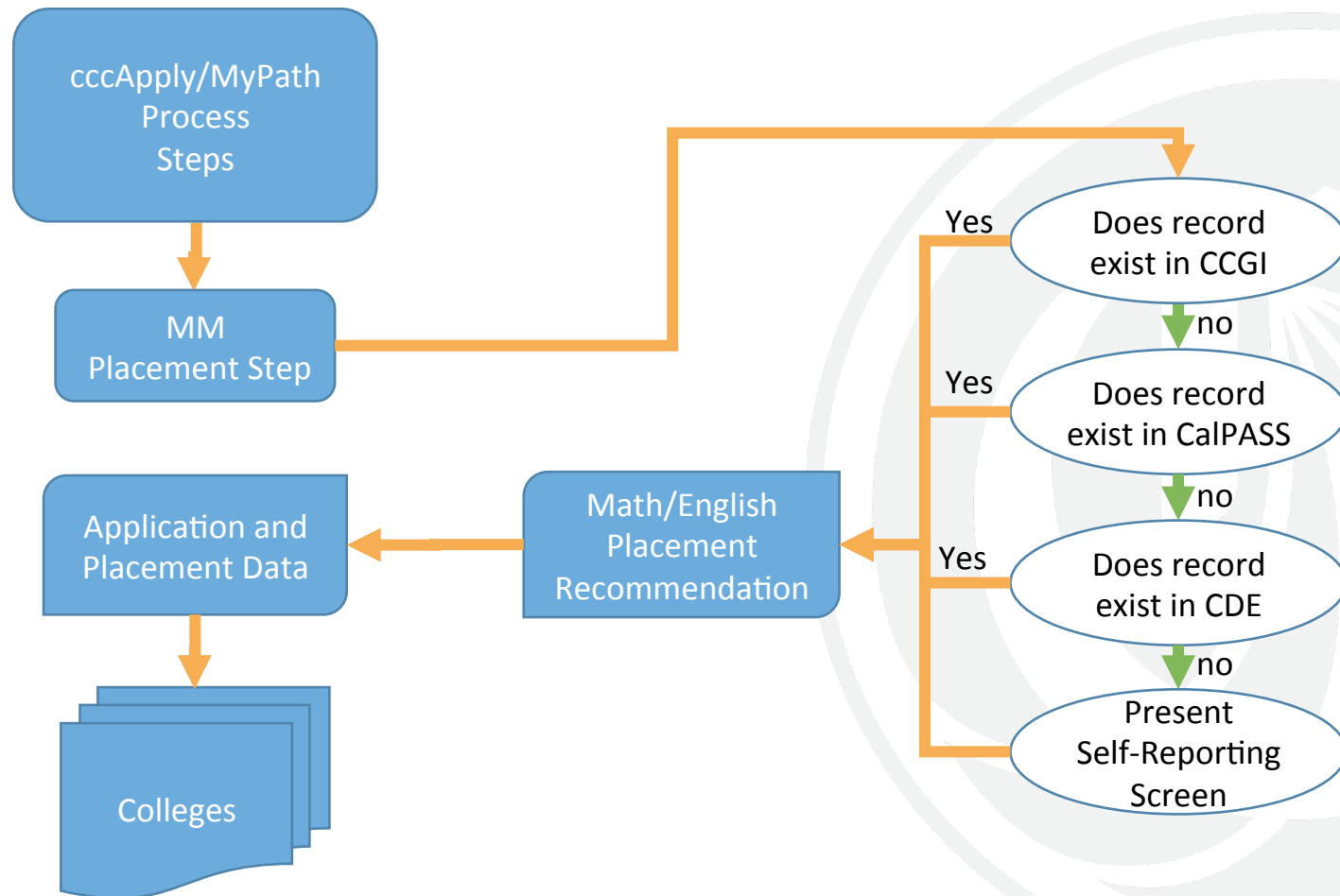
PLACEMENT

View Your Placement Results

- Your Placement Results
- Select Courses



Proposed Multilevel Placement Logic



Integration with Financial Support

(Onboarding Stream)



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Integration with Financial Support



Enter search terms



CCC RECOMMENDS 0

MESSAGES 14

ACCOUNT

HELP



EXPLORE CAREERS

Find a career that motivates you.

✓ Explore Careers

MAJOR SELECTION

Select a major and begin mapping your course to success.

✓ Select a course of study

PLACEMENT

View Your Placement Results

- ✓ Your Placement Results
- ✓ Select Courses

FINANCIAL ASSISTANCE

Get help paying for college.

- FAFSA and the Bog Fee Waiver



Possible Auto-Population of Forms

(Example: California College Promise Grant Application)

Welcome Test Test | CCCID: AWR2844 | [Sign Out](#) | [My Applications](#) | [Help](#)

- Introduction ✓
- Application Year ✓
- Account/Mailing Information ➤
- Dependency Status
- Special Eligibilities
- Eligibility Methods
- Certification
- Review Application
- Submission

Account and Mailing Information

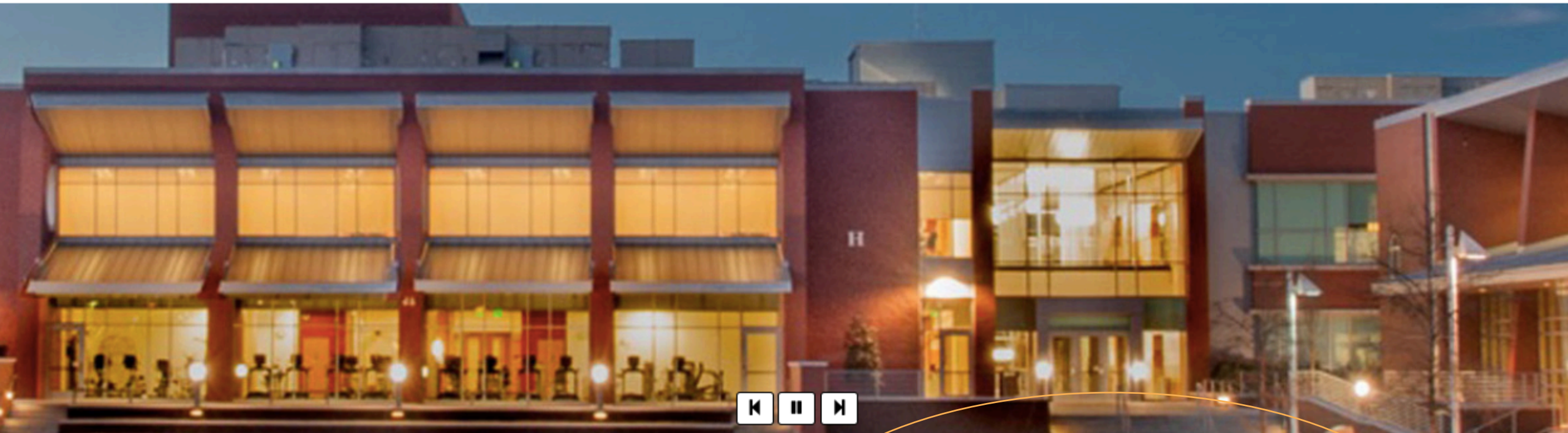
[Cambiar A Español](#)

Review OpenCCC Account Information

The following account information will be submitted with your application to college. Please carefully review this information and change any outdated information by clicking the "Edit Account" button below.

<u>Current Full Name</u>	Test Test Test	Edit Account
Permanent Address	531 Pistachio Pl Windsor, CA 95492	
<u>Previous or Alternate Name</u>		
<u>Preferred Name</u>		
Main Phone	(707) 318-1881 <i>Authorized for text messages</i>	
Second Phone		
Email	mcaruso@ccctechcenter.org	
Social Security Number	<div>⚠ SSN Not Provided It is important to provide your Social Security Number. Please edit your account.</div>	
Date of Birth	07/05/1985	

Integrated Student Support Links



PLACEMENT

View Your Placement Results

- ✓ Your Placement Results
 - Select Courses

FINANCIAL ASSISTANCE

Get help paying for college.

- ✓ FAFSA and the Bog Fee Waiver

CHILD CARE

Learn about Child Care services available at CCC Demonstration College.

- Learn About Child Care Services

SERVICES FOR DISABLED STUDENTS

Learn about services available to disabled students, and how to apply for them.

- On Campus DSPS Information







Integrating Funding Streams

(Onboarding Stream)



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- My Projects
- Funds 
- AEBG 
- Consortia 
- 10 Coast**
- Allocations
- CFAD
- Plan Summary
- Member Agencies 

ADULT EDUCATION BLOCK GRANT
10 Coast Adult Education Consortium (2017-18)

Consortium Documents & Contacts

Consortium Information

CONSORTIUM NAME: 10 Coast Adult Education Consortium	FUNDING CHANNEL: Direct Funding
CONSORTIUM SHORT NAME: 10 Coast	AEBG FUNDS 2017-18: \$7,073,559
ADDRESS: 1370 Adams Ave. Costa Mesa, CA 92626	AEBG FUNDS 2016-17: \$7,073,559
WEBSITE: http://www.cccd.edu/aboutus/edservices/grants/Pages/Adult-Education-Block-Grant.aspx	AEBG FUNDS 2015-16: \$7,380,128



Documents

DOCUMENT TITLE		FUND YEAR	UPLOADED
Annual Plan	Original	2017-18	-
Consortium Fiscal Administration Declaration	Original	2017-18	-

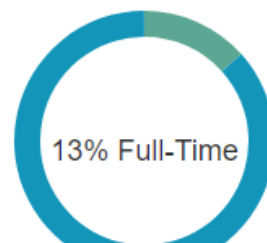
2,196,927

Students in this Region

Offerings

Learn about the number of sections, enrollments, and headcount.

View Offerings



Students

Explore student characteristics including demographics and course-taking patterns.

View Students

Regional Term-to-Term
Retention Rate 47%



Milestones

Examine course success, unit loads, retention, and transfer-level course completion.

View Milestones

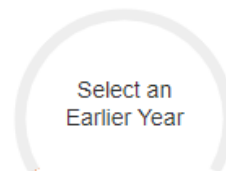


Completers

Success

View information on completion, transfer, and skills-builder earnings gains.

View Success



Employment

Discover information on employment rates, job in a related field, and regional labor market information.

View Employment

Select an Earlier Year

Earnings

Access annual earnings, change in earnings, and living wage attainment.

View Earnings

Statewide Perspective on Allocations

Strong Workforce Program Uses of 2016-2017 Regional Share

2m ago

Edit



► **FILTERS**

By Region is any value

By District is any value

By Institution is any value

By Sector is any value

Run

Instructions

Expand the FILTERS pane above and enter values to filter results for the entire dashboard.

To download any of the data on this dashboard, hover over a dashboard element, and click on the gear cog that appears in the top right corner.

\$72,200,000

Total Available

201

Proposals Certified

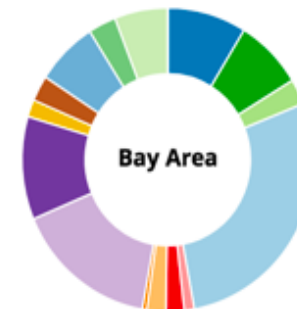
\$74,732,639

Total Requested

\$70,800,962

Total Certified

Regions by Sectors (\$ Certified)



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Metrics Simplification



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Managing the Investments

			Projects Across All Categories	K-12	Dual Enrollment			Onboarding	Abbreviated SEP	First Semester Completion	Comprehensive SEP		12 units	18 units		30 units	45 units	Internship or WBL
Funding Source																		
SWP	Funded																	
	Allocated																	
	Spent																	
AEBG	Funded																	
	Allocated																	
	Spent																	
Integrated Plan	Funded																	
	Allocated																	
	Spent																	
Guided Pathway	Funded																	
	Allocated																	
	Spent																	
Perkins I-B	Funded																	
	Allocated																	
	Spent																	
SB858 (SB1070)	Funded																	
	Allocated																	
	Spent																	
EWD (1402)	Funded																	
	Allocated																	
	Spent																	
	Funded																	

Guiding Principles

- 1) The focus will be strictly on students and their educational journeys from recruitment to completion, not on functional divisions, grants, funding sources, etc.
- 2) The outcome will be ONE set of metrics drillable for details. This set of metrics will displace all other student-specific metrics (except for Federal metrics such as Perkins).
- 3) Equity will not be viewed as a separate activity. Instead, it will be observed across all metrics. Therefore, each metric will be drillable by gender, age, ethnicity, first gen, SES, etc.
- 4) Metrics will be broken into three categories: access (input), practices (process), and student outcomes (output).
- 5) Number of recommended metrics will be limited to ensure that we focus only on critical measures.
- 6) Each metric will be closely reviewed to ensure it is valid, viable, drillable, measurable, and critical.
- 7) An implementation/transition plan will be created for when each metric in the set can be put into production and which ones need legislative work. Extensive analysis and modeling of data will be performed before the presentation of the implementation/transition plan.

Implementation Timeline



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Next Steps

- Continue to meet with the Simplified Metrics Workgroup to collect detailed input from practitioners.
- Continue to hold webinars as another means for collecting input.
- Continue to review feedback on this work submitted by the field to research@cccco.edu
- Continue to explore potential for policy changes and reporting requirements with Scorecard and IEPI metrics.

Phase 1: October 15, 2018

- Four student types—adult ed/ESL, short term career education, degree/transfer, undecided/other
- College level
- Academic years 2014-15, 2015-16, 2016-17
- Snapshot of annual data
- Top-level metrics only, no disaggregations
- All 19 top-level metrics for learning progress, momentum, success, employment, earnings

Phase 1: October 15, 2018

- Testing for this build includes:

- August 27: initial build of first release metrics complete
- First two weeks of September: validation testing by pilot colleges and initial interface development
- Second two weeks of September: integrate any necessary changes to data and interface
- First two weeks of October: Final testing
- October 15 release

Phase 2: December 3, 2018

- District level added
- Successful enrollment metric added
- Four types of drill down added:
 - Gender
 - Race/ethnicity
 - Age group
 - Financial aid status (College Promise & Pell grants for degree/transfer students, Perkins definition for all other student types)

Phase 3: February 4, 2019

- All student types
- Macro-regions and statewide levels added
- Six types of drill down added:
 - First Generation
 - Foster Youth
 - Disabled Students
 - Veteran
 - LGBTQ
 - Homeless



Phase 4: May 6, 2019

- Micro-regions level added
- Academic year 2007-2018 added
- Cohort view added
- Six types of drill-downs added:
 - Transfer English vs math (two drill-downs)
 - Retention at another college
 - Type of completion
 - Transfer with or without award
 - Transfer location



Metrics Details



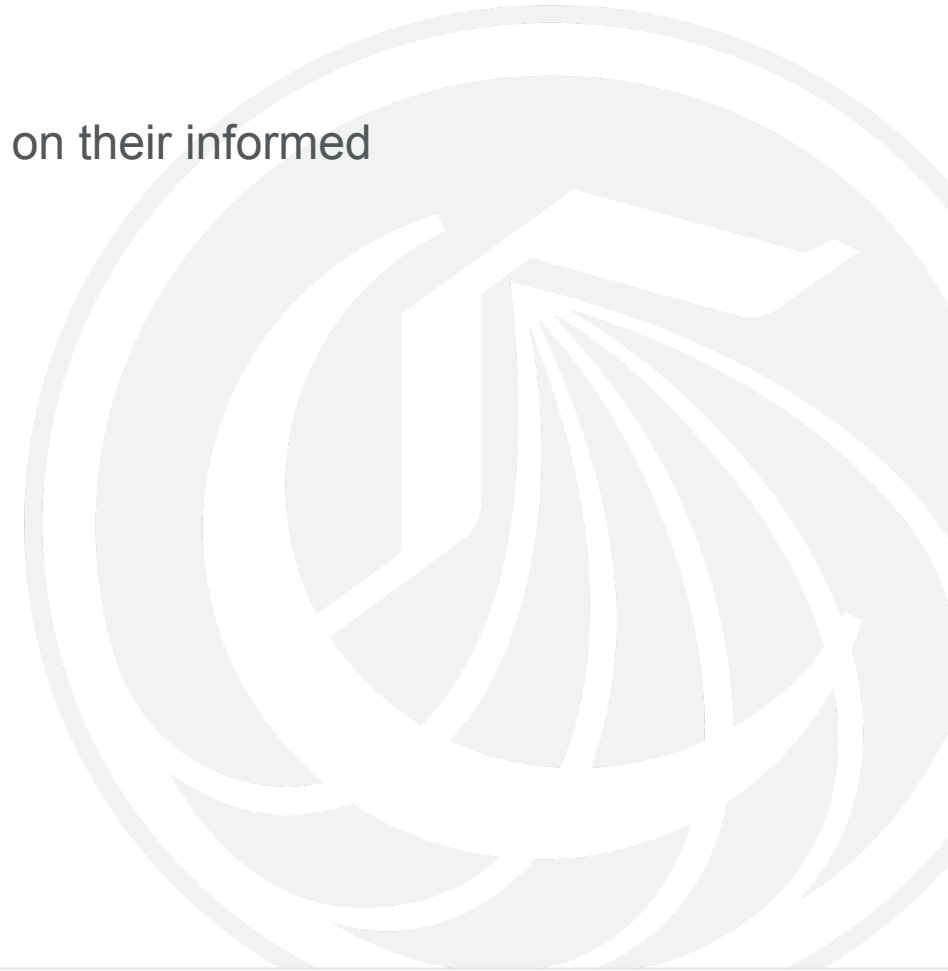
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Student Journey-Based Metrics

Student progress and outcomes should be measured based on their informed educational goals:

- Adult education/ESL
- Short-term career education
- Degree/transfer
- Undecided/other



Student Types Based on Goals

Adult Education/ ESL

- Improve basic skills in English, reading or math
- Complete credits for high school diploma or GED
- Move from noncredit coursework to credit coursework

Short-term Career Education

- Discover/formulate career interests, plans, goals
- Prepare for a new career (acquire job skills)
- Advance in current job/career (update job skills)
- Maintain certificate or license (e.g. Nursing, Real Estate)
- Earn a career technical certificate without transfer

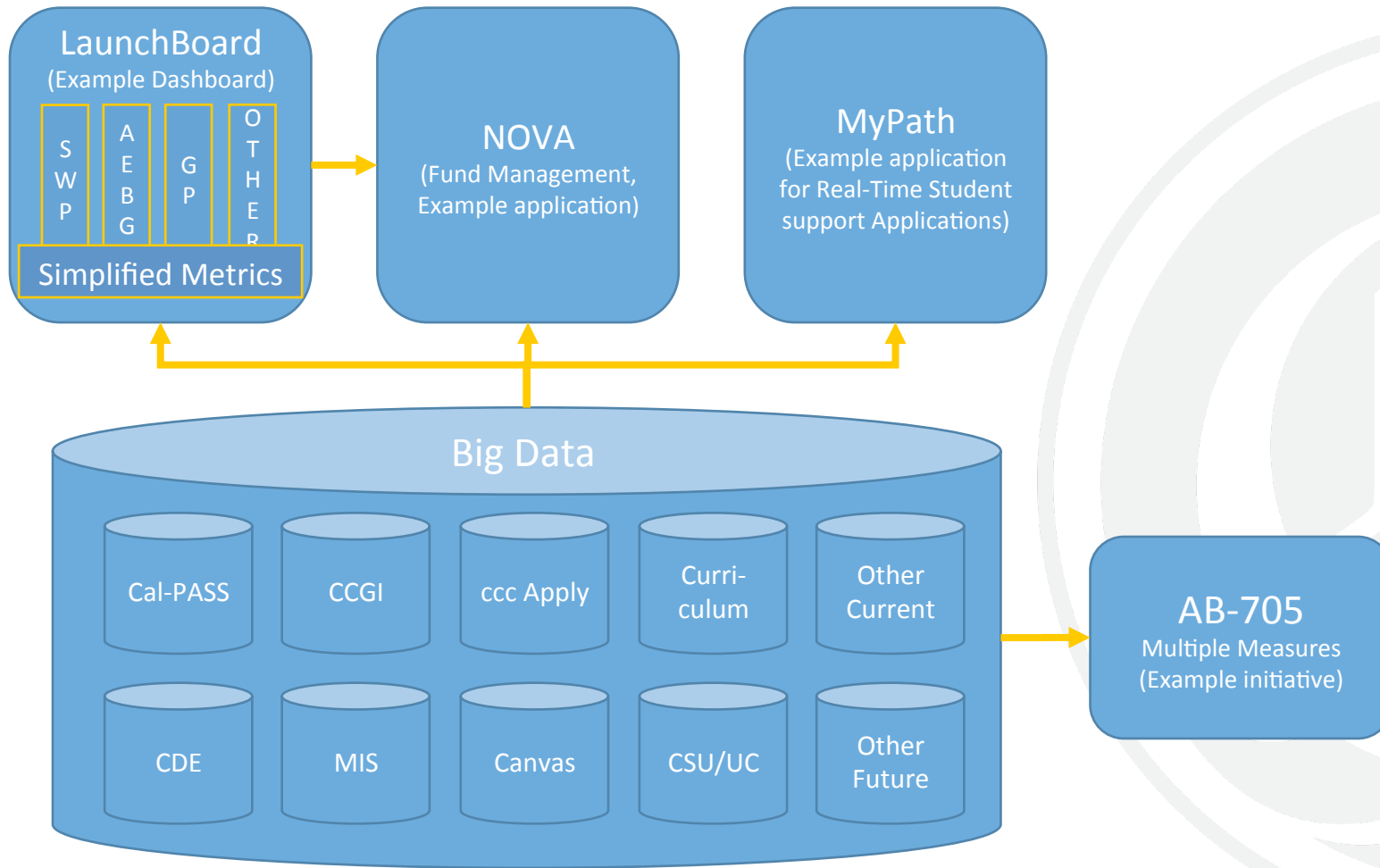
Degree/Transfer

- Obtain an associate degree and transfer to a baccalaureate granting institution
- Transfer to a baccalaureate granting institution without an associate degree
- Obtain a two-year associate degree without transfer

Undecided/Other

- Undecided on goal
- Pursue educational development (intellectual, cultural)
- University / 4-year college student taking courses to meet university / 4-year college requirements

Expansion of Data Projects



CCCCO Data Roadmap													
6/21/2018													
	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Data Portal	Survey of existing data dashboards, reports, extracts and portals - Phase 1		Dashboard /Report Survey - Phase 2		Combine/Eliminate/Refine Data Reports, extracts, Dashboards into CCC Data Portal					PD, Roadshow, Socialization of new CCC Data Portal			
Legislative Work			Legislative work to align funding streams and CCCApply with Simplified Metrics										
Data Definitions	Build, clarify, combine Data Element Dictionary (DED)												
Simplified Metrics	Simplified Metrics - V1 Integrates SM with Funding Formula and Vision Metrics			Simplified Metrics - Production Development - V2					Simplified Metrics - Production Development - V3		Simplified Metrics - V4 (Full integration of Funding Formula and Vision metrics)		
CCC Data Lake		Discuss, Evaluate, Design Data Lake - Build plan for build and migration of data			Build and Populate CCC Data Lake					Connect Data Portal Content to CCC Data Lake, Build cubes			
MOUs	Build MOU Library, Clean up language, recreate as necessary, to move all MOUs accessible to CCCCCO												
NOVA	Build Remaining Funding Streams in NOVA and move storage to CCC Data Lake										Build NOVA Dashboard in the new Data Portal		
Ed Planning	Prepare CA Standards for Storage and Access for Program Plans and Student Ed Plans				Prepare Data storage and establish Web Services/APIs		Work with Ed Planning Partners to storage all program plans and ed plans in central storage in CCC Data Lake						

CCCCO Data Roadmap													
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DATA PORTAL

Simplified Metrics Dashboard

Goal-Setting Reports
(pulled from NOVA)

Program Planning Tools
(e.g., K14 Pipeline, Adult Education Pipeline)

Data Query Builder
(expanded Data Mart)

Data on Demand

Federal Reports

Perkins

WIOA Title II

Fiscal Reports

For Students

Salary Surfer

Student Right to Know

Links:

My Path, CCC Apply, Explore
Careers, College Info, Financial Aid

Submission/Tracking

NOVA

COCI

**Fiscal
Reporting**

**Facilities
Reporting
(FUSION)**

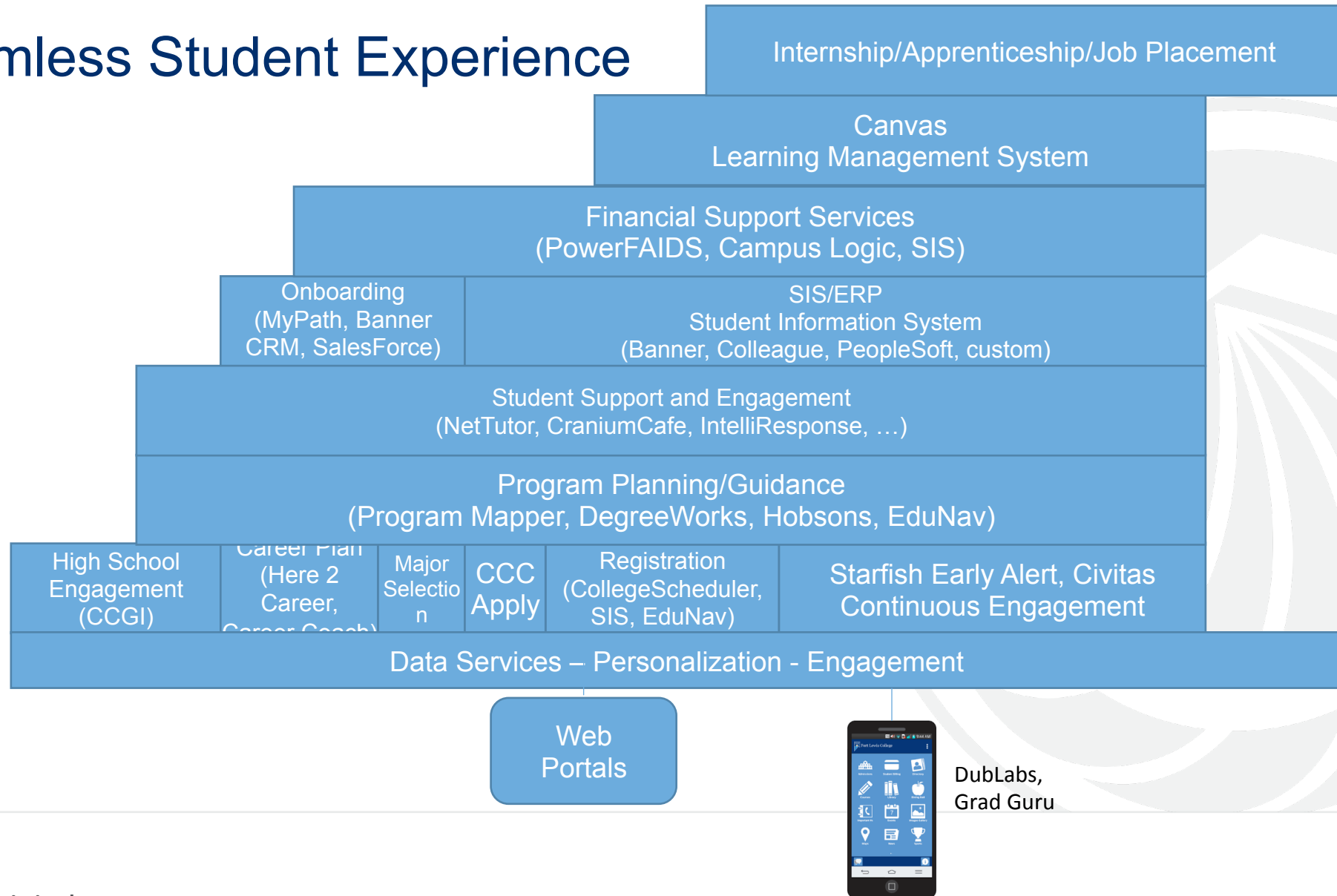
ERP Proof of Concept



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Seamless Student Experience

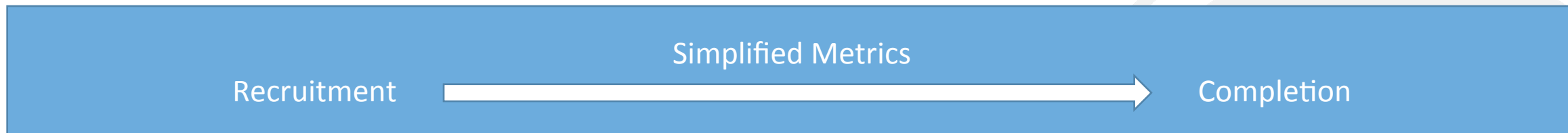


Enrollment Management *Redefined*



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Vision for Success

SCFF

Guided Pathways

SEM



Additional Slides



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Create Account

[Cambiar a español](#)

Personal Information - Page 1 of 3

Legal Name

Enter your legal name as it appears on official documents such as your government issued ID.

First Name

☐ Check this box if you do not have a first name

Middle Name

☐ Check this box if you do not have a middle name

Last Name

Suffix

None ▼

☐ Yes ☐ No

Do you have a previous name (such as a maiden name)?

☐ Yes ☐ No

Do you have a preferred name that is different than your legal and/or previous name?

Date of Birth

Due to laws regarding children's online privacy, this system will not allow accounts to be created by persons under the age of 13. For more information, please refer to the [Privacy Policy](#).

This information is used for protection of minors in online transaction environments, as well as to differentiate between persons having the same name. It is also used to comply with state and federal law pertaining to residency, guardianship, and admission of minors to college. This information will not be used in making admissions decisions except as permitted by law.

Date of Birth

Month

-- Select -- ▼

Day

-- Select -- ▼

Year

Confirm Date of Birth

Month

-- Select -- ▼

Day

-- Select -- ▼

Year

Social Security Number

The Social Security number is used as a means of identifying student records and to facilitate financial aid.

Social Security Number

The Social Security number is used as a means of identifying student records and to facilitate financial aid.

☒ I plan to apply for admission to college or financial aid.

The Social Security Number is required to claim tax credits for higher education costs known as the American Opportunity Tax Credit in accordance with the Taxpayer Relief Act of 1997.

Federal law requires the California Community Colleges to provide specific information to the Internal Revenue Service (IRS) for the purpose of filing an information return (IRS Form 1098-T "Tuition Statement") for each student in attendance, with a few [exceptions](#).

The information required by the IRS includes the student's name, address, Social Security Number (SSN) or [Taxpayer Identification Number](#) (TIN/TIN), and enrollment status, as well as the amount of tuition paid or billed, and scholarships received. (26 C.F.R. 1-60505-1(b)(2)(ii).)

Failure to provide a correct Social Security Number or TIN while claiming tax credits for specified education expenses may result in a penalty levied against the student by the IRS in the amount of \$100, per year, until the missing or incorrect information is provided (26 C.F.R. 1-60505-1(e)(4)).

In addition, California Education Code sections 68041 and 70901(b)(7) authorizes the California Community Colleges Chancellor's Office (CCCCO) to collect information you submit through the OpenCCC Online Student Account and CCCApply Online Application for Admission for the purposes of completing and submitting California College admission applications and financial aid on your behalf.

Further, information acquired by the CCCCCO is subject to the limitations set forth in the Information Practices Act of 1977 (Title 1.8 (commencing with Section 1798) of Part 4 of Division 3 of the Civil Code). Compliance with these laws is identified in the [Privacy Policy](#).

Please indicate the type of number:

☒ Social Security Number ☐ Taxpayer Identification Number

By providing my Social Security Number (or Taxpayer Identification Number) below, or indicating that I do not have a Social Security Number or decline to provide one at this time, I confirm that I have read and understand the federal regulations provided above, and the state regulations provided in the [Privacy Policy](#).

Your Social Security Number must be accurate to ensure the integrity of your permanent record and to avoid potential penalties imposed by the IRS for providing an incorrect number.

Social Security Number or Taxpayer Identification Number

Repeat Social Security Number or Taxpayer Identification Number

☐ Check this box if you **do not** have a Social Security Number or Taxpayer Identification Number, or decline to provide one at this time.

International students, nonresident aliens, and other [exceptions](#), may not have a Social Security Number (or Taxpayer Identification Number) and should check this box.

[Continue](#) or [Cancel](#)

Find Your Account

[Cambiar a español](#)

Step One

Enter your date of birth and legal name:

Date of Birth

	Month	Day	Year
Date of Birth	-- Select --	-- Select --	

First Name
required

☐ I have no first name

Middle Name
required

☐ I have no middle name

Last Name
required

Step Two

Enter at least one of the following:

Social Security Number

Usually, this is the best way to find your account.

Email Address

Phone Number

ZIP Code

###-###-####[Find My Account](#)[or Cancel](#)

OpenCCC

Pros:

- Ensures uniqueness of the account created for each individual

Cons:

- No abandonment data collected
 - Adult Ed and Non-Credit programs are concerned that many students abandon the process when asked about their SSN
- Repetition of questions
 - Date of birth and Social Security Number requested twice

CCCApply



California
Community
Colleges

Digital Futures

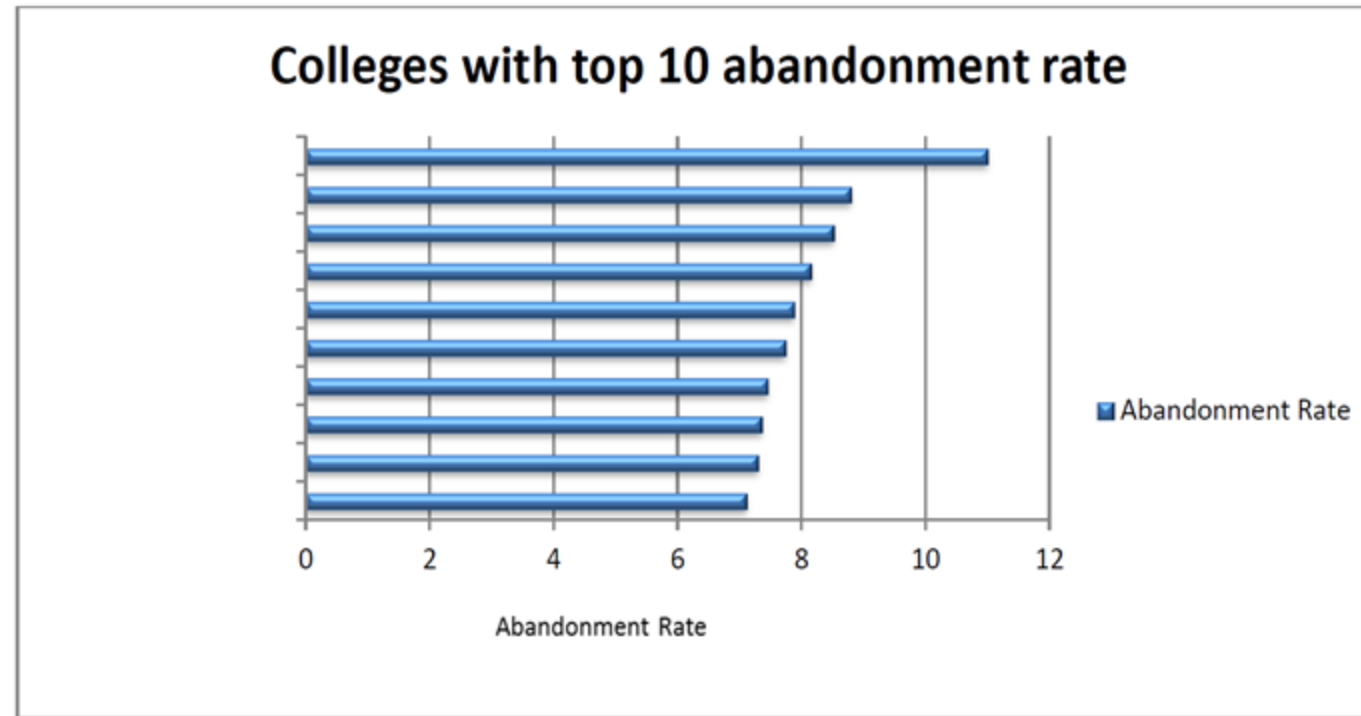
Current Stats

Time Spent On Application Completion (Start to Finish)

Analysis Variable : Total_hour_Sameday_Submitted				
N	Mean	Std Dev	Minimum	Maximum
110	1.0939394	0.4029689	0.2500000	2.3500000

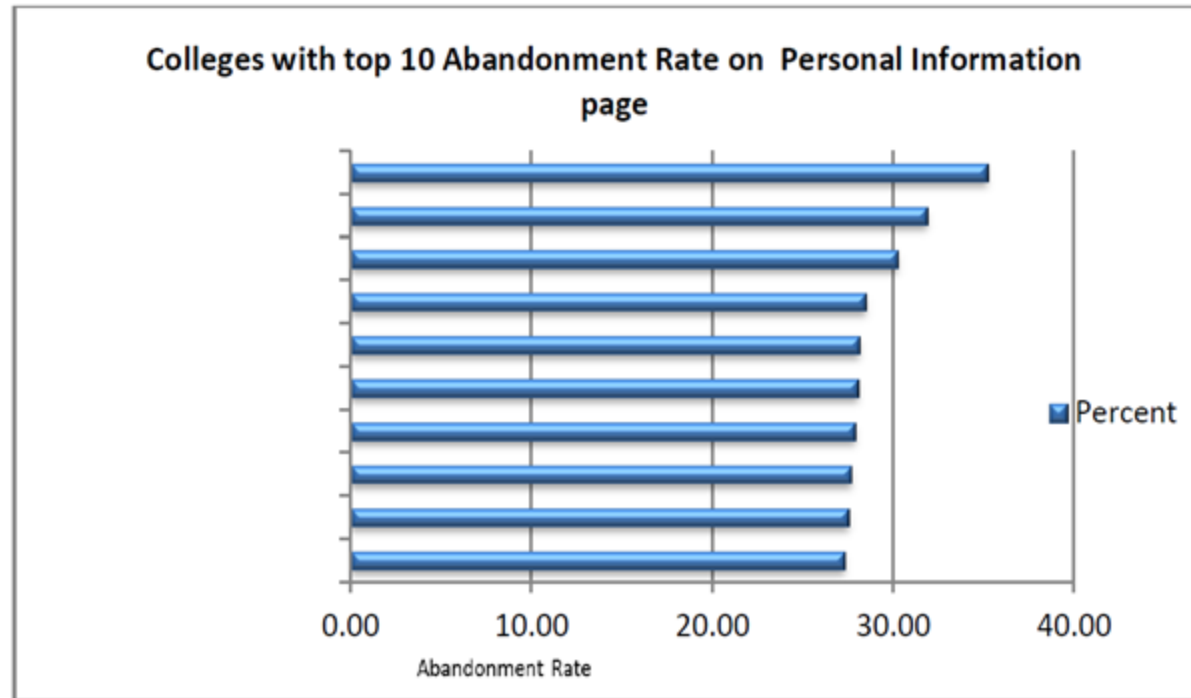
Current Stats

The Top-10 California Community Colleges with the Highest Application Abandonment



Current Stats

The Top-10 California Community Colleges with the Highest Application Abandonment on Personal Information Page



For your security always sign out before leaving.

My Applications

Omid Pourzan | [Edit My OpenCCC Account](#)

[Cambiar A Español](#)

Your last application was submitted to Golden West College on 09/25/2017

☒ Yes ☐ No

To save time, would you like to copy this information into your new application?

Note: Fields left blank are to be filled in by you to determine your Residency status.

[Start A New Application](#)

Submitted Applications

You CANNOT modify or resubmit applications you have already submitted. By clicking on View Application, you can review or print your application. By clicking on View Links & Opps, you can return to financial aid and other links related to your application.

College	Term & Year	Confirmation No.	Submitted	Action
Golden West College	GWC Winter Intersession / Spring 2018	7173183	09/25/2017 12:27 PM	View Application View Links & Opps

Introduction



Introduction

Welcome to the Application for Admission to College.
Please take a moment to review the information below before starting your application.

[Start Application](#)

[Cambiar A Español](#)

Enrollment
Information

Account/Mailing
Information

Personal
Information

Education

Citizenship/Military

Residency

Needs &
Interests

Supplemental
Questions

Consent

Review
Application

Help Using this Application

Tabs

Click on the tabs to navigate between pages. Your data is saved when you leave a page.
Some tabs may not be accessible until a previous page is complete.

Status Indicators:

Current Page Incomplete Verified and Complete

Page Buttons

[Save](#)

Save your page data (no verification)

[Continue](#)

Save, verify page, and continue to next page

Help

Hover the mouse pointer over fields and links to reveal help if available.
Click [Help](#) in the upper right corner for support.

Review Application

When all pages are complete, review your answers then click the confirmation button at the bottom.
Click [Save as PDF](#) to print or save your application.

Submit Application

You cannot make changes to your application once it is submitted.
Contact admissions at the college if you need to make a change.

My Applications

Lists your In Progress and Submitted Applications.

View Application - View, print, or save your application on your **personal** computer

View Links & Opps - View special links and opportunities

Introduction



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Application

Enrollment Information

[Cambiar A Español](#)

Enrollment Information for Golden West College

Term Applying For

GWC Summer / Fall 2018 (06/11/2018 to 12/16/2018)

Educational Goal

-- Select --

Intended Major or Program of Study

-- Select --

[Save](#)

[Continue](#)

[Cambiar A Español](#)

Introduction



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Enrollment Information for Golden West College

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-- Select --

-- Select --

Auto Tech: Chassis Drive Train - Associate in Arts

Auto Tech: Engine Perform Emis - Associate in Arts

Business Administration - Associate in Arts

Cosmetology - Associate in Arts

Digital Arts - Associate in Arts

Drafting Tech-Computer Aided - Associate in Arts

Esthetician - Associate in Arts

Floral Design & Shop Mgmt - Associate in Arts

Management - Associate in Arts

Cert Prof Secretary - Associate in Arts

Retail Mgmt/Entrep - Associate in Arts

Staff Accountant - Certificate of Achievement

Auto Tech: Chassis Drive Train - Certificate of Achievement

Auto Tech: Engine Perform Emis - Certificate of Achievement

[Continue](#)

CCCApply

Pros:

- Complies with all legislations and policies designed to collect information about students

Cons:

- Application has 112 questions
 - The number of questions continues to increase
 - Takes approximately 20-45 minutes to complete
 - Approximately 75% of questions are related to residency
- The complexity of the application affects some colleges more than others
- Abandonment rate ranging from 4% to 11%

AB 705 Data Pipes

Dr. Omid Pourzanjani
Visiting Vice Chancellor
Digital Futures Lab



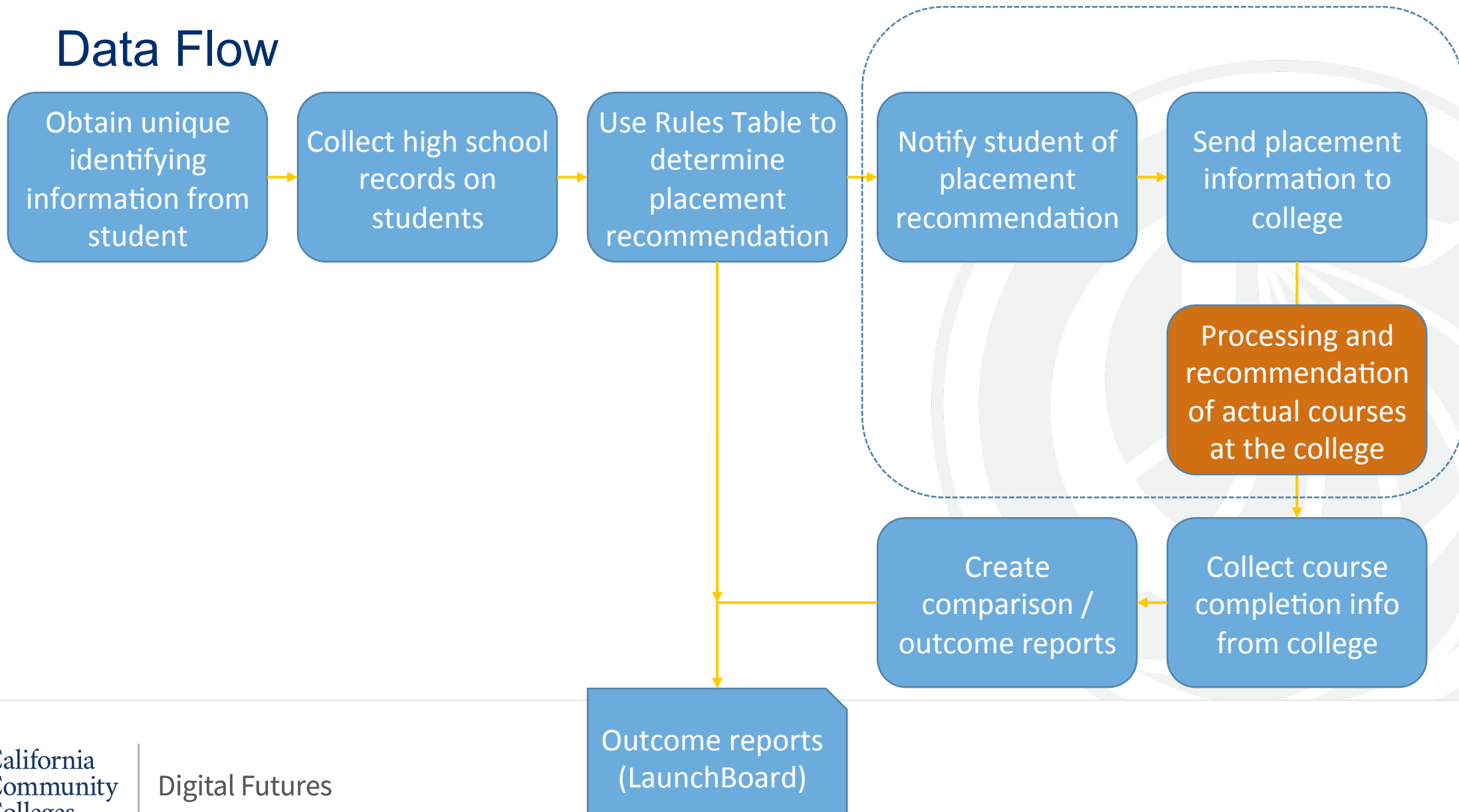
California
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Digital Futures

Goals

- Use the most accurate/current data available
- Use Rules Table approved by the Chancellor's Office
- Provide placement information to student and to college
- Collect course completion information to provide AB-705 outcome reports
- Recommend implementation option regarding co-requisite courses/hours
- Pass as much information to the college as possible to inform placement decision

Data Flow



Investing in Change



California
Community
Colleges

Digital Futures

From Silos to Integration

Develop standard IT service-delivery practices across the technology portfolio to improve consistency, transparency, and quality

