

# CCC Systemwide Initiatives Education Planning Initiative

## CCCCO Admission and Records New Director's Briefing

Presented by:

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Rachel Stamm , CCC Technology Center

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# Introductions

- Victor DeVore
  - EPI Steering Committee Co-Chair – Year four of operations, Oversee 8 steering committees
  - Day Job: San Diego CCD, Student Services Analyst, PeopleSoft implementation, SSSP supporting technologies across the District
- Rachel Stamm
  - Transcript, Articulation, and Curriculum Program Manager for EPI
  - Nation-wide perspective on tools and standards



# Learning Objectives

- What problems are we solving?
  - Common view of challenges facing students on their educational journey
- How are we solving these problems?
  - Availability of supportive toolsets and programs to promote student success



# Education Planning Initiative

- *Student Success Task Force* found problems with support provided to students
- Recommendation 2.2
  - Students must develop an education plan, new modes of service delivery needed
- Recommendation 2.3
  - Centralized and integrated technologies to better guide and support students needed

Senate Bill 1456     
**Student Success Act of 2012**



I can't go to school today because my **babysitter** is sick!

The course was **full** or not available!

I took classes I **didn't need**!

I can't ever get **time** with my counselor or instructor!

I changed my **major** – now major problems!

Finish?  
**No idea!**



## Student-centric Problem Solving...



# EPI Toolsets – Key Features

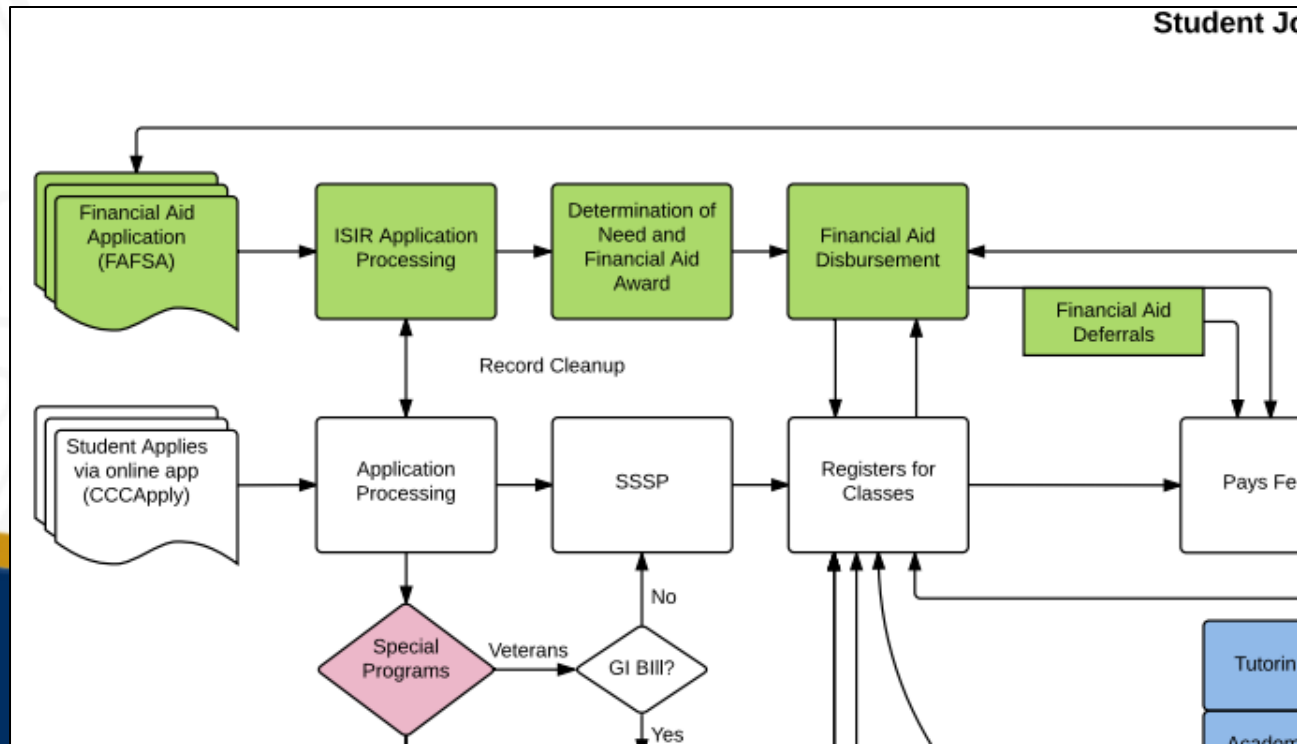
Transform business processes, remove barriers, with integrated statewide toolsets:

- **Student Portal:** SSO, machine learning, rules engine
- **Career Exploration:** Cultivate compelling goals
- **Application:** Student profile
- **Assessment:** Integration with CCCAssess
- **Orientation:** On-ramp to success
- **Education Planning:** Tied to timely Degree Audit
- **Early Alert:** Awareness and collaboration
- **Back-end:** eTranscripts, Curriculum

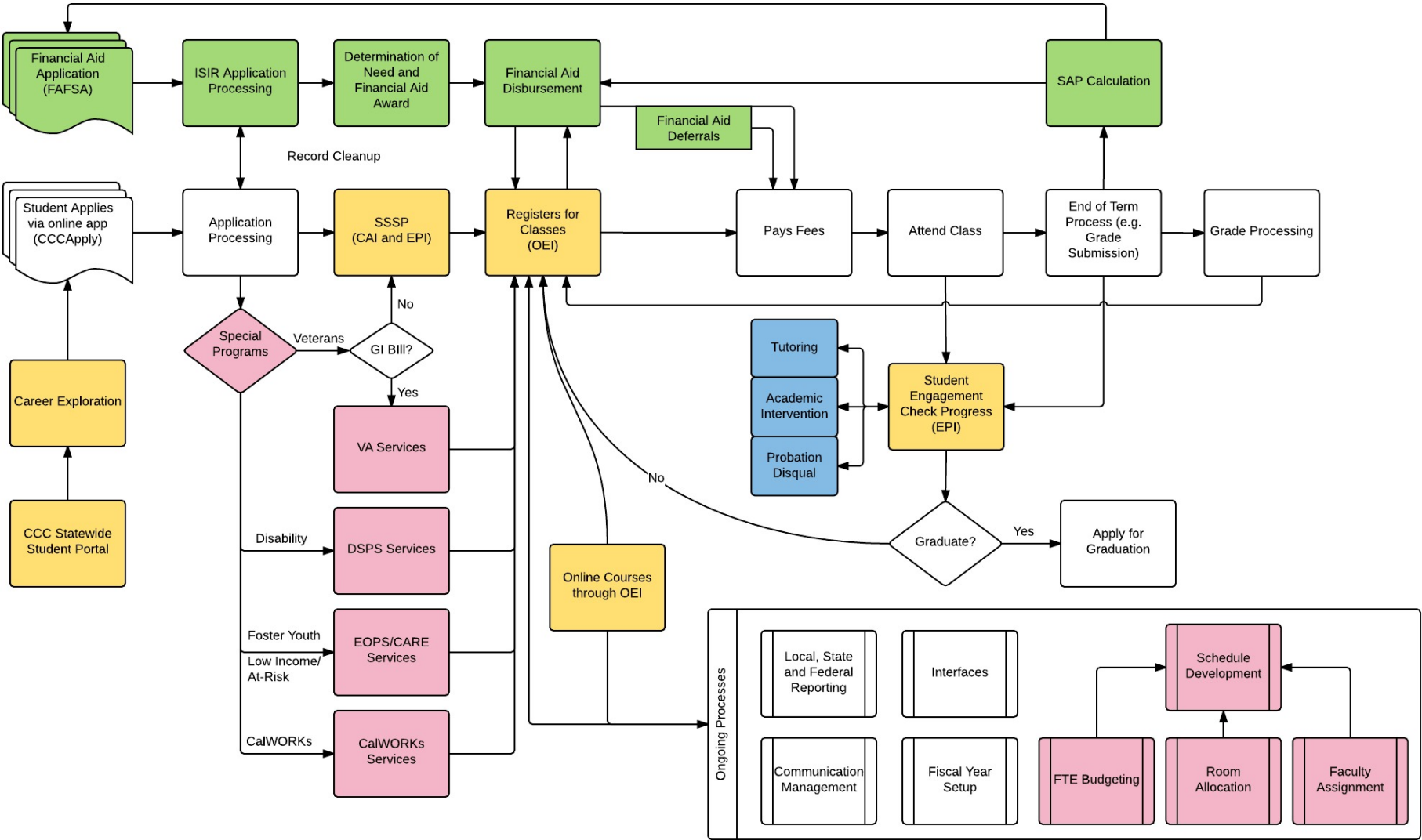


# Supporting the Student Journey

- Student and Counselor driven tools support the educational Journey



# Student Journey





# Education Planning Initiative: Persona Inventory Card

*Structured pathways that support planning and progress*

## What is this...

In user-centered design personas are fictional characters created to represent the different user types that might use a site or product in a similar way.

Personas are useful in considering the goals, desires, and limitations of users in order to help to guide decisions about a service or product such as features, interactions, and visual design.



**Faith Freshman**

Age 19

- Hispanic Female
- 1<sup>st</sup> year student direct from HS
- Goal to transfer to university
- Unclear about major/work goals
- Athlete - prefers team sports
- Uses mobile phone as computer



**Frank Fosterisk**

Age 22

- "At Risk" White Male
- Foster Youth
- 2<sup>nd</sup> Year Student
- On academic probation
- On financial aid warning
- Specific skills seeking
- Basic skills student



**Regina Returning**

Age 29

- Hispanic Female
- Full-time employed single mom
- 1<sup>st</sup> Generation to attend college
- Returning student
- Applying for BOG Fee Waiver
- Uses mobile phone as computer



**Vince Veteran**

Age 53

- African-American Veteran
- Adult re-entry student
- Seeking Job Skills Training
- Medical issues from injuries
- Undiagnosed disabilities
- Difficulty with technology



**Katarina Counselor**

Age 41

- White female
- Faculty counselor for 10 years.
- Assesses students
- Diagnoses academic abilities
- Helps students with Ed Plan
- Referrals to support services
- Assist with Transfers



**Cassandra Classified**

Age 43

- Hispanic Female / Mother of 2
- Back to school at 35 to earn AA
- Interest in improving tech. skills
- Provides info to students, faculty, administrators and staff regarding admissions, registration, records, matriculation, enrollment and fees



**Francis Faculty**

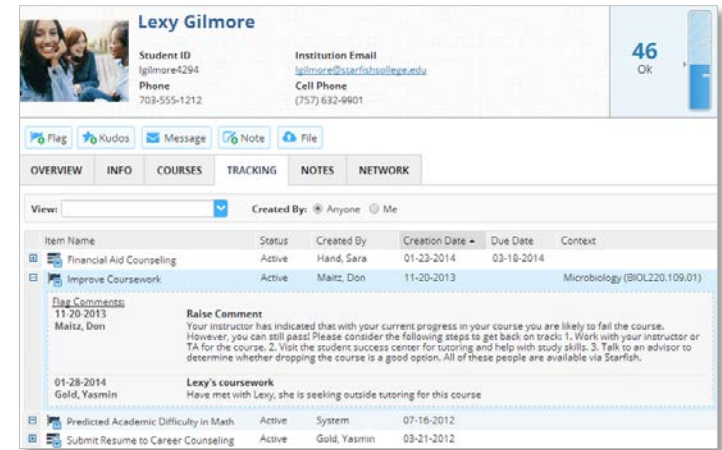
Age 50

- Tenured/Teaching 15 yrs at CCC
- Co-Chair of MESA program
- On the Academic Senate
- Mentors science majors
- Approves students for his classes
- Coordinates campus visits to MESA partner universities



# CCC Technology Center Support

- Implementation
- Integration
- Professional Development
- User Communities
- Help Desk
- Ongoing Product Management



**Lexy Gilmore**

Student ID: lgilmore4294  
Phone: 703-555-1212

Institution Email: [lgilmore@starfishcollege.edu](mailto:lgilmore@starfishcollege.edu)  
Cell Phone: (757) 632-9901

46 OK

Flag Kudos Message Note File

OVERVIEW INFO COURSES TRACKING NOTES NETWORK

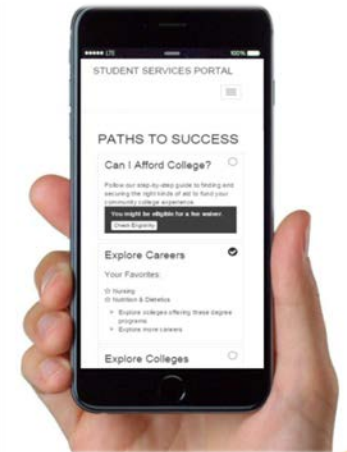
View: [dropdown] Created By: [dropdown] Anyone Me

Item Name	Status	Created By	Creation Date	Due Date	Context
Financial Aid Counseling	Active	Hand, Sara	01-23-2014	03-16-2014	
Improve Coursework	Active	Maltz, Don	11-20-2013		Microbiology (BIOL220.109.01)

**Flag Comments:**  
11-20-2013  
Maltz, Don  
**Raise Comment**  
Your instructor has indicated that with your current progress in your course you are likely to fail the course. However, you can still pass! Please consider the following steps to get back on track: 1. Work with your instructor or TA for the course, 2. Visit the student success center for tutoring and help with study skills, 3. Talk to an advisor to determine whether dropping the course is a good option. All of these help are available via Starfish.

01-28-2014  
Gold, Yasmin  
**Lexy's coursework**  
Have met with Lexy, she is seeking outside tutoring for this course

Predicted Academic Difficulty in Math	Active	System	07-16-2012		
Submit Resume to Career Counseling	Active	Gold, Yasmin	03-21-2012		



# With many thanks to our EPI pilot colleges...



LOS MEDANOS  
COLLEGE



DVC DIABLO VALLEY COLLEGE



# Online Resources

The screenshot shows the website for the Education Planning Initiative. The header includes the logo and name of the initiative, the text 'Tools and Services to Support Student Success', and a search bar. A navigation menu on the right lists various sections, with blue arrows pointing to 'ABOUT', 'OVERVIEW & GOALS', and 'STRUCTURED PATHWAYS'. The main content area features a 'Contact Us' section with a description of the Technology Center at Butte-Glenn Community College District, contact information for David Shippen, and a photograph of students in a classroom.

**EDUCATION PLANNING INITIATIVE**  
CALIFORNIA COMMUNITY COLLEGES

Tools and Services to Support Student Success

Search ...

ABOUT - FAQs - DOCUMENTS - RESOURCE KIT - C

You are here: / Home / Contact Us

### Contact Us

The California Community Colleges Technology Center at Butte-Glenn Community College District is coordinating the Education Planning Initiative. Please visit the Technology Center website for more information about the organization.

Inquiries about the Education Planning Initiative may be directed to:

David Shippen, MPA, PMP  
Director, Statewide Programs,  
Educational Planning / Student Services  
California Community Colleges Technology Center  
530.517.5EPI (517.5374)  
[epi@ccctechcenter.org](mailto:epi@ccctechcenter.org)

Projects under the EPI initiative have a diverse steering committee in place representing stakeholders across the system.

cccedplan.org



Questions?

Thank you for your support!

[cccedplan.org](http://cccedplan.org)

