

OpenCCCApply International Application Comments and Issues

Hover Help:

Is there a file showing the application's hover text that I can review?

Yes, there is a document identifying the International application Hover Help text – in English and Spanish; however, it is currently being audited in the current development sprint. We can send you the updated version within a few weeks (as soon as the current development Sprint ends on 5/27).

Enrollment Information Section

The Enrollment section is being revised in the current development sprint. The following changes are being implemented now:

Changes to the Education Goal (education_goal) field:

Removed invalid Ed Goal values/responses as recommended by the Steering Committee. The following Education Goals *will appear* in the dropdown menu:

Blank/null [internal default]

- A - Obtain an associate degree and transfer to a 4-year institution
- B - Transfer to a 4-year institution without an associate degree
- C - Obtain a 2-year associate degree without transfer
- E - Earn a vocational certificate without transfer *

** Major Problem = Homeland Security must authorize schools to admit to Certificate programs. Not all schools have authorization. Foothill has limited certificate authorization, De Anza is not authorized.*

- Educational Goal:
 - Need the ability to edit/remove values (not all educational goals are allowed by immigration).

Colleges do not have the ability to customize the Ed Goal responses (aligned to MIS).

- Add a new goal of "Study Abroad". Use the value J – (currently Educational Development). ←

Your change request to add an additional Education Goal <new value: J = Study Abroad to Ed Goals> will be submitted to the Steering Committee for review and approval.

When will we receive a response?

Educational Goal

-- Select --

-- Select --

Obtain an associate degree and transfer to a 4-year institution

Transfer to a 4-year institution without an associate degree

Obtain a 2-year career technical degree without transfer

Earn a career technical certificate without transfer

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

Educational development

Improve basic skills

Complete credits for high school diploma or GED

Move from noncredit coursework to credit coursework

4-year college student taking courses to meet 4-year college requirements

Undecided on goal

Account/Address Information Section

✓ Thank you

The following address field requirements are being developed in the current development sprint now:

- 1) Add new checkbox question/database field to the *Non US Permanent Home Address* section:

[checkbox] "My Non US Permanent Home Address is the same as my Permanent Address from my OpenCCC account, shown above."

- a. If YES (checked) then auto-populate fields from Permanent Address data and roll up/hide the question set from onscreen display.

- 2) All "City" fields are now required across the application (with the exception of the Parent/Guardian address fields when/if the student is a minor (17 years old or younger).

Required Fields: Non US Addresses	Required Fields: US Addresses
Street1 Street2	Street1 Street2
City	City
	State
Country	Country

- City must be required for all non-U.S. addresses. Currently, only street and country are required.
- Non-U.S. Permanent Home Address:
 - Add a "same as permanent address" checkbox (exactly like the checkbox used in Current Mailing Address)

Current Mailing Address

My mailing address is the same as the Permanent Address in my OpenCCC Account above

Non U.S. Permanent Home Address

Street Address

Personal Information Section

- **Gender:**
 - Must be a required field (required per federal regulations)

Currently, *Gender* is a required field.

- Change text from “Gender” to “Gender Shown on Your Passport”.

We will submit this request to the Steering Committee for review and approval.

- Remove “Decline to State” value. (Federal regulations require passport gender on immigration documents. Student is welcome to change their gender after arrival in our student ERP to self-identification.)

This request will be submitted to the Steering Committee for review.

A similar request has already been proposed by Gloria Zarabozo, Diablo Valley College. Currently we need additional documentation before it can be submitted for approval.

Since the Gender field is governed by federal law, the Office of Civil Rights, and the CCCC Legal department, any changes to the language or requirements must be approved by Legal. In order to justify the removal of the response, “X = Decline to State”, we need to cite the regulation and/or regulating institution, or other legislation which can support this change.

*Per Chien 5/13/15: He/Foothill will help research and identify which federal regulations govern the reporting requirements for “Gender” on immigration documents, etc., and will submit to Patty to take to Legal (CCCCO) and Steering Committee.

Below is the statement that appears in the International Data Specification under “Gender” at this time. These statements would be revised based on any changes approved and implemented.

<< Gender is sensitive information, protected by federal law and the Office of Civil Rights. Any change to the text, prompt, access, or transmission of this data item must be approved by the Legal Counsel of the CCC Chancellor’s Office and the Office of Civil Rights.

This information may not be provided to staff in the capacity of making a decision to admit an applicant until after the applicant is admitted—that is, uniformly enabled to register for classes. >>

Important note: AB620 survey

There is one other outstanding issue relative to the Gender section that is being presented to Steering for review. Your feedback would be most welcome.

Should the (AB620) Gender Identity/Sexual Orientation survey questions, which currently appear in the domestic application, be added to the International application? And, if yes, should they appear to minors [17 and younger]?

Gender/Primary Language

The information will be used for state and federal reporting purposes. It is optional and voluntary and will not be used for a discriminatory purpose.

Gender:

What is your primary language?

Gender shown on your passport

This question should not be added to the international application. The question is highly offensive in some countries/cultures, with severe penalties if the applicant was found out to answer the question.

See attached document from the U.S. Embassy in Bangkok, showing screen shots of the ^{online} visa application. On page 6, item 3, the screen shot shows the only options are Male and Female

✓ **Contact Section**

- **Applicant Non-US Contact Information:**

Your request to add additional descriptive text to the Telephone and Fax number fields will be submitted to Steering for approval. It is a great suggestion and should be approved right away.

- **Current non-U.S. Telephone**
 - Change text from "Please include country code for non-US numbers" to "Country Code + Area Code + Phone number"
- **Alternate non-U.S. Telephone**
 - Change text from "Please include country code for non-US numbers" to "Country Code + Area Code + Phone number"
- **Fax Number**
 - Change text from "Please include country code for non-US numbers" to "Include Country Code if non-US number"

The screenshot shows a form titled "Applicant Non-US Contact Information" with three input fields. The first field is labeled "Current non-U.S. telephone" with a subtext "(Please include country code for non-US numbers)". The second field is labeled "Alternate non-U.S. telephone" with a subtext "(Please include country code for non-US numbers)". The third field is labeled "Fax number" with a subtext "(Please include country code for non-US numbers)".

When should we expect a response?

Emergency Contact Information:

This request will be submitted to the Steering Committee for review.

When should we expect a response?

Note about the error message:

Our development team is currently auditing all student-side messaging text/language - including error messages and validations - to identify areas that can be clarified or simplified.

Regarding this particular error message (box below), it *only* appears if the student has a **US address** that does not validate against the USPS CASS address checking system (which, again, only appears if the US address is not valid, and never appears for Non US address fields.)

- Change to optional - not needed during the application process. (International Offices collect this information during the U.S. arrival/intake process, which is approximately 6 months to 1 year after an application is submitted.)
- Error message needs to be simpler: current message is difficult for international students to understand. (Applies to all address errors)

Emergency Contact

First Name: There is no first name

Last Name:

Relationship:

Telephone:

Email Address:

Emergency Contact Address

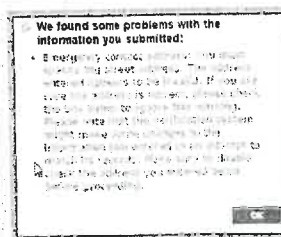
The address is outside the United States.

Street Address:

City:

State:

ZIP Code:



Parent/Guardian Contact Information:

The following request will be submitted to the Steering Committee for review:

- 1) Add additional descriptive text under the **Parent/Guardian Contact** section label to clarify the requirement (explain why students under 18 must provide P/G information)
- 2) Revise the hover help language to clarify the requirement.
 - Need text explanation of why this is required for underage students. (Students under 18 are allowed to make decisions for themselves in many countries, including renting an apartment)

Parent/Guardian Contact

First Given Name

There is no first name

Last Family Name

Relationship

Telephone

Maximum number of characters: 15
Country for international numbers

Email Address

Parent/Guardian Address

The address is outside the United States.

Street address

Maximum number of characters: 255

City

State

ZIP code

When will we hear an answer?

Education Section

Per discussion with Chien and Tim 5/13/15 – this request wouldn't be feasible because the date that appears on screen (usually) pertains to the "day before the first day of the Term."

Term dates (open/close and start/end dates) are configured by the college in the Terms tab in the Administrator.

- As of [date] is confusing on all items in this section. Change text to say As of [quarter] (example: college education level as of Fall 2015)
 - Entry Level
 - Secondary/High School Education
 - College Education

Secondary/High school education level as of 01/04/2015

Your enrollment status as of 01/04/2015

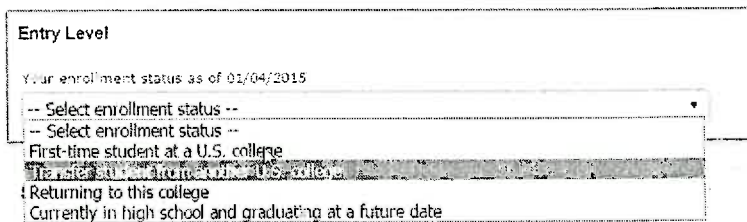
and difficult
This is very confusing for ESL students to understand. Most international students are applying 6 months to 1 year in advance, and to explain answering questions "as of 1 year from now" is difficult.

Entry Level/Enrollment Status:

When will we receive a response?

The following change request will be submitted to Steering for approval:

- 1) Change the question label text from "Entry Level" to "College Enrollment Status"
 - Change box title from "Entry Level" to "College Entry Status".
 - Change text from "Your enrollment status as of [date]" to "Your college entry status as of [quarter]"



The screenshot shows a form titled "Entry Level". Below the title is the text "Your enrollment status as of 01/04/2015". A dropdown menu is open, showing the following options: "-- Select enrollment status --", "-- Select enrollment status --", "First-time student at a U.S. college", "Returning to this college", and "Currently in high school and graduating at a future date".

- **Secondary/High School Education:**

The Secondary/High School Education section is being revised in the current development sprint. The following changes were approved and are being implemented now:

1) Removed the following secondary/high school education level responses from the db <hs_edu_level> values (drop down):

- 1 = Special Admit – enrolled in college and high school (or lower grades) at the same time;
- 2 = Currently enrolled in adult school; and
- 5 = Received diploma from California High School.

Thank you

(ONLY display the **following four responses:**

- 6 - Foreign secondary school diploma/certificate of graduation
- 0 - Not a graduate of, and no longer enrolled in high school
- 3 - Received high school diploma
- 4 - Passed the GED, or received a High School Certificate of Equivalency

- Remove value “Currently enrolled in adult school” (not allowed by immigration regulations).
- Change value “Received high school diploma” to “Received U.S. high school diploma” (unclear)

NOTE This is a great suggestion and it will be added to list of requests that will be sent to Steering.

Secondary/High School Education
Secondary/High school education level as of 01/04/2015
-- Select Education Level --
Foreign secondary school diploma/certificate of graduation
Not a graduate of, and no longer enrolled in high school
Special Admit Student - enrolled in college and high school (or lower grades) at the same time
Currently enrolled in adult school
Received high school diploma
Passed the GED, or received a High School Certificate of Equivalency
Received a certificate California High School Proficiency

when will we hear an answer?

- **Last Secondary/High School Attended:**

Changes to the *Last Secondary/High School Attended* section is being revised in the current development sprint.

The following responses **were removed**:

- 2 – I was homeschooled by a registered homeschool organization.
- 3 – I was independently homeschooled.

*Thank
you*

The **two remaining responses**, and their new corresponding download values, are:

- 1 – I attended a secondary/high school
- 2 – I did not attend a secondary/high school

All other instances of the term “homeschool” have been removed from the onscreen labels, descriptions and hover help.

- Remove options “I was homeschooled in a registered homeschool organization” and “I was independently homeschooled” (consulates do not recognize homeschooling, and will not issue visa)

Last Secondary/High School Attended

- I attended secondary school or high school.
- I was homeschooled in a registered homeschool organization.
- I was independently homeschooled.
- I did not attend secondary or high school and was not homeschooled.

Visa/Dependents Section

There are no changes to the VISA section being reviewed or implemented in the current development sprint. However, multiple colleges have submitted similar change requests, each slightly different, some are more complex than others.

We will add your requests to the Steering committee review.

When will we hear an update?

- **Visa Information:**

- At the top, add explanation text "Tourist visa but outside the USA? Check 'No Visa Yet' " (Many students have a tourist visa, but only relevant if they are in the USA)
- Bold and larger text on "No visa yet" checkbox

Visa Information

Tourist visa but outside the USA? Check 'No Visa Yet' "

Current visa type:

No visa yet

Visa issue date: Month: Day: Year:

Visa expiration date: Month: Day: Year:

- **Additional Information**

None of the input fields in the *Additional Information* section are required.

Your text change requests will be submitted to the Steering Committee for review.

When will we receive an answer?

Note: I think the section label change and the bolding/enlarging of the D/S checkbox will be approved easily. However, Steering may reject adding the text and hyperlink inside the application, as they try to avoid any opportunities for the student to leave the application (process). They may have some alternative suggestions for placing that URL link.

- 1) Change the section label from "Additional Information" to "I-94 Information"
 - 2) Add text and a URL hyperlink to "Find my I-94 number"
 - 3) Bold and enlarge text for: "D/S Duration of Status (with no expiration date)"
- Must be optional, due to limitations in the government I-94 system (many records are missing or incorrect)
 - Change box title "Additional Information" to "I-94 Information"
 - Add link to "Find my I-94 number" (<https://i94.cbp.dhs.gov/i94/request.html>)
 - Bold and larger text on "D/S Duration of Status (with no expiration date)"

Additional Information

If currently residing in U.S., I-94 admission number

I-94 expiration date

Month Day Year

-- Select -- -- Select --

D/S Duration of Status (with no expiration date)

SEVIS Section

when can we expect an answer

The changes you have proposed to the SEVIS and OPT/CPT sections will be submitted to Steering Committee for review.

1. Add the explanation text to SEVIS ID Number field, below the input field: "Above the bar code on your I-20. Use the format N#####"
2. Change the text "Prepare to submit a copy of your Employment Authorization Document (EAD)" to "OPT students will be asked for a copy of their Employment Authorization Document (EAD card)"

Text must change: it is not correct.

• **SEVIS ID Number:**

- Add the explanation text "Above the bar code on your I-20. Use the format N#####"

Sevis Information

I am presently studying in the United States.

SEVIS ID number

I-20 issuing school name

I-20 expiration date Month: Day: Year:

Above the bar code on your I-20. Use the format N#####

• **Optional/Curricular Practical Training:**

- Change the text "Prepare to submit a copy of your Employment Authorization Document (EAD)" to "OPT students will be asked for a copy of their Employment Authorization Document (EAD card)"
- CPT students do not have an EAD card
- Current text implies submission as part of the CCCApply application

Optional/Curricular Practical Training

Please indicate dates for which you have been authorized for Optional Practical Training (OPT) or Curricular Practical Training (CPT). Prepare to submit a copy of your Employment Authorization Document (EAD).

How many OPT/CPT do you have?

- None 1 2 3 4 or more

Authorized Agent or Representative

when can we expect an answer?

Your change requests will be submitted to the Steering Committee for review:

- Checkbox text as written "I authorize Butte College to release information and share documentation..." will encourage all students to check the box.
 - Ideal would be a yes/no dropdown or radio buttons with the text "Do you want to share your application with an agent or another person?" (change representative to other person)
 - On yes, the agency information would appear and the checkbox is moved to the bottom of the agency information to ensure the student gives consent.

or, I authorize Butte College to release information and share documentation regarding my application status, immigration status, and academic records to the agent or representative specified below.

Agent Company Name	Unicon
Agent Contact Name	Joe Johnson
Phone	18009877654
Street Address	1760 East Pecos Road Suite 432
City	Gilbert
State/Province	Arizona
Postal Code	85295
Country	Anguilla

Disagree. Students must understand up front that submitting this app does not require them to submit additional documents in order to be admitted.

Submit Application Section

5/13/15: Per meeting with Chien and Tim, the majority of the student messaging requesting "required documentation" could be done via Email Rules – which are configured by the College in the Rules tab in the Administrator.

However, your suggestion to revise the sentence stating that No Changes can be made after submission", is a great one and will be submitted to the Steering Committee for review:

when will we receive an answer?

- 1) Revise the text/language in the first sentence of the Submission Section **TO:**
"NO CHANGES can be made to this *online* application once it is submitted *electronically*.
"To change your application after submission, please contact the college's International Office".

Change text "NO CHANGES" can be made to your application once it is submitted" to "To change your application after submission, contact the college's International Office".

- Change the text "I understand that I may be required to submit ..." to "I understand that I must submit ..."
- Bold and larger font the sentence "I understand that I must submit additional documents..."

- After the student submits, add a pop-up box “Thank you for your submission. You will be contacted by [college] with instructions on how to submit documents required to complete your admission”.

Note: After submission, the student is presented with a Confirmation page, which confirms submission of the application and displays their CCCID, confirmation number, submit date and time, College name and address and website URL.

can we change this URL? ←

Another potential solution: we are currently developing a new enhancement (URL Re-direct) which allows the college to identify the landing page URL that the student will end up on, post-submission and post-confirmation page.

Want the URL to point to the international page. ←

Submit Your Application

[Cambiar A Español](#)

You are about to submit your application to Butte 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.

* Section 94008 of subchapter 4.3 of chapter 5 of division 2 of title 5 of the California Code of Regulations.

By Checking here, I, Timmy Andrew Bain, declare that:

- All of the information in this application pertains to me.
- Under penalty of perjury, the statements and information submitted in this online admission application are true and correct.
- I understand that falsification, withholding pertinent data, or failure to report changes in residency may result in District action.
- I understand that I may be required to submit additional documents to complete my admission, such as proof of English, proof of finances, or school transcripts. A list of required documents is available at Butte College, and on the college's website.
- I understand that all materials and information submitted by me for purposes of admission become the property of Butte College.



OpenCCCAApply Account Creation Issues:

when will we hear more about this issue?

The text in question, "Note: OpenCCC is not compatible with smartphones" was part of the first release of OpenCCC and may not be accurate anymore. We will review this statement with Steering, as well as the Tech Center development team to ensure that – if the current iteration of the application is more compatible with smart phones and tablets, we can update that statement with a more current description of compatibility.

- OpenCCC is not compatible with smartphones: text stating this needs to be **much larger**.
 - **This is a big problem:** more than 50% of our international applicants do not have a desktop computer: they access the web using a (primarily Android) smartphone or tablet.

Create Your OpenCCC Account

OpenCCC allows you to access California Community Colleges secure WebApply forms

You Must Have an Email Address

The California Community Colleges and OpenCCC will use email to send you important notices. You will need to provide an email address when you create your account.

Free email accounts are available from many providers:

- Google.com
- Yahoo.com
- Microsoft.com
- Comcast.com

See what all of them have to offer. The majority of them will be used to create and check OpenCCC accounts. OpenCCC will not be able to create accounts for students who do not have an email address.

Be sure you have a valid email address to create your OpenCCC account. You can use the same email address for all of your OpenCCC accounts.

Note: OpenCCC is not compatible with smartphones.

[Begin Creating My Account](#) | [Go Back to Login](#)

- **Social Security Number:**

The current Social Security Number/Taxpayer Identification Number section was revised in June 2014 based on the mandated changes by the IRS, federal legislation, and the CCCCO Legal (Legal Opinion 13-05). Per federal regulations, the text and language that appears in the question box must be displayed to all students at time of account creation, even if they are an exception (do not have, or are not required to have, a SSN/TIN). We have limited room to change the language, but steering is currently discussing the following solution for International students:

- 1) Revise and enlarge the additional question text that sits below the No SSN <ssn_no> checkbox question (see below).
- 2) If the student checks the box saying they don't have an SSN (No SSN is YES), THEN a ***new checkbox field/question appears***: SSN Exception <ssn_exception>, asking if the student is an "international student, nonresident alien, or other exception?"

Note: The hot link for "other exception" links to a Help pop-up box that defines the

"Other Exceptions".

this option will be very helpful. Thank you.

- 3) If the student checks the box saying *they are* an International Student (SSN Exception = YES) then the student **will not see** the orange pop-up warning box (SSN Encouragement Language box), and the **student is not required to respond** to the field requirement (In order to continue and create their account they must select either, "I Decline" to enter the SSN/TIN, or "Enter SSN" to go back to the question and enter the SSN/TIN. They can simply hit "Continue" to go to the next screen or create account without further messaging about the SSN. ✓

Change to:

[Checkbox] 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.

IF checked = Yes, then new checkbox question appears:

[checkbox] I am an international student, nonresident alien, or other exception.

IF checked = Yes, then the student does not see the SSN Encouragement pop-up box and the fields are not required.

- Add text at the top "F-1 student? No SSN? Check the box 'I plan to apply for admission' at the top, and check the box at the bottom"
- The language in this section will cause problems for international students with limited English skills
 - "I plan to apply for admission to college or financial aid" checkbox implies we give out financial aid. We cannot provide financial aid by law.
 - Implies an international student can get a social security number. Most students cannot get a SSN: available under very limited circumstances.
 - Statement is difficult to understand, and a little scary, especially to international students with lower level English skills.

International students cannot get a social security number unless they will be working

Social Security Number

The Social Security number is used at various points during the admission process and to indicate 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/TINN), 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(a)(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 1.6 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

F-1 student? No Social Security Number? Check the box 'I plan to apply for admission' at the top, and check the box at the bottom.

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 understood 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.

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

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or

