



CITY COLLEGE OF SAN FRANCISCO

CCCStart

The new enrollment experience, and what it asks of the people who help students use it.

SEPT 22

CCSF cutover

WAVE 1

Statewide rollout

JULY 2027

All 116 colleges

01

THE BASICS

What Is CCCStart?

The California Community Colleges' new student enrollment experience, replacing CCCApply.

The application is no longer one long form that every student fills out the same way. It adapts — asking each student only what their own situation calls for.

- Easier to navigate
- More intuitive
- Connected to goals
- More personalized
- Responsive to answers
- Mobile-friendly

BEFORE

One path. Every student answered the same long list of questions.

AFTER

A dynamic path. Questions adapt to each student's answers and goals.

Why Is the Application Changing?

Six goals behind the redesign.

1

Simplify the enrollment process

2

Reduce confusion for students

3

Ask only the questions relevant to each student

4

Improve how students identify educational goals

5

Connect application data to the enrollment journey

6

Create a modern, student-centered experience

The goal: make it easier for a student to get from “I want to attend CCSF” to “I know what to do next.”

TRANSITION

~~CCCApply~~ CCCStart

A new experience, not a reskin

CCCStart was built from the ground up rather than layered onto CCCApply.

“Apply” becomes “Start”

CCSF is open access — students begin enrolling, not seeking acceptance.

Journey-based

The route through the form depends on the student’s own answers.

WHAT STAYS THE SAME

Students still need an OpenCCC account. One account works in both systems.

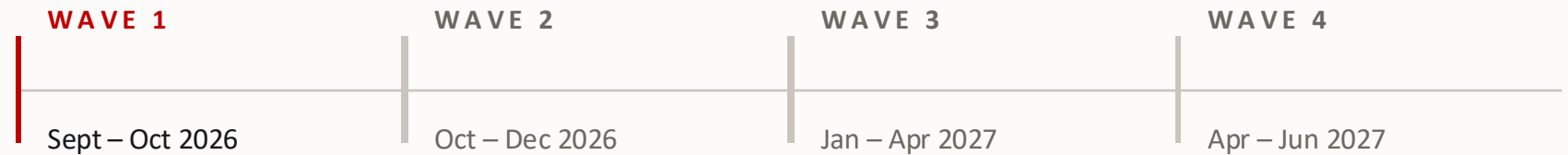
Students still reach the form from the CCSF website. They never pick a system.

Currently enrolled students take no action at all.

Residency, records, and registration remain CCSF work.

A Wave 1 District

CCSF is among the first colleges statewide to run CCCStart with live students.



CCSF cuts over Tuesday, September 22, 2026.

WHAT BEING IN WAVE 1 MEANS FOR US

- We run the new application live from day one, without a rehearsal.
- We review system, application, and workflow problems early.
- We feed findings back to the Chancellor's Office and implementation partners.
- We work across departments toward fixes rather than private workarounds.
- What we find shapes the rollout for every district behind us.

05

HOW IT WORKS

A More Dynamic Application

Student responses drive the experience.

01 Student answers a question

Each response is a fork in the road, not just a field.

02 CCCStart picks the next relevant question

Irrelevant sections are never shown at all.

03 Student gets a personalized pathway

Two students starting the same day may see two different forms.

ASK DIFFERENTLY

Not

“What page are you on?”

But

“What question are you seeing?”

“What did you select before that?”

Application Journey Changes

Different students see different questions. Before troubleshooting, find out which journey they are in — the form they are describing may not be the one you know.

Credit

Degree, certificate, and transfer-seeking students.

The longest journey. Educational goal determines which programs appear.

Noncredit

ESL, adult education, short-term vocational.

Far fewer questions than the old noncredit application.

Dual Enrollment

High school students taking CCSF courses (K–12).

Expect parent and counselor involvement alongside the student.

International

Students requiring visa documentation.

Additional steps continue outside the application itself.

What This Means for Students

Four changes students will notice on day one.

A dynamic form

Students may see different questions based on how they answer earlier ones.

Program selection up front

Students choose their program of study inside the enrollment form.

Goal drives program options

The programs available depend on the educational goal identified earlier.

Less re-typing

Information already on file with another California community college carries in.

Shared Communication Matters

Staff will field questions none of us have seen before.

Identify

Notice the question or failure.

Document

Write down what the student saw.

Share

Send it to Admissions & Records.

Resolve

Fix it once, for everyone.

WHAT WE NEED FROM STAFF

- Use approved resources rather than memory
- Write down recurring student questions
- Share patterns with Admissions & Records
- Say “let me find out” instead of guessing
- Report application failures the same day
- Flag where written guidance does not yet exist

One student’s question may be the first sign of an issue sitting in front of hundreds more.

SUPPORT

Statewide Help Desk

ONLINE

ccchelp.info

PHONE

(877) 247-4836

EMAIL

support@openccc.net

TTY

(877) 836-9332

Live technicians 6 a.m.–10 p.m. Pacific, business days, English and Spanish. In-system chatbot and Help Center, 24 hours.

09

Drawing the Line

Send to the help desk

Account and login trouble, submission errors, pages that will not load, anything technical.

Keep at CCSF

Residency, records, registration, program eligibility, and what the student should do next.

During coexistence

A student attending CCSF and a college still on CCCApply submits in both. Their information carries over, so the second is shorter.

Before you resubmit anyone

Check which system and which date they used. Unfinished CCCApply forms must be redone; completed CCCApply data does not migrate.

What Does Your Area Need?

Name it now and we can build it before students arrive asking.

01

Specialized handouts

02

Step-by-step guides

03

Plain-language FAQs

04

Staff training sessions

05

Student-facing instructions

06

Website updates

07

Email templates

08

Department-specific
workflows

09

Another CCCStart demo

Tell us which of these your area needs — or name something that is not on this list.

WE NEED YOUR FEEDBACK

What does your area need to be ready for September 22?

01

Tell your area lead

Raise it at your next department meeting so it reaches the project team.

02

Log a ticket

Record recurring student issues so patterns become visible, not anecdotal.

03

Contact Admissions and Records

Send questions to the Admissions and Records Office

Nothing is too small to report. In Wave 1, what we notice is how the statewide guidance gets written.

One College. One Message.

What a successful CCCStart launch at CCSF looks like.

- Staff understand the changes
- Students receive consistent information
- Departments know where to find resources
- Issues are communicated quickly
- Processes are updated before they become barriers
- Students experience a smooth start at CCSF

CCCStart changes the application. It does not change the job — helping students successfully begin at CCSF.

Questions?

Admissions and Records Office – Student Affairs

City College of San Francisco • CCCStart cutover September 22, 2026

