

## WACTC-Tech Task Force

# STRATEGIC TECHNOLOGY ADVISORY COMMITTEE

## Minutes

August 31, 2023

10:00 a.m. – Noon

Webex

**In Attendance:** Beth Farley, Brendon Taga, Chad Stiteler, Dani Bundy, Eva Smith, Grant Rodeheaver, Joe Duggan, Michael Brown, Monica Olsson, Monica Wilson, Pat Daniels, Sherry Nelson, Stephanie Delaney, Teresa Rich, Wendy Hall

**Not in Attendance:** Andy Duckworth, Brian Culver, Dave Pelkey, Marc Lentini, Ray Gartner

## Meeting Objective

Discuss strategic goals and strategies. Focus on formalizing Communications, Process and Strategic Planning documentation and governance.

## Introductions

## Membership Review / Updates / Recruitment

- Recruiting for HRMC representation – 2 openings
- Recruiting for another representative for PIC – Wendy will continue to be the 2<sup>nd</sup> rep

## Sub-Group Updates

### CATO

- Electing new co-chairs
- Get Inclusive – working with vendor to make the product more accessible.
- Web Accessibility Learning Lab – successfully completed and submitted final action plans; will request updates on action plan progress fall/winter quarter.

### EdTech

- Will be meeting with Canvas start this fall to identify major priorities for negotiating renewal. Will collect this information through surveys.

### ctcLink College Collaboration Group

- Working on summary reports for attendance – there are some gaps, but most colleges have good representation.
- Finalizing Process Alignment/Review

### Guided Pathways – STAC Guidance Request

- Monica Wilson shared Guided Pathways guidance request
  - Data collection work
  - Provide solutions
  - Report out to colleges
  - Plan for moving forward
- Need STAC support to help with alignment – support and endorse messaging around the need for business process change initiatives globally.

- Need to present to Presidents that it needs to be full integration
- We need to choose one product and one direction
- Shifting will be hard, but we have to make the decision to do it
  - Stephanie reminded us that whatever we do is going to be hard, so we may as well do the hard thing that gets us to the solution, rather than the hard thing that just keeps us doing hard things
- Need to focus on what ctcLink can do – then leverage a single 3<sup>rd</sup> party product for student success
- Reporting – the Legislature will not continue to fund this if we don't have the reporting showing we are doing a good job

## **WACTC Retreat / WACTC-Tech**

- Work Plan development and recommendations to/from WACTC-Tech
  - Generative AI
    - Have reached out to Gartner to bring in research expertise
  - Guided Pathways – Student Success Software
  - Cybersecurity
    - BAC sponsored presentation
    - Security operations center – 3<sup>rd</sup> party service that monitors traffic 24/7 and sends different levels of alerts
    - Leveraging K-20 to share the cost of implementing a security operations center (SOC) – would be a beneficial layer to protect us and the colleges
  - ctcLink Work Plan
    - Training
      - Improve communications around existing training
      - Periodically offer in-person training by college/region – some of this has already begun
      - Organize strike teams to help campuses diagnose and address emergent problems
      - Track and provide reporting capabilities for training completions (by college, staff member, pillar, business area) – investigate the use of badging
    - Business Processes
      - Establishing single business process across the colleges is critical to system improvements and efficiency
      - Policy as direction vs guidance – to be reflected within the system to reduce customizations and local configurations
      - Focus on utilizing delivered functionality within the system to the greatest extent possible, reducing the volume and complexity on customizations (CEMLIs)
      - Prioritize and track enhancement request/system changes that focus on global implementation, streamline processes for all colleges
    - Ensure that SBCTC business operations and ctcLink functional support are in alignment with system use guidance and best practices
    - Communications
      - Provide access and single point of contact at the SBCTC for each college (similar to a case management approach) – increase on-campus visits from SBCTC staff
      - Better communicate ctcLink successes – provide frequent updates to presidents
      - Schedule periodic Zoom meetings between each president/chancellor and Paul Francis to discuss ctcLink
    - Streamline ctcLink governance structure
      - Work with STAC and WACTC-Tech to recommend improvements
    - Make a decision about student success software
      - Commitment to define standard business processes and system requirements (first)
        - Agreement to accept a single (fully integrated) solution for the system
        - Commitment to RFP development

## Wrap-Up

- **ACTIONS: STAC member representatives need to give updates and report out to their councils and commissions at their regular meetings.**

Adjourned – 12:15 p.m.

## Upcoming Meetings

- September 15, 2023 – 10:30 a.m. – Noon
- October 27, 2023 – 10:00 a.m. – Noon