

ARC Winter 2021 Meeting Notes

Wednesday, January 20, 2021

Introductions by College and Icebreaker – Breakout Rooms

- Introductions of the Executive Team
- Broke into breakout rooms
 - Discussion from one of the breakout rooms regarding how we are working around COVID life:
 - Use of Teams, like the chat feature
 - Miss the day to day, casual conversations
 - Having to adjust to the technology at home, used to accessing things a certain way at work
 - Some working from home, some working from school, many have a “plan” they have to fill out in order to be working on campus
 - Those sending out transcripts are working from their school

Meaningful Self-Care during a Pandemic – Dr. Bevyn Rowland

- Introduction of Dr. Bevyn Rowland – clinical psychologist and works at Lake Washington

Notes from presentation

- Learning Outcomes for the presentation
 - Understand human brain function in the grip of stress and how it informs behavior
 - Identify indicators of well-being/burn-out
 - Recognize the nexus of capacity/ethical obligation/self-care
 - When we take care of ourselves it helps us take care of others
 - Create a personalized list of sustainable self-care behaviors & establish a plan for self-care practice for 4 weeks
 - Outline the urgency for leaders/managers to create the conditions that support a culture that values, promotes and protects self-care
- We are not in the same boat...but we are in the same storm
 - Remembering the individual experience
- Neuro-Hardware/Software 101
 - The human brain evolved in reaction to stress
 - When we are faced with a stressor there are predictable sets of brain events that occur
 - This response is meant to keep us alive/moving forward for about 5 minutes
 - How many stressors do you have that are of 5 minute duration?
 - Almost all stressors are chronic and connected to each other
- Resources for further study provided (readings and videos)
 - Robert Sopolisky’s seminal work on impact of stress on humans:
<https://www.powells.com/book/why-zebras-dont-get-ulcers-revised-edition-9780805073690/7-6>

- NIH Foundational article on stress and health:
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2568977/pdf/nihms70622.pdf>
- NatGeo: Summary of stress science: <https://www.youtube.com/watch?v=eYG0ZuTv5rs>
- Kelly McGonigal TEDTalk: Compelling 2013 Stress Studies:
https://www.ted.com/talks/kelly_mcgonigal_how_to_make_stress_your_friend
- Impact of Stress on performance – Human performance Chart
 - Need some stress to be engaged in life
- Indicators of unmanaged(able) stress
 - Were these things the same pre-pandemic vs. post-pandemic
 - Audience asked to write down our stressors
 - Several shared their indicators of stress with the group
 - When we are stressed we can't change our response, but we can influence it, acknowledging what our bodies are trying to tell us
- More indicators/correlates
 - Increase in energy saving activities
 - Marked increase in negativity bias
 - Increase in confirmation bias
 - Amplification of implicit racial biases – therefore it is ethical thing to do to take care of ourselves
- Activity – Determining if we are in Thriving, Surviving, Struggling, or In Crisis
- Resources: Self-Assessment Tools provided to determine level of stress
 - Wellness Assessment by Rand Health: https://www.rand.org/health-care/surveys_tools/mos/36-item-short-form/survey-instrument.html
 - Self-care Assessment by NAMI
 - 5 Domains: Physical, Psychological, Emotional, Spiritual, Professional:
<https://www.nami.org/getattachment/Extranet/Education,-Training-and-Outreach-Programs/Signature-Classes/NAMI-Homefront/HF-Additional-Resources/HF15AR6SelfCare.pdf>
 - Implicit Bias Measurements by Project Implicit
 - 15 areas of unconscious bias measured and compared to norming groups:
<https://implicit.harvard.edu/implicit/takeatest.html>
 - TedTalk:
https://www.ted.com/talks/verna_myers_how_to_overcome_our_biases_walk_boldly_toward_them
 - Independent Practice: Self-Assessment
 - Professional Quality of Life Scale (ProQOL):
http://www.proqol.org/uploads/ProQOL_5_English_Self-Score_3-2012.pdf
- Resources for Secondary Stress
 - Laura Vandernoot Lipsky Video: <https://www.youtube.com/watch?v=uOzDGrcvmus>
 - Books by Lipskey
 - Trauma Stewardship (2011)
 - The Age of Overwhelm: Strategies for the Longhaul (2018)
- WHO determined that Burnout is a diagnosable tool for medical providers, official recognized mental health concern

- Need for Community Care vs. Self-care
 - Community care focuses on the collective rather than the individual
- Examples of some simple ways managers can help shape employee well-being
 - Practice self-care
 - Stay active
 - Show gratitude
 - Offer healthy choices
 - Participate
- Allostatic Load – cumulative burden on the human biome through daily response and adaption to daily stressors.
 - Effects health
 - Greater effects on diverse groups
- Is access to self-care equitable? No.
- Bio/Psyco/Social/Spiritual Model of wellness/self-care
 - Biological – understanding of and response style to physical needs
 - Psychological – understanding of and response style to self and internal processes
 - Social – Meaningful and timely connections with others
 - Spiritual – connection to something greater than Self
- Bio/Physio/Environmental
 - Change your environment
 - 4 Pill Plan by Dr. Rangan Chatterjee
 - Relax – taking time to breath, audible sigh, Vagus Nerve stimulation
 - Eating healthy – mindful eating/family meals
 - Move – taking breaks to move (movement snacks), screen free, and go outside
 - Sleep – adjusting habits to promote rest
- Psychological Environment
 - Creating Intentional Media Diet
 - Protect mornings/evenings (easing into the day and winding down)
 - Daydreaming/planning future events with others (without timeline)
 - In times of stress, old hurts can resurface
 - Resources for finding a Counselor or Therapist
 - Employee Assistance Program (EAP)
 - TherapyDen.com
 - Psychology Today.
 - How to find a therapist who understands oppression and intersectionality (Jeff Baker): <https://theestablishment.co/how-to-find-a-therapist-who-understands-oppression-and-intersectionality/index.html>
- Social Environment
 - Social accounting – who do you miss and who do you not miss?
 - Creatively engage with the people who could be in your Top 5
 - Identify people you want to check in with on Social Media
 - Healthy communication guidelines
- Spiritual Environment
 - How are you doing with your greater purpose/alignment with values

- Check in with your communities
- Viktor Frankl: 3 Sources of Meaning
 - Purposeful Work
 - Love
 - Courage in the Face of Difficulty
- 4 Weeks of Self Care practices
 - Pick 1 each week and add one the next week

Meeting with Financial Aid Council (FAC)

- Tammy Zibell: Excited to meet with ARC, would like to see a regular meeting with ARC moving forward, especially given our move to ctclink
 - Could we form a subcommittee that meets regularly to discuss ctclink changes as we work together and move forward with the deployment groups. This group could come with best practices based on our experiences with ctclink between ARC and FAC.
 - Comment was made about wanting to see how ARC operates vs. how FAC operates. How does ARC collect items as an organization, including best practices, ctclink helpful resources, etc. Does ARC have a central location for these? Response was that we currently do not but use our question box at our quarterly ARC meetings to share questions about ctclink and best practices. We also utilize the Registrars Listserv. These are then captured in our meeting minutes, which are then posted on the ARC webpage.
 - There has been a small group discussing ctclink outside of ARC. Comments were made on the need to gather and centralize the information from those meetings.
 - For FAC they have a main listserv and private listserv. Federal regulations and compliance drive everything they do which then costs the college and students if they are out of compliance. Could the committee provide a resource moving forward to help remove issues going forward? How can FAC help ARC and vice versa?
 - It was mentioned that there are currently weekly Webexes with the State Board regarding registration and admission tasks in ctclink. It was suggested that FAC could advocate for something similar for their council.
 - A comment was made on how Financial Aid is very dependent on information in Admissions/Registration to be correct, especially in ctclink. For example, it is important for Financial Aid to review students who are taking classes outside their program, as these classes won't count towards enrollment eligibility. It is then important for Admissions/Records departments to make sure students are coded in the right program and term. This is important if we want to automate these processes. Proper training will be an important key to the process.
 - We need to make sure we are communicating well with students to ensure we have accurate information. There is a need to be proactive rather than waiting for another department to fix the issue and ensure students aren't getting bounced from department to department. There also needs to be a common use of data.
 - Response: ctclink is very technical and therefore we will need to have staff who have those technical skills.

- More comments were made about the importance of communication. It could be helpful to use technology tools such as Teams or G Chat to send a quick message to staff members to solve ongoing issues. This allows for collaboration in real time. In ctcLink it will be important that Financial Aid and admissions/register folks talk to each other frequently. Some are also using Office 365 forms that send an immediate response to students that we have received their information has reduced students using multiple channels to communicate. Updating checklists/tasks on the Student Homepage keeps emails down as well.
- This brought up the topic about having a One Stop and how that can help with the communication efforts.
 - Comments were made on how a One Stop approach is very beneficial, especially when looking at the conversion to ctcLink. For example, when trying to fix issues with programs or terms, it helps to have people in one office to help to prevent sending students to multiple offices.
 - One college is using Zoom Lobbies and their Zoom Lobby belongs to all of Student Services. This has created the need for everyone to be cross-trained in all departments to some degree in order to help with student questions.
 - Several colleges specifically hired program specialists and customer service specialists to help with the frontline work so that others in specific departments can do processing. There were also comments about the need to let people have some time away from the front counter so they can answer emails and do trainings.
 - CBC gave the following regarding their One Stop which they have had for about 6 years and has worked well.
 - Customer Service Specialists do all the face-to-face questions for students. They can also take payments for cashiering and serve as the primary student contact. They look up information for the students but don't do the actual processing as a different office does that. The motivator behind making the switch to the One Stop model was research around multi-tasking and showing how many mistakes are made while people are trying to handle lots of different tasks. It also prevents the ping-pong issue with bouncing students from each department. Their One Stop doesn't own any processes and the staff are trained by the other offices as updates are made. Janet mentioned they are open for people to "visit" ask questions about CBC's structure. Their phone calls are answered through a phone tree. Depending on the student's question, that will determine where the student gets routed. Hawk Central does have their own email and each staff person is scheduled during specific times to answer those emails. Number of staff in Hawk Central: 5 Customer Service specialists, 1 Program Assistant at front line for triage along with a couple of part-time assistants. Sometimes the Program Specialists cover the frontline. Hawk Central has a director that oversees that office.

- Regarding phones, one college had a call center/switchboard specific to their One Stop for Financial Aid, Registration and Records calls. Another college is encourage students to use their Zoom lobby now rather than call during COVID.
- Question was asked by Janet Garza: How are you using technology to communicate with each other? What is the best communication tool for that?
 - Responses:
 - Email
 - Teams – used for IM as well as file sharing. Some colleges had it before but they weren't using it. Once the pandemic hit, they use it all the time.
 - Zoom
 - Department specific emails
 - Regular “standing” meetings Sandi Gallear: We use everything. Email, Teams chat mostly. Zoom and Teams for meetings.
 - Many are using some kind of Instant Messaging (IM). It's like an unspoken rule: IM = more urgent and emails = help me when you get it to it. It also seems to help decrease sending students from department to department by using IM. Having the ability to track the conversation in place is also helpful.
- There was continued conversation about the need to work together as departments between Admissions/Records and Financial Aid. These relationships should be built now and not later. Comments were also made about the need to create mindfulness as we move through the processes. We need to think about the level of stress we are all going under and to give each other grace.
- A comment was made in how some staff were reluctant to process things online. With COVID pushing us to move online, that has shown us that we have that ability.
- Anne White asked the following question about cross training. How did you determine the depth of what they (Program Specialists/Customer Service Specialists) were involved in both areas? Where did you draw the line? Were there any issues with the union by adding all the work on?
 - For most colleges, they wrote the changes into the persons job description. For many of the classified staff this ended up being an upgrade in their position, some moving from a Program Assistant to a Program Specialist 2 or 3. Lots of cross training was provided to help staff navigate the multiple areas they would be covering. This cross training is continuous as changes are made. For many colleges, there are still staff available for the more in depth questions if needed.
 - Janet Garza: Was a two year process as well as creating a new space. Also adjusted positions to higher position titles. Job description was written with those job duties in mind. Training – took a total of 6 months. Sat and watched other staff as they worked to cross-trained. Wanted them to understand what the processors were doing in order to help answer questions for students. Provided training to provide a holistic picture. They have continual training to refresh on information. They still call/email for help as needed.

- Tammy Zibell asked a question about how have colleges involved instruction in the process and do they like it? How would this process help them? Later in the conversation, clarification was given that at Tammy's college, faculty are Counselor Advisors. This question was also presented with Guided Pathways in mind and that everyone has input.
 - Comments were made that faculty don't really use the One Stop but that Counselors would help direct students to a One Stop.
 - In response to the aspect of Guided Pathways and wanting to have others input, it was suggested that employees and students could be surveyed to gather their input about a colleges One Stop.
 - Some colleges also had meetings to go over what went well and what wasn't working and made adjustments as they went.
 - CBC started using SARS to help keep track of when students visited the One Stop.
 - Other colleges mentioned systems they used in a similar fashion.
 - Everett uses Starfish
 - Spokane is in the middle of implementing TargetX
 - Bellevue has been using TargetX as well as Qless
 - Olympic College uses Blue Eon
- Comments were made about sending staff to the Alliance and HUG Conferences for professional Development.
- Chantel Black: HUG conference also a good one
- Question was asked about what Imaging Software colleges use:
 - ctcLink has a way for students to upload files
 - EvCC and Edmonds uses Quillix
 - Peninsula Olympic uses OnBase
 - Clark uses Perceptive Content
- A decision was made to propose a vote at the business meeting to determine if ARC and FAC should meet with each other at our council meetings.

Thursday, January 21, 2021

Introductions by College and Icebreaker – Breakout Rooms

- Introductions – put into breakout rooms
- Shared insights around PeopleSoft/COVID-19

SBCTC Update – Jamie Traugott

Highlights from Newsletter:

- Currently in a legislative sessions so updates may be coming regarding some bills
- Senate Bill 5194 – Focuses on diversity equity, financial aid, advising loads, etc. Just found out about this bill and Jamie will provide more updates.
- HB 1166 Looking to expand the pilot program of homelessness to more colleges.

- HB 5215 Independent colleges asking for max amount of WA College grant.
- HB 1016 – Making Juneteenth a legal holiday. Is this one starting 2021 or 2022? Jamie will provide more updates.
- Staffing updates:
 - Yokiko Hayashi-Saguil – New Policy Associate, Student Services
 - Policy Associate, Student Programs – VACANT
 - Policy Associate, Accessible Technology – VACANT (Should have update soon regarding this position).
 - Da’Mea Birdsong, Legislative Intern-Whatcom Community College – testified for Juneteenth bill (HB 1016)
 - Sydney Sharp, Legislative Intern-Skagit Valley College – testified for homelessness bill
- Running Start Summer Pilot (HB 2864)
 - 19 colleges applied – spots for only 3
 - YVC, Skagit, South Puget Sound selected
 - Allows Running Start students to register during the summer
 - students limited to enroll in 5 credits
- Guided Pathways Ideal student Fellowship
 - Created to provide CTC students a fellowship opportunity
 - Goal to encourage, empower and equip IDEAL student activists to advocate for justice, not just in the classroom but at the policy level
 - 35 students were selected to make up the 2021 cohort.
 - Selected students will be notified January 31 with their first seminar on February 5
- Guided Pathways
 - Virtual visits happening with coaches currently
 - Guided Pathways Work Plan version 2 due May 15, 2021
- Equitable access in Running start
 - Data shows that RS students are typically from White, upper class families
 - Trying to figure out a way to find barriers and take them down for BIPOC and low income students
 - Recommendations:
 - Partner with Office of Superintendent for Public Instruction (OSPI) especially regarding the verification form
 - Develop a state wide plan to better engage our community partners
 - Partner with OSPI to improve access for students on free and reduced-price lunch status. Currently they have to decide between RS and getting a free lunch at the high school
 - Develop statewide communication plan to better reach students and families that will also include 7th, 8th, 9th grade. Getting them the info sooner rather than later.
 - Address the funding model to neutralize the tension between school districts and colleges.
 - Create a template/best practices document to encourage alignment with high school and college scheduling to be student centered.

- Question about sharing data with the high schools, especially regarding the verification form, placement, students getting coded correctly, etc. Jamie will reach out to see if that's possible.
- Updated SBCTC Policy Manual
 - Kudos to Scott Copeland!! He has cleaned up the policy manual with updates from the last seven years.
 - The following sections have been updated:
 - 3.20.45 Preferred Name
 - 3.20.50 Student Rights and Responsibilities
 - 3.30.20 Ability to Benefit
 - 3.50 Consumer Information
 - 4.10.25 State Authorization Reciprocity Agreement (SARA)
 - 4.20 through 4.20.35 Degree and Certificate Requirements
 - 4.30 through 4.30.40 Transfer Policies
 - 4.60.50 through 4.60.53 Credit Policy for Dual Credit Exams
 - 5.30.15 Ungraded Courses
 - 5.30.50 Western Undergraduate Exchange
 - 5.40.35 Withholding Student Registration
 - 5.40.45 Release of Student Transcript
 - Chapter 5 Appendix C Confidentiality of Student Records and Data
- New Residency Officer Listserv
 - WSAC asked SBCTC to host the listserv
 - Jamie is reaching out to get member list so we don't have to sign up if we are already on the previous listserv through WSAC
- Policy Updates
 - Global FERPA Directory approved by WACTC on June 5, 2020 and the Board on December 2, 2020
 - Carmen provided the following updates
 - ctcLink will only have one record for a student regardless of how many colleges the student is enrolled at
 - In ctcLink it would be hard to keep track of different FERPA policies as there is only one record
 - Worked through data governance committee to provide the current proposal to standardize directory information across all colleges.
 - Currently on the docket to be implemented into ctcLink once DG4 has gone live
 - The next step is to work with the colleges to make sure everything is aligned as some colleges have their FERPA policies in a WAC.
 - Question from David Minger: Carmen, Peninsula recently received a Public Records request asking for directory information on all current students. How will a global FERPA setting affect Peninsula if Peninsula wants to make more information non-directory?
 - This is a global policy starting now and defines which elements are directory information. Peninsula's policy may not currently align with the new policy.
 - Will the WAC supersede the Policy or vice versa?
 - Need to ask Scott (see follow-up notes below).

- In the meantime, colleges need to work on updating their policies to create alignment.
 - What is the date or time frame for colleges to match the new policy?
 - Ideally, when we implement it in ctcLink
 - Hopefully will be implemented by Summer 2021
 - Goal: end of academic year
 - How do you know if our FERPA Policy is in a WAC or not?
 - Google WA state WACs: <https://apps.leg.wa.gov/wac/>
 - There is a sub category for each college
 - Reminder to check your college catalogs and update those now as well
- HB2513 – Withholding student registration & release of student transcripts
 - Check WACs regarding this new law as well
 - This has been updated in the Policy Manual
- Feel free to send Jamie questions

SBCTC OAA Update – Kristy Snow

- Requirements collected and design completed
- Completed rounds of System Integration Testing
- Testing & Training materials created
- Kastech confirms OAAP meets accessibility standards
 - Level Access conducted accessibility testing, shared findings and Kastech has corrected the findings.
- DG2 & 3 colleges started User Acceptance Testing (UAT)
- Had a kickoff to share the student and admin side of the OAA
- Activities still needing to be completed
 - College UAT/Training
 - ctcLink Steering Committee
 - Application will be live for each deployment group on the following dates: for
 - DG2&3– Jan 29, 2021
 - DG4 &5– October 2021
 - DG6 – March 2022
- Phase 2 Work
 - Phase 2 will be deployed in October 2021. This will include additions of the following:
 - International Students Template
 - College in the High School
 - Selective Admissions
 - Other items may be added as colleges conduct UAT
- Questions?
 - When issues are reported in OTM, will they be resolved as soon as they are reported?
 - Yes, as soon as a ticket goes in, it will be assigned right away
 - Confirm go live is Jan 28?

- Yes, this date was changed due to ctcLink DG4 testing.
 - Accessibility standards: There has been large concerns in the past regarding the new OAA, are there really no issues now? There are concerns for both the student view and the staff view.
 - Yes, they had a call with Kastech and showed them they were able to get the findings fixed. There were some issues with screen readers on particular parts but they have a solution and they are working on it.

SBCTC Customer Support Update – Dani Bundy

- Staffing changes – Customer Support has been approved for 14 new positions just in the functional support area
 - 12 have been filled
 - One is in the recruitment process.
 - The last one will be posted in March.
 - They are specifically hiring people to support the Student Services and Financial Aid offices.
 - All but one of the candidates came from within our system.
- They are currently focusing on tickets they currently have and especially trying to resolve tickets before DG4 go-live.
- Expansion of Friday Workshops
 - CS Core work sessions: these are typically held weekly
 - Discussions will be about efficiencies and best practices, developing communities of practice.
 - They have expanded these workshops to all pillar and modular areas, including Student Financials and HCM.
 - They are going to rotate between the different pillars regarding the trainings.
 - Invites/schedules will be sent out on the listserv.
 - Recordings of the workshops will be housed on the website.
 - There will be a regular rotation starting sometime in March, after DG4 goes live.
 - The schedule will be posted online and calendar invites will still be sent out.
 - FAC has requested that the recordings be housed in a training course – these recordings will be available in CANVAS and available to any college with validation checks.
- Transition activities – this has been an evolving process.
 - Acknowledgement that several of the colleges did not have a good transition plan and therefore the Customer Service team is trying to change that. Below are some of the things they have started to do to help with this process:
 - DG3a – Welcome and introduction to their team along with Ticket checklist
 - DG3b – provided same documentation, provided information on the triage process
 - DG4 a&B – put together a local triage and planning guides. Reminders on things to keep in mind as they go-live.

- Held a “meet and greet” last week online with the next deployment group – introduced the Functional Analysts and went over post go-live activities. This helped by putting a face to a name. They want us to feel comfortable reaching out to Customer Support.
- Feedback from DG4 – This was helpful to have a face to a name as well as knowing that they have the resources to help.
- Making sure SMEs have the essential steps in place but also have help if needed
- Dani wants feedback as the process continues and is a strong believer in evaluation. She will have evaluations coming up to make sure this was the best way of doing things.

WSSSC Report – Ruby Hayden

- Conversations have been concentrated around the CARES 2 ACT
 - They want to make sure the funding is appropriately spread out
 - We are still waiting for the guidance on how it can be spent
 - For reference, 17 changes were made with the last CARES ACT on how it could be used
- College responses to armed insurrection at the capitol
 - There were concerns about it happening again at the US Capitol as well as at the state levels.
- Executive orders from Biden Administration
 - Biden repealed Trumps executive order on not being able to provide certain trainings on diversity. We no longer need to worry about the trainings we provide and what funding source is used to provide that training.
- Conversations were discussed around how WSSSC can help our councils in regards to increasing equity.
 - Talked about providing training for leadership and how it needs to have clear goals set out in the training.
 - Talked about how can we pull apart and dismantle White Supremacy, rather than having a deficit mindset in regards to students.
- Conversations about how to provide support around the ctclink transitions.
 - Ruby sits on ctclink steering committee as the WSSSC rep
 - Ruby has seen positive changes made in the number of customer support staff, especially in the financial aid area to help support colleges post go-live.
 - Ruby fully supports consolidation of training materials.
- Ruby also wanted to emphasize our training with Dr. Bevyn Rowland and how important it is to take care of ourselves in order to take care of others and emphasis on taking care of our community.

ctclink Open Discussion

Go live Dates for next Deployment Group:

- DG4a Go-live: Feb 8
- DG4b Go-live: Feb 22

The following is a compilation of the various comments made around the transition to PeopleSoft including best practices and advice for moving towards Go-live.

- Comments about security rolls, trying to determine who gets access to what. Make sure to double check the security workbook and make sure you have security roles applied correctly. Make sure and track the changes you make on the spreadsheet and keep a copy for yourself. Spokane has security leads within each department (Admissions, Financial Aid, etc.) that acts as the approving official for who needs access. Be mindful of who you give access to correct history. This can allow a person to change information at another college.
- Communication is key. Over communicate!
- COVID-19 has shown that there are some individuals who have had a hard time transitioning with technology. How might this relate to our transition with PeopleSoft?
 - PeopleSoft doesn't require VPN access! This has been a benefit.
 - More of the challenges have been around the technology that people have at home and the internet connectivity access.
- Question about faculty security roles: They were told that faculty had the ability to add notes to grades and that this was a global setting. If an instructor were to add a grade note, would those notes be transcribed and how are they removed?
 - There is a query to find them and you can then delete them.
 - There is also a box that can be unchecked to disable this function. It is located under transcript notes. By default, the box is checked but colleges can choose to uncheck the box. The following was posted in the chat on how to access the checkbox:
 - This checkbox is the "Print Transcript Notes" checkbox on the Set Up SACR > Product Related > Student Records > Transcripts > Define Transcript Type page, Enrollment Statistics tab.
 - Another comment was made noting there are other ways to add notes to the transcript if needed.
 - If we feel it is needed, an enhancement request could be made to have that removed.
 - Enhancement requests must go through the following: Working Group – Steering Committee – Executive Group
 - Requests can be made by:
 - WSSSC rep
 - State Board via a ticket
 - Note that it is helpful to talk to other groups before making the request
- What equipment and technology is recommended in preparation for Go-live?
 - At least two monitors, possibly 3
 - Side or gaming mouse
 - If working at home – ergonomic chair
 - sit/stand desks
- One college asked if resetting a student's PIN is the same in PeopleSoft as it is in Legacy. Currently they use the student's personal email as an identifier to approve the reset.
 - Students can use a "forgot your password" function.
 - IT can reset a student's security questions.

- A comment was made that we are not currently able to create a single sign on for PeopleSoft due to current settings.
- A suggestion was made to Zoom with students and walk them through how to log in if they are having issues.
- Some colleges have created walk through documents and videos on how to sign into and navigate ctclink
 - Colleges who have walkthrough resources
 - Pierce
 - Spokane – Chantel will share via listserv
 - Olympic - <https://olympic.instructure.com/courses/2004540>
 - Peninsula – Google Peninsula ctclink videos: <https://pencol.edu/ctclink>
 - Tacoma - <https://www.youtube.com/watch?v=uBuUPDTOLQg>
- How do we know what access we have to each other's data? How can we advocate for locking things down before data is lost?
 - A comment was made that SBCTC is aware of the need to establish support for the issue of shared data.
 - Colleges will need to have the extra diligence to make sure they are changing only their data. Every college will have at least one person with this level of access.
 - A comment was made to be mindful of overwriting information such as Term activation rather than adding another row. This is similar with the waitlist process.
 - A reminder was given that you can set preferences to default to one college, however, that doesn't transfer to all screens so you have to be careful with those.
 - A question was asked if we should develop a workgroup to determine which processes can be changed by other colleges. With that information, the group could then present it at Spring ARC meeting to develop an Enhancement Request.
 - Call for those who would like to volunteer:
 - Amber Brock – happy to lead the group – has access to enhancement request form and can fill it out.
 - Miranda Saari – would like for Clark to have a voice
 - Magnus Altmayer – LCC
 - A suggestion was proposed around creating guidelines on how to update shared information in order to keep from information changing frequently. For example, updating names, SSN, and other student biographic information as this is a global setting.
 - Some colleges may have different protocols about how to change a student's name in the system.
 - A suggestion was made to ask students to use the preferred name fields in ctclink if their preferred name does not match their legal name as this can cause issues with Financial Aid.
 - The following poll was then asked of the group: Do you require legal documentation to update a name?
 - Yes – 92%
 - No – 8%

- A question was asked on whether or not it is possible to batch upload transcripts for CTE Dual Credit.
 - There is a batch registration tool but it would not work for this.
 - Those on PeopleSoft do it by request only except Peninsula College, they have a low number of requests compared to other colleges and can transcribe the credit for all their students with CTE Dual Credit.
 - The following poll was asked of the group: Do you complete all or upon request? (in regards to posting every students CTE Dual Credit or if they only post the credit for those who request it).
 - All: 33%
 - Upon request: 67%
 - A comment was made that it does impact pace of progression by automatically transferring a student's credit.

Question Box

Has the state figured out how to send transcripts electronically through NSC or are you still uploading a pdf and sending it that way?

- Yes they are still uploading a PDF. A ticket was submitted 3 years ago to try and resolve this issue. We have gotten an update that they are aware of the issue, but they will probably not work on resolving it until all colleges are live in PeopleSoft.

How do you communicate your annual FERPA notification?

- YVC and Spokane use email.
- Everett uses Starfish.

How does your college securely send Running Start monthly enrollment reports to the high schools?

- WVC uses SharePoint to share the data.
- Follow-up question: Do you encrypt your email?
 - Yes but it created issues for the person receiving the email and their ability to access the information.

CtcLink question: Did anyone hire a business analyst before or after go-live? Do you find them to be useful and how?

- Everett has two in their HR and Admin Services departments. They also have a project lead for Campus Solutions Department. It is helpful to have someone coordinate the meetings and work.
- YVC just hired Bill Storms – excited to have him and work with him, has good ideas already.

CtcLink question: Does anyone have a backfill job description they'd be willing to share?

- If you have one forward to Chantel.

CtcLink question: Did anyone hire staff for backfill, did you find it helpful? What kind of work are they doing?

- Spokane Falls did hire backfill. Because it took a long time to go live, it was very helpful to have the back fill staff.
- WVC has not hired back fill. However, they have pulled in other staff in the college who have worked in the department before, especially when other departments are not as busy.

How do colleges report “no shows”? Our faculty don’t take attendance, so the Registrar or Director of FA have to email faculty about specific students.

- YVC has the same issue. They encourage faculty to report.
- LCC VPI has reached out to encourage faculty to report.
- Everett – Comment was made about what if we find out later the student was a no show, do they still give a 100% refund? Everett does do this. Comments back showed that other colleges would do the same.
- Spokane – allows faculty to do a faculty withdraw through the 5th day of the quarter.
- YVC has a “V” grade for instructor withdrawal after the 100% time frame.
- TCC – runs a report of no activity in Canvas and then shares that info with the Deans who then contacts instructors.
- Centralia – They have a fillable form that the instructors fills out. That list then goes to student ambassadors who call the students and see what is going.
- Some colleges use Starfish and faculty raise a flag for the student in there.
- South Seattle uses the People Pages.
- Whatcom created never attended flag in Starfish. This sends a message to the student and to a student services person. This alert can also be created if a student hasn’t logged into Canvas.
- Lake Washington also uses Starfish.
- Big Bend – The faculty enter first day of the quarter as a “No Show” when they enter the grade for the student.
- Everett – They open grades rosters a couple weeks early to capture and remove the students that are no shows

What prompts you to apply the 18+ credit vocational waiver – by request of student or advisor, or do you automatically review every student to determine?

- YVC does it by certain programs – otherwise it is by advisor who request who reviews their cohorts
- At SCC the policy was to report a day before the start of the quarter if the student never attended. This prompts the NSC reporter to correctly report that the student never attended in NSC (so the right attendance info is received by NSLDS).
- Big Bend We pull a DATA regularly and update each student manually, if necessary
- Spokane only gives the waiver to those that have to take the 19 credits or more

When do you do your first drop for nonpayment?

- YVC drops 1 month before
- CBC – day after tuition deadline – 1 month before
- WVC – it varies
- Bellevue – 7 calendar days after registration opens
- CPTC 1st drop is day after tuition deadline.

- Green River: 3-4 weeks prior to start date
- Big Bend: We drop right away after first tuition due date - about two weeks prior to classes start
- Everett: 5 days after registration
- Note that we can create service indicators to prevent drops in ctclink
- Spokane sends out texts and emails before drops
- Janet makes point that it is important to have consistency to make sure they know when they are dropped
- Sandi Gallear: We tried a new thing! Oh goodie, more new things, why not? Payment deadline is by term start and/or first day of term. We drop second day of term. Then we do a pre-census day drop second week. And then we are done. In the 6 weeks prior to that, we sent email, web, text reminders. I run the group queries so all funding departments post NOCANs, etc. It took a core group of 6 people in enrollment, FA and SF to track, assist, help leading up to drops. We ended up going from 1300+ nonpayments to 146 actual drops second day and 76 second week, with 38 of those re-added and ready to pay.
- TCC sends messages three days before, gets lots of responses back from students
- Spokane drops all the way through 10th day, same at CBC
- Magnus Altmayer: Sandi we have always done day one and it's awful. Students and faculty end up furious. I want to start much earlier so they have a chance to do something about it before they start class.
- YVC does weekly drops after the 10th day just in case someone got missed.
- CBC – If they get dropped, they have to pay within 24 hours to stay in classes.
- Miranda Saari: Our FA office still needs grace right now and they sometimes aren't done processing until very late in the term.
- CPTC: I do "clean-up" drop about 2 weeks before MIS finals and drop those missed. I back-date to 10th day.
- Sandi: That's why we do day two. FA disburses, in PS it's very difficult/impossible to do the auto drop after census date. It creates a ripple into many other things. We tried a manual drop fall in late October, but that didn't work out good either.
- Linda Martin: daily drops through third week then blocks on fourth week and no drops.
- Discussion about back-dating drops and adds and what is allowed in the policy.
 - If able to show administrative error, they will back date to the actual date of attendance

With all the has been frustrating with ctclink what are somethings you like about the new system

- It's from the 21st century
- Scheduling registration appointments are easier
- Lots more automation
- Enrollment Request Search
- Student access to information is improved
- Student Focused, screens in real words, ability to improve processes
- Submitting grades is easier
- Permissions codes!

Friday, January 22, 2021

Introductions by College and Icebreaker

- Introductions and break out rooms
- What has been a positive about being in quarantine? Updates on our colleges.

SBCTC IT Update – Ryan Jackson

- Had PCI compliance audit – examine all our credit card interfaces to make sure it was secure
 - There was an issue with the web credit payment
 - Launched a new web credit card payment that skips us and goes directly to CyberSource
 - Send a ticket to support if needed
- Launch of Student Center – used to replace bulk of web applications for students
 - Does not include FA or degree audit
 - Modernized interface that can be used on mobile devices
 - Interested? email support@sbctc.edu
- Reexamine LGBTQ survey, update the terminology, and added more options. Whatever is decided for ctcLink, which will appear in Legacy as well.

Updates from Carmen McKenzie/Lou Sager

Fall Finals and Winter Preliminary processes – FTEs and Deadlines

- Deadline for Prelims: Tuesday the 26th – should be running these on the 10th day
 - If you haven't done this, contact Lou
 - Make sure you are checking off the Tickler AND running the job
- CTCs are now approved to offer BAS certificates – coding directions coming. Will send out Data Alert. Working on getting policy guidance and coding directions posted.
 - Comment from Scott Copeland – The requirements need to be 300 and 400 level courses that fill that. Still need to go through the proper approval process. Has to be related to your current BAS programs.
- Janet encourages having people sign up. It only provides updates when needed. Will not overwhelm your inbox. If you are interested, email dataservices@sbctc.edu. Also sign up via the website. Also in master list of listservs.
http://lists.ctc.edu/mailman/listinfo/dataalerts_lists.ctc.edu

Data Governance Bio-Demo Subcommittee formation

- Formed a standing demographic committee – looks at any of the demographic info in the system, primarily ctcLink
- Taking a look at ethnicity primary indicator
- Looking at use of preferred names, looking at if we will implement pro-nouns
- Co-chair is Ruby Hayden
- Questions – send to Carmen or Ruby

Updating LGBTQ+ categories

- Annual update to make sure we are up to date
- Added demisexual

- Will be adding these to Legacy

Implementing new course modalities as proposed by ELC and ITC

- Course modality: With eLearning – determine when we implement course modalities to help code for COVID and beyond – determine if classes are provided synchronous or asynchronous. Suggesting that colleges use the second digit of the dist ed code to designate this. Still working on sending this through and how we implement this.
 - Question from Scott – how might this effect Veterans?
 - Doesn't change how colleges are operating – just provides more detail in regards to data.

Legacy Transcript Project – Greg Gamble and David Coffman

- Have been working with a team of ARC reps working on the transcript process
- Shared Legacy Transcripts webpage – this will facilitate access to legacy transcripts that have not been transferred into ctclink. This will be a maintained system that allows us to not use HP.
- Two applications – one for staff and one for students
- Staff – validating through ctclink system – use that log in info
- Ability to select multiple colleges if part of a district, most of us will only have one college to select from
- Home screen = student search. Can use SID or other info like Name, DOB, and SSN
- Allows you to make changes to student record except SID and SSN (name changes, address changes, etc). Can view history changes.
- There is a check box that shows if the student is already in ctclink and therefore we should be using that instead. Can still look at the transcript but cannot edit anything.
- Send transcript to college button: allows you to send the transcript to 4-year state colleges and other WA CTC colleges. This runs overnight. Will state which transcripts were sent and to where.
- Merge Account Option: Allows you to merge two different accounts that are determined to be the same student to create a single account. This won't merge Demographic info, just the class information. Confirmation comes up if you really want to merge the accounts. It does keep a record of the record being merged. There is an undo function!
- Ability to view transcript details, can be sorted by YR/Qtr or Div/Num.
- Ability to edit as long as the student isn't in ctclink. For example, you could update the grade if that was missing.
- Can add a course and quarter notes if those are missing
- Can view Course history changes
- View Unofficial Transcript – This option will generate a PDF.
- Clock hours and decimal grades are included in this system – has a slightly different display
 - Shows program registration for Technical colleges
- College management – allows you to add a user and select the role for the student
 - Administrator – College management
 - Partial Access – can edit but not add users
 - Ready only – cannot edit anything, look up transcripts only

- Can add Security Manager to any role – ability to add other users
- User Manual and a demo site will be made available
- Grade qualifiers will be shown if the transcript has it
- This will be put out in phases – first group will be sent to those that have been in ctclink the longest
- **Still in working phases but very close to done!**
- This product will be available to colleges who have gone to ctclink and indefinitely; this will not be going away.
- The plan is to be able to print official transcripts from the website.
- Next Steps – allows us to set up customized message on Next Steps for students
- Can set up a customized message to the student on how to request an official transcript
- **Student Side** – open to anyone, they have to create an account, does not need to be in ctclink to use. The student selects a default college and creates a username for the student based on their name. They are also required to set up Security Questions.
 - Students will have the ability to do a search similar to the staff. They have to come up with one single account and they have the ability to change their address.
 - Can view unofficial transcript or order an official transcript
 - Can set Privacy Restrictions/FERPA
 - Uses Transcript Search function to find themselves – if more than one record appears or no record appears, they are given the “Next Steps” message function to send a message to the college.
 - Student will have access to all colleges they have attended.
- Currently we don’t know when Legacy will be officially turned off, but it will be well after we have moved over to ctclink and people are rarely accessing Legacy.
- No definite go-live date but getting close.
- Will not gain access immediately after go-live but will be shortly after once we have gone through the transition.
- Demo site will be made available soon so we can “play” with it before it officially goes live.

Council and Commission Reports

- BAR – Jonathan – Have not heard back from counterpart at the college – have been busy with ctclink
- IC – Shawn Miller – no report.
- Need Volunteer for ATC – Jonathan willing to switch but then we need someone for BAR, Kathy Rhodes will switch to BAR.
- ACC - Kari Collen – not able to report at this time – From Jamie Trougat: ACC is leading with a racial equity series opening it to all the counselors. This has been the morning events, in the afternoon they do their business meetings.
- DSSC – Karl Smith – updates from November. DSSC has a new VP Liaison. They are currently working on accessibility to ctclink and privacy of disability information in ctclink. Based on conversations yesterday, State Board has resolved some accessibility concerns. They will be requesting some access to Legacy after go-live.

- FAC – Steve Downing – FAC just had their winter meeting.
 - Conversations around WA college grant being an entitlement, making sure students are aware of that, messages of encouragement that it is not too late. WSAC shared FAFSA numbers are down but WASFA are about the same.
 - There is talk around award letters and getting standardized wording/formats especially for 0 EFC, encouragement for colleges to be proactive and provide info on what students are eligible for.
 - In regards to ctcLink: ABE can create issues with SAP calculations. They want to exclude it from SAP calculation as it creates a manual process right now. Not being able to see ghost classes.
 - Repeated course work post conversion. Lots of manual queries to clean up info.
 - UAT (User Acceptance Training) – confusion about who to go to what. Encouraged people to go to both.
 - State initiative to lead with equity. They are hoping to form standard wording in job descriptions around equity. Looking at policies such as SAP, does it negatively affect certain student groups? Looking at priority dates, are those too early, as those tend to benefit traditional students vs non-traditional students.
- ICRC – Lorena Alvarado-Valdovinos – April 15 next meeting. Finalized handbook is up on the ICRC website. <https://www.wa-council.org/icrc/>
- WACRAO – Jenny Wheeler – They are starting to meet to plan this year’s conference. Survey will be going out on preferences for in-person or virtual and topics we would like to cover. WACRAO will be held on the first Thursday of August.
 - Board member openings: Looking for (positions listed on the website)
 - Vendor Coordinator
 - Hospitality Coordinator
 - Sessions Coordinator
 - Assessment Coordinator Listed on website if interested.

Follow-up question for Scott: FERPA Directory information – Does WAC supersede the new FERPA Global Policy or vice versa?

- Technically the WAC trumps but because the presidents voted on it?
- Can do expedited hearing for the transcript holding, as there is a new law in place.
- May need to check with AAG on processes and wording specifics.

Equity, Diversity, and Inclusion work plan discussion

What would we like to include for this academic year regarding Equity, Diversity, and Inclusion work Plan?

- Question proposed around what we could do at all our colleges.
- Talked about what is currently happening at each college
- A point was made around actively dismantling racist policies and procedures. It’s one thing to talk about it; it’s another to do something.

- We need to focus is on dismantling white supremacy, focus on our system as the thing that needs fixing and NOT the students. We need to make sure we are not seeing students as having a deficit.
- Spokane: All leadership council members are in a book club around white fragility. This has helped create common language to then take actions. Direct reports are also included. They have also asked a group of staff to be an “outside eye” with messaging to students making sure there aren’t barriers. Implementing Universal Design is in process. They are currently looking at wording and how to make documents more equitable.
- Question was asked if we could develop a best practices resource for us to audit our policies.
- Examine hiring practices – making sure we are actively reaching out to minoritized groups. Intentionally reach out to those individuals, doing outreach in the right places. Students are better served when they have people they can connect with. Offices are better when more experiences are brought to the table.
- Spokane has Search Advocates – looking at job descriptions and making them more equitable, allowing a broader audience to see themselves in the position. Other colleges have Search Advocates.
- Making sure that we aren’t taxing the same people over and over again with the Search Advocates. Need to stop tokenizing people.
- WWCC assigns search advocates to avoid overtaxing the same people.
- Lorraine Odom: Worked on Dismantled Racism workbook. It provides something tangible that people can use and implement as well as provides characteristics of White Supremacy Culture. *The Characteristics of White Supremacy Culture From Dismantling Racism: A Workbook for Social Change Groups* by Kenneth Jones and Tema Okum, ChangeWork
- Resource for Diversity & Equity in Hiring & Professional Development: https://www.governor.wa.gov/sites/default/files/documents/DiversityEquityHiringandDevelopment_03-21-2019.pdf
- Jesse Knappenberger: At South Seattle College and to different degrees also at North and Central, we have broad adoption of the IDI (Intercultural Development Inventory), we've also done lots of training with PSESD (Puget Sound Educational Service Dist.) on Coaching and Leading for Racial Equity and use of a racial equity assessment rubric. We also use search advocates for many (but not all) search processes
- Jenny Wheeler: we have a DEI Equity Rep program for committees and those of us on it go through quite a lot of training before you can be an Equity Rep. The college is trying to make this a policy/rule for all hiring committees. Right now it is advised to have an Equity Rep on the committee before the job description is approved.
- Kathy Rhodes: North Seattle has search advocates and our job descriptions are reviewed every time there is an opening. Find this very helpful
- The idea was proposed to go to break out rooms for smaller group conversations. The following were the reports back from each group.
 - Group 1:
 - Much easier to talk in smaller group
 - Getting our fingers on the tangible actions is a struggle – our work is based on rules and regulations. Focus is currently on curriculum and hiring practices not so much on student services.

- Could we bring in a national speaker to get the conversation going?
- Group 2:
 - When you drive into the parking lot, there are banners of students. Pictures reflect part of the population but not all populations. Working to fix that and hoping that will attract other marginalized groups. Students wanting to see other people that look like them. Hope to create feeling of belonging.
- Group 3:
 - Point made that we need to think about how breaking into smaller groups allows for conversation to happen
 - Hiring issues – critical piece in this work
 - Those of us who are White need to use our voice of power to move towards more equitable practices and exam our sphere of influence. We may not be able to change others and their frame of mind, but we can build this into job descriptions behaviors we expect of people.
 - Reminding ourselves as Registrars/Deans/Directors– we have power, we need to ask hard questions on why are the rules they way they are? Pushing back and examine to voice our concerns about inequitable policies. We can be the good ones too!
 - Actions speak louder than words. Is anything really happening after we do a training? Emphasis on making sure something is happening afterwards
 - Resource: Seeing White Podcast: <http://www.sceneonradio.org/seeing-white/>
- Group 4:
 - Keeping in mind how can we retain marginalized staff
 - Representation matters, students need to see themselves in our staff and faculty
 - Creating applications in other languages, especially ESL populations
 - Making sure we use actual translators – these means we need funding to make sure this work can be done. Making sure we aren't using staff that weren't hired for that job.
 - Website and form review: making sure that all pronouns were eliminated or changed to gender neutral.

Digital Question Box

Can we share student information with OpenDoors high schools, like we do for Running Start, Correct?

- Yes, but make sure students know that is happening
- With RS we have an MOU, check MOU for OpenDoors first/Transitional Studies department
- With RS we have the Enrollment Verification that provides us info on what we can share. OpenDoors doesn't have something similar.

If you hired backfill for ctclink, were they mostly prior employees (eg. Retirees) or staff that volunteered to move temporarily? Or did you hire externa?

- Big Bend brought back retirees – reduced amount of training
- Olympic did not hire backfill – worked lots of overtime
- Lake Washington hired temps/retirees

How far ahead of go-live did you hire those people back?

- Big Bend – one year plus some
- Lake Washington – just started this last December and January

Does anyone on their campus have a Director of Transfer Advising & Guided Pathways or something similar on their campus

- YVC – has Guided Pathways Coordinator, headed up by a former faculty
- Everett – first years, was faculty run. Recently it has been broadened and other duties as assigned. Faculty still very involved
- CBC – has Director of Guided Pathways – separate from Advising – under instruction
- Spokane – has a Guided Pathways taskforce – two co-chairs. Most decisions as a group. Sub groups that are tasked with more specific tasks.
- WWCC – Assistant Director of Advising has it tagged on as her job duties.
- We have an Associate Director of Transfer Advising at Highline. There is also a GP coordinator in Academic Affairs.

Looking into CRM – Is Starfish worth it?

- Whatcom – has been using it for 3-4 years, does limited mass communication, not great at it. Great for note tracking, AEA is better and degree planning is better.
- Everett – has used it for 1-2 years, some duplication with PS. Has started using Degree Planner in Starfish – will have to run both once they move to ctcLink. Time to wait for ctcLink was too long. They use Radius for a CRM – great for communication.
- Can help with enrollment management

Business Meeting

Janet Garza made a motion to start the business meeting.

Els Deming seconded the motion.

Budget report

- Balance as of October 20, 2020
 - Beginning Balance: \$6319.62
 - Expenses: \$87.99
 - Revenue: \$0.00
 - Ending Balance: \$6231.63
- As of January 21:
 - Starting Balance: \$6231.63
 - Expenses: \$500.00
 - Revenue: \$82.41
 - Ending balance: \$5814.04

- Will receive just under \$1200 after Event Brite pays out and all checks are processed
- No Questions

Spring/Fall 2020 Meeting Minutes

- Karl Smith made an option to approve the minutes
- Janet Garza seconded the motion
- Discussion: Acknowledge the hard work that goes into them.
- Comment about the mystery Steve Browning
- Vote to approve:
- Yes: 100%
- No: 0%

Meeting Fees

- Report from Starr:
 - 30 total commissions in the system – went to website
 - Of 24 commissions – 20 commissions split down the middle between who charges annual vs per meeting fees
 - Currently only a few commissions are charging a fee for the online
 - HR charges \$200 per year
 - Instruction \$300 per year
 - ACC \$100 per year
 - Career and Employment Services \$150 per year
 - Research \$75 per person per meeting
 - PIC – depends on how many days the person attends
 - Other commissions have a per person attendance fee to help cover meals
- Discussion: What would we like to do:
 - In order to maintain professional development and keep money for accessibility, we need to keep charging a fee.
 - Going forward we are going to have to have an online option. 3 days in person, 3 times a year may be difficult.
 - If you are not getting funding once restrictions lift, WSSSC needs to know because colleges should be supporting us to go.
 - Is the annual rate per person?
 - Yes this is per member
 - Only one was different which was CUSP – could send unlimited for the online meeting for the flat fee.
 - Other councils had an option to pay additional fee for extra people.
 - Comment that this should maybe be a board decision not a group decision
 - Comment that as changes occur board makes changes to the fees
 - In the past, we voted to raise from \$40 to \$45
 - Maybe we should check the by-laws?
 - “All issues made will be resolved by a simple majority”.
 - If we are trying to keep the amount low – maybe think about the food we offer if anything

- Maybe we build in longer lunch break so people can to lunches on their own
- Maybe we do a motion to let the board decide this?
- Maybe for now we only vote on what we do for virtual meetings.
- Desire to keep the fee low – keep it \$45 or lower
- Need to keep in mind that if a small amount signs up, that we might not be able to cover the cost of a speaker.
 - Call for motion for what we would like to do for future virtual meetings
 - Janet Garza mad the motion to propose a fee of \$25 per person.
 - Steve Downing seconded the motion
 - 100% voted yes
- Conversation about Equity, Diversity, Inclusion (EDI) Work Plan. The following was proposed as the tentative Work Plan, recognizing that some items may be completed sooner while others will take time to implement.
 - Form a committee to develop best practices on how to audit materials from an EDI lens
 - Job description that reflect EDI expectations/environment and whose requirements are written in a way that make it so more individuals can see themselves in that position.
 - Hire translators to develop applications in additional languages, especially for ESL populations.
 - Review website, forms, letters, and other “print” materials for pronouns and either eliminate them or make them gender neutral (they/them/theirs).
 - Have a Professional-Development speaker at an ARC meeting to address EDI work explicitly.
 - Review images used on our campus to ensure they are representative of students and staff of color.
 - Add language that this is an ongoing plan – at the end of each year, president cansay what we accomplished.
 - Janet Garza made a motion to accept the proposed work plan but to also include wording that this plan is a continued effort.
 - Larissa Akselrud seconded the motion
 - 100% yes
- Discussion regarding forming a joint committee with FAC to establish best practices with each other:
 - This would be beneficial for those even those who are not going to be on ctcLink quite yet
 - Steve Downing moved to make a joint committee to share best practices
 - Anne White: seconded the motion
 - Individuals who volunteered to be on the committee:
 - Steve Downing
 - Jonathan Barnett
 - Anne White
 - Amber Brock
 - Keith Moore

- Chantel will share with Tammy – Steve will lead the group
- Steve Downing made a motion to close the business meeting
- Larissa Akselrud seconded the motion
- Meeting adjourned.