Winter 2022 Business Meeting Agenda

DSSC Virtual Zoom Business Meeting, 30 Attendees

Thursday, January 27th , 1:30pm-4pm

# 1:35-1:40PM (10 min.) Vote on Fall 2021 Business Minutes. (Jake/Megan)

* Business called to order at 1:35 PM.
* Megan J. screen shares [Fall Business Meeting Minutes](https://docs.google.com/document/d/1CtrGBd12DdtiWa9QYL5B9xKIb2WxozuA/edit?usp=sharing&ouid=107114471692401468184&rtpof=true&sd=true) for review. Link also shared in chat for members who would like to review directly.
* Brenda M.: Makes a motion to approve minutes.
  + Susanne W.: Seconds motion to approve minutes.
* Vote happens.
* Minutes approved by membership.

# 1:40-1:50PM (10 min.) Treasurer Report (Quida Williams)

* Laquida W. shares [Treasurer Report](https://docs.google.com/spreadsheets/d/1rD8c0zdY_KXwiMn5v-zhtJiD1MBVMnXF/edit?usp=sharing&ouid=107114471692401468184&rtpof=true&sd=true) and reviews report for membership.
* Megan J.: The 3Play Media estimated line item is for any captioning needed for meeting recordings. It may be another captioning vendor as well.
* Michael H.: We don’t vote on the Treasurer Report.

# 1:50-2:05PM (15 min.) CATO Update (Zach Lattin & Doug Hayman)

* Zach Lattin introduces self. Is CATO co-chair.
* Zach L.: CATO addresses technology accessibility issues at state level that come from a variety of sources. CATO is in need of a new DSSC rep.
* Doug Hayman introduces self. Is CATO co-chair.
* Zach L.: CATO is a balance between high level overview and direction versus getting in the weeds on testing. A year ago, new Online Admissions Application (OAP) was rolled out. It was not going to be very accessible due to a widget being used. CATO worked with SBCTC to address this and SBCTC fixed it. CATO researched inaccessible PDF W-2 forms that were coming from ctcLink. Doug H. found an accessible solution from the IRS for this.
* Doug H.: Oracle was using a third party for W-2s. CATO brought to SBCTC and SBCTC worked with Oracle and third party to address this. CATO has also explored training on accessibility for the SBCTC system.
* Zach L.: There’s training out there, but an area that is often overlooked is accessible procurement. Also worked with SBCTC and vendor on OKTA accessibility. We tested the vaccine attestation form in ctcLink when it came out. We found out about it after the fact, it was built with inaccessible controls. Worked with SBCTC to remediate it. CATO found out Highpoint HCX, the ctcLink mobile app, has issues. SBCTC is working with vendor to remediate these. CATO is a “boots on the ground” to address accessibility issues for the whole system with SBCTC.
* Doug H.: Invited Gaby from UW to provide training on document accessibility.
* Megan J.: Thank you Zach and Doug and CATO for your work.
* Questions/Discussion
  + Susanne W.: Can we get training on PDF accessibility?
    - Doug H.: That training was recorded. The UW DO-IT program assists with this kind of thing. They may be able to help with this.
    - Monica O.: We have materials from that available. I may be able to share that with DSSC.

# 2:05-2:40 PM (30 min.) SBCTC Liaison Updates (Monica Olsson)

* Monica O. shares [PowerPoint presentation with updates](https://docs.google.com/presentation/d/1VtZDzY9u7oJhe4wNUkaColxju24oWZb2/edit?usp=sharing&ouid=107114471692401468184&rtpof=true&sd=true).

## Medical Exemption conversations

* This work has predominantly landed on DS offices.
* On January 13, 2022 a meeting was held with WSSSC regarding this work.
* Problems Discussed during that meeting
  + Outside scope of DS providers. Extra workload burdening DS providers.
* Context to Consider
  + Monica O. invites attendees at that meeting to share any takeaways from that meeting.
  + Brendon T.: Working with VPs in WSSSC to find prudent advice across colleges on this with respect unique factors at each. Trying to build some consensus between colleges.
  + Marisa H.: The overview of points we made:
    - Outside normal accommodations work. An exemption can be a direct threat to health and safety, and we don’t provide accommodations that violate that. There was an assumption made that these requests would primarily come from students already working with our offices, but that has not been the case.
* The Asks
  + SBCTC and WSSSC communicate with colleges to support the addition of trained Health Services or Environment Health and Safety staff to oversee exemption process.
    - There are a couple of colleges that have done this as an example.
  + SBCTC helps provide consistent form templates and process to colleges.
* Next Steps
  + Brendon T. reached out to AAG. Will present with Chio Flores to present info at February 3 WSSSC meeting.
  + Monica O. and Joe Holliday will meet with Carli Schiffner on January 31 about this.
* Brendon T.: When I spoke with AAG, Bruce Marvin, I emphasized that the expertise exists outside of DS offices. Campus health and safety is not a DS responsibility. Bruce M. shared that it was a policy decision given colleges’ resources; offices did not want to do this.
  + Mary G.: At BTC, DS was recently asked to take this on due to experience reading documentation. Communicated with administration that DS will need a release up front to contact providers as I will be doing that every time for medical exemption request. But have only had 1 request.
  + Jake S.: As this discussion continues, please let them know that if they are going to make a policy decision that this lives with DS offices, they also need to make a policy decision to give us the resources to support this responsibility. Such as funding.

## HCX accessibility status and email to membership from last week

* Please review email to DSSC sent January 25 on this topic for additional information.
* HCX Mobile is a series of webpages that users can interact with on their phone or browser where they can complete tasks in the CS pillar in ctcLink. HCX Mobile is a separate product with a separate vendor from Oracle and Peoplesoft.
* HCX Mobile Accessibility Issues
  + SBCTC is not using the current version of HCX due to a code freeze. A post-DG6 release schedule will be determined.
* HCX Mobile Next Steps
  + Communications and updates happening between SBCTC IT, CATO, and STAC.
  + Timeline for future updates will be determined.
  + Routine accessibility testing of software updates.
* Questions/discussion
  + Bryan F.: Do we know if Highpoint is telling SBCTC that this is all accessible? Is there additional testing happening beyond Zach L., Doug H., and CATO? It’s disappointing that this isn’t fixed as we had understood it to be, or being addressed.
    - Monica O.: The testing CATO did prove that HCX is not the accessible alternative that we had been told it was. As soon as I found out I took that to IT leadership. I’m also not sure what other testing was done before or continues to be done. I’m committed to applying pressure to appropriate SBCTC colleagues on this and help identify where additional resources are needed.
  + Jamie H.: We touted HCX as an accessible alternative, it was advertised by us as such. Given theses updates, it’s clear that GRC needs to stop doing so.
    - Monica O.: Yes, we were all told that it was. It’s disappointing that it is not. It’s unfortunate that big update in spring changed the accessibility for the worse.
  + Raymona: It's not meeting WCAG guidelines by far. My employees and students can't do what they could previously. And just because it's accessible to staff doesn't mean it will work for students. It has to be tested, quality tested.
  + Megan J.: Clark is still calling it an accessible alternative and now we have to figure out how to correct folks.

# 2:40-2:46pm (15min) WSSC report or updates (Brendon Taga)

* Brendon T. shared these links in the chat.
  + [Washington State Student Services Commission (WSSSC)](https://www.sbctc.edu/colleges-staff/commissions-councils/wsssc/default.aspx)
  + [Strategic Technology Advisory Council (STAC)](https://www.sbctc.edu/about/task-forces-work-groups/stac/default.aspx)
* Brendon T. introduces self and WSSSC.
* The work with WSSSC is to bring attention to these issues and foreground it.
* WSSC is currently working, with STAC, on developing a governance structure that streamlines work and requests to appropriate bodies. Examples: Transcript Service Integration and Running Start enhancements.
* As soon as WSSSC has an update/recommendation to presidents I will share that here.

# 2:46-3:09pm 20 minute break

# 3:10-3:40pm (30min) Discussion and voting on data topic from yesterday (Marisa Hackett & Monica Olsson)

* Marisa H.: Yesterday we presented a proposal for ctcLink data, coding, and DAP reporting that we would want to give SBCTC to consider move forward with. It would likely take a year, we need to get in queue. There will be a lot of back and forth with SBCTC about what’s possible. It’s an iterative process as we move forward. We’ll be going back and forth updating DSSC and working with the SBCTC. We need to give them a request now so that they can start investigating.
* Monica O.: We know that there are concerns in data and reporting and there have been for years. We proposed a new vision for this. The vote today would be to see if we have consensus to move forward with SBCTC to see what’s possible. We know that the proposal yesterday may not be exactly what we end up with.
* Marisa H.: The exact categories we proposed yesterday are not final, but an example of what we might consider. The DAP reporting categories are not final, but an attempt to update language. We can still continue to change these things.
* Megan J. shared a statement on this topic to be voted on.
* Mary G.: My understanding from yesterday is that DSSC wants to start a conversation with SBCTC about implementing a new data reporting system to go with our new CTC system. The vote today would be to say DSSC wants to have this conversation with the state board.
* Michael H.: I’m concerned that we would be sending details to the state board. Instead I would think we would want to let them know we need to review this. The categories yesterday still seem very similar to the old ones. I’m concerned that we have a small number colleges represented at the meeting today and a number of new members to the system. I’m concerned we haven’t had enough time to really dive into and discuss it as a group before sending anything to the state board. I want time to think about it and I think others would want that as well.
  + Monica O.: The disability codes will no longer be associated with individual student records--that is the main difference, Mike. This is to help resolve the confidentiality concerns we discussed yesterday. This conversation is centered more about coding and data/spending reporting, not about the functional accessibility of ctcLink.
  + Marisa H.: The philosophy is that we do not want to give a specific student within a state system a specific code. The idea would be to put in a general overview of the numbers of students within categories. The categories yesterday were example. We would be protecting confidentiality of students by not giving them specific codes for each student.
  + Michael H.: I don’t see that in the proposal yesterday. I see that we got rid of the number codes, but we’re still putting categories in.
  + Monica O.: We would no longer apply codes to students in ctcLink. We would keep separate records of that to report overall numbers to SBCTC.
  + Marisa H.: In ctcLink we would apply a service indicator. Separately, the students can proactively self-identify in separate spot as disabled, or we can check that if they didn’t. We can then compare students who have identified versus who is using accommodations. There would be a separate page we would report for each college, total numbers of students in disability categories. Connecting students to specific category would be held outside of ctcLink.
  + Michael H.: How do we reconcile the numbers we keep with what we report to the state board? How do they know those are accurate?
  + Marisa H.: I’m not sure why anyone would create artificial numbers.
  + Mary G.: This is not about accessibility, but about confidentiality and data clarity. It’s also very difficult to get data from ctcLink. Also, we need to support our colleagues with tools to help them with tracking data at their college, especially if they’re not getting support for software or other tracking. This is where we can leverage WSSSC and DSSC to advocate for this support.
* Megan J. pauses this discussion to make time for Sandy Main.

# 3:40pm-3:51pm (20min) SBCTC Accessibility of PeopleSoft (Sandy Main)

## Updates from SBCTC of their internal work and/or with Oracle

* Sandy M. introduces self and role at SBCTC
* PeopleSoft
  + Team continues monthly meetings with Oracle to review service requests.
  + We participate in the monthly forum Oracle holds nationally with colleges.
* Online Admissions Application Portal (OAAP)
  + We work with a third party for that. We contracted another third party for a review of accessibility of it.
  + OAAP vendor, Kastech, worked to get a third-party accessibility consultant and just released a VPAT and are working to fix the issues identified. Once fixes are completed they will get another test done and release a new VPAT.
* Questions
  + Monica O.: Confirming for Sandy that I’ve sent updates to DSSC on these topics and work with CATO.
  + Megan J.: The feedback we have would be to involve DSSC in letters that go to Oracle about accessibility. It would also be great for DSSC to be invited to meetings with Oracle.
  + Bryan F.: Was there a response from Oracle in response to the letter?
    - Sandy M.: The meetings and other ongoing contact with Oracle came out of that letter.

# 3:52-4:10pm (18min) Resumed discussion and voting on data topic from yesterday (Marisa Hackett & Monica Olsson)

* Marisa H.: Are there other questions or concerns?
* Megan J.: We’re trying to figure out if we have enough colleges present to vote. We need 18 present.
  + Craig K.: We need to have more than half present to have a quorum; 17 would be have, thus 18 would be more than that.
  + Marisa H.: Can the voting member from each college present put in the chat which colleges are present?
  + Lucas D.: Do board members, even if not voting, count towards a quorum?
* Megan J.: Perhaps we have to do a partial vote for schools present today. And allow voting online for those not here.
* Susanne W.: Motions proposal to do partial vote today and online for others on the proposal from Marisa Hackett and Monica Olsson.
  + Mary G.: Seconds motion.
* Megan J.: Voting open on proposal.
  + Proposal being voted on:

DSSC agrees that the current issues with coding and data in ctcLink create data and confidentiality issues in our work, that we need to change how our data works in ctcLink, and that we would like to move forward with engaging in conversations with SBCTC staff to update coding and data for disability services.

We agree to start with the outline that has been presented at the meeting on 1/26/22 with the understanding that this will be an ongoing conversation, that will include coming back to DSSC membership with quarterly or more frequent updates, and may include additional votes and discussions.

* Jake S.: For those present and voting today, please email vote to jswanke@rtc.edu.

# 4:10pm Close (Megan)

* Megan J.: Business meeting adjournment.