

WACTC-TECH RESOLUTION, OCT. 6, 2023

ctcLink Common Business Processes

Problem Statement

Establishing single processes across the system is critical to system efficiency. The initial intention behind ctcLink was to align business processes. Much of the Common Process Workshop (CPW) efforts during the implementation led to more common business processes, however:

- While there is a baseline global configuration, the system was configured so colleges had flexibility. That flexibility introduced unintended complexity, particularly for business operations alignment and shared best practices.
- Even though we're all following the same state and federal guidelines, there are times we don't agree on interpretations, adding more layers (e.g., financial aid satisfactory academic progress, mass packaging).

There are many strengths and weaknesses in the ways our 34 colleges work together, and we often try to work by consensus: to be flexible. We may have built in more flexibility than is useful.

Considerations

In the same way the State Board Policy Manual tells us specifically how to report enrollment or how to do other things, proscribed guidance for how some of these processes function will provide systemwide consistency.

The [ctcLink Guiding Principles](#) limit customizations wherever possible; to reduce CEMLI and move to more global policies.

- Implementation of global enhancements get priority consideration. Common processes guide prioritization and tracking of enhancement requests.
- As system policies are developed, they should offer “direction,” not just “guidance” when it comes to system configuration.
- Need to use delivered PeopleSoft functionality to the greatest extent possible, reducing complexity in CEMLI and eliminating CEMLI. The CEMLI (Configuration, Extension, Modification, Localization, and Integration) Framework is Oracle's published guideline for developing and implementing custom extensions within PeopleSoft
- Prioritize and track enhancement requests/system changes that focus on global implementation, streamline processes for all colleges.
- If a process cannot be agreed upon by consensus, escalate through governance.

Benefits include

- Alignment of standards based on agreed-upon best practices.
- Streamlines system configuration, guidance, and training.
- Improves system-wide data consistency and reporting.
- Increases capacity at colleges and SBCTC by reducing the overall complexity of disparate configurations, customization, and practices.

ctcLink Guiding Principles

ctcLink Guiding Principle #2

Enhancement Requests seeking ctcLink customizations must be considered only as meets the following conditions:

- Mandated by Statutory Requirement
- Business Cases (approved by governance) that benefit the system as a whole, or an overriding majority of colleges. (Note: may need to add specific exception clauses for technical college, small rural, etc.).
- Does not adversely delay Oracle releases and/or updates due to excessive retroactive code updates.

ctcLink Guiding Principle #3

The ctcLink system is the system of record. System enhancement requests that seek to replicate information and processes of ctcLink are discouraged.

ctcLink Guiding Principle #8

Processes and procedures may not need to be identical on each campus; however, processes and procedures must be sufficiently similar to remain within the common academic and business services framework of the community and technical college system.

Resolution

WACTC endorses and will help enforce the principle that when a common business process can be implemented systemwide, it should be.