



Executive Leadership Committee Meeting

April 30, 2020, 2:15 – 3:15 p.m.

Online only (Zoom)

Meeting Participants

Voting Members

- Jan Yoshiwara, co-chair, SBCTC
Executive Director, ctcLink
Project Executive Sponsor
- Chris Bailey, co-chair, Lower
Columbia College president
- Kevin Brockbank, Spokane
Community College president
- Amy Morrison, Lake
Washington Institute of
Technology president
- Shouan Pan, Seattle Community
Colleges chancellor
- Julie White, Pierce College Fort
Steilacoom president

Non-Voting Members

- Christy Campbell, ctcLink
Project Director
- Choi Halladay, ctcLink Project
Steering Committee chair
- Grant Rodeheaver, SBCTC
Deputy Executive Director for IT

Guests & Staff

- Tim Wrye, Highline College, IT
Commission representative
- Janelle Runyon, ctcLink Project
Communications Manager
- Paul Giebel, Moran
- Bradley Lane, Instruction
Commission
- Bill Belden, WSSSC
- Brett Riley, BAC
- Vacant, RPC

Approval of Minutes

The Feb 27, 2020 meeting minutes were approved as submitted.

Steering Committee Membership Nominations

Choi Halladay gave an update on nominations for the two vacancies on the ctcLink Steering Committee (one voting member: College Executive Sponsor and one non-voting member: College Project Manager).

Choi said the selection committee has approved the nomination of Rodger Harrison, Bellevue College VP of IT Services and executive sponsor for Bellevue College's implementation of ctcLink/PeopleSoft.

The selection committee also has four nominations for the vacant college PM position, but has been unable to meet to discuss the applicants and make a decision. In the interim, Scott McKean, PM at Cascadia College, has filled in through June 2020. The group plans to meet soon to discuss and bring a College PM recommendation to the full committee.

Choi announced he will be leaving Pierce District to take a position at the Seattle District. He said this move will bring another committee vacancy in July because Seattle has an executive sponsor (Kurt Buttleman) who already serves on the steering committee.

Based on that news, and an additional new vacancy, the committee has the following vacancies to fill:

- Appoint a new committee chair from existing voting members
- Call for nominations for two new voting members
 - One to replace Choi Halladay

- One to replace Shanda Haluapo, Clark College, as Shanda is no longer the executive sponsor at Clark.

ctcLink Working Group Update

Christy shared the recent decisions made by the ctcLink Working Group (WG), based on Enhancement Requests that have come in through various channels of ctcLink Governance.

- Batch Advisor – This customization allows for multiple students to be assigned to an advisor using batch assignments. Christy said this saves the colleges a considerable amount of time. It was approved during the March 18 WG meeting and is currently in testing and will soon be tested by ctcLink colleges in User Acceptance Testing.
- Sub-Plans – This enhancement is tied to the Guided Pathways session held in August when colleges approved the implementation of sub-plans and meta-majors. This is the sub-plans piece only. It was approved by the WG on March 18. DG2 and DG3 colleges are anxiously awaiting this work. The SBCTC ctcLink Customer Support division will be working with colleges to gather the information needed to test and implement sub-plans. DG4 would like this in place before they go live in February 2021.
- Self-Identifying SOGI (Sexual Orientation and Gender Identity) in ctcLink Self-Service – Several existing enhancement requests were combined into one SOGI request, which was approved by the WG on March 18. This will provide a series of changes to allow users to self-identify in ctcLink self-service.
- Preferred Name as Display Name – This was approved on April 1, 2020. There was a request from a ctcLink college to have a person’s “preferred” name be the one shown in ctcLink/PeopleSoft self-service, work flows, etc. (except where the legal name is required). Oracle actually provided a customized solution that we can make in ctcLink.

Working Group updates will continue to be provided to the Steering Committee and cELC groups (quarterly or more frequent if decision activity increases).

DG3-B Go-Live Readiness

Christy gave an overview of the go-live readiness process. The project team and DG3-B PMs agreed on a spreadsheet of readiness items and have been meeting weekly to discuss and check-in on those items. That tracking and review process culminated in a DG3-B Readiness dashboard provided to the Steering Committee on April 21. The committee reviewed go-live readiness with SBCTC/project and DG3-B leadership prior to approving the May 11 go-live for DG3-B.

Christy noted that this process is rooted in key elements of: Accuracy, Consistency, ID of Gaps, Establishment of Mitigation Plans (where needed), Collaboration and Transparency. This is a partnership between colleges, the project implementation team and the SBCTC support organization to ensure colleges are ready to go live, the ctcLink system and college data is accurate and ready, and that SBCTC is ready to support the new colleges on ctcLink.

Christy said Cascadia, Peninsula and Pierce have done an amazing job over the past two months finishing User Acceptance Testing (UAT) and parallel testing, doing data and system validation, and preparing in a remote world to launch ctcLink at their campus, with the expectation they will be fully remote for the go-live weekend. As the committee reviewed the differences between the “current” readiness dashboard from several weeks ago as compared to the projected status at go-live, it is clear much of the yellow items have shifted to green. Christy noted it was “miraculous” what the

colleges have accomplished in the midst of this pandemic and moving to fully remote operations.

Choi noted, for Pierce, it has been remarkable what all the colleges and SBCTC have been able to accomplish during the stay-home order to resolve issues and be on top of the communication chain. He was happy to see all colleges were able to complete UAT (100%), which is quite a milestone given the current circumstances and where colleges were with testing eight weeks ago. The main issue that remains for Pierce is the difficulty of rolling out training for end users (staff, students) when in this remote setting. That is why all colleges are trending yellow for Training. It is not a showstopper, but a concern, Choi said, adding, “We feel as ready as we are going to be.” Choi

Julie White, president at Pierce Fort Steilacoom, agreed, saying the Pierce team has done a fantastic job, as have their DG3-B colleagues and the State Board teams. She said it takes everyone working together and appreciates all the collective work and collaboration. She said the lessons learned from DG3-A also put them in a better position, and thanked those colleges as well.

Christy noted that after decades in the ERP implementation business, she has never implemented with a fully remote implementation team and client/customer teams. She was impressed that the colleges had already been planning for it and said it is quite amazing that this could be done 100% remote. “This is another one for the books.”

Support Organization Update

Support Organization Update

Grant Rodeheaver said the consolidation of a ctcLink customer support organization under Dani Bundy that took place in February is working well to support ctcLink colleges. The ctcLink Training Team also moved over from project to support. That integration has played a strong roll in adding capacity, supporting improved documentation and training delivery. The partnership between operational support and the project team has been phenomenal, he said.

Chris Bailey said the changes in the support structure have made a big difference. There were some payroll issues early on for LCC following go-live that have been solved and some significant issues with Financial Aid that caused a delay in disbursing aid checks. Everyone worked together to get the issues fixed, checks have been mailed and life is “semi” good. His advice to DG3-B colleges is that there will be problems, glitches no matter what, but you will get through them. He is pleasantly surprised by how well things went in light of the stay-home order.

ctcLink Accessibility

Grant said PeopleTools 8.57 is in the process of being tested. Level Access is working on a gap analysis to understand what accessibility issues will be addressed with the upgrade to 8.57, which is scheduled for August 2020. In addition, some customized ctcLink pages (login, forgot/change password, etc.) are also getting some updates to address some accessibility issues.

Grant said an update about accessibility in ctcLink will be going out to the system by May 10.

Guided Pathways in ctcLink

Grant said the sub-plans work that was approved by the Working Group (as described earlier) is underway, with a plan to implement sub-plans in June.

Remediation and Replacement Solutions

Remaining Open Items

Christy said there is a meeting scheduled with Spokane in May to better understand the remaining items on Spokane’s list, identify gaps, and move to closure on those final items on Spokane’s list.

Budget Planning Tool

SBCTC is currently renegotiating the Statement of Work with Mythics to include DG3 in the first implementation of the Oracle Budget Planning Tool. This is to ensure DGs 2 and 3 have a budget planning tool in place for fiscal year budget planning when that work begins this coming winter.

Online Admissions Application

Christy said SBCTC expects to have a contract in place within the next two weeks with KasTech, the vendor that developed a prototype and was awarded the contract for a new Online Admissions Application to replace the current OAA solution that was developed by the previous implementation partner, Ciber. Once the contract is place a plan and schedule will be put in place for this work to begin.

As a reminder, back in February, the Business Affairs Commission (BAC) unanimously recommended that the \$305,000 estimated annual maintenance costs for the new OAA solution (developed by KasTech) be distributed to college districts using the same (headcount) methodology as other ctcLink service and maintenance costs. WACTC-Tech approved this approach via electronic vote in early April.

CampusCE

CampusCE is the continuing education software replacing “OSECE” in ctcLink. Colleges have been given a choice to opt in to use—or continue using—CampusCE or opt out of using the product. Christy said while SBCTC is awaiting final signature on the Master Contract, this has not held up colleges that have started to work with CampusCE on their local implementation. Colleges will pay CampusCE, then invoice SBCTC for the implementation costs, which is covered by project funds. The implementation costs vary per and are based on the original RFP pricing from CampusCE.

Once the Master (Umbrella) contract is in place, SBCTC can finalize the Statements of Work (SOW) to review the business processes, design the integration between CampusCE and PeopleSoft and the schedule moving forward.

ctcLink Program Status

Top Program Risks

Christy reviewed top risks, noting that the impacts related to COVID-19 are the most critical at this time.

She said the project team will continue to work remotely and may continue in that capacity even if the State Board office in Olympia is opened back up, since the seating arrangement for the project team is not conducive to social distancing guidelines. The top priority is the team’s health and safety, while also moving the project forward.

The team has been focusing on new and best practices, procedures related to how best to deliver some of the in-person activities—most specifically, Business Process Fit Gap (BPFG) session—in a fully remote capacity, knowing that colleges will likely not be traveling anytime soon and the project team will not be gathered together anytime soon.

The goal is to ensure college SMEs are absorbing and understanding the content being delivered to them in the BPFGs in this fully remote capacity, since BPFGs lead to local configuration and local change action plans. Christy said it continues to be a partnership on how to make all of the project activities meaningful from a distance, with best results. The project team and college PMs will continue working on methodologies, delivery of content moving forward and take lessons learned

and perfect the process as we move forward. Christy noted that no one should think this is easy. Everyone is struggling, but still doing great work together.

ctcLink Budget

Christy reviewed the budget as of March 2020. She said while all of the forecasting shows we are tracking right to budget, it is tight and, therefore, worrisome. We remain on budget, but it is being watched very closely.

Chris Bailey will discuss this with presidents during the business meeting. The message is we are tracking to budget at this time, but monitoring it closely and cELC will keep presidents apprised of any concerns as soon as they arise.

Choi Halladay noted that the vast majority of funding in the budget comes from a small percentage (3%) of each college's tuition and there has been a downturn in enrollments. Christy agreed this is something to watch from a budget perspective. She also said she and the SBCTC business office folks that work with OFM have been reviewing the budget, forecasting, and whether they may have a cash flow issue, similar to what occurred in 2019. Therefore, they are reviewing both the revenue and cash flow for the project funds. Christy said John Boesenberg and team are watching that closely.

Deployment Groups Update

Christy gave a quick update of each Deployment Group's status:

DG3-B is going live on May 11, as discussed earlier.

DG4 is picking back up with BPFG sessions and will be doing this fully remote.

DG5 will be kicking off the "Implementation Phase" of their project with an official Kickoff webinar on May 26. This will be followed by self-paced Global Design Adoption courses in preparation for DG5 BPFG sessions.

DG6 is in the Initiation Phase (working on project execution plans, local governance structure in place, resource planning, etc.). The Peer Review session (to review initiation materials as a cohort) will take place later in July.

ctcLink Support Organization Update

Grant Rodeheaver gave an update on the status of the ctcLink support organization. Dani Bundy has moved over to the SBCTC support organization and will oversee the new ctcLink Customer Support team. The training team has moved over as well. There is much more to do to build up the support organization, but all agreed this is a very positive step.

Key Messages for WACTC Business Meeting

Chris Bailey walked through the top items to discuss with presidents tomorrow morning. He will give an update on DG3 A Go-Live and DG3-B readiness for go-live. Grant will give an Accessibility Update at the meeting tomorrow and will work with Janelle to create a follow-up communication to go out to the presidents and system groups. Chris will also give presidents a heads up that the project budget is on track, but being watched very closely. Chris will also discuss how the project is moving forward with the existing schedule and how both the project team and college teams are completing activities and deploying in this new work-from-home environment.

The meeting was adjourned at 3:15 p.m.