



Executive Leadership Committee Meeting

June 4, 2020, 2:00 – 3:00 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
- Grant Rodeheaver, SBCTC
Deputy Executive Director for IT
- Tim Wrye, Highline College, IT
Commission representative on
behalf of Choi Halladay, ctcLink
Project Steering Committee
chair

Guests & Staff

- Bill Belden, WSSSC
- Brett Riley, BAC
- Paul Giebel, Moran Technology
Consulting
- Janelle Runyon, ctcLink Project
Communications Manager

Approval of Minutes

Chris Bailey opened the meeting and greeted all the online guests. The April 30, 2020 meeting minutes were approved as submitted.

Steering Committee Membership Nominations

Tim Wrye attended the meeting on behalf of Choi Halladay.

Tim is the incoming chair of the Steering Committee, but he reported it's not official until the committee votes on it at their next meeting. He was nominated by the committee to replace Choi who is leaving Pierce College for a new role at Seattle Colleges.

Tim said the selection subcommittee will meet soon to choose a College PM from the four nominations received in March. The committee was unable to meet this spring due to everyone's intense focus on their college's local response to COVID-19 and moving everything online. Instead, the committee asked a Deployment Group 3 PM to fill the vacancy through June to ensure there was a project manager's perspective at the table during the DG3 split go-lives.

In addition, there are now two vacancies for College Executive Sponsors (voting members) on the committee. The selection subcommittee is actively recruiting college executive sponsors from DG5 and DG6, as well as a technical college. The committee would also like to make sure they have balanced representation (across college business areas) so that is a focus of the recruitment as well.

New cELC Membership

Christy reviewed the cELC membership changes that will be taking place in July.

As outlined in cELC Charter, Christy noted that the five presidents on the WACTC-Technology Committee are also the voting members of cELC. While cELC voting members are listed as two-year terms, oftentimes WACTC committee assignments change annually. The WACTC committee assignments have been set and we have some returning members and some new ones.

Of the five presidents/chancellor and voting members of cELC, the 2020-21 committee consists of:

- Two voting members returning from last year – Kevin Brockbank (chair) and Shouan Pan
- One voting member returning after a year away, serving on a different WACTC committee – Joyce Loveday
- Two new voting members – Lin Zhou and Chad Hickox.

DG3-B Post Go-Live Support Update

Grant said the post-go-live support went well. About 90 percent of the inquiries that came up through the Tier 2 support WebEx were able to be resolved through the open WebEx. They have had positive feedback from colleges regarding the level of engagement. There has been a noticeable improvement—both on the part of colleges handling Tier 1 issues locally and ctcLink Customer Support assisting colleges when needed. He said DG3-B colleges have been through one payroll, and the second one is happening now. He said overall it has been good news, but there have definitely been some bumps, especially with Financial Aid. Chris Bailey thanked Dani Bundy for seeing LCC's Financial Aid issues to resolution.

ctcLink Customer Support Organization Update

Grant said there are three vacancies right now, which they are working to fill. (one in Finance, one in Campus Solutions and one in Applications Development team). In addition to filling those vacancies, Grant said they will be making plans and adjustments to grow that support and maintain our ability to support 10 colleges, plus the additional 7 colleges when DG4 goes live (in Feb. 2021).

Accessibility

Grant gave an update on Accessibility activities. PeopleTools 8.57 implementation is on track for August.

Level Access (accessibility testing vendor) provided its first set of feedback on ctcLink accessibility with 8.57 installed in a test environment. They found:

- Student Self-Service – 77% compliance
- Employee Self-Service – 70% compliance
- Employee Finance – 86 % compliant

Kevin Brockbank asked if the goal is 100% compliance. Grant said the goal is 100% although that is a lofty goal. Grant said we have asked Level Access what the level of improvement was from the current 8.56 to 8.57, both so we can communicate the improvements to colleges, and also to work with Oracle on the gaps in compliance and get their commitment for continuous improvement of their product.

SBCTC maintains some custom pages, such as Activate Your Account, Account Login (including screen reader mode), and Forgot My Password. Grant is working with the chair of the Disability Services Committee to assist with college participation in User Acceptance Testing.

Once Level Access identifies the gaps in accessibility requirements, Grant said those items that weren't addressed by upgrading to PeopleTools 8.57 will be taken to Oracle to see how they will mitigate those in their PeopleSoft product.

Chris Bailey asked about the issue of college HR employees having access to student and staff disability "attributes" (accommodations). Several colleges have expressed that they are accustomed to only their disability services staff having access to that information. Grant said at this time, in PeopleSoft, the HR staff role includes access to that information. He said some think that is appropriate, while others do not.

Bill Belden reported that the Disability Support Services Council (DSSC) will be submitting a letter to WSSSC to continue to advocate their concerns on this topic and their overall concerns of FERPA violations in PeopleSoft/ctcLink. Among other things, they have concerns that student and staff accommodations are accessible in PeopleSoft to people that should not be able to view that information.

Grant said a meeting will be set up with system stakeholders to discuss this further.

Guided Pathways in ctcLink

Grant said the implementation of sub plans has made great progress. The support team is collecting information from colleges and the goal is to have subplans implemented and tested in the coming weeks so that the subplans will be live for ctcLink colleges around the end of June.

HighPoint Mobile

Grant confirmed that HighPoint Mobile is not going away. He said there had been rumors of that nature, which may have come up because HighPoint is doing some rebranding. There is a new version out called HCX, which has accessibility tools that meet the WCAG 2.1 requirements. SBCTC is in talks with HighPoint regarding pricing for the new version. They've offered to honor the current contract rate for one year, then the price goes up. Grant is working with them to try and keep the price down.

Remediation and Replacement Solutions

Remaining Open Items

Christy said there are still some remaining pieces that need to be discussed with Spokane to get clarification on any outstanding items before moving those items to closure.

Budget Planning Tool

We are actively working with the vendor to set up business process workshops and local configuration discussions for mid summer. Once we have an approved baseline work plan, we will reach out to the DG 2 and 3 colleges to start that work. Christy said finance production data is required to deploy this solution; therefore, the first deployment is expected to be in Winter 2021 for DG2 and DG3 colleges. DG4 colleges are planned for Winter 2022 (and perhaps DG5, but they will only have a few months of finance data in ctcLink at that time). Deployment for DG6 is TBD at this time.

Online Admissions Application

The contract is in place and the SBCTC and project team have begun actively working with the vendor. The vendor (Kastech) has developed a project plan. One of the next steps is to align/integrate that OAA implementation plan into the project's schedule. This is expected to be rolled out with DG4. At that time, current live colleges and DG4 will go live with the new OAA application.

CampusCE

The Master "Umbrella" contract is in place and colleges can work directly with CampusCE to implement CampusCE locally. Some colleges have already started working with Campus CE and will pay CampusCE, then invoice SBCTC for the implementation costs, which is covered by project funds.

There are three additional Statements of Work to be finalized with CampusCE

- Business Alignment Processing between PeopleSoft and CampusCE
- Customizations that were requested during the business process sessions at Green River I November
- Integration between ctcLink and CampusCE (colleges already on CampusCE are doing dual entry and are looking forward to this integration)

ctcLink Program Status

Top Program Risks

Christy shared the recent concerns around budget and staffing due to the pandemic and other related factors. College Project managers have been expressing their concerns about budget cuts and resource constraints. Christy asked PMs to log any risks related to budget/staffing, think about mitigation strategies if they were to lose key staff in the middle of their implementation and talk to their Exec Sponsors/Presidents regarding the importance of staffing, keeping key SMES, and legacy knowledge base.

She said staffing changes in the middle of an implementation are inevitable, but too many can really hurt a project.

Moran Quality Assurance

Paul Giebel said the fully remote go-live of DG3-B was impressive in its own right. He said while ctcLink wasn't the only project to deploy with a fully remote workforce, he does not know of one that compares to the size and complexity of this project (multi-college and all pillars at once). He gave kudos to everyone involved for that fantastic accomplishment. Paul said the quick integration of lessons learned as they are realized has definitely led to this success. The strong collaboration between colleges, project and support is key to this success as well.

Paul voiced the concern of people getting complacent as we see more successes. He doesn't want people to think this is easy because it is a lot of hard work. That is something they will continue to monitor.

Kevin Brockbank agreed and said it's important that we don't take our foot off the gas.

ctcLink Budget

The project is tracking to budget at this time. Even though it appears we are under budget, there are funds dedicated to planned activities, such as the replacement solutions.

Brett Riley asked about project budget concerns due to low enrollments this quarter. Christy said John Boesenberg and his team are working on this issue, looking at the current cash flow and projections.

Upcoming presentation to OCIO's board (Technology Services Board)

Christy shared that she, Jan and Grant will be giving an update to the Technology Services board next week. The board asked for a ctcLink updated and Christy is pleased to have good news to share about DG3 deployments.

Deployment Group Updates

DG3

As of this report, DG3 has gone live and will no longer report activities. Christy said each deployment is bittersweet, because the college PMs, SMEs and the Project team have grown close as they have gone through so much together.

DG4

All self-reported as yellow. They are involved in BPFs. There are concerns about their ability to keep up the pace, given their other responsibilities and social concerns.

DG5

Kicked off DG5 on May 26 and June 1 into implementation phase. Their staff is currently doing the PeopleSoft Fundamentals and Global Design Adoption courses.

DG6

The last nine colleges in DG6 will hold remote Peer Review sessions the week of July 13. They will then begin their implementation phase in October in preparation for DG6 go-live in early 2022.

Christy reiterated the importance of staying on track. If anything gets delayed beyond the current timelines, it could affect the overall program costs. Sticking to the timelines and ensuring no college falls behind is critical.

In closing, Christy, again, commended the DG3 colleges for persevering during these extremely difficult times. What they have accomplished has helped all colleges by keeping the project moving forward—even during a pandemic and stay-home order. It was a huge challenge and she thanked the PMs, college leadership, and all the college teams involved.

The meeting was adjourned at 3:05 p.m.