



ctcLink Executive Leadership Committee

Meeting Minutes for Oct. 8, 2020

Meeting Participants

Voting Members

- Jan Yoshiwara**, co-chair, SBCTC
Executive Director, ctcLink
Project Executive Sponsor
- Kevin Brockbank**, co-chair,
Spokane Community College
President
- Joyce Loveday**, Clover Park
Technical College President
- Shouan Pan**, Seattle Community
Colleges chancellor
- Lin Zhou**, Bates Technical
College President
- Ed Brewster**, Grays Harbor
College President

Non-Voting Members

- Christy Campbell**, SBCTC Chief
Technology Officer - ctcLink
Program Director
- Grant Rodeheaver**, SBCTC
Deputy Executive Director for
IT, ctcLink Project Sponsor
- Tim Wrye**, ctcLink Steering
Committee chair, Highline
College CIO & Executive
Sponsor

WACTC-Tech Guests & SBCTC Staff

- Reagan Bellamy, HRMC
- Claire Peinado, WSSSC
- Teresa Rich, BAC
- Heidi Wasen, ITC
- Kelley Sadler, RPC
- Paul Giebel, Moran Technology
Consulting
- Dani Bundy, SBCTC ctcLink
Customer Support Director
- Janelle Runyon, ctcLink Project
Communications Manager

Welcome

Committee co-chair Kevin Brockbank opened the meeting and welcomed committee members.

Approval of Minutes

The meeting minutes from the July 16, 2020 cELC meeting were approved as presented.

ctcLink Steering Committee Update

Steering Committee chair Tim Wrye gave an overview of the recent meetings with deployment groups 4, 5 and 6 executive sponsors to discuss project risks due to the pandemic. Multiple issues – working from home, kids learning from home, remote teams, budget and staff cuts, furloughs, workload – are all contributing to the impact on employees attempting to focus on ctcLink work.

Tim said the executive sponsors had an open, honest discussion. They shared current challenges, how they've addressed them thus far, and what messages or requests they wanted to convey. The information was compiled in [a letter from the Steering Committee](#), which they would like cELC to take to the full presidents group (WACTC).

Tim said the main asks and themes were:

- *At the system level:* We're all in this together. We each need to be locally successful so we can be collectively successful. That means it is critical that each college stays on task and schedule to ensure the entire project stays on time and within budget.
- *At the presidents level:* A request for presidents to check in with their executive sponsor and project manager and get an understanding of how it's going with project

activities and staff. Ensure that staff working on ctcLink have the time they need to complete ctcLink activities on schedule, and give staff some grace (which could include giving staff the ability to let some duties go for the short term) so we can get the project done and on time.

- *At the executive sponsor level:* DG4 executive sponsors have been meeting as a cohort for quite some time. DG5 and DG6 each appointed a lead that will start convening their cohort meetings as well.

Ed Brewster said after two rounds of budget cuts, staff members are already only doing the most critical work in addition to their ctcLink duties, so there isn't more to trim. They will be looking into ways to bring on employees to backfill some duties and reaching out to nearby colleges for ideas.

Shouan Pahn said at Seattle, the presidents recently sent out small gift cards for ctcLink staff to have lunch delivered and they had a virtual lunch together to show their appreciation. He said small things can go a long way.

Joyce Loveday appreciated the letter and all the detail within. She said it's a reminder of the things we learned early on in the project about treating staff well, showing appreciation and understanding the heavy workload.

PeopleSoft Business Analyst

Tim discussed the Business Analyst roles, which are also noted in the letter. When this role came up in March 2019, many colleges said they simply could not afford it (and that was pre-pandemic). Tim said it is worth pursuing, and getting creative on finding ways to fill those roles internally. From his experience, those roles are vital and he can't imagine not having them on his team. SBCTC has offered Business Analyst training, which will be helpful, but that only goes so far, because staff cannot do this work in addition to their full-time jobs.

Kevin agreed there are likely very few colleges that can afford PeopleSoft business analysts, but it's worth discussing further since it is such an important role. Shouan agreed that it would be beneficial for DG 5 and 6 colleges to look into internal resources and training those resources rather than waiting for closer to go-live.

The group agreed to discuss this further at the next meeting.

ctcLink Support Organization Update

Grant Rodeheaver gave an update on the SBCTC ctcLink Support organization.

- They are hiring 13 additional staff to prepare for DG4. The recruitment process is well underway. Tim asked about funding. Grant said there is some work going on with the budget office to determine long-term funding. More to come.
- There have been issues with DG2 and 3 colleges with Financial Aid processing. The support organization is setting up weekly support sessions to help colleges through the processes, as well as holding individual college support as needed.
- All pillars have been or are beginning to hold ongoing help sessions on key activities, such as payroll, financial aid, course/class, etc.

Subplans

Over the summer, there was substantial work focused on Subplans for DG2 and 3 colleges. Five colleges went live with their Subplans the end of August. Other ctcLink colleges will begin using Subplans when they are ready. For future deployment groups, Subplans will be in place at implementation.

Meta Majors

Grant has a communication that will be going out to system stakeholders about Meta Majors in ctcLink. The key message is implementing Meta Majors in ctcLink would require a reconfiguration of the Academic Structure in ctcLink, which is a big undertaking and is not in the current scope, schedule and budget. It would also require significant work on the part of both SBCTC and college staff. Guided Pathways configuration in ctcLink will be pushed off after deployment group 6. He discussed this with the Guided Pathways Advisory Committee this morning. They are looking at some reporting capabilities in the interim, which would provide tracking, reporting in the back-end for staff to manage, but it would not be student-facing. There is more work to do to assess the capability and whether it adds enough value for the effort.

Accessibility

Grant said this summer improvements were made to several login and password pages. In addition, PeopleTools 8.57 was implemented in late August, which brings with it some accessibility fixes, as well as supporting the regular PeopleSoft pillar updates, which often include Accessibility updates.

Grant also reviewed the new ctcLink Accessibility webpage, which provides information

Replacement Solutions Update

Christy Campbell gave an overview of the three replacement solutions.

Online Admissions Application

Two meetings are coming up. One with the Online Admissions Workgroup and another with the Admissions and Registrars Council (ARC). The vendor, Kastech, will be walking through the final solution to show features and functionality.

Kastech's timeline was overlapping some project work and holidays so we are working with them to adjust the schedule, which will also allow for a longer testing period for end users. They are expecting to deploy the new OAA for ctcLink colleges at the end of January.

Kevin added that the end of January would be a better timeline so we ensure that they are well past the admissions period for winter quarter.

CampusCE

There has been some good progress made on CampusCE, which is the new Continuing Education tool. The business process flows are nearly complete. The work on integration between CampusCE and PeopleSoft/ctcLink is well underway. This is important to alleviate double entry. CampusCE is planning to hold a session in October to walk through the business processes (flow between CampusCE and ctcLink). The testing phase will begin following the integration configuration work.

Budget Planning Tool

The design phase is complete. The vendor is currently setting up the configuration based on the homework DG2 and 3 colleges have provided. System Integration Testing is expected to begin in November. Since finance data in ctcLink is required to deploy this solution, DG2 and 3 colleges are deploying first. The deployment is planned for Winter 2021 for DG2 and DG3 colleges.

ctcLink Program Status

Top Program Risks

Christy shared the ongoing concerns around budget and resource cuts, staff workload and other risks due to the pandemic and other related factors. She said one positive of the remote work is that more subject matter experts are able to attend the Business Process Fit Gap (BPFG) sessions. The challenge is the engagement level of SMEs since everyone is attending from home. The collaboration and networking that took place during the in-person sessions (pre COVID-19) was very valuable and it's hard to replace that, but the college PMs and the team are collaborating on creative ways to have those networking/breakout sessions remotely.

Moran Quality Assurance

Christy explained the process Moran Technology Consulting goes through to develop their monthly quality assurance reports. They interview Project team leadership, SBCTC leadership, and other key stakeholders monthly. Paul Giebel said the project is progressing well. It's a large, highly complex project, but the project team is implementing lessons learned in real time, which is helping tremendously. Many projects don't take those lessons learned to heart right away as he is seeing with this project.

The two things they are watching closely is budget constraints and the ramp up and maturity of the support organization. It will be critical to have the adequate staff on hand and up to speed

ctcLink Budget

Christy reviewed the ctcLink Budget summary as of the end of August 2020. The project is tracking just under budget at this time.

It was pointed out that this is the project implementation budget. When we have conversations about the support organization budget, those funds come from elsewhere.

Project Overall Status, Deployment Group Updates

Christy shared the overall ctcLink Timeline. She noted that when we first started with the Executive Leadership Committee (cELC) the big red "We Are Here" arrow was way back in 2018, with only DG2 engaged. Now the red arrow is in October 2020 and we have 10 colleges deployed and after DG4 goes live in Feb. 2021 we will have 50% of colleges on ctcLink. The project has come a long way and Christy credited the colleges for helping get us there. The colleges have been a great partner, which has helped us tremendously to get where we are now.

Overall the project is on target with schedule, scope and budget. Schedule will remain "yellow" until the replacement solutions discussed earlier are in place.

The Requirements Traceability Matrix (RTM) is expected to be complete by the end of this year. It's a living, breathing document. Once it's done it will go in front of the ctcLink Working Group and Steering Committee because we will need to revisit the scope, what has been implemented, what hasn't and what was de-scoped from prior governance groups. We expect those discussions to take place in Jan. – Feb. timeframe.

DG4 is tracking yellow (except Wenatchee reporting Green), which is to be expected. This would be a heavy lift in a normal environment, and adding COVID-19 and all that has come with it, it's even more challenging as noted in the letter discussed earlier.

DG5 is engaged in Business Process Fit Gap sessions.

DG6 Kickoff (into the implementation phase) is Oct. 19, at which point we will have all remaining groups/colleges engaged in implementation activities.

Adjourn

The meeting was adjourned at 11:05 a.m.