



ctcLink Executive Leadership Committee

Meeting Minutes for Nov. 19, 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
- Kenneth Lawson, IC
- Heidi Wasem, ITC
- Kelley Sadler, RPC
- Paul Giebel, Moran Technology
Consulting
- Dani Bundy, SBCTC ctcLink
Customer Support Director
- Janelle Runyon, ctcLink Project
Communications Manager
- Eva Smith, STAC liaison

Welcome

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

Approval of Minutes

The meeting minutes from the Oct. 8, 2020 cELC meeting were approved as presented.

ctcLink Steering Committee Update

Tim ceded his time. Christy said the next key issue for Steering Committee is DG4-A and B go-live readiness.

ctcLink PeopleSoft Business Analyst

The committee discussed the PeopleSoft Business Analysts roles that are recommended for colleges to have in place for ctcLink. When the Steering Committee brought this to cELC in March 2019, cost was the issue for most colleges and cELC wanted to better understand the level of customer support that SBCTC would be providing. Tim Wrye said this topic has recently come up again in the Steering Committee because those colleges that do have one or two Business Analysts have shared how extremely beneficial those roles have been with implementation activities and making ctcLink implementation successful at their college. Tim said even though Highline has two business analysts, they are still struggling to get UAT completed on time. He can't imagine not having those roles. He suggested that these roles are strongly recommended for each college. From experience, he also said people in these roles can't be successful if they have another part- or full-time job at the college. It needs to be their primary focus. Some colleges have chosen to fill these positions from within and train them. The SBCTC has provided some training and is working to enhance and expand those offerings in the future.

After much discussion, the presidents on cELC said it's clear everyone agrees these roles are important to have at each college. The issue is having the budget to fill those roles, especially in the current climate and knowing there are likely more budget cuts on the horizon. They said it would be difficult to support a strong recommendation to presidents for each college to have business analysts without knowing how they would be funded.

Tim said the recommendation in the Instruction Commission letter (see topic below) about embedding SBCTC staff at the colleges seems to be asking for this type of role, but asking the SBCTC to pay for it.

Kevin will share the ctcLink College Roles & Departmental Alignment document with presidents at the WACTC business meeting and relay to them what colleges have shared regarding how important these roles are for ctcLink implementation and ongoing success after go-live.

ctcLink Communications

Christy shared the current communication channels in place for project communications to and from colleges. The area that needs improvement is project communications with commissions and councils. How do we develop better two-way communication? For example, there is now a letter out there in which there was no two-way communication in advance and has already gone to presidents. In addition, at this point in the project, ctcLink Customer Support concerns and project implementation concerns are getting blended together. We are working to clarify what is project and what is post-go-live support as well.

Instruction Commission Letter to Presidents

The group discussed the ctcLink memo from the Instruction Commission which is a request “*to institute new working philosophies and methods with ctcLink in order to achieve effective college and SBCTC operations with the platform.*” Committee members agreed that it appears to be frustration from people who don't feel like their concerns are known and being heard.

Claire Peinado, Student Services Commission rep to the WACTC-Tech committee, said WSSSC met this morning and while they didn't officially endorse the letter, the group agreed with many of the concepts and concerns. She suggested the college system consider the criteria by which we are measuring success with ctcLink implementation. The letter seems to represent a plea to look at criteria as the organizational health of each individual college rather than just checking off that ctcLink is moving forward and on schedule. If other things are falling apart at the college in the process of checking off ctcLink tasks, that is a problem.

Kelley Sadler, Research and Planning Commission rep to the WACTC-Tech committee added that for TCC it always came down to the college's ability to serve students. She suggested we don't lose sight of the request in the letter for ongoing support. This is a huge project and there aren't enough people to go around to give the kind of support we'd like to have. It's time to think creatively about that.

Tim expressed frustration with how the letter came through because earlier this year the Steering Committee added WSSSC, IC and other commission reps to the committee to provide a voice and input across all business areas of the colleges. That was the first effort to improve two-way communication with the commissions, but the named IC rep had not been able to attend most meetings. The majority of the issues called out are being discussed or worked on at various levels but there had not yet been a chance to address those with IC through this new channel.

Kenneth Lawson, IC rep to WACTC-Tech, said there has been a gap due to IC leadership turnover. That has been remedied just this week.

Kevin said the WACTC Executive Committee will be discussing the letter and next steps at its meeting later in the afternoon.

ctcLink Support Organization Update

Customer Support

Grant gave a staffing update regarding the 14 positions added in customer support to assist with supporting the additional colleges coming online with DG4. There are 11 in place and working. Recruitment has gone very well. They've been able to hire high caliber people with both PeopleSoft and community college experience.

The Customer Support team has been focusing on improved communication. They are having weekly meetings with project managers and troubleshooting, addressing key issues and holding info sessions on key topics. They are also providing more visibility to ctcLink system updates and the process for prioritizing those updates. A [ctcLink Work Priorities and Governance](#) explains the prioritization process and links to the monthly or biweekly [production update](#) lists.

Accessibility update

Grant and Sandy Main attended Disability Support Services fall meeting and gave an update on ctcLink accessibility, which was well-received. Accessibility has a new [Status and information on ctcLink Accessibility](#) web page, which they shared with DSSC. Grant said while there has been good progress with accessibility, there is much more work to do.

Gender ID in Online Admissions App

Grant will discuss in the WACTC Tech meeting.

Replacement Solutions Update

Christy gave an update on the three remaining replacement solutions.

- ctcLink colleges (Deployment groups 2 and 3) will go live with the new Online Admissions Application at the end of January 2021.
- The CampusCE integration to ctcLink is also slated to be complete in Jan/Feb 2021, which will mean no more dual entry for those colleges already using CampusCE.
- The PeopleSoft Budget Planning tool will also go live at the end of January 2021 for DGs 2 and 3.

ctcLink Program Status

Top Program Risks

- Issues related to the pandemic are still the biggest risk.
- The ctcLink SBCTC Support organization growth is also on the radar. They will be starting to plan to plan for DG5 and DG6, determining the number of staff needed to support 34 colleges and SBCTC on the system.
- In addition, leadership engagement is key. College leaders need to help with support and morale at their colleges. OCM

Moran Quality Assurance

They are concerned with sizing of the support organization. They continue to caution that project team members are not being pulled off their work to provide support. They are also watching the implementation of the remaining three replacement solutions.

Budget

It shows \$993,000 over but this is a spending of funds allocated, but not expended, in a previous funding gate.

Project Overall Status

Several DG4 colleges are trending yellow to red, due to concerns with UAT testing, overlap of activities, workload. Wenatchee is still self-reporting as green.

Deployment Group Updates

DG4

So far the DG4 colleges are doing well with user acceptance testing. Will be using some time during Thanksgiving week. Next big activity is more training and mock cutover.

Tim said they are challenged and excited. Starting to see the light at the end of the tunnel and benefits to the system. Regardless, the closer you get to deployment, the more anxious everyone gets.

DG5

Doing well. There have been a few hiccups, but are trying to be creative. The completion of BCFG homework is essential to getting each college's local configuration complete.

DG6

Has begun Global Design Adoption sessions and will begin BCFGs in January.

Adjourn

The meeting was adjourned at 11:12 a.m.