

CELC MINUTES DRAFT

Dec. 10, 2020

Welcome & Introductions

Kevin Brockbank welcomed everyone and noted one change to the agenda. Jan Yoshiwara is here to give an update on a memo the Instruction Commission drafted and delivered to WACTC.

Approval of Nov. 19, 2020 Minutes

Minutes were approved as submitted.

Update on Instruction Commission Letter to WACTC

Jan Yoshiwara gave an update on the letter regarding ctcLink that the Instruction Commission sent to WACTC.

She reported that over the last couple weeks:

- A small WACTC group (Kevin Brockbank, Eric Murray, and Michele Johnson) met with Jan twice to brainstorm ideas on the way forward.
- Jan and Grant split up contacting DG2 and DG3 colleges and touched bases with each president to determine how it's going for them with ctcLink post go-live. They received good input and found there are variations among colleges regarding their experiences. They are not all having the same experience.

Communication

Jan said we depend on the representative system bodies to provide two-way communication, which works. Where it doesn't work as well is when it comes to discussing results. She noted this is not unique to ctcLink.

As more colleges go live on ctcLink, one idea for better communication moving forward is to have the SBCTC ctcLink support staff attend meetings along with the corresponding SBCTC policy associate that already staffs/attends their respective commission or council meeting. Hoping to start this with winter meetings.

The purpose is not only to provide updates on ctcLink support, but also an opportunity to ask questions and form dialog.

Jan has been invited to meet with the student services commission (WSSSC). She will also meet with Instruction Commission and others to have conversations about how SBCTC is approaching the Instruction Commission letter. The goal is to find ways to build on structure we already have in place.

Training

Jan said Marty Cavaluzzi suggested and others have suggested communities of practice. We have the ticketing system to track issues, but the idea is to create opportunities for peer dialog and mutual learning. SBCTC Support (Dani) has already started down this path. We can build on that, make sessions more systematic so people know there is a regular time to surface their concerns and questions.

They are currently thinking about how to do this without interrupting DG4 implementation.

Planning for frequency and that the councils/commissions would have input on agendas.

Comments

Kevin Brockbank said the structure in place is a good start. It's important to remember that we have tried some of these things.

Jan agreed and said she wants to better leverage the SBCTC staff that are already liaisons to these groups to advise SBCTC IT Division/ctcLink support staff on how to best work with commissions.

Tim Wrye said the IT commission has been struggling when they've reached out to collaborate with some commissions; others have been good. But, often decisions get made without IT input. All commissions need to improve on their own communication between and among other groups.

Jan expressed appreciation for Dani Bundy's efforts. She hopes that over time, this approach will help reduce workload by reducing the number of tickets as people learn from each other.

ctcLink Steering Committee Update

Tim gave an overview of meeting with WSSSC/FAC, which was supposed to be the same idea of connection, but it sounds like people still didn't feel heard. We made a mistake of including a ctcLink project update. Next time we won't include the ctcLink Project update.

Tim suggested we make sure there is more Council engagement when we are talking about the functional level of our shared ctcLink system. VPs and, therefore, Commissions, are a step away from that level of work in the system.

Tim said even though he is close to the project, it is still a challenge to report details back. The volume of information in the project is huge. The information is there, but sometimes hard to find.

Christy said we missed the mark by giving a project and support update. We included that because the ctcLink project hadn't been on a WSSSC agenda for quite some time. In hindsight, it was a mistake. They would rather have gone line-by-line to address the Financial Aid issues they had presented in advance and that SBCTC ctcLink had answered/responded line-by-line prior to the meeting.

Tim said some colleges that shared Financial Aid issues didn't want to be identified. That is a challenge. There is reticence, but some issues can't be resolved without knowing which college said what.

ctcLink Project Program Status

DG4 Implementation Status – Discussion

Colleges have struggled quite a bit.

Tim said staff members are challenged with work remotely and conflicting priorities. Some changes have been made for DG5, which will help future groups. Highline struggled to get SMEs engaged early, so they paid the price later on when they couldn't get fast response on tickets. It is key to get people engaged in activities from the beginning.

Financial aid is a huge issue. Finally convinced the college to close down the office for a week, so they could focus on the work. In the last two days, they have made major progress toward UAT.

Christy said Highline isn't the only college that has had to do some form of shut-down. LCC, Seattle, and others have. We need to ensure that colleges understand this.

DG4 Self-Reported Issues/Concerns

- **Centralia:** UAT Sprint 2 not moving due to SMEs attending production workshops, working on Parallel Testing for Tuition calc or Dual Processing, building out course catalog/class schedule/class fees/instructors/academic advisement reports.
- **Edmonds:** Sprints overlapping with Parallel/Dual Processing, completion of Sprint 1 and start of Sprint 2. ILT training has exacerbated the inability to adequately engage in these activities, and assure quality testing.
- **Highline:** SMEs have few remaining tests from UAT Sprint 1 to finish Fin Aid. SMEs struggling to make progress on parallel testing. Working remotely continues to affect timeliness and quality; additional furloughs further exacerbate the issue.
- **Seattle:** Security and technical issues have significantly delayed testing. Sprint #1 UAT will be finished by 12/11. Significant concern about overlapping parallel testing, User Acceptance testing (UAT), and training activities.
 - Shouan Pan added that UAT has been an issue, but they have been making progress.

- **Wenatchee Valley:** Falling behind schedule. Sprint 1 required additional time, but looks like we will complete soon. Finishing a very difficult phase and concerned with the quality of work due to so many competing activities.

There was discussion around what happens if a DG4 college is not ready to go live.

Christy said the most significant result of a college not being ready is that it would burden the ctcLink support organization. There is a ripple effect on the college and the ctcLink Support organization. For example, we found with DG3-B in May that financial aid new year and year-end close was too much in too short a period.

Christy said her hope is that all the DG4 colleges will be in a better place soon. We will know in mid-January if colleges are ready when they self-evaluate. DG4 readiness meetings Jan. 12 and 26 Steering Committee meetings

Tim added that there was a frank conversation last week about showstoppers. The red on the status comes from the struggles with UAT. They had individual sessions regarding financial aid. For Highline, it's student financials. Feeling better lately. Our payroll folks need some help from HCM project team.

Shouan asked other than a college needing to delay to October (DG5), is there a way to move all of DG4 to March?

Christy said the impact would be that we would need to move DG6 out a few months. That would have financial impact.

Kevin said March is problematic because of enrollment and financial aid.

Ed Brewster said it was his understanding that colleges in DG4 that decide they are not ready for February would go live in October with DG5. Christy confirmed that was correct.

Christy said the support organization needs to stabilize and needs the time between deployments. It would make it difficult to have many deployments. DG4 exec sponsors are all on board to get done.

Quality Assurance (Moran)

Schedule has been yellow due to complexity of project and overlapping activities, competing priorities.

Customer support and production support services currently in "yellow" status.

Budget

Currently tracking under budget by \$4.2 million, but it's really more like \$1 million.

ctcLink Replacement Solutions Update

Online Admissions Application

Making good progress. Overall feedback from OAA work group is that the new OAA is far superior to what we currently have (Ciber-developed). Some feedback led to possible new requirements.

CampusCE

Integration work is nearing completion. ctcLink colleges that are using CampusCE have been doing dual entry. It will be a vast improvement once that is no longer needed (once CampusCE integration to ctcLink is in place).

PeopleSoft Budget Planning Tool

System Integration Testing through end of December. College testing in early January.

ctcLink Support Organization Update

ctcLink Customer Support

- Staffing - Identified 14, filled 11.
- 2 more positions in recruitment

- Of the 11, they've been on board two to 10 weeks. Great PeopleSoft experience. One of the benefits of working remotely is that great talent can work from out-of-state and not move to Olympia.

Current Focus Areas

Two image updates - Finance and HCM

Activities

- ctcLink Customer Support has been coordinating focused pillar sessions. Will have one for financial aid tomorrow.
- Further promoting the existing [ctcLink Support eList](#) (listserv)
- [ctcLink Production Updates](#)
- [ctcLink Work Priorities & Governance Policy](#)

Meeting Closure

Kevin will include the "Deployment Group 4 Status Concerns" slide in the WACTC Business Meeting packet for tomorrow's meeting and will report out on today's discussion.

Joyce Loveday thanked Christy, Grant, Dani and Janelle for their amazing efforts.