

CELC MINUTES DRAFT

January 20, 2021

Welcome & Introductions

Dr. Joyce Loveday welcomed committee members and guests.

Approval of December 10, 2020 Minutes

The minutes were approved as presented.

ctcLink Steering Committee Update – DG4-A Go/No Go Decision

Christy Campbell provided an overview of the College Readiness process. The Steering Committee reviewed readiness to go live for the DG4-A colleges (Centralia, Edmonds, Highline, and Wenatchee Valley) and unanimously voted to go-live with ctcLink. Christy said they are confident that the colleges are ready and have the support from both the project staff and college subject matter experts to overcome the few existing issues.

Tim Wrye said Highline is feeling confident, but also somewhat scared about their Feb. 8 go-live. He said the sources of the issues are a mix from both the project side and the college side. While there are issues, the college is ready and prepared to deal with the outstanding issues in the live system.

Dr. Shouan Pan said Seattle Colleges are realistically optimistic. He noted the dry run is on January 28 and asked if the go-live would be impacted if there are any major issues with the dry run. Christy said based on previous dry runs she does not expect any surprises in this dry run. But, if colleges have concerns based on the dry-run activities they can include disclaimers or conditions in their final go-live decision. Christy reiterated they are not expecting any surprises.

ctcLink Project Program Status

Overall Status by Deployment Group

Christy gave a program status overview. DG4 colleges' self-reported status is yellow with the exception of Wenatchee Valley which is green. It is common for deployment groups to assess their status as yellow immediately prior to go-live. Christy Campbell provided an overview of the rationale for each college that caused them to self-report as yellow.

The largest risk right now is with Centralia College because they were required to change banks for ctcLink. It is getting down to the wire for some of the work that needs to be done to get set up with the new bank prior to go-live.

DG5 has completed the BPFs and homework (with the exception of two makeup BPFs to be held next week). The project team is configuring the functional environment for their conversion. DG5 will begin Cycle 2 Validation activities late February/early March. This activity will help the project team decide the dates for go-live for the DG5 colleges. They will determine if it will take 2 or 3 subgroups based on the number of colleges and data. The hope is that the steering committee will vote on the proposed dates for DG5 to go live within the next month or so. All DG5 colleges self-reported as green.

DG6 colleges all self-reported as green; they are getting the training courses completed and preparing to begin the BPFs in January.

DG5 and DG6 are asking a lot of great questions of the previous deployment groups. Susan Maxwell is coordinating the questions and answers. Christy said it is important to apply lessons learned as we go to make the deployments more successful each time.

Current Risks & Issues

The implications of COVID-19 continue to be a risk to the project due to illness and burdens related to remote work.

Quality of Student Financials conversion is also a risk.

Key Bank and Cybersource integration is not going as smooth as expected due to timing with the go-live date for DG4-A. Key Bank is not expected to provide all of the information needed until the end of January, making it difficult to meet the deadlines for the DG4-A go-live. All colleges, regardless of whether they are on ctcLink, will need to use merchant services from Key Bank by May.

The top issue for the project at this time is Centralia changing banks so close to go-live. There were concerns about DG4-A completing the UAT in time due to security, knowledge gaps, and interdependent nature of the testing, but that is less of a concern now. The DG4 colleges are getting their UAT completed. We are continuing to learn and improve our processes.

Customer Support Resource Plan is still an issue that will stay on the list of issues. They are making progress on building the customer support resources, but continued due diligence to its development is needed.

Quality Assurance (Moran)

Overall Moran views the project as in good status. Yet, the overall status is assessed at yellow due to the complexity of the project. They are watching two items that have the potential to put the project at risk: college engagement and the customer support plan. Moran is in complete support of the DG4-A colleges going live with ctcLink.

Tim Wrye reminded the Presidents that the colleges are developing standards to replicate the dataLink data for college purposes, outside of the scope of ctcLink. SBCTC is participating but it is a college-owned process. If presidents hear concerns from the researchers or IT folks at their college, they should refer them back to ITC and not the SBCTC.

Budget

Christy Campbell provided a budget update. SBCTC just received Gate 6 approval for spending for the project. Overall, the project is underbudget.

ctcLink Replacement Solutions Update

Online Admissions Application Portal – DG2 and DG3 colleges are conducting UAT and will go live shortly after. DG4 and DG5 will go live with OAAP when DG5 colleges go live. DG6 will go live with OAAP when they go live with ctcLink.

Campus CE – Right now the project team partnering with Campus CE on the integration.

Budget Planning Tool – UAT will occur in February with implementation in February. The vendor has been difficult to work with to resolve issues that are uncovered. If the go-live date cannot be achieved then the colleges will have to begin planning for the next fiscal year without the tool. Only DG2 and DG3 colleges can go live with the budget planning tool at this time.

Instruction Commission (IC) Letter to WACTC – Update

Kenny Lawson, IC representative, reported that they met with Jan Yoshiwara. She heard the concerns. IC received the affirmation that SBCTC will be open to hearing concerns and making adjustments as the project and support moves forward with their work. There was clarification that the issues/concerns Jan discussed with IC were focused on the SBCTC ctcLink support organization activities.

ctcLink Support Organization Update

Dani Bundy provided an update about ctcLink Customer Support. Twelve of the 14 approved new positions have been filled. Many of the people were onboarded in October and November. The support groups are working hard to resolve as many tickets as possible prior to DG4 go-live. Customer Support is also holding workshops for all ctcLink colleges to come and ask questions at their convenience if they have questions or run into problems. These workshops include financial aid, student financials, enrollment, aid year set-up, human resources, and additional topics that the colleges have deemed important.

The transition process for DG4 from project to support has improved since DG3 with better structure for post go-live activities. ctcLink Customer Support implemented a two-week post go-live schedule which includes an open questions and answers time. Tim reported that the DG4 colleges participated in a

meet and greet with customer support so they can meet the ctcLink Customer Support team before go live.

Key Messages for WACTC Business Meeting & Adjourn

Confident to go forward with go-live for DG4, even with trepidation of what will happen.

The top risks to the project are employee burn out exasperated by COVID-19 conditions and the quality of student financials conversion.

All college, regardless of deployment group, will need to convert to Key Bank for merchant services by May.

Moran reports that the overall the project is moving forward on pace. It is marked as yellow due to the complexity of the project.

Jan Yoshiwara did meet with the Instruction Commission and they are assured their concerns will be addressed.

ctcLink Customer Support is expanding to meet the needs of additional colleges going live with ctcLink. Of the 14 new positions, 12 of them have been filled.

Request that presidents from colleges who have ctcLink offer advice to DG5 and DG6 colleges.