

### 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 January 20, 2021 meeting were approved as presented.

### ctcLink Steering Committee Update

ctcLink Project Director Christy Campbell said it's been a busy month for the project. There have been several project deployments since cELC last met in January—Deployment Groups 4-A and 4-B, as well as the new Online Admissions Application and the Budget Planning Tool.

#### Deployment Group 4-A

Tim Wrye—ctcLink Steering Committee chair and Highline College Executive Sponsor—shared his go-live experience from a DG4-A perspective. He said the conversion weekend went amazingly well. The student financials conversion issues identified during the dry run were corrected and not repeated at go-live. Tim said one of the biggest pain points right now is not related to ctcLink implementation, but to the system's change to Key Bank. Highline is in the pilot group for the Cybersource/Key Bank transition and some issues with Cybersource's configuration slowed down the process. That issue is expected to be resolved today so students can pay online. Tim said, overall, the biggest hang-ups are not technical issues, they are more about learning the system and figuring out processes—and in some cases, policies—they need to adjust. He said even though configurations test out fine in UAT, once you are in the shared production system some things aren't exactly as experienced in a testing environment. They are in the process of figuring those things out. The go-live adrenaline is wearing off and working remote has posed collaboration and communication challenges. Staff are exhausted, but committed. Overall, conversion was successful and they are struggling with a few pain points, but DG4 is so much further ahead than previous deployment groups thanks to changes to conversion methodology based on previous deployments' lessons learned.

Eva Smith, ctcLink executive sponsor for Edmonds College, said Edmonds College (also DG4-A) went through many of the same issues. They are learning at an accelerated speed as people start getting into the system. It's the organizational and people change aspects that are most prevalent now. As Edmonds' executive sponsor, she said part of that role is to help employees through this learning phase, keep them calm and help them realize what they are experiencing is normal for such a large change. Overall, it's going well and SBCTC has been a great help.

Seattle Colleges Chancellor Shouan Pan said Seattle Colleges (DG4-B) are on day four in ctcLink. The conversion weekend went much better than expected. He said staff are experiencing the expected amount of culture shock with using an entirely new system, especially those who had worked so long in Legacy. It's normal to lose self-confidence in what they are doing as they adjust and learn the new system. People are beginning to realize it's going to take some time to learn ctcLink/PeopleSoft and get used to new processes. Training sessions are taking place and there have been a high volume of tickets to their help desk, but that is to be expected. He thanked SBCTC for being good partners and very responsive to inquiries.

Clover Park President Joyce Loveday said from the perspective of an outsider, she and other Clover Park staff appreciated the go-live weekend communications that detailed the DG4 go-live activities throughout the weekend. Seeing how things progress throughout the weekend instills confidence in future deployment groups.

ctcLink Customer Support Director Dani Bundy said Student Financials has always been her highest concern, but all the work the project team did with DG4 has really paid off on the support side. DG4 is the first deployment to run Student Financials to Finance within the first 2-3 weeks, and all colleges including Seattle are running SF to FIN. As Tim said, Highline is already getting ready to do financial aid disbursements and that is due to the high conversion rates and the project team's change in SF conversion strategy. She said the project did a phenomenal job and thanked DG4 colleges for being so flexible.

## **Replacement Solutions Update**

### **Online Admissions Application Portal (OAAP)**

Christy said the new OAA went live on Feb. 2 for DG2 and DG3 colleges and they have received great feedback from colleges so far on the new application. There were concerns about accessibility and as part of the Steering Committee approval, there was a condition that those items be addressed. Sandy Main has been working with the vendor and they have already been able to put in a number of the fixes. Seeing a lot of great action between Sandy's team and the vendor to fix these issues. Tim noted the Steering Committee held an emergency meeting to approve this go-live because of the accessibility issues and not having a detailed-enough report to make that decision during the regular meeting. We ended up in a good place and the vendor has worked diligently with SBCTC, but this brought to light that the Steering Committee needs more than high level reports when making go-live and other important decisions.

### **Planning and Budgeting Cloud Service (PBCS)**

Christy said Deployment Groups 2 and 3 colleges went live with PBCS on Feb. 12. But, the majority of colleges had already started budget planning using prior tools, so some are treating it as a pilot and using their current tool in parallel with PBCS to get a better understanding of the new tool. The project is excited for colleges to start using PBCS so they can start gathering feedback from colleges and implement any improvements over next year. The project team is currently providing both support on the tool for live colleges as well as implementation for future colleges.

## CampusCE

Christy said there is a two-phased approach for CampusCE integration to ctcLink/PeopleSoft. Phase I is slated for March 9 for all ctcLink colleges and just one or two colleges plan to take advantage of that because a number of colleges have already done the double entry and implemented their course schedules in CampusCE as well as ctcLink for spring quarter. So, most will start using the CampusCE integration for summer quarter. Phase II adds some additional integration. That is scheduled for April 16. DG5 and DG6 CampusCE users will implement the integration when they go live with ctcLink.

## ctcLink Program Status

Christy said the project is currently on track for timeline, scope and budget. Overall, the major concerns continue to be impacts to budget and resources due to the pandemic and continued remote work. We remain yellow and cautious as we look at progress moving forward.

### Budget

Overall the project is under budget. Preparations for the next (and last) funding gate are already underway. This (Gate 7) is the last of the allotments requests, which are required by the Washington OCIO for technology projects of this size and budget. Project management will engage with the OCIOs office this summer to get the process going for allotment approval by Nov. 2021.

### DG5

The project team is configuring the instances for functional unit testing. Colleges are preparing for Cycle 2 Data Validation. Validation is one of the most important activities in the implementation process.

### DG6

The team has been very impressed with DG6 college engagement. DG6 joined DG5 for a couple early Business Process Fit Gap (BPF) sessions and seven of the nine DG6 colleges submitted their homework early. They are ready and engaged and the team is looking forward to working with them. There is a lot of great work going on and we are seeing great partnerships with colleges.

### Moran/Quality Assurance

Moran is keeping a close eye on testing activities as well as the continued development and growth of the support organization.

## ctcLink Support Organization

Dani Bundy said overall, things are going well. There are bumps in the road, but everyone has been exceptionally patient. As an example of support activity, she said in addition to supporting other ctcLink colleges, this week Customer Support closed 301 tickets. And, of the 179 tickets that DG4-A had opened, 56 remain.

## ctcLink Support Resources – Background and Future Growth

Grant Rodeheaver gave an overview of the ctcLink Support Organization structure, current staffing and responsibilities. The SBCTC ctcLink support structure includes customer support, training, security, application services and data services. He gave an update on the growth of the support organization from Deployment Group 2 to present and then discussed growth plans for the future. See the [Planning Growth for ctcLink Support](#) slide deck for details.

The bulk of the discussion was about the 36 additional staff positions that are projected to be needed to support DG5 and DG6 and beyond, bringing the total to 92 ctcLink support staff across all areas. Grant clarified that these positions would cover normal customer support, but would not be for special reconfiguration-type projects, such as the academic structure needed for implementing Guided Pathways in ctcLink. It puts the support organization in a position to support that work, but not to do the actual development. That would be a separate effort. Tim asked for clarification that the planning work for Guided Pathways in ctcLink could still take place as early as this spring, as the Guided Pathways Advisory Council has discussed. Grant agreed.

Kevin Brockbank said this topic will be going to the WACTC executive committee for discussion this evening and the WACTC Operating Budget Committee will be discussing the planning for a funding model. He said the role of the cELC is to provide perspective, validate and support the necessity of the proposal of increasing the support organization as Grant has outlined.

Joyce asked about the overall picture of support staff (from legacy to ctcLink) and whether SBCTC Business Analysts would be able to support colleges. Grant said the financial plan has legacy support positions rolling off of the organization chart after all colleges are live on ctcLink in 2022, as well as retiring some legacy software. Regarding the business analyst support, Tim and others said they have found those roles really need to be local, college staff to be successful.

Kevin asked if the current need for 92 total positions might decrease as colleges and SBCTC get more proficient in their work and gain a better understanding of ctcLink/PeopleSoft. Grant said that is a possibility. At this point, his focus is on ensuring SBCTC ctcLink Support division can successfully support 17 additional colleges. We need to see how we are doing after all colleges are live and have been on the system for at least a year.

Kevin said this was a good discussion and “first reading” of this proposal. The cELC will be discussing this more in the future and getting updates on WACTC OBC’s work as well.

## Adjourn

The meeting was adjourned at 11:00 a.m.