



ctcLink Executive Leadership Committee

Meeting Minutes for March 25, 2021 - **DRAFT**

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

Kevin Brockbank opened the meeting and welcomed committee members.

Approval of Minutes

The meeting minutes from the Feb. 25, 2021 meeting were approved as presented.

ctcLink Steering Committee Update

Grant Rodeheaver and Tim Wrye gave an update on recent Steering Committee activities.

Grant reviewed the go-live dates that were approved at Tuesday's Steering Committee meeting.

- Group A – Oct. 11, 2021
- Group B – Oct. 25, 2021
- Group C – Nov. 8, 2021

He clarified that only the go-live dates have been determined thus far. The DG5 colleges are still working through who will be in which group. They have some constraints to work with in their planning which includes the size of each group (no more than three colleges per go-live weekend and Bellevue and Green River can't be in the same group due to their size). The constraints are to ensure the volume of data for each weekend is manageable. The DG5 ctcLink leadership is working together to come to consensus on which colleges will be in each go-live group. They are hoping to come to agreement on the groupings by next week so it can go to Steering Committee for approval on April 6. If they cannot come to consensus, it will be escalated to the Steering Committee to make the decision.

Tim attended a DG5 Executive Sponsors meeting this week. He said there was some confusion regarding the need for the constraints, which he thinks has been cleared up. The constraints of no

more than three colleges is based on the project team's lessons learned with DG4-A. Four is too many due to the time it takes to process the conversion because of data size, but, as important, is the work the manual work the project team is doing that weekend to apply configurations, security and all things they are manually doing during the transition from Legacy to ctcLink/PeopleSoft. DG5 Executive Sponsors are holding additional meetings next week to determine the go-live groupings.

Grant reviewed other key issues that have been discussed recently, including the continued risk to both college and SBCTC project teams due to COVID-19: remote work, budget, resources, staffing. He said staff are tired but they are working hard in stressful times. The results are certainly paying off, but the fatigue is real. College leadership's role in helping to free-up staff for ctcLink work has been tremendous and it will need to continue.

Another item on the radar is SBCTC Customer Support and Project Staffing through DG6. As the project winds down, there is always the concern of project staff looking for other jobs. Grant said they are working on retention efforts to make sure there is a solid cohort of project staff through the end of the deployment next spring, while also working to build a good support staff for the future.

Grant and Tim both spoke to the recent issue logged by DG5 PMs regarding diminished trust in the ctcLink Project Team. Concerns included shifting dates in the schedule, changes or mistakes with activity dates and other miscommunications. There have been good discussions already about how to work together to mitigate these concerns. People were open and honest. The feedback and dialogue thus far focused on collaboration and how project can improve communication and clarity about solid dates vs. approximate dates in the project plan. There is more work to do and more conversations happening. It was noted that projects of this size are bound to encounter certain issues that force date changes. It can be frustrating, but is not uncommon.

Tim met with DG5 Executive Sponsors on Monday. He encouraged them to meet with Christy as a group when issues are escalated up to them. DG4 did that and it was very helpful. He said Christy is working hard to understand and close the communication gaps that are causing concerns.

Program Status

Grant gave an update on program status since Christy was unable to attend today's meeting.

Replacement Solutions

CampusCE

Grant reviewed the CampusCE Integration to ctcLink/PeopleSoft "go-live" dates. Edmonds College will be the first to use the phase 1 integration (course/class), beginning March 30, 2021. The remaining ctcLink/CampusCE colleges will begin using CampusCE Integration April 6, for summer and fall course planning. The second phase integration work begins in May, which will be the CampusCE/ctcLink integration of the student enrollment and payment functions. DG5 and DG6 CampusCE integration is incorporated into the project implementation schedule.

Planning Budgeting Cloud Service (PBCS)

Grant said PBCS went live for DG2 & DG3 colleges on Feb. 12. To use PBCS, there needs to be a good amount of Finance data in ctcLink/PeopleSoft, which is why only DGs2 and DG3 are using the new tool so far. Colleges have decided to use PBCS in parallel with their existing budget planning tool/method to test it out. DG4 and DG5 colleges will start using PBCS in January 2020 and DG6 will follow sometime after their go-live.

Overall Status

Grant gave a brief overview of the overall project status, specifically, noting that DG5 and DG6 colleges are self-reporting as “green” and both groups are working hard on their current activities.

Budget

Grant said the project is currently tracking \$1 million under budget for this funding gate and current projections are that the project will be at about \$2 million underspent overall. He explained when the project restarted in 2017, the budget included a \$5 million contingency fund. The contingency is included in these calculations, so that means they are expecting to use about \$3 million of the contingency fund. Grant noted this projection can change moving forward but the budget is in a good place at this time.

ctcLink Support Organization

ctcLink Customer Support Director Dani Bundy gave an overview of the post go-live support activities for DG4 colleges. Based on lessons learned, Customer Support held a series of sessions focused on activities/processes that need to be done sequentially in ctcLink after go-live, such as financial aid and payroll processes. Having these sessions pre-scheduled seemed to work well and was beneficial for those college SMEs that participated. In fact, some colleges that didn't participate in the sessions wished they had and noted it as a lessons learned for future deployment groups to be sure to participate in all scheduled post go-live support activities.

Tim said it's been going well for Highline College. There have been service tickets entered, but they are getting good activity on them for most part. The tickets causing the most issues are those that have been escalated to Application Services because they are technical issues. The functional issues are getting worked out as they come up. Eva Smith said Edmonds is having a similar experience. She said Edmonds is very appreciative of the support from Dani's team and SBCTC technical support. Many of their challenges are more around learning the new system. They are continuing to work through the different phases of business processes in ctcLink as they come up (payroll, admissions, registration, etc.). Sometimes they find things that should have been set up differently, but that is all part of the learning process.

Dani said some of the technical difficulties in student payments and class search were due to issues with integrations to third-party applications and others were Oracle bugs. At this time, all tickets come through the “functional” team (Customer Support) and then get redirected to the technical team (Application Services) if it's a technical issue. Grant, Sandy and Dani are working on streamlining the internal communication flow process, as well as working on improved external communications to provide updates when technical issues arise.

Online Admissions Application Portal

Grant gave an update on OAAP. It went live Feb. 2, which the Steering Committee approved with some conditions related to accessibility functionality and fixes. All go-live conditions were met and, since then, all of the identified accessibility issues with OAAP have been resolved and implemented. Our next step is to bring back our 3rd party accessibility testing vendor (Level Access) to validate all of that work. Great partnership with our vendor and great response to our issues. As of today, we've had more than 13,500 accounts created since go-live and about 10,200 submitted applications.

Because of the early success with DG2 and DG3 colleges, the project is working with DG4 colleges to push their transition to the new OAAP sooner than previously planned, which was with DG5 in October, 2021. Instead DG4 hopes to transition to OAAP early this summer. Tim said thanks for speeding that up.

ctcLink Accessibility

Grant and Sandy Main are working with the Disability Support Services Committee (DSSC) to establish monthly forums to discuss ctcLink accessibility issues, progress, etc. It was requested the forums are opened up to more system groups. Grant confirmed that anyone interested may attend. They have also reached out to Oracle to set up monthly meetings to get SBCTC's issues advanced within the Oracle accessibility group and get clarification on how we escalate issues to Oracle and focus on resolutions.

Grant said they received feedback from the WA State OCIO and AG offices regarding current status with accessibility. Both agencies said SBCTC is taking the right steps. There is definitely more work to do, but they said we are taking the right steps and the progress being made fits within the guidance and intention of Section 508 and Policy 188.

ctcLink Support Staffing

Grant said the WACTC Executive Committee created a "ctcLink Funding Workgroup" with system-wide and SBCTC representation and led by college presidents (Kevin Brockbank, Joyce Loveday, Bob Mohrbacher and Tim Stokes). The group is meeting weekly to discuss the proposed staffing plan Grant reviewed with cELC in February as well as potential funding models. The goal is to have a proposal to WACTC in April for approval by WACTC and SBCTC in June.

Adjourn

The meeting was adjourned EARLY at 10:45 a.m.