



ctcLink Executive Leadership Committee

Meeting Minutes for April 29, 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 March 25, 2021 meeting were approved as presented.

ctcLink Steering Committee Update

New Voting Member

Tim Wrye announced the Steering Committee approved the nomination of Carolyn Tucker from Skagit Valley College as the new voting member to replace Ed Jaramillo. Carolyn has taken on the role of executive sponsor at Skagit Valley College and has been involved in ctcLink from the early days, including attending the executive sponsor summit in July 2019.

Action: It was moved and approved to accept the Steering Committee's recommendation to appoint Carolyn Tucker as a voting member of the ctcLink Steering Committee.

DG5 Go-Live Schedule

Tim gave an update on the recent approval of the DG5 go-live groups. He said "thanks" are in order to Everett Community College for agreeing to go-live in the third group. The goal was to break DG5 into three go-live weekends and give all colleges their preferred choice. That worked for everyone, except Everett who agreed to join Bellevue in DG5-C to even out the three groups. Thank you Everett!

DG4 Lessons Learned

Christy provided an overview of the DG4 Lessons Learned report. The Lessons Learned process includes continues improvements from previous deployment groups, changes made in real time during the DG4 implementation, and information gathered from DG4 stakeholders and project staff following deployment.

One of the key takeaways is the conversion/deployment methodology is working well. In fact, Christy said she has never seen conversions with success rates of 99 percent as we experienced with DG4. Christy said that is a reflection of the quality of the colleges' data being converted, as well as the project team improving the conversion approach over time.

Paul Giebel, Moran Technology Consulting, said it's important to remember the volume of work that is required of each college to implement ctcLink. Yes, there have been improvements in work packages and deployment strategies based on lessons learned, but the body of work for each college does not change. As long as everyone understands there is still a lot of work to do, the project should be in good shape.

Christy noted a good portion of the DG4 Lessons Learned was focused on "how colleges can help colleges." DG4 had many tips and suggestions for DG5 and DG6, which has been very beneficial, including the recommendation to hire business analysts and development of a stabilization plan for 90 days post go-live. See the [DG4 Lessons Learned summary and full report](#).

Program Status

Christy gave an update on program status.

Replacement Solutions

CampusCE

Due to the complexity of the multiple integrations, CampusCE has been broken down into two phases. Six colleges have implemented Phase 1 (integration for building and publishing courses), with several more planning to do that work in spring and summer quarters. We are working with CampusCE on Phase 2 now, which is the integration of the student enroll and pay functionality. It is expected to be complete in June. Christy will have more to share about that work at a future meeting.

Online Admissions Application Portal (OAAP)

DG2 and DG3 colleges have been using the new admissions application since February. DG4 is slated to go live this spring and DGs 5 and 6 will deploy the OAAP as part of their ctcLink go-live. Joyce Loveday asked what feedback colleges have provided on this new tool. Christy said initial responses were very positive. Colleges said it is a much more user-friendly product than the previous one. There were concerns about accessibility issues and the vendor (KTech) stepped up quickly and made several fixes right away.

Planning Budgeting Cloud Service (PBCS)

As with OAAP, DG2 and DG3 colleges have implemented PBCS. Most colleges are using it in a parallel fashion at this point (trying out PBCS while also using their existing tools). DG4 is expected to start using PBCS in December 2021, once they have a good amount of financial data in the ctcLink system. DG5/DG6 is currently planned for December 2022.

Overall Status

Deployment Groups 5 and 6 are both self-reporting "green" at this point. That does not mean everything is easy and smooth sailing, but that despite the challenges, colleges are currently on track with project activities. It is not uncommon to report "yellow" with challenges as you get closer to go-live. Tim said from a college (DG4) perspective, there may be a tendency to not want to be the first in your deployment group to report a "yellow" status. But, he urged those in DG5 and DG6 to be realistic and report their true status. There have been some incongruities with colleges logging risks and issues, yet still reporting as "green." He said reporting yellow is not bad, it's honest. It means you know there are issues and you are working through them.

Ed Brewster shared a few ctcLink updates from Grays Harbor College. This summer GHC is designating Fridays as ctcLink “catch up” days and will pay staff overtime for doing ctcLink work on those days. GHC is losing a key ctcLink staff member, which is difficult at this point in the project.

Budget

Overall the project is running at about \$1.5 million under budget. Christy said for a project this size, that is not as much as it may seem. The budget is tight, but still looks good for the remainder of the project.

Moran Technologies Quality Assurance Report

Paul Giebel said, overall, Moran is optimistic about where the project is and where it’s headed. The project team listens, learns and adapts and is always looking for a better way to do things. The key thing moving forward is staffing—keeping project staff through the end of the project and adequately staffing up the SBCTC ctcLink support organization.

Project status remains yellow due to the complexity of the project.

ctcLink Support Organization

Kevin Brockbank moved the Support Organization update and discussion to the WACTC-Tech meeting due to time constraints and since the majority of the discussion will be an update on the ctcLink funding model for the support organization staffing plan.

Adjourn

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