



## ctcLink Executive Leadership Committee

Meeting Notes for January 25, 2022

### Meeting Participants

#### Voting Members

- Jan Yoshiwara**, co-chair, SBCTC  
Executive Director, ctcLink  
Project Executive Sponsor
- Joyce Loveday**, co-chair, Clover  
Park Technical College President
- Shouan Pan**, Seattle Community  
Colleges chancellor
- Lin Zhou**, Bates Technical  
College President
- Rebekah Woods**, Columbia  
Basin College President
- Amy Morrison**, Lake Washington  
Institute of Technology  
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
- David Williams, BAC
- Rolita Flores Ezeonu, IC
- Tim Rager, ITC
- Valerie Parton, RPC
- Paul Giebel, Moran Technology  
Consulting
- Dani Bundy, SBCTC ctcLink  
Customer Support Director
- Janelle Runyon, ctcLink Project  
Communications Manager
- Eva Smith, STAC liaison
- Sherry Nelson, ctcLink Project  
Communications Coordinator

### Welcome and Introductions

Dr. Loveday welcomed members and attendees to the meeting.

### Approval of Meeting Minutes

The December 2, 2021 minutes were approved as presented.

### Project Status

Christy gave an overview of the project status. See [Jan. 25, 2022 ctcLink Executive Leadership Committee Presentation](#) for details.

DG6 colleges are focused on their Security Workbooks, User Acceptance Testing (UAT) and continued Legacy data cleanup. Continuing that cleanup is critical to success after go-live.

Christy said staffing has been an issue. Two staff at DG6 colleges (Yakima Valley, South Puget Sound) unexpectedly passed away in just the last few days. It's a very trying time for the college teams.

Christy said she is meeting with certain colleges and leadership. She gets engaged when she sees colleges falling behind. First, she meets with the executive sponsor and, if needed, then she meets with president.

Dr. Morrison, LWTech, said their big concerns for the Feb. 28 go-live are winter weather and COVID. They were doing things on campus for morale and then omicron sent everyone home. She also said LWTech staffed up more than they ever thought they would for ctcLink. Among the many lessons learned is just how staff-intensive this process is.

Dr. Zhou said their staffing at Bates is a problem. Their finance department was down to one person. They hired a comptroller with PeopleSoft experience. They are trying to recruit more staff in HR. They recently hired Cielito Lane, previously from SBCTC ctcLink Support, to Bates Student Services.

Cielito has already made a big difference and providing really clear instructions to staff. Their departments are closing the offices on Fridays for training.

Dr. Loveday said it's been challenging for Clover Park staff as well. It's a lot of work. SMEs are exhausted. Retention is a concern.

Dr. Morrison said it has become apparent how many single points of failure there are at the colleges. It's exacerbated by the great resignation, the great retirement and COVID. She said ctcLink has been forcing LWTech to look at creating back-up and cross training.

## **Top Project Risks**

### **College ctcLink Staffing**

Christy reiterated the discussion the group was just having. Colleges have reported that staff members are experiencing fatigue and burnout due to increased workload of ctcLink and other college responsibilities. Recent vacancies and resignations have led to a loss of critical staff close to go-live and colleges are struggling to complete the required work. The project team works closely with the college PMs to help prioritize activities and provide support wherever possible.

### **Project ctcLink Staffing**

Christy said the project team has had some losses in key areas. We lost two technical roles after DG5-C—one passed away and the other left for another career opportunity. Their work has been spread out among current staff and consultants.

### **Other Discussion**

Claire Peinado from Skagit Valley College said SVC had a ctcLink Summit on campus. She said staffing and training are the biggest issues.

She noted they are having a hard time understanding the ctcLink ticketing system. Sometimes they are hamstrung on their ability to serve students. Grant said they are working on a shared view into ticketing system so that colleges can see what's going on across colleges.

## **Budget**

Overview of budget as of December 31, 2021. Slightly under budget. Dr. Shouan Pan thanked Christy for her project leadership and carefully managing the budget.

## **ctcLink Steering Committee Update**

Tim Wrye said it's critical for executive sponsors to be out in front, engage on campus and engage across the system, tap into the executive sponsor network and understand their role as it relates to ctcLink.

DG6 executive sponsor engagement has recently increased. Chris McLain joined the Steering Committee and represents DG6 executive sponsors.

## **SBCTC ctcLink Support**

Grant reported there are only about three more positions remaining. Security, communications manager, PBCS. Integration is going well.

There is overlap with the Strategic Technology Advisory Committee (STAC) group looking at enhancement requests. This will help inform that process of how we put things in the queue.

Follow-up training is being offered for ctcLink colleges to tackle more difficult questions after they've started using the system.

Streamlining onboarding and offboarding across the system. Looking to partner to clean up the process when employees quit or move to another campus.

### **CampusCE**

Christy reviewed the contract deadline details for colleges wanting to take advantage of the ctcLink Project paying for the initial integration. Colleges need to act by January 31, 2022. Dr. Loveday will provide the two slides with all the details to the presidents following tomorrow's WACTC meeting.

### **Closing**

Dr. Loveday closed the cELC meeting and moved into the WACTC-Technology meeting.