



## Steering Committee Meeting Minutes

September 25, 2018

SBCTC Olympia, Bonanza Room and WebEx

Christy Campbell, facilitator

### Membership and Attendance

#### Voting Members Present

**Shanda Diehl**, Clark; **Lisa Hjaltalin**, Spokane; **Kurt Buttleman**, Seattle; **Tim Wrye**, Highline; **Reagan Bellamy**, Wenatchee; **Grant Rodeheaver**, SBCTC; **John Boesenberg**, SBCTC; **Carli Schiffner**, SBCTC

*Not present:* **Choi Halladay**, Pierce

#### Non-Voting Members Present

**Christy Campbell**, SBCTC; **Ligia Cicos**, Edmonds; **Clay Krauss**, Tacoma; **Paul Giebel**, External QA/Moran

*Not present:* **Whitney Dickinson**, OCIO

#### Also in attendance

**Daniel Cordas**, Seattle Colleges; **John Henry Whatley** and **Robert Lawson**, SBCTC Campus Solutions; **Janelle Runyon**, SBCTC

### Meeting Minutes

#### Approval of Minutes

The September 11, 2018 meeting minutes were approved as presented.

### Updated Project Charter

Christy Campbell explained that the original project charter was developed in 2013 and was based on the project methodology, governance and roles established under the previous implementation partner. An updated project charter was needed to reflect the new approach, governance structure, project roles, and other changes to the project as part of the restart efforts. In addition, as part of each deployment's Initiation Phase, colleges are developing local ctcLink project charters. Committee members will send any edits to the project charter to Janelle by EOB on Friday, September 28. Those edits will be incorporated into the final draft that will go to the ctcLink Executive Leadership Committee (cELC) for review and approval at the October 4, 2018 meeting.

## Status Update

### Common Process Workshop (CPW) Guided Pathways Follow-up Discussion

The group revisited the proposal to use the CPW framework to identify and rank the functional requirements for Guided Pathways (GP), followed by determining where ctclink/PeopleSoft meets those requirements and where there are gaps. Daniel Cordas explained this proposal originated from college project managers who were concerned that purchasing decisions were being made about student success technology at some colleges without a clear understanding of where ctclink/PeopleSoft may meet some of the needs. Ligia Cicos said one of the original project goals is to strive for a common experience (software and business processes) across all colleges and one of the guiding principles is that “systems that replicate information and processes of the ERP should be eliminated.” The Steering Committee has been asked to assist, from a project perspective, in getting colleges together to discuss and determine requirements, followed by a fit/gap assessment. Clay Krauss said, as a ctclink college that is currently using Civitas, Tacoma is looking forward to the workshop.

Christy Campbell said understanding the requirements is key. Project team members have been providing demos and participating in the various GP workshops and meetings, but without a clear set of functional requirements, it is difficult to answer the questions.

Daniel said the CPW group has reviewed the workshop design and has suggested moving outside the normal CPW methodology (CPWs generally start with ctclink/PeopleSoft functionality whereas this would start with gathering functional requirements before even talking about PeopleSoft).

Shaunda Diehl voiced concern about this work affecting the project timeline and the overall scope of ctclink. Until the requirements and business processes are complete, this Guided Pathways work appears to be outside of the scope of ctclink.

Tim Wrye said Guided Pathways is encouraged but not required across the system, which means it would not be in scope for ctclink at this time. He said getting a common understanding of requirements needs to happen, but agreed that putting it under the auspices of the project is a risk.

As the new deputy executive director of education services, Carli Schiffner asked for some time to discuss the topic with various staff/groups and bring a recommendation for next steps back to the committee at the October 9 meeting. All agreed. In addition, the group would like to hear the latest from the Data Governance Committee regarding the work they are doing around Meta Majors for ctclink.

### Common Process Workshops – Class Schedule

Daniel Cordas presented the CPW outcomes and recommendations report for Class Scheduling. The October 2017 workshop had 57 SMEs in attendance from all but four colleges. He particularly thanked Spokane and Tacoma colleges for their high level of engagement and participation. SMEs liked the functionality and a common process was agreed-upon. Recommendations were for SBCTC to create a best-practice schedule of activities that need to be completed for each term schedule, including all cutoffs and tasks leading up to a schedule going live and for SBCTC to provide best practice for use of the college-controlled Section Number field.

**Action: The committee approved the Common Process proposal for Class Scheduling.**

## Common Process Workshops – Financial Aid ISIR Application Processing

Daniel said there were no recommendations as all 53 participants accepted the common process and there were no recommendations. It was noted that this common process tracks to a very detailed (100-page) step-by-step reference guide rather than the shorter Quick Reference Guides used with other processes.

**Action: The committee approved the Common Process proposal for FA ISIR and Application Processing.**

## Global Design Review – Campus Solutions

Because some items in the document have been referred to an individual or committee for further work, the committee asked for this item to be tabled. The Campus Solutions team will review the GDR summary and bring back only those items that need Steering Committee approval.

## Status Update: Remediation

Christy said that Remediation work continues in parallel to the Upgrade work. Details by pillar/area to accompany the Remediation summary slide are included at the back of the slide deck, including a status of all the new software solutions (Physical Inventory, online admissions, continuing education, budget planning, etc.).

Some highlights:

- One Human Capital Management item, which had to do with the original conversion of area codes for Spokane, was recently closed. Christy thanked Spokane for the work they did to close this item.
- Several more Remediation items are nearing resolution.
- Requirements have been finalized for the online admissions application. The next step is to perform a fit/gap against ctcLink/PeopleSoft functionality to determine the gaps as the approach remains to use delivered solutions as much as possible. The goal is to have a solution (and/or vendor) in place to align with the DG2 schedule.
- A draft RFP for continuing education may be available at the next committee meeting.

The committee discussed Accessibility and the resource challenges system-wide for testing technical accessibility across all tools (not just ctcLink). There is a possibility to bring in a vendor to assist with testing the Appian (Grey-Heller) solution. There is a general concern that colleges and the SBCTC lack the staff and expertise to do the accessibility testing internally (for ctcLink/PeopleSoft and beyond). From a quality assurance perspective, Paul Goebel said bringing in an outside testing team to validate (usability/accessibility) is a common practice.

**Action: The committee approved a motion to support the need to bring in a testing vendor to assist with validating the accessible technology solution for ctcLink/PeopleSoft, with the clarification that any financial impact (unplanned spending) would come back to the committee for approval.**

## Status Update: DG2

The project is currently in “green” status overall, with activities being completed on time and under budget.

- The Schedule is tracking “yellow.” Training activities need to be added to the timeline and work is underway to determine the scope of training materials/work that will require support from an external training vendor. The team also continues to review the DG2 and DG3 schedules to understand the significant overlap in activities.
- Scope is also “yellow” mainly because the outstanding new solutions previously discussed are in varying stages of development. In addition, some of the items that were de-scoped under the

previous implementation partner appear to have not received governance approval, so Christy is having those decisions reviewed and verified.

- Budget is “green” and still tracking under-budget at this time, but it’s merely a matter of timing of when the money will be spent.
- Highest Risks include the year-end close efforts and training:
  - Year-end-close work is ongoing and SBCTC and college staff members are working diligently to complete tasks.
  - The training delivery approach has been adjusted to provide better outcomes for participants. For example, longer periods of training are proposed to allow for better adoption and comprehension. The build-out of pilot courses is underway.
- There was an issue logged related to finance homework. It is being addressed. Christy is very appreciative of the feedback coming in from DG2, which allows the project to make continuous improvements.

### Status Update: Budget

As previously noted, the budget is tracking nearly \$5 million under budget, due to planned vs. actual timing of spending. In addition, Christy alerted the group that the Technology Budget will be reworked based on feedback from the OCIO’s office. The project has been asked to change from full-year stage gates to smaller chunks of time/expenditures. It may be adjusted down to six-month stage gates and deliverables will be aligned around these changes.

### Status Update: Moran QA

Paul said the QA process is going well and recommendations continue to be addressed. There is a lot of activity going on around the recommendations now—by both SBCTC and college staff. There has been great progress and good two-way conversations. He is not seeing the same issues month after month. Things are getting resolved.

### Status Update: DG3

Deployment Group 3 colleges are in the Initiation Phase, working on milestone deliverables and posting them on the ctLink Document Repository for review. Those deliverables will be presented to governance for review and approval in late October. A baseline schedule for DG3 should be ready for review in October. A DG3 Kickoff is scheduled for Friday, Nov. 2 and bi-weekly meetings with DG3 colleges will begin following the kickoff.

### Next Meeting

Next meeting will be Tuesday, Oct. 9, 2018.

## Meeting Closure

### Follow-Up/Action Items

Item	Description	Person	Date Open	Status
1.	CPW for Guided Pathways discussion, recommendation	Christy/Carli	9/25/18	Carli to bring recommendation back, possibly at 10/9 meeting

Item	Description	Person	Date Open	Status
2.	Share Data Governance Committee's work on Meta Majors for ctclink (as part of Guided Pathways discussion)	Janelle will ask Carmen	9/25/18	
3.	Add Campus Solutions Global Design Review recommendations to future meeting	Jason check with John Henry on when it will come back to SC	9/25/18	CS will review and bring back only items that need SC approval
4.	Continuing Education RFP at future meeting	Christy/Jason	9/25/18	Draft RFP nearing readiness for review