



Steering Committee Meeting Minutes

October 23, 2018

SBCTC Olympia, Bonanza Room and WebEx

Christy Campbell, facilitator

In attendance:

Voting

Choi Halladay, Pierce; **Lisa Hjaltalin**, Spokane; **Reagan Bellamy**, WVC; **Kurt Buttleman**, Seattle; **Tim Wrye**, Highline; **John Boesenberg**, SBCTC; **Carlie Schiffner**, SBCTC; **Grant Rodeheaver**, SBCTC

Non-Voting

Christy Campbell, SBCTC; **Whitney Dickinson**, OCIO; **Paul Giebel**, Moran; **Clay Krauss**, Tacoma; **Ligia Cicos**, Edmonds

Also in attendance: **Janelle Runyon**, SBCTC

Meeting Minutes

Approval of Minutes

Action: The September 25, 2018 meeting minutes were approved as presented. There was no meeting on October 9, 2018, so no minutes were presented.

Common Process Workshops (CPW) – Managing Beginning of Term

Ligia Cicos provided an overview of the results of the Managing Beginning of Term workshop that took place in January 2018. The workshop was well-attended, including several subject matter experts from Spokane and Tacoma to provide valuable input from colleges already on ctcLink. A common process was agreed-upon during the CPW and the Working Group reviewed and approved the workshop recommendations/outcomes on October 17.

An item for future discussion is a decision around how and when to display class search for a particular quarter/term (when it becomes visible to the student in the online Student Center). There are differences now in how colleges do this, as far as displaying one quarter at a time or a full year. In PeopleSoft, this is global functionality, so it will need to be agreed-upon statewide. Discussions are underway and Ligia confirmed that approval of the Managing Beginning of Term common process was not contingent upon the global Class Search decision.

Carli Schiffner asked about next steps. She will reach out to the Campus Solutions EFP and Project leads to assist in getting the information to the appropriate councils/commissions for input.

ACTION: The Steering Committee voted to adopt the CPW Recommendation for Managing Beginning of Term.

Guided Pathways Proposal

Christy said following recent meetings, the proposal for using the Common Process facilitators for Guided Pathways still stands and it is now referred to as Facilitated Requirements Gathering for Guided Pathways.

Ligia explained the idea was to use some of the methodology that has been used in the common process approach to facilitate a requirements gathering discussion across the state for Guided Pathways. Once a set of requirements is determined and agreed-upon, the next step would be to determine where PeopleSoft meets those requirements and where there may be gaps, first focusing on PeopleSoft (ctcLink) to see what functionality could be leveraged to potentially meet the requirements. That exercise can't take place until we know the technical and functional requirements. Christy and Carlie were in a meeting earlier today to discuss a temporary solution for those colleges already or soon to be on ctcLink. The suggestion was to offer a phased approach on a fix to meet the Guided Pathways reporting needs now. Based on recommendations from the Research and Planning Commission (RPC), there are three options: 1. Use the existing Campus Solutions Common Attributes framework, 2. Use a PeopleSoft delivered field for existing reporting needs, or 3. Create a custom field. The CS team is evaluating the options and will have a recommendation soon. The next step would be to run the recommendation by the colleges that would be using it, then assign a developer to work on whichever option is chosen.

ACTION: The committee agreed to move forward with the Facilitated Requirements Gathering for Guided Pathways to determine the requirements. The committee also agreed to move forward with the stopgap measure for current ctcLink/Guided Pathways colleges. The requirements-gathering process will be led by the SBCTC Education Division, with input/participation from project team members.

Status Update

Christy Campbell reviewed the latest status report:

- Remediation – still actively working through all items.
- The Schedule is tracking “yellow” due to overlap of deployments.
- Scope will also remain yellow until the new solutions (online admissions, continuing education, budgeting, etc.) are determined and implemented. The goal is to know the vendor (as applicable) and implementation timeline by end of year.
- The budget is about \$5 million under budget due to onboarding of resources and the outstanding solutions noted above.
- Security Redesign is behind original schedule. The goal is to have the full design done and roles starting to be built out by the end of this year.
- Clark logged concerns around the Data Validation process in regards to the use of sensitive information. Christy said it's very important we learn from this deployment and make adjustments in processes where needed based on lessons learned for future deployments.
- The Continuing Education RFP has been released.
- The OAA subcommittee has finalized requirements and Christy is seeking a final/official approval of the subcommittee's work. Meantime, the Project Team is taking the long list of prioritized OAA requirements and validating against what is available in the CS 9.2 and PeopleSoft 8.56 (Fluid) upgrade to see where we have gaps. Until this work is done, we are not sure how many gaps there will be. Once the gaps are determined, the team can research possible solutions to fill those gaps. Other colleges, such as Central Washington University has a front-end admissions interface and we will be looking at those and others to gain insight on the best step forward.

- Budgeting SMEs are excited about a new tool. We have a product, but the resources needed to engage in this discussion are busy with Fiscal Year-End close. The plan is to begin moving forward on this item in December, beginning with getting a subcommittee together to review the current tool.
- Christy has discussed Accessibility with Mark Jenkins and Jess Thompson. They have recommended some testing vendors. Looking to vet and test PeopleSoft first and see where there are issues in accessibility, then determine whether those issues can be resolved in-house rather than going out to a 3rd party vendor. This could have a big effect on training materials, so it's important to understand sooner than later whether a 3rd party solution is needed or not.

Paul Giebel gave an overview of the open QA recommendations.

- AFRS is a big concern (marked as red) as it has been unresolved for a long time. Christy said the latest with AFRS is there was a request for a separate environment to test. Testing is going on in that new environment now. One of the goals is for a less-manual approach to AFRS. The SBCTC Finance Team is leading this effort.
- Paul said Moran is excited about the change in the training approach, with its focus on learners and how they retain information and providing time to understand, retain and adopt the new information. He suggested that the new approach be communicated early and often so everyone is aware of the new approach. Christy said two courses have been selected for prototype of the new approach.
- Regarding getting a documentation of the technical architecture, Moran is asking that this be put together and delivered to the project and Moran. This has been an issue with past vendors, but it's important information and we need to have it.
- Overall, Moran thinks the project is in a good place. There are still issues, but we are managing to those issues and SBCTC is fully engaged in responding to issues and recommendations that are brought up through the external QA process.

Regarding the remaining OCIO Investment Plan Conditions, Whitney Dickinson said:

- The OCIO is looking at different ways to represent the condition regarding OCIO approval of new solutions.
- The condition about use of contingency funding can remain on the dashboard, but tracked as green.
- There is a letter coming out soon indicating all other OCIO conditions have been met.

DG3 – There will be a Pre-kickoff meeting on Nov 2 to discuss implementation planning to make sure the PMs have enough knowledge regarding what is coming so they can start planning at their colleges. The PMs will also talk about the internal quality gates and process for meeting the items in those gates, which has become a peer review process.

Clay Krauss asked for an update on Fiscal Year Close for the pilot colleges. Lisa Hjaltalin said Community Colleges of Spokane is working closely with the SBCTC on closing rules and that work is coming along. She has resources working on the rest of reconciliations. She said the big, outstanding item for CCS is they don't have a book to bank reconciliation process and she said CCS currently has an \$18 million difference between their book cash and bank cash. She said that is the biggest obstacle remaining. The current timeline for CCS is to close 2016, 2017 and 2018 by the end of November. Tacoma has already closed out 2016 and 2017 and is working to close out 2018.

Steering Committee Charter and Membership

Community Colleges of Spokane (CCS) made a change to its ctLink executive sponsor role, which brought up a discussion about the process for replacing committee members. Spokane Community College President Kevin Brockbank is replacing CCS's CFO Lisa Hjaltalin as the CCS Executive Sponsor. Lisa is currently a voting member of the Steering Committee and Kevin Brockbank is a voting member of the ctLink Executive Leadership Committee. It is a requirement that Steering Committee voting members must be the executive sponsor at their college, so there was discussion on whether Kevin could replace Lisa as a voting member on the Steering Committee while also being a voting member on the cELC. The governance charters don't spell out that scenario, but both the cELC and SC state the importance of having a representative of a deployed (ctLink) college as a voting member. Since, at this time, there are only two ctLink colleges, it is difficult to cover both the SC and cELC with a deployed college executive sponsor on each without overlap. Committee Chair Choi Halladay suggested we go through the process of a new nomination, with the understanding that, at this time, TCC is only other college that fits the role of "executive sponsor from a deployed college." Clay will take the discussion to TCC leadership as well. We will also check to see if technically anything preventing a SC voting member from also sitting on cELC and vice-versa.

ACTION: The committee agreed to table the discussion and do a bit of research as noted above before bringing the item back to the Steering Committee. Meanwhile, Lisa agreed to continue to serve on the committee as a voting member.

External QA (Moran) Interviews with Colleges

Christy said there was a request from a college PM for Moran Consulting to interview colleges as part of their monthly external QA reports. Paul Giebel from Moran said early on they were doing interviews and including FirstLink college feedback in their reports and he would be fine with adding that element back in to the interview schedule and to the report itself. He said Moran does consider "production" as part of their review, but he will discuss this with his colleagues to make sure it is within the contract terms and budget to do so. Grant Rodeheaver said it is important that the live/production colleges' voice is heard and tracked as part of the QA process, but he would like to make sure it is not outside of Moran's scope.

ACTION: Paul, Grant and Christy will look at the contract with Moran and bring this topic back to the committee for further discussion.

Meeting Closure

Follow-Up/Action Items

Item	Description	Person	Date Open	Status
1.	Research/review process and guidelines for selecting new SC members; bring back to committee for further discussion.	Choi, Christy	10/23/18	

Item	Description	Person	Date Open	Status
2.	Review Moran contract regarding including Production Support in QA Reports and interviewing ctclink (deployed) colleges.	Paul, Grant, Christy	10/23/18	
3.	CPW for Guided Pathways discussion, recommendation	Christy/Carli	9/25/18	COMPLETE Approval on process and next-steps took place during 10-23 meeting.
4.	Share Data Governance Committee's work on Meta Majors for ctclink (as part of Guided Pathways discussion)	Janelle will ask Carmen	9/25/18	For future meeting.
5.	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
6.	Continuing Education RFP at future meeting	Christy/Jason	9/25/18	COMPLETE CE RFP released and materials provided to committee