



STEERING COMMITTEE MEETING MINUTES

February 25, 2020
SBCTC and WebEx

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Shanda Haluapo, Clark
- Choi Halladay, Pierce
- Lisa Hjaltalin, CCs of Spokane
- Tim Wrye, Highline
- Grant Rodeheaver, SBCTC
- John Boesenberg, SBCTC
- Carli Schiffner, SBCTC

Non-Voting Members

- Christy Campbell, SBCTC
- Paul Giebel, Moran Technology Consulting
- Whitney Dickinson, OCIO Representative
- Clay Krauss, Tacoma PM
- Scott McKean, Cascadia PM, interim member

Guests & Staff

- Reuth Kim, ctcLink PM for Risks/Issues
- Dani Bundy, ctcLink Support Director
- Janelle Runyon, ctcLink Project Communications Manager

Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

Approval of Minutes

Feb. 11, 2020 minutes were approved as submitted.

Discussion and Updates

DG3-A and DG3-B

DG3-A colleges are wrapping up the User Acceptance Testing (UAT) and the team is reaching out to help. We are doing the go-live prep which includes the mock cycle 5 cutover and dry run. Eli is finishing up the DG3-B final timeline and looking at the conversion approach to see if they can all be done in a single weekend or if it needs to be split into two weekends.

One of the conditions for both was that DG3-B asked to participate at DG3-A colleges to observe and learn. DG3-A and DG3-B asked for support on the ground at their colleges. The Project is exploring whether this will be possible in some format and will know by the end of week.

DG4 and DG5 impacts

DG4 BPFs are on pause while we re-look at activities for DG3-A and DG3-B. We don't expect go-live dates to change. DG5 timeline is up for approval today.

ACT Trustees Conference

Christy reported that she presented to the trustees during their Feb. 18 meeting. Luke Robins, Peninsula College president, helped present. We were very transparent about where we

are and what they should be asking their colleges. Feedback overall was good.

One of the comments was “be a little bit more optimistic when presenting!” Another college trustee seemed disconnected with the current project status and suggested we start over from scratch.

Tim said one of his college trustees who attended appreciated the candor and thought it was a valuable presentation.

Future WACTC Academy

Choi said it was brought up in past ITC meetings. There are many new presidents since the last ctcLink Primer. There are a lot of misconceptions about how it’s architected in a single instance and how things work.

Christy said there are misunderstandings about how the project is paid for.

Lisa said the misconception comes from is that part of the tuition dollars – the innovation fee – is being spent on the project.

John Boesenberg explained that during the recession, the Legislature slashed state support to the colleges and increased tuition to fund salaries. The system decided to set aside 3% of the tuition increase for the Innovation Fund. Tuition was not, however, increased to fund ctcLink. State support was slashed and the legislature increased tuition.

Action: Grant can ask cELC to make the request to WACTC-Tech and WACTC to be on the agenda for a ctcLink academy.

Christy said there was feedback from one of the trustees that WACTC and trustees both should learn about organizational change management (OCM). Perhaps add to the agenda when presenting to an academy.

ctcLink Support Organization – Update

Grant Rodeheaver gave an overview of the ctcLink Support Organization which was realigned Feb. 10, 2020. Their first leadership team meeting was held Feb. 25.

Tim requested an organizational chart. Grant said he would send a link to updated chart.

Accessibility

Grant said WSSC and CATO have sent letters of support on behalf of the Disability Student Services Council’s letter of complaint about ctcLink Accessibility to WACTC. Instruction Commission and Public Information Commission also intend to send letters to WACTC in support.

Grant said the issues have gained momentum through the lack of communication about progress and steps taken. He has drafted a communication to send out.

About 450 items were identified as issues; some are redundant. They are assessing which items are custom code and which will be addressed in future updates.

Oracle said some (but not all) of the accessibility items are addressed in PeopleTools 8.57. A testing environment has been stood up and Sandy Main has assigned a resource to conduct the PeopleTools 8.57 assessment. It will take some time to test and create a timeline for implementation; likely in August.

Overall, Grant said he plans to acknowledge issues, identify the path toward resolution, set timeline, and predictable communications about what is the agency doing.

Tim asked what the timeline goal is. Grant said the goal is August to get it ready for DG4, but it would need to be set up in the summer to allow time for DG4 UAT.

Paul asked how are we identifying which items have been fixed. Grant said we have a spreadsheet from Level Access and as we go through. Grant would like to see an effort by national higher education organizations to pressure Oracle for accessibility changes.

Tim suggested putting a group together to present ctcLink experience with accessibility findings and remediation at next year's national HEUG conference.

Tim asked how we identify the things we fixed or that we can't fix. Grant said we have a tracking list and will figure out a methodology to share the items that are fixed, efforts underway, and the timeline to make the fixes.

Grant wants the Disability Support Services Council (DSSC) to be part of the conversation to help prioritize the fixes. Part of it is managing expectations of what can be done versus what is wanted.

Lisa said that in Spokane they work with employees and students to develop workarounds. Everything is not perfect, but they are finding ways to get them what they need. Tim said that when there are things that we can't fix outright, it would be good if colleges had a method to share with each other how they mitigate issues.

Clay said that at Tacoma, their disability support team wants to see a published list of results from Level Access and the plan to address each item.

ctcLink in Guided Pathways

Grant reported that they are looking at the ctcLink functionality that is available. As a first step, they are looking at how to get sub plans implemented, because they think it is fairly straightforward to implement. Meta majors, on the other hand, would be more complicated and resource-intensive to implement. Dani said the requirements list for Meta Majors is expansive and will likely require additional staff and budget resources.

Clay expressed frustration that while Kristi Wellington Baker is the Guided Pathways contact person, there isn't a go-to person in ctcLink for Guided Pathways issues and that it's a big deal for many of the colleges.

Dani said she will set a planning meeting with core and project team to start looking at Guided Pathways sub plans. Needs to balance environments for testing environments with go-live schedules.

Clay asked about Integration Broker and whether the ctcLink Project Steering Committee oversees integration or is this a post-production function. Carli suggested they need guidance and policy about how programs student success tools get integrated with ctcLink. Christy said we also need to understand the technical risks. Grant said they would need to start with a product that a lot of colleges use so they can start building a framework or standard for the integration process. Civitas might be a good example.

Guided Pathways Sub Plan functionality will likely be available sometime between DG3-B and DG4. Tim asked how sub plans could be configured without the DG4 local configuration homework being turned in to configure. Dani said that since DG4 BPFs have been delayed, a Sub Plan BPF could be added to collect the homework needed to configure DG4 sub plans.

DG5 Implementation Timeline

Action: The committee reviewed and unanimously approved the following dates for DG5:

- DG5 implementation phase kick-off date is May 26, 2020.
- DG5 Go-Live date is anticipated to be late October 2021. Specific date will be determined based on payroll calendars.

ctcLink Program Status

Christy reviewed highlights. Refer to the presentation deck for additional updates on the status and QA reports.

Remediation and Replacement Solutions

Budget planning tool

Christy said they are still looking at issues Matt Connelly identified regarding Faculty Workload and retirement.

Waiting on a sole-source contract to be set up. Colleges won't be ready to engage with Mythics until this summer due to conflicting finance activities. The colleges want to see a schedule and get better understanding of resource needs for implementation.

CampusCE and OAA

Ongoing maintenance costs were presented at BAC last week.

Choi said BAC discussed sending a recommendation to WACTC that OAA cost be covered in the same way they cover other service costs.

He said the CampusCE conversation was difficult conversation, because there is no consistency from college to college whether they have a program at all, nor how they code and run their programs. CE headcount can be very disproportional to credit headcount. For example, one college codes all its credit-bearing online courses to CE. CE revenues similarly are tracked and reported differently across colleges. The colleges don't want to decide to opt in or out with the current lack of clarity about final costs.

BAC voted not to make a recommendation, but moved to send 4 options to WACTC to decide. It was not a unanimous vote. John said that the February WACTC meeting will not be making a motion or voting, because they need to review the options and understand the issues.

Tim Wrye suggests the committee should revisit whether or not any future purchases have the ability to opt in or out.

OBC put forward four options:

- No opt-out. Just pay based on college headcount.
- Revenue model based on actual CE revenue.
- Same base rate for each college and then pay additional based on CE revenue
- Free-for-all – Cancel the RFP/contract, but the only solution integrated with ctcLink is CampusCE and everyone can negotiate their own rate.

Christy said there are colleges already on CampusCE that would like to go forward with the integrated solution which would be part of the project implementation funds. Christy proposed that the project move forward with an agreement to develop the ctcLink/PeopleSoft integration while the college-level contracting and costs are finalized. Tim would hesitate to make the decision without a final umbrella agreement, because if we give CampusCE the funds to integrate then we are locked in and the colleges are in a weaker negotiating position.

Christy will add CampusCE discussion to the cELC agenda and ask John to ask about adding OAA to WACTC agenda.

Program Risks

Christy said we consider ourselves to be red until DG3-A and B go-live. DG4 is yellow because we paused them for DG3 activities. We are at another funding gate in the budget and need to go through the OCIO process for funds.

UAT completion is considered high risk, as is the repeatable conversion approach. DG3 compression of activities was unbearable due to delays. Security documentation is critical so the colleges have a more comfortable schedule.

Moran Quality Assurance

Paul Giebel said overall while they're concerned about the DG3 split, they think it allows for better post go-live support and validation of multiple colleges.

Steering Committee Nomination Subcommittee Update

Only one nomination received so far. Janelle will send out a reminder.

Agenda Items for Future Meetings

April 21 meeting is the DG3-B go/no-go decision.