



STEERING COMMITTEE MEETING MINUTES

June 2, 2020

WebEx Only

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Rodger Harrison, Bellevue
- Tim Wrye, Highline
- Choi Halladay, Pierce
- Vacant executive sponsor
- Grant Rodeheaver, SBCTC
- John Boesenberg, SBCTC
- Carli Schiffner, SBCTC

Non-Voting Members

- Christy Campbell, SBCTC
- Paul Giebel, Moran Technology Consulting
- Rich Tomsinski, 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
- Susan Maxwell, ctcLink College Advisor PM
- Eric Murray, Cascadia College President

Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

Approval of Minutes

There was no quorum, so May 19, 2020 minutes will be approved during June 16 meeting.

ctcLink Governance Membership Update

Steering Committee

Vacancies & Next Steps

- **Nominate new SC Chair from current membership (Possible Action Item)**
Choi will be leaving the committee chair role as of June 30. Tim Wrye is the “chair apparent” and is willing to take on the role. The committee may appoint a chair, but will wait until there is a quorum for a formal handoff.
- **Begin Nomination Process for 2 Voting Members**
Replacements for Shanda Haluapo and Choi Halladay.

Christy requests the nomination committee to consider the backgrounds of potential members. Since most executive sponsors represent IT, would be good to diversify their backgrounds to include finance, HR, research/institutional effectiveness, student services, a technical college, DG5 and DG6 membership.

College PM Non-voting Member Selection (4 Nominees) – Timing, Next Steps

- Scott is with Cascadia until June 30, so his term as an interim non-voting PM will end June 30.

ctcLink Executive Leadership Committee (cELC)

New membership (voting/presidents) in conjunction with WACTC-Technology Committee membership changes in July for the 2020-2021 academic year. cELC voting members are the assigned members of the WACTC-Tech committee:

- Kevin Brockbank, Spokane CC (DG2), cELC Chair, WACTC-Tech Chair

- Joyce Loveday, Clover Park TC (DG6) , WACTC-Tech Vice Chair, College President
- Shouan Pan, Seattle Colleges (DG4), WACTC-Tech College President
- Lin Zhou, Bates TC (DG6), WACTC-Tech College President
- Chad Hickox, Walla Walla (DG6), WACTC-Tech College President

When originally creating the cELC charter, it was assumed these were two-year terms, which would provide continuity; however, the WACTC-Technology Committee membership turns over nearly 100% each year. Christy and other representatives from the ctcLink Project Management Office will meet with the cELC members after the July WACTC online retreat to bring them up to speed.

DG3-B May 11 Go-Live Update

Christy said DG3-B went live May 11. The project is re-evaluating some of the data conversion and clean-up processes.

ctcLink Support Organization

DG3-B support update

Eric Murray, Cascadia College President, said they had a sunshine period, but are now running into a few issues. He said Cascadia's Tier 1 help desk group is doing a phenomenal job. Since colleges are in registration mode as well, he said anything that can be done in Tier 2 support by SBCTC is appreciated. They aren't in crisis, but folks are exhausted and now being asked to work even more hours.

Scott McKean, Cascadia PM, said it's a case of not knowing what you don't know until you come across it. One of the lessons learned is to have an employee and faculty test account so we can see what it's like from their perspective. The three-week open support Webex ended and they felt its absence. Now they have to schedule appointments rather than just dropping in on the open Webex.

Eric said it makes him nervous about how students will handle any roadblocks and whether it leads them to enroll at another college.

Scott requested a banner on the home page of the SVX development environment, because some employees continue to accidentally log in to SVX instead of the live ctcLink site. Christy said she reached out to Tara to request the banner be added.

Their first payroll went well and any of the issues in the general ledger were resolved. Cascadia hasn't quite resolved all of its Student Financials issues, so this will impact the registration period.

Initially, a majority of issues revolved around security/access, but now that students are on-board, the most common issue is students forgetting their password and EMPLID. They are getting additional information to students on how they can find their EMPLID in Canvas.

Support Organization Staffing Update

Dani said the three weeks of post go-live support went well. The new Tier 1, 2, 3 Support structure seems to be working well, with colleges taking on more of the Tier 1 requests. We need more support in the Student Financials area.

Grant reported that Josh Giha has been in his role as security analyst for about a week now and we are excited to have him on board. There are three ctcLink Support vacancies:

- PeopleSoft Developer and Campus Solutions - posted for recruitment;
- Finance - interviews were conducted, but finalists and job offer are pending

ctcLink Accessibility update

Grant reported that Level Access gave the latest information to the ctcLink Training team to work through and the team had some additional questions and requests:

- A cleaner crosswalk between the original findings last fall and the updated findings with PeopleTools showing what's fixed or not.
- An overlay with standard-view and accessibility-view to show what's was resolved without accessibility turned on and what's resolved with accessibility turned.

We expect to have that in a week to ten days for review. That's still on schedule for the approved deployment in August. We want to be able to communicate what's fixed. And then what remains will go back to Oracle to get a timeline as to when those will be addressed.

The development work for customized pages (first-time user log-in, security, password reset) has been completed and is now in system integration testing. If all goes well in SIT and UAT, we are scheduled to get that deployed before the end of June.

Tim asked if there is a retest by Level Access for those local page fixes. Grant said Level Access will see the changes to validate, but user acceptance testing will also include college end-users with experience to help validate the fixes.

Guided Pathways in ctcLink update

Dani said colleges were expected to complete their Guided Pathways configuration homework by the end of May. They have received input from Spokane, Tacoma, Clark, Pierce and Peninsula. Olympic should be turned in by the end of week and she will check in with Lower Columbia. Cascadia has opted out. Two colleges are already configured in the testing environment, so Dani will send out information to the colleges within the next couple of weeks to participate in training and testing for those configured items.

ctcLink Program Status

See the [ctcLink Project Status Report \(May 11 to 22, 2020\)](#) for details.

Remediation and Replacement Solutions

CampusCE Update and Next Steps

Christy reported the contract was signed and we are working with CampusCE on three Statements of Work (SOWs).

1. Business process alignment – Understanding the product and developing common practices and data fields. We will start with DG2 and DG3 campuses; DG4 has asked to listen in. Everyone needs to look at and understand whether the requirements of the original RFP are met.
2. Integration
3. Ongoing integration maintenance

The expectation is that by the end of June we will have the contracts in place, workshops scheduled, and a team dedicated to help build the integration. The goal is by DG4 go-live, if not earlier.

Spokane was on OSECE and then went back to CampusCE and has been doing double-entry and they are exhausted. Joe Carl is the assigned project manager for the CampusCE implementation.

Each college is working with CampusCE separately for implementation and the ctcLink Project will reimburse them. For DG4, the integration will be testable during UAT so they will be ready upon go-live.

If colleges request Legacy integration with CampusCE, the ctcLink Project cannot pay for those costs.

Online Admissions Application

We've met with the vendor, Kastech, twice. Because the OAA is replacing a current production system, it becomes very complicated with timing. It is looking like four to six months, but we have set a goal that the OAA be deployed with DG4. It could be sooner for deployed colleges, but we will need to work with those colleges to get their setup information. Kristy Snow is project managing it to organize the stakeholders who need to be involved.

Budget Planning Tool – update

Christy reported the team has had multiple meetings with the vendor, Mythics. The team is working with the DG2 and DG3 colleges to schedule work this summer, beginning with global work in June. January 2021 is the goal date. To implement, there needs to be data in production, so the DG4 and DG5 go-live goal is January 2022. The idea for DG6 is that the ctcLink Support organization can implement the Budget Planning Tool for them in January 2023 for FY23 planning.

Budget

Christy said the team is still working through the allotment process for Gate 5. We are tracking to budget. We are monitoring our forecasting for consultants and employees to ensure we have enough staff to be successful.

Overall Status

Christy gave an overall glance at the deployment group status. The ctcLink Project team will continue to work remotely for the foreseeable future.

DG3

As of this report, DG3 has gone live and will no longer report activities. Christy said each deployment is bittersweet, because the college PMs, SMEs and the Project team have grown close as they have gone through so much together.

DG4

All self-reported as yellow. They are involved in BPFs. There are concerns about their ability to keep up the pace, given their other responsibilities and social concerns.

DG5

Kicked off DG5 on May 26 and June 1 into implementation phase. Their staff is currently doing the PeopleSoft Fundamentals and Global Design Adoption courses. Most of their colleges are at or close to 75%. We are feeling good about this group and their readiness to begin implementation activities.

DG6

They will have an all remote Peer Review process July 13 to 16. It will be half-days for four days, because it's exhausting to listen and present the very in-depth materials. There is no future deployment group for them to move to if they fall behind.

There was discussion about the technical colleges and whether their differences from the community colleges will affect their conversions. Ray Gartner is working on creating conversion scripts.

Program Risks & Issues

Christy reviewed the top risks and issues. See the [ctcLink Project Status Report \(May 11 to 22, 2020\)](#) for details.

Moran Quality Assurance & OCIO

Paul already addressed the April report and will discuss the May report at the next meeting.

Agenda Items for Future Meetings & Meeting Closure

- June 16
 - Approve May 19 and June 2 meeting minutes
 - Steering Committee nomination report and actions
 - Appoint new Steering Committee chair