



STEERING COMMITTEE MEETING MINUTES

June 30, 2020

WebEx Only

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Rodger Harrison, Bellevue
- Tim Wrye, Highline
- Vacant - Executive Sponsor
- 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
- Vacant - Project Manager

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
- Shelley McDermott, OCIO Expert PM
- Kevin Brockbank, Spokane CC president

Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

Approval of Minutes

June 16, 2020 minutes were approved as submitted.

ctcLink Memo from cELC Chair to Presidents – Discussion

Kevin Brockbank, new incoming ctcLink Executive Leadership Committee co-chair and WACTC Technology committee chair, sent a memo last week to college presidents to reinforce the message that if they don't make ctcLink a priority, the timeline will slide and result in an estimated \$10 million additional cost per year.

He said the presidents have heard this message repeatedly, but because colleges are currently undergoing staff and budget cuts, this communication was a reminder that ctcLink needs to be a top priority. If subject matter experts (SMEs) and frontline staff are cut, colleges will not be ready to go live on ctcLink. Speaking from his experience with the Spokane district go-live in 2015, it's important for DG4, DG5 and DG6 to meet the commitment to staffing levels to stay on schedule and be ready and trained at time of go-live.

His memo cautioned the colleges that local SMEs and team leads dedicated to ctcLink project work – enrollment, financial aid, human resources, fiscal, grants/contracts, payroll, accounting/business, continuing education, and IT/help desk to name just a few – are engaged in critical activities on the ground to move the project forward. Those with HP Legacy system knowledge are particularly critical to the transition to ctcLink. It is critical that these individuals remain fully engaged in the work to keep your colleges on track for your scheduled implementation date. Without these individuals continuing the work necessary for your scheduled deployment it will create a significant risk for your college and the entire project.

Steering Committee Membership

Tim reported that Reagan, Kevin and Christy met last week. Nominating committee recommendations considered committee makeup (technical college and DG5 and DG6

representation). The committee will notify the three other PM nominees that while they weren't selected at this time, they were each strong candidates and will be considered for future openings. The committee needs an additional voting executive sponsor member.

As set forth in the charter, the slate of recommendations needs to be officially approved by ctcLink Executive Leadership Committee (cELC) during its July 16, 2020 meeting.

College Executive Sponsor Recommendation - ACTION

Ed Jaramillo, Skagit Valley College (DG5), voting executive sponsor, approved for recommendation to cELC

College PM Recommendation – ACTION

Brian Lee, Clover Park Technical College (DG6), non-voting PM, approved for recommendation to cELC

Additional non-voting representatives – discussion

These positions do not require cELC approval or applications; they are invited guests and not charter-based members.

- **Student Services non-voting representative:** Since Shanda Haluapo left the committee, the committee lost a voice for Student Services as it relates to PeopleSoft Campus Solutions, Student Financials and Financial Aid matters. Since there are no official executive sponsors representing Student Services, the committee agreed to seek a non-voting representative. Carli Schiffner assisted in recruiting a representative. Ruby Hayden, Lake Washington Institute of Technology, has agreed to attend the meetings to provide a Student Services lens for the committee's work.
- **Chief Diversity and Equity Officers Commission (CDEOC) non-voting representative:** The committee will continue to work to recruit a representative.
- **Instruction Commission representative:** Kurt Buttleman suggested an IC member, because it has been difficult to engage Instruction and agreed to bring it up at their next meeting.

Online Admissions Application - Demo and Discussion

Kastech gave an overview of the draft Online Admissions Application tool functionality. Christy explained that the Admissions Application workgroup, comprised of college admissions SMEs, ctcLink project and support, and SBCTC Student Services will be engaged in the process of building the application to meet previously-established requirements.

DG4 A & B Go-Live Dates Review, Approval – ACTION

Christy reported that due to the size of conversion data for eight colleges, DG4 go-live will be split in two. Dates were selected based on payroll and cutoff dates.

The committee unanimously approved the two go-live dates, with specific colleges to be determined at a future date in partnership with the ctcLink Project and the colleges:

- DG4-A: Monday, Feb. 8, 2021
- DG4-B: Monday, Feb. 22, 2021

ctcLink Customer Support Organization Update

Customer Support Update

Ticket Tracking and Metrics (If backlog/Action Plan)

Dani reported there is a backlog of tickets in every pillar and module area, particularly Finance and Financial Aid. The support team is working to prioritize the tickets and constantly monitoring status.

College Communications (How, What, When)

Dani reported that ctcLink Support has implemented PeopleSoft pillar listservs, repurposing former ctcLink Project listservs for HCM, FIN, SF, FA, CS core SMEs. They are using these new lists to communicate changes to ctcLink.

Current Support Staff Gaps

Grant reported that two new hires in Finance and Campus Solutions are starting in July. These were part of the base to prepare and catch up for DG2 and DG3. Now, with 10 colleges, we are feeling a bit of a pinch with fiscal year-end and financial aid, that has impacted both Support and Project staff. He said they are assessing capacity to justify additional positions, but we also need to make some investments in additional resources ahead of DG4 when we add another eight colleges. We need to do this in about a six-month window – both for hiring and giving people an opportunity to get on board, understand the environments and then hit the ground running before Feb. 2021 go-live – so that's a July/August 2020 timeframe.

This is in the midst of budget reductions so we're working hard to figure out how to address that. Knowing that's an investment we need to make and also understanding the investments we've made thus far, and those increases have been from reserve funds with the plan being a follow-on of that Innovation Fund to catch up and carry the ongoing work.

The Innovation fund has been stressed with declining enrollments and dipping into reserves to help fund that, so we're in a bit of a challenge to figure out how to financially cover this. There's strong understanding and support for the need to increase capacity to maintain current workload and prep for DG4.

Tim asked whether the furloughs and hiring freeze are impacting the ctcLink Project and ctcLink Support staff. Grant said the agency is doing a hiring freeze, so every position needs to be reviewed and creating new positions needs to be reviewed and approved. There is a heightened constraint around how we will pay for this, because we are looking at a 15% reduction. We did do voluntary furloughs for SBCTC agency employees, but he and Dani made a conscious decision with her team that, because the workload, we did not accept any volunteers to furlough.

Tim asked about a specific action plan to address the current backlog. Grant said it's a matter of working through the prioritization of the backlogs in Finance area and Financial Aid especially, although all areas are seeing some strain. They are trying to prioritize the work to ensure that critical needs are being met first; although as the backlog grows, everything feels critical. But a lot of those are interrelated to financial aid new year set-up and yearend close. Resources are constrained and folks are feeling pressed and folks at the colleges are feeling pressed, because this is new to them, especially working from home.

Grant said Dani and her team have done an amazing job setting up multiple support Webexes for every pillar daily for individual colleges and groups. We're taking all the right steps, but there is a capacity concern and it's also a matter of working with six new schools (DG3) going through this for the first time, some of which is to be expected and some of which additional resources could have helped with.

Christy said the Steering Committee really needs to discuss the fact that when things get really bad in Production (SBCTC agency side), the Project teams get pulled back to help. She said she is very nervous because that's currently happening in financial aid. When the Project staff is being utilized differently than planned for, this back-up plan could be a significant cost for the colleges if it drives a timeline change.

Preparations for DG4 in Feb 2021 (6-month prep)

Tim asked Grant what work would be occurring over the next four to eight weeks to address staffing plan to grow the ctcLink Support team to be ready for DG4 go-live.

Grant said that up until a few weeks ago, he felt like we made a tremendous amount of progress in that area, and that Support was able to handle this load, but the Financial Aid new year workload has been a really significant effort and created additional challenges and workload.

Tim said that while Kevin Brockbank's memo was directed to presidents, it also bounces back on operations of the SBCTC agency and making sure they are also considering how those decisions affect the timeline of the ctcLink Project, which could cost us all more money in the end.

Grant said that we're not talking about cutting any of these things, but trying to figure out how we grow it. There was no separate budget identified for growing ctcLink Support other than long term

payback and continuation of the Innovation Fund account

Tim asked if this would be communicated to the presidents over the summer. i.e. That this is what we see the need is to sustain Support staff through DG4 and beyond; and a conversation about where and how that's going to be funded.

John said it has been known all along that SBCTC and the college system would have to identify some sort of funding stream in the future to continue the Support arm; when ctcLink is no longer a Project, but part of the system. The agency has talked about it—and the topic has come up more recently as the Project gets nearer to completion — and is trying to figure that out and work that through our system through the Information Technology Commission (ITC), Business Affairs Commission BAC), and the WACTC presidents.

John said we have limped along at this point, trying to figure it out and looking for a rightsizing of the Legacy staff and getting the right sizing of the Support staff, but it's all about having the right staff available to support the systems that are in operation. We have tapped reserves, primarily for some of the support staff and to bridge cash flow issues with some funds for the Project. We have had to do that more than we thought we would because of dips in enrollment. We are aware of the funding issues and have raised the issue over the last couple of cELC meetings.

Tim said we don't want to fight for ctcLink Support funding after we already need it. We already do need it and know we are going to need it in the future. The loop needs to be closed with presidents.

Tim suggested he and Grant speak offline to see if we can figure out a more specific staffing plan for the Steering Committee to discuss and recommend around support needs going forward.

Guided Pathways in ctcLink

The subplans submitted by live colleges have been configured in test environment. CS Core and Training team will be reaching out to those colleges to acquaint them with what their subplans look like in the system and understand how to use them.

ctcLink Accessibility update

Level Access findings of the upgrade

Grant reported the custom pages have been going through user acceptance testing with Tacoma and Clark. They've brought resources from the accessibility group to test. There were a couple of changes they've made for winter production. The original plan was to have that in production this month. So, that's probably going to push it out a couple weeks, but the work is going well.

Update on PeopleTools upgrade progress

The 8.57 PeopleTools upgrade is still in progress for August. Our HCM update got delayed because issues were found at the last minute, so that's getting pushed to July 11 which will add some strain. At this point, we don't think that will affect the 8.57 deployment in August.

ctcLink Program Status

See the [ctcLink Project Status Report \(June 8 to June 19, 2020\)](#) for details.

Overall Status

DG4

Currently involved in Cycle 2 data validation, which is strenuous work.

DG5

Making good progress with the Global Design Adoption courses.

DG6

Peer Review is July 13 to 16 in a remote format.