



STEERING COMMITTEE MEETING MINUTES

Sept. 22, 2020, WebEx Only

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Rodger Harrison, Bellevue
- Ed Jaramillo, Skagit Valley
- Tim Wrye, Chair, Highline
- Chad Stiteler, Bellingham Tech
- Grant Rodeheaver, SBCTC
- John Boesenber, SBCTC
- Carli Schiffner, SBCTC

Non-Voting Members

- Christy Campbell, SBCTC
- Paul Giebel, Moran Technology Consulting
- Rich Tomsinski, OCIO Representative
- Brian Lee, Clover Park Tech PM
- Clay Krauss, Tacoma PM

Non-Voting Commission Reps

- Ruby Hayden, WSSSC
- Sachi Horback, IC

Guests & Staff

- Dani Bundy, ctcLink Customer Support Director
- Janelle Runyon, ctcLink Project Communications Manager
- Susan Maxwell, ctcLink College Advisor PM
- Shelley McDermott, OCIO Expert PM
- Tara Keen, ctcLink Assistant Project Director
- Kevin Brockbank, Spokane CC President

Welcome

Tim Wrye welcomed the committee and Christy Campbell reviewed the agenda.

Approval of Minutes

The Sept. 8, 2020 draft minutes were approved as submitted.

DG4, DG5, DG6 Risk Meetings with Executive Sponsors

Review common themes, issues, mitigations gathered from Sept. 1 and Sept 3 meetings

Next steps

The notes from both meetings with DG4, 5 and 6 executive sponsors have been compiled and reviewed by meeting attendees. Tim would like to review the notes again before they are sent out more broadly.

Tim received feedback from several people that if the outcome of the meetings is a communication or request to presidents, that it be actionable, not simply awareness. Kevin agreed that bringing actionable items to presidents is far more advisable than informational updates, but having participated in both meetings, he said while there was a general sense of concern about ctcLink work, there was not a specific item that ails all the colleges that can be solved with a singular action.

In general, colleges reported that the issues related to the pandemic—working from home, budget cuts, kids learning from home, decrease in enrollments—are all contributing to the impact on employees that are attempting to focus on ctcLink work. The general consensus was there is a need to stay within timeline and budget, which means we need to find ways to support these staff members in getting the work done even under these circumstances. Tim will reach out to Centralia College President and ctcLink Executive Sponsor Bob Mohrbacher for feedback and suggestions on next steps.

ctcLink Customer Support Organization Update

Customer Support

Staffing

Grant said interviews are underway for many of the new positions that were recently posted. There appears to be a good application pool.

Workload/Activities

Dani Bundy gave an update on several of the recent activities for the Customer Support organization.

Fiscal Year-End Closing – Five ctcLink colleges have completed year-end closing and the remaining colleges and the SBCTC agency are still working through the process.

Financial Aid – ctcLink Support has been working extensively with financial aid departments. All ctcLink colleges have disbursed aid for summer and some have disbursed for fall. The account activation issue that Grant discussed did slow activities for colleges being able to get their students in the system. Her team worked actively with Application Services to get that resolved as previously mentioned.

Payroll - The HCM team is continuing their pre-payroll Webex sessions with the colleges. The last payroll was completed by 9 p.m. and this last one, the colleges confirmed by 7 p.m., which was a first and great news.

Dani said as the request/need for informational and troubleshooting Webex sessions has increased, her team has added a new “request type” to the ticketing system to accurately track these support activities moving forward.

Service disruption discussion

Sachi asked for clarification on the ctcLink issue that caused problems over the weekend with student being unable to log in to ctcLink and register for classes. Grant said there was a Campus Solutions upgrade applied over the weekend and a step was either missed or performed out of sequence, which resulted in some downtime of the *First Time User* and the *Password Reset* functionality before it was identified and fixed Monday afternoon. He said it shouldn't have happened and a step has been added to their set of activities so it doesn't happen again.

Sachi asked if it was possible to avoid scheduling upgrades around critical times such as student registration periods. Dani explained that there is an Oracle PeopleSoft Image Update schedule approved through the ctcLink Working Group that outlines the timing of upgrades and other work to the production/live environment. She said she discussed this particular upgrade with several PMs at the ctcLink colleges. While there were concerns about the timing of this upgrade because of the registration period, the upgrade included some critical, time sensitive Financial Aid updates and it was agreed these needed to be in place before October.

Tara clarified that Oracle publishes an annual PeopleSoft updates release calendar and the ctcLink Project team works with the SBCTC Support organization to determine local release dates based on that calendar, project deployment schedule and critical dates. The release schedule is then reviewed and approved by the Working Group, then published. Grant said it is created annually, each January.

Guided Pathways in ctcLink

Grant, Carli and others are working on a communication about the timing of implementing Meta Majors (Academic Structure redesign). This work will not be taking place during the ctcLink implementation based on the risk we've outlined over the last year. The significant amount of work and level of effort from the skilled subject matter experts at SBCTC and the colleges exacerbate the existing challenges, it would absolutely push our timelines. We are looking to address this after DG6. We are looking into ways to track this data in the meantime, where it makes sense to do so.

Carli and Kristy Wellington-Baker are reviewing the draft communication. The plan is to send it out later this week.

ctcLink Accessibility Update

An Accessibility webpage is under development and will be launched in early October. This will be a one-stop shop for policies, testing documentation, accessibility mitigation planning, recent activities, changes, fixes, etc. Grant and Sandy Main reviewed the content with the chair of the Disability Support Services Committee.

ctcLink Program Status

See the ctcLink Project Status Report (Aug. 31 – Sept. 11, 2020) for details.

Remediation & Replacement Solutions

Christy gave an update on the three replacement solutions.

CampusCE

In the past several months, at least half of the colleges planning to implement have either already implemented CampusCE or have entered into contract with CampusCE to begin that work.

Based on a survey earlier this year, we know that about 22 colleges planned to implement (or re-implement) CampusCE, a few are choosing not to implement a continuing education (CE) solution since they don't have a robust CE program, one college planned to use their existing platform, Tacoma is still using OSECE as they talk about timing of implementing CampusCE, and a few others weren't ready to make a decision.

An issue came up recently related to student email communications with CampusCE. The back-end workflow was causing communications to come from CampusCE rather than coming from the college. There is a \$450 per college fix for this, which wasn't in the RFP. Christy has asked CampusCE to deliver a change order so the ctcLink project funds can pay for that fix for every college. The total cost of the change order is about \$10,000, which, again, will be covered by the project.

We are making great progress on documenting the business process flows between CampusCE and ctcLink to help identify integration points to build out the integration piece and we are planning for another summit-type meeting with the colleges in October to walk through their processes and a prototype to get college feedback on the progress to date. The goal is for integration to be complete by the end of this November so DG4 can test it as part of their DG4 Sprint 2 work and roll it out by the end of the year for colleges that are already live.

Online Admissions Application

The design is nearing completing and testing begins soon. The vendor (Kastech) was able to begin testing the credit card payment processing since some colleges have an application charge. They are testing using CyberSource as they await the new credit card processing tool from the state, as they didn't want to hold up the OAA work. In addition, they are testing the account activation feature to ensure it isn't producing duplicate admissions for students. The Admissions and Registration Council (ARC) has requested a demo of the new OAA at their next meeting (Oct. 23). Prior to that, they plan to share it with the OAA Workgroup. Testing will take place in November with the project and support team, followed by testing by DG2/3 in December, with a plan to release the new OAA for ctcLink colleges in Jan. 2021. Important note that DG4 will not implement this new OAA solution at Go-Live in Feb 2021. Instead they will implement the new OAA with DG5. This is because the timing was off to have DG4 test the new OAA in their current UAT schedule.

Budget Planning Tool (PBCS)

The change order to include DG3 in the first implementation came back from the vendor at a very high price tag; basically, double the cost. So, we have asked the vendor to continue with their original contract and scope (DG2 only) and we have hired a consultant specifically for PBCS implementation to work on implementing DG3 in that same timeline. That consultant will remain to assist with DG 4 and 5 implementations.

The Phase 1 Design is complete and Configuration work (Phase 2) is planned for October, following by unit testing by the vendor in November, for a planned go-live in January for DG 2 and DG3.

Budget

Christy reviewed the budget report as of August 2020. In addition, she explained since the ctcLink project is included in the WA State Technology Pool, we have staged gates for our budget allocation. We are in Gate 5 now and prepping to submit the request for the upcoming Gate 6.

Overall Status

We consider ourselves in a "yellow" state due to the many aspects of the project. We are currently tracking on budget, on schedule and within the current scope. COVID has put a strain on things with the remote work, hardship on college staff as they work on both ctcLink and their existing job responsibilities.

DG4

All colleges are self-reporting a “yellow” status, except for Wenatchee Valley, which is reporting “green.” The team has worked hard on the testing schedule to alleviate overlap of testing phases. We are in a much better place, and feeling confident about completing SIT 100% before the colleges begin UAT. This ensures a higher quality of testing for the colleges and that the colleges aren’t doing the first-level testing.

DG5

Colleges are heavily engaged in BPFQ sessions and the follow-on homework assignments. They are also preparing for data validation activities for Cycle 2 Data Validation. This is the first round of data validation for them and it is a significant amount of work. The PMs and college teams are doing great work and making significant progress.

DG6

Colleges are making great progress on catching up on any final Initiation Phase activities. The official kickoff for entering the Implementation Phase is set for Oct. 19.

Program Risks and Issues

Christy reviewed the top risks and issues currently being tracked by the project team. We are working closely with the colleges, project and customer support team members to mitigate the current risks.

[\(See slide 11, presentation deck\)](#)

Moran/QA

Paul Goebel provided an overview of the August QA scorecard. Overall project status is yellow due to the complexity and size of the project, but the project is moving along well, with active participation from the colleges. He said the project is managing issues well as they arise, there has been active participation by all parties, with everyone working toward reasonable solutions for the issues that come up. The biggest concern they are watching continues to be the staffing for the customer support organization as that will be key moving forward as more and more colleges come online with ctcLink. For that reason, he was pleased to hear Grant’s earlier update that they are getting some good responses from the recent job postings.

ctcLink Project-Related Commission/Council Topics

Recent concerns, issues, questions from Commissions/Councils

Tim said there was some recent discussion with WSSSC about the ctcLink Customer Support Organization and flow of communications to the commissions about ctcLink production activities so they have a better understanding of issues, changes to the system, what items are in the queue, how they are prioritized, etc. Ruby was unable to attend today so Tim shared that information on her behalf.

Christy said she asked some staff members that are on the Working Group to meet with Dani to determine a process for closing that loop of information, basically closing that communication loop and making sure we have an avenue to share that information out broadly.

Sachi agreed that there is a communication gap and reiterated the need for commissions and councils to have visibility into the ctcLink work (enhancements, changes to the system) so they can know where we are on certain requests that came from the commissions/councils.

Dani confirmed that the ctcLink Production Updates report will be shared monthly. It was shared with the Steering Committee at the last meeting and will be on the agenda at the next meeting, with more details about planned completion dates.

Agenda Items for Future Meetings & Meeting Closure

- Oct. 6, 2020 – Production updates
- Oct. 20, 2020 – Report back on Oct. 8 cELC meeting