



STEERING COMMITTEE MEETING MINUTES

Oct. 6, 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
Eli Hayes

Welcome

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

Approval of Minutes

The Sept. 22, 2020 draft minutes were approved as submitted.

DG4, DG5, DG6 Risk Meetings with Executive Sponsors

Review recommendation letter (for cELC and WACTC)

Additional discussion

Tim gave an overview of findings and recommendations from the DG4, DG5, and DG6 Executive Sponsor risk meetings held Sept. 1 and 3, 2020.

Tim said the recommendation letter from the Steering Committee doesn't constitute a direct ask to presidents, but its overarching point was to express concern and appeal to college leadership to prioritize ctcLink and better support the staff implementing ctcLink, lest the colleges not meet the project schedule and increase the overall project budget.

Tim will also forward the letter to the DG4, DG5 and DG6 executive sponsors.

Christy noted that in the past, the ctcLink Project has escalated concerns to presidents; but this time, concerns about risks came from colleges themselves. Some colleges and some presidents have taken ownership and gone above and beyond. She highlighted Cheryl Roberts, Shoreline Community College president, as an example of excellent local communication and support efforts.

Christy suggested that a few the presidents be prepared to share what they have been doing during the WACTC meeting. Kevin will reach out to certain presidents before the WACTC business meeting on Friday.

DG6 High-Level Timeline

Eli Hayes gave an overview of the draft high-level timeline for Deployment Group 6. Kickoff date is October 19, 2020, with an expected February 2022 go-live. He pointed out the overlap with other DG work. The DG6 timeline is designed to lessen the impact on those activities as they are happening in parallel.

DG6 extended the Global Design Adoption (GDA) timeline to three months due to DG4 and DG5 activities. The Project is trying to create a scenario for DG6 colleges to begin working on material while there won't be support staff available as a resource.

Christy clarified that the go-live dates on the draft schedule are not official and will not be until those dates are socialized with the DG6 colleges and then brought back to the Steering Committee for approval.

Integrated Point-of-Service/Sale Credit Card RFP [Action]

John Boesenberg discussed a secure payment gateway for point-of-service credit card. The RFP was developed based on requirements and John presented results from the Vendor Evaluation and Scoring Team (VEST) for the RFP. Three vendors responded to the RFP. The VEST awarded 80% of points based on technical and management considerations and 20% on pricing.

There is a one-time implementation cost and an annual per-college cost, but the conversations need to occur. It is a new functionality and not part of Project remediation, so the cost is not covered by the ctcLink Project budget.

ACTION: The Steering Committee unanimously approved the VEST committee moving forward to the negotiation phase with apparent successful vendor, TouchNet.

The Steering Committee requests further details on integration and implementation process, as well as funding source, before final approval. If TouchNet implementation increases scope for the Project team, it would be problematic.

ctcLink Customer Support Organization Update Customer Support

Staffing

Dani reported five new staff members were offered positions. They expect to start by end of October. Additional interviews taking place as well.

Workload/Activities

Dani gave an overview of the newly formatted [Production Update \(SBCTC ctcLink Support\), Sept. 30, 2020](#). This version added deployed dates, projected completion dates and will be published every two weeks. The reports are shareable with commissions and councils and she is working with Sherry to post these to a dedicated web page, so people can refer back and share links.

The support organization continues to hold Webex sessions on various hot topics for live colleges. Dani's team will begin tracking these in the ticketing system.

Guided Pathways in ctcLink

Grant said he would send the communication about Meta Majors to the system and colleges soon. In a nutshell, if we were to try to reconfigure the ctcLink Academic Structure to include Meta-Majors while still implementing the remaining colleges in Deployment Groups 4, 5 and 6, it would present a critical risk not only to the SBCTC ctcLink Support and ctcLink Project teams, but also to the colleges. The work requires *significant effort and active engagement* by skilled college subject matter experts (SMEs).

SBCTC research and data services will continue to investigate possible solutions for reporting requirements that come up, and will communicate about those efforts with the colleges in the next few months.

ctcLink Accessibility Update

Grant said a new [ctcLink Accessibility webpage](#) will go live this week. It includes updates and tracking of accessibility activities, testing, next steps from Oracle, etc. as well as percentages of accomplishment toward the Level Access findings.

Sandy Main and Grant meet regularly with Megan Jasurda, Disability Support Services Council (DSSC) chair.

ctcLink Program Status

See the [ctcLink Project Status Report \(Sept. 14-25, 2020\)](#) for details.

Remediation & Replacement Solutions

Christy gave an update on the three replacement solutions.

CampusCE

Joe Carl has been working with CampusCE on business flows. Working through integration points to get those started sooner. End of October plan to have a meeting with CEC. This is first major accomplishment prior to DG4 going live.

There have been recent communications around colleges' individual challenges working with this vendor. The local contract colleges are signing they are including extra costs. One that had to do with email workflows to students is being covered by the Project with a change order.

Others, Christy is trying to better understand the extra charges. Colleges have provided their concerns and Grant is looking into it with the affected/concerned colleges.

Grant is looking into other issues with accounts payable and the vendor demanding payment prior to work being complete. this will come up in CEC and BAC about unhappiness with the customer service.

Online Admissions Application

Christy said colleges are not using the current OAA International Student application. With the new OAA, there is the ability to build a custom International application. It will be deployed with DG 4 and DG5 next year as a Phase 2 item.

Looking into initial go-live dates for DG2 and DG3 colleges. A go-live date of Nov. 28-29 was communicated, but there are concerns an end-of-year implementation (just before winter quarter applications come in) is too rushed. The Project needs to re-look at timing with colleges to find the best timing for go-live.

Clay at Tacoma said their admissions point-of-contact has been in the dark for about eight weeks. Christy will check with Kristy Snow to make sure she is including the right people.

Budget

Christy reviewed the budget report as of August 2020.

Overall Status

DG4

All but Wenatchee Valley are self-reporting as yellow. DG4 is focusing on security workshops and security homework, system integration, and conversion cycle 3. It's always the last six to eight weeks before go-live when college nervousness ramps up. Tim said it's 79 days to go-live for DG4-A.

DG5

DG5 has been participating in remote BPFs, which is the most critical step in the process. Homework is going well and we've had workshops and follow-up to help with homework.

DG6

Most of the colleges are now in the 60th and 70th percentil toward the 75% goal. The project team is understandably nervous about adding nine more colleges as DG6 kicks off its implementation phase Oct. 19.

Program Risks and Issues

UAT and production workshop conflicts - Oct/Nov/Dec

Three major activities (cycle 4 data validation, sprint #1 and EUT) along with parallel testing, security builds, production workshops, and day-to-day work will put an undue amount of strain on staff and resources.

ctcLink team is reviewing this risk.

Customer Support / Resources Plan

Availability of SBCTC Customer Support resources to effectively support the additional number of colleges already on ctcLink and future larger deployments for DG4, DG5 and DG6. Informed DG5 PM that we will be further reviewing this information in May 2021.

Hired new team members for Campus Solutions scheduled to begin in October. HCM and FIN interviews are in progress or scheduled.

More SBCTC training/guidance for Supplemental Apps analysis

There is concern about lack of guidance/assistance from SBCTC around planning for supplemental systems and how colleges can determine what ctcLink functionality provides.

The ctcLink College Advisor held a session with the colleges and is having the ctcLink team review supplemental systems commonly used document. Another session will be hosted by Highline in about a month.

Moran/QA

The August report September report will be available at the next meeting.

ctcLink Project-Related Commission/Council Topics

Recent concerns, issues, questions from Commissions/Councils

Tim had a discussion with Sachi Horback on Friday about ctcLink concerns coming up during the Instruction Commission. These issues are less about the ctcLink implementation and more about ongoing and sustainable support post go-live, as well as the local college support for staff working with ctcLink.

Agenda Items for Future Meetings & Meeting Closure

- Oct. 20, 2020 – Report back on Oct. 8 cELC meeting
- Nov. 3, 2020