

ctcLink

STEERING COMMITTEE MEETING MINUTES

March 9, 2021, Webex Only

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Rodger Harrison, Bellevue
- Carolyn Tucker for Ed Jaramillo, Skagit Valley
- Tim Wrye, Chair, Highline
- Chad Stiteler, Bellingham Tech
- Grant Rodeheaver, SBCTC
- John Boesenberg, 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

- Peter Lortz, IC
- Carly Haddon, RPC
- Ruby Hayden, WSSSC

Staff & Guests

- Dani Bundy, ctcLink Customer Support Director
- Janelle Runyon, ctcLink Project Communications Manager
- Reuth Kim, ctcLink Quality Assurance, Risk & Issue Management PM
- Susan Maxwell, ctcLink College Advisor PM
- Shelley McDermott, OCIO Expert PM
- Tara Keen, ctcLink Assistant Project Director
- Sandy Main, SBCTC Application Services Director

Welcome

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

Approval of Minutes

The Feb. 23, 2021 draft minutes were approved as submitted.

ctcLink Executive Leadership Meeting (cELC) Update

Grant gave an update on the cELC meeting. He said colleges appreciated the new post go-live service model with the targeted sessions per pillar/module the first couple weeks after go-live. Overall, they heard positive feedback.

Tim said cELC was just two days after go-live, but there was general appreciation. An hour after cELC meeting, Highline got the CyberSource gateway issue resolved. He said it is clear there's more work to do, but it's more organizational work than technical work at this point.

SBCTC ctcLink Support Staffing Plan through DG6 – Overview of Presentation to cELC/WACTC-Tech and WACTC Business Meeting Update

Grant shared highlights of the [ctcLink Support Resources: Planning Growth for ctcLink Support, Feb. 25, 2021](#) which he reviewed with cELC. He provided cELC an overview of the ctcLink Support organization: five units which currently serve 18 organizations (17 colleges and SBCTC agency) and will eventually serve 35 organizations (34 colleges and SBCTC).

1. ctcLink Customer Support – Campus Solutions (CS), CS Core, CS Financial Aid, CS Student Financials, Finance (FIN), Human Capital Management (HCM)
2. ctcLink Training
3. ctcLink Security
4. Application Services –Development, Testing, Environment & Configuration, Integration
5. Data Services –Data Integration & DataLink, Data Warehouse, ctcLink PeopleSoft Reporting

Grant walked cELC through the growth of the ctcLink Support staff since the 2017 Project re-planning. He shared next steps for the staffing plan and what they've learned about capacity needed for the second half of the colleges.

- In preparation for implementing DG2 (Tacoma, Spokane, Clark, SBCTC), added nine (9) additional staff focused on direct ctcLink support.
- In preparation for DG3 (Lower Columbia, Olympic, Cascadia, Peninsula, Pierce) realigned ctcLink support team structure and resources:
 - Finance, HCM, and Campus Solutions teams now report to new ctcLink Customer Support Director
 - Moved ctcLink Training team under Customer Support to integrate resources within functional pillars and augment ongoing training and documentation needs.
- In preparation for DG4 (Centralia, Edmonds, Highline, Wenatchee Valley, Seattle Colleges), added 14 direct ctcLink support staff.
- In preparation for 17 additional colleges in DG5 and DG6, planning to add 36 additional direct ctcLink support staff:

Grant clarified the staffing request does not include the additional Guided Pathways academic restructure implementation staffing needs, nor other special projects. While Grant addressed the staffing plan with cELC/WACTC-Tech, John Boesenberg spoke to the WACTC-Operating Budget Committee (OBC) regarding the funding needs and model to support the staffing plan.

The WACTC Executive Committee decided to form a work group. John Boesenberg will convene two (2) presidents from **OBC** (Bob Mohrbacher, Centralia; Tim Stokes, South Puget Sound), two presidents (2) from **WACTC-Tech** (Joyce Loveday, Clover Park; Kevin Brockbank, Spokane), **SBCTC staff** (Cherie Berthon, Grant Rodeheaver, John Boesenberg) and **college expertise/sponsorship**: Tim Wrye, Highline; Eva Smith, Edmonds; Reagan Bellamy, Wenatchee Valley; Choi Halladay, Seattle; and Theresa Rich, Yakima Valley. Their first meeting is Friday, March 12.

John said the goal is to get approval during the June WACTC meeting so the request can come before the State Board in late June to be implemented for the next fiscal year (beginning July 1) to pay the near-term Project costs due to decreased revenue collection and funding due to low enrollment and ongoing ctcLink support and additional staffing.

Summary of ctcLink Support Resource growth PLAN

ctcLink support was decentralized throughout the agency until 2020 reorganization, so the FirstLink positions are estimated.

| DG Support | Request Date | Growth | Total Positions |
|------------------|--------------|--------|-----------------|
| FirstLink | 2013-2018 | – | 26 |
| 2 | Jan. 2019 | 9 | 35 |
| 3 | Feb. 2020 | 7 | 42 |
| 4 | Aug. 2020 | 14 | 56 |
| 5-6 | Feb. 2021 | 36 | 92 |

DG4-A and DG4-B Post Go-Live Status Updates

DG4-A

DG4 executive sponsors gave an update on how things are going. Reagan said Wenatchee Valley's second payroll smoother than the first. The financial aid disbursement went well. They are very thankful for the open support Webexes. They are getting the processes down and now it's a matter of "who is doing what" organizationally. They had some issues with spring registration, because the system was slow, but got that worked out. They need some restructuring in their business office; because Student Financials work is taking a lot more time.

Tim said Highline's second payroll was smoother, as well. They are gearing up for Faculty Workload

(FWL). Some FWL work that used to be in HR is now in academic affairs. They are still doing a lot of work around financial aid and BankMobile. Spring enrollment opened and they are working through issues with enrollment requirements, confusion around term activations, and struggles with issues that arose out of the Class Search rebuild that happened a week-and-a-half ago. The annoyingly intermittent issues, like getting bounced back to login screen, have minimized, but are still occurring. They are making sure students are supported as they work through issues.

DG4-B

Kurt reported things are going well. As cautioned by colleagues in DG4A earlier, the adrenaline is wearing off a bit and fatigue setting in. He kidded about a key lesson learned: “Do not list your executive sponsor at the top of the ctcLink help list! He or she may not be the best triage source for student issues.” Their first payroll is tomorrow. They have identified eight employees that will need manual checks, so they are taken care of. Have had disparate issues across the colleges. Varying issues at different times for different colleges. NelNet is an issue for one of the colleges. They are starting to work on part-time faculty contracts for spring. Help desk was inundated the first week they onboarded students.

Peter Lortz said it’s interesting to hear the DG4A colleges. Similar issues are coming up for North Seattle regarding FWL. Faculty have expressed an interest in sharing their lessons learned with DG5 and said they are willing to assist if called upon.

DG5 Go-Live Dates

Christy explained the discussions with DG5 PMs for three go-live dates: DG5-A, DG5-B and DG5-C. Last week, there was an information misfire in which college groupings used for internal scenario planning were inadvertently shared. Christy explained the usual process is to review payroll and other considerations and let the colleges work as a group to align their colleges to the dates.

DG5 PMs will meet to discuss groupings, with the following restraints:

- Green River and Bellevue cannot go together in the same group, as both are too large.
- No more than three colleges per group.

Go-live dates will come to the next meeting for approval; not the colleges per group, just the dates. If the college PMs have aligned groups by the next meeting, those will be considered for approval.

CampusCE Integration Update

Susan Maxwell gave an update on the timeline. They are currently working on first integration, which is for Edmonds. CampusCE is doing an upgrade March 25, so March 26 is soonest they can integrate. Colleges didn’t like the “Admin Unit” so Bhuvana Samraj will make a page to group academic subjects, which should help with the reporting colleges want to do. Admin Unit is a field in CampusCE. In past, they’d been able to create that within CampusCE and group things together (for example, contract training, youth enrichment). At subject level, for reporting, it would mean even though they could still choose the subjects they want to group together, they are used to having the crosswalk attached. Phase II integration will be May 4.

ctcLink Program Status

See [ctcLink Project Status Report \(Feb. 15-26, 2021\)](#) for details.

Christy gave a general overview. The Project is still working on the requirements traceability matrix (RTM). Moran asked about it and is interested in seeing overall scope, including historical information.

Deployment Group Status

DG5

For DG5, the Project team is focused on configuration and functional testing. Colleges are participating in Cycle 2 data validation. All colleges in DG5 are reporting green.

DG6

DG6 restarted BPFs in March; finalizing PeopleSoft Fundamentals. We are finding DG6 is turning its BPF homework in early. Christy said we are very proud of and impressed with this group. We thought we'd be pulling *them* over finish line, but they might be pushing *us*!

Program Risks and Issues

See [ctcLink Project Status Report \(Feb. 15-26, 2021\)](#) for details.

Reuth describe the Lessons Learned process for DG4. Shanda Haluapo is working on that process for the external/college feedback. We are rolling Lessons Learned gathering into the last two DG4 PM meetings. Along with that, process improvements are logged in as risks and issues for DG5 and will likely happen for DG6 as we move forward.

Top risks

- **DG5 Security:** Security activities are scheduled to begin in March 2021. Colleges need key college security administrators to participate and focus on learning and adoption of PS Security. College PMs need to be engaged in this process, provide oversight and all security deliverables per the timeline. Prior deployment group security lessons learned:
 - Security work begins seven (7) months prior to go-live, providing the longest time frame for college security administrators to engage in this work.
 - Additional security resources have been added to provide Canvas Security training content.
 - The ctcLink project team will provide a basic walkthrough of Google sheets to college security administrators before they dive in to the Google workbooks.
- **DG5: Data Conversion & Validation College Staff Resources:** For DG5, Cycle 2 college data validation activities begin in early March 2021. We are concerned about the college staff resources having the time and knowledge to complete this project activity within the timeline. Work with DG5 College PMs on mitigation.
- **First DG4-A Payroll may be impacted by system takedown for DG4-B Go-Live:** First-ever DG4-A payroll run may be impacted by system takedown dates for DG4-B implementation. The DG4-A payroll run coincides with the timing of shut down for the DG4-B Go Live weekend. Solution: HCM Customer Support will be hosting two different Webexes for the first couple of payrolls after go-live.

Top issues

- **ctcLink Project team members and college staff resources working remotely are impacted by inclement weather based upon geography:** Some states were hit with severe weather leading to power outages, no internet access and inability to travel to a back-up location with power and internet. As we go live with DG4-B, ctcLink Project team members are communicating their concerns and limitations regarding their availability and connectivity to their managers.
- **DG4-B Student Financials Conversion Show Stoppers for Go-Live:** Mitigation solution was demonstrated with DG4-A data and will be applied to DG4-B data the week of Feb. 8 for their review and acceptance. Mitigation solution was presented to DG4-B colleges with a review environment applied in PRF, mitigation approved by Seattle.
- **Customer Support Resource Plan:** Support has hired 13 out of 14 team members. The 14th job position will be posted in March.

Moran/QA & OCIO

See [ctcLink Project Status Report \(Feb. 15-26, 2021\)](#) for details.

Moran

Paul Giebel gave an update of QA. He said as we get these last two deployment groups live, we introduce more complexities (more weekends, etc.). From a QA perspective, they will keep their eye on that as we move forward. Also on project side, making sure we have resources in place through end of project.

Regarding Support, from an environment standpoint, the management of environments becomes more complex. And making sure all the colleges are on board with the schedule. is a huge communication undertaking. Also, need to ensure tickets are being addressed and make sure we have right data and processes in place.

OCIO

Christy said we have one more funding gate to pass through for allocation of funds (gate 7). Once CampusCE go-live is complete, we will submit a memo to OCIO requesting final condition item (remediation) be closed out.

Budget

We are about \$760,000 under budget, so tracking pretty close to plan. We are in early stages of planning for Gate 7. We will engage in this final gate funding work over the summer to submit in late September.

ctcLink Support Organization Update

Customer Support Update

Dani said there have been bumps in the road, but overall DG4 has been good. The consistent communication between PMs and executive sponsors is noticeable and very helpful. For both DG4-A and B this is the first time we've had Student Financials (SF) information flowing to Finance (FIN) so quickly. This has to do with not having to do as much clean-up and the SF and FIN teams feeling comfortable with the information flowing through. They have been able to get to a point to monitor overall tickets. We have a total of 450 open tickets; about 100 tickets per deployment. Support has hired all positions except one, which will be posted soon, and have been working as a team on the staffing model.

Production Support Update

The most recent production update handout is available online and was updated last week for the ctcLink Working Group. [Production Update \(SBCTC ctcLink Support\), March 3, 2021](#)

Application Services

Sandy Main reported they have been supporting DG4 and all other colleges, concentrating on getting the 2021 outage calendar through approval process. Outages typically happen on Saturday. We do need to get the broader communication out to the group, so colleges are aware of when we will be applying images. The list and dates can be reviewed at the [Planned Service Outages on the ctcLink Support web page](#).

Regarding the Class Search issue, an expert from Oracle is working on Elastic Search with us now, which has been very helpful and we have it resolved. The regular maintenance had put on hold for this work. We are testing and they've got those maintenance processes to two hours.

PUMs is what we for them kind of interchange it to confuse people that will be posting those dates out. So the colleges can be prepared for when there are outages or planned outages.

System slowdown

Sandy said they are getting closer to resolving the odd mix of recent issues with class search, student payments and mobile. So far, there is no one common underlying cause. They hope to have great news for everybody by the end of the day and mobile issues wrapped up by tomorrow.

CyberSource

The student payments issue really had to do with the way Google Chrome works. For example, we tested and could actually make a payment with a student and come right back to make another payment in the same browser and it would fail. Oracle came out with a fix to try and it worked.

Mobile

To resolve the mobile issues, we needed to reconfigure the structure in our environment to better handle the load. A normal load would've been fine, but because we directed everybody to mobile when Class Search was down, it threw a hiccup. The issues were intermittent, so we could not pinpoint exactly what the root cause was and had to rule things out.

Online Admissions Application Portal (OAAP) Update

Sandy Main reported OAAP has another application release going out tomorrow and an accessibility update by end of today. The third-party vendor (KTech) has resolved all of the applicant-facing items reported by Level Access and will be fixed with an update tomorrow, which includes four bug fixes and two enhancement requests. More than 9,000 user accounts have been created since February and over 6,700 applications submitted.

They are working on plan to implement OAAP for DG4 earlier than DG5 and are beginning Phase II work next.

Commissions and Councils

Peter said Instruction Commission continues to have conversations. He appreciates Carli Schiffner facilitating on flow of questions, Peter said.

Agenda Items for Future Meetings & Meeting Closure

- March 23, 2021
- April 6, 2021