

ctcLink

STEERING COMMITTEE MEETING MINUTES

April 20, 2021, Webex Only

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Rodger Harrison, Bellevue
- Carolyn Tucker - elect, 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
- Eli Hayes, ctcLink Schedule Manager

Welcome

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

Approval of Minutes

The April 6, 2021 draft minutes were approved as presented.

Deployment Group 4 Lessons Learned Report

Reuth Kim and Shanda Haluapo presented the methodology and results from the DG4 Lessons Learned activity. See details at [DG4 ctcLink Lessons Learned, April 20, 2021](#)

Christy noted the process for collecting and presenting lessons learned has been improved over time. Many of the lessons have already been implemented and others are in process or documented for further review. Shanda reviewed the themes that emerged from lessons learned and reviewed.

A key takeaway from Moran Technology, ctcLink's Project Quality Assurance consultant, is that overall, the ctcLink conversion process works and the implementation activities are continually fine-tuned for each deployment group. While the ctcLink solution and conversion processes improve each time, what does not change is the amount of work necessary to be completed by each college in order to have a successful implementation. There are a large number of college core business processes that will be substantially changing with ctcLink, requiring a significant commitment by each and every college in order to execute a successful implementation.

Tim commented that, for Highline, they thought there was lots of good documentation for the back-end process users (e.g. people who work in payroll, financial aid or HR), but a lack of training documentation for day-to-day end users like students or employees. He said there is also a lot of necessary post-go-live communication during the stabilization period they had not planned on.

Shanda gave a plug for the DG5 and DG6 Project Manager and Executive Sponsor Summit on May 21. Susan is reaching out to prior deployment group colleges to help the future DGs.

Kurt suggested finding a way to get this information out to people at the colleges who aren't involved day-to-day with the ctcLink Project, e.g. things people should know to expect as users of the system.

Christy said the document will be shared out to all the governance groups and, if councils and commissions are interested, can share with them. (Each deployment group's Lessons Learned has now been added to its tab at the [ctcLink Deployment Groups](#) web page.)

High-level Lessons Learned Summary Items

See details at [DG4 ctcLink Lessons Learned, April 20, 2021](#).

Work Packages

- Provide context and a preview for the homework in the work packages, e.g., for BPF, Data Validation, and UAT.
- Improve consistency in communication and expectations for the work package homework, especially in Data Validation.
- Put work package reference materials in the Reference Center.
- Incorporate Data Validation Cycle 4 activities into UAT.
- Help college PMs plan better with 30 and 60 day look ahead with the schedule.

BPFs

- Add opportunities for college one-on-one sessions.
- Provide detailed preview of the schedule so that colleges can plan better to get the work completed.
- Provide an overview of the interconnectedness of the PeopleSoft pillars and functionality.
- Communicate the availability of the ctcLink Learning Environment.

Student Financials and Finance

- All areas of SF need to be tested before go-live, even if it is a subset of the data.
- Help colleges anticipate what they will need to do post go-live with student financials and finance.
- Had an issue where Finance GL extracts were unexpectedly pulling duplicate period between the detail and open balance conversions.
- One of the college's banks did not have the requirements to support PeopleSoft and found out late in the implementation.

Security

- It was hard for college personnel to retain the security information knowledge about security.
- The colleges did not understand the workbooks.

Training

- Need to add training on month-end closing processes and improve training, in general.

Go-Live Weekend

- Have no more than three colleges go-live during any one conversion weekend. There are many conversion activities from Legacy to ctcLink PeopleSoft that occur sequentially by college and step/task. Each additional college adds complexity to performing the tasks. With more than three colleges, the quality of the conversion process is compromised.

ctcLink Project and Legacy

- Don't implement additional applications during the same month as go-live or integrate those into the ctcLink UAT activities.
- Lists of tasks for the conversion weekend are very helpful.
- Include ctcLink project staff in the meetings between Legacy staff and the colleges regarding the transition and shutdown activities.

ctcLink Support Organization Update

Customer Support Update

Dani said the Support team is actively working about 800 tickets. In addition, team members are working with colleges collectively and individually to help walk through processes and troubleshoot issues as they came up.

The conversion and implementation processes keep getting better. DG4 was better than DG3 and we are working on improvements now for DG5 (based on Lessons Learned).

Production Support Update

The most recent production update handout is available online and was updated last week for the ctcLink Working Group: [Production Update \(SBCTC ctcLink Support\), April 14, 2021.](#)

Application Services

Accessibility Update

Sandy Main reported on two recent events sharing ctcLink accessibility:

- April 13: “Accessibility in ctcLink: Moving Forward” kicked off the first monthly open Webex. It was focused on DSSC members and a few others were invited. It was an opportunity to share where we were with accessibility items and get feedback from the group. The first meeting was meant to gather information and develop a two-way communication. Tim asked about wider invitations. Sandy said it will be first Tuesday of every month. She is meeting tomorrow about how to move forward with these sessions, plan for a broader audience, and promote a schedule for the future meetings. Carli Schiffner gave kudos, saying it got back through the rumor mill how helpful the session was.
- April 15: Grant and Sandy met with the Bellevue College ctcLink team and college staff to discuss accessibility in ctcLink as requested by Bellevue College. She appreciated all their feedback. Rodger Harrison said it was well-received, a lot of good came from it, and they appreciated the information. The meeting answered people’s questions and set the tone for continued dialog.

Grant mentioned a letter Jan Yoshiwara sent to Oracle regarding service requests, highlighting some specific accessibility issues around Campus Solutions and Human Capital Management. They received an almost immediate response and the developers are meeting with them soon.

Online Admissions Application Portal (OAAP) Update

Another upgrade is going in April 22, so the product continues to improve. About 15,500 applications have been received since OAAP went live on Feb. 2.

Sandy reported Level Access is working is on a full regression test of OAAP. Results will be available in May. (Regression testing is software testing to confirm that a recent program or code change has not adversely affected existing features. This testing is done to make sure new code changes don’t have side effects on existing functionalities and ensures the old code still works once the latest code changes are complete.)

DG4 colleges will be going online with the new OAAP by the end of June.

Cybersource and KeyBank Project

Sandy reported three colleges are set up. Of the remaining colleges, half have received their KeyBank merchant IDs. The remaining colleges are working on their participation agreements or are awaiting their merchant IDs.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(March 29 – April 9, 2021\)](#) for details. On track with timeline, schedule and scope.

Christy plans to have the requirements traceability matrix (RTM) ready in June to review with the Steering Committee.

Deployment Group Status

DG5 & DG6

Self-reporting on DG5 and DG6 is green.

Budget

Budget to date at end of March \$133,797. We have spent 133023 so budget remaining \$700-some-thousand remaining. Have about \$12 million left to get us through the rest of the project, which is spring 2022.

We are still tracking to the Gate 6. Funds need to last us through October. Will be tight due to CampusCE progress and integration work.

Overall, we look like we will be about \$1 million under budget, but that could change.

CampusCE

Susan gave a CampusCE update. Five colleges – Edmonds, Highline, Lower Columbia, North Seattle, Seattle Central – have integrated CampusCE with PeopleSoft, with more coming online in May.

Currently working on Phase II integration. She will meet with DG5 Continuing Education SMEs this week to get some feedback on Phase II integration.

Program Risks and Issues

Reuth gave an update on the top risks as of April 9, 2021. She explained the project report risks and issues along with the colleges. See [ctcLink Project Status Report \(March 29 – April 9, 2021\)](#) for complete details.

Top Risks

DG6: BPFH Homework Configuration Quality Concern

Helping them address their homework concerns. In addition to the PWA/Schedule Lunch and Learns, adding Hot Topics Lunch and Learns to address some key issues/learnings, fourth Tuesday of each month.

DG5: Security

The ctcLink Project has many security training sessions, given the critical nature of the topic.

DG5 & DG6: Implementation of PBCS

Based on what we learned from DG4, we need to engage colleges a bit later on implementing PBCS. It is too much to work on simultaneous to post go-live activities. Christy said we had expected to go live two to three months after DG5 goes live, but based on DG4's experience, we are now looking at a six-month gap after go-live before colleges look at implementing PBCS.

Top Issues

DG6: Complex PMO Schedule is not adequate for DG6 college planning

We will continue to work on this. Informed DG6 PMs that will have a final draft of the schedule in mid-June 2021, but that is dependent upon go-live dates approval by Steering Committee.

DG5 PMs concern about project dates

DG5 Executive Sponsors are meeting and working to understand and resolve these issues.

Customer Support Resource Plan

This is a work in progress. Both Support and Project are working on post go-live staff transition.

Moran QA

Paul Giebel said keeping the pedal to the metal and continuing to look to the future is important. Keeping the staff resources through the end of the project is critical. As you near the end of the project, team members start to look for next roles. We need to make sure there are plans in place to keep people that will help us be successful up to the end.

As we add more live colleges, it's important for the SBCTC to get its support organization in place. The same is true for the colleges. They, too, need to ramp up their internal ctcLink support capabilities and skills.

Commissions and Councils

Peter said Grant came to Instruction Commission (IC) to continue the conversation about process and how commissions and councils will communicate with SBCTC, ctcLink, governance, etc. Grant said most of the work is taking place within the efforts of the WACTC-Tech Strategic Technology Advisory Committee (STAC) to develop a post-Project draft governance structure.

Agenda Items for Future Meetings & Meeting Closure

May 4, 2021

- HighPoint Mobile Update
- DG6 go-live dates to the Steering Committee meeting. This was a maybe.

Future agenda TBD

- Tim asked Grant to work on a Steering Committee presentation about the Strategic Technology Advisory Committee (STAC) efforts to develop the post-Project draft governance structure.
- Third-party supplementary software to support Guided Pathways as a system
- Academic structure Guided Pathways