



WORKING GROUP MEETING MINUTES

December 6, 2023

Meeting Recording:

<https://sbctc.webex.com/recordingservice/sites/sbctc/recording/4ae135b4768f103cbbf762edb92e76fa/playback>

Co-Chairs: Chantel Black & Tara Keen (facilitated by Christyanna Dawson)

Meeting Participants

College Voting Members

- Chantel Black, Co-Chair & Spokane Community College/CS, Absent
- Beth Farley, Edmonds/CS, Security, PM
- Charlene Rios, Big Bend/FIN
- Donald Denney, Skagit Valley/Accessibility
- Jill Hammitt, Highline/Data & Reporting, CS, SF
- Kathy Disney, Tacoma/CS
- Samantha Orth, Lower Columbia/HCM, Payroll, Absent
- Pat Daniels, Highline/IT, Security, PM, Absent, Beth has vote
- Rachelle Russell, Skagit Valley/CS, Financial Aid

SBCTC Voting Members

- Tara Keen, Co-Chair, Absent
- Carmen McKenzie, Data Services
- Teri Sexton, Business Operations
- Dani Bundy, ctclink Customer Support
- Ray Gartner, Application Services
- Will Durden, Education Services

Ex-Officio/Advisory

- Kyrsten Catlin, CS Core
- Ana Ybarra, Financial Aid
- Brandon Reed, Student Financials
- Shon Dicks-Schlesinger, Finance
- Brian Lanier, HCM
- Roger Curry, Customer Support
- Shelia Sloan, Security
- Ivy Brent, Data & Reporting
- Tami Whitney, QA (Testing)
- Christopher Soran, App Svcs/Ops
- Amy MacNeill, PMO Coord. & WG Facilitator
- Christyanna Dawson, PMO FIN
- Bhuvana Samraj, Technical PM, Absent
- Sherry Nelson, IT Comms

Welcome, Roll Call (00:00 – 00:04 min)

Welcome and roll call.

Meeting Minutes for November 15, 2023 (00:04 - 00:05 min)– approved by consensus

SBCTC Updates (00:05 – 00:19 min)

- **Customer Support:** Dani reported the following:
 - **Campus Solutions (CS):**
 - Work underway on OAAP ERs (#178, 184,169, 183, 212 and 237)
 - Priority 1 (Residency & Citizenship) which includes some crossover between ERs 169, 184, and 237

- Currently working with Ed Division on citizenship status values and will follow-up with ARC's OAAP sub-group soon
- Current Testing activities:
 - OAAP Search/Match - internal SIT in progress
 - Legacy Transcript fixes for GPA rounding and formatting
- **Financial Aid (FA):**
 - Mass Packaging ER 195 #4 and #5:
 - All colleges have completed testing and signed off with a Pass.
 - Solution is scheduled for migration to ctclink Production next Tuesday, Dec. 12, 2023.
 - Prepping for the upcoming PRP with FAFSA Simplifications
- **Finance (FIN/FSCM):**
 - ER 142 - Restrict Bank Access to BU in AP – Deployed 11/28/2023
 - ER 192 - Add Supplier Email Address to PO Forms – UAT Testing in FSPTS
 - Updates for Sales/Use Tax update for Q1 of 2024 – Deployed 12/4/2023
- **Human Capital Management (HCM):**
 - Deployed Image 47 into production 12/2/2023
 - Tax Update 23-D – coming 12/14/2023
 - Working on 1042 and 1099R set-up.
 - W2 Prep: Continue working with SBCTC Central Payroll to update and finalize the setup changes for tax year 2023
 - Completed 11B 2023 Payroll.
 - Identified problems and worked with the respective college to resolve issues prior to confirming their payroll.
- **Student Financials (SF):**
 - Second Journal Set enhancement:
 - Significant efficiency to Second Journal Sets (SJS) processing from 1/22/2024 to 2/9/2024.
 - Shifting to nightly automation eliminating manual intervention.
 - College Information Sessions next week
 - 1098T Statement processing:
 - Electronic Consent to view 1098Ts and the SSN/Tin Request communications should be completed
 - Colleges should submit tickets for any letter template
- **Training:**
 - Working on Canvas Grade Report tool
 - Working on tracking and reporting on training attendance
 - Continue to update QRGs
 - Continue to create training content for new trainings to be offered throughout 2023

Customer Support slide deck is below:



Customer Support updates 12062023.ppt

- **Application Services:**
 - **Environments/Activities** – Ray Gartner reported the following:
 - HCM Image 47 completed Saturday, December 2, 2023 -very smooth deployment and finished early
 - PCD Refresh completed Monday, December 4, 2023
 - Oracle Critical Patch Update scheduled for Saturday, December 9, 2023 – complete

system outage planned for 8 am to 10:30 am

- Tax Update 23-D PRP, FSCM 1099 PRP scheduled for Thursday, December 14, 2023
- FA Regulatory PRP 1.1 was scheduled for Tuesday, December 12, 2023 but is now waiting on Oracle Release- the initial release date was December 5th and it Oracle announced that is now January 31st. A significant delay which will be added into the 2024 Production Release Calendar.
- **Accessibility** - Christopher Soran reported the following:
 - [HCM 47 Accessibility IOVD](#) – Please reference the link for the Accessibility Updates which were a part of Image 47. Also, refer to the recording minutes 00:16 to 00:19 where Christopher presented the document. Main topics included:
 - Manage Absence Page
 - Timesheet Summary Page
 - Personal Details Tile in Employee Self-Service
 - My Delegates Tile in Manager Self-Service
- **Security** – Shelia Sloan presented the following:
 - SASI Project – Moving into the Business Process Gap Review Phase in December
 - Tax Update in HCM – Security Support
 - TouchNet Project Involvement
 - MFA for Students in Progress, sending counts to impacted colleges prior to each load.
 - LSA Recertifications – complete except for two colleges
 - New LSA Training being updated
 - Continue to add SACR to QRGs
 - Starting an Audit Checklist as a Guide for the Colleges
 - Started next Round of Masking – In progress, details to come soon.

Application Services slide deck is below:




Application Services
Update - Working Grc

Enhancement Requests – (00:19 – 00:22 min)

Formal ERs -N/A

FYI/Mandated ERs

Teri Sexton presented the following:

-  [ER 250 - \(FYI\) New Expense Account needed for Fraudulent Financial Aid issues by a college –](#)
- Dani is updating the title of the ER to reflect it is Fraudulent Transactions not Fraudulent Financial Aid Issues

2024 ctcLink Release Calendar – (00:22 – 00:31 min)

Ray Gartner presented the calendar attached below for initial review. This is much earlier than 2023's which was reviewed in March, so ahead of schedule. Would like another review at the

December 20 meeting with the updated dates with Oracles delayed FA Regulatory PRP 1.1. Final approval would then be at the January 3 meeting.



ctcLink Release
Calendar 2024 DRAFT

PMO Update – Christyanna Dawson (00:31 – 00:33 min)

- **SASI** we are assisting as needed- Shelia covered in Security update as we are shifting to the Business Process review
- **TouchNet**- the product that was chosen as solution for ER 41 to address PCI compliance
 - We have a College Advisory Group as well as Leadership Group
 - Have had some challenges with the vendor understanding our unique set up so presented them a PowerPoint breaking it down and explaining who we are with diagrams and pictures. Essentially, this is how we operate and what the system looks like.
 - Continue to work on the following:
 - Working to get the product in a test environment
 - What colleges are willing to help as testers
 - To determine global and local features
 - Identify any areas we need more information on to best utilize the product and have it meet our initial needs/requests
- **PBCS**- Budget Planning Cloud Solution
 - 3 Colleges are working on this deployment as we needed to focus on the Technical College gaps in HR data- Walla Walla, South Puget Sound and Bellingham Technical
 - UAT started this week!
 - Go-Live estimated around 2nd week of January
 - It is anticipated that all colleges will have the opportunity to have access to the PBCS tool and would go live in January of 2025. There has been information sent out about that. You will be contacted in the beginning of 2024.

Mindful Minute (00:33 – 00:36 min).

- Sherry Nelson- The college presidents developed the ctcLink Improvement Plan and one of the areas is Training.
 - Sherry worked with Dani Bundy, Gretchen Fulmer and others to create a weekly Learning Opportunities and Support Round Up publication. The first edition is being published today.
 - Would love feedback as the purpose is to have all information in one location so presidents can see at a glance how much is offered and how often.
 - POC list will be cc'd along with the presidents.
 - May be sent to others as well.

Action Item Review/New Business/Closing (00:36– 00:37 min)

Action Items:

Future Meetings: December 20, 2023 and January 3, 2024

Future Business - Ray will present 2024 Release Calendar for Review with Updates