

## CTCLINK GUIDING PRINCIPLES

1. Ensure IT investments closely align with the mission, vision, values and goals of WACTC and SBCTC, to prioritize equitable access to technology resources for students across the college system, especially students of color, low-income, students with disabilities, and other systemically minoritized populations.
2. Enhancement Requests seeking ctcLink customizations must be considered only as meets the following conditions:
  - Mandated by Statutory Requirement
  - Business Cases (approved by governance) that benefit the system as a whole, or an overriding majority of colleges.
  - Does not adversely delay Oracle releases and/or updates due to excessive retroactive code updates.
3. The ctcLink system is the system of record. System enhancement requests that seek to replicate information and processes of ctcLink are discouraged.
4. For functionality not available within the product, a custom integration to commercial off-the-shelf (COTS) products may be considered only as meets the following conditions:
  - An overriding majority of colleges are consistently adopting the product.
  - Integration is generic in form to support multiple similar products
  - Colleges assume local responsibility for external product business usage support.
  - Costs associated with integration and ongoing maintenance will be shared across all colleges.
  - Oracle-delivered functional updates and enhancement requests intended to reduce one-time and ongoing costs in the system should be considered and prioritized for adoption.
5. Colleges and the SBCTC will commit the necessary human resources to design, implement and test system “releases and enhancements” in a timely and efficient manner, with the understanding it will require the dedication of many of their best “key” staff members.
6. ctcLink Program leaders, governance members, and other participants involved in the long-term operational guidance of ctcLink will be representative of diverse constituents (from minoritized populations to different system groups), empowered to make equity-minded decisions.
7. Consistent data structures and data security/privacy practices are required. User access levels are regularly reviewed to allow only the minimal rights necessary to complete tasks.
8. Processes and procedures may not need to be identical on each campus; however, processes and procedures must be sufficiently similar to remain within the common academic and business services framework of the community and technical college system.
9. Colleges are responsible to:
  - Attract and retain staff with key business and software skills
  - Designate a primary ctcLink leader to (a.) serve as the primary liaison with SBCTC for all ctcLink matters and (b.) to participate in the ctcLink College Collaboration Group
10. Communications will be available and accessible through multiple channels to a diverse range of constituents.