ctcLink

WORKING GROUP MEETING MINUTES

September 20, 2023

Meeting Recording:

https://sbctc.webex.com/recordingservice/sites/sbctc/recording/655af2253a05103cbff992a992a3ea0b/playback

Co-Chairs: Chantel Black & Tara Keen

Meeting Participants

College Voting Members

☒ Chantel Black, Co-Chair & Spokane Community College/CS
☒ 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, Tara has vote
☒ Pat Daniels, Highline/IT, Security, PM
☒ Rachelle Russell, Skagit Valley/ CS, Financial Aid

SBCTC Voting Members

☒ Tara Keen, Co-Chair
☐ Carmen McKenzie, Data Services, Absent, Ivy has vote
☒ Teri Sexton, Business Operations
☒ Dani Bundy, ctcLink Customer Support
☒ Ray Gartner, Application Services
☐ Will Durden, Education Services, Absent, Kyrsten has vote

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 – 00:02 mins)

Welcome and roll call.

Meeting Minutes for August 16, 2023 (00:02 – 00:03 min) – **approved by consensus**

SBCTC Updates (00:03 – 00:20 min)

- **Customer Support**: Dani reported the following:

  - ▪ **Campus Solutions (CS):**
    - ▪ Testing ongoing for CampusCE phase III descoped items and beginning college UAT planning
    - ▪ Continue to review with OAAP Vendor ER's #178, 184,169, 183, 212, and 237

- Prepping for AAR and Enrollment Requirements Production Workshops
- **Financial Aid (FA):**
  - Deployed the following ER's:
  - ER 194K - (10 of 19) S & P Grades Trigger Invalid Fail on Minimum Current GPA Test – 8/31/2023
  - ER 195B - (2 of 5) Package CBS for BA Degree Students - Mass Packaging – 9/1/2023
  - ER 137 - Use Financial Aid KEYWORD1 Field to Identify IPEDS FA Categories
  - FISAP reporting – DUE FROM ALL COLLEGES 9/29/2023
  - SAP 6B Transfer Units in MAXT Course Exclusions
  - Review Solution design and complete survey DUE BY 10/4/2023
- **Finance (FIN/FSCM):**
  - Migrated into Production T&E Annual Per Diem Update - 9/19/23
  - ER 185 - (FYI) Combo Edit Rules Update - ready for production scheduled for 12/31/23
  - Currently working on Image 47 testing for 10/28/2023 deployment
- **Human Capital Management (HCM):**
  - Payroll confirmation yesterday
  - Testing ER 151 - Include Leave Adjustments in Monthly Accruals, Possibly with adjustment Code
  - Working with Application Services on development of the following ER's:
  - ER 150 - ctcLink Transmission File to DRS Inaccurately Reports Retro Pay Increases
  - ER 9 - HR Core add Additional Fields to Self Service Compensation History
- **Student Financials (SF):**
  - New Item Type process and form as of 9/12/2023
    - [QRG Understanding Item Types](#) for more information.
  - ER 193 - Second Journal Set Redesign – currently in System Integration testing, for the automation of the process
  - Working with PMO on TouchNet project
- **Training:**
  - Working with Paul Kreemer on grade reports availability to the colleges for Canvas courses
  - Updating PS Fundamentals Canvas course to include PT 8.59 upgrade
  - Continue to update QRGs and create training content for new trainings to be offered throughout 2023
  - 2023 SF/CS Core Fall Welcome Back Virtual Support 9/21

Customer Support slide deck is below:

Customer Support
updates 09202023.pp

- **Application Services:**

  - **Environments/Activities –** Ray Gartner reported the following:

    - HCM Image 46 completed Saturday, August 26, 2023
    - Oracle CPU Updates completed Saturday, August 26, 2023
    - Sentinel Security Updates completed Saturday, August 26, 2023
    - FA Regulatory PRP 4.1 completed Thursday, September 7, 2023
    - FSCM Image 47 scheduled for Saturday, October 28, 2023
    - Legacy Transcript Go-Live date ranges for colleges is August 21-31 COMPLETED (listen to recording for tidbits)- some outstanding issues being worked on include OKTA Integration for multi factor authentication, some tickets related to Accessibility and the formatting of

the official transcript page. There is an excessive amount of white space in between the content which has to do with columns and page breaks. Overall, the whole project has been a success. There had been GPA calculation challenges that have been resolved.
- Legacy Data Snapshot completed Thursday, August 31, 2023
- Sunset Legacy HP-UX completed Thursday, August 31, 2023
- **Accessibility -** Christopher Soran reported the following:
    - LegacyLink and Legacy Transcripts
    - Vicki Walton performed three tests on each application. They included keyboard-only navigation, screen reader navigation and voice command navigation using Dragon NaturallySpeaking.
    - Vicki was pleased to learn that accessibility was a primary consideration in the development of these applications. They found very few issues and the ones found were primarily ARIA labels.
    - Very well-designed applications accessibility-wise.
    - OKTA Dashboard and OKTA Verify *(see slides 7-10 for visuals)*
        - Vicki Walton and Josh Giha teamed up to run accessibility testing on the Okta Verify app mid-June 2023.
        - Vicki evaluated the MFA sign-in process first by navigating keyboard only on the Okta Dashboard. Then they ran JAWS on Chrome and Firefox in the Okta Dashboard to start the setup and then VoiceOver on an iOS device to test the Okta Verify app.
        - Josh evaluated the MFA sign-in process using NVDA on Chrome and Firefox in the Okta Dashboard to start the setup and then TalkBack on an Android to test the Okta Verify app.
            - Brief Summary of Meeting with the Okta Reps On August 31, 2023: Monica, Josh and Vicki meet with two Product Managers About the recent accessibility testing findings from Josh and Vicki-
                - Met with Kalpana Adlakha and Josh Han. Kalpana leads accessibility initiatives.
                - Accessibility issues found with the end user's Dashboard page including keyboard accessibility problems and content in iframes that prevent the content from being in the correct tab order/accessible by keyboard for disabled using Assistive Technologies.
                - Accessibility issues found within the user's Account Settings page. Okta seemed more aware of these issues and indicated their teams are already working on the problems.
                - Kalpana will review our testing documents and provide us with an update clarifying which issues have been resolved and which issues remain.
                - Okta is migrating to Odyssey Design Systems which is open source and supposed to be better for accessibility. They are still in that process.
                - This information was sent on to Kenn Nied by Monica Olsson.
- **Security** – Shelia Sloan presented the following:
    - MFA - Have a few colleges left that need to implement for employees then the role will be

applied dynamically. In progress
- Working with the College Advisory Board for Security to define a clear set of requirements.
- FS Image Support Underway
- Prepping for UAT for Report Definition Security Changes and CampusCE
- Finance is testing masking in development and working through any issues/testing there before turning over to functional team for testing.
- Working with HCM team on several projects, demo for ePerformance and still working with them on HR Onboarding.
- Working with development on break fixes around LaunchPad

Application Services slide deck is below:

Application Services
Update - Working Gro

Enhancement Requests – (00:20 – 00:51 min)

Formal ER's

Jill Hammitt, Highline College (ER 230 and 235)
- ER 230 - Student Self-Service Links for Bank Mobile and Direct Deposit – approved by consensus
- ER 235 - Student Financials-Select Charges to Pay (local not global) – approved by consensus: see detailed documents below:

Select Charges to   Enhancement
Pay.pptx   Request Select Char

Karen Erickson, CS Core (ER 238)
- ER 238 - OAAP Search Match - approved by consensus- see slide deck below:

 OAAP Search Match
ER Working Group 09

FYI/Mandated ER's

Teri Sexton, SBCTC Accounting and Business Services (ER 239 and 240):
- ER 239 - (FYI) Chart of Account changes from OFM-
- ER 240 - (FYI) Restricted Departments needs updated to include Fund 790

Enhancement Request 122 Update - (00:51 – 00:57 min)

Brian Lanier, HCM, presented the following slide deck and request:
- ER 122 – Charge Benefit Expense to Primary Job -approved by consensus

New Enhancement Request Form - (00:57 – 01:12 min)

Dani Bundy, Customer Support, presented the following:

- ctcLink Enhancement Request Form - **approved by consensus**

PMO Updates - (01:12 – 01:27 min)

Tara Keen, PMO, presented the following:

- Legacy Data Platform Migration Project (LegacyLink + Legacy Transcript)
- Sentinel Integration Project
- TouchNet Integration Project
- OneWA AFRS Integration Project
- Planning and Budgeting Cloud Solution (PBCS) Implementation
- Financial Aid SAP & Mass Packaging [PMO Assist]

PMO Update slide deck is below:

WG PMO Project
Update 20230920.ppt

Mindful Minute (01:27 – 01:37 min)

Amy updated members on the Enhancement Request being put together by Council for Basic Skills which is looking at how our Basic Education for Adults (BEdA) and High School Completion Programs (High School+) display transcript-like information to students. Based on 8/2/2023 and 8/16/2023 WG discussions, Will Durden and Carmen McKenzie will be presenting an update on status of ER as well as any policy/legality implications at the 10/18/2023 meeting.

Pat mentioned she heard in a meeting WABERS is being replaced. Beth and Pat asked Will Durden to present to the College Collaboration Group on 9/27/2023 about 11am giving an overview, update and timeline on that project. The initial timeline mentioned for deployment is March surprisingly, so the clarification/expectations etc. will be welcome this coming Wednesday. Everyone is welcome to attend.

Sherry Nelson mentioned WACTC had a summer retreat where one of the tasks was to create a ctcLink Improvement Plan draft. There are a variety of concerns and Sherry wanted to give heads up. She is going to ask Grant if she can share the document with the Working Group. There are upcoming meetings so it might not be until after October 6.

Action Item Review/New Business/Closing (01:37– 01:38 min)

Action Items:

Future Meetings: October 4, 2023 and October 18, 2023

Future Business (none)