ctcLink

WORKING GROUP MEETING MINUTES

October 18, 2023

Meeting Recording:

https://sbctc.webex.com/webappng/sites/sbctc/recording/b77823ad5005103cbe81eeeb9e2aa989/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
☒ Pat Daniels, Highline/IT, Security, PM
☒ Rachelle Russell, Skagit Valley/ CS, Financial Aid

SBCTC Voting Members

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

Ex-Officio/Advisory

☒ Kyrsten Catlin, CS Core, Absent
☐ Ana Ybarra, Financial Aid, Absent
☐ Brandon Reed, Student Financials, Absent
☒ Shon Dicks-Schlesinger, Finance
☒ Brian Lanier, HCM
☐ Roger Curry, Customer Support, Absent
☐ Shelia Sloan, Security, Absent
☒ 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 mins)

Welcome and roll call.

Meeting Minutes for October 4, 2023 (00:04 – 00:05 min) – approved by consensus

SBCTC Updates (00:05 – 00:18 min)

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

  - **Campus Solutions (CS):**
    - Working with Kastech on OAAP ERs #178, 184,169, 183, 212 and 237
      - Working Group Vote Nov. 1
    - AAR Workshops follow up Q & A 10/27
    - Fraud Application subgroup met 10/12
    - Attending ARC meeting this week
  - **Financial Aid (FA):**
    - Attending FAC meeting this week
    - Continued work on SAP and Mass Packaging – Additional enhancements to be implemented by the end of the year
    - Mass Packaging Survey for #4 and #5 – Testing Period Nov 15th through Dec 4th
  - **Finance (FIN/FSCM):**
    - ER 204 - Modifications to WAPAY – Analysis/Working with US Bank to modify the ACH Return report to include BU
    - ER 185 - (FYI) Balancing fields fund (dept, class, state purpose, project, etc.) - Ready for Deployment 12/31/23
    - Image 47 testing is continuing for 10/28/2023 deployment
  - **Human Capital Management (HCM):**
    - Payroll confirm tomorrow 10/19/23
    - Deployed ER 9 – HR Core add Additional Fields to Self Service Compensation History
    - ER 197 - New Hire Onboarding improvements in testing
  - **Student Financials (SF):**
    - 1098T training will be on October 23rd
    - Second Journal Set enhancement is still in testing
    - SF team working with Business Operations and Education Division on Financial Responsibility Authorization
    - 24-25 tuition rates will be released by the end of October
  - **Training:**
    - Working with colleges, ED Division and technical teams on Canvas Grade Reports
    - 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 10182023.p

- **Application Services:**

  - **Environments/Activities –** Christopher Soran reported the following:

    - FSCM Image 47 scheduled for Saturday, October 28, 2023
    - HCM Image 47 scheduled for Saturday, December 2, 2023
    - FA Regulatory PRP 1.1 scheduled for Tuesday, December 12, 2023
    - Tax Update 23-D PRP, FSCM 1099 PRP scheduled for Thursday, December 14, 2023

- ▪ **Accessibility -** Christopher Soran reported the following:
  - ▪ Reviewing the accessibility fixes in HCM image 47.
  - ▪ We will publish an accessibility IOVD.
- ***Christopher will present the other bullets intended for this meeting at November 1 meeting.
  - ▪ **Security** – Shelia Sloan presented the following:
    - Working with the College Advisory Board for Security Administration to define a clear set of requirements. This will continue through October.
    - FS Image Support Underway
    - UAT for Report Definition Security Changes Went well and is scheduled for Production Tomorrow night.
    - Working with PMO to align Security Business Processes and any major roadblocks
    - Making some progress on adding SACR to QRGs.
    - HCM Image Support

Application Services slide deck is below:

Application Services
Update - Working G

Enhancement Requests – (00:18 – 00:57 min)

FYI/Mandated ERs

Carmen McKenzie (discussion went to minute 38)

- ER 232 - Adding Custom Self-Service Questions in Campus Solutions –Carmen McKenzie
  - o This was moved from formal to mandated as we have a new process, and this was the first ER to go through it.
    - ▪ Questions around FA once she has met with Ana Ybarra and team; biggest issue being housing. FA needs to determine budgets.
    - ▪ Also, students attending more than one college, which is very common and making sure the EMPL ID is common across all. Concern is data matching when they update at one college and not the other. Is there a way to make sure data is accurate across all campuses?
      - Great points brought up by group. Carmen and team as well as Data Governance Committee will be meeting to discuss these items further. Carmen will come back to Working Group with updates. More to come.
- Data Governance Committee Proposal presented below:

DGC Student
Self-Service Question

Marissa Baker

- ER 243 - (FYI) Updates to Term Category Translate Values- Marissa Baker

FYI ER - Term
Category Changes.p

Stephanie Casino

- ER 194F - (6 of 19) SAP Legacy Transfer Units in MAXT Course Exclusions

ER FYI 194F - Legacy
Transfer Units in MA

- ▪ [W] [ER 195D - (4 of 5) Exclude Running Start Students from Packaging Selection Mass Packaging](#)
- ▪ [W] [ER 195E - (5 of 5) Exclude Incarcerated Students from Packaging Selection - Mass Packaging](#)

Exclude RS and
Incarcerated Studen

PMO Updates - (00:57 – 01:02 min)

Tara Keen, PMO, presented the following:

- ▪ Sentinel Integration Project
  - ▪ Rebranded to **Security System Administration Improvement Project (SASI).** Ray did cover this in the Security update as we are focusing on our requirement definition through October.
- ▪ TouchNet Integration Project-
  - ▪ Christyanna Dawson, Brandon Reed, both SBCTC along with 3 colleges attended TouchNet Conference. Was great networking with other colleges and PCI compliance sessions were very helpful.
    - ▪ TouchNet will be doing a demo on November 7th.
    - ▪ Any questions or more information needed, please contact Christyanna at cdawson@sbctc.edu.
  - ▪ Christyanna is preparing a presentation for BAR on the progress of the TouchNet College Advisory Group (TCAG).
- ▪ LegacyLink and Legacy Transcript Application Closeout
  - ▪ Did 2nd phase release for Legacy Transcript Application which was last Thursday and are working through final elements to be cleaned up.
  - ▪ Then working through project closure procedures as we performed the lesson learned survey process already. Taking that feedback to include in the project closure documentation.
- ▪ One Washington - AFRS Integration
  - ▪ This is an internal project, no college involvement needed. This is a file format focus as many have moved to Workday. We are remaining on our own enterprise system and simply aligning to the new file format.

Mindful Minute (01:02 – 01:18 min)

Tara attended ITC meeting and heard about effort at Peninsula College to work with Okta and our state board agency to do a federated Sign-On share model that would cause their staff to not have to go through the MFA process twice. Other colleges expressed their interest in this to reduce the number of multi-factor engagements in the sign-in process and asked Emma to send the information to them. This way colleges can do MFA process locally and jump into ctcLink straight away versus another MFA. SBCTC network team assisting with that conversation are focusing on colleges that already fully adopted MFA and had deployed for all employees and students. Focusing more on those that use a local instance before focusing on those using another form of multi-factor authentication.

Tara mentioned another item was the Student Success software for Guided Pathways and the work plan being presented to WACTC. Getting the Presidents to decide on a single source rather than supporting multiple student success software platforms or going with HighPoint Mobile as a temporary stop-gap measure.

- Beth stated HighPoint proposal already went to Attorney General (AG) and cost model was prohibitive without an RFP. HighPoint could of course put hat in the ring, but it is not an option with going through protocol. There are more questions than answers and it is voted on at WACTC to move forward with an RFP for a single source. With this votes, it was not clarified if colleges would have an "opt-in" or "opt-out" option.
  - There are a number of 3rd party systems already out there so this is a time for colleges to come together to get on the same page. However, can they say no, I like mine, don't want yours and will continue doing double-data entry for now.

***The goal is a seamless student experience which indicates the need/ask for one system all colleges would use as common process is the goal. This is the focus of our system as a whole and has been. Grant mentioned RFP to be provided in 3-6 months to move forward as that is step 1. A lot to still be discussed along with business process alignment to meet to end goal. More information to come.

Dani shared - Presidents voted on the following resolution: "WACTC endorses and will help enforce the principle that when a common business process can be implemented systemwide, it should be."

This was voted on by the presidents to be supportive of our ctcLink Guiding Principles and to assist colleges and SBCTC with support of common processes when and where they are possible.

Action Item Review/New Business/Closing (01:18– 01:19 min)

Action Items:

Future Meetings: November 1, 2023 and November 15, 2023

Future Business

OAAP ERs distributed to review prior to the November 1st meeting where we will ask for a vote:

- [ER 169](#) – OAAP Improvements from ARC
- [ER 178](#) – OAAP Email to ctcLink
- [ER 183](#) – OAAP Buttons, Supplemental Questions, and Suspense Updates
- [ER 184](#) – OAAP Residency Updates
- [ER 212](#) – OAAP Admin and Student Sections
- [ER 237](#) – OAAP Citizenship