



## WORKING GROUP MEETING MINUTES

November 15, 2023

### Meeting Recording:

<https://sbctc.webex.com/webappng/sites/sbctc/recording/dc17829b660e103cb769bea43d094845/playback>

Co-Chairs: Chantel Black & Tara Keen

### 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
- 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
- Dani Bundy, etcLink Customer Support
- Ray Gartner, Application Services, Absent, Christopher has vote
- Will Durden, Education Services, Absent

#### Ex-Officio/Advisory

- Kyrsten Catlin, CS Core, Absent
- 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 1, 2023 (00:04 00:10 min)– approved as amended by consensus**

## SBCTC Updates (00:10 – 00:25 min)

- **Customer Support:** Dani reported the following:
  - **Campus Solutions (CS):**
    - Working with Kastech on OAAP ER's #178, 184,169, 183, 212 and 237
    - Working with Kastech on Okta integration to OAAP
    - Met with Fraudulent Application Sub-Group 11/9
      - Collecting local business process information to assist in developing common processes
  - **Financial Aid (FA):**
    - Deploying ER 194 (6B of 19) - Legacy Transfer Units in Max-Time Frame Course Exclusion on November 28
    - UAT currently in process on ER 195 - Mass Packaging #4 and #5
      - To be deployed on December 12
    - Prepping for the upcoming PRP with FAFSA Simplifications
  - **Finance (FIN/FSCM):**
    - Currently in testing
      - ER 142 - Restrict Bank Access to BU in AP
      - ER 192 - Add Supplier Email Address to PO Forms
      - Ability to Delete a Journal after the Edit process
      - Expenses modify approved transaction page- Not displaying all transactions
    - Deployed into Production
      - Change File Name for Outbound File Dispatch (ACH) - 11/1/23
      - Cash Management Operation Unit Field Errors for FirstLink Colleges – 11/9/23
  - **Human Capital Management (HCM):**
    - Deployed 11/7/23
      - ER 155 – FWL Generate Email to Submitter for Contracts Rescinded on Mass Approval Page
      - ER 156 – FWL Productivity Improvements on Maintain FWL Page
    - Currently in System Integration Testing (SIT) -
      - ER 151 - Include Leave Adjustments in Monthly Accruals, Possibly with adjustment Code
      - ER 158 – FWL Employee Record Look Up
    - Testing ongoing for Image 47 – set to deploy on 12/2/23
  - **Student Financials (SF):**
    - ER 235 - Student Financials-Select Charges to Pay – Deployed 11/13/23
    - Second 1098T training session is scheduled TODAY
      - November 15th 1PM
    - Continued work with Business Operations and Education Division on Financial Responsibility Authorization
  - **Training:**
    - Working on Canvas Grade Report tool
    - Completing tracking sheet 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 11152023.ppt

- **Application Services:**
  - **Environments/Activities** – Christopher Soran reported the following:
    - PCD Refresh completed Monday, November 6, 2023
    - HCM Image 47 scheduled for Saturday, December 2, 2023 – In Progress
    - FA Regulatory PRP 1.1 scheduled for Tuesday, December 12, 2023 – **\*Christopher is confirming this date still stands and will send Ana Ybarra and team said confirmation.**
    - Tax Update 23-D PRP, FSCM 1099 PRP scheduled for Thursday, December 14, 2023
  - **Accessibility** - Christopher Soran reported the following:
    - Known HCX Issue- Make a Payment (please see slide 5 for visual and description)
    - HCX – Link List
      - In version 22.2, we noticed the links list in HCX were not displaying all of the available options.
      - In 23.2, link lists functionality has improved, and dashboard tiles are not buttons anymore.
      - One outstanding issue. If focus is in a submenu, it will list all links in that sub menu, however won't list any other links in a collapsed section. To get a list of other link lists/submenus, you must go to Form Fields. (please see slide 7 for visual)
      - Ticket submitted to Highpoint.
    - HCX – Table Navigation in Class Search
      - In 23.2, several improvements have been made to the interface when multiple sections are available. The table navigation works as expected using NVDA/JAWS table nav commands. Document structure has been improved with correct heading levels. Landmarks are now used as well (please see slide 8 for visual).
      - There is one remaining/newly introduced bug on column headings. They appear as sort buttons but do not actually do anything (please see slide 9 for visual).
      - Ticket submitted to HighPoint
    - HCX – General
      - Please open tickets if you have specific concerns.
      - Going to latest version of HCX likely in August 2024.
    - Oracle Service Requests (SR's)
      - Oracle used to make it hard to get accessibility issues fixed, but over the years we've developed a better relationship.
      - Over the last 3 years:
        - Closed 26 SRs
        - Development 4 SRs
        - Solution offered 1 SR
        - Customer working 2 SRs
        - Total is 33 SRs
    - SBCTC Accessibility Tickets
      - The best advocacy role everyone can take is to submit tickets with specific accessibility violations.

- We have 22 accessibility tickets active in the SBCTC ticketing system.
  - 5 opened by college staff
  - 17 opened by SBCTC staff
- We care about the student, faculty, and staff experience. Please help us with specifics so we can push the vendors to fix them.
- **Security** – Shelia Sloan presented the following:
  - Finalizing Security Requirements for the system and starting to prioritize those requirements, so that we can move into a fit gap analysis with the College advisory team.
  - HCM Image Support
  - TouchNet Project Involvement
  - MFA for Students in Progress
  - LSA Recertifications
  - New LSA Trainings

Application Services slide deck is below:



Application Services  
Update - Working Grc

## Enhancement Requests – (00:25 – 00:39 min)

### Formal ER's

#### Dave Ortega on behalf of Stephanie Baker, Bellevue College (00:25 – 00:33 min)

- [ER 213 – P-Card Reconciliation Page - Approved by consensus](#)  
Was on hold from the 11/1 meeting for further review due to questions on whether the State Board process for Impact Analysis and cross-team vetting had fully been performed. There was a thought from a representative from our Business Operations division that perhaps the item in question could be resolved through Security as her security has a different behavior.

**Update:** Confirmed this ER did go through the internal vetting process. It was handled through our Production Support Group meeting where Customer Support, Application Services and Data Services teams discuss and do that cross-vetting. Upon further review with the original Analysts who did analysis as well as meetings with Security post 11/1 meeting, it was confirmed there was indeed some influence from the security standpoint as the Business Division representative has P-Card *Administrator* level and not P-Card *Approver* level; those are delivered functionality within the module itself.

- Kari Twogood, from FIN Support Team, who led this through the internal Impact Analysis process explained this is really about a URL change. *The URL will direct the landing to the Filter Page instead of going directly to Transactions.* Essentially, this is to streamline the process for users with CC\_Approver role that are set as Approvers as a proxy on the cards.
- Invited Bellevue College back to present ER once more knowing a tweak to security is not an option for this solution. Dave Ortega presented on Stephanie's behalf.
  - It was approved by consensus with no further questions or details requested.
  - Dave expressed his appreciation for the double, triple, quadruple check to make sure we had everything and were not missing something that would prohibit this from moving further down the ER process or could have been resolved outside of the ER process.

Slide deck below:



FIN P-Card  
Reconciliation Approv

## FYI/Mandated ER's

Shelia Sloan and Johnathan Rider, SBCTC (00:33 – 00:39 min)

- [ER 249 - \(FYI\) Removal of Security Questions from Okta.docx](#)

## PMO Updates – Christyanna Dawson (00:39 – 00:42)

- **SASI** we are assisting as needed- Shelia covered in Security update
- **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
    - 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. Now that those gaps have been addressed, excited to get testing!
  - UAT scheduled for December
  - Go-Live estimated around 2<sup>nd</sup> week of January
  - It is anticipated that all colleges will have the opportunity to have access to the PBCS tool in January of 2025. There has been information sent out about that.
- **One Washington**- State must update to a new ERP and for SBCTC it is around AFRS. This is how we report to the state.
  - Working on Functional Design Document
  - Working with the One Washington Project team as needed to help with deliverables and any areas there may be questions.

## Mindful Minute (00:42 – 00:48 min).

- Sam Orth- discussion recently at HRMC about the communication around the delays with Payroll processing. While there is communication sent out, the actual reason for the delays is not shared. Colleges are asking for the reasons to be shared so it can be a learning opportunity so other colleges can avoid doing whatever caused the delay for someone else.
  - Tara asked if HRMC is going to send a communication to the State Board requesting those alterations be done or what their thoughts were on approaching this matter.
  - Dani stated she and Brian can talk to Central Payroll about this item. Also gave some background on what typically happens with these delays; someone picks up an employee in their file they shouldn't have and then both HCM and Application Services on our side have to do a trace, This does take some time and Brian reaches out to the college or individual directly as to not call out a college on a public forum. \*\*\*What they can do going forward *potentially* is put the topic of what happened but will have to talk with Central Payroll as they are the ones that send the communication. Would be helpful to have feedback in writing from HRMC to take to Central Payroll to work on changes.

- **Action Items:** Sam will coordinate with HRMC and Dani is connecting with Central Payroll
- Kathy Disney- Tacoma is working on an ER regarding student workers and re-setting their ctcLink accounts. The ask is they restrict student workers with a role or whatever the solution is determined to be where it only resets students and not faculty or staff,
  - There is a role now that gives access to reset the ctcLink account and currently can't give to student workers because they don't want to reset Faculty and Staff. TCC believes it a security risk.
  - Kathy is taking it to the College Collaboration Group as well as the next Security meeting.

### **Action Item Review/New Business/Closing (00:48- 00:49 min)**

#### **Action Items:**

- Mindful Minute bullet 1- Sam Orth will coordinate with HRMC the communication to Dani and Brian of changes requested. Dani and/or Brian will contact Central Payroll upon receipt of communication.

### **Future Meetings: December 6, 2023 and December 20, 2023**

#### **Future Business**