

# ctcLink Project Update

Trustees Association of Community  
and Technical Colleges

January 23, 2012

Michael Scroggins, Deputy Executive Director for Information Technology

Lisa Matye Edwards, Vice President for Student Success

Lower Columbia College

Barbara Martin, ctcLink Project Director



# What is ctcLink?

- New technology foundation providing 21<sup>st</sup> century services anytime, anywhere for students, faculty and staff
- Replaces a cumbersome 30+ year old administrative system (student/academic, finance and HR/payroll)
- A patchwork of state-provided and locally developed processes that are uneven, sometimes incompatible, and increasingly labor intensive to maintain

# Change is Needed

- **Limitations of the Current Applications**
  - Difficult to Change Data Collection to Evolving Needs.
  - Very Limited Self-Service.
  - Lacks Modern Business Intelligence Capabilities.
  - Enhancement Requests for Modernization Unsupportable
- **Impact on Colleges**
  - Cannot respond to the evolving needs of students or government reporting.
  - Staff time that could be spent on improving the student experience is spent on maintaining data.
  - Loss of revenue because colleges cannot compete effectively.

# Thorough Planning & Deliberate Action

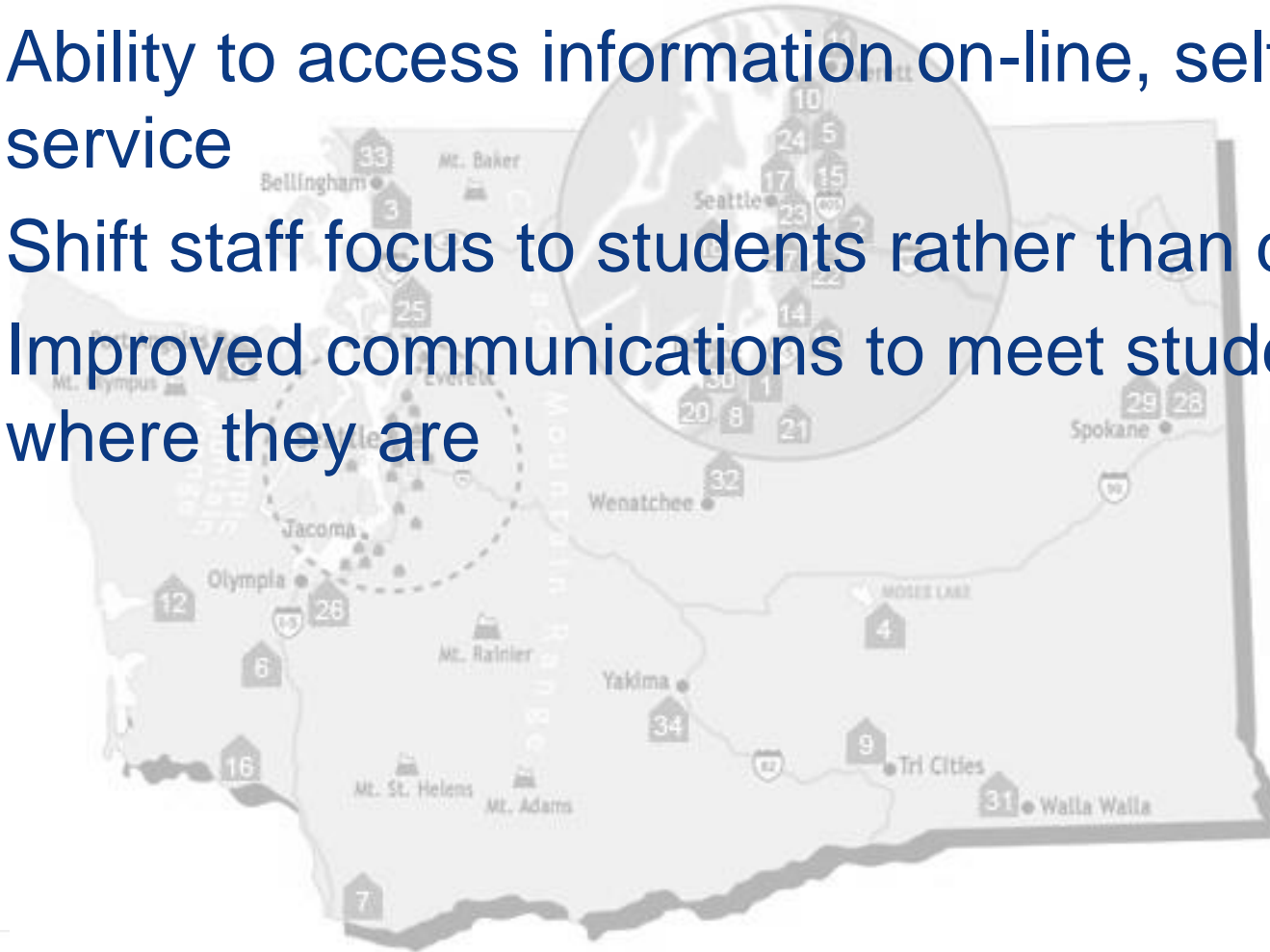
- Strategic Technology Plan
- Go Forward Study
- HP3000 Migration to UNIX
- Project Guiding Principles
- System Decision to Proceed

# Benefits for Students

- Centralized catalog of courses
- Single admission applications process
- A single electronic record with one student ID
- Ability to pay for all fees and services on-line
- Improved access to financial aid services
- One-stop shopping for degree audit, registration, waitlists, etc.

# Benefits for Students

- Ability to access information on-line, self-service
- Shift staff focus to students rather than data
- Improved communications to meet students where they are



# Improved College Operations

- Eliminate time consuming redundant processes
- Colleges can manage and share data
- Improved access to data and metrics to support decision making
- Employee self-service
- Automated business processes and approval queues

# Building a Successful Project

## Project Planning Around Best Practices

- Readiness Assessment
- Communications
- Training
- Organizational Change Management
- Governance
- Risk Management
- Implementation Approach
- Project Organizational Structure and Resource Requirements
- Cost Estimates
- Research Other College Projects



# Building a Successful Project

## Develop Functional and Technical Requirements

- College staff participated in the requirements review
  - SBCTC Hosted workshops (325+ participants).
  - Colleges held additional campus based review sessions.
- Functional Requirements Workshops
  - Covered 3 main business areas; Finance, Payroll/HR, Student (including Financial Aid).
  - Functional requirements are in line with what is currently available in the ERP market today.
- Technical Requirements Workshops
  - Helped to refine our requirements, ensure common terminology and derive our highest priority business needs.
  - Technical requirements are largely qualitative:
    - ❖ Vendors to detail their recommended architecture and supported technologies.
    - ❖ SBCTC to provide details of existing systems to ensure vendor responses are in line with our system complexities.



# Building a Successful Project

## Involve Colleges

- Communication Strategy and Plan
  - Identified key stakeholder groups
  - Developed key messages
  - Identified critical communications channels
  - Established a cross-college communications advisory team
- College Teams
  - All colleges have formed their own ctcLink College Team and identified their Subject Matter Experts (SMEs).
  - Hold Kick-Off Meetings with each college team.
- Next Steps for College Involvement
  - RFP Review Sub-Team
  - Proposal and Demonstration Evaluation Team
- Select **FirstLink** colleges



# Building a Successful Project

## Product Solutions

- Leverage competition in the marketplace.
- Product must be scalable and allow for combination of federated and single identity.
- Proven production technology



# Building a Successful Project

## Next Steps

- Complete the RFP.
- Thorough selection evaluation and demonstrations.
- Select a vendor and negotiate contract.
- Finalize implementation plan with vendor.
- Work with treasury office to finance COPs.
- Begin the Implementation Phase.



# Implementation Timeline

- First two colleges up and running by June 2014
- Ten colleges completed by June 2015
- Eight colleges per year until all completed (est. June 2017)
- Colleges will be completed in sequence to strategically leverage regional, geographic, and consortia efficiencies



# Funding

- Legislature recognized the value of this technology and approved HB1909 which established the Innovation Fund
  - Up to 3% of tuition
- Sell Certificates of Participation (requires legislative authorization)
- Use Innovation Fund to pay debt service across 15 years



# Funding

- Cost is approximately \$3 million per college or \$220 per student (\$100 million total) across a 15 year period
- The CTC's are 31 distinct businesses with 470,000 customers annually and 21,000 employees
- Will leverage joint buying power



# Key Points

- New technology is critical
- Thoughtful planning and deliberation
- Benefits to students
- Improved college operations and services
- Cost is reasonable for size and scope of project
- Need legislative approval for financing



# Questions?