myCLARK ctcLink

EFFICIENT, SIMPLE, SOLID

Colleagues,

I am excited to announce that we made a huge step forward today to GoLive with myClark ctcLink on October 28, 2019. The myClark ctcLink Steering Team just met with Dr. Fowler-Hill and recommended a GoLive decision—with conditions and concerns. I want to assure you that almost every condition and concern is already being addressed by either the Washington State Board for Community and Technical College and/or Clark College. In other words, none of the conditions we submitted today to the SBCTC to GoLive are new. **The SBCTC has received Clark's decision to GoLive contingent on addressing the conditions.**

I have received a lot of questions about training and wanted to provide some clarification. For the majority of employees, end-user training offered by the SBCTC will not be available until the end of September, early October. You will receive a Canvas invitation to attend the course and can complete the course at your own pace. Please go to "Learning myClark" website for in-depth information on trainings. Let me remind you of two training opportunities coming up tomorrow for orientation:

- Thursday September 19 at Main Campus; SHL Room 019 from 9:30 to 11:00am and
- Thursday September 19 at CTC; Room 206 from 11:30am to 1:00pm.

Please work with your supervisor to make sure you have the opportunity to participate in the training opportunities.

This is an exciting time! And, I really appreciate Susan Maxwell's leadership, as well as the members of the myClark ctcLink Steering Team. Thank you to so many who have worked tirelessly to advocate for students and employees to have access to better technology solutions. While I acknowledge that not all will be perfect at first, we will get there as we work together.

Please be patient and extraordinarily kind with those who are working on the **myClark ctcLink project**, especially those in Business Services, Human Resources, Student Affairs, Economic and Community Development, Office of Instruction, and Information Technology Services. They are working countless hours to make myClark ctcLink happen.
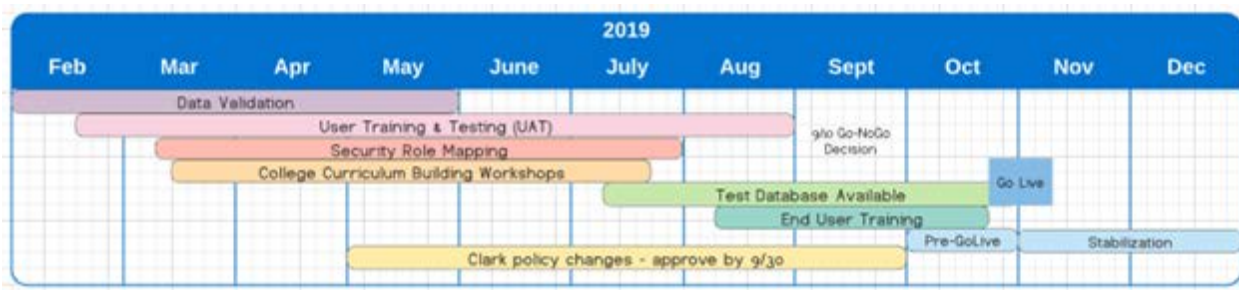
Shanda Haluapo
Associate Vice President of Planning and Effectiveness
Clark College
9/18/2019

Conditions and Concerns for GoLive Decision

Conditions to GoLive SBCTC will:

- Written documentation provided to Clark that outlines data conversion for Student Finance, in consultation with Sabra.
- Turn off tuition calculation for fall 2019 and older.
- Complete the security mapping. Completed by October 4th.
- Assign Clark College people to the security roles. Completed by October 4th.
- Complete workflow of the requisition to Purchase Order to Accounts Payable process, as well as the travel process; need SBCTC to focus on workflow and ensure it works as expected
- Resolve the following issues from User Acceptance Testing (UAT):
    - Human Capital Management (HCM) - absence management - need resolution.
    - Posting of funds from our financial management system (FAM) to Student Finance.
- Convene in-person training session for Financial Aid to demonstrate and train on the whole dual process from application to award of financial aid.
    - Student Finance (SF)/Financial Aid – Clark needs to see financial aid disbursements come over correctly to SF in Dual Processing
    - SF – Clark needs to see converted SF data convert correctly for financial aid (i.e. FAEXP file)
    - External file for PeopleSoft Service Indicator Assignment
- Provide training on adding fees and instructors to classes/courses.
- Remedy issues with posting to general ledger for online admissions application (OAA) and OSECE application for continuing ed.
- Purchasing process needs an approval override mechanism, and there is a security role for this process.
- Provide clarification regarding the accounts payable flow.
- Clarify time and labor outstanding questions from common process workshops:
    - When employees create a timesheet, we do not know if the they have the option to submit or save for later.
    - Schedules for employees. We have not received confirmation on who is authorized to change the schedule.
    - Provide information to Clark to clearly understand the process for late timesheets.
- Develop a report to identify students who are subject to financial aid repayment of all aid as a result of a complete withdrawal.
- Test the extract job for Financial Aid to capture FAM rollover track codes.
- Timeline for adoption of Policy 188 Accessibility Plan that outlines identified timelines and reporting expectations for SBCTC and Oracle to correct accessibility.
- Confirm what changes Oracle and SBCTC have made (or will be made) by the time we go live to be accessible.
- Weekly status report of these conditions and concerns from SBCTC, along with who they are assigned to.
- HighPoint Mobile available at GoLive.

Additional Areas of Concern to be Addressed by the SBCTC:

- SBCTC staff will ensure that queries they have developed are available to Clark in SVL (i.e., testing environment) and production environment, especially those related to Finance.
- SBCTC staff will provide training to Clark employees regarding understanding and assigning security roles and SACR/Finance preferences. Completed by October 4th.
- SBCTC staff will work with Clark to identify all screens that should have limited access by Clark staff.

- General Ledger (GL) – need to see the VPA Process (i.e., state funds compared to reimbursed - John Ginther)
- Provide the ability to run the running start billing in parallel for fall quarter.
- At GoLive, all of self-service needs to be fully accessible.
- Resolve the following issues from UAT:
  - Admission application for international to GL;
  - Student Finance Hi Low,
  - Early Alert,
  - Academic Standing (testing limited),
  - Fluid staff home page
- Develop training on the new Centralized Absence Management Process to include the following:
  - Run, Identify and Calculate - this is now a SBCTC process
  - Correct errors
  - Finalize absences
  - Process for Personal Holiday and Personal Leave Day, meaning if in PeopleSoft a day equals 8 hours how do we at the college level adjust the hours to reflect the actual work shift the employee has. This was a concern brought up last summer and we do not have a documented process yet.
  - How do we make manual adjustments / corrections.

Conditions to GoLive Clark will:
- Test security mapping after the security mapping is completed by the SBCTC.
- Test the entire business/workflow process from beginning to end, once the SBCTC has corrected the critical issues as outlined from UAT. Faculty workload is a priority and include Clark's Human Resource staff.
- Identify and create end-user training documents.
- Complete GoLive weekend planning and documentation.
- Provide training sessions for IT Service Center, Tech Hub, Student Ambassadors, Tutors, and Library.
- Communicate with students regarding upcoming myClark changes.
- Complete requisite and transfer rules.
- Verify direct deposit banking info one last time
- Develop business process in Financial Aid to capture enrollment changes and manually assign service indicators.
- Submit to SBCTC the prioritization of accessibility issues that have been reported by Level Access.
- Data sharing agreement or memorandum of understanding (MOU) must be signed by the person responsible and has full access for/to dataLink. (This does not include employees with access only to the local ODS or data warehouses.)

Additional Areas of Concern to be Addressed by Clark:
- Clark needs to develop a process to request, approve, and monitor security roles after GoLive.
- Clark needs to continue to work on documenting business processes.
- Build reports as soon as data is available, with Financial Aid reports prioritized.
- Create a replacement report for data currently accessed through FMS Query.
- Continue to address issues from change action plans, as identified from the fit/gap analysis.

- Monitor the myClark ctcLink accessibility plan.
- Build remaining Academic Advisement Reports (AARs)
- Determine the amount of costs incurred by Clark regarding compliance with myClark ctcLink accessibility plan to advocate for financial resources from SBCTC.
- Washington Administrative Code (WAC) for Clark College needs to be updated to address the change from a 7 year catalog to a 4 year catalog, to better support ctcLink.