



April 4, 2017

Colleagues,

In February, we sent out a survey to gauge awareness of the ctcLink ERP project and how it relates to Highline. The goal for this initial survey was to give us an idea of how we can help you learn about and be successful in our transition to ctcLink.

We appreciate everyone's participation and feedback and want to share some of the highlights.

### **Survey Process and Response**

- February 14, 2017: Survey emailed to faculty and staff.
- 216 employees responded, which is a 17% return rate. Great participation!
- Nearly 100 faculty members participated, which is 42.6% of all respondents. (classified/professional staff = 51.4%; executive leadership/administration = 6%)

### **What We Learned**

- Close to 40% of you are not familiar with the ctcLink project.
- Close to 90% of you are ready to learn more about ctcLink.
- When asked how we could help you prepare for the project, many of you suggested sharing information through various communication channels, providing a variety of training opportunities, and providing plenty of support.
- When asked about preferred methods of communication, email was the lead response. Of the 91 respondents who answered question 17, 66% of you stated that you want ctcLink information via email. More than half (55%) want to receive information through multiple methods.
- Additional themes centered around transparency, inclusion, and regular updates.

### **What We Plan To Do**

- **Communicate:** We are working to build out a comprehensive communication plan; including more opportunities to learn about ctcLink and how it will ultimately benefit you, the college, and our students. We will utilize a variety of methods and formats to reach a wider audience and will remain mindful to include all employee groups.

- **Training:** Everyone will receive training on how to use ctcLink. Every employee will use the system to access earnings information, request leave (if applicable), and report time and labor. Those employees who currently use SMS, FMS, PPMS, Degree Audit, FAM and other back-end applications will receive more extensive training on how to perform specific tasks related to day-to-day operations and processes. As we get closer to the transition, you will have many opportunities to attend trainings, offered using a variety of methods so that you can choose the one that works best for you.
- **Offer Support:** We will provide plenty of chances for you to have all of your questions answered. We will offer workshops, informal chat sessions, one-on-one tutorials and more. We will also work with the various areas to create a plan to allow individuals the time to participate in these activities.

### **What You Can Do Now**

- Visit the ctcLink website ( <https://www.highline.edu/ctclink/> ) to find answers to frequently asked questions, links to resources, and browse the wealth of information that is already available.
- Email [ctcLink@highline.edu](mailto:ctcLink@highline.edu) to ask questions, express concerns, or share information related to the project.
- Keep an eye on your email for announcements about opportunities to learn more.

A detailed recap of responses to all 17 questions follows.

— **Your Highline ctcLink Team**

# College Readiness Assessment

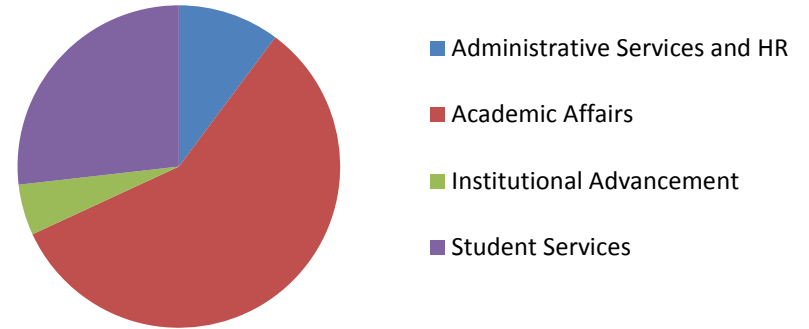
## ctcLink Survey #1: Responses

### Question 1

What part of the organization do you work for primarily (defined as working in that area for the majority of your time)? (You may select only one answer.)

Answer Options	Response Percent	Response Count
Administrative Services and HR	10.2%	22
Academic Affairs	57.9%	125
Institutional Advancement	5.1%	11
Student Services	26.8%	58
<i>answered question</i>		<b>216</b>
<i>skipped question</i>		<b>0</b>

What part of the organization do you work for primarily?

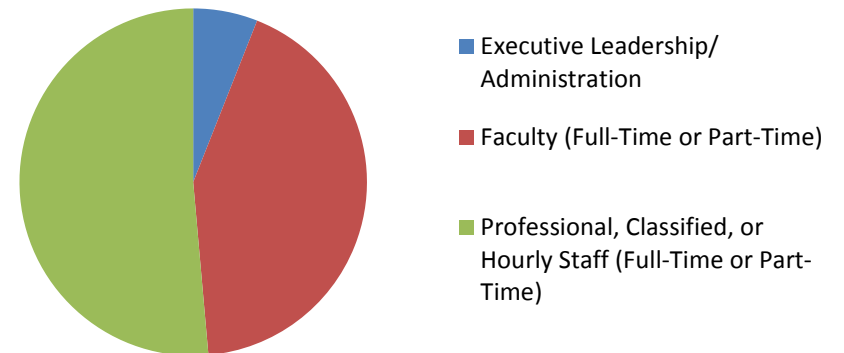


### Question 2

Please select your primary employee group at the college. Primary is defined as working in that role for the majority of your time. (You may select only one role.)

Answer Options	Response Percent	Response Count
Executive Leadership/ Administration	6.0%	13
Faculty (Full-Time or Part-Time)	42.6%	92
Professional, Classified, or Hourly Staff (Full-Time or Part-Time)	51.4%	111
<i>answered question</i>		<b>216</b>
<i>skipped question</i>		<b>0</b>

Please select your primary employee group at the college. Primary is defined as working in that role for the majority of your time. (You may select only one role.)



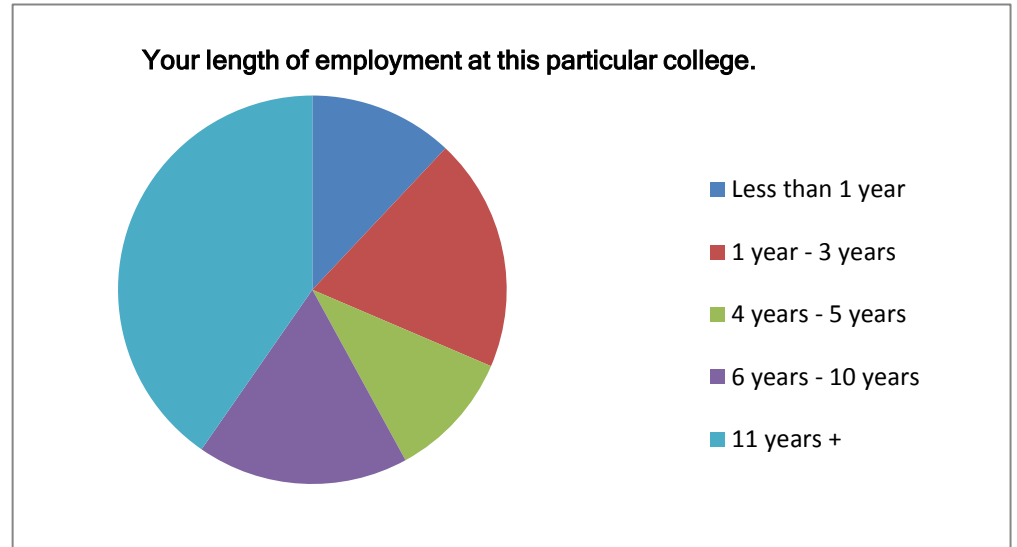
# College Readiness Assessment

## ctcLink Survey #1: Responses

### Question 3

Your length of employment at this particular college.

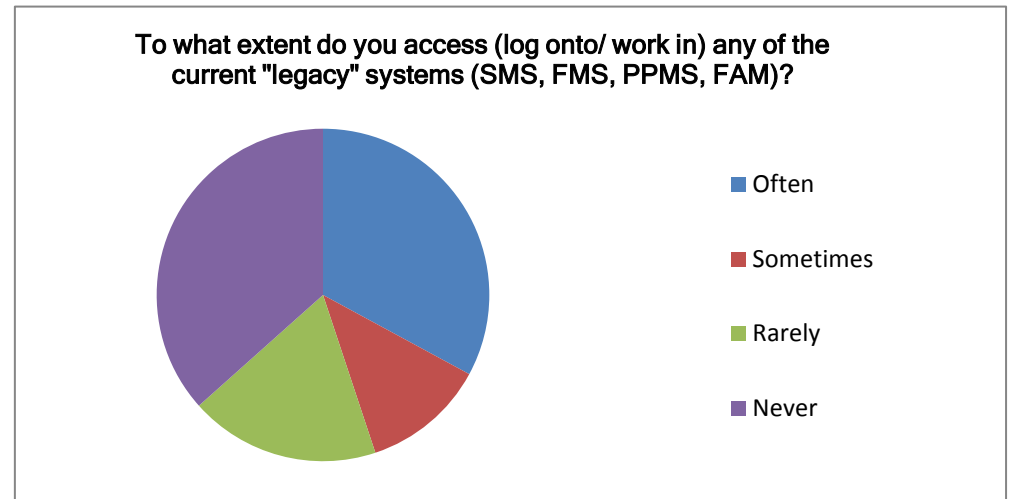
Answer Options	Response Percent	Response Count
Less than 1 year	12.0%	26
1 year - 3 years	19.4%	42
4 years - 5 years	10.6%	23
6 years - 10 years	17.6%	38
11 years +	40.3%	87
<i>answered question</i>		<b>216</b>
<i>skipped question</i>		<b>0</b>



### Question 4

To what extent do you access (log onto/ work in) any of the current "legacy" systems (SMS, FMS, PPMS, FAM)?

Answer Options	Response Percent	Response Count
Often	32.9%	71
Sometimes	12.0%	26
Rarely	18.5%	40
Never	36.6%	79
<i>answered question</i>		<b>216</b>
<i>skipped question</i>		<b>0</b>



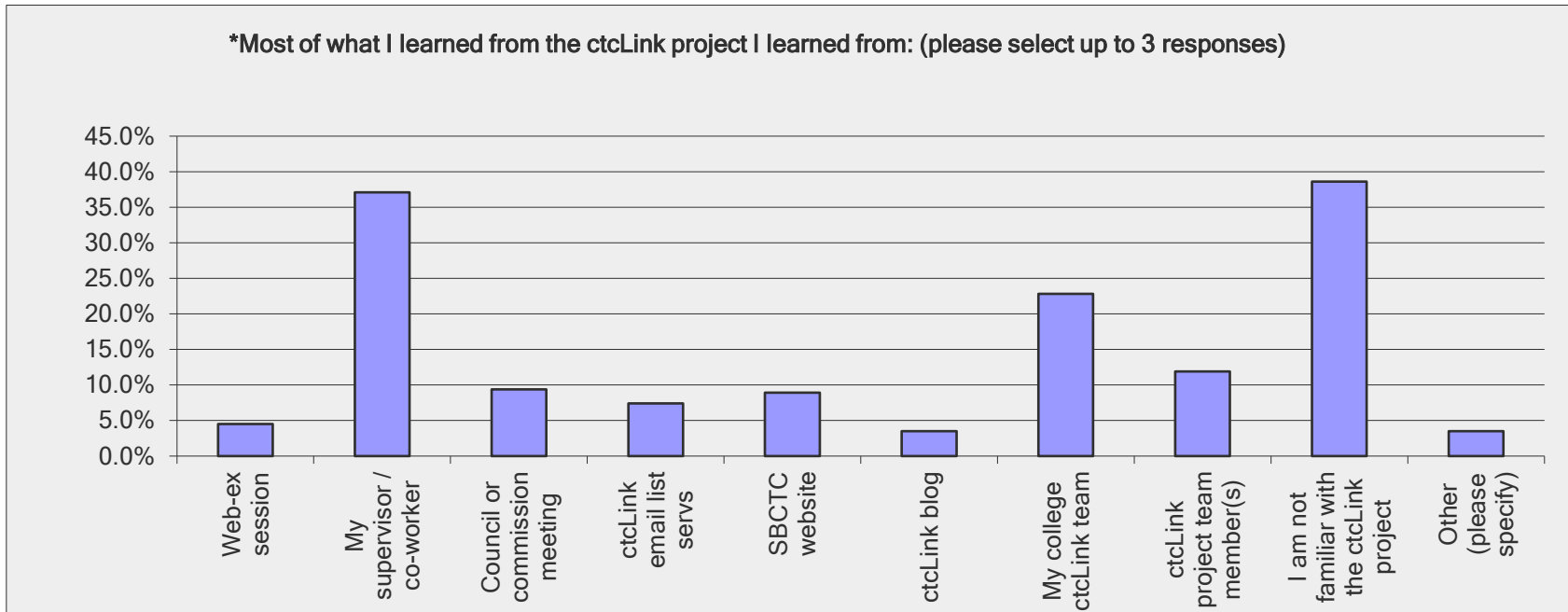
# College Readiness Assessment

## ctcLink Survey #1: Responses

### Question 5

Most of what I learned from the ctcLink project I learned from: (please select up to 3 responses)

Answer Options	Response Percent	Response Count
Web-ex session	4.5%	9
My supervisor / co-worker	37.1%	75
Council or commission meeting	9.4%	19
ctcLink email list servs	7.4%	15
SBCTC website	8.9%	18
ctcLink blog	3.5%	7
My college ctcLink team	22.8%	46
ctcLink project team member(s)	11.9%	24
I am not familiar with the ctcLink project	38.6%	78
Other (please specify)	3.5%	7
<b>answered question</b>		<b>202</b>
<b>skipped question</b>		<b>14</b>



# College Readiness Assessment

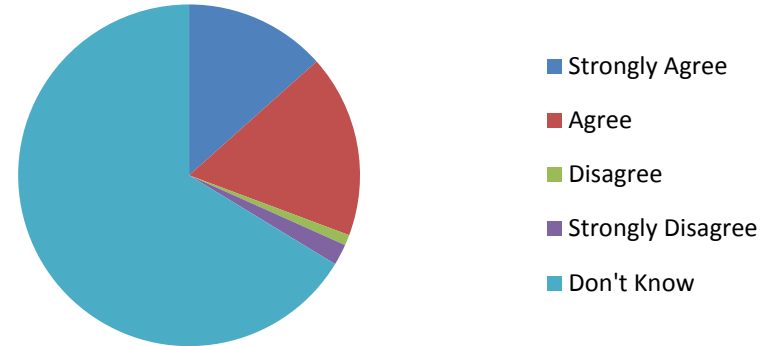
## ctcLink Survey #1: Responses

### Question 6

My college's ctcLink team has been meeting at least quarterly to prepare for and learn about the ctcLink project.

Answer Options	Response Percent	Response Count
Strongly Agree	13.4%	27
Agree	17.3%	35
Disagree	1.0%	2
Strongly Disagree	2.0%	4
Don't Know	66.3%	134
<i>answered question</i>		<b>202</b>
<i>skipped question</i>		<b>14</b>

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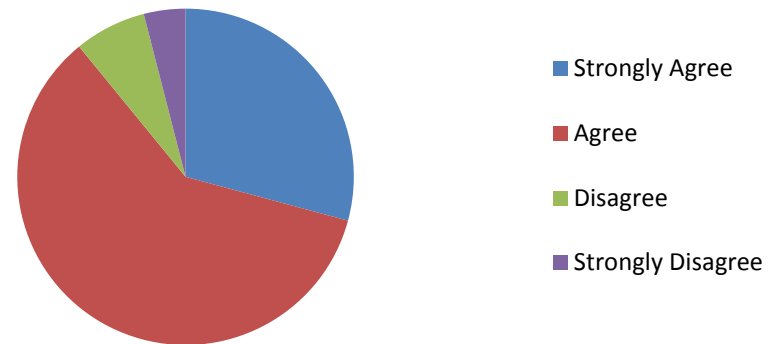


### Question 7

I am ready to learn more about how my college can prepare for ctcLink implementation.

Answer Options	Response Percent	Response Count
Strongly Agree	29.2%	59
Agree	59.9%	121
Disagree	6.9%	14
Strongly Disagree	4.0%	8
<i>answered question</i>		<b>202</b>
<i>skipped question</i>		<b>14</b>

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# College Readiness Assessment

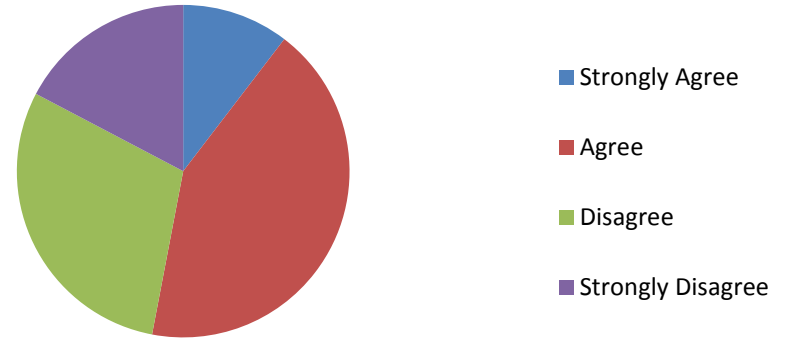
## ctcLink Survey #1: Responses

### Question 8

I understand the benefits that the ctcLink implementation will have on how we serve students.

Answer Options	Response Percent	Response Count
Strongly Agree	10.4%	21
Agree	42.6%	86
Disagree	29.7%	60
Strongly Disagree	17.3%	35
<i>answered question</i>		<b>202</b>
<i>skipped question</i>		<b>14</b>

I understand the benefits that the ctcLink implementation will have on how we serve students.

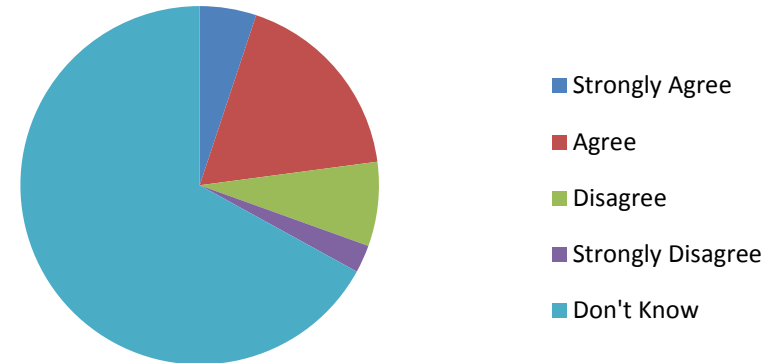


### Question 9

My college has the resources necessary to support ctcLink project activities.

Answer Options	Response Percent	Response Count
Strongly Agree	5.1%	10
Agree	17.8%	35
Disagree	7.6%	15
Strongly Disagree	2.5%	5
Don't Know	67.0%	132
<i>answered question</i>		<b>197</b>
<i>skipped question</i>		<b>19</b>

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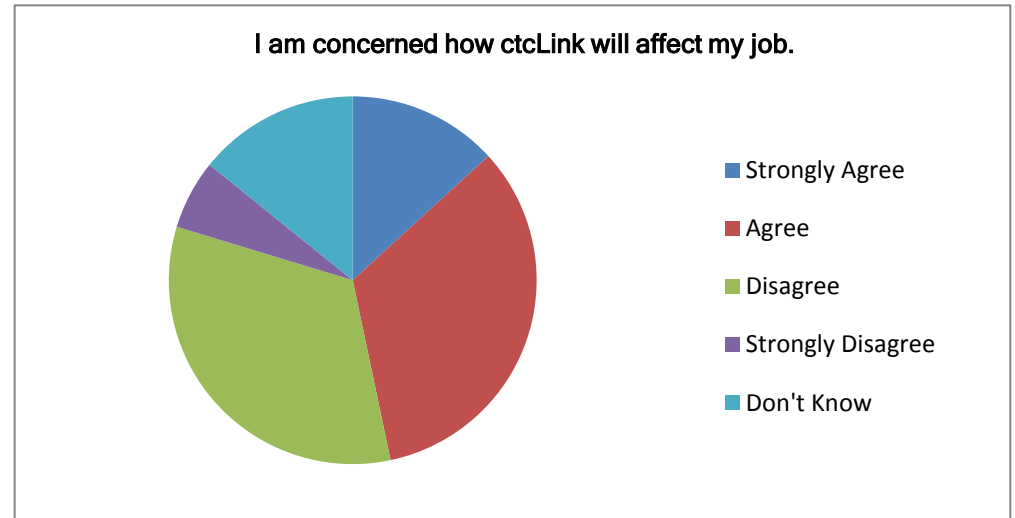
# College Readiness Assessment

## ctcLink Survey #1: Responses

### Question 10

I am concerned how ctcLink will affect my job.

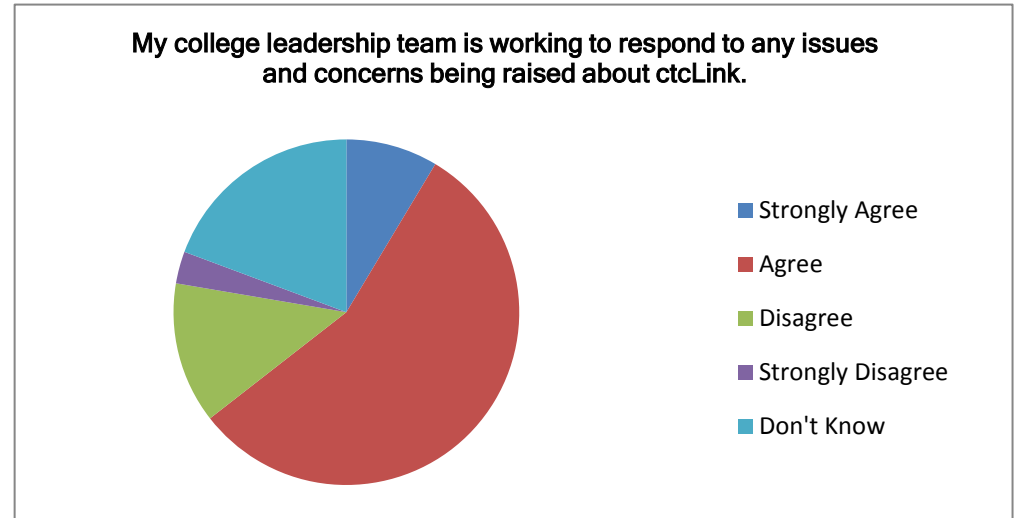
Answer Options	Response Percent	Response Count
Strongly Agree	13.2%	26
Agree	33.5%	66
Disagree	33.0%	65
Strongly Disagree	6.1%	12
Don't Know	14.2%	28
<i>answered question</i>		<b>197</b>
<i>skipped question</i>		<b>19</b>



### Question 11

My college leadership team is working to respond to any issues and concerns being raised about ctcLink.

Answer Options	Response Percent	Response Count
Strongly Agree	8.6%	17
Agree	55.8%	110
Disagree	13.2%	26
Strongly Disagree	3.0%	6
Don't Know	19.3%	38
<i>answered question</i>		<b>197</b>
<i>skipped question</i>		<b>19</b>





# College Readiness Assessment

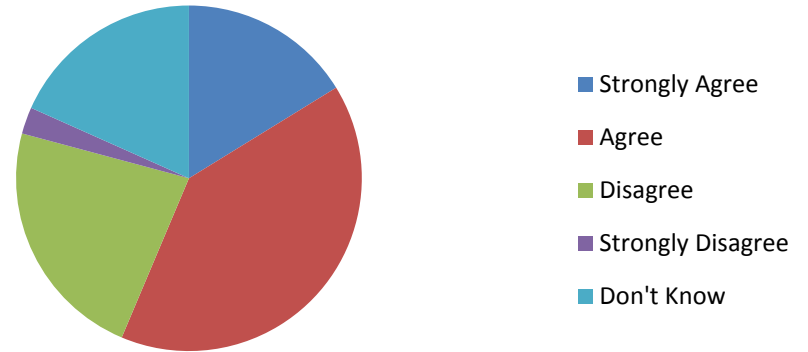
## ctcLink Survey #1: Responses

### Question 12

I am concerned about how the new administrative system can meet my college's unique requirements.

Answer Options	Response Percent	Response Count
Strongly Agree	16.2%	32
Agree	40.1%	79
Disagree	22.8%	45
Strongly Disagree	2.5%	5
Don't Know	18.3%	36
<i>answered question</i>		<b>197</b>
<i>skipped question</i>		<b>19</b>

I am concerned about how the new administrative system can meet my college's unique requirements.

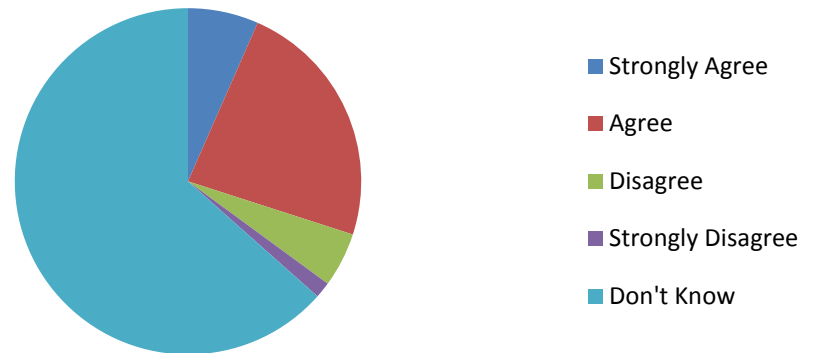


### Question 13

Our college team feels empowered to make changes on campus as needed to prepare for successful ctcLink implementation (e.g., policies, procedures, business processes).

Answer Options	Response Percent	Response Count
Strongly Agree	6.6%	13
Agree	23.4%	46
Disagree	5.1%	10
Strongly Disagree	1.5%	3
Don't Know	63.5%	125
<i>answered question</i>		<b>197</b>
<i>skipped question</i>		<b>19</b>

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# College Readiness Assessment

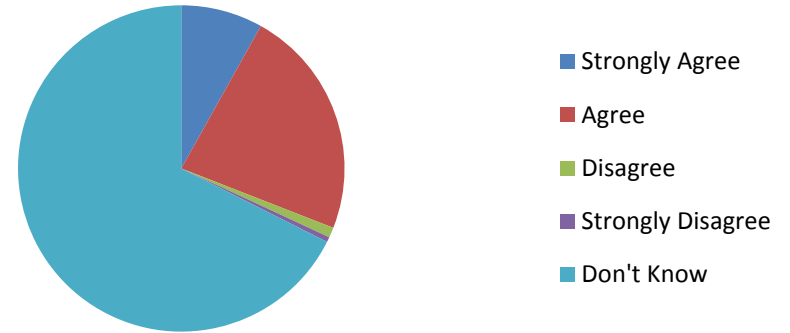
## ctcLink Survey #1: Responses

### Question 14

My college supports the participation of our subject matter experts (SMEs) in the ctcLink sessions.

Answer Options	Response Percent	Response Count
Strongly Agree	8.1%	16
Agree	22.8%	45
Disagree	1.0%	2
Strongly Disagree	0.5%	1
Don't Know	67.5%	133
<i>answered question</i>		<b>197</b>
<i>skipped question</i>		<b>19</b>

My college supports the participation of our subject matter experts (SMEs) in the ctcLink sessions.

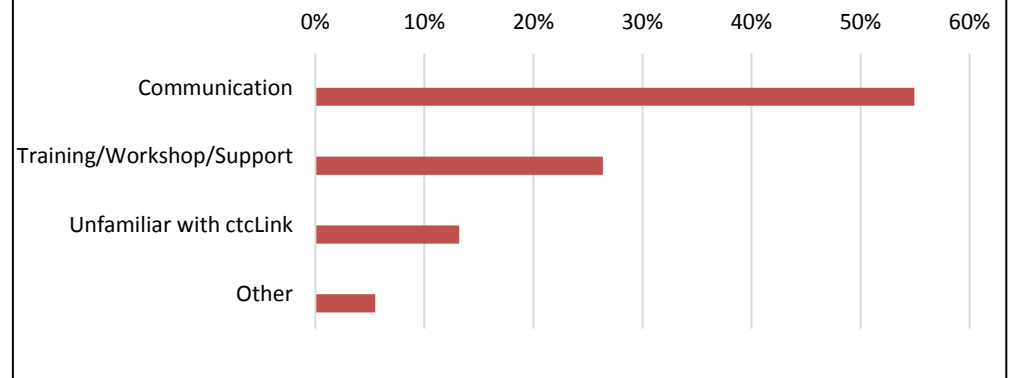


### Question 15

What can we as a college do to make it easier for staff and faculty to participate in ctcLink project activities? [Note: This was a fill-in-the-blank response. Responses were categorized into themes by survey team.]

Response Themes	Response Percent	Response Count
Communication	54.9%	50
Training/Workshop/Support	26.4%	24
Unfamiliar with ctcLink	13.2%	12
Other	5.5%	5
<i>answered question</i>		<b>91</b>
<i>skipped question</i>		<b>125</b>

Suggestions for Participation



**Communication**-related comments included a desire for increased and continued communications, using various methods and tools to reach multiple student and employee groups. Many respondents indicated a desire for all campus community members to be included in the conversation (part time or full time; faculty or staff; student workers or hourly).

**Training/Workshops/Support** comments indicated specific training on how tasks are performed as well as general overview of the new system and what functionality it provides. Just under one third of these wanted to learn how the system benefits staff, faculty, and students. Several respondents requested they be allowed the time to participate, which requires additional support staff to accommodate daily operational needs.

**Unfamiliar** represents the number of individuals who indicated that they knew nothing, or very little, about the ctcLink project.

# College Readiness Assessment

## ctcLink Survey #1: Responses

### Question 16

What are your additional suggestions/ feedback to help you prepare for ctcLink implementation? [Note: This was a fill-in-the-blank response.

Responses were categorized into themes by survey team. Some responses fell into multiple categories, so responses exceed the number of respondents.]

Response Themes	Response Percent	Response Count
One or more specific suggestions	85%	61
No specific suggestions or not sure	15%	11
<i>answered question</i>		<b>72</b>
<i>skipped question</i>		<b>144</b>

#### Suggestions of 72 Respondents

[Note: Responses were categorized into themes by survey team. Some responses fell into multiple categories, so responses exceed the number of respondents and total percentage exceeds 100.]

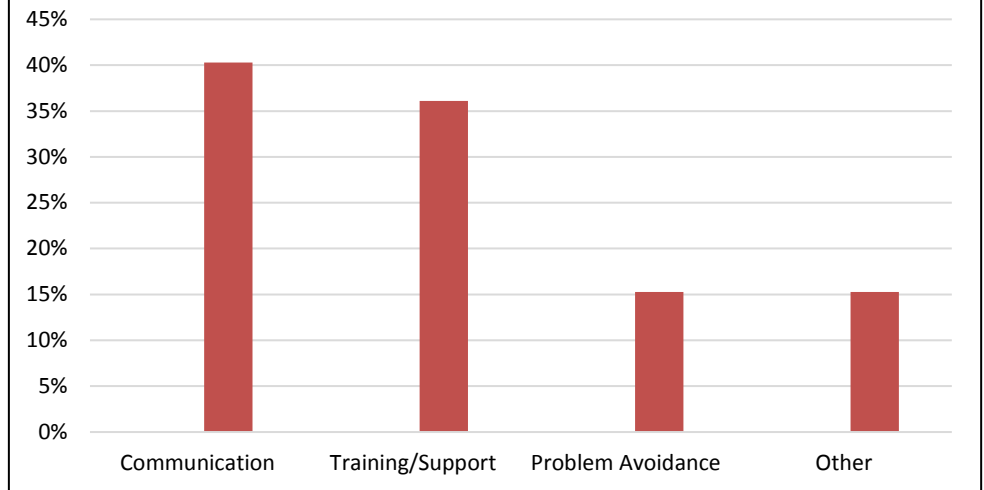
Communication	40.3%	29
Training/Support	36.1%	26
Problem Avoidance	15.3%	11
Other	15.3%	11

**Communication** suggestions included sharing implementation timeline, using different communication vehicles to meet needs of various student and employee groups, providing go-to-resource for questions.

**Training/Support** suggestions included offering variety of training methods, taking different approaches for various departments, providing additional staffing to support training/transition to new system.

**Problem Avoidance** suggestions included learning from challenges at FirstLink colleges (Tacoma, Spokane).

Suggestions by Theme of 72 Respondents



# College Readiness Assessment

## ctcLink Survey #1: Responses

### Question 17

How would you like for your college to communicate ctcLink information?

[Note: This was a fill-in-the-blank response.]

Response Themes	Response Percent	Response Count
Multiple preferred communication methods	55%	46
Singular preferred communication method	49%	45
<i>answered question</i>		<b>91</b>
<i>skipped question</i>		<b>125</b>

#### Communication Preferences of 91 Respondents

[Note: Responses were categorized into themes by survey team. Some responses fell into multiple categories, so responses exceed the number of respondents and total percentage exceeds 100.]

Email	68%	62
In-person communication (small groups, trainings, workshops, meetings, forums)	44%	40
Web-based (blog, website, video, Canvas)	18%	16
Printed material (newsletters, flyers, Thunderword)	12%	11
Other (UDL method, pictures, contests, timeline, non-specific "professional development")	9%	8

#### Communication Preferences by Theme of 91 Respondents

