



August 13, 2020

Dear Colleagues,

In June, we sent out a survey to gauge progress in our campus's readiness for, and awareness of, the ctcLink project. With that goal in mind, we used nearly identical questions to the survey we conducted more than three years ago ([February 2017](#)).

Both surveys provide us with ideas of how we can help our campus community 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

- June 23, 2020: Survey emailed to faculty and staff.
- 238 employees responded, which is a 21.6% return rate. Thank you!

What We Learned

- In both 2017 and 2020 surveys, 45% of respondents said they regularly use Highline's legacy systems "often" or "sometimes" [**Question 4**].
- Only 36 respondents said they are not familiar with the ctcLink project, which is more than half the number (78) of those in 2017 [**Question 5**].
- More people are ready to learn about ctcLink (206 in 2020 vs. 180 in 2017) [**Question 7**].
- More people understand how ctcLink will benefit students (154 in 2020 vs. 107 in 2017) [**Question 8**].
- 82% of respondents know that Delta Dog is unique branding for the ctcLink project at Highline; 2% believe she's Pat Daniels' dog [**Question 9**].

What We Plan to Do

- **Communicate:** We will increase the frequency of our communication to give you more opportunities to learn about ctcLink and how it will ultimately benefit you, the college, and our students. We will use a variety of methods and formats to reach a wider audience and will remain mindful to include all employee groups.
- **Promote Training:** We will promote opportunities for online, self-paced training. 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.

- **Offer Support:** We will provide plenty of chances for you to have all of your questions answered. We will offer online and/or virtual workshops, informal chat sessions, and more.

What You Can Do Now

- Visit the [ctcLink website](#) to find answers to [frequently asked questions](#), links to [resources](#), and information about [Delta Dog](#).
- Email [Delta Dog](#) 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 18 questions follows.

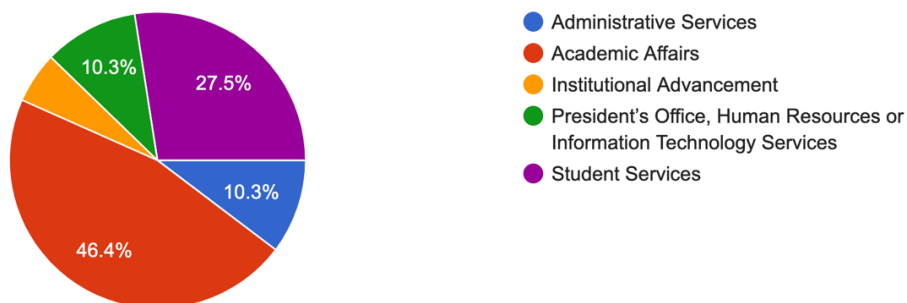
— Delta Dog and your Highline ctcLink team



ctcLink Survey #2 Responses

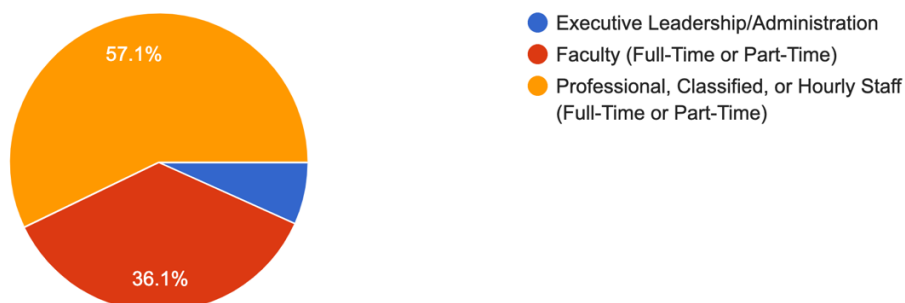
1. What part of the organization do you work for primarily (defined as working in that area for the majority of your time)?

233 responses



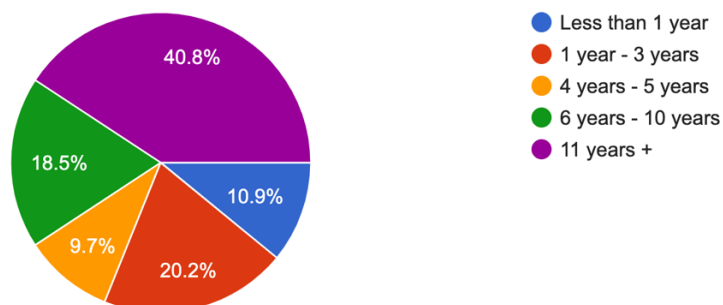
2. Please select your primary employee group at the college. Primary is defined as working in that role for the majority of your time.

238 responses



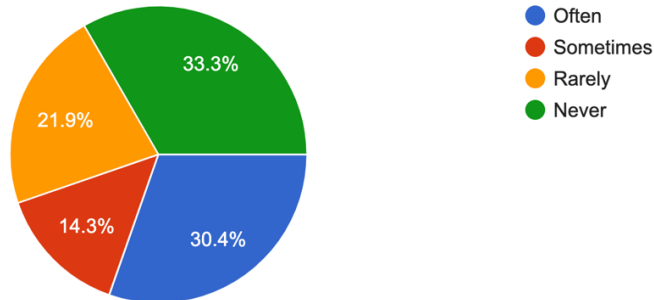
3. Your length of employment at Highline College.

238 responses



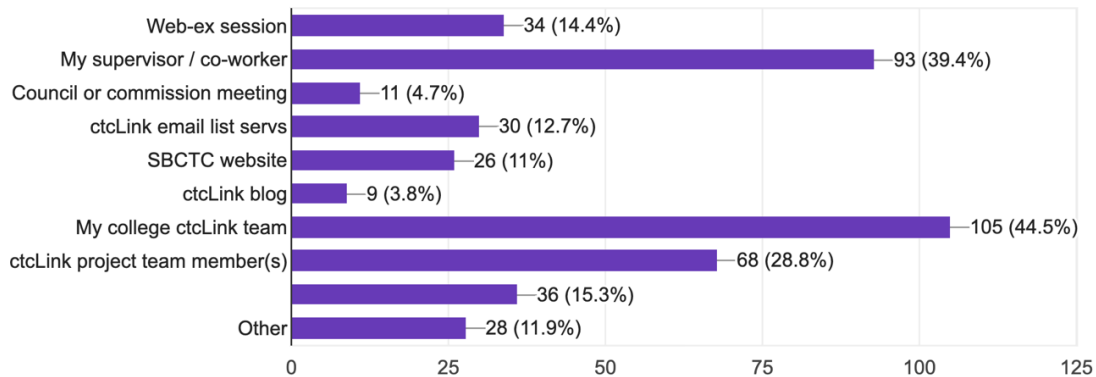
4. To what extent do you access (log onto/ work in) any of the current "legacy" systems (e.g., SMS, FMS, PPMS, FAM)?

237 responses



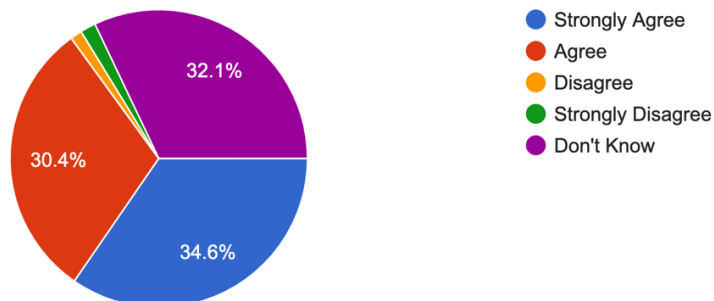
5. Most of what I learned from the ctcLink project I learned from: (please select up to 3 responses)

236 responses



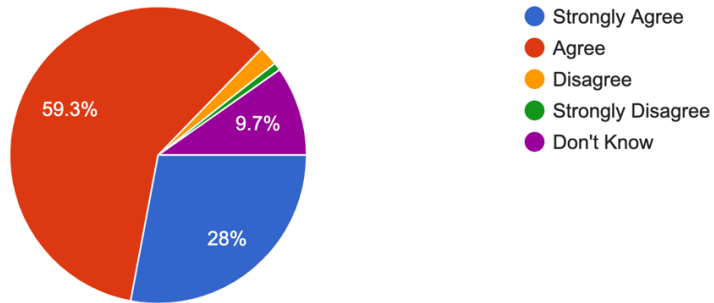
6. My college's ctcLink team has been meeting on a regular basis to prepare for and learn about the ctcLink project.

237 responses



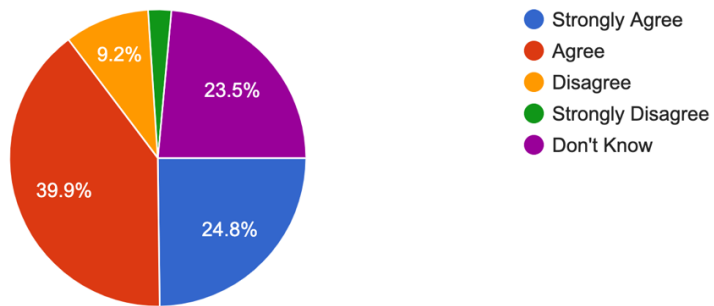
7. I am ready to learn more about how my college can prepare for ctctLink implementation.

236 responses



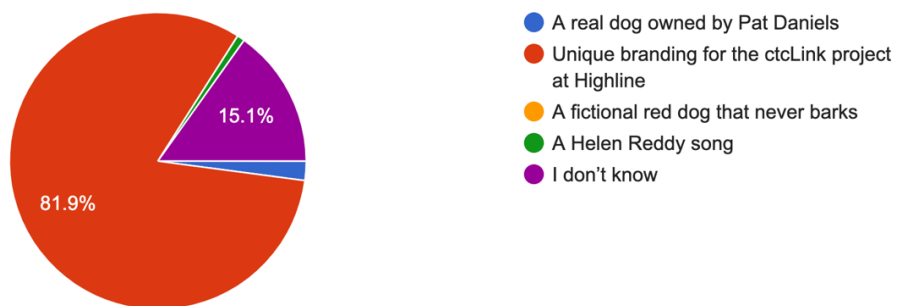
8. I understand the benefits that the ctctLink implementation will have on how we serve students.

238 responses



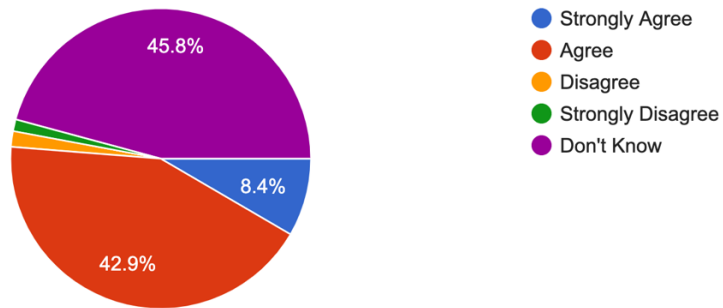
9. Who is Delta Dog?

238 responses



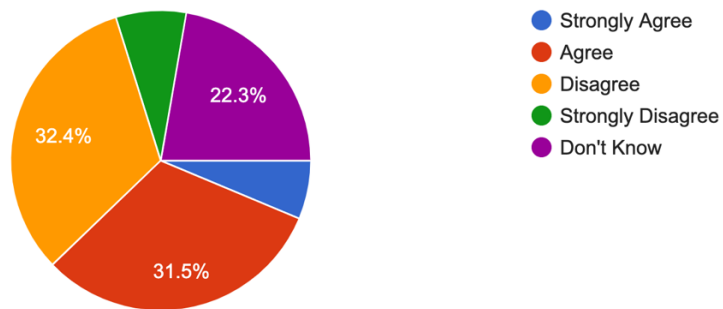
10. My college has the resources necessary to support ctcLink project activities.

238 responses



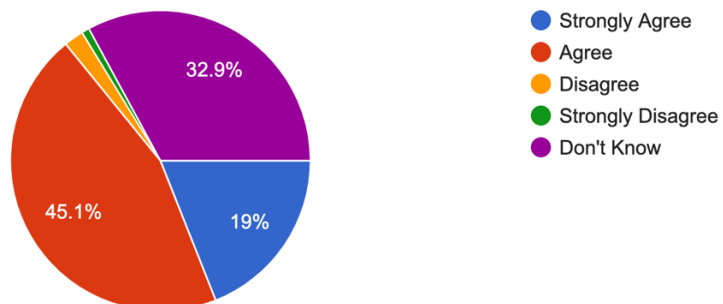
11. I am concerned how ctcLink will affect my job.

238 responses



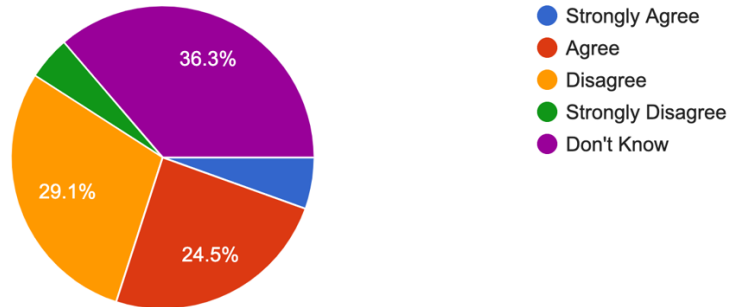
12. My college leadership team is working to respond to any issues and concerns being raised about ctcLink.

237 responses



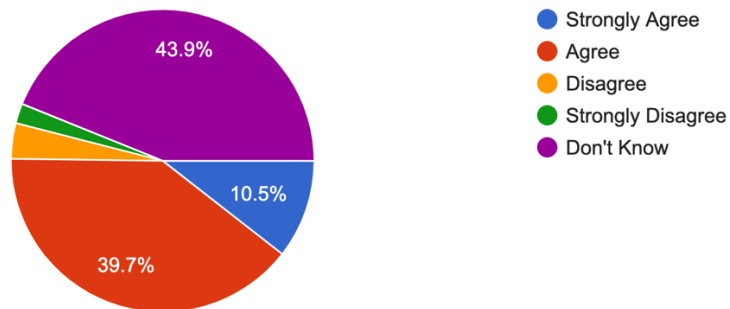
13. I am concerned about how the new administrative system can meet my college's unique requirements.

237 responses



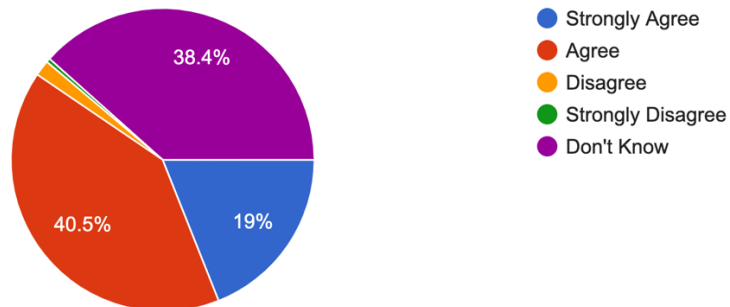
14. Our college team feels empowered to make changes on campus as needed to prepare for successful ctcLink implementation (e.g., policies, procedures, business processes).

237 responses



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

237 responses



Questions 16-18 were open-ended responses. As in 2017, responses have been summarized into themes.

Question 16:

- 132 responses by 120 respondents
- As in 2017, 2 major themes emerged: **information/communication** and **training/support**.

Q16. What can we as a college do to make it easier for staff and faculty to participate in ctcLink project activities? [Note: This was an open-ended question. Responses were categorized into themes by survey team.]

Response Themes	2017	2020
Information/Communication	50 (55%)	54 (45%)
Training/Support	24 (26%)	59 (49%)
Somewhat or completely unfamiliar with ctcLink	12 (13%)	7 (6%)
Other	5 (6%)	12 (10%)
Note: Responses fell into multiple categories and exceed the number of respondents, so the total percentage exceeds 100		

Question 17:

- 108 responses by 93 respondents
- As in 2017, 2 major themes emerged: **information/communication** and **training/support**.

Q17. What are your additional suggestions/feedback to help you prepare for ctcLink implementation? [Note: This was an open-ended question. Responses were categorized into themes by survey team.]

Response Themes	2017	2020
Information/Communication	29 (40%)	36 (39%)
Training/Support	26 (36%)	38 (41%)
Problem Avoidance	11 (15%)	0 (0%)
Other	11 (15%)	7 (8%)
Not Sure	11 (15%)	27 (29%)
Note: Responses fell into multiple categories and exceed the number of respondents, so the total percentage exceeds 100		

Question 18:

- 166 responses by 129 respondents
- As in 2017, email is the preferred method of communication, but many respondents favor receiving information by multiple methods.

Q18. How would you like for Highline's ctcLink team to communicate ctcLink information? [Note: This was an open-ended question. Responses were categorized into themes by survey team.]

Response Themes	2017	2020
Email	62 (68%)	97 (75%)
Direct communication: in-person or virtual (e.g., small groups, workshops, meetings, forums, individual)	40 (44%)	33 (26%)
Website/internet (e.g., blog, website, video)	16 (18%)	18 (14%)
Electronic or printed materials (e.g., newsletter, flyer)	11 (12%)	2 (2%)
Other (e.g., pictures, contests, games)	8 (9%)	16 (12%)
Note: Responses fell into multiple categories and exceed the number of respondents, so the total percentage exceeds 100		