

ctcLink: What Faculty Need to Know

We want everyone to be well-informed about this exciting change to the college systems. This document includes what faculty need to know about ctcLink. Please read the information below to get started.

Table of Contents

What is ctcLink?	3
Where do I look up my ctcLink ID?	3
What should I do after I activate my ctcLink account?	3
Will ctcLink change how I log in to Canvas?	3
Will ctcLink change how I log in to email or campus computers?	3
Do I need to do anything differently to be paid in this new system?	4
How do I submit leave?	4
How do I submit grades?	4
Where do I submit grade changes?	5
Where do I submit a class substitution?	5
How do I print my grade roster?	5
How do I submit an expense report?	6
How do I view my tax withholdings?	6
Can I message students through Class Rosters in ctcLink?	6
Can I send an alert to a student in ctcLink?	6
How do I view my waitlists?	6
Where can I find a student's address and phone number?	7
How do I check prerequisites (now called Enrollment Requirements) and placement details?	7
How can I pull a transcript using the Advising Center?	7
Where will I complete compliance training?	7

What vocabulary do I need to know related to ctcLink?	7
What do we know about schools that have already transitioned to ctcLink?	8
What can I do to help with the transition to ctcLink?	8
What do students need to know?	9
Where should students submit graduation applications?	9
How do students update their Program of Study/Major?	9
How do students enroll in courses with “&” in the course name in ctcLink?	10
What should students do if they are being blocked from enrolling due to a prerequisite that they have already completed?	10
How can I get answers to my questions about ctcLink?	10
Change Log	12

What is ctcLink?

ctcLink will be our core operating system that helps students and employees complete college-related functions. Faculty will use ctcLink for myriad tasks, such as accessing class rosters, submitting grades, and accessing payroll and benefits information. All 34 technical and community colleges in the state are transitioning to ctcLink. You can read more about the benefits and background of ctcLink on [this SBCTC page](#) and [this Edmonds College page](#).

Where do I look up my ctcLink ID?

This is where you can [look up your ctcLink ID](#). Many employee ctcLink IDs begin with 1010... You can look up your ctcLink ID now! We recommend writing it down or taking a picture of it. It is recommended that you use google Chrome on a laptop and not a mobile device, to avoid an error message.

If there is even a slight error in entering any of your information (SSN, DOB, etc.), you will receive an error message regarding your SSN. When the information is entered accurately, you should be able to obtain your ctcLink. Even if you encounter issues obtaining your ctcLink ID in advance, you will still be able to activate your account on Feb. 10 using your SID.

Faculty should [activate their ctcLink account](#). Instructions can be found on the [ctcLink for Employees](#) page and [here](#).

There is also a ctcLink Mobile app available in the App Store for iPhones and in Google Play for Android phones that you can download now. Please note that the app is a work in progress.

What should I do after I activate my ctcLink account?

Verify in the Employee Self-Service tile that your personal biographical information is correct, including your mailing address, email address, and phone number. In the Faculty Self-Service tile, verify that you have access to your current classes and rosters.

Will ctcLink change how I log in to Canvas?

Yes, after you activate your ctcLink account, you can begin using your ctcLink credentials to log in to Canvas. Your ctcLink ID will be your Canvas username. The password you set for your ctcLink account will be your password for Canvas.

Will ctcLink change how I log in to email or campus computers?

No, your ctcLink ID and password are not connected to your email (which is a network password). The college is hoping to have a single sign-on in the future, but until then,

we will use our ctcLink logins for ctcLink and Canvas, and we will continue to use our network logins for email, employee computers, wifi, etc.

Application	User Name	Password
ctcLink portal	ctcLink ID	Password you set up for ctcLink
Canvas	ctcLink ID	Password you set up for ctcLink
Edmonds email	name@email.edcc.edu (e.g. eva.smith@email.edcc.edu)	Password you set up for email
Campus computers	First part of your email (e.g. eva.smith)	Password you set up for email

Do I need to do anything differently to be paid in this new system?

Full-time faculty do not need to do anything differently to be paid for the classes they teach as part of their full-time contract. Moonlight and associate faculty contracts will be processed through Faculty Workload and accepted using the Faculty Center-->Contract Info. Here is a link to the [ctcLink Reference Guide to accept contracts](#).

Special assignment payments are created in your division's office and submitted to HR for processing after the work is complete. Contact your division's staff if you have questions about special assignment payments.

How do I submit leave?

Please refer to the [ctcLink for Employees](#) page for instructions to request absence (personal and sick leave).

How do I submit grades?

Below are several resources to guide you as you submit grades in ctcLink.

- [YouTube video](#) (11:27 long) from Seattle Colleges
- [Written instructions with images](#) from Seattle Colleges
- [Video and written instructions with images](#) from the Faculty Self-Service SBCTC Canvas training course (enter your Canvas login and password to open this link)
- [Written instructions with images](#) from the SBCTC Reference Center

Please note: When entering grades, you'll need to click on the "Grade Roster" icon rather than the "Access Gradebook" icon or the name of the class (course detail).

As you submit grades, we want to share a few **reminders**:

- 1) Use the **"Save"** button **at the bottom** of the Grade Roster page frequently
- 2) You can **ignore the "Unsaved data" message at the top** of the Grade Roster page as long as you have saved.
- 3) Once you have set the **Approval Status to "Approved"** and saved grades, they are saved.
- 4) **You will not receive a message** or checkmark in ctcLink (like you did in Instructor Briefcase) confirming that your grades were successfully submitted.
- 5) If the grading period is still open and you need to change a grade, change the status to Not Reviewed, update the grade, change the status back to Approved, and save.

If there are mistakes on your Grade Roster, please email Chris Russ directly at christina.russ@edmonds.edu and provide specific information (i.e. - student name, SID, ctcLink ID, class info, missing from Grade Roster/withdrew from class but still on roster).

Where do I submit grade changes?

After the grading deadline, grade rosters will be closed and grades will be posted to students' transcripts. Once grades are posted for the quarter, faculty must make grade changes using GATE. Instructions can be found on the [Faculty Grading Google site](#).

Grade changes for *pre-conversion* quarters (though Fall 2020) need to be done using the [GATE system](#). You will need to use your campus username and password to log in to the system. Grade Change forms must include all information, including the last date of attendance. (If the students attended the entire quarter, please use the last day of the quarter in which the student was enrolled in the class.) NOTE: you MUST use the Legacy info for the students and the class. This includes the student Legacy SID for the student.

Where do I submit a class substitution?

To submit a class substitution, use the [GATE system](#). You will need to use the student's Legacy SID.

How do I print my grade roster?

1. Start at the point where you are looking at your grade roster. You should see all of your students and the grades that you submitted.
2. In the upper left-hand corner, right above the student grade tab, there is a picture of a little grid with an arrow on it.

3. If you put your cursor on this, it gives you the option to personalize, zoom, or download to Excel. You will want to choose to download the data to Excel. Once you do this, your grade roster will be nicely organized in Excel.

How do I submit an expense report?

You can use these step-by-step [instructions for submitting expense reports](#). Note: You will need to work with division staff to obtain budget information.

How do I view my tax withholdings?

To view/modify your tax withholdings, please use [these instructions](#).

Can I message students through Class Rosters in ctcLink?

That feature is now available. In your class roster, select the students you'd like to notify. Type your message and click Send Notification. You will receive a copy of the email in your Edmonds email inbox. Student replies will come to your Edmonds email Inbox. You will not have access to the Sent message email list.

Can I send an alert to a student in ctcLink?

Starting Fall 2022, Alerts will be available the second week of the quarter for full use by all faculty. Alerts will be accessed on class rosters in ctcLink. Alerts can be sent to comment on academic performance and participation, or an alert can be sent to note kudos for student effort or performance.

Faculty can use this [guide to learn how to submit a student alert](#) and [this guide to learn how to review an alert](#).

How do I view my waitlists?

To view waitlists, please follow [these instructions](#):

1. Log in to ctcLink
2. Faculty Center
3. Make sure the "term" is current
4. Scroll to find your class
5. Click on the "Access Class Roster" icon that looks like three people standing together
6. Look for the phrase "Enrollment Capacity #". To the right of that should be the phrase "Enrolled #" and to the right of that is "Enrollment Status". Click on the down arrow and choose "Waiting". If the course does not currently have a waitlist, the "Waiting" option will not be visible.

7. Scroll down on your screen to see a list of waitlisted students.

Where can I find a student's address and phone number?

To find a student's phone number, go to the Student Services Center. Enter the student's information (name, etc.). Scroll down to view the address and phone number.

How do I check prerequisites (now called Enrollment Requirements) and placement details?

Faculty can use the [Student Prerequisite Check Reports](#) tool to view a student's course history and placement detail. To view your rosters, enter your network username, which is the first part of your email address, and the password used to access your email. You can use the [English and Math Placement Chart](#) to interpret placement codes.

Full-time faculty can also access placement scores for math and English using this navigation in ctcLink: Advising Center>Navigator>Records and Enrollment>Transfer Credit Evaluation>Test Results) and [this chart](#) to read placement scores.

How can I pull a transcript using the Advising Center?

You can request a transcript if you have access to the Advising Center. [Directions can be found in the Reference Center](#). All faculty can also use the [Student Prerequisite Check Reports](#) tool to view a student's course history.

Where will I complete compliance training?

You can use the same site we have been using for [compliance training](#).

What vocabulary do I need to know related to ctcLink?

- SIDs become ctcLink IDs
- In the Class Search in ctcLink
 - Departments are listed as Subjects
 - Course # is listed as Catalog #
 - Item # is listed as Class #
- Credits become Units
- ctcLink numbering system
 - The first digit is the millennium (2).
 - The second two digits are the academic year (21).
 - The last digit (3) indicates it's the Spring term. (PeopleSoft uses 1 (Winter), 3 (Spring), 5 (Summer), and 7 (Fall) to denote terms).
- Prerequisites become Enrollment Requirements
- Register/Registration is now Enroll/Enrollment

- Instructor Briefcase functions (class rosters and grade rosters) are Faculty Center functions (accessed by clicking on CS Staff Homepage, then Faculty Center)
- ctcLink is also referred to as PeopleSoft (the publishers of the software)
- In ctcLink, divisions are called “groups” and departments are called “orgs”
- List of ctcLink [Acronyms Explained](#)
- ctcLink takes the place of the HP, also known as our Legacy system

What do we know about schools that have already transitioned to ctcLink?

Despite incredible effort and research, every college that has transitioned to ctcLink before us has experienced issues. The Edmonds College ctcLink Project Team has researched and worked really hard to make the transition to ctcLink as smooth as possible, but it’s a massive transition and it will require patience, participation, and flexibility for all involved. The courses that everyone is required to take should help to mitigate many of the issues that other colleges have faced. Plus, we have faculty advocates!

What can I do to help with the transition to ctcLink?

Students will need our help, and IT will likely be flooded with service request tickets from students and employees alike. ***The more faculty know and can help students, the better.***

It will be helpful for each individual to learn about ctcLink by:

1. Completing the SBCTC Canvas trainings ([registration link](#))
 - a. *ES100 HCM Employee Self-Service (All Faculty)*
 - b. *CF100 Faculty Self-Service Service (All Faculty)*
 - c. *CS 100 Student Self Service (FT and Senior Associate/Affiliate)*
Highly recommended so we can help students
 - d. *CA100 Advisor Self-Service (FT and Senior Associate/Affiliate)*

We encourage you to complete any of the additional training that you think might help you do your job and serve students best.

2. Exploring the growing stock of information in the [Edmonds ctcLink Help Center](#), which will continue to be developed. (Everyone is learning as we go!)
3. Reading all of the ctcLink-related emails that come through. The details have had to change as the project progresses, and reading emails carefully will help you stay up to date on changes.

What do students need to know?

The [ctcLink for Students](#) page offers helpful tutorials for students to navigate ctcLink, including how to reset a password, set a preferred email, enroll in and pay for classes, etc.

Students will need their new ctcLink ID to register for spring classes. Enrollment begins the week of February 22.

Starting Spring Qtr, the old login will no longer work and students must use their new ctcLink login to access Canvas. The ctcLink ID is the username, and the password they set for their ctcLink account is the password for Canvas.

These are the [written instructions](#) and this is a [video tutorial](#) to help students activate their ctcLink account. This is the [site](#) where students activate their ctcLink account.

It's important for students to take a picture of their ctcLink ID, write it down, or text it to themselves because they can only do the "First time User" ID look-up once. If students lose or forget their ctcLink ID, they can use the new [student ID lookup tool](#). If they don't have their SID and pin to use this tool, they will need to contact IT for assistance. Students will be best served if faculty and staff can communicate with them in advance that they need to save their ID and password when they look it up the first time.

When students set up their profile in ctcLink, they can select the email they want college correspondence to go to (should be a private, secure email that no one else has access to since that is where all college communication will be delivered). They will no longer be required to use EdMail for college business.

Students have access to a [Student Self-Service Portal](#) as well as the option to download a mobile app. Most services in the Student Self-Service Portal will be available on the mobile app. The app is available now in the app store by searching for 'ctcLink'. Students will need to activate their ctcLink account to register for Spring Qtr.

Where should students submit graduation applications?

Students can submit their graduation application through [GATE](#). They will need a Triton ID to log in to GATE. For students who do not have a Triton ID or are not registered, Advising can help in getting the form completed.

How do students update their Program of Study/Major?

It is really important for students to have their Program of Study/Major accurate in the system for graduation purposes and so they don't encounter any issues with their funding source. To update this information, students can submit the [Academic Program](#)

[Change Request Form](#). Changes must be updated in ctcLink by the 10th day of each term (8th day for summer quarter). Changes made after this date will go into effect for the next quarter.

How do students enroll in courses with “&” in the course name in ctcLink?

Courses with an ampersand in the course title have common course numbering (CCN) and can be used for transfer credit at other institutions. These courses are listed separately on the Subject (Department) drop-down list in ctcLink. For example, when students are looking for ENGL& 101 in ctcLink, they need to look for “English [CCN]” in the Subject drop-down list. When students are looking for a non-transferrable English course, for example ENGL 99, they need to look for "English" in the Subject drop-down list. The same holds true for other departments that offer courses for transfer credit.

What should students do if they are being blocked from enrolling due to a prerequisite that they have already completed?

If a student is blocked from enrolling in a course due to prerequisites they have already completed, please ask the student to send a ticket to the [IT Help Desk](#) with “Not able to register despite completing prerequisites” in the subject line. The student should also include the **Course Name** and **Number**, the **Class number** and **Section**, the **Instructor Name** and the **Course Name/s** and **Number/s** of the **required prerequisites**. The ctcLink Team will work with Enrollment Services to confirm the student has completed the required coursework and allow the student to register.

How can I get answers to my questions about ctcLink?

The best way to have your questions about ctcLink answered are:

- 1) Start by reading the info in this document
- 2) Browse the [ctcLink for Employees](#) page and the [Frequently Asked Questions](#) page
- 3) Review helpful emails that were sent out by the Faculty Advocates through TRC.

Email Title	Link to Email
Edmail is Ending for Students 8/31/21	Email to Send to Faculty via TRC Account 7.29.21
Grading and Out of Office Message Reminders	Email to Send to Faculty via TRC Account 6.14.21

Placement Scores and Summer Out of Office Message	Email to Send to Faculty via TRC Account 6.3.21
ctcLink Updates	Email to Send to Faculty via TRC Account 4.29.21
Triton ID Student Assignment	Email to Send to Faculty via TRC Account 4.12.21
Accessing Students' Placement Scores and More	Email to Send to Faculty via TRC Account 4.6.21
ctcLink Spring Quarter Announcement	Email to Send to Faculty via TRC Account 4.2.21
ctcLink Grading Reminders and Announcement to Post Spring Qtr.	Email to Send to Faculty via TRC Account 3.18.21
ctcLink Grading, Registration, and Spring Quarter updates	Email to Send to Faculty via TRC Account 3.11.21
ctcLink End of Quarter Tips	Email to Send to Faculty via TRC Account 3.5.2021
ctcLink Tips for Faculty	Email to Send to Faculty via TRC Account 2.25.21
ctcLink Grade Change Info.	Email to Send to Faculty via TRC Account 2.22.21
ctcLink Faculty Update	Email to Send to Faculty via TRC Account 2.10.21
ctcLink Goes Live!	Email to Send to Faculty via TRC Account 2.4.21

- 4) Review information in the [Edmonds ctcLink Help Center](#) and the searchable [SBCTC ctcLink Reference Center](#)
- 5) Submit a [ticket](#) to have your question(s) answered. Be sure to add "ctcLink" in your ticket title. Please use the ticket system rather than emailing IT staff directly. Watch ["How to Submit a Ticket"](#) on Youtube for instructions.

Thank you!

Change Log

We will record any changes made to this document on this page so you can see what has been updated.

- Jan. 18: Assignment for students updated in Commons
- Jan. 22: Updated Jan. 26 in timeline: Student database (HP) goes down permanently at 8pm (formerly 5pm)
- Jan. 22: Assignment for students updated in Commons
- Jan. 26: Added information about compliance training
- Jan. 27: Added additional Zoom availability on Feb. 9 from 5-8pm
- Jan. 29: Updated "Do I need to do anything differently to be paid in this new system?"
- Feb. 1: Updated Vocabulary section to include Class Search and Instructor Briefcase vocab changes
- Feb. 4: Added link to the ctcLink for Employees page in the "How can I get answers to my questions about ctcLink" section
Added link to ctcLink for Students page in the "What do students need to know" section
- Feb. 5: Added links to activate ctcLink account and access instructions in the "Where do I look up my ctcLink ID" section
Updated Vocabulary section to include Enrollment Requirements (formerly prerequisites)
Added information about a SSN error message in the "Where do I look up my ctcLink ID" section
- Feb 8: Added an explanation that opening the student assignment prior to Feb. 16 is problematic for students and IT in the "What can I put in Canvas to help students..." Section
- Feb. 9: Updated Vocabulary section to include Enroll/Enrollment (formerly register/registration)
- Feb. 11: Added table of contents
Added link to new student ID lookup tool and info in the "What do students need to know" section
- Feb. 12: Added note about class rosters not yet being fully updated in the "What should I do after I activate my ctcLink account" section
- Feb. 16: Added ctcLink planned outage in the "What are important dates I need to know" section
Added the revised assignment due date under "What can I put in Canvas to help Students" section
- Feb. 18: Added "Will ctcLink change how I log in to email" section
- Feb. 19: Added "Where do I submit grade changes" section
Added "Where should students submit graduation applications" section
- Feb. 23: Added "How do I submit grades" section
- Feb. 25: Added email log to "Where can I get my answers to my questions about ctcLink?" section
- Feb. 26: Updated the "Do I need to do anything differently to be paid..." section
Added "How do I submit leave" section
- Mar. 2: Added additional link to "How do I submit grades" section
- Mar. 3: Added more resources to the "How do I submit grades" section

Mar. 3: Added newest Faculty Advocate email

Mar. 5: Added "How do students update their Program of Study/Major" section

Mar. 8: Added "How do I create an expense report" section

Mar. 9: Added "What should students do if they are being blocked from enrolling due to a prereq..." section
 Added "How do students enroll in courses with &..." section

Mar. 11: Added newest Faculty Advocate email

Mar. 18: Added grading reminders

Mar. 18: Added in email "Grading Reminders and Announcement to Post Spring Qtr"

Mar. 20: Updated "How do I submit grades" section

April 1: Added "How do I view my waitlists" section

April 2: Updated "How do I check prerequisites (now called Enrollment Requirements)"
 Added newest Faculty Advocate email
 Updated Faculty Advocate Spring Quarter Zoom hours

April 5: Added ctcLink numbering system information in the "What vocabulary..." section

April 6: Updated "Where do I submit grade changes" section
 Added newest Faculty Advocate email
 Added "Where do I submit a class substitution" section

April 7: Added "How do I print my grade roster" section

April 8: Added "Where can I find a student's phone number" section

April 12: Added newest Faculty Advocate email

April 19: Updated "Where can I find a student's address or phone number" section

April 20: Updated "Can I message students through Class Rosters" section

April 22: Added "Can I send an alert to a student in ctcLink" section

April 27: Updated "What do students need to know" section

April 29: Added newest Faculty Advocate email

June 1: Added "How do I view my tax withholdings" section

June 3: Added newest Faculty Advocate email

June 14: Added newest Faculty Advocate email

June 21: Updated Zoom link to be TRC Zoom link and hours

June 22: Updated "How do I submit grades" section"

July 22: Updated "Where do I submit grade changes"

July 29: Added direction on how to pull a transcript

Aug. 26: Updated "Can I message students through class rosters" section

Sept. 20: Updated "How do I check prerequisites" section
 Added "How do I check placement scores" section

Nov. 2: Added a video tutorial link in the "What do students need to know" section

Dec. 27: Updated "Where do I submit grade changes?"

Jan. 18: Updated "How do I check prerequisites and placement details" section

Mar. 15: Updated "How do I check prerequisites and placement details" section

Sep. 7: Updated "How do I check prerequisites and placement details," "How can I pull a transcript using the Advising Center," "Where should students submit graduation applications," and "Can I send an alert to a student in ctcLink" sections

Sep. 20: Removed sections only needed during the transition to ctcLink

Sep. 26: Updated “Can I send an alert to a student in ctcLink” section