

# WACTC-TECH RESOLUTION, OCT. 6, 2023

## Student Success Software Decision

### Problem Statement

In times of declining enrollment, student success software (along with the requisite training and staffing) provides a critical foundation for retention activities.

Starfish, Navigate, Civitas, HighPoint are some of the products currently in use. About one-third of our colleges have not invested in student success software as they await a systemwide direction.

ctcLink PeopleSoft (as delivered) does not provide the robust functionality of third-party products.

ctcLink will only integrate one student success software product.

To move forward, there must be an agreement to either (a.) pursue a single third-party product, or (b.) accept the status quo.

### Considerations

- The inherent challenge of committing to going through an RFP process and implementing a single solution is that it may or may not be the solution your college is currently using.
  - Even if the product your college is using is the same, a single implementation will require changes to how your college uses the product now, because colleges using the same product (e.g., Starfish) have different configurations and business practices.
- Colleges have made substantial investments in certain student success software products, training staff and faculty to use it to align with Guided Pathway work.
- The desire is to be student-driven, not ctcLink-driven.
- Using the same system would be more efficient for training purposes and comparing data, even if that means we must give up what we are doing now and try something new.

### ctcLink Guiding Principles

#### ctcLink Guiding Principle #1

Ensure IT investments closely align with the mission, vision, values and goals of WACTC and SBCTC, to prioritize equitable access to technology resources for students across the college system, especially students of color, low-income, students with disabilities, and other systemically minoritized populations.

#### ctcLink Guiding Principle #4

For functionality not available within the product, a custom integration to commercial, off-the-shelf (COTS) products may be considered only as meets the following conditions:

- An overriding majority of colleges are consistently adopting the product.
- Integration is generic in form to support multiple similar products

- Colleges assume local responsibility for external product business usage support.
- Costs associated with integration and ongoing maintenance will be shared across all colleges.
- Oracle-delivered functional updates and enhancement requests intended to reduce one-time and ongoing costs in the system should be considered and prioritized for adoption.

## Draft Resolution

### Option A

As a college system, we are willing to commit to a single implementation and configuration to support a full two-way integration of student success software, including:

Elect to use the same tool systemwide and post RFP ASAP, which requires:

- Accept a single, fully integrated solution for the system
- Commit to a global, single configuration
- Commitment to define what student success looks like
- Agreement to create standard business processes
- Develop system requirements, which elements to track and report, both for the student and for accountability of the system
- Transition plan for schools changing software

### Option B

Explore using existing contracts for specific products. For example:

- WIPHE contract with EAB (via Clover Park RFP)
- ~~Cost for HighPoint Student Success Suite module~~

### Option C

Implement HighPoint and allow optional participation by interested colleges

### Option D

As a college system, maintain the status quo, with each college pursuing individual third-party student success software contracts and maintaining local business processes and practices.