EDMONDS COMMUNITY COLLEGE
ctcLink CliffsNotes

Spring | Issue 5 | April 19, 2019

Congratulations to last month's challenge winner : Laura Daniali!

CHANCE₄CHANGE

Increasing competition, technological changes, globalization, financial upheaval, political uncertainty, and other factors are forcing organizations to change faster and differently than ever before. Although many factors are cited, the inability to engage people is the factor noted longest and most often. Organizational behavioral experts Kenneth Thompson and Fred Luthans noted almost 20 years ago that a person's reaction to organizational change "can be so excessive and immediate, that some researchers have suggested it may be easier to start a completely new organization than to try to change an existing one." [*Walter McFarland, HBR*]. So, how do we become engaged, supportive and creative employees at the moment these attributes are most needed — during change?

As employees, it is known that we have key needs that help us better navigate the social world in the workplace. These needs include **status**, **certainty**, **autonomy**, **relatedness**, and **fairness**. If out of synch, these five needs have been shown in many neuroscience studies to activate the same threat circuitry activated by physical threats, like pain, hence the resistance reaction. Keeping all this in mind, we need to think about change differently. Instead of seeing it as a perpetual crisis, let's look at change as an opportunity to be better prepared to handle it as a normal part of doing business and an opportunity to personally grow and develop.

Have questions, comments, suggestions? Contact the ctcLink Project Team: ctclinkedmonds@edcc.edu OR

Visit our project site:
https://employees.edcc.edu/technology/ctclinkproject/

SME SPOTLIGHT

Mable Liddell | HR Department
Human Resources Consultant 3

Q: When did you become a Triton and what was your job / title then?
ML: I became a Triton in 2006 as an Office Assistant (work study student), working in the President's Office.
Q: Tell us about some of your favorite things.
ML: *Dessert: Pound Cake!
    *Pizza Topping: Sausage!
    *Color: Black & White!
    *Team: Green Bay Packers!
Q: Can you tell us a fun fact about yourself?
ML: Universal Studios & Disneyland are two of my favorite vacation spots.
Q: What inanimate image or object best describes you and why?
ML: A Pillar. I stand firm and provide great support and strength to others.
Q: Finish the sentence: 'I cannot wait for ctcLink because...'
ML: ...It will be a "new" challenge. I love this quote: "The ultimate measure of a person is not where they stand in the moment of comfort, but where they stand at times of challenge and controversy." -MLK, Jr.

Mable has attended several HCM Pillar CPWs, and she stays engaged on campus by attending the monthly SME meetings. Thank you, Mable!

"They're [ctcLink Team] keeping it positive, practical, and aspirational."
-Steve Woodard, Dean of Student Success

PEOPLESPEAK

Much of the terminology from CEI+ will be updated in PeopleSoft to something our Project Team refers to as PEOPLESPEAK. This section will highlight a few key words each month.

PHASES - The ctcLink project timeline is broken down into 4 main sections:

Initiation: Current process mapping, data cleansing, change impact analysis, supplemental systems analysis. We are currently in this phase.
Implementation: System configuration, data conversion and validation, testing and training. Edmonds is expected to kickoff this phase later this year.
Go Live!: Activation of ctcLink, Legacy will be no more. ETA: Fall 2020!
Stabilization: Be patient! Be helpful! Be diligent! Be resourceful! This phase is entered immediately following Go Live!

What are the ctcLink benefits?

To name a few:

- Access to information from anywhere, any time

- Single source of accurate, real-time data and common reporting tools

- Standardization of select administrative processes to support effectiveness across the system

- Ability to respond to changing business requirements

- Modern, consistent way to manage student records, enrollment reports, grades, class rosters, scheduling information, tuition and financial aid processes, accounting, state/federal reports

- 24/7 access to an online student center for registration, financial aid, tuition, contact instructors, and advisors, view grades, track academic goals

- A modern, consistent way of managing, sharing, completing college business across the state

PLANNING FOR THE FUTURE

Building Community Day is coming! Mark your calendar for May 10th! A great opportunity for Triton employees to connect with colleagues and participate in personal & professional development activities! It's time to check the schedule and plan your day's sessions to meet your interests and needs. This year's focus is Building Relationships, Respect, and Responsibility. R³!

Ligia Cicos, Director of Organizational Change & Project Management is inviting you to join her during one of the morning BCD sessions to discuss the Five Building Blocks of Managing Individual Change.

Organizational change management is used to enable successful individual change management. When individuals successfully transition through the change, the organization is then able to achieve its objectives. Successful individual change involves five elements that serve as sequential building blocks of individual change. This change model is referred to as the Prosci **ADKAR** Model and consists of: **A**wareness of the need for change; **D**esire to participate and support the change; **K**nowledge on how to change; **A**bility to implement the change; **R**einforcement to sustain the change. When all five elements are present, the individual has successfully transitioned through the change. The goal of the class is to introduce this model and discuss meaningful ways employees can apply it to their ever changing work environment.

Whether you join this session or choose another, from this ctcLink team to you, we are proud to be part of the Triton community that is Building R³!
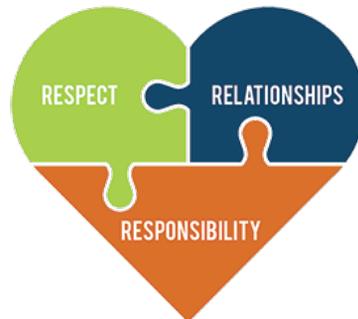
UPCOMING PROJECT EVENTS

April 19th
- STEM Division ctcLink Update

April 25th
- SME Meeting, SNH 338

April 29th - May 1st
- Guided Pathways Workshop

May 6th & 7th
- ctcLink Project Manager Summit

May 15th & 16th
- CPW: Enrollment Cancellations

May 23rd & 24th
- CPW: FIN - Banking & Reconciliations

May 29th & 30th
- CPW: Student Financials - Billing & Managing 3rd Party Accounts

June 5th - 7th
- CPW: Financial Aid - Authorize / Disburse / Reconcilliation

July 29th & 30th
- Initiation Phase DG4 Peer College Review