

**DATE:** April 29, 2019

**TO:** Washington State Student Services Commission

**FROM:** William Belden, VP Student Affairs Clark College

Melissa Williams, Director of Student Equity and Inclusion Clark College

**SUBJECT**: ctcLink Enhancement Request Process for Early Alert

**TASK**

Clark College is pursuing an Enhancement Request Process through ctcLink governance. We are seeking support from the Student Services Commission to add a “kudos” option to the early alert faculty tool in PeopleSoft. In our exploration of the existing ctcLink functionality the existing tool does not allow for messages focused on positive reinforcement to students making improvements. This feature exists in our current early alert tool which has been both popular and productive for students and for instructors.

This request is required to initiate global changes to the ctcLink system: Enhancements or changes to the Global Framework in PeopleSoft must pass through a formal governance process for approval before being prioritized for application to the ctcLink system. Enhancement Requests may come from various sources, but each must go through a formal process to vet the request and ensure support before asking to have ctcLink resources allocated to making the requested change.[[1]](#footnote-1)

**PROPOSAL**

In addition to tags that allow faculty to specify behaviors that may put students at risk, kudos tags allow faculty to recognize and reward students’ improvements and strengths. Recognizing progress and accomplishments is a best practice for positive reinforcement that keeps students engaged with faculty, courses and the institution.

Clark College implemented kudos tags for its early alert system in summer 2018 by faculty request. The current version of PeopleSoft does not include this feature. On behalf of all community and technical colleges in the SBCTC system, Clark College is seeking WSSSC support to make this feature available to all colleges as they migrate to ctcLink.

**RATIONALE**

Encouraging faculty to report both behaviors that put students at risk and kudos allows colleges to send more intentional communication to students according to their needs and successes. This personalized one-to-one messaging is a best practice that aligns with The 4 Connections model that the SBCTC is currently proposing across the system emphasizing simple practices to create healthy faculty-student relationships.

1. ] “Enhancement Request Process Overview,” *ctcLink Reference Center*, Washington State Community and Technical Colleges, <http://ctclinkreferencecenter.ctclink.us/m/58294/l/1038278-enhancement-request-process-overview> [↑](#footnote-ref-1)