| To: | Dr. Rebekah Woods, Chair, Educational Services  Chris Bailey, J.D., Chair, Technology  Dr. Shelia Edwards Lange, Chair, Equity |
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| From: | Jessica Gilmore English, President of WSSSC  Dr. Deb Casey, WSSSC Liaison to the Disability Support Services Council |
| cc: | Dr. Kathi Hiyane-Brown, President of WACTC  Jan Yoshiwara, Executive Director, SBCTC |
| Date: | February 15, 2020 |
| Re: | Letter of Concern from DSSC |

Dear WACTC Chairs,

On behalf of the Student Services Commission, please find attached a letter of concern and supporting documentation submitted to WSSSC on January 28, 2020. The letter details significant and ongoing concerns pertaining to ctcLink accessibility and privacy issues. The DSSC is respectfully requesting demonstrable and timely response to the persistent issues outlined.

The Student Services Commission discussed the letter at length during our winter meeting. We acknowledge and affirm the Council’s detailed concerns. We join in their request for a timely and well-communicated response and plan for action. A number of other WSSSC Councils are voicing concerns regarding accessibility and privacy including ARC and the MSSDC. These Councils anticipate a response from the State Board and WACTC.

Concerns existing since the inception of ctcLink implementation include the following:

* ctcLink is not accessible for students, staff, or faculty with disabilities, an equity issue and possible violation of federal and state laws.
* The ctcLink pages where disability codes are input are not appropriately confidential between HR, disability services staff, or across colleges.
* State Board staff with knowledge of both technology and accessibility competency at a level to advocate and address specific needs. This advocacy includes questions and implications of the technology implemented, rather than depending on disability staff and/or users to test PeopleSoft.

Following the WSSSC meeting with State Board ctcLink project team members, it is our understanding a meeting occurred with the ctcLink project team. The outcome of the discussion was shared with DSSC and WSSSC regarding reassigning the accessibility concerns to another committee because it is outside the implementation of software.

WSSSC is asking for clarification regarding this new direction, and whether the members of the group have expertise to address and monitor the ongoing concerns noted above. WSSSC is also seeking to understand who is responsible for the role of system-wide accessibility and what expertise the individual or group will have to address the major concerns of accessibility and privacy.

Thank you for your review and consideration of these significant accessibility concerns that impact our system.

Respectfully submitted,

Jessica Gilmore English and Dr. Deb Casey