Last summer, 650+ employees completed a survey about their experiences with Workday. Since then, Business Affairs has analyzed responses to the multiple choice questions and more than 500 comments. We would now like to share what we learned, have done, and plan to do.

Survey Respondent Profile

Respondents were evenly split between “occasional” and “frequent” Workday users. 75% of occasional users check their Workday inboxes on a regular basis, and 72% of frequent users access Workday daily!

What You Told Us

Survey result

Occasional and frequent users both reported training, support, and communication were inconsistent.

What does this mean, and what are we doing?

Some, but not all, of these inconsistencies stemmed from changes in Workday processes.

To address this concern, we are hiring a:

- Director of systems change management to build a unified Workday structure for campus
- Communication specialist to lead the Business Affairs website update process and assist with communications

Survey result

- Nearly 60% of frequent users said their experience had improved in this time frame.
- However, fewer than 40% of occasional users agreed their personal experience had improved in Workday from December 2017 to July 2018.

What does this mean, and what are we doing?

We interpret these differential experiences to mean:

- Business Affairs’ targeted efforts to train managerial staff in business offices was effective (e.g., super user training).
- In spring 2019, we will offer additional training to individual departments (training request system forthcoming).

Survey result

- Occasional users identified the UNLV Workday website and training conducted by a functional area (e.g., purchasing) as the most useful learning resources.
- Frequent users identified training by a functional area, finance open labs, Word on Workday, and super user training as the most helpful resources.

What does this mean, and what are we doing?

A key take-away from your feedback was that the subject matter experts (SMEs) in the functional areas are important resources.
Therefore, we have made some changes to acknowledge the value of SMEs:

- Reoriented the Workday Support Team, formerly the Concierge Office, to focus on four responsibilities (Workday navigation assistance, security role requests, transaction status information, training)
- Empowered staff in the Business Affairs functional areas (e.g., payroll, HR, etc.) to respond to subject matter questions about Workday business processes
- Started to offer more Workday training designed and delivered by SMEs in the functional areas
  - As we continue to increase staffing to align with UNLV service needs, we will augment customized training.

Survey result

What does this mean, and what are we doing?

- HR started to deliver training on the recruitment processes for classified staff and academic and administrative faculty.
- HR is developing training for the processes listed below, with the go-live goal of March 2019.
  - Create position
  - Hire processes for all employee types
  - Change job
  - Compensation change