

## WORKDAY SUCCESS FOR 2022

"HOW WORKDAY MAKES YOUR JOB EASIER"

### ABOUT THE HOWARD WORKDAY NEWSLETTER:

The Howard Workday Newsletter is designed to keep the Howard University community informed about ways in which the campus is using Workday to drive productivity and improve the customer experience. We will share knowledge, insights and opportunities that will help to improve the employee and student experience, especially as it relates to how we use the Workday Enterprise Resource Planning (ERP) tool.

  
workday.



HOWARD  
UNIVERSITY





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## "WORKDAY IS A POWERFUL

*cloud-based solution and dynamic system that continues to transform finance and HR management systems, support enriching employee experiences, gain deeper insight, and improve Howard University's operational effectiveness."*

**Leadership Spotlight**  
**Eugene Cooper,**  
**AVP for Total Rewards**



# WORKDAY

The faculty and staff at Howard University are the heart of the institution's success. The unwavering commitment to providing better student and employee experiences is ultimately driven by simplified and viable solutions to improve efficiency and to lower cost through an improvement of our internal operations.

In July 2021, Howard University launched a new HCM, Financial and Payroll ERP system—WORKDAY. The project was much more than just a system implementation. To truly maximize the investment Howard University has made, we have challenged ourselves to achieve excellence by reimagining business processes, operations and the way we work together. In fact, this new technology has created a vibrant and new type of employee experience that has kept the faculty and staff energized.

After almost eight months of ongoing transformation, the university is now in a stabilization and alignment phase where the HU Workday community has now recognized and continues to experience the benefits of the cloud-based system. Workday, is undoubtedly a powerful and dynamic application that has become an underpinning of HU's Forward 2024 strategic plan that forms the core of our modernization efforts. With that said, the HU faculty and staff are encouraged to:

**Be patient as the Workday project continues to evolve.** New features will be uploaded in the Spring (March 2022) with major feature upgrades designed to increase functionality and enhance the user experience.

## A UNIFIED DIGITAL SOLUTION TO MAKING YOUR JOB EASIER.

**Take a proactive approach to learning how to use Workday.** That is, take full advantage of the Precipio platform and participate in Workday training sessions.

**Make the [Workday Community](#) your go to resource center as best practices** and experiences are shared.

It is also imperative to note that without improved administrative processes enabled by modern core systems, we encumber HU with ever-increasing operational risks and will be unable to provide the scope and quality of support services our faculty, students and staff require and deserve. The focus is to make your job easier by providing:

Improved accuracy and availability of information. Dashboards are available for easier access to real-time data, which will mitigate the need for sub-systems and departmentally populated spreadsheets.

New opportunities for staff to contribute to the future success of the university. By allowing access to the best information, improved decision-making at all levels of the university will be possible. Workday allows staff to spend less time searching for data or submitting forms and more time on critical business.

Access the cloud-based system remotely or by using the Workday mobile App.

HU's greatness and efficiencies continue to unfold. The positive changes introduced by Workday and the work-flow that it supports is a critical part of our progress in the next several years. Let's make it work.

**Eugene Cooper**  
Assistant Vice President  
Total Rewards





# HOW TO MAKE

# YOUR JOB EASIER

## WORKDAY - LEVERAGING TECHNOLOGY TO MAKE YOUR JOB EASIER AT HU

Educational institutions today are capitalizing on the advantage of using a 'tech-powered' HR and payroll solutions to aid employee management. In doing so, they are transforming the institution into a more efficient and cloud-based operation with more capable portals to serve their internal customers. An integrated HCM platform, like Workday, offers a game changing shift in terms of how Howard University manages its collective areas of HR and Finance internally, and even beyond various departments and the university itself.

This increasing complexity of processes and the rapid innovations in this type of technology tend to eclipse the present role that the HU community plays in advancing and leveraging the use of technology. On the surface, the trend seems understandable, even reasonable, when it comes to implementing a new Enterprise Resource Planning (ERP) system at HU. The use of Workday provides optimized benefits with countless processes such as:- automating registration, onboarding staff, processing financial aid, improving self-service capabilities, simplifying record-keeping, etc.

Continue reading on next page.





# A CLOSER LOOK AT WORKDAY AND ITS BENEFITS

## Data Integration

One of the main benefits of the Workday ERP investment stems from having a single “source of truth” that provides a clear line of sight across all departments and faculties. Having a single data hub eliminates disconnected systems. Individual employees, departments or faculties no longer have to maintain separate documentation or use standalone applications to manage operations. Instead of going back and forth to obtain information or converting data to a usable format, users of Workday can focus on analysis and decision-making. With Workday, all data is compiled, stored, and shared through a single system, minimizing concerns about how up-to-date, accurate or complete the data files are. Information is entered once and immediately available to relevant stakeholders. No duplicate entries and no cross-referencing.

## Streamlined Processes and Operations

Workday helps employees navigate complex processes by securing a systematic and uniform flow of business data. This helps to reduce human error, save time, and allows the HU community to focus on what matters vs. menial tasks.

## Top-of-the-line data security

Another major benefit as well as a priority of Workday is data security. The application maintains a high level of data security by substituting interdepartmental merging of data with a single input system. A cloud-based ERP system like Workday has an additional layer of security. The fact that an ERP platform like Workday is a central hub for the entire university does not automatically give the same level of privilege to all staff members. With advanced user-permission settings, users can protect sensitive data and ensure that employees only get access to information they may need in their work.

## Superior planning and reporting

With the help of Workday, users acquire a deeper level of analytical insight into the HU operations. By observing processes through a single system, they can quickly identify bottlenecks and establish more efficient procedures. Of course, users of Workday can also recognize operational strengths more clearly thus helping them to gain a clearer picture of where the university is and in which direction it's headed. Moreover, this powerful ERP solution makes it effortless to pull reports with relevant and timely business information. This is critical not only in terms of analytics, but for regulatory compliance.

## Improved customer satisfaction

Both internal and external stakeholders at HU will continue to feel the impact of Workday at HU. Once there is an improvement in speed and accuracy, customer satisfaction will improve by a wide margin. With all relevant data readily available, support teams can cut down on response time without compromising the quality of service.

## Improved collaboration amongst teams

Collaboration creates transparency. Workday allows for the creation of a comprehensive database where information from each faculty or department is funneled into a single centralized hub. Given that the data is both centralized and consistent, departments can seamlessly cooperate and share information instead of shifting responsibility and duplicating the administrative workload. This promotes a strong culture of collaboration within the organization and helps the HU community to see the big picture.

HU continues to leverage the use of Workday that will help to create improved processes for desired business outcomes. With a continued effort to closing existing operational gaps at HU, there is a guarantee that there will be brighter work days for all.





# WHAT'S NEW & WHAT TO EXPECT

## WORKDAY HOMEPAGE UPDATES

Twice a year, Workday releases new features into the system to keep it up-to-date with best practices. This March, we are excited to announce a new Workday homepage and search capabilities. Here is more information about what you can expect after March 12th.

### Workday Home Page

Workday's new homepage truly pushes the needle when it comes to the employee experience. The innovative and personalized experience leverages machine learning and cards to surface up relevant information when people need it most.

### Workday Search

We have enhanced performance, so results return faster and personalized the Search experience, so the most relevant content to you surfaces up first. With this new update, the speed of searching for people in the system is increased by 66%! Additionally, People results have been enhanced to include more details to allow you to quickly find who you are looking for and act.

## HOW WORKDAY MAKES MY JOB EASIER

*Workday has not only been a positive change for Howard University, but the platform has also greatly improved how we work for Howard University. In my own experience, I appreciate the ease of access to my information, the easy workflows associated with tasks, and knowing who is on the other side of a particular task. From my perspective, as the president of the Howard University Staff Organization (HUSO), I have had the opportunity to hear many of your stories and the feedback you have given. Although most of you have shared positive experiences, I want to acknowledge that some of you are still having challenges with accessing and navigating the system. I encourage you to continue to practice, take the trainings that are available, and ask your questions. The Workday team will continue to add updates to the system, and it is important that staff feedback is included. I look forward to what is to come.*

### Monique McClung

President,  
Howard University Staff Organization

## HOW TO ACCESS YOUR W-2

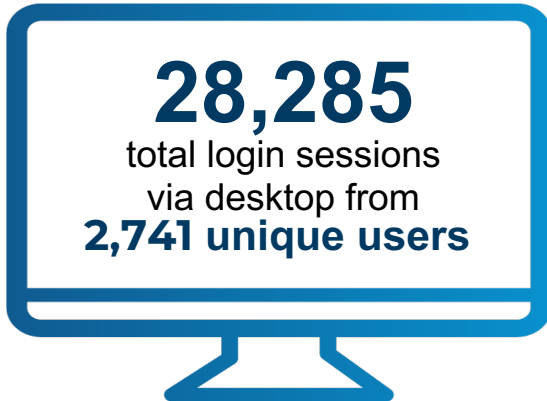
An important question on everyone's mind this time of year is ensuring access to the needed tax documentation. To obtain your W-2 electronically, please log in to Workday and follow these easy steps:

- Once in Workday, under "applications" click on "pay"
- Under "pay," click on "more"
- Click on "tax documents"
- At the bottom of the page, you will see "tax year 2021"
- On the far right, you will see "view/print"
- Click on "view/print"; and
- The option to view the print will appear.





workday.  
**HOWARD**  
BY THE NUMBERS



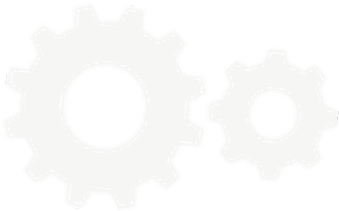
**8,494**  
Logins from phone



**1,041**  
Custom reports accessed



**27** Expense reports  
approved



**Employee  
Self Service 2**  
(49 Learners)

**Employee  
Self Service 1**  
(34 Learners)

**Procurement-  
Supplier Training**  
(50 Learners)

**Workday  
Expense Training**  
(19 Learners)



**Top concern to  
workday@howard.edu**

System Access Concerns:  
Access concerns should be sent  
to huokta@howard.edu.



**COMING SOON**

Workday Release 1 2022, Workday  
Prism (bringing external data into  
Workday) and Workday Learning



# WORKDAY TRAINING

## Upcoming Live Sessions

- Uploading Your Vaccination Card to Workday
  - Feb 24th at 10am
- Workday's New Homepage: What to Expect on with the Updated Release
  - February 28th at 11:00am
  - March 3rd at 11:00am
- Welcome to Workday (Ideal for New Employees)
  - February 22nd at 2:00pm
  - March 3rd at 10:00am
- Registration for these sessions can be completed [here](#).



## Other Training Announcements

- Train-the-Trainer Program
  - Thank you to those who volunteered as Workday trainers. A meeting was hosted with the Workday Trainers earlier this month to introduce the program and the need for support. The group is composed of individuals from across campus who are enthusiastic about teaching others how to use the system. Over the next month, they will begin to lead on different training opportunities including an introduction to Workday Mobile. If you are interested in becoming a Workday trainer please reach out to [workday@howard.edu](mailto:workday@howard.edu).
- Workday Student Change Management—Call for Faculty
  - We are currently in search of 1-2 faculty members to support us over the next few years in Workday Student change management efforts. Workday student is a project that will transform the university's admissions, advising and course scheduling processes. If you are interested or would like more information about how to be involved, please email us at [workday@howard.edu](mailto:workday@howard.edu).
- Super User Trainings- In addition to campus-wide sessions, there are opportunities for additional group, 1-on-1 and online training for our system 'super users'. Super users are individuals from across campus who have been provided upgraded system security to complete HR and financial transactions such as creating new job positions, approving expense reports, and viewing departmental budgets. Below are some of the experiences available for our super user populations:
  - HR Delegates- HR delegates are administrators who ensure HR transactions are entered for their departments. This week, the HR Workday team welcomed 30 of the HR delegates to a virtual 'open house' to listen to their concerns. As a result of the conversation, the HR Workday team will be increasing education on reports available in Workday in addition to prioritizing other critical items.
  - Cost Center Managers- This group works directly with the budget office to address their individual needs and concerns.
  - Requisitions- The procurement team offers weekly training to educate the campus how to enter requisitions. For more information on the training schedule, email: [procurement@howard.edu](mailto:procurement@howard.edu)

If you have questions or suggestions about training, please email [workday@howard.edu](mailto:workday@howard.edu).