HOWARD

HOWARD FORWARD 2019-2024

WORKDAY NEWSLETTER

APRIL 2022

WORKDAY SUCCESS FOR 2022

WORKDAY IS A VALUABLE TOOL

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 1867

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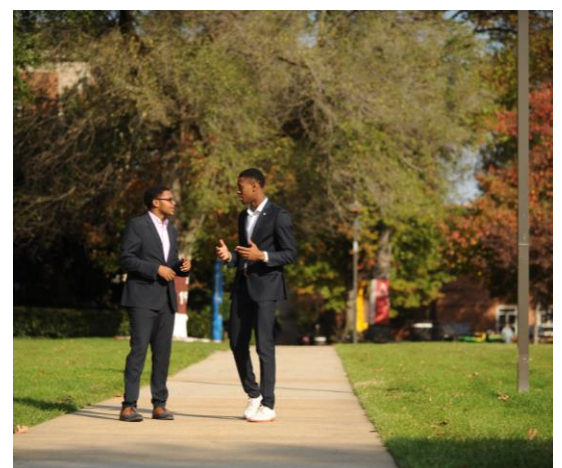
> **"WORKDAY REDUCES THE** *administrative burden and provides better visibility in reporting on benefits."*

Employee Spotlight

LaToya Turner
Program Coordinator,
Center for Career Excellence,
School of Business

WORKDAY — A VALUABLE TOOL

As job roles and processes continue to change, the Workday team at Howard University has zoomed into customizing the tools needed to carry out the day-to-day activities at the Center for Career Excellence in the School of Business. It has enabled the team to work more efficiently by having consistent, streamlined, and modern practices. The value of this cloud-based platform is evident as the automated human resource features make complex workflows simple and secure.

Using Workday to Optimize Work Experience

Workday has modernized the university's operation and has brought innovation to students and administrative services. As program coordinator, the functionalities that Workday provides eliminate mundane tasks from an employee's process and advance the human potential of the team.

Some of the main features and benefits experienced by using Workday at the center include:

- Expense reporting is hassle free.

- Payroll management and employee self-service allows you to review records online. The computation engine also addresses complex needs.

- The platform provides easy-to-use access for routine personnel items (e.g., earning statements and leave balances) and to make personal information updates (e.g., contact information, direct deposits selections, and W-2 withholdings).

- It provides efficient administrative services.

- Direct deposits, requisitions and paychecks can be viewed, reviewed and updated.

- Continually introduces new HR (Human Resources) and payroll features and capabilities

The success of Workday is largely dependent on the commitment of the Workday community. The consistent participation and use of the application is one strategic way to ensure that the university achieves set operational goals.

Lastly, digital transformation is fundamentally a change in mindset and culture to embrace operational excellence and ongoing improvement. Managers and leaders should encourage this shift in mindset. Direct your teams to fully explore Workday capabilities, adopt new features as they are released, and look ahead for opportunities to leverage future capabilities.

WORKDAY PROVIDES A PATHWAY

TO PROFESSIONAL MOBILITY

The HCM (Human Capital Management) strategy at Howard University is to improve work performance by creating a more efficient workplace that thrives on perpetual growth and continuous learning.

Howard University has implemented many proactive management techniques to inspire success and to overcome operational challenges. Workday Talent and Performance provides a detailed insight into HU's workforce which will help to drive organizational growth. That is, Workday allows for employee data on performance, skills, and career interests to be documented for review and assessment. This will help to formulate the university's optimal workforce strategies that are aimed at improving the performance of individual employees and to realize the full potential of HU (Howard University) employees.

WORDAY – EVALUATING STAFF PERFORMANCE

Improving performance at work is a standard practice and focus for the HU Community. Managers and leaders at HU should constantly strive towards success not only for oneself but also for their employees. The skills and knowledge possessed by the HU employees is crucial to university's continued success. As such, it is important to be able to use Workday to monitor the professional growth of the team. Not only is Workday about evaluating employee performance but it must also be used to manage employees as a resource and asset. These are essential variables used to assess how HU as a whole is performing

In May, HU will begin the administrative staff performance evaluation process using Workday. This is a major advancement from the paper evaluations of the past. Workday performance is a comprehensive module that will allow us to implement a full cycle performance process on campus.

What to Expect in Staff performance Evaluations

- **Self-Evaluation** - Staff performance evaluations will begin with a self-evaluation that allows the employee to tell their story about the year. This is a time for a staff member to remind their manager about their accomplishments and share items to develop over the course of the next year. Unless goals have been agreed upon and entered into Workday, this year's evaluation will be competency based.

- **Manager Evaluation** - Managers will have the opportunity to complete the evaluation in Workday for their employees. During this process, the employee's answers and ratings from their self-evaluations will be visible.

- **Acknowledgements** - Finally we will ask the employees and managers to acknowledge the review with or without comments.

Reviews will stay part of the employee's record and will be visible in Workday anytime through the employee's profile. We are excited to share additional details and training over the next few weeks.

OTHER WORKDAY PERFORMANCE FEATURES

In addition to the performance evaluation, we are excited to share additional features that are currently available or will be released over the next year:

- **Campus-wide Goal Setting** - To make reviews more effective, the University needs to standardize the practice of setting goals at the beginning of the performance year. This July, the request to set goals will appear in your Workday inbox. You will be encouraged to work with your manager to add goals to the system that you can manage throughout the year.

- **Anytime Feedback** - Workday allows you to give feedback and badges to your colleagues anytime. This is a wonderful way to show appreciation for individuals who have shown exceptional service or partnership over the course of the year. You can learn more about giving feedback. This feedback can be public or private and allow others to know of the contribution this individual has made.

- **Check-ins** – Check-ins allow for 1 on 1 conversations between managers and employees to be documented and organized. By creating topics, it is easy to keep track of progress and track updates.

- **Individual Development Plans** - Workday will allow staff to initiate to development plans that can be coordinated with their managers. These are wonderful ways to create a tangible plan and meet future career aspirations.

- **Performance Improvement Plans** - In those moments where an employee's performance is not meeting expectations it is important to have a clear plan to move forward. Workday will allow us to take the paper performance improvement plans and have them as part of the employee record. The employee will work towards the achievement of specific development items to get back on track.

WHAT'S NEW: WORKDAY STUDENT
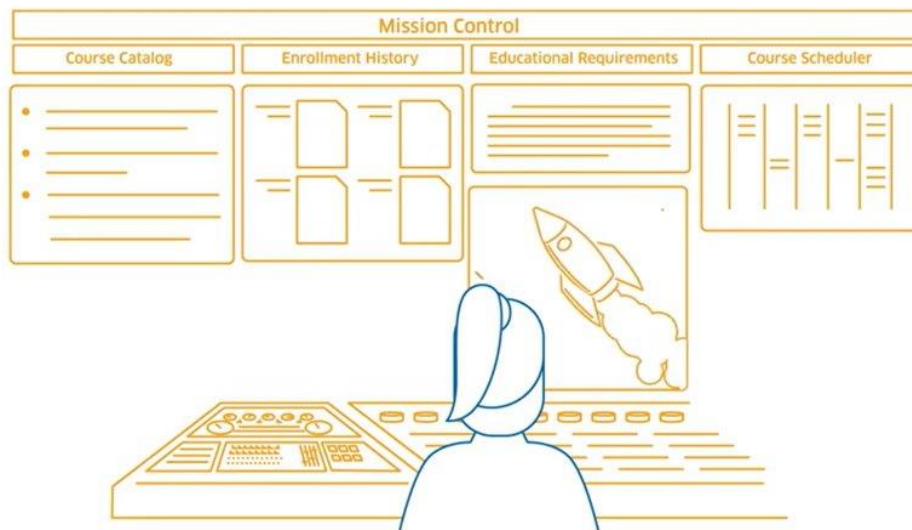
Last summer the University launched the Workday Platform system to support our Human Resources, Payroll, and Finance processes. In Fall 2021, we continued our Workday journey with the commencement of the Workday Student project. Many of the lessons we learned from the Workday Platform implementation were considered when planning and building the structure and governance for this new phase of our Workday journey. The Workday Student project will result in the implementation of a new Student Information System (SIS) and the adoption of a new way of working. The new SIS will support the major components of the student experience at Howard including Recruiting and Admissions, Academic Advising, Curriculum, Financial Aid, and Student Finance.

In upcoming issues of the newsletter, we will provide you with more information about the Workday Student project including highlighting the benefits of the system, introducing the project team, and project updates.

In this issue we would like to share The Benefits of One System.

Faculty and Staff Benefits

- One system: one place to support students
- Increased collaboration between departments, breaking down silos
- Accessibility of the system
  - cloud-based, access from anywhere, multiple devices
- Improved reporting capabilities
  - Visualization of data to track KPIs (Dashboards)
  - Access to data at the departmental level
- Opportunity for process review and improvements
- Streamlined tasks and transparency into the process (approvals)
- Standardization and automation of processes
- Enhanced student experience
  - Student self-service improvements providing access to academic progression

Student Benefits

- Sole source for information regarding the entire college experience. Beginning with enrollment, and ending with job placement, Workday Student is the hub for all resources
- View the course catalog, enrollment history, education requirements, and course schedule
- Sign all forms for school and financial aid, avoiding lines and paper mail
- Close the gap from education occupation by capturing a portfolio of all skills acquired in and out of the classroom

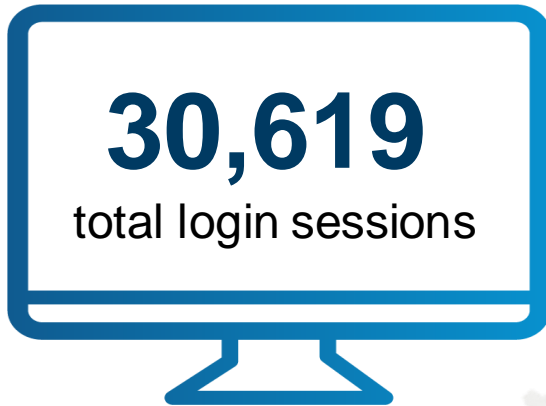# WORKDAY TIPS & TRICKS

MANAGE EMAIL NOTIFICATIONS

By default, you will receive an email notification for each Workday task and/or approval assigned to you. You can elect to receive one email per day—daily digest at 12:00 PM ET—with a list of the items awaiting your review and/or action in Workday. To manage your Workday email notifications, please refer to the following steps.

- **Log into Workday.**
- From the Home screen, click on your name in the upper right-hand corner.
- Click My Account, then Change Preferences.
- Scroll down to the Background Notification Preferences section.
- Next to the Notification Type that you would like to change, click the box located next to the word 'Frequency' and open the options using the prompt button.
- Select the frequency you would like to receive notifications as follows:
    - Immediate Email - Notifications delivered immediately to your @howard email
    - Daily Digest Email - Email digest with all tasks will be sent to your @howard email at 12:00PM ET
    - Mute- You will not receive a notification
- Click OK, and then Done.

workday® @ HOWARD
BY THE NUMBERS

30,619
total login sessions

1,100
custom reports

59
Expense reports approved

Top Training Content

Welcome to Workday Live Training

Accessing Workday through Okta

Budget Administration

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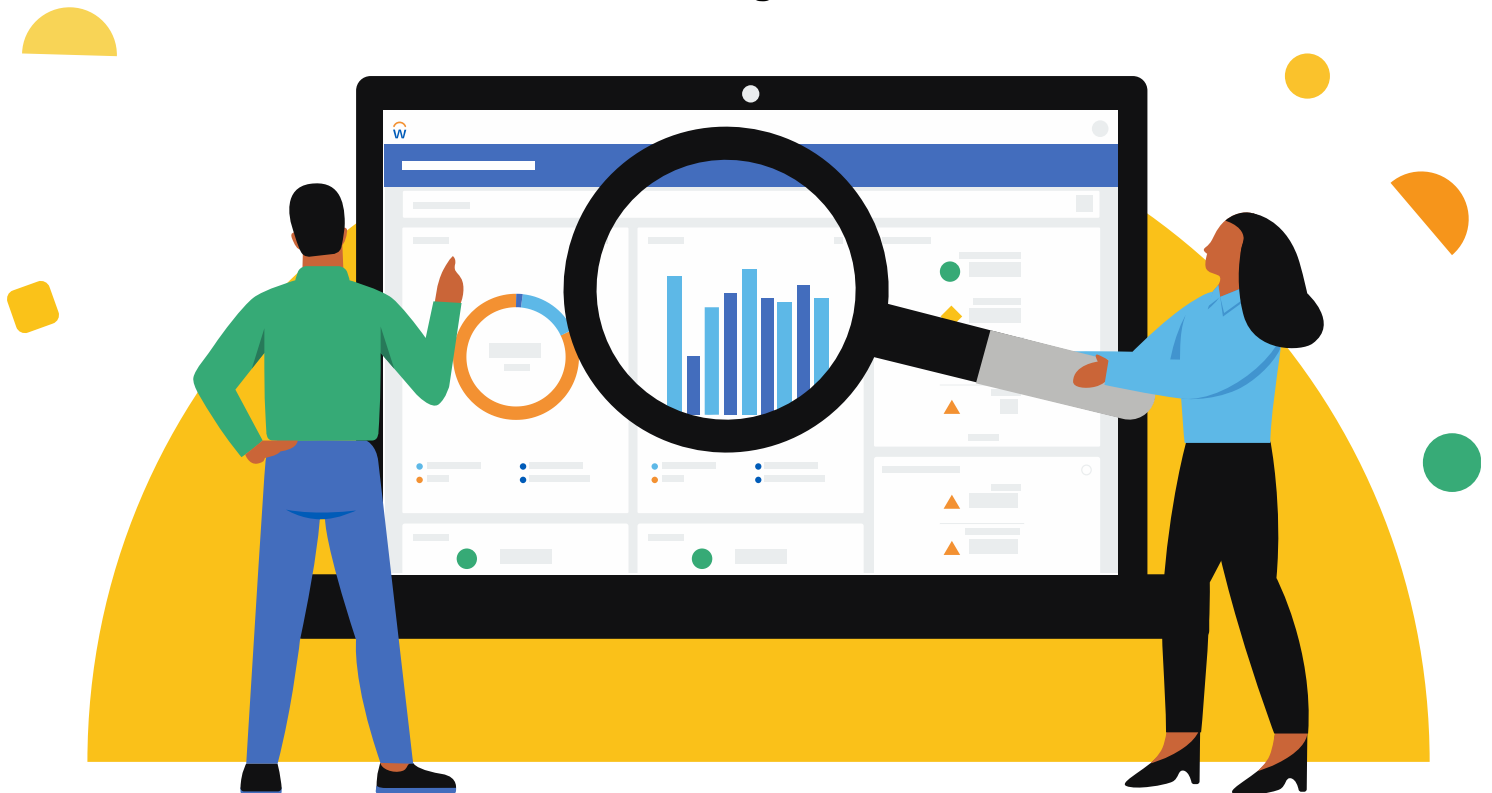
WORKDAY TRAINING UPDATES

Upcoming Trainings

Please join us for one of our upcoming training sessions. This month our primary focus will be preparing for the staff performance evaluation process:

1.   Workday Basics **(great for new employees)**

   •   May 18, 2022 @ 10am

2.   Completing Administrative Staff Performance Evaluations in Workday

   •   May 10, 2022 @ 11am

   •   May 11, 2022 @ 2:30pm

   •   May 17, 2022 @ 11am

   •   May 18, 2022 @ 2:30pm

   •   May 24, 2022 @ 11am

   •   May 25, 2022 @ 2:30pm

Register for all training sessions [HERE](#)

In addition to live sessions, on-demand training has been created to support you through the performance evaluation process. Over the next couple of weeks, you can find that training information in addition to our other on-demand modules (I.e., staffing, procurement, timekeeping etc.) by [clicking here](#)

•   Note: All current performance training is found in the Employee Self Service 2 module.

•   Super User Trainings- For individuals across campus who have been provided upgraded security access to complete their roles (i.e., HR Delegates, cost center managers etc.) additional training is available. If you have questions about how to complete a different task that is not covered via the online modules, please reach out to workday@howard.edu.

If you have questions or suggestions about training, please email workday@howard.edu.