Workday Town Hall Q&A

GENERAL FAQ's

- Why are we going live mid-year, instead of at the start of the new FY?
  - GVSU assessed July 2023 and January 2024 as go-live options. Each option carries risks and opportunities. The driving factors for the selection of the January 2024 date were:
    - Minimize cost and schedule risks while providing more opportunity to invest in the quality of the solution.
    - Clean cut-off for conversion of HR and personnel data due to alignment with calendar year.
    - Support the well-being of project team members.

- Do you have a list of other colleges that use Workday where we could network with others in similar departments where we could contact for questions unique to each department?
  - There are currently 240 higher education institutions using Workday as listed on https://www.workday.com/en-us/customer-list.html. We have requested a list of a network of contacts.

- How soon will new employees receive access to Workday, and do they need to wait for their credentials before they can access Workday?
  - Workday will work through single sign on. As soon as you have your network ID and password, you will have access.

- Where should people go for help with Workday when it starts? Will each division (Finance, HR, etc.) have people who can help, or is there a central Workday contact?
  - We will have a single location for people to go to for guidance on options available for training and support. There will be a variety of decentralized support options such as live training sessions, step-by-step guides, learning labs, or super users in your area. Each user's experience with training and support will vary based on their learning preferences and their role with Workday.
  - Centralized support will also be available based on the following escalation model:

Tier	Support Resource	Purpose
1	GVSU Service Portal	General requests for troubleshoot or support questions.
2	GVSU Project Teams	Requests requiring specialized knowledge of finance, HR and payroll teams.
3	Accenture Hypercare	Issue resolution with implementation partner experts.

- Is Accenture Hypercare an AI connection or a real person you can speak with?
  - Accenture is a company that GVSU is working with. We have a team of individuals from Accenture who are assisting specific Leads and Roles with implementation and configuration.

FINANCE

- Could one Cost Center Assistant (PSS) be able to approve over another Cost Center Assistant (another PSS)?
  - We're still working on figuring this out but will have this figured out by the time training starts.

- Can more than one Cost Center Assistant be allowed per cost center?
  - We are still working on if we can have more Cost Center Assistants per cost center, but one person could be a Cost Center Assistant for many cost centers.

- Will there still be departmental transfers within Workday? How are they implemented for PCard transactions?
  - There will be different ways to do departmental transfers within Workday (no longer in OnBase). There will be different ways to accomplish the transfer depending on the nature of the transfer, which will be outlined in training materials. Instead of needing to do transfer requests to move those funds, you can charge the department directly. You will be able to charge multiple Departments on your transactions now, ie Requisitions and Expense reports. The document will then be approved based on the worktags.

- For Faculty Members, is the new expectation at the University level that we would each have our own P-Card or some kind of purchasing card to use our professional development funds?
  - No, this will not be an expectation.

- For example, on the faculty professional development funds, previously many faculty submitted for reimbursement after returning from travel for a conference. Should faculty be using a p-card now or follow a similar process as before workday?
  - This process shouldn't change. Workday will allow us to now tag those reimbursement transactions with the faculty's name for better reporting options, making tracking of PSS funds a little easier.

- How do declining balance cards work?
  - They'll work the same way they do in Concur as of current. They will feed into Workday, and you will reconcile them on an expense report, just like you do today.

- So as a PSS, I have been told we are moving away from dollar approval. How is that going to work? is everything going to appear in my manager's Workday, and he will have to approve everything?
    - PSS (department admins) are going to be what's called a "Cost Center Assistant". A big thing in Workday is you can't initiate and approve. Meaning if you start the process (i.e., create a requisition), then someone else has to approve it- your cost center manager will likely do that. If someone else in your department creates that requisition, then you will get it for approval first, then your Cost Center Manager.
    - Now as a Cost Center Manager, In Workday, you have the option to do a (*after reviewing the list for anything that stands out*), "bulk approval". You are responsible for anything that you approve, but you would be able to select multiple at once to approve after you review them. The Cost Center Assistant will no longer have the dollar authority. You'll be able to do the work and review it, but ultimately your Cost Center Manager will need to be signing off, as they own the budget, they should be responsible for anything being paid out of those budgets.

HUMAN RESOURCES

General

- Will there be an easy way to process one-time pays?
    - One time pays can be requested in Workday and directed automatically through the appropriate approvals before being submitted to payroll.

- For HR, will there be a level of permissions equivalent to a Search Chair Assistant, so PSS can have access to do some of the behind-the-scenes details to help Search Chairs?
    - Yes, there will be a Search Chair Assistant role.

- Will Human Resources update/change their virtual new staff orientation and the onboarding modules to walk new employees through an introduction Workday?
    - This is still in the works as to what this will look like post go live.

- If I-9s must be done in Allendale HR, what do we do for the employees who live out of town/state?
    - There is a separate process for Remote I-9s. There is a process in Workday for those I-9s through which HR will assist those employees with remote I-9s.

- Is this going to affect out epdp?
    - PageUp will be going away completely. All functions will go into Workday.

- What if there is an error on our profile? Do we fix it or do we have to contact someone.
    - There are a number of fields that you can manage yourself on Workday. There are probably a very small number of items that you can't change yourself, and those would route through a workflow or by working with somebody on the team.

Recruiting

- Will the hiring process be the same for adjuncts in Workday?
  - The hiring process for adjunct AP and adjunct faculty will be housed within WD. Instead of collecting employee information and sending the paperwork to HR, the information will be collected in WD. The new hire will submit their information in WD as well. The overall process will be similar.

- How does freezing posting positions work if there is a staff departure?
  - We will not be adding new job postings during the freeze period, but it does not mean we will be freezing the hiring process. This will all depend on the type of staff departure. Please contact your HR Business Partner to inquire about your options.

- How will a new adjunct faculty member become a worker in Workday? Currently, the G# and network account are created once all completed hiring forms and an accepted contract are received by HRAT/Payroll. In Workday, a new adjunct faculty will need to be a worker in Workday prior to contract creation (which will also happen in Workday). Specifically, how will this happen? Who will be responsible to work with new adjunct faculty on the completion of their hiring forms in Workday, so they can be considered a Worker, so their period activity pay contract can be created?
  - Adjunct faculty will be hired with a job requisition in Workday. In workday, G#s are created with some personal information and all hiring forms are delivered to the (new) employee in their Workday inbox for completion.

- How is Workday going to assist us in hiring adjunct professors?
  - The information gathering will be on the employee, so we will already have the information needed to create their account. Tax and payrates, and all the documents are going to be done as a part of the employees' onboarding. All you will have to do is create the information needed for their contract.

Time Tracking

- Can you touch on the timeclock system for PSS? Will they be entering their hours like they do now, or will they be punching in and out?
  - PSS will still enter hours like they currently do.

- Will there be a tool to create and manage a staff schedule? Will there be a calendar view to see that staff schedule? If there are missed shifts, is there a report to see which shifts were missed/who covered that shift?
  - There will be a function to create work schedules, but not like a scheduling software would do. You can also manage your schedules in Workday. You will be able to create custom schedules and approve schedules that employees submit to supervisors. You can also view/edit/delete schedules. There will be a calendar view and a couple other views as well. You will be able to view all employees’ schedules in a calendar view for one day, 4 days, or a week at a time. We are still working through reports.

TRAINING

- When will the dates/times for the upcoming trainings in Nov. be released?
  - We will share dates for training in early to mid-October.

- Will everyone be invited to all of the detailed trainings? One speaker mentioned that we should plan to attend the FDM training.
  - Yes, we'll have a Training Kick-off Zoom meeting where we cover all the options for training. FDM or Foundation Data Model is a key financial concept and will be a pre-requisite for Expenses and Requisitions training.

- Are you going to be offering in person computer simulated mode testing when you have the training in session? (i.e., everyday functions operational activities in a real-life setting, but in a test mode.)
  - Yes, that is the plan. The trainer will demonstrate the process, and then we will allow time for the individuals in the training to work through that process for themselves. We are also working on providing that same opportunity for self-paced courses for individuals who may not be able to attend an instructor-led course. Learning labs are another opportunity where we would have a computer lab where individuals could try out certain processes with individuals who can provide support.