Readiness Survey Summary
September 2022

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Readiness Survey Overview

✉ Survey open September 2022

📧 Promoted via email and a reminder email

👥 Responses from total 721 participants
(faculty 327, staff 394)

👔 Departments across the campus community

💬 10 questions focused on past change experiences,
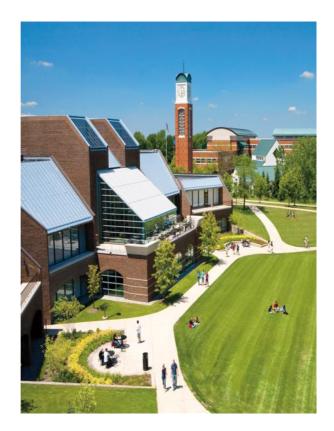communication, training, and project awareness

Common Themes that Emerged

Decision Making – End-users, both faculty and staff, cite historically not being engaged in decision making process for product selection or configuration

Communication – Room for improvement, should be early & often, multiple channels, apply strong emphasis on informing managers / supervisors on job impact

Training – Must be timely, multiple offerings, multiple modalities, and past support has been lacking

Change Fatigue – Community has experienced much change and many implementations, cautious that this may be yet another temporary product

Full Readiness Survey Report

- [Workday Readiness Survey full report](#)
- Positive, negative, and neutral comments
- Data on responses to each survey item

Key Change Management Take-aways

Communication

- Multiple channels
- Strong emphasis on informing supervisors
- Supervisors to cascade messaging to their teams
- Confirm the 'permanent' nature of the ERP

Training

- Multiple modalities
- Multiple offerings
- Time for training to be carved out in collaboration with supervisor

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Key Change Management Take-aways

Engagement

- Ensure a high level of user engagement early and often
- Include both faculty and staff
- Involve stakeholders in decision-making and bring along on journey to obtain buy-in

Support

- Executives and leaders to show support of Workday as a university wide initiative and priority
- Deans/supervisors to:
  - cascade messaging
  - carve out time for faculty/staff training and go-live activities to account for the transition and learning curve

Next Steps

- Responses from this readiness survey and the August stakeholder interviews are inputs to the Change Management Strategy which includes:
  - Communication strategy & plan
  - Training strategy & plan