



Stakeholder Interview Summary

August 2022

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Stakeholder Interview Overview

**17 thirty-minute small group
interviews**

in-person and Zoom

same 7 questions

August 2022

**conducted by the GVSU Workday
Change Management Team**



56 participants

30+ departments

Appointing Officers

Professional Support Staff (PSS)

Banner Users

Common Themes that Emerged

Positives

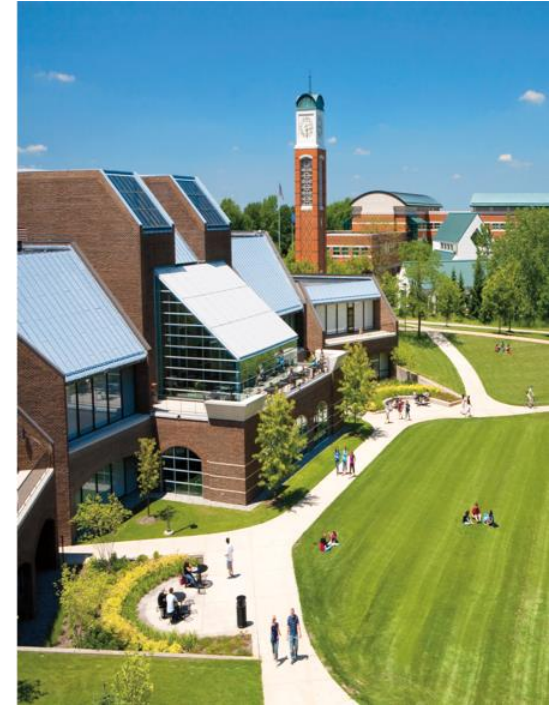
- Workday system: One system, fewer logins, one source of truth, increased accessibility to data/reporting
- GVSU culture: faculty/staff are true professionals, and they share trust and respect for each other

Opportunities

- Lessons learned from past changes
- Consistent Communication is key
- Robust Training is a must

Challenges/Risks

- Change fatigue is impacting the community
- Staff is lean and resources limited which are causing concern, worry, and stress among the GVSU community



Full Stakeholder Interview Report

- [Workday Stakeholder Interview full report](#)
- Positive, negative, and neutral comments
- Data on responses to each question asked

Key Change Management Take-aways

Communication

- Foster excitement with Workday demo videos and screen shots
- Right message, right audience, right time
- Explain the 'why' behind the Workday project and the 'life expectancy' of Workday at GVSU

Training

- Provide in-person training in computer labs
- Help people understand current state to future state for their daily work that is impacted
- Consider making mandatory
- Multiple modalities



Key Change Management Take-aways

Engagement

- Ensure a high level of user engagement early and often
- Leverage a strong Change Agent Network
- Build the desire for change by conveying the “What’s In It For Me” to end users

Support

- A live person to reach out to for help
- 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 these interviews and the September readiness survey are inputs to the Change Management Strategy which includes:
 - Communication strategy & plan
 - Training strategy & plan

