Workday Student Implementation
LSU Business Manager Project Update

June 11, 2024

LSU | **Workday Student**

www.lsu.edu/workdaystudent

Agenda

- Multi-Institution Approach for OCM
- Workday SIS Project Update
  - Student Deployment Timeline
  - Project Summary Status
- Organizational Change Management Update
- Next Meeting

Multi-Institution Considerations

- OCM Lead at LSU A&M provides regular updates to LSU Eunice, LSU of Alexandria, LSU Shreveport project leadership

- Training Plan designed based on LSU A&M focus group feedback and shared with institutions in fall 2023

- As training and change collateral is created, it is made available to all institutions in a document repository

- Based on the project charter, Deloitte is in scope for training material creation for LSU A&M; all documents will be shared with LSUE, LSU of A, LSUS for their use
  - Content may have to be edited where design or configuration differ by institution
  - Content shared is in editable format, except for demo videos

- Some Recruiting and Admissions workstream items were moved in scope for LSUE due to their utilization of functionality LSU A&M was not implementing. The training team is working directly with Workday and LSUE leads on those deliverables.

Workday SIS Deployment Update

LSU Student Timeline
(59 Months)

Legend: Customer Prep | Plan | *Continued Engagement* | Architect & Configure (Worksets) | Test | Deploy (MTP1, MTP2) | Business Function Milestones (M1 - M5)

We are here
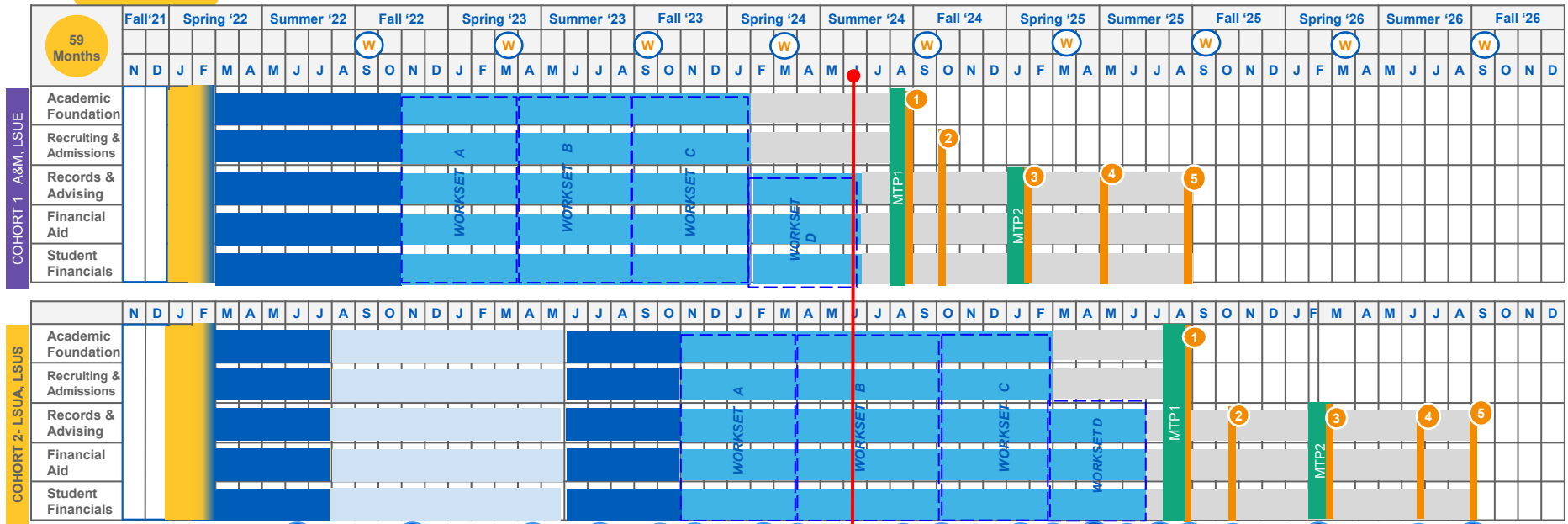
Business Function Milestones

1
- Recruiting & Admissions
- Application Fees & Tuition Deposits
- Academic Units & Levels
- Student Core
- Program of Study Profiles
- Calendars
- Educational Institutions
- Course Catalog
- Class Schedule

2
- Verifications, Awarding & Packaging for New Students
- ISIRs
- Course Catalog (Cohort 2 Only)
- Class Schedule (Cohort 2 Only)

3
- Registration & Advising
- Student Conversion (All)
- Verifications, Awarding & Packaging for Continuing Students
- Fee Calculations, Sponsors, & Waivers
- Payment Plans

- Payments
- Cashiering Integration
- Disbursement
- R2T4
- Class Schedule (LSUE)

- Payments
- Cashiering Integration
- Disbursement
- R2T4

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LSU A&M Only
- Student Financials Balances
- Grading
- Graduation
- Transcript Generation
- End-of-term Processing

5
- Student Financials Balances
- Grading
- Graduation
- Transcript Generation
- End-of-term Processing

Summer is Financial Aid Header for A&M
Summer is Financial Aid Trailer for LSUE, LSUA, LSUS

W Workday Feature Release

Student Program Update

Student Program Summary
as of 5/1/2024

							
Data Warehouse	Dec 2026	All	Data Governance	Around half of the Workday SIS data elements have been discovered and mapped. As more data elements are discovered, they are included in integrations to Snowflake and modeled. Continue to work with Departmental stakeholders to place their data in Snowflake as use cases are identified.	46%	In Progress	
Cashiering	Jun 2025 Cohort 1 Aug 2025 Cohort 2	All	Accounting Services	EBill testing has been successful and continues with larger test population. Virtual terminal testing underway. Efforts continue for batch files, API balances and reporting elements.	49%	In Progress	

Student Program Summary
as of 5/1/2024

Project	Due Date	Institution	Owner	Update	% Complete	Status	Health
Identity & Access Management	TBD	LSUAM	IT Security & Policy	The project's Phase 1 encountered unforeseeable challenges that impacted its timeline. The project team is now looking to go live with the IAM solution as a single go-live event instead of multiple to avoid challenges with user adoption as well as impacts on other projects. We are looking for implementation partners that will assist with completing the remaining activities with the target go-live date of Spring 2025	25%	In Progress	🟨
StarRez Cloud Migration	April 2024	LSUAM	Residential Life	Testing and adjustments to some processes are in progress ahead of final migration	100%	Complete	
Form 1042-S Reporting	TBD	LSUAM	Accounting Services	No new updates	0%	Not Started	
Identity & Access Management	TBD	LSUS	ITS	No new updates	0%	Not Started	

Projects with Resource Cross-over
as of 5/1/2024

Project	Due Date	Institution	Owner	Update	% Complete	Status	Health
Legacy System Decommissioning	Dec 2025	LSUAM	ITS	Replace and decommission legacy SIS	0%	Not Started	
Legacy System Decommissioning	TBD	LSUA	ITS	Replace and decommission legacy SIS	0%	Not Started	
Legacy System Decommissioning	TBD	LSUE	ITS	Replace and decommission legacy SIS	0%	Not Started	
Legacy System Decommissioning	TBD	LSUS	ITS	Replace and decommission legacy SIS	0%	Not Started	

Organizational Change Management

OCM Updates – June 2024

- Responsive planning process for OCM
- Change & Support Network Formation
- Website & Material development underway
- Training updates

Responsive Planning for Training

Key Findings – Focus Group Feedback (July 2023)

Overarching Themes to Inform Training Approach

Many users will be "new" to Workday, meaning **users will likely have limited basic navigation understanding**.

Training resources and communications should **use "LSU vocabulary"** and include a glossary of terms.

Users are best **supported by a network of Super Users** from across the institution.

LSU **users learn best through job-aids**.

Training opportunities should **include demo videos and office hours** with functional SMEs.

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Response to Key Findings

Many users will be "new" to Workday, meaning **users will likely have limited basic navigation understanding**.

➡️ **Workday Basics** introductory training module. Content includes basic navigation and orientation to Workday.

Training resources and communications should **use "LSU vocabulary"** and include a glossary of terms.

➡️ **Crosswalk Glossary** being developed and will be included on the Workday Student website and in training document repository.

Users are best **supported by a network of Super Users** from across the institution.

➡️ **Change Network and Support Network** groups have been identified and have begun meeting cadence, to continue through AY 2025. (LSU A&M)

LSU **users learn best through job-aids**.

➡️ **Ninety-six job aids** have been identified for development for LSU A&M. Many job aids include multiple tasks or actions articulated in a step-by-step instructions.
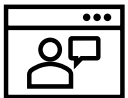
Training opportunities should **include demo videos and office hours** with functional SMEs.

➡️ **Seventeen demo videos** have been identified for development for LSU A&M. Videos will offer users the opportunity to pause, rewind and watch on demand as needed.

Change Network
LSU A&M Example

Change Network Overview – LSU A&M

The Change Network will establish a team of members across the University who can help engage employees at all levels and facilitate change adoption. The team will be composed of Change Liaisons, Change Communicators and the Support Network.
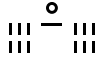
What is it?

What is its purpose?

LSU A&M Support Network

College of Agriculture

Amanda Ferguson – Advising
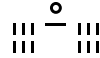Michael Kaller – Renewable Natural Resources
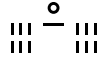
E.J. Ourso College of Business

Chais Michael – Advising
Leah Whitmire – Advising
Laurene Hutchinson – Rector
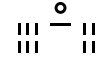Ashley Thibodeaux – Economics

College of Engineering

Robert Dinh – Advising
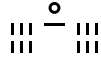Franklin Blystad – Chemical Engineering

College of Human Sciences & Education

Danielle Sule – Education

College of Humanities & Social Sciences

Tanya Crochet – Advising
Amy McDonald – English
Morgan Stelly - Psychology

Manship School of Mass Communications

Mackenzie McCarty Nelson - Advising
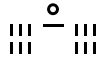
College of Music & Dramatic Arts

Drew Alvarez - Theatre
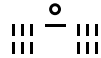
College of Science

Erin Peck – Advising
Danielle Taylor – Introductory Biology
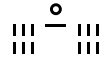
Rodger Hadfield Ogden Honors College

Samantha Fagan – Advising
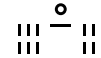
University College

Jennifer Picard – Advising
Kelly Hinote – Advising
Madeline Sessions – Advising

Pinkie Gordon Lane Graduate School

Alexis Malbroux - Advising

Website & Resources
LSU A&M Example

Resources Website – www.lsu.edu/workdaystudent

Overview

Upon full implementation (by August 2025) the following key items will be included in the Workday experience at LSU A&M:

Faculty will use Workday Student to enter and change final grades, find your course teaching schedule, check enrollments, view class rosters, review advisees (Faculty Advisors), find your classroom, and more.

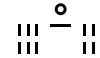**Students** will use Workday Student to view schedules and grades, access schedule planning tools, register for classes, add, drop, or swap classes, see a campus housing assignment, view financial aid, view a bill, or update personal contact information.

Staff who work with students, course management and student financials will use Workday Student to complete tasks previously found in the LSU legacy mainframe system. Staff who are already using Workday for HCM & Finance transactions will continue using Workday in the same way.

Family Members, or designees of an LSU student, can be granted permission by the student to view the student's account, grades, or to view and pay a bill. More information on 3rd Party Proxy access can be found in the Parents & Proxy guide link below.

Step by Step Guides

Get help with key tasks:

Faculty	Students	Staff	Parents & Proxy
GUIDES & RESOURCES	GUIDES & RESOURCES	GUIDES & RESOURCES	GUIDES & RESOURCES

The "Guides & Resources" box/button for each is clickable, which opens a new page.

Resources Website

Resources for Faculty

LSU A&M and AgCenter faculty will use Workday for a variety of tasks. Several step-by-step guides and videos will be produced to assist faculty in learning how to use Workday for student and instructional functions.

The collection of resources is currently being built. Faculty can expect a full library of help resources to be located on this site by January 2025.

An active LSU account will be required to access all resources.

| Teaching Faculty & Instructors | Faculty Advisors |

Step by Step Guides

Content coming soon!

Videos

Content coming soon!

All links within these pages will be a link to a static document (in Teams) or a video (in Moodle) that will require SSO to access.

Reference Guide (Job Aid) Creation

- 2 developers; contracted with Deloitte
- 3 student workers (LSU A&M)
- Workstream review process
- Final Project Lead approval

- All materials follow standardized style guide and naming conventions

- PII protected using fictitious characters with staged data and/or redaction

Job Aid Example

The following templates are approved to be used for developing LSU A&M Workday Student materials. If you need access, please contact Allie Prest.

Templates

Template Name	Use
Template 1	All jobs aids with less than 3 pages of content.
Template 2	All job aids with more than 3 pages of content, includes table of content.
Template 3	All ILT and demo videos
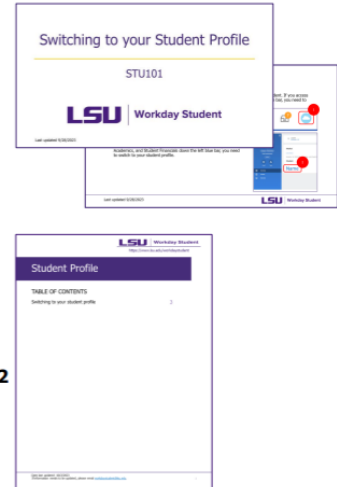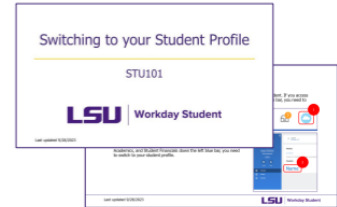
Updating Personal Contact Information

Students can update their own personal contact information in Workday.

1. On the Workday home page, click the **Profile** icon.

2. Click **View Profile.**

3. Navigate to the purple column on the left-hand side of the screen and click **Contact**.

4. Once in the Contact section, click **Contact** to view Institutional Contact Information, Home Contact Information, Work Contact Information (Student Workers only), Email Address, Phone, etc.

5. Click **Edit** to update, add, or delete Home Contact Information.
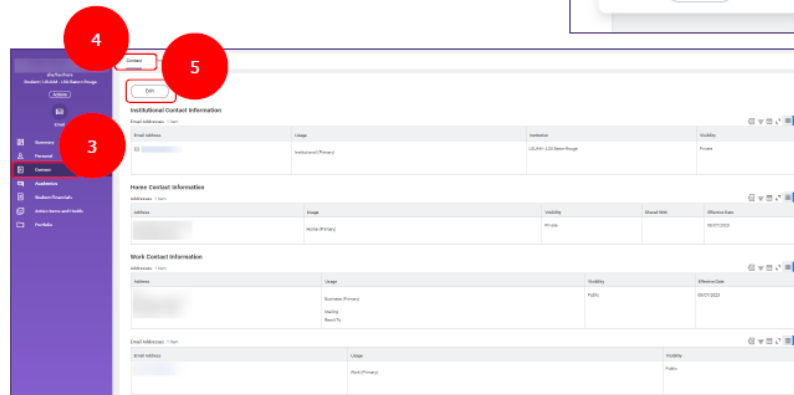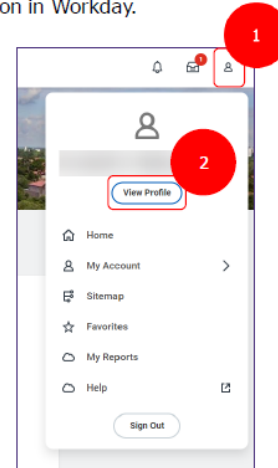
Training Timeline
LSU A&M Example

Timeline (2025)

Months across top: July, August, September, October, November, December, January (2025), February, March, April

Event
- August 26 — Classes Begin — MTP 1
- October 20 — Course scheduling for spring and summer begins — BM 2
- Mock Semester Activity
- January 13 — Classes Begin — MTP 2 and BM 3*
- TBD — Course scheduling for Fall begins

Students
- Basic Navigation
- Academic Planning (preview)
- Course Registration (preview)
- Bill Payment (preview)
- New Student Fin Aid
- Academic Planning
- Course Registration
- Bill Payment
- Supported heavily with communications

Faculty
- Faculty 1.B

Advisors
- All Fac & Staff 1.A
- All Advisors 1.B
- Academic Advisors Retreat 2.A
- Faculty Advisors 2.A

Administrative Staff
- Admissions 1.A/1.B/2.A
- Financial Aid 1.A/1.B/2.A
- Finances Staff 1.B
- Department Admins 1.B
- Finances Staff 2.A
- ITS Help Desk Staff
- Department Admins 2.A

Legend:
- WD Basics Trainings
- Advanced Training
- On Demand Training

Additional details are provided on slide 2
*Materials for BM 3- 5 will be developed by January 2025

Workday Student Timeline – Faculty Example

2024 September — October — **2025 January** — February — March — April — May — June — July — August

"Workday Basics"

Asynchronous Introduction Available

"Beyond the Basics" Asynchronous Training Available

Faculty Advisors

Asynchronous Training Items Available

Advising & Course Planning tools in Workday

Continuing Students Schedule in Workday *(Student scheduling according to registration appointments begins in March and continues into April)*

Summer Class Rosters, Grading, Student-Instructor Communications available in Workday.

(Moodle remains available as a course teaching & grade submission tool.)

Interim and Final Grades for Summer courses and beyond in Workday.

Application for Program Completion (Graduation) in Workday

Fall 2025 Student Bill in Workday

Most Student functions in Workday

On-Demand Training Resources (reference guides and help videos) available to faculty via the Training Resource site.

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