

Meredith White

MAPC 700 Capstone Project

May 6th, 2022

Workday Resources & Communication Channel

For the past four years, I have been an administrator of the Workday Enterprise Management Cloud Based Platform. Workday incorporates on-demand financial management, human capital management and Student information within one user friendly system. The University of Tampa implemented Workday in 2017 and I joined the university as a Workday Solutions Architect in February of 2019. As I progressed through my role, eventually attaining the position of Director of Workday Solutions, I discovered that there was a need for a centralized Workday resource and communication platform for new and existing Workday users at The University of Tampa. One place for users to access both internal and external links and information on all things Workday.

As a result of my professional experience and knowledge gained while pursuing my Masters of Professional Communication at The University of Tampa, I have created a dynamic channel on Microsoft Teams, available to all UT Workday users to facilitate collaboration and communication. The Workday Resources & Communication Channel will provide Workday users with the support needed for their successful, continued use of Workday. This channel can also be shared outside of the University with other Workday users and presented at conferences to allow other institutions to incorporate this communication and resource tool.

I gathered common requests and needs for UT Workday users and consolidated into a single point of reference within the Workday Resources & Communication Channel hosted on Teams. Links to these requests and needs did not exist in a centralized location. By creating this dynamic document to be referenced by end users, which I will continually maintain, I will ensure that additional items are added and those no longer relevant, are removed. The most up to date, current and viable information pertaining to Workday will be included in the document within the channel and will be available to support end users of Workday. This channel also allows for constant communication via Teams messaging, with the option to tag individuals and entire groups for important Workday updates. I also included a link to the channel within the Workday Help application found within the Workday Homepage. This was the best solution for link visibility as a new application could not be created due to the maximum amount of twenty applications already being displayed to the majority of Workday end users. Including a link to the Workday Resources & Communication Channel within the existing Workday Help application provides availability to Workday end users without requiring additional application space to be allotted on the Workday Homepage.

After creating and finalizing the Workday Resources & Communication Channel, I then created a formal meeting invite to provide a live training overview of the channel to the Workday Functional Leads across all departments. The content of the invite and the individuals included are listed below:

Adam Rice – Assistant Vice President of Budget and acting interim Financial Business Analyst

Lauren Williams - Business Analyst, HRIS

Bea Smith - Senior Director of Academic Support Services

Michelle Pelaez - University Registrar

Jeanne Gregory - Bursar

Jackie LaTorella- Director of Financial Aid

Scott Wild - Director of Systems Technology – Enrollment Management

Tanya Serden - Associate Director of Enrollment Technology

Dr. Lacey Corey Brown – MAPC Capstone Advisor

Hello,

As Workday Functional Leads, I would like to invite each of you to a training overview of the Workday Resources and Communication Channel I have created on Microsoft Teams. The creation of this channel is a result of the need I saw present for a centralized communication channel within The University of Tampa to provide dynamic Workday internal and external resources to better support functional end users' use of Workday. I have incorporated knowledge gained as a student within the Master of Arts in Professional Communication (MAPC) program as well as my experience as a Workday Solutions Architect and Director to develop this robust and dynamic communication tool which has been designed as the conclusive experience for the capstone project within the MAPC program. A description and live demo of the Workday Resources and Communication Channel will be provided during this training overview.

Thank you,

Meredith White, CSM

Director of Workday Solutions

Enterprise Solutions

The live training overview took place on May, 6th, 2022 and I addressed all questions asked by participants and incorporated their feedback and input into further developing and improving the content and functionality of the Workday Resources & Communication Channel. Feedback received from Michelle Pelaez, University Registrar, was to exclude faculty from viewing the link to the Workday Resources and Communication Channel within the Workday Help application located within Workday on the homepage in order to avoid confusion by faculty who do not utilize Workday as functional end users, as a result, I adjusted the rule controlling view access to exclude faculty. These efforts will not only support Workday users within The University of Tampa, but I can also present this concept to other Workday users at conferences and user group meetings. This will allow Workday administrators within other organizations to develop their own Workday Resources & Communication Channel to support the Workday end users within their own organizations.