



Office of Information Technology
THE TEXAS A&M UNIVERSITY SYSTEM

Maintain the integrity and continuous improvement of the Workday application by reviewing, voting and prioritizing enhancements that meet the organizational needs of the A&M System stakeholders.

Workday HCM Advisory Council
 October 15, 2024
 9:00 am – 11:00 am

Council Members

ALEXT - Joy Bading	X	TAMUCC - Jacquelyn Flowers	X	TEES – Erica Wallingford	X
ALRSCH - Elizabeth Schwartz	X	TAMUCT - Tina Flores-Nevarez	X	TEEX - Wendoline Harrell	X
PVAMU - Cheryl Greene		TAMUCT - Tammi Thompson	X	TFS - Kristen Suehs	X
SO - Dawn Santo	X	TAMUK - Derek Gonzales	X	TTI - Leslie Simental	X
TAMIU - Claudia Martinez	X	TAMUSA - Martha Olivia-Gonzales	P	TVMDL - Jasmin Alvarado	X
TAMU - Joe Corn		TAMUT - Charlotte Banks	X	WTAMU - Warren Pitt	X
TAMU - Laura Dohnalik	X	TARL – Amy Browder	X		
TAMU - Shelly Janac	P	TDEM - Maggie Freeman			

Proxies:

Christina Gomez for Martha Olivia-Gonzales
 Laura Dohnalik for Shelly Janac

1. Review Previous Meeting Action Items

a. Review Quarterly [Key Performance Indicators](#) (KPI)

- o KPIs are metrics to measure organizational success. Evaluated on a quarterly basis and publicly available on Workday Help Site – About – Governance
 - Support Resolution – **97.1%**
 - Percentage of tickets opened and resolved in the period.
 - Customer Satisfaction – **100%**
 - Percentage of customer feedback ratings of neutral or higher
 - Enhancements – **96.4%**
 - Percentage of priority 1 and priority 2 changes approved by the council and completed in the quarter.
 - Application Quality – **92.9%**
 - Percentage of change requests completed without defect in the period.

- b. Workday Student Exploration
 - System is exploring alternatives due to Ellucian shifting customers to their SAAS solution.
 - A committee has been formed to explore Workday Student viability for Member needs. This committee will not make the actual selection decision, but whether additional exploration for Workday Student has merit.
- c. Voting in advance of HCM Advisory Council meetings/discussing results during the meeting
 - The majority of enhancements HAC votes on do not require additional discussion to facilitate voting decisions or prioritization.
 - Council discussed and were in agreement with holding voting before the meeting and having an opportunity for discussion during the meeting.
 - Next steps to evaluate charter update to define process and responsibilities for holding votes before the meeting.
 - Define timing, communication, voting process
 - Consider additional voting options such as Additional Discussion or Not Applicable
 - Recourse for missing votes
 - Potential pilot January to test
 - Modifying voting will not change responsibilities of Council

2. Priority List – Announcements

- **26387476** - Upcoming Staffing Report Enhancements
 - Inbound/Outbound History Report & Employees with Employment End Date report
- **26414929** - Mass Action for Change Job Templates - Q2
- **26415429** - Sterling integration
 - Receive SSN/DOB from Sterling via integration to assist with reduction of duplicate accounts, as well as fields necessary for export controls
- **26426621** - New Document Categories
 - Add Credential and Resignation Letter

3. Priority List – Proceed and Prioritize Items

Request	Area	Task Name	Proceed	Priority
26392116	Performance	Performance Reviews- add link to TrainTraq	Y	2
26332030	Recruiting	Sponsorship question on Job Application	Y	2
26332161	Recruiting	Update military service question on Job Application to specify United States/Texas	Y	2
26433270	Recruiting	Opt in/out: Schedule Interview and Manage Interview Feedback steps	Opt in/out	
26434219	Recruiting	Allow Recruiting Coordinators access to view Eligible for Hire field	Y	2
26037910	Staffing	Add Warning for Change Job Transfer if Worker has a Flexible Work Arrangement That Should be Ended	Y	2
26373969	Staffing	New Transfer Reason for Organization Changes	Y	2
26374263	Staffing	New Edit Position Reason	Y	2
26378194	Staffing	New Flexible Work Arrangements Reporting	Y	2
26379865	Staffing	Opt In/Out Add Exit Survey to Submit Resignation Business Process	Opt in/out	
26380526	Staffing	Opt In/Out Manager Approval in Hire	Opt in/out	
26381043	Staffing	Member Selection To Do: Employee Onboarding Process is Complete	Y	2
26381417	Staffing	Remove Pre-Hire Referral and Comments Validation	Y	2
26381463	Staffing	Remove Manager as Initiator for End Additional Job	Y	2
26381733	Staffing	Opt In/Out Notification to Initiator when Create Position is Completed	Opt in/out	
26382001	Staffing	Remove Manager as Initiator for Move Worker to New Manager	Y	2
26386512	Staffing	Implement Additional Change Job Templates	Y	2
		Student Position Reclassification	Y	2
		Hours or Work Period Change	Y	2

		Job Profile Change	Y	2
		Position & Business Title Change	Y	2
		Location Change	Y	2
26452234	Staffing	Remove Manager as Initiator for Move Worker (Supervisory)	Y	2

Priority List – Discussion

- 26332030 - When this change occurs, how will this show for two applications on the same requisition? The requisition has default primary questionnaire; it will not change for existing requisitions; only newly created requisitions.
- 26037910 – at what step will this warning trigger? It is a warning validation on the initiation step.
- 26379865 - How you want to proceed from a process standpoint to capitalize on this; would require using Workday to have employee submit resignation to trigger these steps.
- 26381417 – will this impact if someone were to transfer to another system member 5 years from now; will those comments transfer with the record? Will remain on the pre-hire record.
- 26381733 - Will there only be one notification now to the initiator or will the HR Contact and Manager still be notified? Initiator, HR Contact, and Manager will still be notified.
- 26382001 - Comment regarding also removing HR Contact; would need to be discussed further with working group.

4. Discussion Items

- Would it be possible to add Vacation Payout affidavit in Workday, which would launch simultaneous with resignation? Additionally—send this information to payroll for processing vacation payout as necessary?
 - The affidavit is used to certify that 'yes', the employee wants their vacation paid out.
 - Conceptually speaking it may be possible to add a document review step to termination as opt-in or opt-out and have this information go to Payroll Partners to evaluate balance and payout.
 - Recommended that this idea be brought to working group for further discussion.
- Any usefulness for Nepotism Approval document in Workday?
 - Member indicated still using paper approvals for nepotism; would be beneficial to have this document/process in Workday
 - Diligent is a vendor working on creating a demo but no additional information at this point.
 - Discussion regarding Diligent system users and how this will relate to Workday: access to information provided by Diligent if it is able to deliver approvals/documents/information into Workday.
 - We can check in with Staffing/compliance office for additional conversation

5. Next Steps

- 90 Day Roadmap Refresh
 - Available on Workday Help Site – Governance: will be updated and refreshed by October 31, 2024 and include access to meeting minutes.
 - Minutes will also available via OneDrive

- Next Workday HCM Advisory Council Meeting – January 14, 2025