

August 15, 2024

Dear Salisbury University Community,

Workday has been a challenge; I know. This implementation has been as much of an issue for HR as it has been for the campus community. The HR team, along with others across campus, is working tirelessly to ensure the system runs smoothly. We recognize the challenges faced by campus since the go-live date. We hear your concerns and want you to know that your frustrations are shared, understood, and deeply valued.

This transition has been a collaborative effort among five University System of Maryland institutions, collectively known as Maryland Connect. Maryland Connect continues to serve as the governing entity for Workday, overseeing broad changes and process improvements. While SU has faced challenges during implementation, Workday is a leading cloud-based enterprise resource planning system (ERP) designed to streamline daily operations. Unlike Peoplesoft, however, we are not able to manipulate the system easily.

The shift from PeopleSoft to Workday is substantial, and the move from a more hands-on approach to a self-directed learning style is a significant adjustment for many. After 20 years of using PeopleSoft, we have become accustomed to a highly customized platform with knowledge passed down in a very hands-on manner. The self-directed, virtual learning approach that Workday requires is understandably different and will take time to adapt to.

We kindly ask for your understanding and patience during this period. Unlike PeopleSoft, Workday is not an SU-specific system, and we do not have the same level of control over it where we can manipulate the data and outcomes quickly and easily. As a result, we cannot respond to requests as immediately as before, as they now need to go through a ticketing system, adhere to Workday protocols, and often involve coordination with external consultants. However, we are committed to working diligently with Maryland Connect to address any issues as they arise.

Here are some ways you can help to make this process smoother:

- **Be Patient:** Recognize that responses may take longer than usual as we work through the new protocols and procedures.
- **Utilize Available Resources:** Take advantage of the self-help guides, training sessions, and online resources provided to familiarize yourself with Workday.
 - **Job Aids and Learning Lab Instructions:** Detailed guides and labs to help you understand various functionalities in Workday at [USMD.edu/mdconnect](https://usmd.edu/mdconnect)
 - **SU Workday Knowledgebase:** Comprehensive instructions on dozens of tasks that can be performed in the system at [Workday Knowledgebase](#)
 - **Workday Ambassadors:** Reach out to your functional area Workday Ambassador for questions and assistance at [Workday Ambassador](#)

- **Report Issues Promptly:** Use the designated ticketing system to report any issues or concerns. This helps us track and prioritize problems more effectively. [Workday Service Center](#)
- **Avoid Duplicate Requests:** Please refrain from sending more than one request or reaching out to multiple HR team members for the same issue or request. This will help us manage the ticketing system more efficiently and ensure that all concerns are addressed in a timely manner.
- **Provide Constructive Feedback:** Share your experiences and suggestions for improvement with us. Your feedback is invaluable in helping us refine our processes.

As you use Workday, we also ask for your help in ensuring that information and functionalities are accurate. Please review your team's organizational chart, verify your security roles, and check your pay and deductions to ensure everything is correct.

Finally, we extend an invitation to join us for an upcoming **Workday Town Hall** on August 27, 2024, at 10:30 AM via Zoom, where we will share what we've learned and discuss the path forward. Your insights and feedback are crucial to making this transition successful.

When: Aug 27, 2024 10:30 AM

Where: Zoom ([Join Zoom Meeting](#)) Meeting ID: 939 7388 9872 | Passcode: 167680

The Human Resources team is committed to making this transition as smooth as possible, and we are working diligently to address the challenges that have arisen. Your cooperation and understanding are crucial as we all adjust to this new system.

Warm regards,

Tina Boyd, SPHR, SHRM-SCP

Interim AVP of HR