workday®

WHY WORKDAY

How Five Higher Education Institutions Are Transforming with Workday
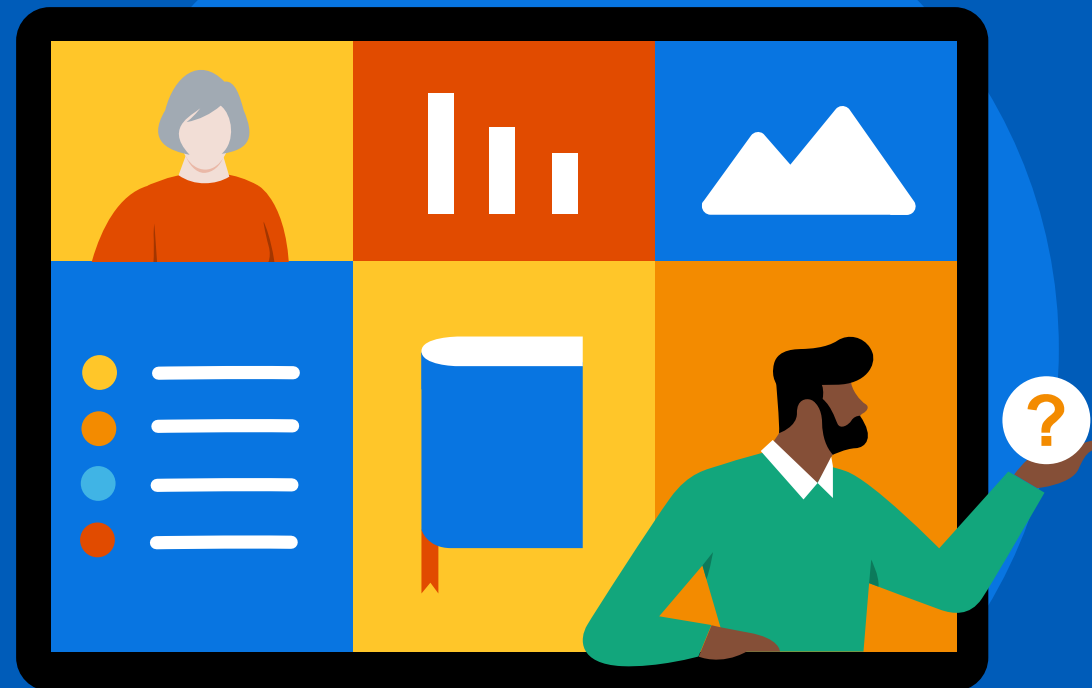
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Navigating the future of higher education.

Whether it's due to shrinking enrollment rates, diminished budgets, or a perceived lack of value, challenges of all kinds are reshaping higher education.

And most institutions are feeling the pressure, largely due to their legacy tools. The average college and university still relies on-premise, enterprise systems with costly customizations, integrations, and bolted-on applications.

Despite these challenges, however, smart institutions can see opportunity. Approaching a more flexible, frictionless foundation—one that incorporates student, HR, finance, and planning—helps to accelerate agility and sharpen performance.

With Workday Enterprise Management Cloud, universities and colleges can rely on AI and machine learning (ML) to better support current and future operations as well as finance, HR, and student needs; manage uncertainty and risk; and drive smarter decision-making.

Read on to learn how five higher education leaders are achieving exactly that, right now.

Join the higher education community that's already partnered with Workday.

UofA
UNIVERSITY OF ARKANSAS SYSTEM

WAKE FOREST
UNIVERSITY

WASHINGTON STATE
UNIVERSITY

CCA California College
of the Arts

TSC
TALLAHASSEE
STATE COLLEGE

THE OHIO STATE
UNIVERSITY

UNIVERSITY
of VIRGINIA

UBC THE UNIVERSITY
OF BRITISH COLUMBIA

IVY TECH
COMMUNITY COLLEGE

SMITH
COLLEGE

FURMAN
UNIVERSITY

STEVENS
INSTITUTE OF TECHNOLOGY
1870

SNHU

THE
TEXAS A&M
UNIVERSITY
SYSTEM

CHESS

FAU
FLORIDA ATLANTIC
UNIVERSITY

Four reasons higher education institutions trust Workday.

More than 400 higher education institutions trust Workday for their student, HR, finance, and planning needs. Learn how we can provide your institution with the insights, agility, and continuous innovation you need in a rapidly changing landscape.

Empower your campus community to optimize outcomes.

In academia, where a shared mission of student success forms the foundation, empowering your staff and faculty members facilitates optimal results. That starts with ensuring every team involved has the right skills for the task at hand.

Whether you're part of a recruitment committee to hire a single faculty position, or an IT department seeking management systems specialists, the AI-embedded Workday core recommends the right candidate for the right job. It also connects existing personnel with the roles best suited to them, and the right mentor to the right faculty member to close any skills gap.

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To be successful in higher ed, we have to be adept at managing data. Workday allows us to integrate our internal operations and understand what's going on with our workforce.

Senior Vice President, Human Resources,
The Ohio State University

Drive flawless strategic and financial operations.

Despite boasting sophisticated capabilities within other facets of their institution, many education providers lack the tools to streamline both administrative and operational activities. Using Workday to automate previously manual tasks frees up valuable hours for teams across the institution to focus on more-strategic objectives. Even better, the clicks-not-code approach in Workday makes it easy for non-IT personnel to drive such efficiencies without requiring technical support.

"

I cannot even estimate the extra weeks and months it would have taken us to make the necessary budget adjustments without our new system.

Senior Vice President of Operations and Finance,
Iowa State University

Improve the student experience.

Students are the core of any institution. As demographics and enrollment behaviors shift, status quo tools designed to support and improve student experience aren't keeping up.

By unifying student, HR, finance, and operations data, Workday helps transform and improve decision-making.

While self-service capabilities make it easy for students to take action and obtain information on their own, staff and faculty are empowered with real-time insights for data-driven decision-making so they can continue to support students along their academic pathway.

"

With Workday, the paper goes away. I love that everything is computer-based. My advisor and I are looking at the same thing.

Student,
Furman University

Make confident decisions faster.

Siloed systems create disparate data, a time-consuming headache that higher education providers can't afford. By unifying student, HR, finance, and operations data, Workday helps transform and improve decision-making. Institutions can access everything in real time—casting aside spreadsheets and on-premise tools and mitigating risks as they appear.

"

We have HR, benefits, payroll, and recruiting data in one system, driving our insights to tell a richer story.

Senior Director,
Cornell University

Workday for academic administration teams.

When it comes to higher education, presidents, provosts, and registrars are critical members of the executive team.

Maintaining and enhancing an institution's academic quality and reputation involves the juggling of multiple competing priorities between faculty and students.

Use new insights to anticipate trends.
With Workday, native reporting and a unified data core facilitate putting the power of data into the hands of end users. For example, the Workday academic planner tracks which courses students plan to complete in current or future semesters. The information provides the university registrar and provost with insights into actual course demand, enabling better resource allocation. The unified data core in Workday combines data elements from Workday Human Capital Management (HCM), Workday Financial Management, Workday Payroll, and Workday Student, creating insights valuable for long-term planning to support faculty and students alike.

Actively engage students.
An integral part of a modern student system is native engagement tools that can actively reach students throughout their educational journey. These engagements are not static; they can be proactive based on actions taken, connections made, and barriers removed—enhancing efficiency and supporting student self-service.

These prompts can help students prepare for registration, remind them of upcoming academic or financial-aid-related deadlines, and more. The end result? You and your team can minimize administrative tasks and focus on what's really important—connecting with students and driving up completion rates.

Keeping pace with innovation drives academic progress at Stevens Institute of Technology.

Students at Stevens Institute of Technology expect their university to stay in front of the digital revolution. Rapid adoption of mobile, cloud, and UX innovation is not just critical, it's expected.

Since deploying Workday, both students and faculty can now access school resources, track academic progress, register for classes, and more.

Register for courses and manage academic life from anywhere.
Before Workday Student, registration experiences felt fragmented. Today, students and staff can complete tasks, such as registration, quickly and easily via their phone. There is no confusing UX or extraneous content; users can simply click the relevant icon to view their academics, finances, and time tracking, and manage all of it on the go.

Better understand academic progress.
Workday Student allows students to view their academic progress like never before. Even when students need to manage multiple, competing priorities, they can view and manage all of them simultaneously within the Workday academic overview tab.

"

Embracing change is something that we welcome. It improves student, faculty, and staff experiences by providing a modern state-of-the-art technology solution.

President,
Stevens Institute of Technology

Results at a glance:
- Replaced fragmented processes with easy-to-use platform
- Increased student accessibility with mobile app
- Enhanced visibility into schedules and course progress
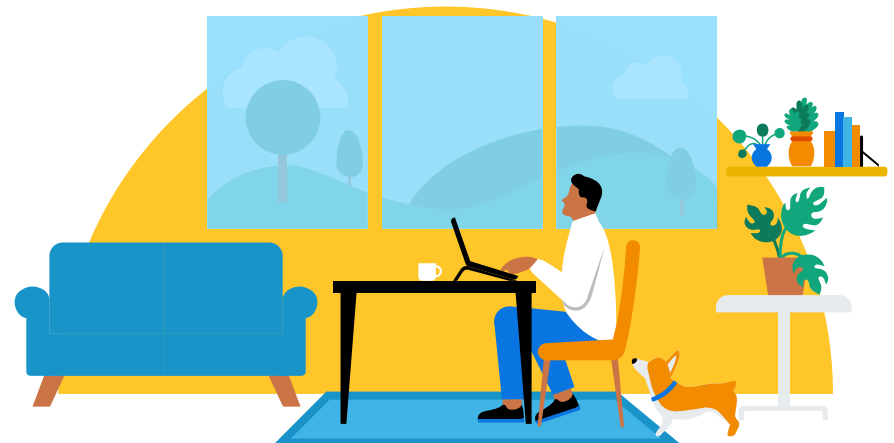
Workday for HR teams.

As an HR team working in higher education, hiring and retaining top talent is easier said than done. Once upon a time, it was common to make a lifelong commitment to a career in higher education. That's less true today, where staff, faculty, and administrators are just as likely to move outside the industry for their next opportunity.

Create a skills-ready workforce.
Workday helps institutions take a skills-first approach to every role, and better position their workforce in an ever-changing landscape. With Workday Skills Cloud—embedded in Workday HCM—HR leaders can leverage machine learning to help understand, categorize, administer, and constantly update the skills needed in an ever-changing landscape.

Improve staff and faculty experience.
Workday Human Capital Management (HCM) delivers a consistently positive staff and faculty experience along with tools for personalized development. Staff can access the information they need instantly, and Workday AI-powered capabilities provide intelligent, personalized recommendations to stimulate their professional development—from learning workshops to networking sessions. Monitoring—and acting on—general sentiment analysis becomes easy, too. Workday Peakon Employee Voice uses embedded machine learning to surface actionable insights that help boost the overall faculty experience.

SNHU

Southern New Hampshire University builds a strategy that reflects the diversity of its learners.

To meet the needs of learners today, it was necessary to transform the way Southern New Hampshire University (SNHU) looked at the representation of nontraditional students. From a talent perspective, that meant understanding the experiences of staff and faculty in order to attract and retain a workforce that reflects the diversity of wider society—and consequently, the university's students. Workday Peakon Employee Voice has helped guide the way toward being a more diverse, inclusive, and equitable institution. It provides real-time optics into staff and faculty experience, engagement, and inclusion—insights that would never have been available otherwise.

A key part of the university's diversity, equity, and inclusion (DE&I) strategy has revolved around understanding the differing experiences of staff and faculty and seeing where to offer more support. Having these data points is critical for establishing a starting point for DE&I and providing a way to monitor and measure ongoing progress.

Measuring the staff and faculty experience can feel challenging—how do you measure a feeling or a sense of belonging? With Workday Peakon Employee Voice, it's possible to segment data by various dimensions of diversity, such as gender, generation, race, and location and then see what stories the data is telling. Workday Peakon Employee Voice helps to indicate where the institution is excelling, and where to spend more time and energy in the future. For example, early SNHU data revealed that setting measurable goals for developing, retaining, and advancing the growth of underrepresented employees was of paramount importance.

Understanding the reasons behind staff and faculty turnover using the employee experience cycle within Workday Peakon Employee Voice has also helped the institution to focus efforts on the lived experiences of specific identity groups at SNHU and what needs to be top of mind to better support these groups going forward.

> "
>
> Workday gives us a pulse on how employees are feeling in real time, helping to better understand the experiences of different identity groups at SNHU.
>
> Vice President, People Experience and Inclusion, Southern New Hampshire University

Results at a glance:
- +33 NPS increase in engagement
- +62 NPS in the Freedom of Opinions driver
- +40 NPS in the Growth driver
- More than 185,000 comments from employees since implementation

Workday for finance teams.

Finance teams must meet the institution's financial strategy and goals—a task often exacerbated by budget constraints, reporting challenges, enrollment uncertainties, and compliance across campus. Workday bridges the gap, helping finance teams streamline operations and drive revenue growth.

Unify disparate data.
Workday Financial Management unifies all data sources into a single source of truth. Finance teams get a clear understanding of service performance and profitability by providing access to operational data through the Workday intelligent core.

Enhance FP&A activities.
Whatever your specialist category, Workday supports institutional planning that moves you forward. Workday Adaptive Planning includes multidimensional, driver-based modeling capabilities, along with fully integrated financial statement performance.

Colleges and universities can plan revenues, enrollment, expenses, capital, and more across complex institutions with various dimensions such as accounts, departments, programs, and projects. This capability empowers FP&A teams to rapidly make and alter plans, reforecast in real time, and amend budgets on the fly.

As a result, finance teams can collaborate, gain clear visibility into real-time analytics, and streamline complex reporting to plan and adapt without compromise.

Prepare for what's next with frictionless finance.
Spend less time on transaction processing and more time on cash preservation and revenue insights. Workday provides an agile accounting framework that enables teams to automate tasks and operate with greater efficiency at a lower cost. Users can also quickly gain a complete picture of the business; equip colleagues with relevant, contextual financial insights; and make faster decisions using real-time benchmarking data.

FAU
FLORIDA ATLANTIC
UNIVERSITY
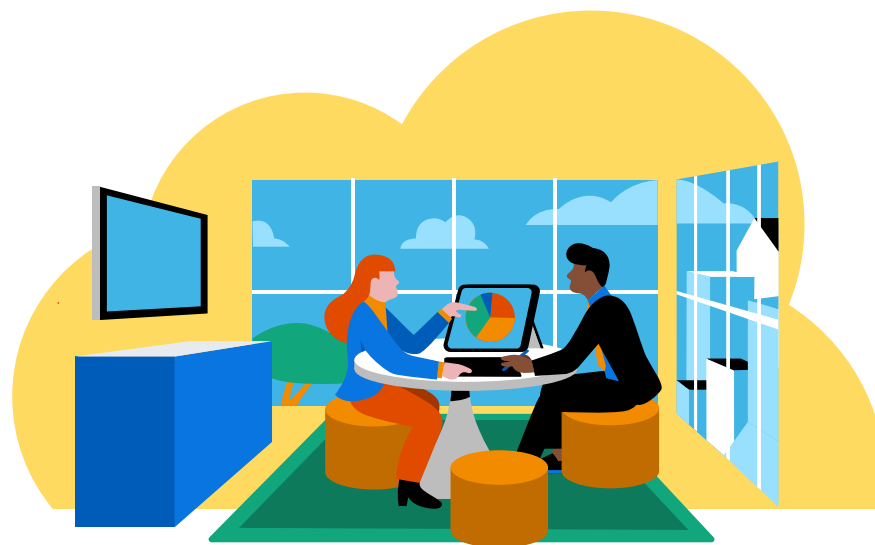
Florida Atlantic University transforms finance operations with data-driven innovation.

As a large public institution, Florida Atlantic University (FAU) complies with strict reporting requirements to the state and other entities. In addition, supporting finance, HR, and academic leaders with timely and accurate data for decision-making is a significant challenge. With financial, workforce, and operational data stored in multiple systems, FAU finance managers found it difficult to reconcile and prepare data for reporting and analytics. Business groups used different BI tools and only had access to a subset of the institution's data, giving decision-makers conflicting, limited views.

FAU realized that Workday could allow it to consolidate HR and finance data into a single system of record, making compliance and other standard reporting more efficient and dependable. As data gravity shifted to Workday, FAU relied on Workday Prism Analytics to draw on over 12 years of historical finance, HR, procurement, and student data from various systems for analysis and insight.

After automating and simplifying historically manual activities, FAU managers, planners, and decision-makers in various business groups found that they could innovate proactively and quickly create new use cases in Workday Prism Analytics.

In addition to simplifying reporting and business processes, the finance team also transformed how it serves the institution. Instead of a purely administrative function, finance can now serve as a strategic partner to FAU leadership, business managers, and program owners.

Internal customers see more responsive and valuable collaboration from finance as the Workday environment matures and Workday Prism Analytics and Workday Adaptive Planning practices grow.

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With Workday Prism Analytics, we are more in control of our data management and can provide accurate, timely, consistent data to stakeholders across the university.

Assistant Vice President,
Finance and Information Systems

Results at a glance:
- Fully integrated 12+ years of historical data into Workday
- Utilized 10+ years of data for budget-level trending reports
- Gained the ability to create new use cases in 4 weeks or faster
- Opened access to 100+ users across different business groups

WASHINGTON STATE
UNIVERSITY

Washington State University replaces "big iron" mainframe with a flexible cloud foundation to advance research potential.

Washington State University (WSU) was already investing hundreds of millions of dollars into research every year. The institution had to dig deep to pinpoint changes that could drive greater efficiencies, attract top talent, and eliminate a $30-million budget deficit. It was the finance department that addressed the obvious problem: a 40-year-old mainframe that struggled to support administrative workflows.

WSU decided to build its administrative foundation on a unified Workday system. Its two-phased deployment started with Workday Financial Management and Workday Human Capital Management, followed by Workday Payroll, Workday Recruiting, and Workday Time and Absence Management.

Today, rather than using paper-based processes and tedious mainframe applications, WSU staff, faculty, and students manage finance and HR tasks using automated workflows in Workday. And instead of waiting 30 days for static reports, staff members have on-demand, real-time insights into finances and HR, including budgets and actual costs for the entire WSU system.

Staff, faculty, and students can now manage their finance, HR, and payroll workflows from any location, at any time. Adopting modern workflows has eliminated frustration and created a more positive culture where students, faculty, and staff are excited about what's possible.

Results at a glance:
- Sped up administrative insights by 100%
- Improved efficiency, agility, and planning
- Facilitated cost savings

"

The foundational infrastructure that we put in place with our Workday system is what we need to drive our strategic business planning initiatives.

Chief Financial Officer,
Washington State University

Workday for planning and IT teams.

Higher education CIOs must juggle two goals: driving innovation and stewarding changing business needs—all while keeping the institution's data safe and compliant.

The good news? Workday Enterprise Management Cloud flips the script for IT teams, safely empowering them to adapt, innovate, and lock in the employee experience that both staff and students deserve.

Deliver consistent experiences.

Most higher education institutions have to deal with hard-coded, inflexible systems. Conversely, the Workday platform is built on a unified data model. Not only does all business process architecture remain consistent across applications, but the entire system can also be updated instantaneously.

Innovate continuously.

Workday Enterprise Management Cloud was built—rather than revamped—for the cloud. It enables continuous delivery innovation by default. The intelligent data core, reporting, and analytics in Workday give IT teams a 360-degree view that helps accelerate and optimize decision-making.

It's also open, extensible, and interoperable, making it easy to connect to other solutions. Teams looking to build new apps with unique business needs have a go-to solution in Workday Extend—an intuitive low-code approach to rapid app development.

Benefit from adaptable architecture.

There's no risk of falling behind in a fast-moving business landscape, either. AI and ML are built into the Workday core, resulting in an adaptable architecture that enables IT teams to pivot the institution quickly.

Empower all departments safely.

Workday helps IT teams empower other departments, safely. HR and finance can build their own datasets and reports independently without constant approval. At the same time, because the single security model in Workday spans multiple processes, data, and devices, its built-in application security ensures users only see the data they're entitled to see.

Case Study

Ivy Tech reengineers its business processes to scale for more students.

As Ivy Tech Community College looks to grow beyond 170,000 students, it will need a consumer-grade finance and HR solution that can scale.

The college chose Workday to create new business processes to effectively scale operations alongside increasing enrollment. It also wanted to give employees and staff a modern, consumer-grade digital experience that will evolve with the college's needs, offer innovative curriculum and modalities for students looking to accelerate their path into the workforce, and leverage a finance and HR platform that fits Ivy Tech's needs today and going forward.

Results at a glance:
- Reduced the number of steps to complete business processes
- Delivered new modalities and curriculum
- Provided a consumer-grade tool for employees

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We were able to reengineer business processes with our Workday deployment. What may have taken 9 steps before now only takes 2 steps to complete.

Chief Information Officer,
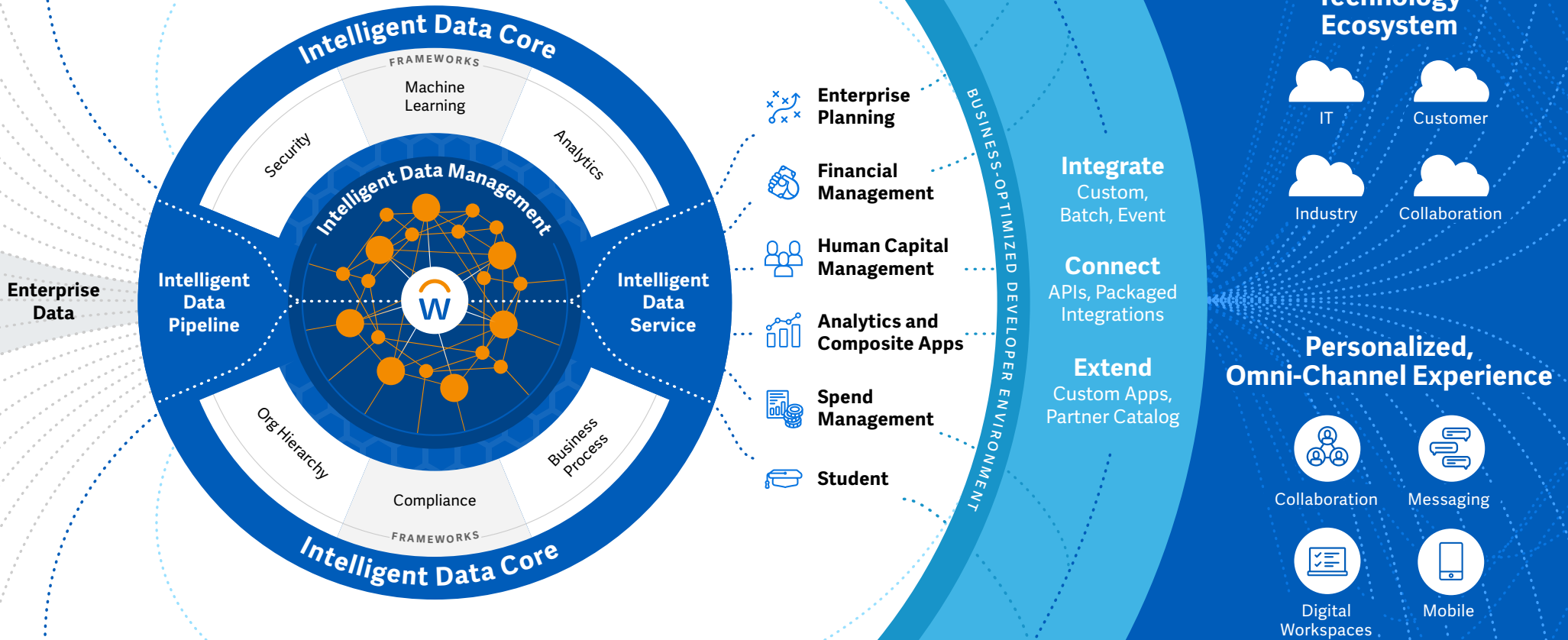Ivy Tech Community College

Workday Enterprise Management Cloud Platform for Higher Education
The Power to Adapt

Intelligent Data Core

FRAMEWORKS

- Machine Learning
- Analytics
- Security
- Org Hierarchy
- Compliance
- Business Process

Intelligent Data Management

Intelligent Data Pipeline

Intelligent Data Service

FRAMEWORKS

Intelligent Data Core

Enterprise Data

- Enterprise Planning
- Financial Management
- Human Capital Management
- Analytics and Composite Apps
- Spend Management
- Student

BUSINESS-OPTIMIZED DEVELOPER ENVIRONMENT

Integrate
Custom, Batch, Event

Connect
APIs, Packaged Integrations

Extend
Custom Apps, Partner Catalog

Technology Ecosystem

- IT
- Customer
- Industry
- Collaboration

Personalized, Omni-Channel Experience

- Collaboration
- Messaging
- Digital Workspaces
- Mobile

Take the next step with Workday.

To create better people strategies and enable smarter, faster decision-making, visit us at workday.com/highereducation to learn firsthand how we can help you stay ahead of the competition.