WyoCloud
Change Agent Network

April 11, 2018
Change Agent Survey Results

Thank you for your recommendations and feedback submitted through the series of WyoCloud Change Agent Network Surveys.

How can the WyoCloud Team reach and engage your employees?
What do your employees like about current HR processes and system?

- "They can take care of most everything online."
- "Access some information from home; can access your own PDQs, evaluations, leave balances, etc.; most departments have Business Managers to help with the process; access to online time clock for student employees"
- "Reports are easy to run (i.e. leave balances are easy to find, report of time entered is easy to run, etc.). W-2s are easy to find. Online job listings are easy once you know the process."
- "They like that they do not have to go into another system to approve their time. They can approve everything in TimeClock Plus."
What do your employees dislike about current HR processes and system?

- "Performance Evaluations are cumbersome. It's difficult to add additional reviewers and approvers (which is required by some units) and you have to get HR intervention if you need to change something after moving on to the next person."
- "Supervisors unable to access all parts of HRMS at home because some areas are locked down."
- "Having to hit 'Refresh' (kick the dog) over and over while waiting for reports gets tiresome."
- "The process for hiring a new employee seems to take a long time."
What do your employees dislike about current HR processes and system?

- "Too much paperwork. Many units require their own level of paperwork, then HR paperwork, and all the processes that have to occur in HRMS and sometimes the paperwork is lost."
- "It is hard for supervisors to track required training of their employees. Need to call HR to lookup basic information."
- "Time reporting is inaccurate for hourly employees who work non traditional shifts, especially when logging OT or Comp Time. Time reporting for holidays is a mess."
What do your employees dislike about current HR processes and system?

- "How much time it takes to complete almost anything in the system. The multitude of steps to complete items like annual reviews."
- "System is not intuitive--have to look at a guide each time you want to do something. Guides are not available within HRMS."
- "You can't view all the information you need on your employees. It would be nice to be able to access all the information regarding individual employees in one place."
What can the WyoCloud Team do to prepare employees for WyoCloud HCM?

“Provide the nuts and bolts instead of the glossy version.”

“Business processes do matter and managers and supervisors need time to test and evaluate the necessary changes in order to help those to accept change.”

“Provide timely information, we all understand there are kinks and problems, but if we are aware of them it is easier to deal with and work around while waiting for a fix.”

“Continue to randomly pick staff/faculty frequent users to participate in these discussions & training sessions.”

“Provide documentation that can be shared with our units that compares the current system with the new system so our units can see where the specific changes will occur.”

They want to know how this will change their processes. HOW will this affect them?
Feedback Action Plan

- **Share details** about process changes earlier.
- **Host “Before and After” sessions** to compare current and future business processes.
- **Provide resources and support** for units to reshape their internal business processes.
- **Conduct practice trainings** to expand formal testing cycles.
- **Hold July WyoCloud Listening Sessions**.

**HCM Request Gathering Sessions**

**WyoCloud Campus Engagement Survey**
Feedback Action Plan

Incorporate employee perspective into system design

How?

HCM Request Gathering Sessions

WyoCloud Campus Engagement Survey
HCM Request Gathering Sessions
WyoCloud Campus Engagement Survey
Taleo Learn

UW's new Learning Management System for all Human Resources and WyoCloud Courses

Employee LearnCenter

**Now**
Manager calls campus trainers to confirm employee completed training

**Future**
Manager can log into Taleo Learn and view employee's complete/incomplete status for assigned trainings

Demo
Release Timeline
Training and Support
In this system demonstration, we will cover...

**Employee Functionality**
- Enroll in training
- Complete online training courses
- View transcript

**Manager Functionality**
- Assign employee training
- Check employee progress and status
- Approve training requests

**Additional Tools**
Training Coordinator, Business Manager, or designee
- Run reports by department, division, and unit on:
  - Training completed
  - Incomplete Training
**Taleo Learn Release Timeline**

**Phase 1**
- WyoCloud and HR trainings available for all employees. Manager tools available for benefited employees. All employee historical data available.

**Phase 2**
- WyoCloud HCM training available in Taleo Learn.

**Phase 2.5**
- Manager tools available for nonbenefited employees.

**Future Phases**
- Training coordinated outside of HR added to Taleo Learn.

- **Late May 2018** Taleo Learn Training
- **June 4, 2018** Taleo Learn Phase 1 Release
- **September 2018** Taleo Learn Phase 2 Release of HCM Training
- **October 8, 2018** WyoCloud HCM Go-Live
- **On-going** Taleo Learn Releases for Non-HR Training
Taleo Learn Phased Release Timeline

Benefits of phased release:

- All WyoCloud HCM training in one location
- Less new functionality for employees to learn with WyoCloud HCM in the fall
- Improved online training user experience eliminating pain points identified by campus feedback
- Improved training reporting functionality for departments
Training and Support

Training resources will be available for Taleo Learn beginning in late May. Additional training resources focusing on future Business Processes will also be released leading up to the Taleo Learn Phase 2 and WyoCloud HCM go-live in October.

Online Training

Business Process Guides

Open Labs and Practice Sessions

Did you know?

Taleo Learn will house all WyoCloud training for current and future systems. When fully implemented, it will become employee's go-to location for all training.
**Change Agent Next Steps**

**This Week**
- Receive updated distribution list and Campus Survey communication by 4/13

**Next Week**
- Send Campus Engagement survey communication to your distribution list by 4/25
Change Agent Network Revisions

We have received recommendations to simplify how communications are shared with employees. Based on this feedback, we reduced the number of employees in the Change Agent Network and Sponsorship Network to streamline how WyoCloud communicates with campus.

If you did not receive an email indicating you are no longer required to send communications, then you will be receive a distribution list and communication to send by the end of the week.

Please email wyocloud@uwyo.edu if you are unsure or have questions.
Resource Reminders

**WyoCloud Human Capital Management**
- WyoCloud website Change Agent and Sponsor webpage
- WyoCloud HCM Leadership Network Guide

**General WyoCloud Resources**
- Change Agent Support Guide

**WyoCloud Financial Management**
*Upgraded March 26th*
- New and updated Quick Reference Guides
- Updated Online Training
- Open Labs and in-Person support
- Procurement Deep Dive Recording
A new webpage is being added to the WyoCloud website for employees to identify their department's designated Change Agent and Sponsor.
Resource Location

Available Now

- WyoCloud Website
- Knowledge Base
- WyoLearn
- WyoCourses
Next Meeting

WyoCloud HCM
Taleo Recruiting Overview

Wednesday, April 25th
2:00 - 2:30 PM
Berry Center Auditorium