

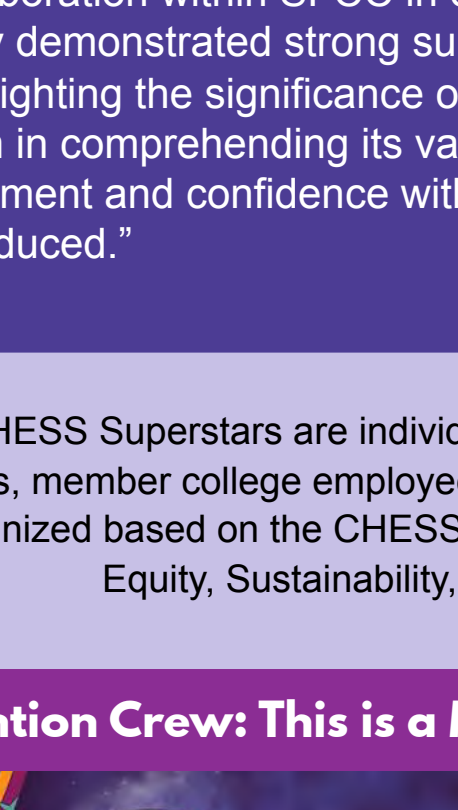
## Congratulations to Our Newest CHES Superstars!

### Congratulations to Bernadette Gonzales & Teresa Roybal, SFCC!

**TERESA ROYBAL**  
SFCC

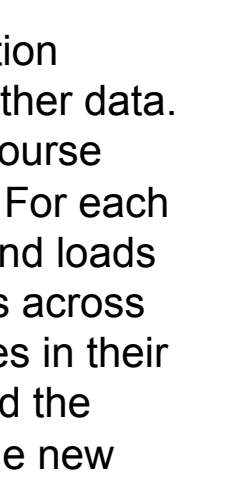
Erica Keppel, CHES PM, nominated both Bernadette Gonzales & Teresa Roybal, stating:

**BERNADETTE GONZALES**  
SFCC

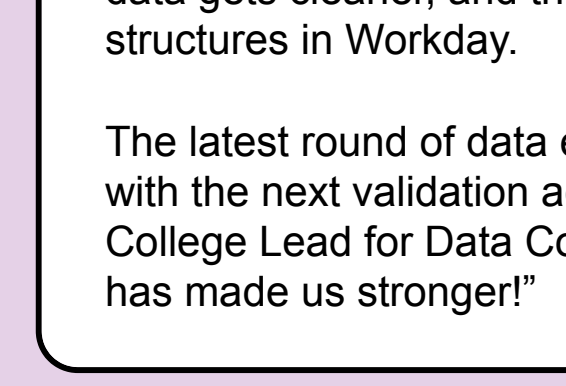


"Bernadette Gonzales and Teresa Roybal demonstrated excellent collaboration within SFCC in explaining the Testing Personas assignment. They demonstrated strong support for the new persona initiative, highlighting the significance of the shift in perspective and assisting the team in comprehending its value. The guidance contributed to fostering alignment and confidence within the team as the new testing approach was introduced."

CHES Superstars are individuals on project implementation teams, member college employees, or CHES employees who are recognized based on the CHES Values of Collaboration, Honesty, Equity, Sustainability, and Student Success.



## Attention Crew: This is a Mission Control Briefing



### Workday Student Mission Control Briefings

This article is part of our new **Mission Control Briefings** series, designed to keep faculty and staff informed and prepared as we approach Move to Production 1 (MTP1) - the first major "Go Live" milestone in our Workday Student implementation.

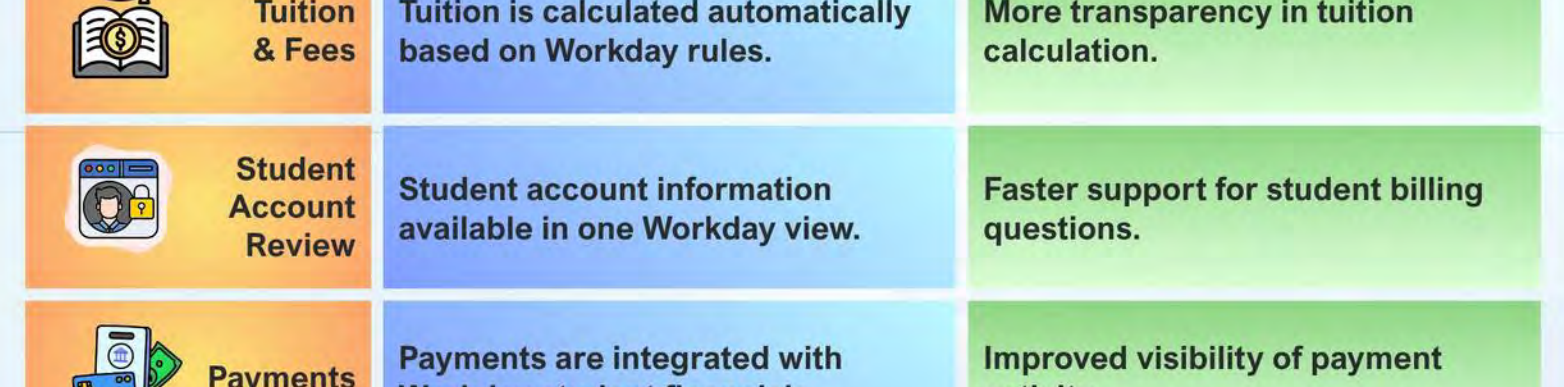
One consideration when implementing a new Student Information System is ensuring the accuracy and integrity of student and other data. This may include student registrations and academic history, course offerings, and satisfactory academic progress for financial aid. For each tenant build, the Data Conversion team extracts, transforms, and loads data from our legacy systems into Workday. Functional experts across the project systematically review and analyze any discrepancies in their areas through a combination of automated checks, reports, and the most gigantic spreadsheets you've ever seen. By working in the new tenant, the teams also confirm that the data aligns with expected formats, business rules, and real-world operations. With each build, the data gets cleaner, and the teams gain more familiarity with the data structures in Workday.

The latest round of data extraction will be completed at the end of May, with the next validation activities occurring in June. As Lenora Neu, the College Lead for Data Conversion at CNM, said, "What hasn't killed us has made us stronger!"

Watch for new **Mission Control Briefings** in future editions of the CHES Connection. Upcoming topics will include readiness review insights from the Customer Readiness Survey, and a closer look at the Pre-Production Build.

Stay tuned and check out our **Key Project Dates** timeline below.

### Workday Student Key Project Dates



Note: Although all colleges share the same Move to Production (MTP) dates, the dates when specific functionalities become available may vary. Each college will inform its employees about these dates separately.

## Workday Student (SIS) Spotlight Series:

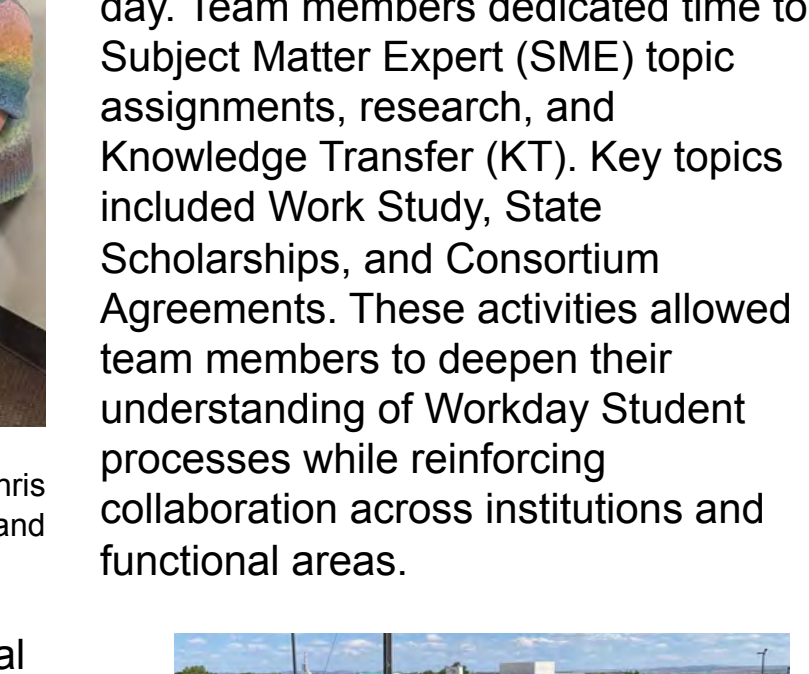
Below is the next infographic in our Workday Student (SIS) Spotlight Series. In this issue, we are highlighting **Student Financials**. The focused, centralized system will enhance visibility, streamline processes, and support clearer communication throughout the student journey.

### Student Financials Workday Student (SIS) Key Features

Key Activity	Workday Student	What This Means for You:
Tuition & Fees	Tuition is calculated automatically based on Workday rules.	More transparency in tuition calculation.
Student Account Review	Student account information available in one Workday view.	Faster support for student billing questions.
Payments	Payments are integrated with Workday student financials.	Improved visibility of payment activity.
Refund Processing	Refund workflows are managed through Workday processes.	Reduced manual reconciliation.
Account Holds	Financial holds integrated within Workday student records.	Easier coordination with other departments.

## Workday Student Financial Aid Team Members Collaborate During Onsite Sessions

As part of the ongoing Workday Student (SIS) implementation, Financial Aid implementation team members recently participated in collaborative onsite working sessions focused on strengthening system knowledge, improving readiness, and building confidence ahead of go-live.



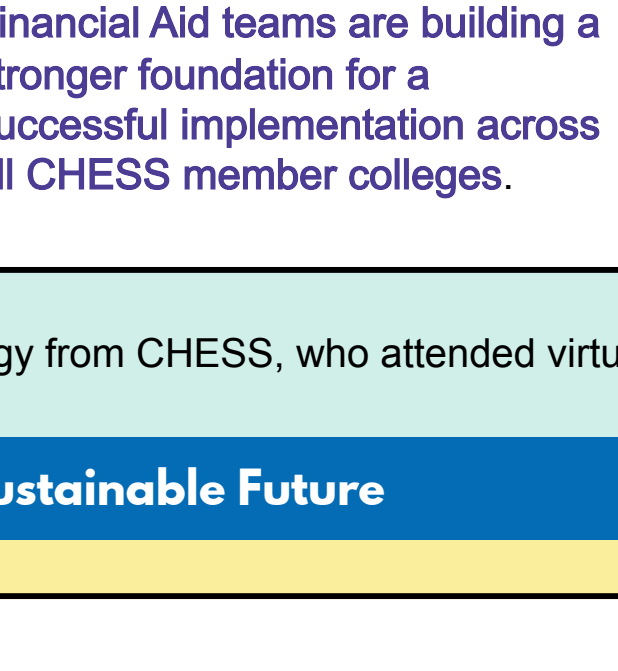
LCC team members attended CNM's onsite. Pictured from left to right are Ryan Agosto-Hayes, Ben Martinez, Krystle Montoya, Ken Lyman, Abigail Muniz, Jennifer Maher-Withrow, Joy Frazier, Jacob Baer, and Marco Sillezar.

Teams gathered at several member college campuses to work through real-world scenarios, share expertise, identify blockers, and complete hands-on Workday Navigation Workshops tied to End-to-End (E2E) testing activities.



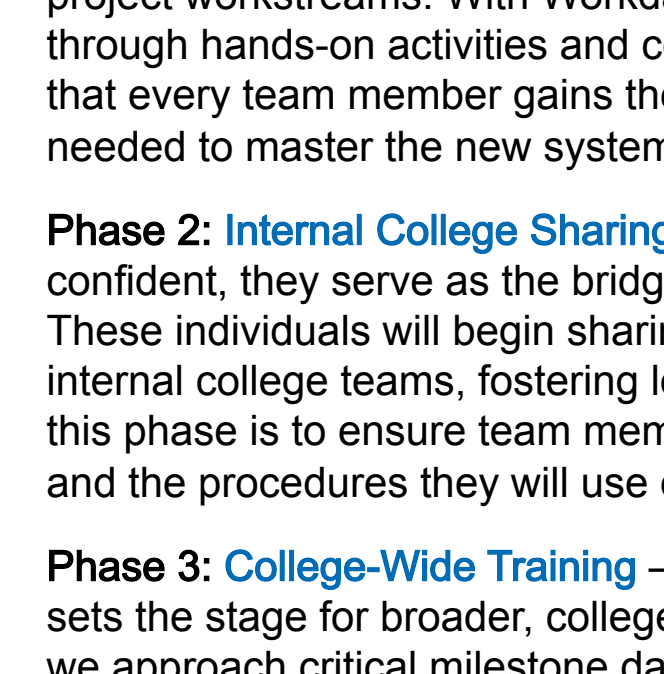
CCC's onsite team members included Chris Garcia, Alicia Saber, Susan McClary, and April Chavez.

Throughout the onsite sessions, participants engaged in increasingly complex navigation workshops each day. Team members dedicated time to Subject Matter Expert (SME) topic assignments, research, and Knowledge Transfer (KT). Key topics included Work Study, State Scholarships, and Consortium Agreements. These activities allowed team members to deepen their understanding of Workday Student processes while reinforcing collaboration across institutions and functional areas.



SJC participants included Lauren Ekekwue, Terri LeGrand, Marci Clark, and Mindi-Kim Schrum.

CHES also used the workshops to define further and document shared financial aid processes, which will support alignment & consistency across member colleges.



Pictured at SFCC are Erica Keppel, Alyssia Baca, Jacob Apcheco, and Katie Tung.

These onsite sessions demonstrated the true spirit of collaboration that continues to drive the Workday Student project forward. By learning together, solving challenges together, and sharing knowledge openly, the Financial Aid teams are building a stronger foundation for a successful implementation across all CHES member colleges.

Not pictured are Nichelle Roy and Debbie Cagy from CHES, who attended virtually.

## Knowledge Transfer: Building a Sustainable Future

As the Workday Student project continues to move forward, one priority has taken center stage: **Knowledge Transfer (KT)**. While it may not be as visible as system builds or testing, KT is the backbone of our long-term success. It is the deliberate process of sharing system configurations, business processes, and lessons learned so that expertise isn't siloed, but instead powers every member college.

### A Phased Approach to Readiness

As we transition from building to testing and training, our KT strategy follows a clear, layered progression to ensure no one is left behind:

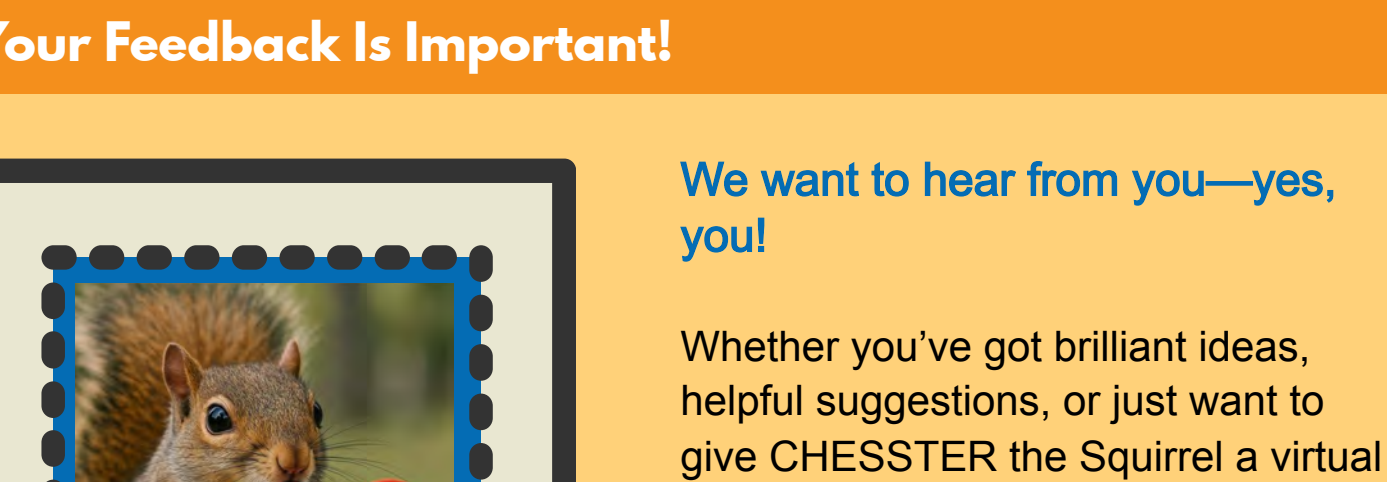
**Phase 1: Inside the Workstreams** – KT begins immediately within the project workstreams. With Workday Consultants leading through hands-on activities and collaborative deep dives, we ensure that every team member gains the competence and confidence needed to master the new system.

**Phase 2: Internal College Sharing** – Once workstream members are confident, they serve as the bridge back to their respective institutions. These individuals will begin sharing insights and processes with their internal college teams, fostering local expertise early on. The goal of this phase is to ensure team members understand their responsibilities and the procedures they will use every day.

**Phase 3: College-Wide Training** – This localized knowledge sharing sets the stage for broader, college-wide end-user training sessions as we approach critical milestone dates.

### Strengthening Our Foundation

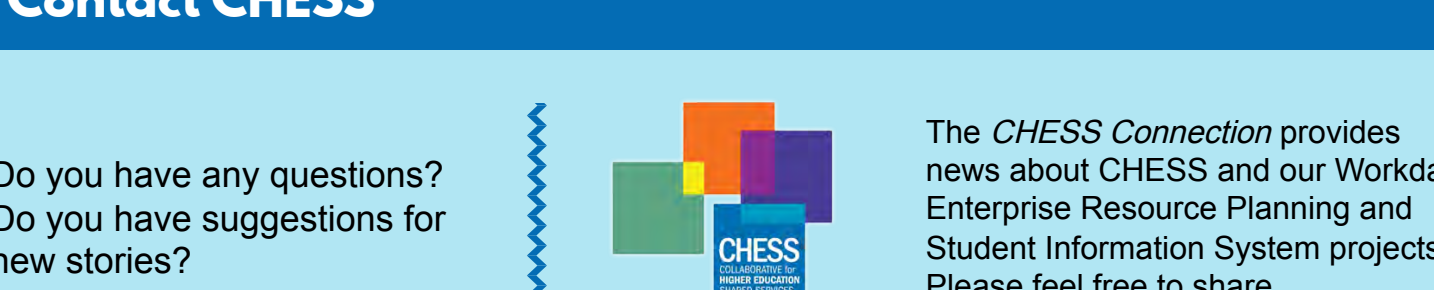
Knowledge Transfer is a shared responsibility. It happens through active collaboration, documentation, and ongoing support. By moving from workstream mastery to local college sharing and finally to enterprise-wide readiness, we reduce reliance on single experts and build a consistent experience across all of our member college campuses. By working together to pass the torch of knowledge, we aren't just preparing for a go-live date; we are building a sustainable foundation that ensures our students have the best experience possible and our communities continue to grow and thrive.



## Workday Student Change Agents Wanted

Click [here](#) to fill out the Change Agent Volunteer form.

Unify. Empower. Streamline.



## Congratulations to the new Workday Student Change Agents who have already been selected!

A complete list of the new Workday Student Change Agents can be found [here](#). The names are at the bottom of this web page. To view the names, click on the name of each member college.

## CHES Jobs

# Now Hiring

**Organizational Change Management (OCM) Workstream Lead**

**Financial Aid Verification & Processing Specialist**

View our open positions at [chess.edu](http://chess.edu)

## Quick Access to the Technology Support Hub

The **Technology Support Hub** is located within the Member Hub on the CHES website. The pull-down menus will quickly get you to the right information. Use the buttons below to get the information you need most!



**SERVICE REQUEST HUB**

- Create a New Service Request Ticket
- Follow Up on a Service Request

- Scheduled Maintenance
- Tenant Management
- Current Outages (Coming Soon)

**TENANT INFORMATION HUB**

**REPORTING HUB**

- Top Reports by Functional Area
- Reporting Tips & Tricks

## Your Feedback Is Important!



We want to hear from you—yes, you!

Whether you've got brilliant ideas, helpful suggestions, or just want to give CHESSTER the Squirrel a virtual high-five, this is your chance to speak up. Your feedback helps us make CHES even better for everyone. So go nuts and drop us a line—CHESSTER'S all ears (and tail)!

[CLICK HERE TO LEAVE FEEDBACK](#)

## Contact CHES

Do you have any questions? Do you have suggestions for new stories?

### CONTACT:

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The **CHES Connection** provides news about CHES and our Workday Enterprise Resource Planning and Student Information System projects. Please feel free to share.

*CHES, the Collaborative for Higher Education Shared Services, is a nonprofit comprised of member colleges that employs a unique approach to transform the student experience and streamline administrative operations through state-of-the-art technologies. Mission: All Together is the CHES initiative to launch Workday.*