

CHESS Connection



September 2024, Issue 1

Workday Student (SIS): Getting Comfortable with Change

Understanding Organizational Change Management (OCM)

Change is a part of life, and adapting to change is especially important for organizations. When we talk about "Organizational Change Management (OCM)," we mean the process of setting stakeholders up for success when something new or different is introduced within an organization.

Change can make us uncomfortable because it disrupts our sense of stability and predictability. Through preparation and support, we can alleviate stressors that change might cause, like fear of the unknown, operational disruption, or even potential loss. With intentional, organized management, change can be successful, and everyone can work effectively with the new system or process.

OCM involves clear communication, training, and support. Leaders explain why the change is happening, what it means for everyone, and how it will benefit the organization. Training sessions might be held to teach people how to use a new tool or follow a new procedure. Throughout the process, support is available to answer questions and help solve any problems that arise. By managing change thoughtfully, organizations can ensure that everyone is on board and ready to move forward together.

Rest assured, it's for these reasons that we have established an OCM workstream for the Workday Student (SIS) project. This workstream has three (3) teams - Change Management, Training, & Communications. These teams are working together on the OCM effort to ensure a smooth transition for each of our member colleges.

CHANGE

"The secret of change is to focus all of your energy not on fighting the old, but on building the new." ~ Socrates

MISSION: ALL TOGETHER

The SIS Vision: Enhancing the Student Experience

Our Presidents' Vision for SIS (Continued):

We are excited to continue our featured section on the Student Information System Visioning for CHESS. This week, we highlight **enhancing the student experience**.

The CHESS Presidents envision that the implementation of Workday Student will greatly enhance the student experience and their interactions with the member colleges. Every decision is made with the intent to positively impact the students we serve.

Students will not be the only ones to benefit from the implementation of Workday Student. The CHESS Presidents intend for this implementation to positively influence administrative processes for faculty and staff.

Enhancing the Student Experience isn't all about change. We recognize that there are elements of the existing student experience that are critical to college and community identity and culture. These elements are vital to student success. For these reasons, the Presidents recognized the need for critical elements to remain unchanged, including:

- The member colleges will preserve their individual brands, culturally important languages, and the unique perspectives of the communities they serve.
- Academic calendars at each college will be retained – no requirement to align term start/end, holidays, breaks, etc.
- The NM HE core/general education curriculum transferability will be honored.
- Each college will maintain its official transcripts for academic work completed by each student at their institution.



[Click Here to Learn More About SIS Visioning](#)

HAVE YOU HEARD THE GOOD NEWS?

WST
(WORKDAY SUPPORT TEAM)
HAS A NEW NAME

WST's new name is:

ESS

(ENTERPRISE SYSTEMS & SUPPORT)

We're excited to share that the Workday Support Team (WST) has officially been renamed "Enterprise Systems & Support (ESS)". This new name better captures our expanded role in supporting all enterprise systems across the CHESS organization, not just Workday.

As ESS, our commitment to providing you with top-notch support remains the same, but our focus includes the wider range of systems critical to our CHESS operations.

CHESS Superstars

Congratulations to Our Newest CHESS Superstars!



HEATHER DODSON-SMITH
CNM

Workday Student (SIS) Team Member of the Student Records/Academic Foundation Implementation Team received a Collaboration Superstar Award.



ROXANNE TAPIA
SFCC

SFCC College Lead for the OCM Comms Team received a Collaboration Superstar Award.



BERNADETTE GONZALES
SFCC

Workday Student (SIS) Workstream Lead of the Student Records/Academic Foundation Implementation Team received a Collaboration Superstar Award.

CHESS Superstars are members of the Implementation Team who are recognized based on CHESS Values: Collaboration, Honesty, Equity, Sustainability, and Student Success.

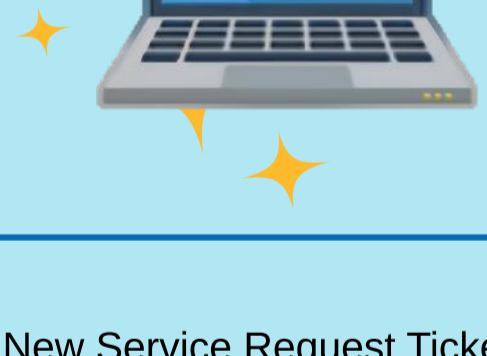
Meet Our Newest CHESS Employee!



We are excited for April to join our team, beginning Oct. 7, 2024!

Quick Access to the Technology Support Hub

Check out the new **Technology Support Hub** located within the Member Hub on the CHESS website. The new pull-down menus and sub-menus will get you directly 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

- RFC (Request For Change) Process
- Change Board

RFC (REQUEST FOR CHANGE) PROCESS



CHESS Job Openings

We're seeking a **Data Reporting and Analysis Director**

We're seeking a **Payroll Technician**

We're seeking a **Network & Computer Systems Administrator**

We're seeking a **Workday Technical Analyst**

[Visit CHESS.edu for detailed information on these positions.](#)

Questions? Concerns? Suggestions?



Coffee with Kathy is an informal chat with Kathy Ulibarri, CHESS CEO, about current Workday projects and any other CHESS questions you might have.

Please save the date!

The next session will be September 24th, 2024 at 10 AM MDT.

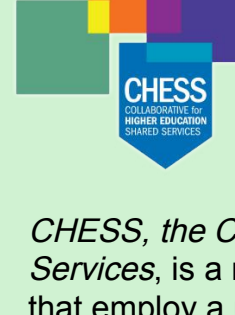
[Click here to join Coffee with Kathy](#)

Contact CHESS

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

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

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