

Committee on Priorities and Resources
Meeting Minutes – March 9, 2021

In attendance: Professor Javier Corrales; Professor Andrew Dole; Professor Jill Miller, chair; Professor Monica Ringer; Library Administrative Assistant/Bookkeeper Susan Bradley; Director of Compensation, Benefits, and HRIS Chris Casey, *ex officio*; Retail Dining Assistant Peter Charron; Director of Financial Planning Thomas Dwyer, *ex officio*; Provost and Dean of the Faculty Catherine Epstein, *ex officio*; Chief Financial and Administrative Officer Kevin Weinman, *ex officio*; Brooke Harrington '22, *ex officio*; Steven Hegarty, recorder

Not in attendance: Allie Ho '24; Sydney Ireland '23

Guests: Sarah Barr, Advisor to the Provost on Campus Initiatives; Katie Edwards, Director of Financial Systems and Projects

The meeting came to order at 8:30 am.

Proceedings

1. Workday platform and transition (Katie & Sarah)
 - a. The presentation began with a review of the program charter and platform. Workday represents a modernization of campus systems, and a move to self-service functions, as well as creating consistent, visible, and clear processes. The software unites various interconnected services from different areas of responsibility. A key task of the project is to adapt Workday role-based processes to Amherst College, and vice versa.
 - b. The components of “Phase One” - HR, Payroll, and Finance - are now live and in the optimization phase. This includes stabilizing and fixing the software, using IT tickets to identify issues and gather information, and providing ongoing training and support.
 - c. “Phase Two” incorporates the design and rollout of Workday Student, which is anticipated for September 2022. WD Student replaces AC Data functions, such as registration and submitting grades. It is a relatively new product, with additional features added twice a year. It’s important to note that while it is configurable, it is not yet customizable.

2. Workday feedback and discussion
 - a. Javier asked about resources for the Workday project. What is needed, and are there aspects of the project that are under- or over-funded?
 - b. Javier also asked about the roles of Faculty and ADC’s in Workday. He mentioned that it feels as if Workday has turned faculty into ADCs, and made ADCs less informed about college procedures and, therefore, less of a resource to their departments. He noted that this is a problem.

Jill added that one of the stated goals of the project is increasing job satisfaction. However, there is now a significant reduction in ADC satisfaction while administrative work has been added to faculty responsibilities.

Andrew requested that the ADCs be granted access to handle expenses for faculty. The result of the current situation is a diminution of faculty productivity, and misuse of faculty and ADC resources.

Jill added that while the ADC role is not equivalent between departments, more responsibility should be given where appropriate. In many instances, the ADC is the departmental institutional memory. Putting all of the departments in the same bucket is not a good idea, and she recommended meeting with departments.

- c. Continuing with questions, what does Workday need to transition and work for AC? Upcoming, there will be additional training offered, and changes to the business processes for expense and purchase approvals are expected in April. These changes will incorporate a step for review and correction by an administrative role (ADCs, key admins and financial liaisons) ahead of the final approvals for each cost center. Javier responded that with more complex tasks, faculty should have the option to delegate to ADCs. Regarding training, what is needed is one on one assistance for a few minutes, not additional hour-long workshops. Monica feels “trained-out.” The administrative tasks are now, in practice, overwhelming. Javier continued that because faculty are not frequent users of the functions, ADC’s need to be central in training and support, including departmental training for incoming new and visiting faculty.
- d. The idea of benchmarking data by IT tickets is imperfect. Jill shared that users have abandoned IT tickets due to the overlong response time and are just submitting or proceeding as best they can.

3. Schedule updates (Jill)

- a. The updated meeting schedule has been distributed to the committee.
- b. Jill also invited Katie and Sarah to return to CPR for help with the ongoing project

Adjourned 9:30 am.

Respectfully submitted,
S Hegarty