



MIRACOSTA COLLEGE

**Change Management, Communications, & Training
Update**

January 21, 2020

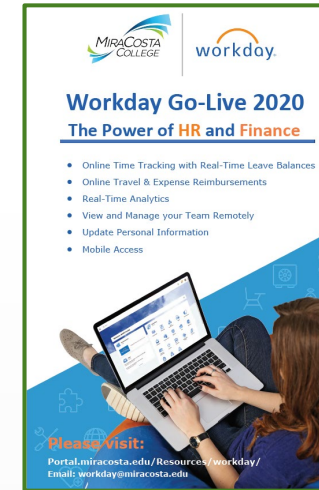
CHANGE MANAGEMENT, COMMUNICATIONS & TRAINING ROADMAP

Week Beginning	9/30	10/7	10/14	10/21	10/28	11/4	11/11	11/18	11/25	12/2	12/9	12/16	12/23	12/30	1/13	1/20	1/27	2/3	2/10	2/17	2/24	3/2	3/9	3/16	3/23	3/30	4/6	4/13	4/20	4/27	5/4	5/11	5/18	5/25	6/1	6/8	6/15	6/22	6/29	7/6	7/13	7/20	7/27	
T-Minus (Weeks)	T-43	T-39	T-38	T-37	T-36	T-35	T-34	T-33	T-32	T-31	T-30	T-29	T-28	T-27	T-26	T-24	T-23	T-22	T-21	T-20	T-19	T-18	T-17	T-16	T-15	T-14	T-13	T-12	T-11	T-10	T-9	T-8	T-7	T-6	T-5	T-4	T-3	T-2	T-1	T-0	T+1	T+2	T+3	T+4
→ CHANGE MANAGEMENT OBJECTIVES (ADKAR)	AWARENESS					DESIRE (WIIFMs)									KNOWLEDGE									ABILITY									REINFORCEMENT											
	• Messages integrating WD HCM/PY and FIN deployments • Why the change is needed? Business case. • How the MCC community will benefit from integrated systems • Why it is important to do at this time					• Advantages of integrated HR, PY & FIN system • Features and functions users will have access to • How reporting capabilities will be improved • Roles/spotlight on the project team (aids in building trust and transparency)									• Key changes for each business area • What new business processes look like • Some of the different user roles in the new system • How users will be supported • What the training requirements will be for different user groups									• What MCC training program and schedule look like • How training can/will be reinforced • What tools are available to support day-to-day activities after the change • General readiness activities taking place • **Go-Live Checklist items (verify personal info before/after launch?**)									• What MCC College users can expect on launch day • How to access WD • Where to go for support and/or on-demand training											
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COMMUNICATION EVENTS	Awareness Campaign • Ambassador Meetings • MiraCostan updates • Project Portal Updates • Workday • Workday Feedback Cards					Desire Campaign • WIIFM Campaign: Key Benefits in Current vs. Future sheet, Poster, Feedback Card • MiraCostan Monthly updates • Bi-Weekly Website Updates • Schedule Montly Change Ambassador Meetings									Knowledge Campaign • Knowledge Campaign: Employees Will, Workday for Me, Workday Defined, Quickstart, other (select 1 or 2 preferred) • MiraCostan Monthly updates • Website Updates • Montly Change Ambassador Meetings • Workday Demo Video Campaign									Ability Campaign • Training Communication: Training is coming, Offerings, Registration, Attend • MiraCostan Monthly updates • Website Updates • Montly Change Ambassador Meetings • Outreach Activities: Info Sessions, Road Shows, Meeting Presentations, Pop Ups									Reinforcement & Support Activities • Outreach Activities Continue • Training Communications Continue • Support Communications: Promote resources for pre and post Go Live • MiraCostan bi-weekly updates • Website Updates • Montly Change Ambassador Meetings											
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TRAINING ACTIVITIES	• Business Process Mapping • Training plan • Job Aids					• Determine End User Audience Groups • Identify Training Formats • Validate Training Matrix • Identify Any Scope Changes (after 11/18 End to End testing)									• Create Detailed Training Plan • Confirm Training Needs Assessment with each Lead (complete in Jan if possible per Maren) • Identify Trainers for Each Course • Conduct Train the Trainer • Finalize Detailed Course Curriculum									• Finalize end-user Training Plan • Finalize Course Materials • Deliver User Experience Sessions • Deliver Pilot Courses • Create Camtasia Courses • Deliver Roadshows Highlighting Key Processes									• Deliver End User Training • Bring Training Materials Online • Bring Camtasia Courses Online • Evaluate Training • Post Go-Live Training Resources in place • Cointinuing Education Plan											

COMMUNICATIONS

Desire Campaign Nov - Jan

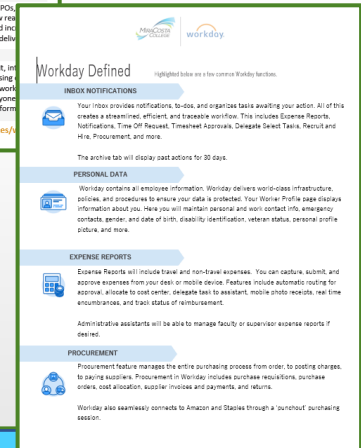
- WIIFM: Current vs. Future
- MiraCostan
- Project Website



Go-Live 2020: What Workday will do for YOU!

Function	Current	Future
Personal Information	Use disparate systems to manage personal and bank information, and receive paper tax forms.	You can quickly access and update all personal, banking, payroll, tax and benefits information.
Time Management	Submit paper forms, email time sheets, and view monthly vacation accruals.	You can easily track accruals, submit electronic time sheets and time off requests, and receive approvals.
Expense Reports	Process paper based expense reports.	You can process travel and non-travel expenses and view reimbursement status in real-time with direct deposit option.
Reporting	PeopleSoft queries & Navision reports.	You can have simplified views and report generation at any detail level with real-time data.
Procurement	Use a paper process for Purchase Orders.	You can create POs, charges, view real-time tracking, and invoice processing and delivery.
Recruiting	SharePoint, PeopleAdmin, & PeopleSoft.	You will recruit, hire and hire using automated work keeping everyone process informed.

Email: workday@miracosta.edu Please visit: Portal.miracosta.edu/Resources/



Knowledge Campaign Jan - Mar

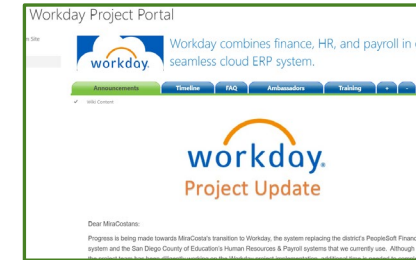
- Workday Defined
- Employees Will
- Video Demo Release
- MiraCostan
- Project Website
- Ambassador Network



COMMUNICATIONS

Ability Campaign Apr - June

- MCC Videos
- Training Promotion
- Outreach Activities
 - Pop Ups, Meetings
- MiraCostan
- Project Website
- Ambassador Network



Reinforcement Campaign June – post Go Live

- Support Plan
- Go Live comms
- Training Materials Online
- MiraCostan
- Project Website
- Ambassador Network

TRAINING PLAN

- BPs mapped to Functional Area, Audience, and Training Topic
- Grouped by Audience then measured impact and timing
- Courses determined

Functional Area	Audience	Training Topics	BPs/Tasks/Reports
ESS - Workday Basic Knowledge	All EEs FT & PT, & Temp. Workers	General WD Navigation	
		Basic Workday Terminology	Change Account Preferences (T)
		Navigating to Workday	Change Emergency Contacts (BP)
		Bookmarking Workday	Change Marital Status (T)
		Apps/Worklets & Functional Icons	Change My Workday Password (T)
		Configure Your Apps (Homepage)	Complete Form I-9 (BP)
		Manage Favorites	Contact Change (BP)
		Error & Alert Messages	Disability Self-Identification (BP)
		My Worker Profile & Related Actions Buttons	Edit Government IDs (BP)
		Add or Change Contact Info	Legal Name Change (BP)
		Add or Change Emergency Contacts	Manage Career Interests (BP)
		Add or Edit Your Preferred Name	Manage Certifications (BP)
		Change Your Marital Status	Manage Job Interests (BP)
		Add or Change Your Photo	Manage Languages (BP)
		View Your Transaction History	Passport & Visa Change (BP)
		Workday Search Function	Personal Information Change (BP)
		Changing Account Settings	Photo Change (BP)
		My Inbox & Delegations	Preferred Name Change (BP)

COURSE CATALOG

Course Offerings	
Classroom	
•Workday Essentials 1	•Workday Essentials 2
On Demand Offering	
•Workday for Student Workers	•Workday for Cost Center Coordinators
•Workday for Managers and Supervisors	•Workday for Contingent Workers
	•Workday for Exec & Admin Assistants
Back Office Training	
•Workday for HR Professionals / Admins	•Workday for Accounting Professionals
•Workday for Security Administrators	•Workday for Procurement Professionals
•Workday for Benefits Professionals	•Workday for Payroll Professionals

WORKDAY ESSENTIALS 1 COURSE OUTLINE

All MiraCosta employees 2 Hour Session Classroom & ODE Offerings

General Workday Navigation

About the Pay Worklet (App)

Withholding Elections

Payment Elections

Payslips

Timesheets

Bonus & One-Time Payment History

My Tax Documents

Manage Favorites

Error & Alert Messages

My Worker Profile & Related Actions

Buttons

Add or Change Contact Info

Add or Change Emergency Contacts

Add or Edit Your Preferred Name

Change Your Marital Status

Add or Change Your Photo

View Your Transaction History

Workday Search Function

My Inbox & Delegations

My Org Chart

Workday Mobile

Payroll Setting

About the Pay Worklet (App)

Withholding Elections

Payment Elections

Payslips

Timesheets

Bonus & One-Time Payment History

My Tax Documents

Time Tracking

About the Time Worklet (App)

Request Work Schedule

Hourly Workers Time Entry

Perm. EEs OT or Comp Time Entry

Submit Time

Modify Submitted Time

Absence

About the Absence Worklet (App)

Request Absence

Correct Requested Absence

Request LoA

Request Return from LoA

Procurement

Checking Budgets

Supplier Request

Requisitions

Receipts for punch-out, blankets & services

Change Order

Travel Expenses

About the Expenses Worklet (App)

Create Spend Authorization (Travel Request)

View Existing Spend Authorization

Create Expense Report

View Existing Expense Report

DELIVERY SCHEDULE

Waves	Date	Event	Audience	Training Curriculum
Wave 1	19-Feb	Specific Release	Ambassador Kitchell	Essentials 1 & 2
Wave 2	16-Mar 17-Mar 18-Mar	Professional Development week	Classified Employees	Essentials 1 & 2 <i>Condensed Version</i>
Wave 3	April	User Experience	Ambassador Extended Team	Essentials 1 & 2
Wave 4	May-June	End User Training	All Employees Faculty	Essentials 1 & 2
Wave 5	Aug-Sep	End User Training	All Employees Faculty	Essentials 1 & 2 Others as Needed

TASKS

Activity	Start Date	Owner	Due Date
Training Needs Assessment	Complete	Maren	09/15/19
MCC Training Needs Assessment Draft 13			
Training Plan	Complete	Maren / Ravi	01/31/20
MCC Training Plan, Draft 14			
Audience Identification and size	Complete	Maren / Ravi	01/16/20
Curriculum Outlines	In Process	Training Team	01/31/20
Identify Trainers for each course		Training Team	01/31/20
Materials Development	In Process (Job Aids)	Training Team	3/1/20 PD Day 4/1/20 Uex 4/15/20 All
Create Training Tenant / Tenant Mgmt. Plan		Leslie	04/01/20
Pilot / Train the Trainer		Training Team	04/15/20
Logistics and Room Scheduling		Training Team	04/15/20
Training Material Packets Complete (roster, job aids, instructor overview)		Training Team	05/01/20
Posting / Publication of Training Documents		Maren	05/01/20
Course Offerings Available in Camtasia		Maren	05/15/20
Training Delivery			May & June 2020
Evaluation and Feedback			Mar – Go Live

DISCUSSION