

# WORKDAY RECRUITING: CHANGE CHAMPIONS NETWORK

---

*MARCH 20, 2025*

# Agenda



- › Reminder: Program Scope and Timeline
  - › Managing Change: Beginner Mind
  - › Change Impacts: Round 1
    - › Security Groups
    - › Application Functionality
    - › Internal Applicants
    - › Automation and Visibility
  - › User Experience Testing
- 
- 

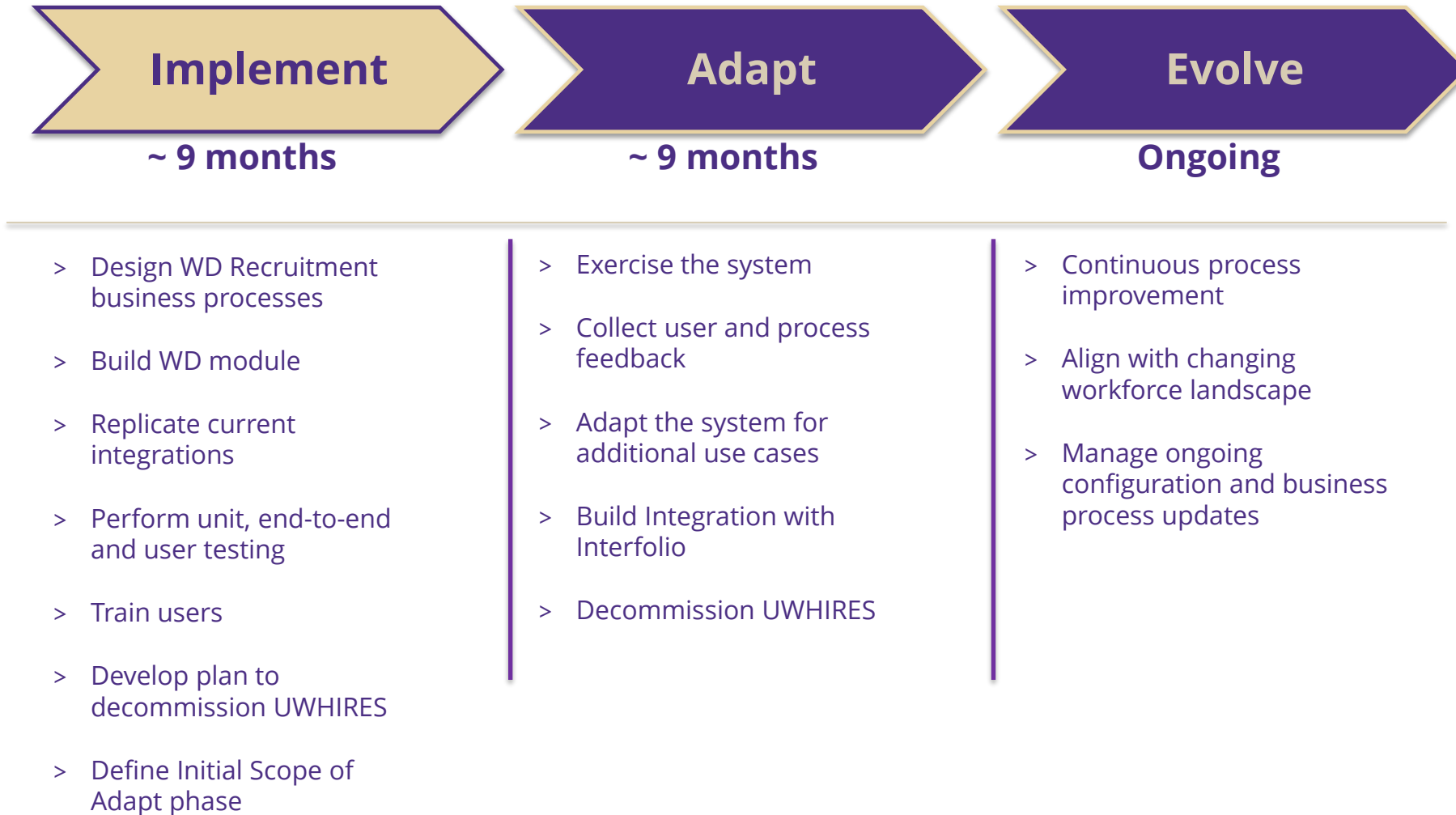


# SCOPE AND TIMELINE



*WHERE WE'VE BEEN, WHAT'S GOING ON, AND WHEN?*

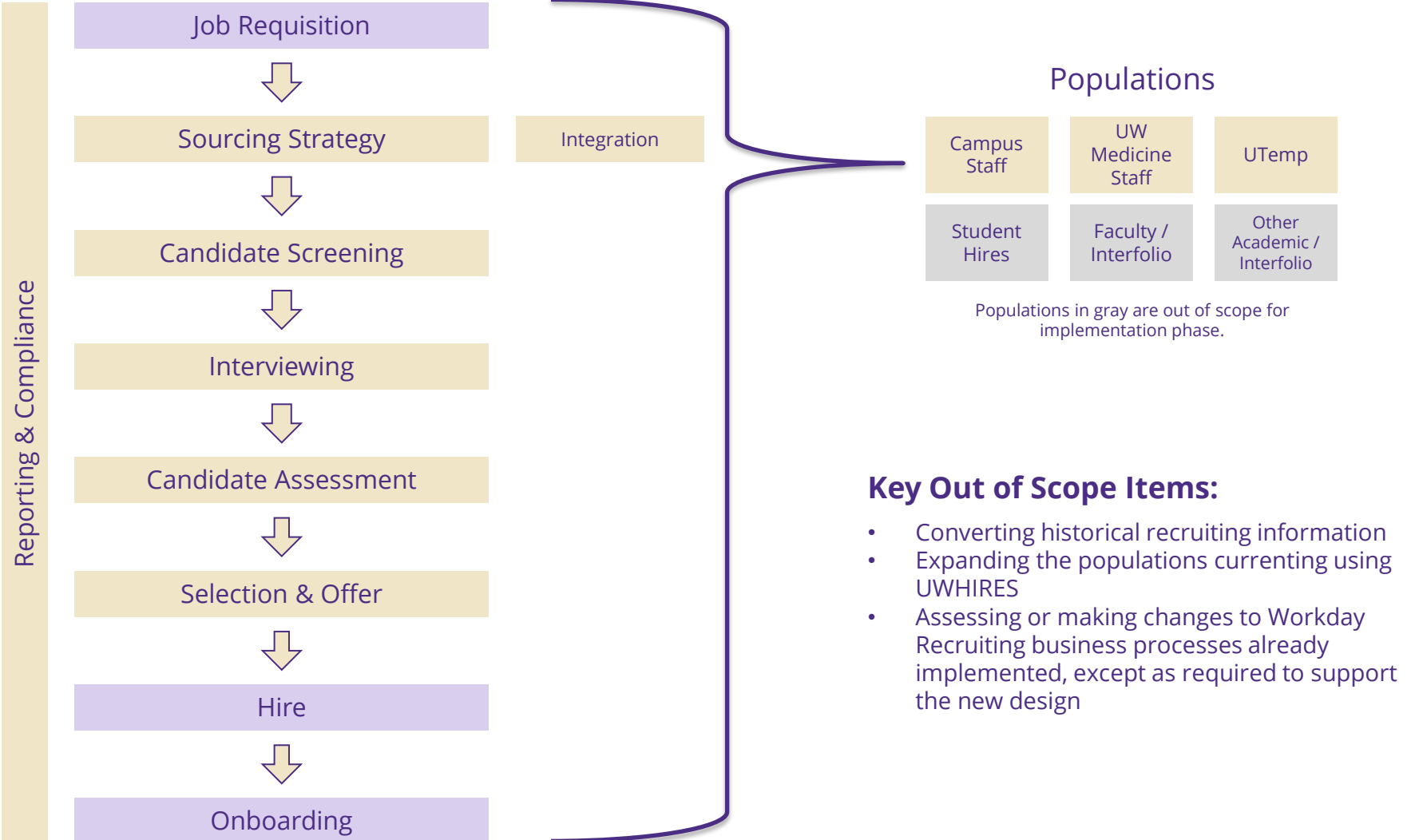
# Workday Recruiting: A Program in Three Phases



# Scope of the Implementation Phase

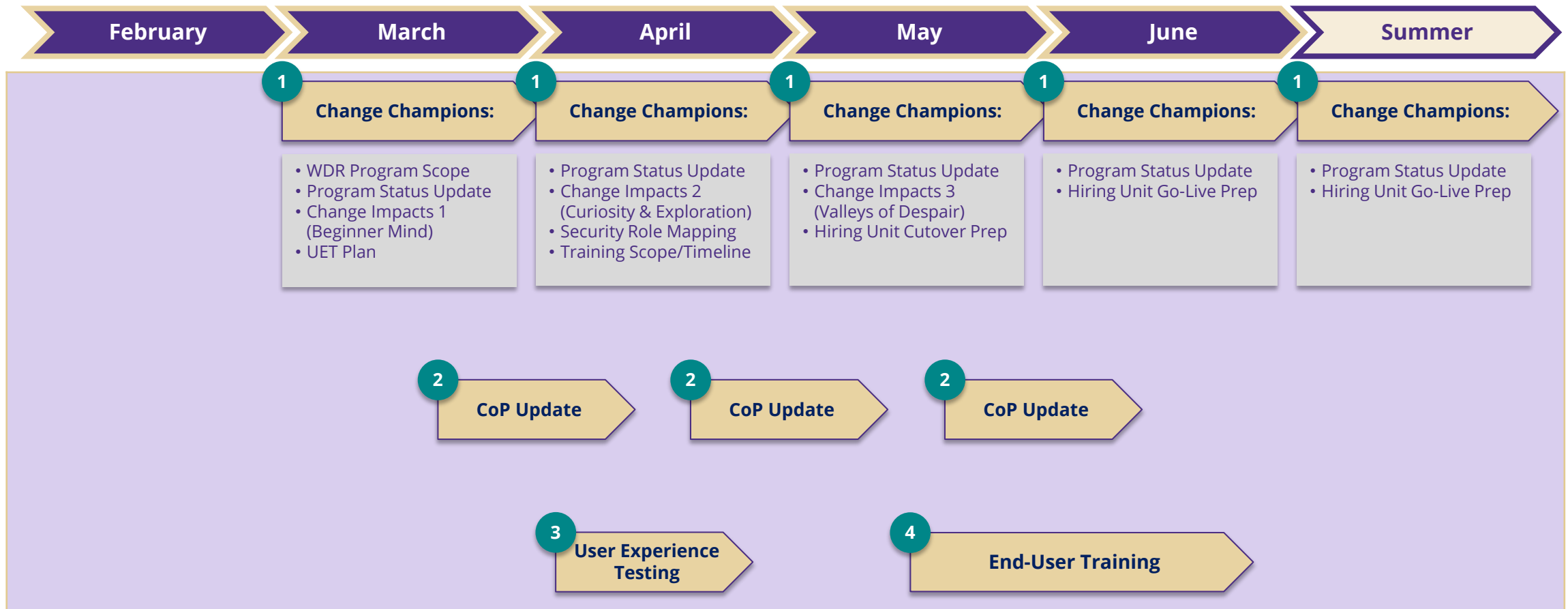
## View through the lens of:

- A Job Seeker
- A Department Hiring Manager
- A Recruiting Office Partner



# Your Timeline, From Here On Out

UWHR is doing everything we can to provide you with the support you need to both navigate the change to Workday Recruiting yourselves and support their teams in navigating that change. **Below is a start:**



# Key Takeaways:

## December Comment Session

BOLD TEXT INDICATES AREAS OF INTEREST ADDRESSED TODAY

### Critical Needs

Faster and **more transparent processes**

User-friendly, **professional application system**

**Better communication with candidates**

### Metrics and Data

Better track time-to-hire and candidate satisfaction

Develop actionable insights from reporting to drive improvements

### Training and Support

Clear, concise, and accessible training materials

**Early engagement of users** to ensure a smooth transition to WD Recruiting

### Engagement and Inclusivity

Broader and more **strategic inclusion of stakeholders** in planning and decision-making phases

# EMBRACING THE BEGINNER MIND



*A FRESH PERSPECTIVE ON CHANGE*



## What is “Beginner Mind?”

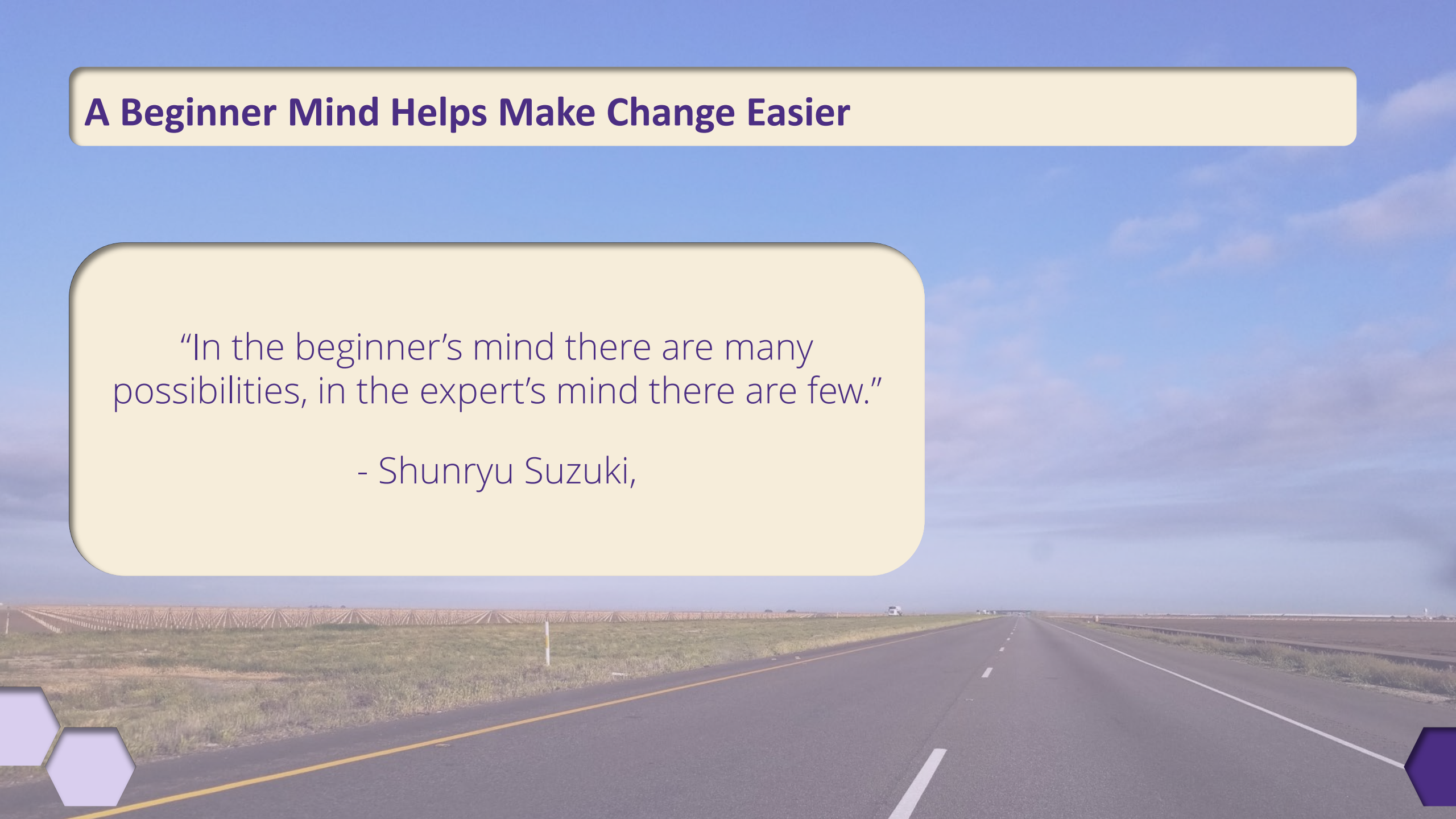
A concept from Zen Buddhism that means to approach a situation as if for the first time.

A Beginner Mind is open to possibilities. It's curious. It's free of preconceptions or expectations. It's fertile ground to learn.

## A Beginner Mind Helps Make Change Easier

"In the beginner's mind there are many possibilities, in the expert's mind there are few."

- Shunryu Suzuki,



## Cultivate a Beginner Mind by Asking Questions

How would someone new to this situation approach it?  
What can I learn here, even if I think I already know it?  
What's the worst that could happen if I'm wrong?  
What options does this surprise open for me?  
What experiment could I try in this situation?






EXPLORING NO CHANGE  
IMPACT

STREET  
FIGHTER II

ROUND 1: FIGHT



# Change Impacts: Security Groups

| Topic  | Current State   | Future State   |
|--|---|--|
|  <b>Job Requisitions and Hiring Managers</b> | <ul style="list-style-type: none"><li>Each <i>job requisition</i> is assigned to <b>a single hiring manager</b>.</li></ul>  | <ul style="list-style-type: none"><li>Each <i>job requisition</i> is automatically assigned to that position's manager and to the hiring support roles (including hiring manager override, hiring manager delegate, and job offer approvers) assigned to its Supervisory Org.</li></ul>  |
|  <b>Delegates, Watchers, and Approvers</b>   | <ul style="list-style-type: none"><li>Recruiting Office Partners (ROPs) can assign other roles ad hoc to perform hiring actions (i.e. delegates), view hiring activities (i.e. watchers), or as salary approvers (<b>Campus</b> only).</li><li>(<b>Campus</b>) departments use internal processes to determine each person's responsibility for each hiring action.</li></ul> | <ul style="list-style-type: none"><li>ROPs can assign delegates and interviewers ad hoc; managers and their delegates can assign interviewers ad hoc.</li><li>Current HCM security roles with requisition access (i.e. HR Partner, HR Manager) will expand to gain view-only access to hiring activity in their assigned Sup Org(s).</li></ul> |
|  <b>Interviewers</b>                         | <ul style="list-style-type: none"><li>Interviewers receive requisition / candidate information outside of UWHIRES.</li></ul>  | <ul style="list-style-type: none"><li>Interviewers may receive requisition / candidate information:<ul style="list-style-type: none"><li>in Workday (by being added to a security group, ad hoc; or</li><li>outside of the Workday system, as today (e.g. via email).</li></ul></li></ul>  |




MAKING  
MEANING

**Time Savings.** Fewer ad hoc security role assignments mean lower up-front effort and re-work / delays due to errors.



**Error Reduction.** Assigning more security roles at the supervisory org level means fewer missing or incorrectly assigned roles.

- 1 Employees retain comparable / equivalent access, permissions, and ability to do things moving from UWHIRES to Workday Recruiting.
- 2 Hiring departments will have more varied options to enable employee performance of hiring activities.
- 3 (**Campus**) Departments will need to review (and possibly revise) internal processes to determine which hiring actions manager/delegates perform.

# Change Impacts: Job Application Functionality (Pt 1)

| Topic  | Current State   | Future State   |
|--|---|--|
|  <b>User Account</b>     | <ul style="list-style-type: none"><li>• <b>All applicants</b> create a UWHIRES account to apply for jobs, view application status and history, and complete req-specific activities.</li><li>• Applicants create a single, one-time profile to provide contact and demographic information, work authorization status, and resume.</li></ul>  | <ul style="list-style-type: none"><li>• <b>External applicants</b> will create a Workday Recruiting account to apply for jobs, view their application status and history, and complete req-specific activities.</li><li>• <b>Internal applicants</b> will apply using their Workday employee profile (see next change impact section, Internal Applicant Experience).</li></ul>  |
|  <b>Job Applications</b> | <ul style="list-style-type: none"><li>• A “job application” in UWHIRES includes both an applicant’s profile information <i>and</i> requisition-specific assessments (if any).</li><li>• Applicants have one, plain-text resume.</li><li>• <b>An application is dynamic</b>; it exists, and can be updated, in real-time. A hiring manager will see the current update only; this may mean a different resume at different points in the hiring process.</li></ul> | <ul style="list-style-type: none"><li>• A “job application” in Workday is requisition-specific and unique: each time applicants apply, they must enter contact and demographic info, work authorization status, education, and work experience.</li><li>• At time of each application, applicants may provide a resume, from which Workday can collect education and work history; enter their experience and education manually; or both. <i>An applicant’s history may exist in Workday in one or two places simultaneously.</i></li><li>• Workday can pre-populate applicants’ contact information, education and employment history from their most recent previous application.</li><li>• <b>An application is a point-in-time</b>; information must be added, or at least verified, for each submission, and hiring managers will only see the same information throughout the hiring process.</li></ul> |
|  <b>Errors</b>         | <ul style="list-style-type: none"><li>• Applicants may correct errors on a job application by updating their profile or resume through the UWHIRES account.</li><li>• Assessments can be reset (i.e. ‘overridden’) for applicants with the help of technical support.</li></ul>   | <ul style="list-style-type: none"><li>• Applicants cannot correct errors or update their education and experience on a job application. They will need to reapply.</li><li>• Applicants can correct/update assessments by resubmitting their responses with recruiter support.</li></ul>   |

# Change Impacts: Job Application Functionality (Pt 2)

| Topic  | Current State  | Future State   |
|--|--|--|
|  Attachments | <ul style="list-style-type: none"><li>Applicants may not upload attachments.</li></ul> | <ul style="list-style-type: none"><li>Applicants can choose to upload documents that are not requested / required. These attachments cannot be removed by UWHR or the department once submitted.</li></ul>   |
|  Job Alerts  | <ul style="list-style-type: none"><li>Applicants cannot create job alerts.</li></ul>   | <ul style="list-style-type: none"><li>External applicants can create job alerts to notify them when jobs similar to those they have applied for become available.</li><li>Internal applicants can save searches, but won't be notified about jobs they may be interested in.</li></ul> |




MAKING  
MEANING

**Screening.** Accuracy of candidate screening should improve, as applicants can now tailor their education and experience to the specific job requirements.

**Data.** Data integrity will improve by preventing prior data from being overwritten on an update/re-set.

- 1 Applicants find it easier to find jobs that match their interest, but may spend more time applying for those jobs.
- 2 Applicants gain the flexibility to tailor their education and experience to match the individual job requirements, but may be frustrated by their inability to edit an application once submitted.
- 3 Recruiting Office Partners and managers / delegates will need to develop new processes to evaluate information in the job application fields and resumes.

# Change Impacts: Internal Applicant Experience

| Topic   | Current State   | Future State   |
|---|---|--|
|  <b>Jobs Site</b>             | <ul style="list-style-type: none"> <li>A single UW Jobs site serves both internal and external applicants.</li> <li>The job application process is identical for both internal and external applicants.</li> </ul>  | <ul style="list-style-type: none"> <li>Internal applicants are expected and directed to apply for jobs through their Workday employee account. There is a separate, public-facing website for external applicants.</li> </ul>  |
|  <b>Applicant Information</b> | <ul style="list-style-type: none"> <li>UW employees' job applicant information is independent of their employee record.</li> <li>Internal applicants can opt to provide a personal or UW-specific phone / email when creating their applicant profile.</li> </ul> | <ul style="list-style-type: none"> <li>Workday pre-populates internal applicant profiles with a UW phone and email address. If desired, they may provide personal contact information with each application. This info will then be visible in supplemental data fields on the requisition.</li> <li>Workday gives internal applicants the option of replacing education and experience information in their employee profile with data they enter on a job application, but UW won't use that information.</li> </ul> |
|  <b>Position Visibility</b>   | <ul style="list-style-type: none"> <li>Positions open only to UW Employees are posted on the singular UW Jobs site and require a UW NetID to apply.</li> </ul>  | <ul style="list-style-type: none"> <li>Positions open only to UW employees will not be viewable on the external job site. Internal applicants must login to their employee Workday account to search and apply for them.</li> </ul>  |

## MAKING MEANING

1

UW will not populate the work experience or education fields in employees' HCM records with applicant-provided information; it may be confusing when an internal applicant sees a prompt to update these in an application.

2

(Campus) internal applicants will receive a Workday notification to complete their CHD that will include their stage in the hiring process.

4




Workday notifications will incorporate some data elements pulled from an applicant's Workday employee record.

5

Some applicants may be wary of applying for a new job in a system their managers use for timekeeping and other tasks.



# Change Impacts: Automation and Visibility (Pt 1)

| Topic  | Current State  | Future State   |
|--|--|--|
|  <b>Hiring Activities</b>      | <ul style="list-style-type: none"><li>• <b>Limited visibility</b> in UWHIRES; managers / delegates cannot see when a Recruiting Office Partner initiates, triggers, or progresses many hiring activities.</li><li>• Recruiting Office Partners <b>manually initiate</b> many hiring activities.</li><li>• These include:<ul style="list-style-type: none"><li>• Send posting previews (campus),</li><li>• Send CHD to applicants (campus, UTemp),</li><li>• Send SMD,</li><li>• Request for Compensation review / approval,</li><li>• Post a position.</li></ul></li></ul> | <ul style="list-style-type: none"><li>• <b>Greater visibility</b> in Workday; managers / delegates and view only roles can track the status of the job application business process, including activities for candidates referred to the manager workbench.</li><li>• Workday will <b>automatically initiate</b> many hiring activities, based upon validation rules.</li><li>• These include:<ul style="list-style-type: none"><li>• Send posting previews (campus),</li><li>• Send CHD to applicants (campus, UTemp),</li><li>• Send SMD,</li><li>• Request Compensation review / approval,</li><li>• Post a position.</li></ul></li></ul> |
|  <b>Memory and Scheduling</b> | <ul style="list-style-type: none"><li>• Managers and Recruiting Office Partners <b>must remember</b> to take some hiring actions without system support. Including:<ul style="list-style-type: none"><li>• Check the layoff rehire list (ROPs only)</li><li>• Complete the HR file review for internal finalists</li><li>• Check represented candidates' contract requirements for interviews</li><li>• Verify that job offer is within posted salary and comp range</li></ul></li></ul>   | <ul style="list-style-type: none"><li>• Managers / delegates, and Recruiting Office Partners <b>will be reminded</b> to take some hiring actions by the system. Including:<ul style="list-style-type: none"><li>• Check the layoff rehire list (ROPs only)</li><li>• Complete the HR file review for internal finalists</li><li>• Check represented candidates' contract requirements for interviews</li><li>• Verify that job offer is within posted salary and comp range</li></ul></li></ul>  |
|  <b>History</b>              | <ul style="list-style-type: none"><li>• Managers / delegates lose access to job posting after a requisition is filled and cannot easily access job postings for open requisitions after they're removed from the UW Job Site.</li></ul>  | <ul style="list-style-type: none"><li>• Managers / delegates will be able to access job postings for filled requisitions and closed postings via Workday job requisition details.</li></ul>  |

## Change Impacts: Automation and Visibility (Pt 2)

MAKING  
MEANING

**Efficiency.** Many hiring activities will flow more smoothly, with less wait time between steps in the process.

**Compliance.** Reduced incidence of compliance-related errors, which reduces the University's overall risk.

**Transparency.** Increased support for a decentralized campus hiring process, and overall increased visibility.

1

(Campus) managers / delegates will be able to monitor and better able to support their finalists completing hiring tasks.

2

Managers / delegates and Recruiting Office Partners will need to better understand the requisition and job application process, and how to monitor its details.



# **USER EXPERIENCE TESTING (UET)**

The background of the slide features a low-angle shot of several tall, angular, light-colored concrete or stone structures that resemble modern architectural pillars or sculptures. These structures are set against a backdrop of dense green trees. A bright, circular lens flare or light effect is visible on the right side of the image, adding a sense of depth and brightness to the scene. The overall aesthetic is clean and modern.

# User Experience Testing

Formal End User Training will occur after Testing is completed. But to support configuration and facilitate Change Readiness we want you to participate in ***semi-structured*** User Experience Testing.

## Steps in the Process

1

### WDR Tenant Training

- Reminder of Hiring Process
- How to find / log into the tenant
- How to find WDR module in the tenant

3

### WDR Demo

- Record for later reference
- Share Feedback / Survey Process

4

### Punch-Out

- Zoom-Based
- Live Practice

5

### Solo UET

- Self-Paced
- Feedback Survey Available

1

WDR Tenant Training is being developed in this time only to support UET participants navigating the test tenant. UET will, in turn, iterate into completion of more structured end-user training.

End-user training design will occur in parallel with this work.



# User Experience Testing: Tasks and Topics

User Experience Testing is meant to get your hands on what you are most interested in. **What tasks and topics do you most want to touch, and give feedback on, as we refine system configuration?**

## Hiring Step

Position

Requisition

Recruitment

Interview

Offer

Hire

## Initiator / Approver / Viewer

UWHR

Managers /  
delegates

Interviewer

HCM Role-  
Holder

Candidate

Other?

## Framework

People

Process

Policy

Technology

## Impact

High

Medium

Low

An abstract sculpture composed of several large, light-colored, angular blocks. A bright yellow horizontal bar is positioned below the text. The background is a soft-focus image of green trees under a bright sky.

# WHAT'S NEXT?

## Next Steps and Follow-Up

- › Next Meeting: **April 17**
  - › Program Status Update
  - › Managing Change: Curiosity and Exploration
  - › Change Impacts: Round 2
  - › More on User Experience Testing
  - › Security Role Mapping
  - › Training Scope and Timeline
- › User Experience Testing