WORCESTER POLYTECHNIC INSTITUTE AMPS UP WITH WORKDAY

VIDEO TRANSCRIPT

The higher education landscape has been changing for the last several years.

Universities need to reduce costs, they need to improve efficiency, and they need to meet their expectations of their students who want technology that's easy to use.

It has become even more important to offer all services to students and employees electronically.

So before we implemented Workday Student, we've been on our previous system for about 30 years. It was highly customized so it was extremely difficult to change and to change quickly, which is something that we wanted to do. And there were many paper-based processes with the paper-based system that made it extremely difficult to streamline and automate.

Workday Student was the right solution for WPI because it offers a modern, streamlined, easy-to-use interface for our students.

The most important success factor behind any major ERP transition in my opinion is definitely the people. It is really important to have the right resources internally, but it's also important to have the right partners to work with

Accenture helped support WPI's success by really helping us design and build a new student information system that was light years away from our old system.
There were lots of processes that needed to change, lots of decisions on data, on what we were bringing over, what we wouldn't bring over, and really how we configure Workday to work best for WPI.
And so Accenture did a really good job in helping us achieve all of those goals.
So the core benefits that we've achieved from Workday is really automating all of our business processes as it relates to HR and finance, as well as streamlining processes and being able to offer our services electronically.
When we rolled out Workday HCM, all of our time tracking was done electronically. And so now, everyone enters their own time electronically on their own. It's already in the system and it saves hundreds of hours of data entry.
The greatest results we've seen so far is honestly that registration for us was a non-event. Everybody worries about registration; will you be able to meet the demand. You'll have 1,000 students teed up to register for all of their classes in the very same nanosecond. And we had very successful registrations and no problems with

performance.

So since going live, we've completed multiple waves of fall registration. And with our first registration process this spring, we had our sophomore class register and we saw 4,000 registrations for 900 students in one minute. And so that was really impressive results for us.

And generally, within the first five to ten minutes, we saw the bulk of our class successfully registered for the classes that they wanted.

The other benefit that we're starting to see is in analyzing our registered student data. Waitlisting is often a problem for universities as well. So we're able to dig into our registration data and our waitlisting data and build reports fairly quickly to be able to manage the operations of the institution.

I think probably the best surprise with Workday Student was the feedback that we collected from students and parents on social media after our registration. There were a lot of positive comments from both students and parents. People said that the registration process was really seamless this year. It was very easy to use.

Workday is a long-term investment for WPI. and we want to make the most out of our investment. The thing that we like about Workday is that there are constant releases of new features, and we like to leverage a lot of those new features so we stay on top of them.