August 15, 2024

Dear Salisbury University Community,

Workday has been a challenge; I know. This implementation has been as much of an issue for HR as it
has been for the campus community. The HR team, along with others across campus, is working
tirelessly to ensure the system runs smoothly. We recognize the challenges faced by campus since the
go-live date. We hear your concerns and want you to know that your frustrations are shared,
understood, and deeply valued.
This transition has been a collaborative effort among five University System of Maryland institutions,
collectively known as Maryland Connect. Maryland Connect continues to serve as the governing entity
for Workday, overseeing broad changes and process improvements. While SU has faced challenges
during implementation, Workday is a leading cloud-based enterprise resource planning system (ERP)
designed to streamline daily -
directed, virtual learning approach that Workday requires is understandably
different and will take time to adapt to.
We kindly ask for your understanding and patience during this period. Unlike PeopleSoft, Workday is not
an SU-specific system, and we do not have the same level of control over it where we can manipulate
the data and outcomes quickly and easily. As a result, we cannot respond to requests as immediately as
before, as they now need to go through a ticketing system, adhere to Workday protocols, and often
involve coordination with external consultants. However, we are committed to working diligently with
Maryland Connect to address any issues as they arise.
Here are some ways you can help to make this process smoother:
x Be Patient: Recognize that responses may take longer than usual as we work through the new
protocols and procedures.
x Utilize Available Resources: Take advantage of the self-help guides, training sessions, and online
resources provided to familiarize yourself with Workday.
o Job Aids and Learning Lab Instructions: Detailed guides and labs to help you understand
various functionalities in Workday at USMD.edu/mdconnect
o SU Workday Knowledgebase: Comprehensive instructions on dozens of tasks that can
be performed in the system at Workday Knowledgebase
o Workday Ambassadors: Reach out to your functional area Workday Ambassador for