Workday Post-Implementation Survey Results

Summary

The Workday Post-Implementation Survey was administered between October 20th, 2025, and October 31st, 2025, and all current employees were invited to participate. The survey was issued approximately one year from the October 1, 2024 "stabilization" date identified by the Workday Core Leadership Team back in July 2024.

The survey covered topics ranging from general usability, to training and support, along with Human Capital Management (HCM) and Financials-specific questions. Likert scale questions and multi-response questions were tabulated with the raw data, and open-ended responses were summarized by themes.

General Questions

Question 1: Overall, how satisfied are you with your experience using Workday at UBalt?

Summary of **Q1: Overall, how satisfied are you with your experience using Workday at UBalt?**

Sample Size	Number of Distinct Categories
121	5

Reorder/Recode | Bucketing

Q1: Overall, h...kday at UBalt?		Count	Percent	Cumu...tive
Extremely satisfied	11.6% 25.1%	21	17.4%	17.4%
Somewhat satisfied		55	45.5%	62.8%
Neither satisfied nor dissatisfied		25	20.7%	83.5%
Somewhat dissatisfied		13	10.7%	94.2%
Extremely dissatisfied		7	5.8%	100.0%
Total	0.0% 20.0% 40.0%	121	100.0%	

Question 2: What are your primary uses of Workday at UBalt? *(Select all that apply)*

Summary of **Q2: What are your primary uses of Workday at UBalt? (Select all that apply)**

Bucketing

Q2: What are y...ll that apply)	Checked Percent		Check...Count	Sample Size
Basic Human Capital Management (HCM) ...		73.5%	86	117
Managerial tasks (e.g., approvals, reports, ...		43.6%	51	117
Finance tasks (e.g., entering Reqs, runnin...		39.3%	46	117
HCM Action Initiator Tasks (e.g., hiring, Su...		23.9%	28	117
Other: (specify)		17.1%	20	117

0.0% 20.0% 40.0% 60.0% 80.0%

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Question 3: Did you participate in Workday go-live training provided by MDC/UBalt? (Select all that apply)

Summary of **Q3: Did you participate in Workday go-live training provided by MDC/UBalt? (Select all that apply)**

Bucketing

Q3: Did you pa...ll that apply)	Checked Percent		Check...Count	Sample Size
Yes – virtual live session(s)		56.6%	64	113
Yes – self-paced resources (job aids, Com...		56.6%	64	113
Yes – in-person session(s)		23.9%	27	113
No, I did not receive training		8.8%	10	113
I was not employed UBalt at the time		4.4%	5	113

0.0% 20.0% 40.0% 60.0%

Question 4: How effective was the training in preparing you to use Workday?

Summary of **Q4: How effective was the training in preparing you to use Workday?**

Sample Size	Number of Distinct Categories
106	5

Reorder/Recode | Bucketing

Q4: How...Workday?		Count	Percent	Cumu...tive
Very effective		18	17.0%	17.0%
Somewhat effective		45	42.5%	59.4%
Neutral		30	28.3%	87.7%
Somewhat ineffective		10	9.4%	97.2%
Very ineffective		3	2.8%	100.0%
Total	0.0% 20.0% 40.0%	106	100.0%	

Question 5: In which ongoing training(s) have you participated? (Select all that apply)

Summary of **Q5: In which ongoing training(s) have you participated? (Select all that apply)**

Bucketing

Q5: In which o...ll that apply)	Checked Percent		Check...Count	Sample Size
Core Workday materials in the Workday L...		43.4%	46	106
UBalt Workday Resource page in Team Dy...	29.1% 47.2%	37.7%	40	106
None		29.2%	31	106
PMP training held by HR		24.5%	26	106
HCM drop-in sections		18.9%	20	106
HCM action initiator refresher		14.2%	15	106
Financials drop-in sessions		11.3%	12	106
I was not aware of the available training		8.5%	9	106

0.0% 20.0% 40.0%

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Question 6: Has adequate support been available when you needed help with Workday?

Summary of **Q6: Has adequate support been available when you needed help with Workday? - Selected Choice**

Sample Size	Number of Distinct Categories
109	4

Reorder/Recode | Bucketing

Q6: Has adequa...elected Choice	Count	Percent	Cumu...tive
Yes, always	44	40.4%	40.4%
Sometimes	44	40.4%	80.7%
No, not really (please provide any detail b...	8	7.3%	88.1%
I haven't needed support	13	11.9%	100.0%
Total	109	100.0%	

Question 7: What types of additional training or support would be most helpful now? (Select all that apply)

Summary of **Q7: What types of additional training or support would be most helpful now? (Select all that apply) - Selected Choice**

Bucketing

Q7: What types...elected Choice	Checked Percent	Check...Count	Sample Size
Quick reference guides or tip sheets	68.0%	68	100
Short recorded video tutorials	42.0%	42	100
Peer support or department champions	27.0%	27	100
Refresher training sessions	26.0%	26	100
Office hours or live Q&A sessions	16.0%	16	100
Other (please specify):	16.0%	16	100

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Workday Human Capital Management (HCM) Specific Questions

HCM Question 1: Compared to the previous PeopleSoft HCM system, how would you rate Workday?

Summary of **HCMCompare: Compared to the previous PeopleSoft HCM system, how would you rate Workday?**

Sample Size	Number of Distinct Categories
27	6

Reorder/Recode | Bucketing

HCMCompare...e Workday?	Count	Percent	Cumu...tive
Much better	6	22.2%	22.2%
Somewhat better	3	11.1%	33.3%
About the same	6	22.2%	55.6%
Somewhat worse	5	18.5%	74.1%
Much worse	3	11.1%	85.2%
Not applicable (I didn't use the ...	4	14.8%	100.0%
Total	27	100.0%	

HCM Question 2: How easy is it to find and complete HCM tasks in Workday?

Summary of **HCM Ease: How easy is it to find and complete HCM tasks in Workday?**

Sample Size	Number of Distinct Categories
27	5

Reorder/Recode | Bucketing

HCM Eas...orkday?	Count	Percent	Cumu...tive
Very easy	3	11.1%	11.1%
Somewhat easy	7	25.9%	37.0%
Neutral	7	25.9%	63.0%
Somewhat difficult	9	33.3%	96.3%
Very difficult	1	3.7%	100.0%
Total	27	100.0%	

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Workday Financials-Specific Questions

Question 1: Compared to the previous PeopleSoft Financials system, how would you rate Workday?

Summary of **FN Compare: Compared to the previous PeopleSoft Financials system, how would you rate Workday?**

Sample Size	Number of Distinct Categories
42	6

Reorder/Recode | Bucketing

FN Compare: Co...rate Workday?	Count	Percent	Cumu...tive
Much better	11	26.2%	26.2%
Somewhat better	8	19.0%	45.2%
About the same	9	21.4%	66.7%
Somewhat worse	6	14.3%	81.0%
Much worse	4	9.5%	90.5%
Not applicable (I didn't use the previous s...	4	9.5%	100.0%
Total	42	100.0%	



Financials Question 2: How easy is it to find and complete Finance tasks in Workday?

Summary of **FN Ease: How easy is it to find and complete Finance tasks in Workday?**

Sample Size	Number of Distinct Categories
42	5

Reorder/Recode | Bucketing

FN Ease...orkday?	Count	Percent	Cumu...tive
Very easy	3	7.1%	7.1%
Somewhat easy	16	38.1%	45.2%
Neutral	6	14.3%	59.5%
Somewhat difficult	15	35.7%	95.2%
Very difficult	2	4.8%	100.0%
Total	42	100.0%	



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Open-ended Response Summary

The survey contained four open-ended response questions that asked about the helpful features, along with features that users found confusing or otherwise difficult to navigate and use. The results of those questions were summarized by theme in the table below. The data quantifies the frequency of those themes were mentioned in the survey questions, categorizing those responses into positive (helpful) responses or negative (difficult) buckets. Certain themes that were listed as both helpful and difficult with similar regularity were highlighted in beige as bi-modal responses.

HCM Features / HCM Difficulty / FN Features / FN Difficulty

Theme	HCM Helpful	HCM Difficult	FN Helpful	FN Difficult	Total Mentions
Reporting (General)	1	7	5	8	21
P-Card / Expense / Spend Auth	0	0	9	4	13
Time / Absence / Timekeeping	8	2	0	0	10
Interface / Usability Problems	0	6	0	4	10
Hiring Processes	5	3	0	0	8
Search / Lookup Tools	4	2	1	1	8
Procurement Issues	0	1	1	6	8
Workflow Transparency	0	4	0	3	7
Contracts / Job Changes	0	5	0	0	5
Grants Module	0	0	3	2	5
	Bi-modal response				