Subject: News from the CIO, September, 2024
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From: Dave Baird
To: Rachel Schnepper

Wesleyan University
Information Technology Services

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The "Back to School Edition"

Dear Colleagues:

Welcome to the first "News from the CIO" for fall, 2024! As we mark 12 weeks live on Workday, I want to thank everyone from the implementation team to the ambassadors to the new users in the system (all of us!) for your collective - sometimes heroic - efforts to modernize and improve the inner workings of the HR, Finance, and Payroll systems. The team has provided a wide array of support resources for the community (see "Workday Update" section below), so if you have questions or desire training, please reach out to your colleagues in ITS for help!

In this newsletter:

- Introducing new ITS colleagues
- Exploring AI - How to get started
- A Quick Start Guide for getting help from ITS
- Duo is Launching for Students
- Workday Update

Let's get to it...

Introducing new ITS colleagues

I am very happy to introduce two new colleagues who joined the ITS team over the summer. Ashley Maloney, Assistant Director of Advancement Systems, will lead the team supporting our fundraising colleagues and the Affinaquest platform. Ashley brings extensive experience both in higher ed and industry and has hit the ground running.

Second, Louis Melendez Sanchez, Manager of Events and Support Services (and Wesleyan class of 2022) returns to rejoin the IMS team where he worked as an undergraduate student. Welcome back, Louis!

A complete list of ITS staff and their roles is at https://www.wesleyan.edu/its/about/staff-list.html

Exploring AI – How to get started

As part of her new role as Senior Director of Academic and Emerging Technologies, Rachel Schnepper is exploring how we might leverage Generative AI, like ChatGPT, to benefit our mission. For those who are interested in learning more about the GenAI resources available at Wesleyan, we encourage you to begin by consulting the KnowledgeBase

articles about ChatGPT, Microsoft Copilot, Google Gemini, and Zoom AI Companion. Through Success at Wes, we have launched a GenAI series, beginning with several "gentle introductions" to GenAI this semester. Human Resources has sent emails about Success at Wes so please sign up soon as space is limited!

We'd love to hear from those of you who have already been exploring AI! If you have, please reach out to Rachel at rschnepper@wesleyan.edu

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A Quick Start Guide for getting help from ITS

As we embark on a new academic year, please take time to reacquaint yourself with the variety of technological resources available for use by the Wesleyan community.

A great place to start is by reviewing this comprehensive knowledge article:

Getting Started with Wesleyan Technology!

This article is a one stop location to access how-to instructions for a variety of ITS services including Duo MFA, printing, VPN, email filtering, and much more!

We also encourage you to install the new Wes Support App available for both iOS and Android! The app provides quick and easy access from your mobile device to Wesleyan University services including: Finance and Purchasing, ITS, Payroll Support, ResLife, The Resource Center, WesStation, WesCard, and Workday! You can also search the ITS Knowledgebase and manage all your service requests from the palm of your hand!

Duo is Launching for Students

With Duo Multifactor Authentication (MFA) protecting faculty and staff accounts, we are seeing hackers change their attacks to focus on student accounts. Compromised student accounts are then used to attempt to trick members of the Wesleyan community to provide confidential information or purchase gift cards for the hackers. To help protect the entire community we will expand Duo to also include protecting student accounts. To minimize potential disruption, we are enrolling each class separately between September 30th and October 9th. Additional information will be sent to students prior to and immediately after their class is enrolled. Please direct any questions to Joe Bazeley, Wesleyan's Chief Information Security Officer.

Workday Update

The normal fall semester challenges have been amplified by the rollout of Workday for HR, Benefits, Finance and Payroll. Our staff (especially admin assistants) and faculty have diligently taken Workday training and have come up to speed with financial transactions and the hiring of students. The implementation team is grateful for both their effort and their patience.

Recruiting and Hiring
Recruiting and hiring are happening in Workday for staff and faculty. Job postings can be found at https://www.wesleyan.edu/hr/careers/index.html . Current Wesleyan employees can search, apply, or reference job postings using the Jobs Hub app within Workday itself (simply type "Jobs Hub" in Workday search).

Student Hiring
After recruiting on Handshake, we hire and onboard student employees to the University's payroll through Workday. We are working to streamline and improve the student hiring process. For support, we encourage you to connect with us during our drop-in hours on Zoom every Monday, Wednesday, and Friday from 11 a.m. to 12 p.m. Please visit the Campus Employment website for more information about hiring and employing Wesleyan students.

Banking, Payroll, and Benefits
The implementation team has stabilized our banking, payroll, and multiple benefits integrations including working out issues and conducting knowledge transfer between our implementation partner and Wesleyan internal staff. These integrations include detailed reporting that allows the Finance, Payroll, and Benefits teams to verify transaction accuracy. Students, faculty and staff are being paid accurately, all benefit obligations are being met, expense reports are being processed, and we can pay our vendors.

Workday enables us to run our AP pay cycles twice a week to pay our vendors and employee reimbursements as soon as possible.

FY 2024 Close
This month, we are finalizing the reconciliation of FY '24 information in WFS. We will be loading the FY '24 actuals into Workday for financial statements. WFS will remain accessible for prior fiscal years as we work to preserve that data in a separate data repository. Finance will be focusing their attention on our annual audit.

Grants
The Pre-Award and Post-Award grants offices are processing proposal applications, reviewing balances available for accuracy, and approving expenses in Workday.

A few things we are still working on...

- The implementation team is correcting the directory and web page feeds for consistency.

- We are continuing to work on integrations for Posim, Student Financials, and other systems across campus.

- We are streamlining and improving parts of Student Hiring.

Mobile App
Please consider installing the Workday Day Mobile app. It is convenient for checking your pay and benefits, entering expense receipts in fewer steps, approving simple transactions, and updating your profile. Please refer to the [Mobile App Installation Steps](#) .

Training and Support
To access Workday Training and support (including in-person drop-in sessions), please click on the Workday icon in WesPortal, and choose "Wes Workday Training".

While we still have plenty more to do, we are making progress each week. We appreciate everyone's hard work and thank you for your patience.

Finally, as a reward for reading this far, here is your Random Seasonal Lyric... To commemorate our going live on Workday in July, I turned to the "Work" section in my well worn copy of "Rise Up Singing". The "White Collar Holler" by [Nigel Russell](#) is a rousing acapella tune, [hammed up here by Stan Rogers](#) , and describes the monotony that can be associated with coding complex systems:

And it's Ho, boys, can't you code it, and program it right

Nothing ever happens in the life of mine

I'm hauling up the data on the Xerox line...

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Until next time, please be in touch if you want more information on any of the above or if you have suggestions for future topics, and thanks for reading!

Dave Baird
VP for IT & CIO