



**BEYOND GO-LIVE:**



**ORGANIZING WORKDAY  
FOR ADOPTION THAT LASTS**



## FORUM

# Workday is bland, basic, and unappealing

Ian Gomez March 25, 2025



Think about the last time you went to visit your great aunt Mildred. Yeah, the one who lives three hours away up the interstate. Living in a mid-century modern, one-story with a carport lined with shelves, a den enclosed by rough oak paneling, and green shag carpets.

Now picture that this year, the holidays are being held at your Aunt Catherine's in the city's freshly-gentrified northern area. The walls are stripped bare — she's a minimalist, she says — drawing your attention to the miles of new glass, spotless interiors, and the silence of neighbors who have yet to move in.

## Trending Stories

1. Mayor Cara Spencer urges a unified approach to city issues
2. New York University's Helga Tawil-Souri reimagines infrastructure and mapping in Palestine

**“The lights work...  
but the layout  
makes no sense.”**

**“A process once taking  
three steps now takes 13.”**

**“I am disincetivized  
from learning the  
ropes... and I quit.”**

# IS ORGANIZATION OPTIONAL?

**UX builds infrastructure for adoption.**

# WHY THIS SESSION EXISTS

## Positive User Experience



User confidence

Adoption

Reliable data

Institutional value & ROI

## Poor User Experience



User doubt

Workarounds &  
Shadow Systems

Fragmented data

Delayed ROI



*“Workday dashboards can do things deceptively simple but incredibly impactful...helping people understand what to do rather than just where to click.”*

*Sam Smith,  
Assistant Director, Workday Solutions  
Pensacola State College*

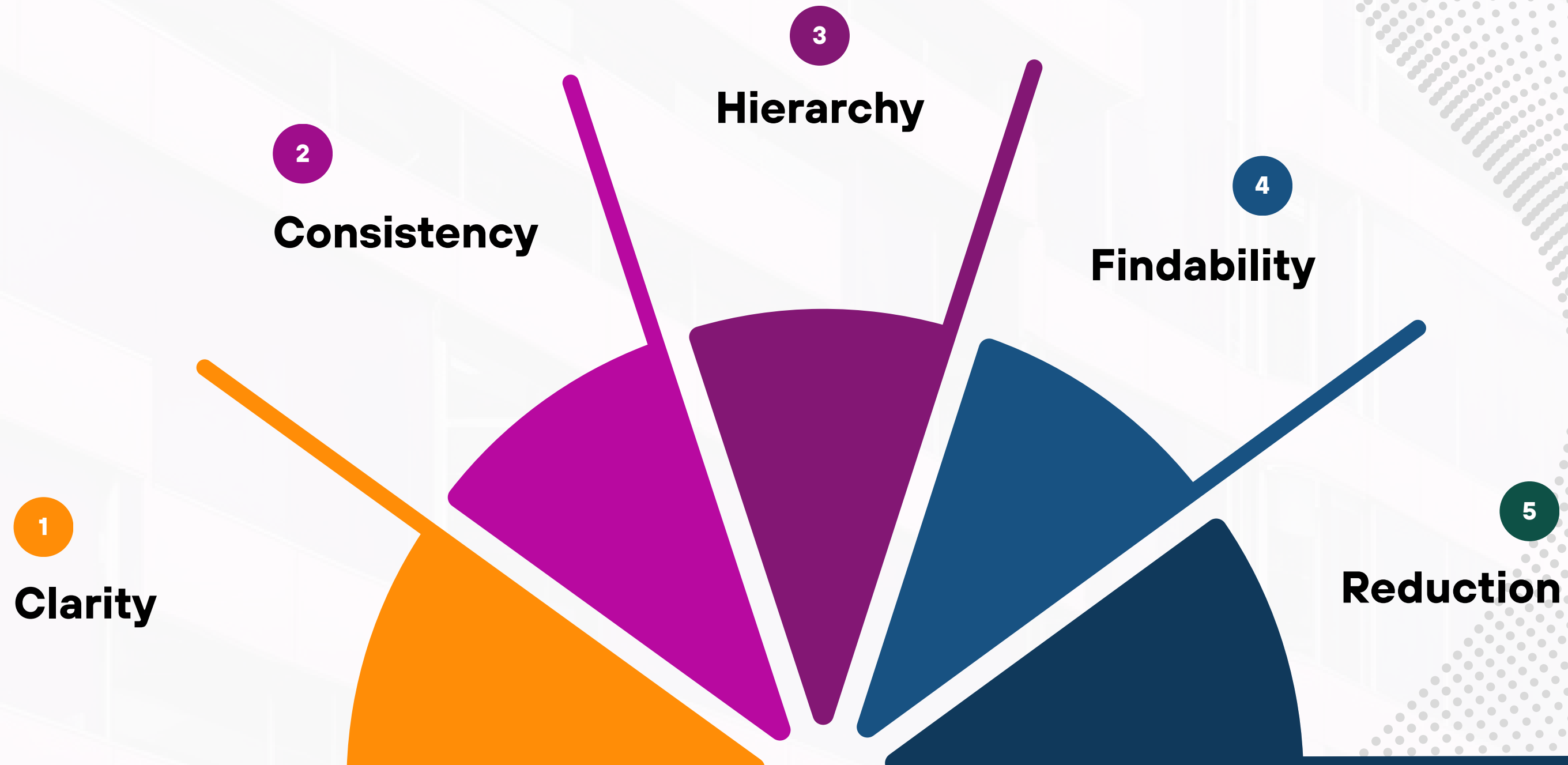


*“I am a strong advocate for building and modifying dashboards that can “speak your language” so to speak.”*

*Assistant Registrar,  
Large, public university*

# WHAT MAKES UX EFFECTIVE?

## 5 Drivers of Adoption-Friendly UX



# WHAT WORKDAY UX IS (AND ISN'T)

**UX builds infrastructure for adoption.**

✗ Not decoration

✗ Not aesthetics

✗ Not “making it pretty”

✓ Role-based design

✓ Institution-centered

✓ Intentional structure

✓ Intuitive navigation

# UX CONSIDERATIONS: DELIVERED HUBS AND DASHBOARDS

The screenshot displays a Workday dashboard for Federal Compliance Reporting. A purple callout box with a white background and a purple border contains the text: "Workday owns navigation. Institutions control the labels." Two purple arrows point from this box to the "Registrar Office" menu item in the left sidebar and the "NSC Reporting" sub-header in the main content area.

**Navigation Menu (Left Sidebar):**

- Student Config Hub
- Overview
- Registrar Office** (highlighted)
- Main Registrar Dashboard
- Federal Reporting (checked)
- Academic Advising
- Curriculum
- Financial Aid
- Calendar Management
- Prospective Student
- Student Financials

**Main Content Area:**

### Federal Compliance Reporting

**NSC Reporting**

#### NSC Enrollment Integration Events

Sent on	Integration System	By Person	Status
02/03/2024 11:13:49 AM	<a href="#">NSC Enrollment Reporting Outbound</a>	<a href="#">Brian King</a>	Completed

[View More ...](#)

#### National Student Clearinghouse (NSC) Integrations

Integration System	Comment	Description
<a href="#">NSC Degree Verify Outbound</a>	This integration provides the data for the National Student Clearinghouse Degree Verify report. Frequency: After each graduation. Notes: Submit the S Status Enrollment report first before running this integration.	Access Dir in IT - IT Contact
		Asst Registrar - Backup Contact
		Registrar - Main Contact
<a href="#">NSC Enrollment Reporting Outbound</a>	This integration provides the data for the National Student Clearinghouse Enrollment report. Frequency: Monthly Notes: Run the S Status separately before submitting the monthly Enrollment Report and the Degree Verify Report.	Registrar

**Right Panel:**

#### Steps Prior to Running

- [Check Expected Completion Dates](#)  
Check in validation reports that the expected complet...
- [Edit Programs of Study for Student](#)
- [Review Addresses with Special Characters](#)  
Ensure there are not any special characters that will ca...
- [Manage Incorrect Contact Information for Students](#)
- [Check Programs Excluded from NSC Reporting](#)  
Confirm that all programs that should not be reported ...
- [Find Program of Study Definitions](#)
- [Check for Workday Community for Bugs](#)  
Check in Community for any issues.
- [Workday Community - NSC Issues](#)

#### Steps to Run NSC Integrations

- [Identify Last Run Date/Time](#)  
You will need the last date/time the last NSC Enrollme...
- [NSC Enrollment Integration Events](#)
- [Run NSC Enrollment Integration](#)
- [Launch / Schedule Integration](#)

# UX CONSIDERATIONS: DELIVERED HUBS AND DASHBOARDS

The screenshot displays a web application interface for 'Federal Compliance Reporting'. A purple box labeled 'Hub' points to the top navigation area. A purple box labeled 'Dashboards within the hub' points to the 'NSC Enrollment Integration Events' table. A purple arrow points from the 'Federal Reporting' link in the left sidebar to the 'NSC Enrollment Integration Events' table.

**Hub**

**Dashboards within the hub**

**Left Sidebar:**

- Student Config Hub
- Overview
- Registrar Office (selected)
- Main Registrar Dashboard
- Federal Reporting (checked)
- Academic Advising
- Curriculum
- Financial Aid
- Calendar Management
- Prospective Student
- Student Financials

**Main Content Area:**

### Federal Compliance Reporting

[NSC Reporting](#)

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**Right Sidebar:**

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# BUILD UX: DASHBOARD ELEMENTS

- ▶ Tabs
- ▶ Bulletin worklets
- ▶ Report worklets

The image shows a Registrar Dashboard with a blue header and a search bar. The main content area is divided into two columns. The left column contains a 'Registration Appointments' section with six numbered tasks. The right column contains a 'Registration Reports' table with five rows of report data. Annotations with arrows point to specific elements: 'Tabs' points to the navigation bar, 'Bulletin worklet' points to the 'Registration Reports' table, and 'Report worklet' points to the 'Registration Appointments' list.

## Registrar Dashboard

Enrollment Counts | **Registration Tasks and Reports** | Waitlist Management

### Registration Appointments

- 1** Remove Advisor or Financial Holds from Prior Academic Periods  
Make sure any holds that are from prior periods are removed if no longer applicable to the student. This most likely would link to a report...
- 2** Update Date Controls  
Ensure the date controls are updated for the upcoming period. Review to double-check accuracy. Check to match No Missing Dates Tim...  
[Maintain Academic Period Date Controls](#)
- 3** Build Registration Appointments  
Copy the set-up of registration appointments from the prior academic period. Use reports to check accuracy of counts, update cohorts as...  
[Maintain Academic Period Registration Appointments](#)
- 4** Discontinue Academic Records of Students No Longer Attending  
For students that have stopped out, discontinue their academic record so that they will no longer be eligible to register for classes withou...  
[Mass Update Student Status](#)
- 5** Launch Continuing Student Onboarding  
Launch continuing student onboarding. Make sure to only launch for students with Academic Records that are in Progress, Leave of Absen...  
[Find Academic Records](#)
- 6** Contact Students Who Have Not Completed Onboarding or Registered  
Launch email in CRM for any students that have not done continuing student onboarding or have not registered. Insert an external link tha...  
[CRM Link](#)

### Registration Reports

Custom Report	Brief Description	Report Tags	Data Source	Report
<a href="#">Course Registration by College</a>		Registration and Enrollment Student Records Student Records Data Guide	<a href="#">Student Course Registration Records</a>	Link...
<a href="#">Student Enrollments for Current Academic Period</a>	Prior course report for Higher Ed (HEO) Demos. This report lists all students and their course enrollments for Spring 2018, including the course name and interim grade.	Prior Source Registration and Enrollment	<a href="#">Student Course Registrations</a>	Link...
<a href="#">Status of Registration Records</a>		Registration and Enrollment Student Records Data Guide	<a href="#">Student Course Registrations</a>	Link...
<a href="#">Student Enrollment (Headcount &amp; Credits Registered)</a>		Registration and Enrollment Student Records Data Guide	<a href="#">Student Course Registrations</a>	Link...
<a href="#">Promotion Activity by Period/Course</a>		Registration and Enrollment	<a href="#">Student Course Registration Records</a>	Link...
<a href="#">Course Demand by Academic Period - Planned, Enrolled</a>		Registration and Enrollment	<a href="#">Student Course Registrations</a>	Link...

# INTEGRATION REPORT: SAMPLE

Registrar EIBs - Lookup Report to Find EIBs ... 100

Integration Tags Registrar

24 items

Integration System	Comment	Integration Tags	Contacts	Outdated EIB Template Model	Integration System Current Version	Most Up-To-Date Available Version	Date Released - Production - Updated Ver
<a href="#">Change Additional Name</a>	Being used to add a diploma name. Can be used for other purposes.	Graduation Registrar Student		No	v43.0	v46.0	03/13/2026
<a href="#">Course Definitions - Use to create courses or validation of course roll</a>	Mainly used for troubleshooting and validation in the course roll. Can be used to create new course definitions.	Curriculum Management Registrar	Registrar -	No			03/13/2026
<a href="#">Course Section Date Controls</a>	Used to update course section date controls - mainly CLI	Curriculum Management Registrar	Registrar -	No	v43.0	v46.0	03/13/2026
<a href="#">Date Controls</a>	Used to mass update academic period date controls	Registrar	Registrar -	No	v43.2	v46.0	03/13/2026
<a href="#">Education Test EIB</a>		Academic Record Registrar Student		Yes	v42.2	v46.0	03/13/2026

**Outdated**

# REPORT OF REPORTS: SAMPLE

**Student Config Hub**

- Registrar
- Main Registrar Dashboard
- Registration Prep
- Calendar Management
- Curriculum
- Overview
- Academic Advising
- Financial Aid
- Prospective Student
- Student Financials

## Registrar

Main Hub   Data Corrections   Beginning and End of Term Activities   Reports to Maintain for Users   Course Scheduling   EIBs

### Registrar - List of Reports to Update Each Semester

Custom Report	Brief Description	Report Tags	Data Source	Report Owner
Enrolled Students with Past Expected Completion Date - Update Each Semester	This report displays all students with Expected Completion Dates in the past. Please select an Academic Period in the prompt to determine if those students are enrolled. And select the date in the prompt that is the cutoff for "Past Expected Completion Date."  REPORT OWNER: Registrar	Academic: Enrollment Academic: Validation & Clean Up Student: RAS - Update Each Semester	Academic Period Records	
Missing Academic Period Date Controls		Student: RAS - Update Each Semester	Academic Period Date Control	
Missing Final Grades by Academic Period - Instructor Version	Report that displays on instructors dashboards showing them missing final grades for an academic period. Needs to be manually updated each semester to have the correct period.  Owner: Registrar	Academic: Curriculum Academic: Grading Student: RAS - Update Each Semester Teaching Dashboard: Grades Usage: Dashboards	Student Course Registration Records	
Missing Pending or Published Grades - Registrar Version	Report that displays on Registrar dashboard showing missing final grades for an academic period. Needs to be	Academic: Grading Registrar Dashboard Student: RAS - Update Each Semester	Student Course Registration Records	

# **STRONG UX IS POSSIBLE.**

**Good UX → System Usage → Reliable Data → ROI**

# Trusted By



# About Us

Legato Strategic Consulting helps higher education institutions **bridge the gap between cloud systems and campus realities** by strengthening operations for long-lasting value from technology.

Legato specializes in:

- Operational Modernization
- Cloud ERP/SIS Implementations
- Change & Adoption

