Web Submission – Workday

Question/Comment: Workday was supposed to make things easier, but it's actually made them harder. The system feels like it was built for big companies, not universities. It takes so much time to click through screens, fix mistakes, and hunt for the right buttons that teachers and staff have less time to focus on students, research, and recruiting. Simple approvals now take extra steps, and no one's sure which numbers or reports are correct. Training people to use it costs more and more every year. In the end, Workday has turned into an expensive system that slows down the very people it was supposed to help. What improvements can we look forward to?

Response: *Thank you for sharing your feedback. We understand that the transition to Workday has required significant adjustment and that some processes may still feel cumbersome. Your perspective helps us identify where we can make the system work better for our community.*
Before Workday, electronic workflows were only available for expense reports, so adopting automated processes across HR, finance, and operations represents a major shift. We're continuing to learn together how to use these workflows effectively and identify where simplification or clarification is needed.

Workday represents a major step forward in modernizing our administrative systems — uniting multiple functions on a single platform to improve data consistency, transparency, and long-term planning. While there are growing pains, this foundation enables us to take advantage of new capabilities, including upcoming AI-driven features designed to make navigation and approvals more intuitive.

*If there are specific approval flows or system bottlenecks you'd like us to explore, please submit a **TDX ticket** so our team can help you by reviewing potential improvements or developing more efficient paths.*

Our shared goal is to ensure Workday truly supports faculty and staff to focus on teaching, research, and student success. Your candid feedback is essential in helping us get there!

Web Submission – Flex Work

Question/Comment: I am seeking guidance on the University's remote working policy. It appears that some staff are choosing to work remotely without prior approval, and in certain cases supervisors are not aware these arrangements are occurring. Additionally, staff who indicate they are working remotely are not always reachable by phone or responding to emails in a timely manner. Clarifying the expectations for requesting remote work and defining availability requirements would help ensure consistency and accountability across all teams.

Response: Thank you for your question and for highlighting some of the challenges that can arise when flexible work expectations are unclear. The University's Flexible Work Arrangement Policy (https://policy.richmond.edu/documents/policy-pdfs/Public/HR/flexible_work_arrangement_policy.pdf) requires that any remote or flexible work arrangement be formally requested and approved in advance. Employees must complete the Flexible Work Arrangement Request Form, and supervisors must review and approve it before the arrangement begins.

Employees working remotely are expected to be fully available during regular business hours, accessible by phone, responsive to email, and able to meet ad hoc needs as if they were onsite. Managers are responsible for documenting expectations clearly and addressing performance or availability issues promptly.

It is encouraged that departments regularly review existing flexible work arrangements to ensure they continue to meet operational needs and provide clarity for both employees and supervisors. Employees who have questions or concerns about remote work expectations are encouraged to talk with their manager first or reach out to their HR Business Partner for support.

Web Submission - Notification re. Jan 2ⁿᵈ

Question/Comment: It would be appreciated if the next time a last minute change is made to the holiday schedule, that this change be reflected on the HR website, or even that announcements like this be dispersed through the UR alert communications channels. I was already on vacation when the email came out about this, and worked half of the day until I unearthed an email on the topic.

Response: Thank you for your feedback regarding the recent decision to grant January 2ⁿᵈ as a holiday this year. We understand how important clear and timely communication is, especially when plans are already in place.

Please know that the announcement was sent out a full week prior to the start of our official winter break to provide ample notice (December 17ᵗʰ). However, we appreciate your suggestion to update the HR website and consider alternative communication channels.

UR alert system is intended for emergencies or truly urgent communications. Nevertheless, we will take your comments into consideration and explore appropriate options to improve communication should similar situations arise in the future.

Thank you again for sharing your concerns with us.