



University of Findlay

Moving Forward: How a University Relied on Change to Deliver the Student Experience



ABOUT UNIVERSITY OF FINDLAY

The University of Findlay is a private Christian university in Findlay, Ohio. It was established in 1882 through a joint partnership between the Churches of God General Conference and the city of Findlay.

INDUSTRY

Higher Education

HQ

Findlay, OH

DEPLOYMENT TIMEFRAME

24 months

WORKDAY SOLUTIONS DEPLOYED

Workday Student- Recruiting & Admissions, Financial Aid, Student Financials, Advising, Curriculum, and Student Records

COLLABORATIVE SERVICES

Organizational Change & Training



THE CHALLENGE

During the University of Findlay's deployment for Workday HCM and Workday Financial Management, they struggled with institution-wide adoption and lacked a good plan to manage change. The institution realized that a solid change management plan would be critical for a successful Workday Student deployment.



WHY COLLABORATIVE

The University of Findlay partnered with Collaborative for several reasons. Collaborative's Organizational Change & Training practice and reputation made us a good fit for the university's Workday Student deployment. Our institutional knowledge and expertise stood out among other Workday partners and helped demonstrate a solid approach with high touchpoints. In addition, Collaborative's student consultants provided an expert understanding of the Workday Student product, which really resonated with the Findlay team.



BENEFITS & RESULTS

- Gained visibility into student needs
- Increased student, faculty, and executive adoption through a user-friendly self-service platform
- Improved resource planning with predictive analytics
- Received guidance and expertise to successfully track and monitor the end-to-end student and faculty lifecycle

"Working with a partner that knows higher education as intimately as Collaborative Solutions provides us with many advantages. As we make progress with technical requirements, Collaborative is also a reliable and informed source of best practices as we contemporize antiquated business processes and policies. We have never questioned our partner choice during our Workday Student implementation!" - Ray McCandless, VP of Information Technology