Workday Recruiting, Learning, and Talent FAQ

General

- **Q1: When does the expansion of Workday to Recruiting, Learning and Talent take place?**
  - **Answer:** The expansion is live on October 2, 2023.

- **Q2: How do I find Workday Recruiting, Learning or Talent within Workday?**
  - **Answer:** Go to the link.nebraska.gov home page and click on Workday in the yellow banner. Log in with your credentials. From your Workday home page, you can click "Menu" in the top left of your screen. Then click "Add Apps" at the bottom of the menu. Search for "Workday Recruiting", "Workday Learning", or "Workday Talent" and click the plus sign to add the app to your menu. You can then click on the app to access it. You may also scroll down to "Your Top Apps" and click "View All Apps" from your Workday home page. Then follow the same steps to "Add Apps."

- **Q3: Why are there no email notifications and only notifications in Workday?**
  - **Answer:** Currently, Workday is set up as an all or nothing option with email notifications. Business processes are being evaluated with Workday so that email notifications can be considered for some processes and steps in the future.

- **Q4: What training content or goals are being transferred to Workday?**
  - **Answer:** Current 2023 goals are being transferred as "In Progress" although comments and attachments are not converted. All transcript data and prior performance goals are converted. Prior performance reviews will be saved but not available in Workday. Contact the Link Helpdesk for more information.

- **Q5: Where are job aids and training for how to use these new modules in Workday?**
  - **Answer:** All state teammates were sent an email on October 1, 2023, with job aids and information related to available supports. Job aids and other support links can be found on the Link home page under My Resources. Demo videos for each module can be found in Workday Learning as well.

Recruiting

- **Q1: Can you filter so you only see your own?**
  - **Answer:** Yes. Personal filters can be saved and used again.

- **Q2: Can you reopen an ad for a day or two?**
  - **Answer:** Yes, you can, but it needs to go through the same processes in place for approvals.

- **Q3: Are hiring managers the only individuals allowed to create job requisitions?**

- **Answer:** Job requisitions can be created by hiring managers or recruiters.

- **Q4: Are the only ones who can request roles those with the security profiles?**
  - **Answer:** Yes.

- **Q5: What does "spotlight" do?**
  - **Answer:** Spotlight brings it to the top of the postings on the job posting website.

- **Q6: Do job requisitions go live from the start date selected, or will they still go through DAS?**
  - **Answer:** A similar process flow will take place as exists prior to Workday. DAS will need to approve the posting; however, it returns to the recruiter, who will actually post the job requisition. Best practice would be to submit with a future date of posting to allow for the DAS review and approval so there is no delay within the dates specified.

- **Q7: Where do the candidate qualifications and job duties go?**
  - **Answer:** This would be entered by the recruiter on the job requisition in the job description, job description summary, and additional job description summary fields. You can edit job duties to include things not listed in the job specification.

- **Q8: When the compensation grade is selected in compensation details, does that display the range on the job posting?**
  - **Answer:** Both the hourly rate and the range will display on the job posting. You need to enter an anticipated hire amount.

- **Q9: Where is the job location placed in a posting?**
  - **Answer:** You will need to select the location from a drop down that will have all worksite locations listed.

- **Q10: What is the "Target Hiring Date?"**
  - **Answer:** The target hire date is used for reporting/goals. The job posting close date is entered later by the recruiter.

- **Q11: Can you post two different positions under the same posting?**
  - **Answer:** You can add more than one position to a standard requisition if the job profile and other details are the same.

- **Q12: Where is the wage listed?**
  - **Answer:** The wage is listed under the compensation section.

- **Q13: Is there a place to list Work Hours?**
  - **Answer:** Yes, when creating the posting, there is a place to denote if the job covers a day shift or another shift.

- **Q14: What is the purpose of referring a candidate and their resume to another agency if it is to be screened for minimum qualifications by DAS?**
  - **Answer**: If you submit an individual as a referral, the hiring manager or recruiter will know to watch for their application or to reach out to them. While an individual may apply for a

position with a specific set of skills that you have posted, you may recognize that he/she may have a background that would be a good fit in another position elsewhere.

- **Q15: Will DAS assign the self-schedule, or will that come back to the agency recruiter?**
  - **Answer:** This will go back to the primary recruiter. The self-scheduler is intended to track and allow applicants to select an interview time. This does not feed into Outlook, so agencies will still need to set up and block times on calendars.

- **Q16: Can self-scheduling be sent to more than one candidate at the same time?**
  - **Answer:** That is an option, but it is recommended that it be set up one person at a time. If a self-schedule calendar is added to a step, such as the interview step, the task to schedule will be sent to each candidate when moved to that step.

- **Q17: Can hiring managers set up the self-scheduler?**
  - **Answer:** No. That feature is for recruiters**.**

- **Q18: What is an "Evergreen" posting?**
  - **Answer**: These are positions that are continuously open and being actively recruited. These postings have no closing date and would be continuously accepting applicants.

- **Q19: Will the individuals able to be assigned as recruiters be specific to an agency, or will the list be all recruiters?**
  - **Answer:** You will only see those specific to your agency.

- **Q20: How will an agency create supplemental questions?**
  - **Answer:** An agency must establish these in the system prior to creating the job requisition. The requests to create supplemental questions will come to DAS.

- **Q21: Can an agency remove the ability of hiring managers to create job requisitions?**
  - **Answer:** No, the function is set at the role level. Agencies who desire hiring managers to not have this ability should direct hiring managers accordingly. Even if a hiring manager starts a job requisition, it must still go to the recruiter to complete full details before it moves forward.

- **Q22: Are background checks conducted before or after an offer is made?**
  - **Answer:** The Workday system allows for the flexibility to do the background check step before or after the offer.

- **Q23: Can steps be delegated to other members of a team?**
  - **Answer**: There is not a "delegate" function; however, if an agency has multiple recruiters, they can pick up and complete another's work.

- **Q24: Where does the process end in Workday?**
  - **Answer:** There is a point in the business process, "ready for hire," where the tasks are assigned to the HR Partner if the HR Partner and recruiter are not the same person.

- **Q25: What happens to those who are not interviewed or made an offer?**

- **Answer:** At the point a determination is made that an applicant is not moving forward, you will enter a disposition reason and the applicant will drop out of the applicant pool for that job. A disposition notice will be sent to the applicant via template. Non-selection notices are automatic for certain dispositions.

- **Q26: What about E-Verify and the I-9?**
  - **Answer:** Completing the I-9 and E-Verify happen after ready for hire, during onboarding. It is recommended that agencies do not use paper forms as it could cause issues with records retention and E-Verify entry.

- **Q27: If we currently are set up to receive job alerts do, we have to reenroll? How are job alerts set up?**
  - **Answer:** Yes, the Workday site is a different URL for job postings than what was used in NEOGOV. Job alerts can be set to notify you when a particular job is available that meets your stated criteria without needing to search. These can be set by a hiring manager, job profile, etc.

- **Q28: Will NEOGOV still be utilized?**
  - **Answer**: All work in NEOGOV will need to be completed by October 31, 2023. Workday Recruiting will be required for all job requisitions posted on or after October 2, 2023.

- **Q29: Can a hiring manager edit a job posting?**
  - **Answer:** Once a job is posted, it cannot be edited by a manager. That must be done by a recruiter.

- **Q30: Do all postings require an end date, or can it be "Open Until Filled?"**
  - **Answer:** That is not specifically an option, but the end date can be left blank**.**

- **Q31: Who can see candidates and submitted information for a job posting?**
  - **Answer:** You can select who is on a hiring team in order to see candidates, resumes, transcripts, etc.

- **Q32: Will we still use statejobs.nebraska.gov?**
  - **Answer:** Yes. Links will however point to a different site behind the scenes that connects to Workday Recruiting instead of NEOGOV.

- **Q33: What is the process for hiring at a higher rate of pay?**
  - **Answer:** All processes for above hire requests remain the same.

- **Q34: Will email notifications be sent when applications are referred?**
  - **Answer:** You will receive notifications in Workday. Teammates are encouraged to, at a minimum, check Workday a couple times per week to check for notifications and other items.

- **Q35: What does the "hire date" do? How does it differ from "target hire date?"**

    - **Answer:** That date is used in Workday and JDE processing to determine when an employee is eligible for benefits coverage and other matters. This is different from "target hire date," which is there to let an applicant know when the job is likely to begin. These can be edited.

- **Q36: Will there be forms for mission criticality in the system?**
    - **Answer:** No, those forms will remain specific to agencies and are not available in Workday.

- **Q37: What is a "prospect?"**
    - **Answer:** A prospect is an applicant.

- **Q38: Are offer letters customizable?**
    - **Answer:** Yes, you can add and delete text as needed, but these may require new approvals.

- **Q39: How are background checks handled?**
    - **Answer:** For agencies that already have an agreement in place with OneSource Background Check company, and have signed on for the integration, will be able to request and get results for background checks through Workday Recruiting. For agencies that don't use OneSource, you can track that a candidate is in a background check status, but it doesn't request anything or receive any results.

- **Q40: Can you skip steps in the process?**
    - **Answer:** Yes, there are several options to select as the next step, so you can decide which is applicable for your job.

- **Q41: Are there additional reminders for candidates who do not respond?**
    - **Answer:** Candidates have the option to select email or text notifications when they fill out an application. They will receive initial notifications, but the hiring manager or recruiter would need to follow up as needed, as no additional reminders or notifications are sent automatically.

- **Q42: Can we view communication with a candidate?**
    - **Answer:** Recruiters are able to see all of the communication.

- **Q43: How is a questionnaire created?**
    - **Answer:** These are created after being approved by those on the State Personnel-Talent Acquisition team. This is to maintain a standardized naming system that will facilitate ease of locating and managing them.

- **Q44: Can you print an application?**
    - **Answer**: Yes. Use the PDF button above the Candidate Name/ID in the blue column on the left of the candidate profile page.

- **Q45: What is the difference between the Recruiter role and the Hiring Manager role?**
    - **Answer:** A Recruiter role is assigned to teammates that manage recruiting processes for an agency. A Hiring Manager will have access to job requisitions within their supervisory organization.

- **Q46: What is the format for job postings?**
  - **Answer:** The following information is required in the following sections to provide a consistent experience for candidates in reviewing job postings: Job Description Summary- Description, Example of Work; Job Description- Minimum Qualifications, Preferred Qualifications; Additional Job Description- Other Qualifications, Knowledge, Skills, and Abilities.

- **Q47: Does the system send out emails to notify applicants of interviews, hires, etc.?**
  - **Answer**: Decline emails are sent automatically when a candidate is dispositioned out, usually after 24 hours. Interview notices and offer letters can also be sent through the system but will require some action by the recruiter.

Learning

- **Q1: Will course evaluations be imported?**
  - **Answer:** No, course evaluations will need to be built as a survey in Workday.

- **Q2: Is there a place to put a closing date for registrations?**
  - **Answer:** Yes. That action is located under the Expiration Rules section of the set-up.

- **Q3: What does the data field "Topic" refer to?**
  - **Answer:** For the State of Nebraska, the "Topic" data field will be set as the agency group to which the training applies. This data element will be used to help filter down and maintain agency specific training materials. For example, a training designed for Child Safety Workers would have a topic of "HHS" as only HHS teammates would need to take the training, whereas a Driver Safety training would have a topic of "State of Nebraska" as it would be available to all state teammates.

- **Q4: Is there a place to define the target audience?**
  - **Answer:** Yes. That information can be entered in the description and controlled to some extent by the "Topic" selected. You can also create a hidden course and mass enroll only those you wish to be able to take the course. Hidden courses do not come up in a search by teammates looking for training.

- **Q5: Can course titles be reused for different course dates? Can you create a course and schedule multiple dates?**
  - **Answer:** Yes. When setting up the course, there is a scheduling section which allows you to enter multiple dates.

- **Q6: Will we continue the same naming convention?**
  - **Answer:** Believe so.

- **Q7: Is the calendar the only way to access a roster?**
  - **Answer:** No, however, you will need to open the course to view the roster.

- **Q8: Is there a way to assign something to everyone in a course at the same time, or will we have to create a group of learners?**
  - **Answer:** A report function has been created to use to create a group. A user guide will be provided to training administrators on how to use that functionality.

- **Q9: Can survey questions be randomized?**
  - **Answer:** No. The order you set them in is how they will display to everyone**.**

- **Q10: How does a survey look on a completed transcript?**
  - **Answer**: The survey does not show separate from the course in the transcript, but it shows the course and survey score.

- **Q11: Can the survey function be utilized for gauging interest in a training session?**
  - **Answer:** Yes. You can create a survey for any questions you want and send it out to chosen recipients.

- **Q12: How will supervisory approval for courses with fees take place?**
  - **Answer:** This process will be similar to the process in the EDC. The supervisor will get an email and will need to log in to Workday to complete the approval.

- **Q13: Is there a time limit or end date for surveys?**
  - **Answer:** There is no expiration on a survey; however, you can set an expiration on a course or campaign to which a survey is part. You can also schedule to close a survey after it has been created. You cannot set a closure date during the creation of the survey.

- **Q14: What happens if a course expires?**
  - **Answer:** If a course expires, it means that new individuals cannot register. A teammate actively working on a course should be able to complete the course even after expiration.

- **Q15: Can I set up multiple instructor led trainings as part of a continuous program?**
  - **Answer:** Yes. Supervisors and training coordinators will be able to assign and enroll others, or it can be set up for teammates to search and enroll themselves.

- **Q16: Will my training transcript migrate over to Workday?**
  - **Answer:** Yes.

- **Q17: Workday requires that the field "Duration" be filled out. Is there an option to set no limit?**
  - **Answer:** No. Workday requires this field to be filled out. It is not a time limit but rather an estimate for how long a teammate should plan for when taking a training.

- **Q18: Can a listed contact be a group or go to a shared inbox?**
  - **Answer:** The contact does need to be a person; however, there is a place when sending emails to attendees where it can route responses to a group or shared inbox.

- **Q19: What happens to a course when the person selected leaves employment with the state?**
  - **Answer**: The course will remain, and a training administrator would be able to update the contact information as needed. The contact field is required.

- **Q20: How is a lesson copied?**
    - **Answer:** If you have a lesson that will be used in multiple courses, you will need to go to the lesson level and address any changes there.

- **Q21: If you have multiple in-person trainings, can you send messages a defined number of days prior to the training date?**
    - **Answer**: Yes, but you will need to set the specific calendar date. Workday does not have a calculated field to send something "x" number of days in advance.

- **Q22: For multi-select, will it mark a question as "wrong" if a correct and an incorrect answer are chosen?**
    - **Answer:** This depends on how the score was set. It would likely lead to partial credit for the question.

- **Q23: Does Workday populate a sign-in sheet for the in-person classes?**
    - **Answer**: No, but you can export the roster and create one.

- **Q24: Can Workday be used for outside agency training intended for non-State teammates?**
    - **Answer:** Workday is intended for state teammates; however, there is an option for extended learners. A non-state teammate would need to register as an extended learner to be granted access to the learning portion of the system.

- **Q25: What do the check boxes mean under Create Maintained Skill?**
    - **Answer:** "Inactive" means that the skill is not yet ready for someone to select. "Hide from Candidates" means that the skill is created but cannot be used by end users for searching. "Exclude from Synonym Management" means that the skill will not be added into Workday's AI processing to assist users when searching for training.

- **Q26: Do Contacts have to be tied to an actual person, or could a shared email address be entered?**
    - **Answer:** It does need to be a specific person; however, when messages and notifications are sent to attendees, you can enter a group email address for reception of responses. It is teammate specific, but you can select multiple people.

- **Q27: Where will notifications display when teammates want to be placed on a waitlist?**
    - **Answer:** In Workday.

- **Q28: Is it an option to send teammates a link for a course so that they can directly access a course upon signing into the system?**
    - **Answer:** Yes.

- **Q29: What does the field titled "Versioning" mean?**
    - **Answer**: That field allows you to track when changes are made to an existing course**.**

- **Q30: How do you access reminders?**
- **Answer:** From the course, you can select Send Notification.

- **Q31: How should individuals be handled who show up and physically sign a roster but did not pre-register?**
  - **Answer**: You will need to "mass enroll" those that did not pre-register once the training is complete**.**

- **Q32: What is a campaign?**
  - **Answer**: A campaign is similar to a curriculum. They are more for messaging and surveys rather than training. A campaign might be used to send out periodic outreach to learners asking about the types of trainings they have an interest in or to get feedback on a recent training. Campaigns are optional, and you can set notifications up to be via email or in Workday.

- **Q33: What is "Learning Content by Rating" on the Learning Administrator page?**
  - **Answer:** That allows you to search for courses based upon the ratings provided by others. At the end of a training teammates are presented with a "Rate this Course" pop-up that allows them to select a rating.

- **Q34: Would a SCORM file be uploaded as a digital course for on-demand learning?**
  - **Answer:** Yes.

- **Q35: How will survey results be received?**
  - **Answer:** It comes as a report in Workday that can be exported to Excel.

- **Q36: Who can create a course?**
  - **Answer:** Only someone with a training or learning administrator role in Workday can create a course.

- **Q37: Can a survey be built into a course?**
  - **Answer**: Yes, you can use surveys the same way that tests are used in the old system.

Talent

- **Q1: Does training progress move over with goals?**
  - **Answer:** Workday does not have a percentage progression slider. Workday has a status of "Not Started," "In Progress," and "Completed." All 2023 goals will be migrated over as "In Progress." Success Descriptors are migrated over as part of each goal's description at the end.

- **Q2: Do Performance Improvement Plans (PIP) migrate over to Workday?**
  - **Answer:** No. Finished PIPs will come over, but nothing that is in progress will be converted into Workday Talent due to the differences in formats/templates.

- **Q3: Is there a way to attach items to a Performance Improvement Plan (PIP)?**
  - **Answer:** Yes.

- **Q4: Can feedback be used for a project or performance?**
    - **Answer:** Yes. Feedback is not part of the Annual Performance Review. It is a method for gathering and tracking general feedback on a number of matters. However, it could be helpful and can be reviewed as part of a performance evaluation.

- **Q5: Can goals be assigned to multiple people?**
    - **Answer:** Yes.

- **Q6: How is the weighting of goals determined?**
    - **Answer:** This is done similarly to how it was done in the EDC. Goals will need to equal 100%, or an error message will appear. At this time, we are unable to set a default in Workday. The weighting remains 30% for competencies and 70% for goals, but you will need to enter the weighting for each goal and competency.

- **Q7: What happens if an agency has additional approval steps for approving a Performance Improvement Plan (PIP) prior to it going to a teammate?**
    - **Answer:** Agencies will need to complete that step prior to entering the PIP into Workday, as the system does not currently have any agency specific configuration to route for approvals.

- **Q8: Do supervisors have to enter all goals, or will teammates be able to submit for approval?**
    - **Answer:** Teammates will be able to submit goals for approval.

- **Q9: Is there a notification when feedback is requested?**
    - **Answer:** Yes. The teammate you are requesting feedback from will get a notification in Workday that they have a request. At this time email, notifications are not turned on as business functions are evaluated. Teammates are encouraged to, at a minimum, check Workday a couple times per week to check for notifications and other items.

- **Q10: Why use feedback instead of email?**
    - **Answer**: Using feedback places those comments directly on the teammates record. They can then be easily reviewed during performance reviews without the need to search through email.

- **Q11: Will there be a goal library?**
    - **Answer:** No; however, you can create organization goals and pull them in or copy a goal from one teammate to another.

- **Q12: Is there a spot for success descriptors?**
    - **Answer:** Yes. In the goal description, you can add detailed success descriptors.

- **Q13: Can you copy and paste goals that are the same for multiple teammates?**
    - **Answer:** Yes. You also have the option to assign the goal to multiple people at the time a goal is created.

- **Q14: When adding goals, is there a spot to add specific milestones or dates?**

- **Answer:** No, there is only the due date; however, you can capture that information in the goal description and add comments as you meet with the teammate throughout the year to track progress.

- **Q15: Who creates the templates?**
  - **Answer:** Templates can only be created by a training administrator. You will need to contact the Link Helpdesk if you have a need for a template different than what is provided.

- **Q16: All performance reviews automatically assigned to each employee for self-evaluation at the start of the year, or do supervisors have to initiate each one?**
  - **Answer:** Annual Reviews will be assigned automatically, with no need for a supervisor to initiate.

- **Q17: When a teammate sets or edits their goals, will the supervisor have to approve?**
  - **Answer:** Yes.

- **Q18: What do I do if I am having difficulty navigating through the Talent module for a performance review?**
  - **Answer**: Consider utilizing the "Go to Guided Editor" button when starting an assigned review task. This method presents the review in a page-by-page process, similar to the current review template in CSOD. The system also provides a way to navigate between pages without being required to fill in all required fields, although the review cannot be submitted until all those required fields are filled out.

- **Q19: Will agencies have the option to remove certain categories or functions in Talent?**
  - **Answer:** No, the annual performance review template is set by State Personnel and cannot be altered.

- **Q20: Do I have to comment on teammate competencies?**
  - **Answer:** Workday does require comments, which were optional in the previous system. "N/A" or a similar comment may be appropriate, but managers are encouraged to give thoughtful and meaningful feedback and commentary in evaluations.

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