

# 2022 Best Practices Proposal Form



Completed proposals are to be submitted to  
Julie Parrish, Chair, SACUBO Best Practices Committee, [info@sacubo.org](mailto:info@sacubo.org)  
The deadline is November 10, 2021.

## Best Practices Submission:

**Title:** **Training Adaptations: Adjusting to a Changing Environment**

## Primary\* Contact Information:

*The primary contact must be a SACUBO member institution of higher education.*

Institution: Baylor University

Address1: One Bear Place #97041

Address2:

City: Waco

State/Prov: TX

Zip Code: 76798

Salutation:  Prof.  Dr.  Mr.  x Mrs.  Ms.

First Name: Patoya Middle Name/Initial: Last Name: Hall

Suffix (Jr, III, etc.)

Professional Title: Human Resources Training Specialist

Email: PaToya\_Hall@baylor.edu

Phone: 254-710-2000

Fax:

\*Additional team contacts may be listed at the bottom of this form.

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## Institution Information:

Institution:

X Research  Comprehensive/Doctoral  Small Institutions  Community College

Year Founded: 1845

Geographical Location: Waco Tx

Number of Students: 20,000

Website: baylor.edu

## Statement of the Problem:

*Provide a brief statement identifying the challenge your institution encountered that benefited from your best practice.*

In June 2020, Baylor University went live with Oracle Cloud ERP, including HCM, Finance, Procurement, Projects, and Reporting. As the University was launching user training for the new system, the global pandemic sent everyone home to work remotely. Faced with the challenge of preparing faculty, staff and students to function while they were also adapting to a new way of working, a quick pivot to new training plans was essential. University operations have since returned to normal in many ways but some previously on-site jobs are now hybrid or fully remote, requiring a continuation of innovative training plans.

## Identify the Solution (250-words maximum):

*Describe how you identified and developed your best practice solution including those involved with the process, impact on the organization, finances and resources.*

University training and communications staff quickly developed creative training methods that kept campus engaged and resulted in unexpected benefits for campus readiness. Since go-live, training has continued to evolve to include training options for hybrid and remote staff, to provide just-in-time training opportunities, and to tailor training based on assessments of user readiness.

Training methods include virtual open labs, recorded training courses with knowledge checks, department embedded experts, use of chat bots, and implementation of Oracle's Guided Learning product. As a result, campus users experience a flexible and tailored training plan that meets the needs of new users who are unfamiliar with the system and continuing users who need refreshers in specific aspects of their jobs.

Much like the course delivery innovations our academic colleagues have adopted, our training approach has been transformed. Gone are the days of requiring users to sit in a computer lab, 25 at a time, to listen to a trainer explain material, then attempt to complete a test transaction

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for a function they knew nothing about minutes earlier. With this tailored approach, resources are available as users need them, including

- recorded training sessions;
- synchronous, online labs using Microsoft Teams;
- user groups organized around system modules, which provide opportunities to deliver information about system updates, to re-train on transactions which data indicate users struggle with, and allows a platform for open discussion with other module users;
- training guides, FAQs, and other topic-specific resources;
- embedded step-by-step instructions, which guide users through completing transactions;
- and experts in their departments, colleagues who users are familiar with and feel safe in asking for assistance.

## **Implementation Timeline:**

*Provide a bulleted list of the steps and implementation timeline of your best practice solution.*

1. January 2020 – Baylor begins training for upcoming June 1 go-live date for all Oracle Cloud modules
2. March 2020 – Covid pandemic forces all University faculty and staff to remote work
3. April 2020 – launched new training opportunities delivered through recorded sessions and live Microsoft Teams sessions
4. May 2020 – users groups form and begin meeting on a consistent basis
5. July 2020 – Oracle Guided Learning launched
6. October 2020 - introduced targeted training sessions on topics that were requested by users or identified by central finance as areas needing improvement
7. April 2021 – data analysis to assess training effectiveness
8. June 2021 – launched new training where data indicate necessity
9. September 2021 – began review and update of training materials
10. Spring 2022 - deploy centralized information depository of all updated training materials

## **Benefits & Retrospect:**

*Provide a brief statement of the benefits achieved by implementing the best practice solution.*

Baylor's approach to training has resulted in significant benefits to both individual users and to the University. For users, there is no waiting for the next available training. Multiple forms of training opportunities are available as users have needs, increasing their use of training and, ultimately, their effectiveness in completing transactions. As user proficiency increases, the University benefits from increased user accuracy, less time required to correct mistakes, and a reduction in time finance and human resources staff devote to training.

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## Additional Team Contact Information:

### Additional Contact #2:

Institution: Baylor University

Address1: One Bear Place #97041

Address2:

City: Waco

State/Prov: TX

Zip Code: 76798

Institution:

Research  Comprehensive/ Doctoral  Small Institutions  Community College

Salutation:  Prof.  Dr.  Mr.  Mrs.  Ms.

First Name: Becky

Middle Name/Initial:

Last Name: Ivy

Suffix (Jr, III, etc.)

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### Additional Contact #3:

Institution: Baylor University

Address1: One Bear Place #97041

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Address2:

City: Waco

State/Prov: TX

Zip Code: 76798

Institution:

X Research  Comprehensive/ Doctoral  Small Institutions  Community College

Salutation:  Prof.  Dr.  Mr. X Mrs.  Ms.

First Name: Bobbie

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## **Additional Contact #4:**

Institution: Baylor University

Address1: One Bear Place #97041

Address2:

City: Waco

State/Prov: TX

Zip Code: 76798

Institution:

X Research  Comprehensive/ Doctoral  Small Institutions  Community College

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Salutation:     Prof.      X Dr.       Mr.       Mrs.       Ms.

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Middle Name/Initial:

Last Name: Powell

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*Form: Updated August 2021*