Knight Vision
SET XChange

May 17, 2022

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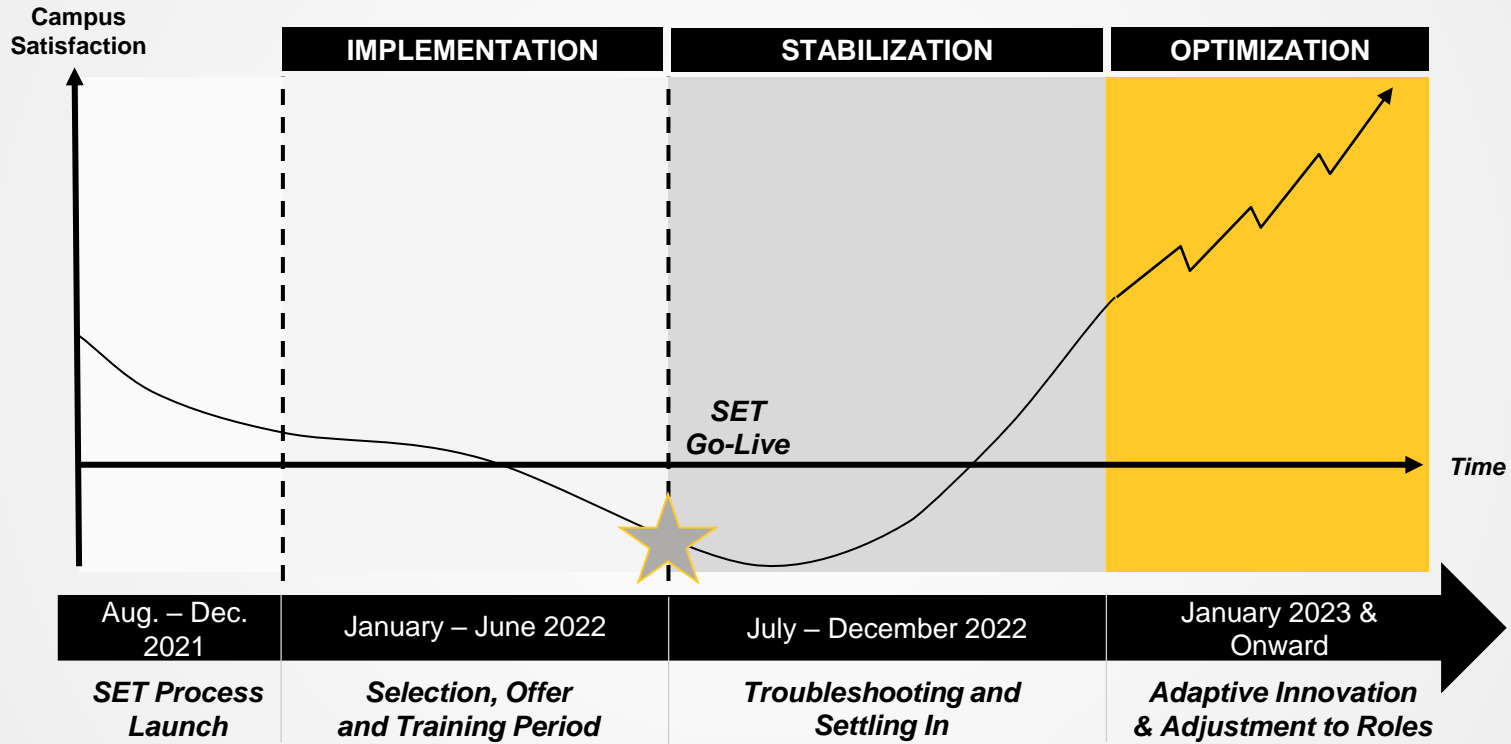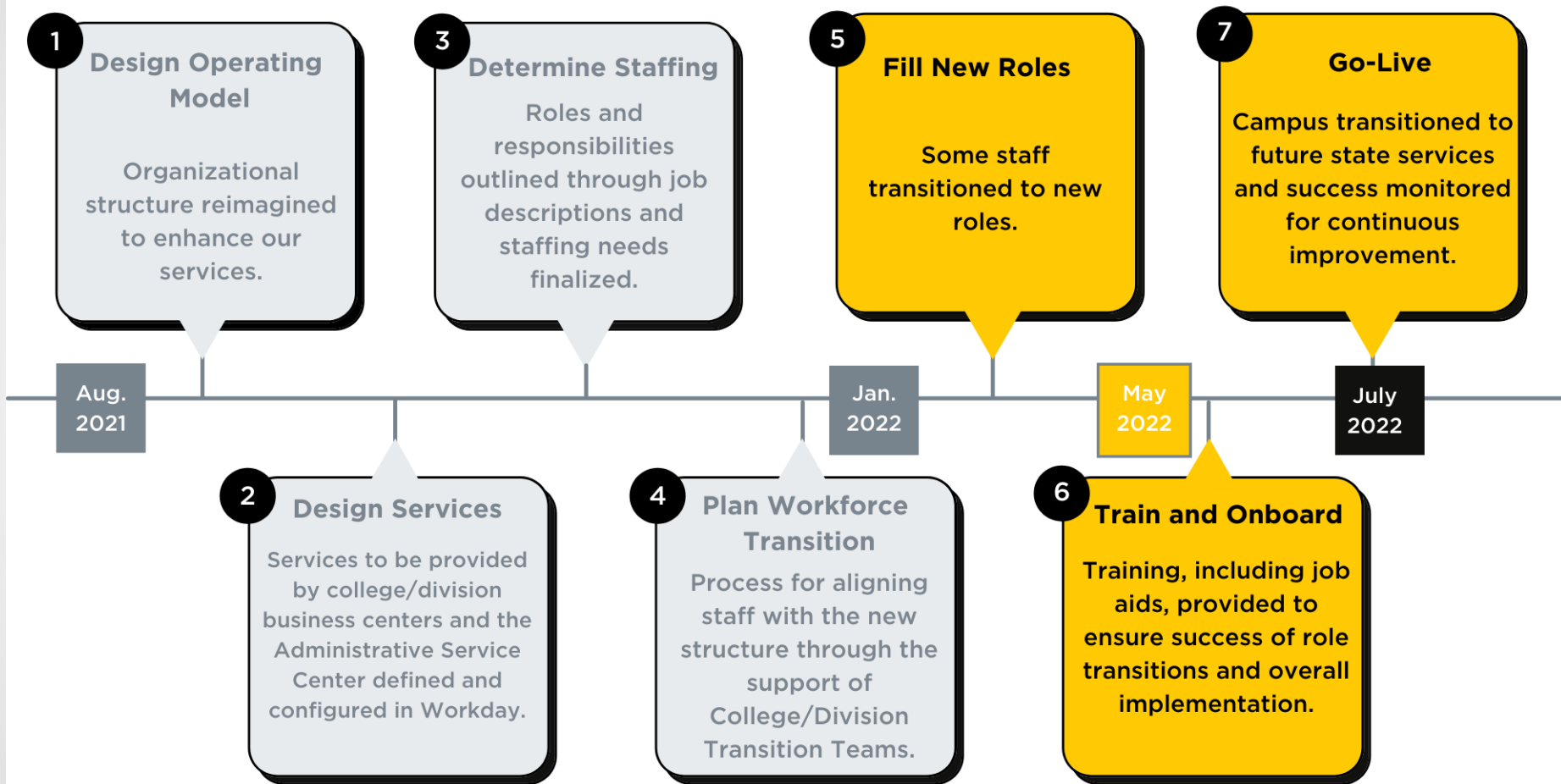
Agenda

Introduction from Misty Shepherd, Sr. Associate VP, Financial Affairs

SET Timeline Update

Staffing Update

Onboarding & Logistics, Training

kNEXT

Q&A

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Stabilization and Investment Period

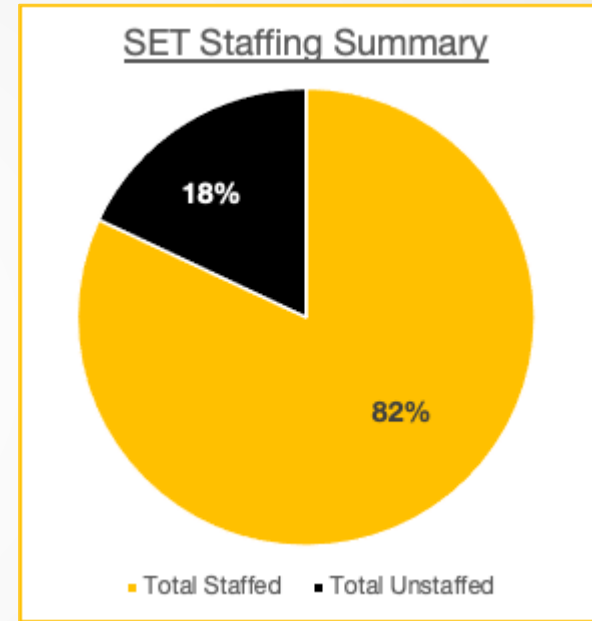SET Timeline

5/17/2022

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Staffing

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Staffing

SET Staff Identified To-Date (May 17)

- 83% of HR Business Centers

- 84% of Finance Business Centers

- 94% of kNEXT

- 22% of Talent Acquisition Unit

SET Staffing Summary

18%

82%

- Total Staffed - Total Unstaffed

~400 positions

➢ We will continue to staff SET until all positions are filled.
The timing of notification regarding roles does not imply preference.

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Onboarding & Logistics, Training

5/17/2022

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Onboarding Communication Plan

Communication	Content Highlights	Target Dates
Welcome to SET!	• Short videos • SET Guiding Principles	Mid-May
Enroll in Training Webcourses	• Enrollment instructions • Self-Paced & Learning Labs	1-2 days after initial welcome email
Logistics, Materials and Tools	• Informs employees about decisions around work location	1-2 weeks after initial welcome email
Onboarding Guide	• Share Onboarding Guide • How to take ownership of role & career development	Early June
Invitation to Special Events/Gatherings	• Small group events • Additional training sessions • Dress rehearsals	Mid-June
What to Expect During Go-Live and Reminders	• Where to be • Communication expectations • Remaining details	Thursday, June 23

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About SET training

Who will receive training?

- Everyone who is moving into a SET job position will have a customized **SET Learning Path**, which will also include Workday training materials.

When will training begin?

- **Pre-Go-Live** training began May 2 and will continue throughout the month of June. **Post-Go-Live** training will begin in July and be ongoing.

What other things should I know about training?

- Training will be delivered in many formats, such as **job aids**, **online coursework, videos** and **instructor-led classes**. Training time estimates will vary by job position.

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How SET Training Works

Self-Driven Learning Paths

All training materials will be provided through Webcourses.

Trainings will be rolled out in a phased approach to promote knowledge retention.

Training delivery methods will be flexible to foster learning.

System Knowledge
Workday Training

University Knowledge
Functional Processes;
Policies

Change Management
Customer Service;
Collaboration;
Leadership

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What to Expect

- Starting in May, **individuals who have confirmed their SET position offer** will be contacted regarding onboarding procedures and next steps.

- **SET webcourses** will be updated routinely. Look for announcements on upcoming training sessions and newly added resources.

- Communications on the **SET transition and updates to business process workflows** will be provided to the UCF community during the Workday training period.

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Knights Experience Team (kNEXT)

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Knights Experience Team (kNEXT)

The Knights Experience Team (kNEXT) – formerly known as the Administrative Service Center (ASC) – primarily provides:
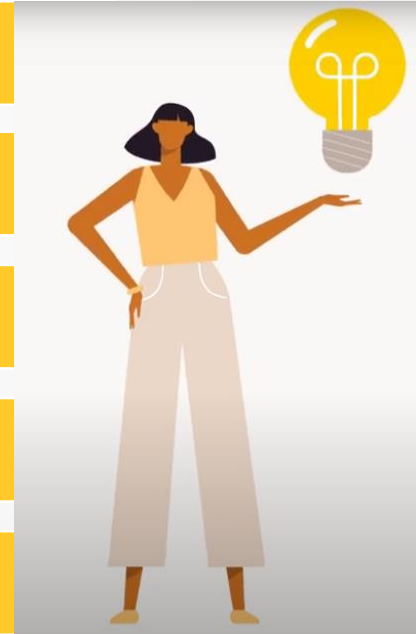
Customer Service

Innovation and Process Excellence

Employee Experience

Digital First Options

Relationship with Campus

The Team

- kNEXT Senior Director
- Customer Care Manager
- Customer Care Coordinators
- HR Manager
- HR Specialists
- Finance Director
- Travel/Procurement Specialists
- Finance Specialists
- Knowledge and Training Assistant Director
- Communications Continuous Improvement Specialist

The **kNEXT** generation of HR and Finance **customer service.**

Questions?

UCF | **Knight Vision**

How to Get Involved?

Keep up to date by visiting the
Knight Vision website at **knightvision.it.ucf.edu**

Email: **knightvision@ucf.edu**

Subscribe to our newsletter:
https://tinyurl.com/KVNewsletterSubscription

Provide feedback:
https://tinyurl.com/KnightVisionFeedback

Participate in our virtual events and open forums:
knightvision.it.ucf.edu/get-involved

Download and share our helpful handouts
https://tinyurl.com/KV HandoutsandFlyers

Thank you!

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