

## DASH Institutional Working Group – 08/27/2025 – Minutes

**Attendees:** Jonathan Lawshe, Michael Ebbs, Amanda Fryer, Chandra West-Alston, Brenda Murrell, and Keysha Fuller

**Other Members:** Ammar Ammar, Benjie Harmon, Wesley Byerly, George Ninan and Judi Waldrip

### Meeting notes:

- **Addressing Faculty and Departmental Complaints About Dash:** George, Chandra, Keysha, Brenda, and others discussed ongoing complaints from faculty and departments regarding the Dash system, focusing on the need to distinguish between genuine system limitations and issues stemming from lack of awareness or training, and proposed a more structured approach to collecting and addressing specific user questions.
- **Nature of Complaints:** George explained that many complaints from faculty and departments about Dash are recurring and often relate to users' unfamiliarity with the system or resistance to change, rather than actual system deficiencies. He emphasized the importance of filtering out general dissatisfaction and focusing on actionable feedback.
- **Proposal for Task-Focused Questions:** George suggested implementing a 'How do I?' mechanism, encouraging users to submit specific, task-oriented questions rather than broad complaints, to enable the team to provide targeted support and job aids.
- **Role of Departmental Representatives:** George and Chandra discussed involving departmental finance or administrative staff as intermediaries to help clarify and distill user questions before escalating them to the central group, ensuring that requests are well-defined and actionable.
- **Challenges with User Mindset:** Brenda and Keysha noted that many users are still comparing Dash to the previous IRIS system and are reluctant to adapt to new processes, often seeking direct answers rather than utilizing available resources or training materials.
- **Centralizing and Enhancing Training Resources:** Jonathan, Keysha, Chandra, and others reviewed the current state of training resources for Dash, identified the need to centralize job aids and training materials on the Dash website, and discussed strategies to improve user engagement with these resources.

- **Current Training Offerings:** Jonathan shared a compiled list of existing training sessions, including those facilitated by Keysha's group and recorded sessions available in Kate, highlighting the challenge of information being scattered across multiple platforms.
- **Centralized Resource Hub:** Chandra confirmed that the team will add a dedicated section on the Dash website for job aids and training materials, consolidating resources to make them more accessible for users.
- **User Engagement and Responsibility:** Keysha and Jonathan observed that while resources exist, users often do not take the initiative to seek them out, preferring direct answers; the team discussed the importance of encouraging self-service and departmental accountability.
- **Mandatory Training Impact:** Keysha reported that labeling training as 'mandatory' significantly increased attendance, suggesting that stronger language and clearer expectations may improve participation.
- **Implementing a 'How Do I?' Submission Process:** The group, led by George and Chandra, agreed to pilot a new process for users to submit specific 'How do I?' questions, with departmental representatives refining submissions before escalation, and to monitor and manage this process collaboratively.
- **Process Design:** George outlined a process where users submit 'How do I?' questions, including their name and division, which are first reviewed by designated departmental representatives to clarify and distill the request before it reaches the central group.
- **Selection of Point Persons:** George proposed that each college and key department (e.g., IT, facilities) identify a point person responsible for coordinating and refining questions, and committed to following up with the group via email to finalize the list of representatives.
- **Integration with Existing Support Structures:** Chandra and others discussed how the new form would complement existing business manager roles and support channels, ensuring that both the form and business managers monitor and address incoming requests.
- **Managing Expectations and Outcomes:** The team acknowledged that while the new process may not resolve all user dissatisfaction—especially where users resist required workflows—it will help provide clear, actionable responses and reduce ambiguous or unworkable requests.

- **Payroll Register Report Status and Redwood Migration:** Chandra, George, Michael, Amanda, and others discussed the incomplete status and unknown location of the new payroll register report, the need for key data elements like funding source, and the impact of the upcoming Redwood migration on report availability and system changes.
- **Payroll Register Report Availability:** Chandra noted that the final payroll register report has not been received by finance, and while some requested features were implemented, key elements such as funding source (labor distribution) are still missing.
- **Uncertainty About Report Location:** The group confirmed that they do not know where the new report will be housed or when it will be available, and Chandra committed to following up with Tammy for clarification.
- **Redwood Migration Impact:** Chandra and Amanda explained that the rollout of the Redwood interface update is delaying the release of new reports and system changes, with the timeline for Redwood's implementation shifting from mid-September to potentially the end of the year, depending on module and campus.
- **Nature of Redwood Update:** Chandra and Amanda described Redwood as a major user interface update for Dash, affecting both front-end and back-end components, with changes to layout, colors, and navigation, and noted that some workflows are not yet compatible with the new interface.
- **Standardizing Onboarding and Training Across Colleges:** Michael, Keysha, and others discussed the need to standardize onboarding processes and training materials across colleges, ensuring that new hires receive consistent information and access to relevant job aids, and proposed collaboration with Kubo to achieve this.
- **Onboarding Resource Packages:** Michael suggested creating standardized onboarding packages that include essential job aids and training materials, tailored to different job functions, to ensure new employees are equipped to use Dash effectively from the start.
- **Collaboration with SACUBO:** Michael proposed working with Kubo to align onboarding and training practices across colleges, recognizing that each college may have unique needs but should share a common foundation of resources.

**Follow-up tasks:**

- **Centralized Training and Job Aid Resources:** Post the consolidated list of scheduled and recorded training courses, along with relevant job aids, to a dedicated section on the Dash website for easy access by all users. (Chandra)
- **How-Do-I Submission Process:** Create a "How do I" section on the Dash website for users to submit task-oriented questions, ensuring submissions include the user's name and division, and route these to designated representatives for clarification and resolution. (Chandra)
- **Departmental Point Person Identification:** Send an email to the group requesting suggestions for point persons from each college and central department who will distill and coordinate "How do I" questions before escalation. (George)
- **Payroll Register Report Location and Availability:** Contact Tammy to confirm where the final payroll register report will be located, how often it will be available, and when it will be released, then communicate this information to the group. (Chandra)