



STRATUS

Executive and Administrative Assistants Change Agent Network
“Leading through Change”

March 28 & 29, 2022

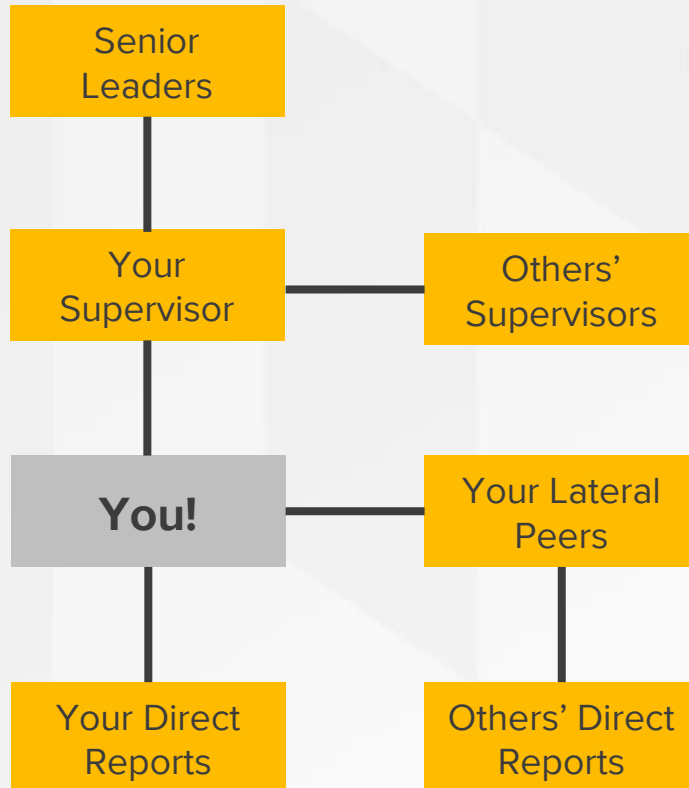
Agenda

- “Leading through Change”
- Pulse Survey #2 Results
- “Ask the Experts”
 - Lauren Rowe
 - Dawn Kuessner
 - Jeff Sutton
- Our Ask

Change Agent Network Education Schedule

2021 Meeting Dates	Topics
February 22 and 23	Times They are a Changing
March 22 and 23	Being a Change Champion
April 26 and 27	Change Management vs. Change Leadership
May 24 and 25	Ready, Willing and Able
March 28 & 29	Leading through Change
April 25 & 26	Planning for Adoption
May 23 & 24	Building STRATUS Know-How
June 27 & 28	Support and Reinforce
July 25 & 26	Celebrate, Reflect, and Sustain

Influencing Across the Organization



- Present at a department leadership meeting
- Ask your supervisor to promote STRATUS resources
- Promote targeted (departmental) benefits to leaders
- Help others understand the WIIFM

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- Present at a team/staff meeting
 - Ask you colleagues to promote STRATUS resources
 - Promote targeted benefits to colleagues during a team chat
 - Dispel rumors or address concerns informally during conversation
 - Ask colleagues to promote benefits to their supervisors and direct reports
 - Help others understand the WIIFM

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- Ask your direct reports about their concerns and address them
 - Communicate impacts and WIIFM to prepare your team for the upcoming change
 - Encourage attendance in training opportunities

Remember

Consider your leadership style and make adjustments that work for you!

Survey Methodology

- The purpose of the STRATUS Pulse Survey #2 was to
 - Compare “ready, willing, able” to the Pulse Survey #1 baseline (March 2021)
 - Identify areas and activities needing additional focus enabling a more successful launch and adoption of the STRATUS financial system.
- Survey dates: February 24 – March 4
- Identical survey sent to two groups consisting of 804 recipients
 - 715 PeopleSoft Financial Systems users
 - 89 Change Agent Network members
- Response rate for all groups increased in Survey #2
 - 23% Overall response rate
 - 18% Response rate from PSFS users (up 6% from Survey #1)
 - 63% Response rate from CAN members (up 25% from Survey #1)

Survey Key Findings

- CAN members continue to score higher than PSFS Users
- Both groups want to better understand what’s changing for their team or department
- Overall respondents are neutral regarding whether their manager supports the long-term vision of STRATUS. While not a negative finding, there is opportunity to further engage managers
- PSFS users expressed a need for reinforcement on how to get STRATUS questions answered. Further leadership engagement will address this to help leaders answer questions about STRATUS.
- All respondents scored slightly lower in all dimensions of Survey 2 vs. Survey 1, reflecting a normal dip in the change curve at this point in the project.

	CAN Members - Agree/Strongly Agree		PSFS Users -Disagree/Strongly Disagree	
	1 st Pulse Survey	2 nd Pulse Survey	1 st Pulse Survey	2 nd Pulse Survey
Ready/Willing/Able				
<i>Overall</i>	75.3%	68.5%	23.13%	27.5%
Ready	84%	77%	29%	34%
Willing	68%	60%	12%	16%
Able	73%	68%	29%	33%

Notes

- While PSFS Users may have access to the current system, they may not be daily users
- Response rate may not be a statistical representation of the PSFS user population

Recommended Action Items

- Implement business process deep-dive activities to identify STRATUS workflow impacts to business practices
 - Pilot groups review STRATUS workflows and recommend revised departmental business processes
 - Revised departmental business processes shared with others to adapt as needed
 - Incorporate revised business processes into communications and training to help drive WIIFM
- Increase STRATUS outreach to departments with emphasis on “what’s changing for them”
 - On-demand department and committee meetings led by core team members
 - Conduct focus group sessions with PSFS frequent users to assess engagement and address WIIFM
 - Roadshow Series #2 demonstrating additional functionality and business process impacts
 - Solicit input for communication enhancements: What’s missing?
- Continue with monthly Change Agent Network meetings
 - Bring in functional leads to address questions in real-time (“Ask the Experts”)
 - Share business process updates with CAN members to help drive WIIFM
 - Engage CAN members in User Acceptance Testing (UAT) for input on training materials and communications
 - Solicit CAN members for communication enhancement needs: What’s missing?

Word on the Street

- What are you hearing about STRATUS?
- What is the most effective communication tool that helps you share STRATUS with your peers?
 - Where are we *hitting* the mark?



- What additional tool(s) would help you inform your peers about STRATUS?
 - Where are we *missing* the mark?



“Ask the Experts”

- Lauren Rowe
- Dawn Kuessner
- Jeff Sutton

Our Ask

- ▶ Solicit feedback from peers and team members to share at next month's meeting
- ▶ Resources to support you (posted to website by 4/1)
 - March “Sky Script”
 - Today’s presentation
 - FAQs

Questions regarding the
Change Agent Network?

Susan Miltenberger
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Next Session Preview
“Planning for Adoption”

April 25 & 26, 2022

Questions?

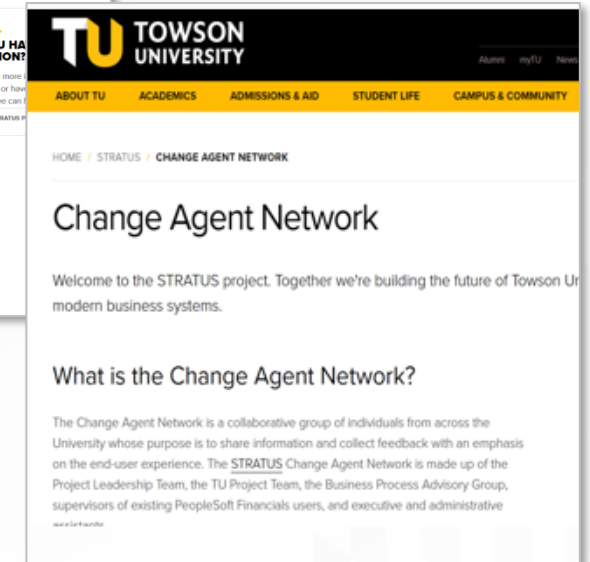
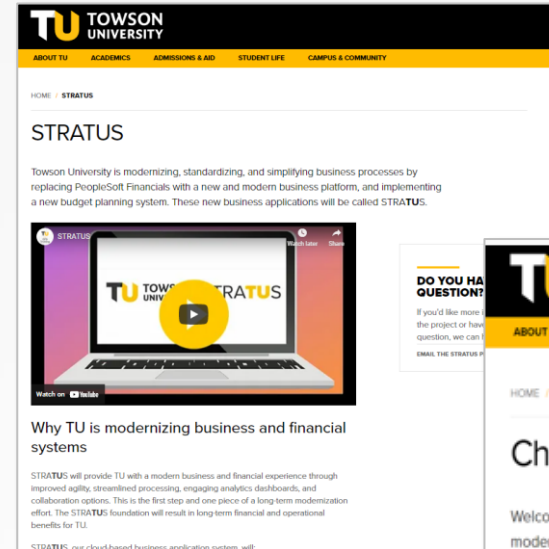
Resources

- STRATUS Website
<https://www.towson.edu/stratus/>
- Change Agent Network Website
<https://www.towson.edu/stratus/change-agent-network.html>
- Newsletters
- Frequently Asked Questions (FAQs)
- Talking Points

Question and Answer Session

Questions regarding the
Change Agent Network?

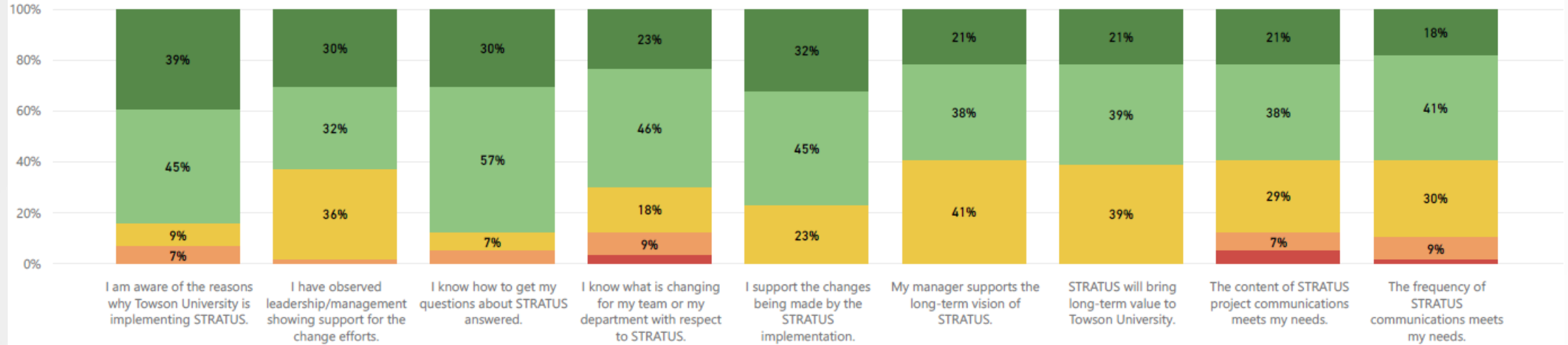
Susan Miltenberger
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CAN Question Breakdown

Count of Response by Statement and Legend

Legend ● Strongly Disagree ● Disagree ● Neutral ● Agree ● Strongly Agree



PSFS Question Breakdown

Count of Response by Statement and Legend

Legend ● Strongly Disagree ● Disagree ● Neutral ● Agree ● Strongly Agree

