Streamlining, Automating, and Restructuring Our Work

Best Practice Sharing with 90 Universities

NCCI, the National Consortium for Continuous Improvement in Higher Education, is a network of over 90 institutions from 32 states and seven nations focused on improvement and planning. UW-Madison played a key role in the founding and leadership of NCCI. To access the links to member universities and learn best practices, click on - (www.ncci-cu.org, Log in: nccimbr; Password: 2007mbr)

Maury Cotter, mcotter@wisc.edu, Office of Quality Improvement

Creating an Effective Newsletter and Blog for Faculty, Staff and Friends

eCALS is a combination electronic newsletter and blog created to foster communications among faculty, staff and friends of the UW-Madison College of Agricultural and Life Sciences. It is distributed every other week. Faculty and staff love it! Learn what we did and how we did it. http://www.cals.wisc.edu/ecals/

Robert Mitchell, rdmitche@wisc.edu, College of Agricultural & Life Sciences

Electronic Grade Change Process

The Office of the Registrar recently implemented a new process for submission of grade changes. Learn how this innovation resulted in better service to students by simplifying and streamlining grade changes.

Lori Turner, lbtturner@em.wisc.edu, Enrollment Management Division / Student Records
Housing Uses Technology to “Snag” and Manage Student Workers

The Division of University Housing is the largest student employer on campus -- employing over 1700 students!! Our online application system encourages students to explore and apply for the many opportunities we have, while only having to complete one application. This is also an advanced management tool, allowing managers to perform hiring activities within the system. http://www.housing.wisc.edu/jobs/

Brenda Krueger, brenda.krueger@housing.wisc.edu, University Housing

Hyperion Query Library’s New Query Locator Tool

The UW-Madison Query Library now houses 110 queries with more than 500 reports that answer hundreds of questions pertaining to campus staffs work ranging from advising to timetable management and from student records administration to human resource and payroll administration. The new Query Locator Tool helps you find the query-report you need. You can also peruse the queries available to the groups you're in and see what questions that query can answer for you.

Kathy Luker, kwluker@wisc.edu, Office of Quality Improvement

Imaging in Undergraduate Admissions (and Beyond)

In the fall of 2007, the Office of Admissions implemented a document imaging system. ImageNow and PeopleSoft (ISIS) are now used to capture documents, link them to a student's record, and retrieve them for review. The paperless process alleviates the inefficiencies of manually filing and retrieving documents, it eliminates the cost and space issues associated with maintaining paper-based processes, and it facilitates one-click and simultaneous access to student documents for users in the admissions office and throughout campus.

David Leszczynski, dleszczynski@admissions.wisc.edu, Office of Admissions
Lecture Capture System

Since moving to the Health Sciences Learning Center in fall 2004, the IT team digitally captured all first and second year medical school and physician assistant course lectures and made them available to students. This service has been continually enhanced, based on student survey feedback. The current system includes a home-grown MPEG-4 based video capture, custom web-based management system, 7TB of video storage and camera and projector capturing capabilities in five lecture halls.

Jeff Korab, jmkorab@wisc.edu, School of Medicine and Public Health

Managing Student Information in a Secure, Integrated, and Functional Way

The Academic Programs Databases was designed so student data is entered into a single system, one-time. This data can be used throughout a student’s career, from applicant through alumni. Using familiar interfaces (Access, Word, and Excel) and secure access, users are able to obtain queries, reports, mail-merges that can be extracted for multiple uses, including statistics, program review, activity reports, and NRC surveys.

Paul Gunther, gunther@geography.wisc.edu, Gaylord Nelson Institute of Environmental Studies

Mapping to Improve Work Processes

The Wisconsin Union used a balanced scorecard approach to create their 2005-2008 Strategic Planning. They identified “Streamlining procedures, applying new technology and reducing duplication” as a top theme and then created several Process Improvement Teams to tackle it. The “Streamlining Point of Sale Reporting Team” used a mapping technique to reduce the steps in the process by approximately one third! In addition, the new process will reduce human error and speed the time it takes to get critical information to managers.

Jim Johnson, jdjohns1@wisc.edu, Wisconsin Union
MyUW Home Address View/Update

Employees can view and update their home contact information (address, phone numbers, and email address) online on the 'Work Record' tab of the 'My UW-Madison' web portal.

Mary Kirk, mkirk@ohr.wisc.edu, Office of Human Resources

Network Enhancements/Upgrades

In the past 18 months, Network Services reached several important milestones related to the 21st Century Network project, including: all targeted buildings are upgraded with new electronics; authenticated wireless service is available in all campus buildings; and a central firewall service is available to all campus customers for the first time. In addition, all but a handful of campus departments are working with DoIT collaboratively for their network needs, resulting in a managed port count of 82,000-plus.

Perry Brunelli, brunelli@doit.wisc.edu, Division of Information Technology (DoIT) – Network Services

A Radical (seemingly counter-intuitive) Approach to Honors First-Year Admissions

Honors staff identified a series of issues that called for a complete change to its first-year admissions process. While radical, these changes have the possibility of significantly improving the student experience of the Honors in the Liberal Arts degree while also enabling the program to maintain a high level of service to its students (currently over 1,700), and to potentially reduce demand on staff time, realize resource savings, and retask or reallocate resources to other program priorities.

Chuck Snowdon, snowdon@wisc.edu, College of Letters and Sciences
Rapid Roll-Out of New Clinical Information System at University Health Services

UHS has begun implementing a new information system. This has resulted in enhanced scheduling capabilities, improved clinic efficiency, increased revenue collection, and better reporting capabilities. The next phases of the project will include a secure patient/client communication portal, web-based appointment scheduling, and a fully electronic patient/client chart. This is expected to bring gains in patient/client satisfaction, reduced resource utilization, and enhancements in patient/client safety.

Nancy Ranum, naranum@uhs.wisc.edu, University Health Services

Software and Load Testing Resources

Software and Load Testing (SALT) is a DoIT Service Team whose goal is to improve the quality of software applications deployed on UW campuses. SALT promotes proven testing methodologies in concert with automated testing tools. SALT offers education, testing tools, resources, and automated regression and load testing assistance.

Ed Bennett, salt_team@lists.wisc.edu, Division of Information Technology (DoIT) – Software and Load Testing

Streamlining Wisconsin Experience Grant Processes

In the spirit of the Wisconsin Experience--“We expect that what we do matters, and together we can solve any problem”--we have centralized student organizations and other student related funding resources of the Chancellor's Office, Provost's Office, Vice Chancellor for Admin, and the Dean of Students Office into one Wisconsin Experience Fund. This provides one central point for submitting requests, objective criteria for evaluation of funding requests, and improved tracking of funding dollars allocated to student organization programming.

Yvonne Fangmeyer, fangmeyer@odos.wisc.edu, Offices of the Dean of Students
Student Enrollment Verification for FICA Exemption Query Rollout

In an effort to promote and improve compliance with the Student FICA Exemption policy, the Office of Human Resources utilized the Hyperion Query Library to improve the business process necessary to determine exemption eligibility. A query was created to identify the student appointment and the student employee's enrollment status. Logic written within the query allows the user to see at a glance, in most cases, if student employees are eligible for the FICA Exemption. Training sessions were customized to meet the needs of the divisions. The use of this tool by Payroll and Human Resources staff on campus has not only automated the once manual process, but has significantly improved compliance with IRS regulation.

Julie Gray, jgray@ohr.wisc.edu, Office of Human Resources/Payroll

Themeseekr

Have you collected lots of feedback from stakeholders and don't know how to review it all? Learn more about ThemeSeekr, a web based software application for analyzing large amounts of input from surveys and other sources. ThemeSeekr provides an easy and systematic way to categorize large numbers of survey responses so that data can "tell the story" of what was on people's minds and inform your group in unexpected ways.

Erik Andrejko, andrejko@math.wisc.edu, Mathematics Department