Our Vision

The University of Wisconsin-Madison will be a model public university of the twenty-first century – serving as a resource and working to enhance the quality of life in our state, nation, and the world.

We will serve as a preeminent center for knowledge and engagement – opening new forms of access to citizens of the state, the nation, and the world. To do so, we will create a welcoming, empowered, and inclusive community. We will prepare generation after generation to lead satisfying, useful and ethical lives. In partnership with the state and colleagues around the world, we will identify and address some of the most complex local and global problems.

Our Strategic Priorities

• Provide an exemplary undergraduate experience.

• Reinvigorate the Wisconsin Idea and renew our commitment to our public mission

• Invest in scholarly domains in which we have the potential for leadership and significant impact.

• Recruit and retain the best faculty and staff and reward merit

• Enhance diversity to ensure excellence in education and research.

• Be responsible stewards of our resources.

University of Wisconsin-Madison Strategic Framework

For Wisconsin and the World:
Focusing a Great University on its Core Mission, Public Purpose and Global Reach
2009 – 2014

Our Vision

Executing the Strategic Framework

Communicating the plan:
How can we broadly communicate the SF and engage people in the process?
Website:
Communication, engaging, transparent reporting.
Indicators of Success:
How will we know we have succeeded? How will we monitor and report progress?
Align plans and initiatives:
How will our schools/colleges/units help execute? Collect centrally and make accessible to all.
Cross-campus initiatives:
Identify major focused initiatives. Who will lead major efforts? What systems will help support/manage them?
Resource allocation:
How will we allocate our resources to align with our priorities?
Recognition and celebration:
How will we recognize efforts and celebrate accomplishments?

Priority Charter

Using the Priority Charter, campus leaders can map how they intend to move forward with the Strategic Plan.

www.chancellor.wisc.edu/strategicplan
For Wisconsin and the World: A Great Public University

Self Study for Reaccreditation

In preparation for the site visit April 27-29, 2009

Contact
Nancy E. Mathews, Director
Eden Inoway-Ronnie, Deputy Director
Jocelyn L. Milner, Director Academic Planning and Analysis
www.greatu.wisc.edu

What is Reaccreditation?
• Every 10 years, the university undergoes a comprehensive evaluation by the Higher Learning Commission.
• Over the past two years the campus prepared for the visit by conducting a self study with a special emphasis on strategic planning.
• We began the process in 2007 by distributing a survey to over 168,000 faculty, staff, & students.
• Over 6,200 people responded.
• Six Theme Teams, chaired by 12 faculty and staff, explored key ideas in more depth in 2007-2008
• We prepared our vision reports in 2008 and laid the foundation for the campus strategic planning 2009.

Outcomes:
• Six visionary theme team reports provided key ideas and strategies for the development and implementation of the new strategic framework.
• Evidence of how the university met the Higher Learning Commission’s Criteria for Accreditation were supported by the team reports.
• Numerous “spin-off” initiatives resulted all across campus, in the private sector, non-profit sector and even at other CIC Institutions.
• The process promoted extensive campus engagement that led to a spirit of “unification” in a tough economic climate.
• Faculty, staff, students and alumni all participated in the development of the campus’ vision for the future.
Academic Personnel Office

Automating the Unclassified Rate/Title Request Process

Before automation:

- Call Division or APO to obtain status of request.
- Mail to Division Level for approval.
- Send back for revisions to documentation.
- Call APO to obtain status of approval.
- Mail to APO for approval.
- Approve or reject.

After automation:

- Online system sends request or sends request back to Division Level.
- Online system sends request or sends request back to APO Level.
- Online system sends request or sends request back to APO Level.
- Accept online.

Results

- Time Saved! Requests that could take weeks can now be processed in one day.
- Department Administrators can track where their requests are in the approval process, and how their request has been revised -- with a few quick clicks.
- Effortless access to both PVLs and Rate/Title Adjustments, because they are all in one system.
- Help tools are accessible directly in the system.
- Information can be carried over from IADS and pre-populated from previous requests created using the online PVL/Rate/Title system.

Help Screens to assist you.

C-Basis Schedule Tool will allow you to view C-Basis eligible dates with the click of a button.

The Merit Screen indicates merit dates, pay basis, and increases.

Questions? Comments? Contact us!

Emuye Asfaw
eadawf@ohr.wisc.edu
(608) 263-4972

Angie Rosas
arosas@ohr.wisc.edu
(608) 262-7105

How could this help YOU?

APO partnered with DoIT to design this Oracle-based system, saving time, money, and resources. Do you have a manual request or other procedure that is an interactive process? Streamline it, using the Rate & Title Request System as your model! This system offers interactive capabilities and tracking tools that will assist you to automate your manual systems, too.
The Conney Project on Jewish Arts

A far-reaching educational entity that supports and encourages new narratives of Jewish identity by initiating conversations about possible linkages, partnerships and future collaborative outreach projects through both conferences and an interactive Web site.

Project Mission
To raise awareness of the contributions of Jewish artists and scholars to the landscape and history of the arts in general and to encourage and support new scholarship and production in the field.

Art by Shirin Rachel Apple, Conney Project Artist

Contact:
Douglas Rosenberg
rosenb@education.wisc.edu

The Conference

* Performing Histories, Inscribing Jewishness
* April 22-24, 2009
* An initiative of the Conney Project, that continues and extends our initiatives in the area of Jewish Identity in the Arts
* Focus on the contribution of Jewish artists and theorists to world culture through the spectrum of arts practice
* Offers a platform for critical dialogue about the role of Jewish artists and scholars in shaping art history, theory, and practice
* Keynote Speaker: Cathrine Sussmanoff, University of California Presidential Chair
What are the challenges and opportunities facing UW-Madison in an economic recession and a changing world?

Affordability and Access to UW-Madison:
- Need based financial aid is a top priority
- UW Foundation has made it a top priority in its “Great People. Great Place.” fundraising campaign
- Faculty and academic staff leaders championed the internal campaign to raise money, strengthening support for undergraduate and graduate student funding.

Streamlining and Improving Administrative Processes:
- We have a campus-wide initiative called the Administrative Process Redesign project, designed to improve our processes in such areas as business services, human resource administration and grants administration.
- Another area identified is information technology. The Chief Information Officer has engaged hundreds of people to identify needs and improvements as part of the development of Campus-wide IT Strategic Plan.

Environmental Sustainability:
- Many urged a heightened environmental commitments. In this area, activities already include:
  - Designing new buildings to LEED standards
  - New energy systems are being designed, and old systems are being refurbished for sustainability.
  - Our “We Conserve” program aims to reduce our energy use per square foot by 20 percent by 2010.

Other Areas of Focus:
- Curricular Issues
- Enhancing Teaching and Learning
- Textbook Costs
- Diversity and Climate
- Wisconsin Idea

To see the complete list and to make comments or suggestions, visit:  http://chancellor.wisc.edu/forum/
Applicant Applies for Underutilized Job

Applicant Receives an Acknowledgement Letter from Department Which Has Our Web-link

Applicant Goes to Our Website, Downloads & Completes the Form

Applicant E-mails the Forms to OED

OED Completes the ADC Form Instead of Department

By creating an electronic version of the form, however, the AADQ forms can now be sent as an email attachment, filled out on the computer, and returned to OED without a printed copy ever needing to be created.

This new process saves thousands of dollars in postage, several trees, and many people hours

Contact
UW-Madison Office for Equity and Diversity
Brenda Rosval
brsval@wisc.edu
www.oed.wisc.edu

Making Compliance Easy
Using Automation to Reduce Cost and Increase Efficiency

Trying to reduce your department's cost of doing business? Try automation to reduce printing, mailing, and postage costs. Before automation, the Office of Equity and Diversity's (OED) process for completing the filing of Affirmative Action Data Questionnaire (AADQ) forms involved printing and mailing paper copies of the form and the final report between the hiring department and OED several times.

Advantages of Process

- The process saves the department time spent sending forms and it saves thousands of dollars in postage.
- The new Job Apply System will automate this process even more, as the applicant will fill out the AADQ while they are applying for the desired job.
Project Goals
• Streamline, standardize, and automate expense reimbursement
• Account codes, locations, and rate limits built into the application
• Promote employee self-service

Benefits
• Approved reimbursement within 3 to 5 business days
• Direct deposit for employees
• Corporate Card reduces out-of-pocket spending

Get help online!
Online help and training (UPK)
Step by Step Instructions to walk you through the process

Try it now!

Implementations

Schedule
✓ Phase 1 – Initial Pilots
  November 2008-March 2009
  • College of Letters & Sciences
  • Athletic Department
  • College of Ag & Life Sciences
  • School of Education
  • College of Engineering
  • School of Medicine & Public Health

Phase 2 – Expand Pilots
  April 2009-December 2009

Phase 3 – Campus Rollout
  Begins in January 2010

“It’s easy as 1-2-3!”

Step 1
Traveler creates expense report and submits for approval

Step 2
Approver reviews expense report for exceptions and approves

Step 3
Auditor validates funding string and approves for payment

Traveler receives direct deposit to same account as payroll within 3 to 5 days

“it’s fast and automated!”

Accounting Services Website
http://www.bussvc.wisc.edu/acct/TEWeb/index.html

Contact Information: expenseinfo@bussvc.wisc.edu

DoIT Help Desk @ (608) 264-HELP (Select Option #2)

Check it out!
Mission Statement for Summit:
Begin to develop a vision, ideas and recommendations for how libraries of all types will contribute to the continued prosperity of Wisconsin and its communities, by promoting:

- Quality of life
- Health of our democracy
- Educational excellence
- Economic and workforce development
- Preservation of our heritage and culture

Outcome of this will be a “Beginnings” Report Including:

- A vision for how libraries of all types will contribute to the continued prosperity of Wisconsin and its communities by promoting the quality of life, health of our democracy, educational excellence, economic and workforce development and the preservation of our heritage and culture.

- Identification of prioritized strategies/ideas for dissemination to the “entire” library community. Including ideas for publicity, action plans, constituents, and desired results. It is also expected that ideas will be created that can be in the Department of Public Instruction’s 2009/11 budget initiatives.

May 5 & 6, 2008
Heidel House – Green Lake, Wisconsin

Contacts
Department of Public Instruction
http://dpi.state.wi.us/coland/index.html
800-441-4563

This Strategic Visioning Summit brings together over 100 key library leaders and library advocates from across the State of Wisconsin with expertise and perspectives to bring to the discussion about the future of Wisconsin libraries.
How will the library of the future contribute to the preservation of heritage and culture of our communities?

The library of the future will be proactive in promoting educational awareness of cultural differences.

- Library meeting rooms for community gatherings
- Library displays, programs and speakers
- Library collections that explore national, state, and local cultures.

The library of the future will be robust online depositories of historical documents.

Digitized collections will preserve county histories, local histories and photographs.

The Library of the Future Will:

- “Contribute by celebrating diversity and individual cultures, and honoring those of all races, cultures, and backgrounds through special showcases and programs.”
- “Preserve heritage not so much by being “the place” where stuff is kept, as by being the hub where things connect, and where there is expert guidance in pulling information and resources together.”
- “Be thought of as a cultural center or at least an organizer of cultural and historical events that take place in other venues throughout the community.”
- “Have resources which educate about history, culture, and geography to help us understand one another and value lessons of the past to impact life in the present and future.”
- “Digital archives will become important to the library and community of the future.”

The library of the future will engage in partnerships that enable the full use of technology in order to store, preserve, and provide Web access to historical materials.

(Photos Courtesy of the Wisconsin State Historical Society)
Data Integrity Group
Maintaining the quality of student data

Continuous improvement

Data Collection
- New requirements
- Data source changes (upgrades)
- Data cleanup
- Process improvement

Data Extract
- Problem resolution
- Refresh cycle review

Data Needs
- Additional functionality
- Changing requirements
- Inconsistent/missing data
- Edit data dictionary

Extract, Transform, Load

ISIS (source data)

InfoAccess (data warehouse)

Query Library

End User

End User

About InfoAccess...
The InfoAccess data warehouse, managed by DoIT, is the primary source of data for institutional reporting, analysis and day-to-day decision making at UW-Madison. There are currently over 100 student-related data tables for UW-Madison and over 100 other tables for use by all UW System campuses (including Human Resource, Benefits & Payroll data). The data is extracted from the operational systems (ISIS, IADS, Payroll) on a daily, weekly, or semester basis depending on customer needs.

About DIG...
The Data Integrity Group (known as DIG) formed in 2005 as an ad hoc, grassroots group of data users, data experts, and data warehouse managers. The group meets regularly to address problems with student-related data integrity, investigate root causes of reported student data problems, recommend solutions, and prioritize changes (data fixes, new data views). Membership in DIG is voluntary and cooperative.

Meet the DIGgers...
Division of Information Technology
Kay Steiner, InfoAccess

Division of Enrollment Management
Jim Steele, Registrar’s Office
Marilyn McIntyre, Registrar’s Office
Phil Hull, Registrar’s Office
Dave Leszczynski, Admissions
John Dreger, Financial Aid

Provost’s Office
Clare Huhn, APA
Bruce Beck, APA

Office of Quality Improvement
Kathy Luker

Ongoing Activities...
- New data view development
- Priority setting
- Impact analysis (PeopleSoft)
- Align data definitions
- Test data views
- Investigate problems and recommend solutions

Accomplishments in 08-09...
- Develop new financial aid data views
- New federal mandates for race/ethnicity data
- Improve academic plan data
- ISIS upgrade solutions
- Improve study abroad data
Increasing Efficiency with Existing Resources

Planning and executing successful projects by making more effective use of the staff and budget you already have.

Problem:
- In its third year, the Institute’s three-person staff found themselves unable to keep up with the burgeoning number of existing projects while at the same time attempting to expand operations.
- The Institute lacked the budget to hire new personnel to augment the growing demands being placed on existing staff.
- Staff members felt that their talents and abilities could be more effectively allocated to doing specific tasks.

Action Taken:
- The Institute contacted the UW Office of Quality Improvement and had several meetings with Nancy Thier-Hart.
- In consultation with the UW OQI, the Institute systematically reexamined its goals, procedures, and operations while reorganizing and reallocating resources.

Solution:
- The staff of the Institute discovered departments on campus with whom they could work to more effectively complete mundane operations such as tracking conference registration, coordinating mass-mailings, and creating name-tags and placeholders for events. The Office of Human Resource Development was particularly helpful in this regard.
- The Institute evaluated the skills of its individual staff members and adjusted its assignments to fit their specific interests.
- The Institute identified long-term goals as well as unmet needs, and considered what steps were needed to fulfill both.

Success:
- With OQI’s help, the Institute crafted a time and resources spreadsheet (below) which assisted the staff in coordinating their efforts and making the most of their individual talents. This also allowed the Institute to plan and manage multiple events simultaneously without having to hire new staff and without a significant increase in individual workloads.

The Lubar Institute for the Study of the Abrahamic Religions (LISAR)

Contact: Karen Turino
5222 Mosse Humanities Building
455 N. Park Street, Madison, WI 53706
Phone: (608) 263-1821 / Email: turino@wisc.edu

http://lisar.lss.wisc.edu

Recent Project:
- The “Families of Abraham” exhibit at Edgewood College in Madison (10/22 to 11/28, 2008) was planned and executed with the new streamlined process. Over 600 people attended the exhibit over the course of one month.
- Mailings and posters for the event were mass-produced in association with the Office of University Communications, a task which before would have had to have been entirely performed by LISAR.
ADVANCING BEST PRACTICES WITH OVER 90 INSTITUTIONS FROM 32 STATES & 7 NATIONS

To learn more about best practices from 90 institutions, visit NCCI's Web site:

www.ncci-cu.org

Log-in: nccimbr
Password: ncci2008

CIC is a collaboration of the Big Ten universities plus Chicago. It was founded 50 years ago.

To learn more about CIC visit:

www.cic.net

NATIONAL CONSORTIUM FOR CONTINUOUS IMPROVEMENT IN HIGHER EDUCATION

Vision
NCCI is the premier global network fostering improvement, innovation and excellence in colleges and universities.

Major Research Institutions that are NCCI members include:
• UW-Madison
• UC Berkley
• Michigan State
• Illinois-Champaign
• MIT
• Penn State
• Miami of Ohio
• University of Miami
• Rutgers University
• Northwestern
• Michigan
• Minnesota
• Missouri-Columbia
• Washington
• Alabama
International members include universities in:
• United Kingdom
• Ireland
• Canada

Upcoming Events
• 10th Annual Conference
Boston, MA – June 25-27, 2009
How will the library of the future contribute to educational, economic and workforce development?

The library of the future will:
- Serve as resource center for job development, homework help and literacy support for all
- Provide access to electronic and print resources on education, economic and workforce development
- Serve as an economic equalizer and a place that cuts across class and ethnic lines
- Strengthen communities with investment in early literacy services and long-term economic success
- Strengthen families with access to educational, economic and workforce development resources

The library of the future will be engaged in the community and serve as catalyst to support educational needs and economic and workforce development.

The library of the future will:
- be proactive in promoting access to educational, economic and workforce development resources.
- build community and provide access to space for job training, adult literacy and homework help programs.
- support businesses by serving as catalysts for community, economic and physical development.

Photos courtesy of University Communications
The Query Library provides information to:

- Improve job processes
- Support decision-making
- Fulfill reporting requests

Data is now easily accessible by staff with the following job functions:

- Advising
- Curricular/Academic Planning
- Employee Directory
- Enrollment Management
- Graduate Coordination
- Human Resource
- Instruction
- Payroll Administration
- Program/Dept Administration
- Student Records Administration
- Timetable Management
- Undergraduate Admissions/Recruiting

Quotes from Query Library Users:

"Cutting time to obtain information in half"

"Extremely time saving . . . If I had to look at the old paper DIRs to figure out the enrollment of a course over the past five years it would take me forever."

"It has helped with Department Chair requests involving budget and human resources"

"Gives reliable, accurate information about trends and enrollments. No longer do I have to rely on my own records."

Getting Authorized to Use the Query Library

To use the Query Library you must be placed into groups that support your work. Go to the Group Authorization application at https://www.doit.wisc.edu/infoaccess/info_request/home.asp

**Step 1.** Log into authorization application using your NetID and password.

**Step 2.** Read and sign off on Agreement.

**Step 3.** Learn about group functions by clicking on group name.

**Step 4.** Select groups by clicking on group name.

**Step 5.** Find and select your supervisor, then submit the request.

**Step 6.** Track your request in the Group Auth application.

Departments can use the Query Library to:

- Monitor course enrollments daily
- Prepare TA budget requests
- Support Timetable preparation
- Verify that all majors are assigned an advisor
- Obtain a list of last year’s graduates
- Invite graduating majors to a department celebration
- Identify students eligible for various scholarships or awards in the major
- Determine which student employees should have FICA deducted
- Determine how long staff have been in their positions
- Determine annualized salaries for staff in departments
- Determine how many credits department instructors have taught
- Which of your currently enrolled graduate students have attained dissertator status

Interested in the Query Library?

Contact
Kathy Luker
kwluker@wisc.edu
608-265-3761
How Academic Department Managers Use the Query Library

1. Short Term Staffing
- This query helps create the required reports necessary for short-term staffing proposals. L&S requires a list, semester by semester, of low enrollment courses in the current as well as the past semester.

Under-enrolled Classes by Department Query
- This query quickly retrieves accurate information and saves the time and hassle of finding the information.

Tammi Simpson - Political Science

2. Building Tailored Email Lists
- I need to contact all the grad students we've enrolled or employed this semester. The two aren’t the same!
- The Query Library gives me a quick way to compare UW data with my own and resolve discrepancies before they become problems.

Grad Students Employed query
Grad Students Enrolled Query
Ken Scott - Russell Labs

3. Determine Salary for New Hires
- The Query Library allows me to be proactive about promotion reviews, providing salary data and other useful information when asked.
- From this report I can see other staff in our department with the same title and how long they have been in the position. I can inform the faculty member who is planning to hire/promote what a reasonable salary level is compared to other peers in the department.

Cheryl Adams-Kadera - Biochemistry

4. Budgetary Driven Course Planning
- The Course and Instructor Historical Data query helps me study course enrollments. Some of our courses have low enrollments by definition (such as studio teaching of an instrument to an individual student) while others have larger lectures. With this query I can justify which courses are attracting the most students so that we can most efficiently allocate our resources. Conversely, I can identify which courses consistently have low enrollments so that we can (1) establish that a course has a low enrollment by design, or (2) plan how to better and more efficiently use that instructor’s time in future semesters.

The query provides accurate, timely data for current and past semesters. I can justify our offerings in budget requests, or suggest changes in course planning because I have the empirical data to analyze and consider.
- I love the Query Library. It enables me to be much more efficient and accurate in planning for the future and understanding the past. It also enables me to see potential problems so that I can correct them.

Tina Hunter - School of Music

Contact
Kathy Luker
UW-Madison Office of Quality Improvement
608 265 3761
How Student Services Staff Use the Query Library

1. Assign Advisors Produce Advisee Lists for Faculty
   The Advisor Audit query helps me to proactively identify students in need of an academic advisor and/or faculty mentor and helps me to create mentor lists for departments as requested.

2. Finding Academically At-Risk Students
   - The Query Library helps me to identify students experiencing academic difficulty and connect them with resources.
   - Each query collects individual student data in one report that is otherwise found in many different locations.
   Sarah Kuba - Institute for Cross-college Biology Education

3. Tracking Undergrad Applicants Status
   - This query shows Admissions data for high school and transfer student applicants. This information helps me track admission decisions, allowing me to see who has been admitted, who has accepted, who is still waiting, etc. The data is used for recruiting purposes, and to offer advising and other program information to newly admitted students.
   Julie Ganser - Art Department

4. Survey Processing & Records Management
   - Queries help me to gather data needed for several department and college surveys throughout the semester.
   - I can locate essential information quickly and the effective display of the data allows for greater interpretation and easy comparison of facts.
   - The Query Library greatly supports my work by allowing me to find the variety of data needed to answer faculty, departmental and general college surveys in both an accurate and timely manner. It definitely makes my job easier and saves me an extreme amount of time.
   Pam Peterson - Engineering Student Services Hub

Contact
Kathy Luker
UW-Madison Office of Quality Improvement
608 265 3761

Katie Lindemann - Human Ecology

Advisor Audit Query
The query efficiently and accurately presents data in a variety of combinations, which means that I can extract the information I am looking for without having to make complicated sorts in excel. It allows me to run one process and check two things off my list!
1. Identify Students with Honors in the Major

- This query provides advisors with information about honors students.

2. Track Graduate Student Progress

- This query allows me to track our graduate students' progress both over past semesters and in the current semester.

3. Merit Increase Exercises

- This query helps me to compile information for merit increase exercises and tenure documentation. For example, I can search for enrollments per instructor over many past years.
- The query supports my work by providing accurate data in a convenient Excel form for analysis.

4. Timetable Audit

- The Timetable Audit query is a great tool when creating your next semester’s Timetable, reviewing previous semesters, as well as offering a great report to share with my faculty.
- I can easily verify all my department’s courses/sections time slots. This ensures I have each instructor and section listed correctly.

Contact
Kathy Luker
UW-Madison Office of Quality Improvement
608 265 3761

Undergraduates by Major Query

- The query supports my work in multiple ways – to ensure that students are registered for honors thesis, to notify students about upcoming thesis colloquium, and to notify students to update their honors status.

Graduate Student Profiles and Directory Query

Gail Tanner - Dairy Science

Course and Instructor Historical Data Query

Huyen Nguyen - Art

Timetable Audit Query

Debra Sumwalt - Biological Systems Engineering
To maximize our investment:
- "Continue to work on our shared systems"
- "We need to be able to work hand in hand with our area schools and other organizations"
- "Make libraries the center and focus of neighborhood and state programs that help all of society"
- "We (as a state) should be working toward a statewide library card to share resources"

To foster greater cooperation:
- "loosen up a little as a profession and take more chances"
- "political boundaries need to be revisited to reduce barriers to cooperation"
- "adapt to change more quickly"
- "appropriately compensate your own workers"
- "have directors and staff that are open, not insular; forward-thinking, not status-quo; and positive, not negative"

How do we leverage and maximize the investment in education and library services through cooperation/collaboration?

Themes:

Collaboration
- We have done well; need to “put it on steroids.”
- Expand with community, business, government, education, arts partners in new, innovative ways consistent with library mission.
- Reduce waste and duplication of services.

Communication
- We need to get way better at this.
- Listen to citizens much better than we do about their needs and wants.
- Create more communication paths to each other, esp. using new technologies to overcome travel barriers and USE them!
- “Establish means of communications where everyone feels that they are a valuable stakeholder.”

Build on and expand existing strengths
- Public library system model
- Shared computer systems and collections
- BadgerLink electronic resources

Marketing
- “Advocacy! Advocacy! Advocacy!”
- tell library story of services and value better.
- Build stronger relationships with decision-makers, community leaders.
- “We need to spend state money to advertise services to the public.”

“Librarians must forge relationships with organizations that share similar missions and goals and work collaboratively to attain them.”
Teaching and Learning Excellence Web Site

The new TLE Web site gives faculty and staff a variety of tools to sharpen their teaching skills, find helpful resources and share advice with colleagues.

Project Goal
Create a fluid and interactive site that will support the teaching & learning community by better serving the interests and creativity of faculty and instructors.

Contact
Aaron Brower
ambrower@wisc.edu
608-262-5246

https://tle.wisc.edu
**WISPER: WISconsin Proposal Electronic Routing**

- Transmit extramural support applications
- Capture progress of agreement negotiations
- Track events from proposal creation through award set-up
- Establish accounts that enable departments to use extramural funding

4,400 proposals/year
$1.03 billion in new awards FY07
2,200 sponsors
#3 in Research Expenditures in U.S.

Research and Sponsored Programs
www.rsp.wisc.edu
608-262-3822

**Opportunities**
- Increased efficiency of processing proposals, negotiations, awards, and reports
- Creation of electronic, online repository for records

**Benefits**
- Electronic t-forms
- Enhanced reporting
- Permits access to records by delegates
- Share data throughout campus
- Reduce redundant data entry
- Linking of related records
- Web-based system enables work from anywhere in the world

**Proposals**
- Web-based system allows for access anytime, anywhere
- No need to carry proposal paperwork all over campus!

**Agreements**
- Upload documents from drafts to revised budgets to final agreements
- Track progress easily on SPO Action/History tabs
- Enables electronic signature for agreement to terms and conditions

**Award Set-Up**
- Allows data entry by campus users, including protocol information, spending edits, and effort commitment
- Performs validation of data to ensure records are complete
Spectrum
Magazine

Celebrating Diversity in the Madison Area,
a product of the
Madison Area Diversity Roundtable.

Project Goals
Inspire people to seek out all that our community has to offer.
Show cultural diversity, professional opportunities and benefits of the Madison Area.
The magazine also contains a calendar sampling Madison’s Multicultural events and resources.

Contact
Dawn Crim – Special Assistant to the Chancellor, Director for Community Relations

Produced by Madison Magazine

Spectrum Magazine is an example of how units departments and programs can work together on a shared project that can benefit themselves and others.

Through the pooling of resources involved with Spectrum’s production, Madison Magazine was contracted because of their distribution reach and multi-media expertise.

Each of the roundtable members will use this tool in different ways, but the main goal was to create a tool that can work for their individual organizations and the Greater Madison area.

Roundtable Organizations
The Madison Area Diversity Roundtable has been meeting for three years to discuss best practices around diversity, recruitment, retention and connectivity. Spectrum is one of the products of these meetings, and 16 different organizations were involved.

United Way of Dane County
Madison Gas and Electric
CUNA Mutual Group
Spectrum Brands
Fiskars Brands, Inc.
Madison Metropolitan School District
Madison Area Technical College
Brown Show/Famous Footwear
Wisconsin Office of State Employment Relations

Premier issue released in January 2009

The UW-Madison Chancellor’s Office is working closely with the Madison Area Diversity Roundtable in the production of Spectrum Magazine.

Emerging Neighborhoods

The Madison Area Diversity Roundtable has been meeting for three years to discuss best practices around diversity, recruitment, retention and connectivity. Spectrum is one of the products of these meetings, and 16 different organizations were involved.

United Way of Dane County
Madison Gas and Electric
CUNA Mutual Group
Spectrum Brands
Fiskars Brands, Inc.
Madison Metropolitan School District
Madison Area Technical College
Brown Show/Famous Footwear
Wisconsin Office of State Employment Relations

Premier issue released in January 2009
Technology Enhanced Learning (TEL)

TEL is an initiative to enhance teaching and learning throughout the university through technology.

What will 2009-10 bring for TEL Projects?

Goals for the year are to build on the successful projects of previous years, while continuing to help move the campus forward in our abilities to more effectively teach in the “classrooms of the future.”

These classrooms will provide the kinds of interactions and experiences in and out of the classroom, that produce the graduates that make UW-Madison special and distinctive.

Contact
Aaron Brower
Vice Provost for Teaching and Learning
Grainger Hall’s new $40.5 million east wing opened for business in the Fall of 2008. The addition was made possible with a $20 million gift from The Grainger Foundation, $10.5 million in additional gift funds and $10 million in general fund-supported borrowing.

Contacts
Melissa Amos-Landgraf, mamos@bus.wisc.edu, Associate Dean for Administration
Julie Tran, jtran@bus.wisc.edu, Assistant Director for Academic Support Services
Wisconsin School of Business
Project Goals
Implement Project Lite based on the identified requirements:
• Emphasize efficiency and consistency
• Increase responsibility and accountability
• Develop training and certification for employees

Steps to Map a Work Process
• Select process
• Assemble the team
• Define process
• Map process
• Map alternative paths
• Map inspection points
• Use map to improve process

The Basic Technique
• Eliminate nonvalue-added steps
• Develop and apply standards
• Move inspection points
• Eliminate inspection points
• Chart and evaluate inputs or suppliers

Want to start mapping your work processes?
Check out this book:
Mapping Work Processes by Dianne Galloway
Available for loan from UW-Madison Office of Quality Improvement

Streamlining the Setup
Non-Sponsored Projects

This map highlights just one of the improvements to the process.

By bringing this process home to the departments and divisions, we can increase accountability and consistency.

Why bother with change?
By implementing a process improvement plan, we can:
• Free up time for RSP and Accounting Services
• Eliminate double data entry and potential errors
• Speed up entry process
• Place accountability closer to end user
• Improve efficiency
• Set standards for campus
• Provide structure for training and facilitate learning
• Increase consistency by reducing variability among processes across campus

“Consistency and standards will help build a solid foundation for the future.”
- Al Benzschawel
Controller, UW-Madison

Where do we go from here?
• Develop mechanisms to sustain and standardize the gains
• Pilot Improvement and Phase II Training
• Rollout campus-wide training and certification to end users.
• Celebrate the gains!
How will the library of the future contribute to the health of our democracy?

The mission of the library will be to create an informed public.

The library fosters the community-mindedness in which democracy thrives

The library will preserve and promote the best of our political tradition by making prominent our key political writings. It will emphasize nuances and complexity of our history and not just repeat the myths and legends that enter into our understanding of our history.
Movin’ On Up

Designing a facility that will support the School of Human Ecology’s values, as well as its education, research, creative scholarship, and outreach

The new facility will...
- Enhance the image and visibility of the unique assets and functions of the School, including the Design Gallery, Helen Louise Allen Textile Collection and Extension/Outreach programs.
- Provide a strong, accessible main point of entry
- Provide a school reception area near the main entrance to welcome students and visitors
- Provide a convenient drop-off and parking to support the preschool, educational programs, research and outreach activities
- Create a technology-rich environment, including classrooms, conference/meeting spaces, labs/studios
- Promote interactions between faculty, students, and staff with gathering spaces such as study commons, reading rooms, breakout spaces, wireless study alcoves, and a café.

Project Scope
To build an addition to, and adaptive re-use of, the existing School of Human Ecology building

Relocation Principles
- Department people will not be divided
- Keep as much as possible in the SoHE “neighborhood”
- We are all in this together!

Timeline
- Programming Phase - Completed
  Fall 2007-Spring 2008
- Relocation Plans by UW-Madison – Completed
- Community Building and Integrated Teams: Hubs and Services – Ongoing
- Demo existing Preschool and Practice Cottage – Summer 2009
- Footing and Foundations: The Big Dig Begins! – Mid-Fall 2009
- Addition and Re-use of Existing Building - 2011
- Celebrations! – 2011
The Clinics Improvement Collaborative (CLIC) sets out to improve the quality of the patient experience, as well as clinic flow and access, starting with nine pilot clinics - Endocrinology (West), Adult Ophthalmology, Peds Ophthalmology, Pain/Headache (East), Neurology (CSC), Parks Specialty, Spine, Sports, and Transplant clinics - who have made rapid cycle changes in between a series of learning/storytelling sessions.

As seen in the table above, even an efficient clinic may not lead to patient satisfaction. With this in mind, CLIC aims to achieve 90% in Press Ganey Satisfaction scores related to:

- sensitivity to patients' needs
- providing patients information about wait and delays
- waiting to get into exam room
- waiting in exam room
- ease in scheduling an appointment

...as well as actual waiting times and delays to clinic access.

CLIC pilot clinics identified needs and problems using multiple tools and methods, combining user interaction (surveys, interviews) with visual modeling (process maps, cause-effect diagrams) and observation (time-motion studies, needs checklists).

Penless Surveys
Collected monthly in each clinic, this allows change teams to measure their progress.

Endocrinology: Need for greater clarity and more accessible information.

Flowcharts/Swimlane Diagrams

Patient Passport
Patients are given clipboards with small notes, and they log in to encounter times with clinic staff throughout their visit.

PS CARDS
Clinic staff capture disruptions in flow in real time, and write down potential solutions if possible.

Rapid Change Cycles

First Things First Scorecards
To sustain gains made, teams continue to evaluate and monitor efforts in managing pre-visit expectations, the care environment, communicating wait delays, patient tracking, and relationship-building.

Sustaining Gains and Next Steps

Data and Modeling
Clinic-specific data from EPIC is merged with data from time-motion studies to provide change teams a starting point for improving flow through lean methods and mathematical modeling.
Introducing...

**Fully Prepared to Lead**

A Comprehensive, Competency-Based Leadership Development Program Designed for *Everyone*!

“Leadership is mobilizing self and others toward a common goal for the betterment of society”

**Available September 2009**

Sponsored by: Office of Human Resource Development, University of Wisconsin-Madison

For more information: [www.ohrd.wisc.edu](http://www.ohrd.wisc.edu)

Jim Gray, 608-890-2393

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**What Makes Fully Prepared to Lead Unique?**

- **Fully Prepared to Lead** provides individuals with the skills and tools they need to be effective in leadership roles.

- **Fully Prepared to Lead** participation is not limited to those in formal supervisory or management roles; it is open to all who desire to enhance their leadership skills.

- **Fully Prepared to Lead** recognizes that people who do not formally supervise or manage people can be leaders in their organization.

**Key Reasons YOU Should Participate**

- Comprehensive
- Competency-Based
- Learner-Focused
- Flexible
- Varied Instructional Methods
- Certificate of Completion
- Respectful and Inclusive

**Competencies for Successful Leadership**

- Leadership Awareness
- Building & Managing Relationships
- Professional Communication
- Knowledge of UW-Madison
- Followership
- Creating an Inclusive Environment
- Coaching & Developing Others
- Strategic Talent Management
- Change Management
- Mission Focus

**Mark Your Calendar**

Fully Prepared to Lead will begin in September 2009. Registration will open in late Spring 2009.
How will the library of the future contribute to the quality of life in our communities?

I view public libraries as essential as public health services.

[Libraries] ...the crossroads of communities...

...seamless transition from formal education to continued adult learning and involvement.
**EndNote Web**
- Web-based
- Share read-only and read-write “Groups” with others who have EndNote Web accounts
- Use with EndNote desktop and/or ISI databases
- Best used for simple writing projects (no customizable import filters or output styles)
- Free to subscribers of Web of Knowledge

**EndNote**
- Must be purchased and installed on individual computer
- Link to EndNote Web for online access
- Customizable import filters and output styles
- Create “Smart” searches of personal library
- Robust software, best for those who publish

**Citation Managers**
are software applications that allow you to...
- Gather citation information from article databases, web pages, and other sources
- Format manuscripts and bibliographies in various styles (MLA, APA, Turabian, etc.)
- Organize a personal database of citations, images and PDFs

**Which is the right one for you? for your students?**

- **EndNote**
  - Price
  - Research habits
  - Field of study
  - Work on multiple computers
  - Publish online articles
  - Customize citation style

- **RefWorks**
  - Web-based with ability to work offline
  - 1200+ citation styles
  - Option to create your own output styles
  - RefGrabIt for capturing Web page metadata
  - Share read-only and read-comment folders
  - RSS capabilities

- **zotero**
  - Firefox browser plug-in
  - Free, open source
  - Easy to use
  - Captures Web metadata and snapshots
  - “Senses” bibliographic data on Web page
  - Best used for simple writing projects (limited output styles; many styles in beta version)

*brings to you by the Citation Management Working Group, Library and Information Library Instruction Office, Lila Bankoff Libraries. For more information, please contact citejw@library.nyu.edu*
**“Fan Direct”**
Innovations in Customer Communication

Tell our story by communicating, unfiltered, directly to our constituencies

**Fan Direct Initiatives**

**UWBADGERS.COM**
- Daily headlines
- Video content
- In-game, interactive blogging
- Editorial blogging
- Site for mobile users

**BUCKYMAIL & INSIDER EMAIL SERVICE**
- Daily, sport-specific emails sent to opt-in lists with information and links to internal and external content

**TEXT MESSAGING**
- Game updates
- Promotional messages
- Opt-in service

**TWITTER**
- Quick (less than 140 characters) message updates

**FACEBOOK**
- Currently focused on students
- Potential to serve wider audience
- Ticket and event news
- Embedded video

**ANNUAL REPORT**
- Complete year-in-review on and off the court
- Strategic plan and yearly benchmark

**BADGER DAYS**
- Casual evening “tailgate-style” events throughout the state
- Coaches mingle with fans
- Photos and autographs

**BIG TEN NETWORK**
- Unprecedented coverage of UW Athletic events
- Ability to air 60 hours of UW-specific programming annually

**RADIO**
- Weekly coaches radio programs
- Weekly Athletic Department-focused radio programs

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**Current State of Media**

**NEWSPAPER**
- Average national daily circulation of national newspapers is 50 million
- Lowest level since 1946

**TELEVISION**
- 1985: Average household had 18.8 channels
- 2007: Average household has 118.6 channels

**INTERNET**
- Currently 175 million unique websites; growing by 3 million sites each month
- 75% of adult Americans use the internet, spending 11 hours per week online, up from 8 hours just three years ago

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**Consumers have become the media...**

- Connected all the time
- Cable/satellite TV
- Cell phones
- Email
- YouTube
- Text messaging
- Twitter
- Message Boards
- Blogs
- Sports talk radio
- Facebook/MySpace

Contact:
Vince Sweeney
Senior Associate Athletic Director for External Relations
Division of Intercollegiate Athletics
Email: vjs@athletics.wisc.edu
Website: www.uwbadgers.com
**Administrative Information Management Services (AIMS)**

AIMS is a new campus office reporting to the Vice Chancellor for Administration that focuses on the delivery of IT services to administrative units. Acting as a complement to the Division of Information Technology (DoIT), AIMS provides value added IT services that are typically provided at the departmental level. AIMS offers a full scope of IT services including workstation lifecycle management, customer support (Help Desk), application hosting and delivery, secure storage and Web-based Application Development Services.

**AIMS Service Philosophy**

- **IT managed as a service:** Standard process driven approach; Standards based infrastructure; Reduce duplication; Increase efficiency.
- Facilitate the outcomes customers want while owning the IT related processes, costs and risks.
- Maintain strong relationships with the Office of the CIO; Ensure alignment with Campus Strategic IT plan.

**Contact**

Bobby Burrow (Acting AIMS Director)

bburrow@aims.wisc.edu

Photos Courtesy of University Communications
The Process

- Multiple opportunities for input
- Extensive involvement of campus
- Website facilitated planning of listening sessions; all notes documented: www.do.wisc.edu/strategic

UW-Madison is developing a campus-wide strategic plan for information technology with active involvement from our campus community.

13 advisory groups focused on these four main themes:

- Achieving Service Excellence
- Teaching & Learning
- Outreach & Public Service
- Campus Services
- Research

Information Technology Service Infrastructure

The Timeline

- CIO meets with dean, directors, campus leaders: Jan-April 2008
- Strategic Planning Listening Sessions: May-August 2008
- Preliminary draft plan created
- Chancellor drafts Campus Strategic Plan: Oct-Feb 2008
- IT Strategic Plan finalized: Feb-April 2009
- Strategic Game Quest used to explore concepts
- Campus groups begin to implement strategic initiatives: May 2009

Outcome

Key Themes and Initiatives

- Support teaching, learning, outreach and public service with appropriate technologies
- Prepare students to learn and work in a technology-enhanced world
- Support the research lifecycle (pre-through post-award)
- Support access for non-traditional students and the public
- Support communications, collaboration and innovation across campus
- Reduce unnecessary duplication and improve consistency
- Define campus IT infrastructure and software services
- Develop a set of collaboration tools and services
OVERVIEW

- UW-Madison is embracing diversity and inclusive excellence as core principles.
- The PEOPLE program is UW-Madison’s signature program for substantially expanding the diversity of Wisconsin’s higher education pipeline.
- Enrollment successes will be short-lived if we fail to fully prepare the UW to actively engage the diverse gifts and talents of all students.
- Effectively engaging diversity in ways that are mutually perceived and experienced as appropriate and effective remains an ever-present challenge.

HEARING underrepresented students’ voices and “knowing” their lived realities will help authentically advance this agenda.

STIMULUS QUESTIONS

- What has helped you be successful as a learner and student at the University of Wisconsin? Your friends and colleagues?
- What would help you have more of those successful experiences?
- How can the Offices of the Dean of Students (ODOS) best support your University of Wisconsin success vision and expectations? In what ways could we provide assistance that you would perceive and experience as helpful?

BEYOND DATA MINING AND PULSE-TAKING PRACTICES

- Create a generative student engagement and needs assessment project that supports inclusive excellence and success-for-all initiatives.
- Broaden and deepen ODOS understandings via active student involvement in an intrinsically valuable process for PEOPLE students and staff.
- Activate a vibrant ODOS/PEOPLE partnership to support mutually-beneficial data and program development initiatives.

Hazel Symonette, Offices of the Dean of Students, 608-262-5347
Jackie Dewalt - PEOPLE Program – 608-262-7415

Focused Inquiry

Logic & Process Flow

Facilitate PEOPLE COLLEGE SCHOLARS bringing forward their voices in-full-voice to help each other, the Offices of the Dean of Students and the campus community to more fully engage their many diverse gifts and talents—Inclusive Excellence!

- Mindfully tend to trust-building and partnership-development: pathways for a fertile, generative groundwork that enriches inquiry and truth-speaking in full voice.
- Get the right people in the dialogue room in the right ways from multiple vantage points.
- Facilitate Fluid Shifts Between Respondent and Informant Roles to maximize the array of perspectives. Explicitly bridge the 150+ PEOPLE 2008 Retreat voices and the focus group voices.
- Create a vibrantly welcoming and inclusive meeting space that is supportive of diverse sociocultural rhythms.
- Value and engage all voices and views by design— not simply via declarations.
  - Stir Up Collaborative Energy and Loosen-Up Voices via multiple interaction opportunities. *Parting Thought* Capstone Synthesis: Your strongest advice for supporting you having a more successful journey as a UW student.
- Maximize Engagement through Staying Open, Light On Feet and Responsive. Capitalize on emergent energies and insights to enhance perceived value for students.

- FACILITATE EMPOWERMENT – Use the process itself to help students become more proactive/insightful/strategic architects, agents and
CULTURAL LINGUISTIC SERVICES

Enhancing Communication, Cultural Understanding, and Literacy in Multilingual Work Environments at UW-Madison

SERVICES WE PROVIDE
- Translation and interpretation services into Spanish, Hmong, and Tibetan to facilitate communication in the workplace
- On-the-job training to enhance workplace understanding for employees who are English Language Learners (ELL)
- Support and resources for managers and supervisors to bridge communication barriers in multilingual work environments

WORKPLACE LEARNING
- English language classes for employees in custodial, food service and animal research technician positions
- Expanded Learning Opportunities
  - Computer Skills
  - Drop In and Learn Center
  - Workplace Math
  - Writing Skills
  - Work/Life Skills
- Volunteer Tutoring Program
  - Engage staff, students, faculty and community members
  - Match employees with tutors
  - Individualized instruction

WHO MAY ACCESS OUR SERVICES
- Employees seeking English Language Learning (ELL) opportunities
- Applicants and potential employees
- Workplace learners
- Managers and supervisors

STAFF
Carmen Romero González
Yangbum Gyal
Kelly Luskey
Carmen Mendoza
Gabriela Morales Paniagua
Jzong Thao
PaNhia Thao
Peter Williams

CONTACT US
21 N. Park Street, Suite 5101
Madison, Wisconsin 53715
(608) 265-2257
Protect Sensitive Data
Encrypt the Collaborative Way

It's 3 a.m...
Do you know where your laptops are?

Would you trust...
... this guy with your files?

Full disk encryption protects against lost devices.
File and folder encryption protects specific data.

McAfee Endpoint Encryption

Why Encryption?
Laptop thefts account for 37% of data security breaches in higher education. If data is encrypted and laptop lost or stolen, breach notification is not required.

Encryption Features of McAfee Product:
- Full Disk Encryption
- File and Folder Encryption
- Platforms Supported
  - Windows desktop, laptop, and tablet endpoints
  - Windows Mobile 5.x and 6.x
  - Mac OS X (Intel-based)

Likelihood of a Threat

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<th>Threats</th>
<th>Private Sector (N=125)</th>
<th>Public Sector (N=114)</th>
<th>Higher Education (N=23)</th>
<th>Medical Sector (N=20)</th>
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</thead>
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<tr>
<td>Outside Attack</td>
<td>31%</td>
<td>13%</td>
<td>54%</td>
<td>7%</td>
</tr>
<tr>
<td>Insider Malware</td>
<td>10%</td>
<td>5%</td>
<td>2%</td>
<td>20%</td>
</tr>
<tr>
<td>Insider Software</td>
<td>20%</td>
<td>44%</td>
<td>21%</td>
<td>20%</td>
</tr>
<tr>
<td>Theft, Laptop/ Computer</td>
<td>55%</td>
<td>38%</td>
<td>37%</td>
<td>57%</td>
</tr>
</tbody>
</table>

http://www.preshy.org/security/2008/analysis.html
OUR SUCCESS . . . .

Broadening expertise in Lean Six Sigma, a redesign methodology taught by instructors from UW–Madison’s School of Business and College of Engineering.

- Over 150 staff members from all levels within schools, colleges, and administrative units have completed Lean Six Sigma training.
- Building a core of staff experts in Six Sigma and offering a new training program through the Office of Human Resource Development called “Fully Prepared to Lead.”

Improving processes—some highlights of our training redesign projects include:

- Implementing the IT Access List, an easy tool for finding authorization forms for campus IT systems so employees can gain access to do their work. www.cio.wisc.edu/ataccess/
- Starting work at DoIT to implement a process solution which will enable new employees to have NetID access on their first day of work.
- Moving forward with DoIT to modify existing systems so a message is automatically sent to DoIT to terminate IT access for an exiting employee.
- Piloting a change to the processing time for outside sub-agreements by having RSP pre-award staff manage the agreements on behalf of the PIs.

Developing deliverables such as the APR IT Architecture Principles document prepared by the APR Tools Team which identifies best practices for establishing a robust campus IT infrastructure.

Building relationships and fostering respect and understanding between employees throughout campus, making this very large university a little smaller.

WORKING TOGETHER FOR SERVICE EXCELLENCE

Administrative Process Redesign (APR)

Sponsored by the Vice Chancellor of Administration and the Deans of the UW–Madison Schools and Colleges

OUR NEXT STEPS . . . .

Undertaking our first major project: a comprehensive review of the administration of research grants includes two projects beginning in February 2009 with three additional projects scheduled this summer and fall:

Award Set-up: improve the time it takes for the notice of a grant award to have funding reflected in the accounting system. Begun in February 2009.

PI Financial Data: improve ready access to accurate information about key financial transactions, including expenditures and project balances. Begun in February 2009.

Cost Transfers: reduce the number of cost transfers and process the remaining in a timely manner.

Cost Sharing and Commitments: improve the process for tracking cost sharing commitments against actual expenditures throughout the life of the project.

Financial Reporting and Award Closeout: develop a process that allows regular review of expenditures, careful balancing of project accounts, timely financial reporting, and prompt closeout of completed projects.

Completing the implementation of proposed solutions from training redesign projects.

Planning for major improvement projects that have a higher-level, campus-wide impact.

- Visit our Web site at: www.vc.wisc.edu/apr
- Come to the APR Spring 2009 Campus Forum on Monday, April 20 at 2 p.m., Lowell Hall Dining Room
- Join us as a volunteer: contact Alice Gustafson, Project Leader, at agustafson@vc.wisc.edu
Software and Load Testing (SALT)

The cost of fixing an application problem in production is generally at least four times the cost of fixing it in a test cycle. Testing now will save you money later.

SALT is a DoIT service team whose goal is to improve the quality of software applications deployed on UW campuses.

Software Testing...

- Identifies defects, bottlenecks and other potential problems.
- Increases system reliability, performance and security.
- Provides a better understanding of system readiness.
- Reduces overall application and implementation costs.

SALT Testing Services Include...

- Test Management
- Regression/Functional Testing
- Load Testing
- Security Testing
- Accessibility Testing
- Support: testing software, consultation, help documentation and training

Separating Fact from Fiction

“Testing is costly.”
Fact: The costs to repair software in production and to remediate damages from failure are greater.

“Testing delays release into production.”
Fact: Testing finds hidden requirements and ensures a more usable product. Proper planning includes testing and adheres to the project timeline.

“Testing does not find most operational problems.”
Fact: Automated testing uncovers performance and security problems, upstream and downstream processing problems, browser problems, and post-patching problems.
Engaging Faculty and Staff on Issues Related to Alcohol

The AOD Task Force

Sought to involve faculty and staff in conversations about the alcohol culture on campus,

Provide faculty and staff with tools to approach and facilitate individual conversations with students, and

Encourage curriculum infusion of critical thinking about alcohol.

Key Components

- Faculty/staff who are doing research or teaching classes that address alcohol.
- Promotion leading to audience of more than 80 faculty and staff.
- Leadership from faculty and staff on content.

The Alcohol and Other Drug Task Force is made up of representatives from campus units including ODOS, UHS, Residence Life, Athletics, Memorial Union and others and welcomes participation from additional units and interested individuals. Slides courtesy of Paul Grossberg.

Fac/Staff Involvement

- +30 participants requested more training or involvement opportunities.
- Symposium presenters met with students in other settings and with parents at First Year Parents’ Weekend.
- Alcohol & Our Learning Environment II will be held September 22, 2009 and will feature Kevin Strang, Paul Grossberg, a Motivational Interviewing workshop and more faculty research.

Evaluation

List specific things you found most useful:

Intellectual approach to discussing alcohol use with students.

Dr. Strang’s information was excellent and I will use it to explain effects of alcohol use. Also, Dr. Grossberg’s statistics and Motivational Interviewing.

The academic course (Inter HE 111) is an excellent idea. It would be great to do workshops with freshmen using this information.

Alcohol & Our Learning Environment

A Symposium for Faculty and Staff

October 15, 2008

Dynamic faculty/staff presenters shared cutting edge tools for encouraging students to think critically about the culture of drinking and created a foundation for ongoing faculty/staff involvement.

Local Experts, National Reach:

The Science of Drinking: What Causes the Bed Spins and Other Conversation Openers

Dr. Kevin Strang, Physiology

Effective Conversations with Students About Alcohol: The Unique Impact of Faculty and Staff

Dr. Paul Grossberg, University Health Services, School of Medicine and Public Health

College Drinking: Separating Myth from Reality

Dr. Aaron Brower, Vice Provost for Teaching and Learning, Social Work

Critical Thinking about Drinking: Alcohol Education in the College Classroom

Dr. Linda Roberts, Human Development & Family Studies
Improving Campus Security Through Collaboration

Office of Campus Information Security

Building a community of shared practice on campus, across UW System, and throughout the CIC

Peers

- Badger Incident Response Team (BadgIRT)
- Madison Technical Advisory Group (MTAG)
- Campus Technical Interest Group (CTIG)
- TechPartners (TP)
- Network Advisory Group (NAG)
- UW Madison Information Security Team (UW MIST)

Partnerships

- CIC Security Outreach Group
- SANS Higher Education Board

Programs

- Free IT Security Training for UW IT Professionals
- Online Security Awareness Training for Systems
- Interactive Video Conferences for Advanced Training
- Lockdown Security Conference

Contacts

Rick Keir
UW-Madison Office of Campus Information Security
http://www.cio.wisc.edu/security
608-262-9463

Security is everyone’s responsibility

- The data we need to protect is everywhere
- Two out of every 3 IT staff work outside of DoIT
- Our culture encourages innovation through openness and sharing
- Every school in the Big 10 has similar problems

Security is a common understanding

- We develop our programs in conjunction with our peers in the campus IT community through groups such as BadgIRT, MTAG, CTIG, TechPartners, and NAG
- A new security peer group, UW MIST, is being formed to manage security practice and response across the campus
- The CIC Security Outreach Group shares training materials, including course outlines and materials
- Through the SANS Higher Education Board we sponsor advanced training via video conferencing
- We bring national IT security experts to campus through our annual summer conference, Lockdown

Free Classroom Training

- Security 101: Security Essentials for IT Professionals
- Security 201 and 202: Securing Workstations (Windows and Macintosh versions)

Under development:

- Security 100: Security Essentials for Non IT Staff
- Security 301, 302, and 303: Server Security (Windows, Macintosh and Linux versions)

Online Training

- Firewall Services Module
- Security Awareness for UW Staff
- Security Essentials for IT Professionals (coming)

Interactive Video Conference Training

- Network Packet Analysis
- Secure Coding in Java/JEE
- Securing Macintosh OS X
- Securing Virtual Machines
- Security Essentials Bootcamp
- Web Application Penetration Testing
- Web Application Security Essentials

Conferences

- Lockdown 2009: Annual conference in Madison sponsored by OCIS
Institute for Cross-college Biology Education

Whole Person, Whole Life Learning in Biology

ICBE is a model for “boundary-crossing”: bringing together and aligning biology education experiences from precollege programs to future faculty development, in and beyond the classroom, across the campus and in the community.

The mission of ICBE is to improve and enhance biology education and create lifelong learners

Through partnership with various units on campus we:

- Build teaching and learning community focused on professional development, cross-unit communication, and improving biology education
- Support innovative teaching in biology and pedagogical reform through grants and pilot programs
- Develop and test programs that enhance the Madison Biology Experience and broaden participation in the biological sciences
- Create teaching community and advocate for recognition and reward for teaching efforts
- Provide academic programs that support whole person, whole life student development
- Foster a campus-wide commitment to service and outreach

Gathering Momentum

ICBE is reaching across campus and into the community by:

- Holding a Spring Forum series to address topics of importance to biology education and convening working groups on topics of interest.
- Supporting development of the Office for Science Outreach and other ongoing efforts in K-12 education.
- Promoting outreach and civic engagement opportunities for undergraduates.
- Developing a web portal to Biology on campus.
- Exploring expanded opportunities for first year students and coordinating with existing offerings to create a menu of options.

A Vision for the Future

ICBE will continue to promote excellence in biology education by:

- Creating a program of a small grants for teaching innovation and for Teaching Fellows
- Supporting development teaching evaluation for tenure packages
- Working with the undergraduate colleges to effect change in Introductory Biology –
- Convene working group to explore curriculum and possible common learning outcomes across all intro courses
- Advocating for and supporting experiences to build biology literacy for nonmajors and for the general public.
Why?
- recognized need to better coordinate reference services across 40+ campus libraries
- determined reference should change and improve with user demand and technological innovations
- addressed need for new IM/Chat service - had to be flexible, intuitive, and convenient for both staff and users

How?
- branded suite of reference services as “Ask a Librarian” - independent of format, software, etc.
- selected and licensed Velaro for “browser-enabled chat” (6 month contract - flexibility important)
- chose Trillian as interoperable client to support IM/Chat for “askuwlibrary” in AIM, Yahoo, and MSN
- established “best practices” for IM/Chat reference
- provided comprehensive staff training
  - tips for multi-tasking success
  - common IM/Chat abbreviations (lol, np, brb)
  - incorporating screencast software (e.g., Jing)

You can ...
- ask a librarian for assistance!
- get immediate help from a librarian online through IM/Chat!
- schedule an appointment with a librarian!
- follow their example and incorporate IM/Chat into your service model!

library.wisc.edu/ask

Where?
- campus-wide “Ask a Librarian” IM/Chat service is staffed at College and Memorial Libraries
- IM/Chat reference provided by librarians working at the Reference Desk - integrated into existing staffing models as merely another mode of communication
- due to volume of traffic, service has evolved at both locations:
  - Memorial Library also assigns staff to answer calls off-desk using a laptop
  - College Library uses reference practicum students from the School of Library & Information Studies for additional evening coverage

Who?
- You!
- and there are more of you everyday!

When?
- IM/Chat Reference is available
  - Monday-Thursday: 8 am to midnight
  - Friday: 8 am to 5 pm
  - Sunday: 5:30 pm to midnight
The University of Wisconsin – Madison is committed to constructing buildings that not only aid in the success of its students and staff but are also environmentally conscious and sustainable for years to come.

UW Projects Seeking LEED Green Building Certification

**Wisconsin Institutes for Discovery**
327,000 GSF
$200 Million
Construction: 04/2008 – 12/2010

**School of Education**
108,000 GSF Renovation/Addition
$33.5 Million
Construction: 04/2008 – 08/2010

**New South Campus Union**
199,000 GSF
$87.1 Million
Construction: 02/2009 – 03/2011

**School of Human Ecology**
161,000 GSF Renovation/Addition
$48 Million
Construction: 02/2010 – 12/2012

**UWSMPH Faculty Office Building**
130,000 GSF
$41.8 Million
Construction: 08/2008 – 04/2010

UW Builds Green Website:
[www.fpm.wisc.edu/cpd](http://www.fpm.wisc.edu/cpd)
Educational Technology

Web 2.0 Tools
IMS Video Library

Students can:
- Customize homepage with current courses
- Save to a Favorites folder
- Add tags
- Search by title, topic, and more

Public videos promoted on:
- YouTube
- Dailymotion
- Twitter
- Facebook

Room 1306 HSCL
2nd floor state-of-the-art dedicated testing facility

Usages:
- Practice Exams and Quizzes
- ASWB Sessions
- Large and small group interactive assessment sessions

Ensuring Exam Security
- Tracking
- Randomized Questions
- Timer Access
- IP Restrictions
- Window protection

Audience Response System

Benefits of web and mobile devices:
- Visual confirmation of received answers
- Silent and hands-free answers
- Instant feedback possibilities
- Easy attendance tracking

HEALTH SCIENCES LEARNING CENTER
Spring 2009
Congratulations Wisconsin Women’s Hockey

2009 NATIONAL CHAMPIONS

2009 Women’s Frozen Four
BOSTON