INSTRUCTIONS: This PDF contains the descriptions for all of the projects presented at Showcase from 2007-2010, the contact person for the project. If you would like to see the electronic versions of posters, visit the Showcase Web site's previous Showcase pages for 2009 and 2010 at http://quality.wisc.edu/showcase-previous.htm.

To find information on a specific topic, type your search criteria into the ‘Find’ field found in the menu bar at the top of the window and hit ‘Enter.’

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Anchoring Your Initiatives to the Campus-wide Strategic Framework
Office of the Chancellor

As departments and other UW units develop or update strategic plans, they often ask, "How do we take the work we've done and ensure it has a lasting impact on what we do?"

One answer is to relate the elements in your plan to the Strategic Priorities in the Campus-wide Strategic Framework developed during the 2009 Reaccreditation Process. The Strategic Campus Strategic Framework poster highlights the Strategic Priorities.

A second answer is to create specific initiatives anchored to Strategic Priorities of the Framework and supported by written charters. This is particularly critical with cross-campus initiatives that are becoming increasingly significant in defining what makes the UW-Madison distinctive. The Implementing the Campus Strategic Framework poster shows how current cross-campus initiatives are advancing our Strategic Priorities and provides an example of an Initiative Charter.

http://www.chancellor.wisc.edu/strategicplan/

Campus Chat Connections: A Single Entry Point to Campus-wide Chat Services
Division of Information Technology

A new feature of My UW-Madison enables existing and future chat services to be accessed from a convenient central location, via a module in the Services tab of My UW. Campus Chat Connections resulted from a collaborative effort among University Communications, Visitor and Information Programs, UW Libraries, GUTS, Writing Center, and DoIT, and currently features links to eight popular chat services. No special software is needed for these Web-based chat services – just click the link and chat. Learn how chat services are being used on campus and explore how your unit might benefit from this technology.

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Degree Structure Streamlining in CALS: A College-Wide Approach to a Revised Degree Structure
College of Agricultural & Life Sciences

CALS students were requesting increased flexibility in degree requirements, so they could more easily double major, participate in internships, study abroad and tie their coursework to practical experiences. In addition, the College recognized that a more streamlined degree structure would make advising, transferring and recruiting easier. The CALS Curriculum Committee worked with the Departments, the CALS APC, and other governance groups to design a single CALS B.S. degree. The new degree would replace several existing ones by adding and modifying certain degree requirements and reducing credits from 124 to 120. The proposal was presented to an all-college faculty meeting on March 23. http://www.cals.wisc.edu/

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Dan Schaefer, dschaefer@cals.wisc.edu, College of Agricultural & Life Sciences

Improving Assessment of Co-Curricular Educational Activities
Office of Dean of Students

Over the past two years, the Office of the Dean of Students has developed an assessment plan that synthesizes departmental, Divisional, and campus strategic priorities. In addition, we formed a collaborative assessment partnership with the College of Letters and Science. This poster highlights what we've learned and offers suggestions on how planning, technology, partnerships and training can improve assessment efforts. http://students.wisc.edu/

Argyle Wade, awade@odos.wisc.edu, Office of Dean of Students

EAGLE: Course Planner for Undergraduate Students and Advisors
College of Engineering

The EAGLE system was developed to provide undergraduate students and their advisors with an easy-to-use, visual tool for planning the students' academic career, and to assist in projecting the need for additional sections of popular courses. The expectation is that students will fulfill their degree requirements more quickly when they can see clearly what courses they have left to take, and when potential enrollment bottlenecks are avoided by planning for enough spaces in high-demand courses. http://admin.engr.wisc.edu/COE_Tools/course_planner_system.doc

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OWLS: Online Waiting List System
College of Engineering

The College of Engineering has created a very simple-to-use wait list system for managing course enrollments which provides departments with the flexibility, control, and efficiency they need. The department controls which courses and sections are displayed. Students indicate their first and second choice of available sections per course. Staff can see not only all the students on the waiting list for a given course, but can also see all the courses a given student has wait listed, along with the other courses for which that student has registered. When staff authorizes a student for a course/section, an email is automatically send to the student with all pertinent information. Both staff and students have indicated that they find the system very easy to use and that it saves a great deal of time. http://admin.engr.wisc.edu/COE_Tools/waiting_list.doc

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Go Big Read: Common Book, Uncommon Engagement
General Library System

Go Big Read — UW-Madison’s new common-reading program — has thousands of people reading, talking and sharing their reactions and opinions in the tradition of the “sifting and winnowing” that is part of the fabric of this campus. In its first year, the program is engaging students, faculty, staff and the entire community in a vibrant, academically driven experience. This large-scale learning experience is sponsored by the Chancellor and made possible by a unique collaboration of individuals and units from across campus, as well as community partners. In this effort, campus stakeholders came together to create a high-impact program from the ground up. The poster explains how the collaborators organized themselves to achieve the program goals, and highlights some of the outcomes of the pilot year. Come see how others can develop new collaborations, structure decision-making and build momentum for a new idea. http://www.gobigread.wisc.edu/

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The Institute for Social Justice and Transformative Leadership: Building a Social Justice Leadership Program
Multicultural Student Center

The Institute for Social Justice and Transformative Leadership (ISJTL) is a new initiative of the Multicultural Student Center that provides and supports campus-wide opportunities for deep reflection and action (praxis) around issues of social justice for multicultural students and their allies. This program was created from the ground up in response to the needs that student social justice leaders and their mentors have voiced around social justice education on campus. Our goals are: 1) To foster cross-community ally-ship; 2) To celebrate and reclaim the profound legacy of student movements and building students’ capacity as effective activists and organizers in their contemporary context, and 3) To support students in being institutional change agents and transformative leaders in working towards a just society. http://msc.wisc.edu/socialjustice/

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L&S Undergraduate Academic Services is piloting an "intrusive" advising strategy for reaching out to academically at risk students. The effort is supported by a report which combines a variety of academic information and highlights GPA trends and course taking patterns, making it easier for all advisors to reach out to students who may be at risk. This data resource is readily available to any advising unit on campus via the Query Library. Stop by to learn more about the communication and advising strategy, and the data tool, developed and deployed by our advisors. 

http://www.doit.wisc.edu/querylibrary/

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Scholarships@UW-Madison
Enrollment Management – Office of Student Financial Aid

In September, 2009, Scholarships@UW-Madison was unveiled. This website offers a central resource where prospective students and their parents can explore undergraduate scholarships available through UW-Madison. Every undergraduate school and college on campus will be represented. Prospective students and their parents may review all the pertinent information on hundreds of scholarships to help them evaluate scholarship opportunities on the UW-Madison campus. In addition, Scholarships@UW-Madison offers an on-line application for students. The student application site will use a database to evaluate a student's UW-Madison career and tell him or her which scholarships can be applied for based on school or college, year in school or previously taken courses and other criteria. Scholarships@UW-Madison is the result of a true campus-wide initiative to make researching and applying for undergraduate scholarships easier for students and parents. http://scholarships.wisc.edu/Scholarships/

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Transforming Classroom Instruction: Technology Enhanced Learning
Office of the Provost for Teaching and Learning

TEL is a campus initiative to enhance teaching and learning throughout the university through technology. The 2009-2010 TEL Grants enhance our abilities to more effectively teach in the "classrooms of the future" by building on the success of previous year projects and by addressing achievement gaps that exist within many of our large gateway, or introductory lecture courses. TEL focuses on projects that use technology and best practices in teaching to transform classroom instruction and provide opportunities for wholesale course redesign. 
http://www.provost.wisc.edu/teach.php

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Investing in Long-Term Value: The Madison Initiative for Undergraduates
Office of the Chancellor

The Madison Initiative for Undergraduates is an innovative project that uses a supplemental tuition charge coupled with private fundraising to a) preserve affordability of a UW-Madison education through the expansion of need-based aid; b) generate faculty and instructional support to offer courses and experiences students need; and c) expand best practices and innovation in teaching and learning, curricular design, and student services. Learn about the proposals that have been accepted and the new ones that are being reviewed. http://madisoninitiative.wisc.edu/

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Essential Learning Outcomes: Wisconsin Experience Initiative
Office of the Provost for Teaching and Learning

UW–Madison graduates become extraordinary citizens, community members and national and global leaders. This isn't serendipity: it is our unique UW–Madison Experience that prepares our students to become outstanding local, national and global leaders. Grounded in the 100-year-old Wisconsin Idea and our progressive history, our historical mission has evolved to create an expectation for all of us—faculty, staff, and students—to apply in and out of classroom learning in ways that have significant and positive impacts on the world. Learn about the Wisconsin Experience and how its essential learning outcomes can be built into your programs and experiences. http://www.provost.wisc.edu/teach.php

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Near Real-time Class and Class Roster Data
Enrollment Management – Office of the Registrar

The Registrar's Office has begun a phased rollout of web services, using Service Oriented Architecture, to deliver class and class roster data. This project was initiated to address demand for class and class roster data needed to serve an ever-expanding list of mission-related purposes on the UW-Madison campus. The benefits of using web services in service oriented architecture for the recipients include: improved timeliness of data; production quality services; additional information items to support services and clearer definitions of data safeguarding requirements for student-related data. The benefits for the Registrar's Office include: a generic but configurable service rather than one-off custom solution development efforts; documented, specific and auditable declarations of intended use and finer control over student-related data distribution. The shared benefits include: a foundational, shared set of data definitions relating to classes and rosters; clear statements of respective roles, rights and obligations and closer alignment of practice and stated guidelines. Current users of the class and class roster web services include the Class Roster Information Service (currently used by Moodle instances) and sections of the Course Guide.
http://crisauthorization.wisc.edu/

Cheryl Wise, cheryl.wise@em.wisc.edu, Office of the Registrar
Restructuring the Orientation Experience
Office of the Dean of Students – Center for the First-Year Experience

How can we take a beloved and successful orientation program and make it even better? Come find out how the Center for the First-Year Experience (CFYE) is engaging the campus to discover common goals and find innovative ways to improve the new student orientation experience at UW-Madison. [http://www.newstudent.wisc.edu/]

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Using an Advance Team to Manage Projects and Tasks Related to the New South Campus Union
Wisconsin Union

The Wisconsin Union formed an Advance Team to help manage the various projects and tasks related to the opening and operation of the new south campus Union. Their role includes: enhancing collaboration across the organization, improving coordination and communications by focusing efforts, serving as a catalyst for organizational and cultural changes, and allowing the new facility to hit the ground running when it opens. To help organize and coordinate this work, the team is using a web-based, project management tool called 5pm. This tool does everything from sending deadline reminders, to storing files, to providing updates. [union.wisc.edu]

Shayna Hetzel, shaynahetzelp@wisc.edu, Wisconsin Union Advance Team

Using Student Feedback to Improve the MPH Program
School of Medicine and Public Health – Population Health Sciences

UW’s academic programs often have access to student feedback about specific courses, but unless simple and easy-to-follow processes are developed to collect information about other aspects of academic programs, administrators do not receive systematic feedback from students about important programmatic activities and procedures such as admissions, orientation, registration, and graduation. UW Madison’s Master of Public Health (MPH) Program, with guidance from the Office of Quality Improvement (OQI), developed a process to collect feedback about the MPH Program’s administrative activities and procedures in the fall of 2006. Collected annually for the past five years through an on-line survey and listening sessions, the information has provided data to assist the MPH Program staff in making improvements in advising, field work preparation, and communication.

[http://www.pophealth.wisc.edu/MPH/]

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Listening to Student Input to Create a Campus Free From Violence

University Health Services, EVOC: End Violence on Campus

The EVOC (End Violence On Campus) initiative formalized partnerships among 19 campus and community partners to provide improved prevention education to incoming students, training enhancement to law enforcement and judicial affairs officers, and increased student access to community-based victim services. We have been able to successfully apply the self-reported attitudes and behaviors of current UW-Madison students directly to our every day work. As a result, we have been able to equip faculty and staff to respond to disclosures and empower students to prevent sexual assault and dating violence. The basic public health principles and planning models used to better address campus violence can be applied broadly to many other complex student life issues.

www.uhs.wisc.edu/assault

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WISCareers – Helping Job Seekers Develop Careers

School of Education – Wisconsin Center for Education Research

WISCareers is a dynamic online career development web portal that is free to all UW students and employees statewide. Developed and maintained by the Center on Education and Work, the site includes resources to help those of all ages, in all stages of their career development process. In addition to providing tools for job seekers, this web site is valuable to faculty and staff who are acting as advisers for students. http://wiscareers.wisc.edu

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Amy Rivera, arivera@education.wisc.edu, Wisconsin Center for Education Research
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On Thin Ice: Transforming Camp Randall Stadium

Intercollegiate Athletics

It's a familiar sight in Madison: fans streaming into Camp Randall Stadium on a game day Saturday. But on Saturday, February 6, the UW's legendary stadium was home not to football, but rather the Culver's Camp Randall Hockey Classic. Months of planning and construction paid off when thousands of fans endured chilly temperatures for a chance to watch their beloved Badgers. Pulling off this unusual event wasn't easy. Because the football field is crowned, more than ten truckloads of materials were needed to create a flat surface for a hockey rink. Crews layered plywood, foam, and more plywood, then topped off the surface with layers of ice, sand, painted lines, and a final sheet of ice. Given how much work went into creating the rink, the UW made sure that others could try it out before the teams hit the ice. A public skate was held on Feb. 5, and available tickets sold out in only 15 minutes. Stop by to learn more and to discuss ways to learn from what we did during this process.

http://www.news.wisc.edu/slideshows/23/slides/154

Todd Nelson, tmn@athletics.wisc.edu, Athletics
ISSuES: Preparing Undergraduates for a Changing World
Holtz Center for Science and Technology Studies – College of Engineering

The Holtz Center for Science and Technology Studies and the College of Engineering are committed to preparing undergraduates for an increasingly global economy shaped by revolutionary technological advancements. The goal of this collaboration was to create and implement a program that would encourage engineering students, as well as students across campus, to obtain broad knowledge in the social sciences and humanities and to think critically about science, technology and engineering in their social context. We are proud to exhibit the Interdisciplinary Studies in Science, Engineering and Society Undergraduate Certificate (ISSuES). Please stop by our booth to learn more about the certificate program and the lessons we learned about creating academic programs, gaining UAPC approval, creating program infrastructure, advertising to students and much more!

http://www.sts.wisc.edu/

Amanda Ward, anward2@wisc.edu, Holtz Center for Science and Technology Studies
Sarah Pfatteicher, spfatt@cals.wisc.edu, College of Agricultural & Life Sciences
Jeffrey Russell, russell@engr.wisc.edu, College of Engineering

Dial Up Art
Wisconsin Union Directorate (WUD) Art Committee

*Dial Up Art* is an example of innovative and collaborative student leadership at its finest, as this program has been student driven since its inception. The Wisconsin Union Galleries are the first gallery location in Wisconsin to offer such a program, which allows patrons to take an audio tour of current exhibitions via their cellular phone. *Dial Up Art* has garnered press attention on both a campus and statewide level, with articles appearing in the Badger Herald and the Wisconsin State Journal. We have heard from other entities currently considering using this model for everything from tours of nature areas to tours of sustainability features in new buildings – the potential is nearly limitless! Stop by our display to learn how the *Dial Up Art* program got its start, how it works, and what the current usage statistics are. You can even bring your cell phone with you and stop by the galleries to give the program a try!

http://www.union.wisc.edu/wud/art.aspx

Robin Schmoldt, schmoldt@wisc.edu, Wisconsin Union
Representatives from the WUD Art Committee

A Virtual Necessity: Using Digital Media to Turn Crisis into Opportunity
School of Human Ecology – Helen Louise Allen Textile Collection

Faced with the loss of our exhibition space and teaching collection during a four-year transition to a new building, the School of Human Ecology’s textile collection turned to digital media to keep us visible and viable. An eight-month ground-up redesign of our old bare-bones website has produced a rich, multifaceted portal through which we offer events information, global access to our newly public object database, virtual exhibitions, articles, student projects, techniques video, and resource links in addition to e-list, membership, and donor outreach. Digital media have transformed us from obscure to important almost overnight, and synergies are creating unprecedented opportunities.

http://textilecollection.wisc.edu/

Maya Lea, lea2@wisc.edu, Helen Louise Allen Textile Collection
Isadora Gabrielle Leidenfrost, leidenfrost@wisc.edu, Helen Louise Allen Textile Collection
Global Health Initiative: Addressing Complex Problems and Solutions
Office of the Chancellor & Office of the Provost

In late 2009, the Provost charged a small interdisciplinary team, led by co-chairs Jeanette Roberts and Jeremi Suri, to explore what a campus-wide global health initiative might look like. The adopted model is one that seeks broad, campus-wide, interdisciplinary engagement to address complex global health problems. Future efforts will build on current campus strengths and aspire to be collaborative, interdisciplinary, and true to all aspects of the University mission including, education, research, and service. Ongoing work includes building an infrastructure for communications, collaborative work, and future research project selection.

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Jeanette Roberts, jroberts@pharmacy.wisc.edu, School of Pharmacy
Jacob Moskol, jamoskol@wisc.edu, Global Health Initiative

Building a Foundation for an Effective Sustainability Effort at UW-Madison
Office of the Provost – Nelson Institute

Recently, an effort was launched campus-wide to provide a vision and recommendations for how UW-Madison would become a living example of sustainability. The Sustainability Task Force has been working to define their scope of work and engage the entire campus community in doing so. Learn how this effort is using electronic media, public engagement, a campus retreat and complex problem solving to craft a vision for sustainability. http://www.nelson.wisc.edu/sustainability/index.html

Christine Vatovec, vatovec@wisc.edu, Nelson Institute

Mission Possible: Developing a Pipeline to Care for Wisconsin's Medically Underserved Populations
School of Medicine and Public Health – Academic Rural and Community Programs

The University of Wisconsin School of Medicine and Public Health is committed to the Wisconsin Idea and meeting the health needs of citizens in all corners of the state. A trio of new programs have recently been developed to promote health and increased access to healthcare in the medically underserved rural and urban areas of the state. The RUSCH program (Rural and Urban Scholars in Community Health) reaches out to pre-medicine students while the WARM (Wisconsin Academy for Rural Medicine) and TRIUMPH (Training in Urban Medicine and Public Health) programs engage medical students who are committed to careers in rural or urban underserved communities. All of the programs use a targeted admissions process to select students who are most likely to practice in these rural or urban areas. Learn how the UW SMPH and its statewide partners are developing innovative curriculum to prepare its students and future students to help make Wisconsin the healthiest state.


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Sharing Our Best Practices
2010

Twitter – 140 Characters of Engagement
College of Letters & Science

How do you connect and engage with 180,000 alumni? For L&S, the answer includes venturing into the growing landscape of social media, integrating these free online tools as part of a robust communication plan and a cycle of regular communications. This poster describes how L&S has garnered nearly 1,000 followers on Twitter, reaching alumni, students, friends, and donors who may not have previously had meaningful interactions or conversations with the College. Learn how Twitter can be used to drive traffic to other online resources, how to start wading into social media, and how collaborating on the use of social media could be beneficial to the campus as a whole.

http://twitter.com/lsnews

Megan Costello, mlcostello@ls.admin.wisc.edu, College of Letters & Science

Research Tools in MyUW
Division of Information Technology – Academic Technology

There are now three tools to help faculty, students, and staff with their research located on the Academics tab of MyUW. Researchers seeking collaborators and students looking for research mentors can use "Search for Campus Experts" to find out who is doing what type of research on campus. "Research Facilities and Tools" lets researchers locate facilities with a specific piece of equipment, materials they need to conduct their work. And "Favorite Library E-Resources" provides anyone who uses electronic journals and databases with a handy interface for organizing and creating quick links to the ones they use most frequently.

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Streamlining the Reporting of Stimulus Research Funding
Graduate School – Research and Sponsored Programs

On February 17, 2009, the American Recovery and Reinvestment Act of 2009 (ARRA), commonly known as the economic Stimulus funding, was signed into law. The Stimulus funding allocated new federal research money and required unprecedented reporting of award recipients. This reporting consists of a large number of data elements that are to be reported within 10 days following the end of each quarter. Research and Sponsored Programs has created several web-based tools to ease the burden of reporting for Principal Investigators, allowing them more time to focus on completing their research. Stop by and learn about Stimulus funding at UW-Madison and our efforts to streamline the reporting process. http://www.rsp.wisc.edu/ARRA/index.html

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Sharing Our Best Practices
2010

The Town Center at the Wisconsin Institutes for Discovery: Connecting Science, Culture, Business and Society
Wisconsin Alumni Research Foundation

Description: Designed as a research and teaching tool and a venue for experimentation and discovery, the Town Center invites the campus and the broader community to come together to celebrate science and creativity. Programming within this vibrant crossroads is intended to inspire collaboration, foster connections and launch new avenues of inquiry. What goes into planning and opening such a complex set of spaces and programs? What’s there for you to Explore. Engage. Discover?

http://discovery.wisc.edu/discovery

Laura Heisler, laura@warf.org, Wisconsin Alumni Research Foundation

Collaborating to Improve Services for Employees with Disabilities
Office of the Provost – Office for Equity and Diversity

The UW Disability Issues Group (UW-DIG) works to streamline and improve campus employment processes so that employees who need disability benefits and services have the best possible experience. The collaborative partnerships growing from UW-DIG improve communication and promote understanding across multiple offices and positions that each have a role in identifying the options available to an employee faced with a chronic medical condition or disability. The result is a clearer and more efficient path to an integrated solution that meets the needs of both the employee and the employing unit. http://www.oed.wisc.edu/disability/

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Faculty and Staff Benefits Enrollment Via HRS Self-Service
Office of Human Resources

During the Human Resource System (HRS) implementation, UW System will roll out the PeopleSoft self-service function to all UW staff and faculty. Self-service will enable UW employees to perform business operations more efficiently. It enhances business processes by transforming manual, paper-based processes into automated online functions. By using self-service, employees can view and verify benefit information in real time, including plan and dependent enrollment information. New hires will be able to make initial enrollment elections via self-service. Finally, for the 2011 Open Enrollment and Dual Choice enrollment periods, UW employees will be able to complete their benefits elections online using self-service. http://hrs.uwsa.edu/

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Lessons Learned: Connecting Coaches One Subject at a Time
Wisconsin Athletics

The college sports landscape is increasingly complex and the Athletic Department created “Lessons Learned” to address common topics generated by coaches and staff. “Lessons Learned” is a program that utilizes internal and external resources to provide an opportunity for coaches within all programs to cross connect and discuss current issues and concerns. It also helps to increase efficiency in our sports programs and departments’ day-to-day operations. As a result, the department has been able to partner with others on campus and provide insight to coaches and staff. http://www.uwbadgers.com/

Kaitlin Stilling, kfs@athletics.wisc.edu, Wisconsin Athletics
Megan Lee, mss@athletics.wisc.edu, Wisconsin Athletics

Embracing Customer Feedback: Snow Clearing Process Improvement
Facilities Planning & Management

You may remember the winter of 2007-2008 as the year we shattered the Wisconsin record for snowfall. With a total of 101.4” before spring finally arrived, keeping campus pathways clear of snow was a big challenge—a challenge that we did not meet very well. Facing a blizzard of criticism, we went beyond documenting complaints to truly engaging customers and using their feedback as a catalyst to improve our operations. Stop by our table to hear about the steps we took to arrive at a vastly improved winter weather management system—one that now receives more praise than complaints.

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We Conserve’s Campus Composting Program
Facilities Planning & Management – General Maintenance

University of Wisconsin-Madison's food composting program, under the direction of the We Conserve environmental stewardship initiative, was started in late spring of 2009. Waste from pre-consumer food prep is collected and transported to West Agricultural Research Station where it is composted under a permit provided by the DNR. The program has expanded to include many campus organizations, as together we strive to meet the overall goal of diverting 400 tons of waste from the landfill annually. Please visit our table to share your ideas for adding post-consumer collection to the program to capture some of the estimated 200 tons per year of food that is thrown away after people have finished eating.

http://www.conserve.wisc.edu/

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Faramarz Vakili, fvakili@fpm.wisc.edu, Facilities Planning & Management
Sharing Our Best Practices
2010

Enhancing Your Alumni Communication Strategy
Wisconsin Alumni Association

For many campus schools, colleges and departments, communicating with alumni is challenging, or simply not done at all. WAA works with a number of schools, colleges and departments on campus to create and/or enhance their communications strategies with alumni. Our team of marketing specialists, writers, graphic designers and project managers helps campus partners reach out and engage alumni electronically and in print. We help you formulate a communications plan and then make sure that plan is followed. We help to bring structure and a schedule to the process to ensure that you communicate with your alumni regularly and at the right times.

http://www.uwalumni.com/

Kevin Check, kcheck@waastaff.com, Wisconsin Alumni Association
Mary DeNiro, mdeniro@waastaff.com, Wisconsin Alumni Association

Using Social Media to Reach Target Audiences: Building Relationships with Alumni and Students in Places They Already Are
Wisconsin Alumni Association

The Wisconsin Alumni Association (WAA) will show how social media can be a powerful tool for interacting with both alumni and students. After creating accounts targeted to different audiences, WAA trained interns to run the association's Facebook and Twitter pages. We currently have accounts targeted to students (Homecoming, WASB, Hookup, All Campus Party), career seekers (Badger Career Network), alumni chapters, as well as the main Bucky Badger accounts for all alumni. WAA also hosts a monthly Tweet Up with campus twitterers, which provides advice for those new to social media and an opportunity to talk about the latest innovations in social media as well as strategize ways to better work together to market campus-wide events.

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Improving Campus IT Planning
Office of the Provost – Office of the Chief Information Officer

How does the campus create a plan that involves and benefits everyone? That was the Chief Information Officer's challenge as he set out to craft a strategic plan for information technology at Madison. The process began in the summer of 2008 with the first of five phases: gather input. Since then, ideas have been shared, categorized, refined, and prioritized. A number of projects are underway --marking the fifth and final phase of the process. Learn more about these projects and the planning process, including the Strategy Quest game that was developed to help participants learn how to plan more effectively.

http://www.cio.wisc.edu/plan/

Brian Rust, rust@doit.wisc.edu, Division of Information Technology
What are YOUR Requirements?
Division of Information Technology (DoIT)

Would you build or rent a house without first evaluating your specific needs for a home? Requirements are important in life. Nevertheless, organizations routinely fail to define business, functional, and operational requirements before launching projects. Business analysis techniques provide the tools to write a requirements “blueprint”. Without this foundation, new projects suffer from cost overruns, late delivery, unacceptable functionality, and/or poor implementation. Before your next project starts, learn how you and your organization can elicit, document, communicate, validate, and manage requirements.

http://www.doit.wisc.edu/

Joe Goss, joe.goss@doit.wisc.edu, Division of Information Technology

Improving the Purchasing Process in Biochemistry
College of Agricultural & Life Sciences – Department of Biochemistry

Does a purchasing system that automates order tracking, approval, and reporting sound too good to be true? The Department of Biochemistry recently replaced a paper-driven purchasing process with a sophisticated web-based database system that supports the requirements of the many different agencies funding the department’s 33 research labs. The new system provides a central repository for all documentation associated with a purchase, making the information retrievable at any time, with minimal effort, and reduces errors and creates a number of efficiencies in the order fulfillment process. If your department faces similar challenges, stop by and see whether our solution may be something that would work for your department to help you make the most of your purchasing dollars while reducing your time and effort. http://www.biochem.wisc.edu/

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Improving the Purchasing Process for a Large, Complex Grant
College of Agricultural & Life Sciences – Great Lakes Bioenergy Research Center

The Great Lakes Bioenergy Research Center (GLBRC) is funded by a large bio-energy grant and has labs in multiple locations on campus. Originally, accounting for grant-related purchases relied on Excel spreadsheet forms that were emailed to the grant business office and then re-emailed for approval of purchases. No real time status was available and the process was extremely time-consuming. The revised process uses a web-based purchasing system to speed up and improve communication, provide access to centrally located data, and automate the approval process. This readily-available database puts running reports and keeping historical data within easy reach of researchers and administrators.

http://www.greatlakesbioenergy.org/

Daniel Walker, dwalker@glbrc.wisc.edu, Great Lakes Bioenergy Research Center
Reducing Your Application Risk with DoIT's SALT Service Team

Ensuring a new system works on the first day when it rolls out to users is the mission of the Software and Load Testing (SALT) service team. SALT works with UW program managers, application developers, coders and other IT staff to identify application problems before a project is launched. Recently SALT has collaborated with the eReimbursements application and conducted system load testing for the Common Scholarship Application, the Course Guide application, and the School of Education to ensure the new systems worked as planned on the day they were launched. Sponsored by the Division of Information Technology (DoIT), SALT's services are available to all campuses in the UW-System. [http://www.doit.wisc.edu/applications/salt/](http://www.doit.wisc.edu/applications/salt/)

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e-Reimbursement: Web-based Travel and Expense Reimbursement System

The campus is finishing a phased rollout of the new e-Reimbursement system and preliminary results have been very favorable. Over 80% of the campus travel reimbursements are now using e-Reimbursement and the rollout is expected to be completed as of July 2010. The new system allows travelers to submit expenses on the web, includes electronic approvals, and utilizes the same direct deposit function used with payroll deposits. The goals of this system are to expedite the reimbursement process, reduce time and costs required for travel management, and address campus dissatisfaction with the current paper-based travel expense reporting process. [http://www.bussvc.wisc.edu/acct/TEWeb](http://www.bussvc.wisc.edu/acct/TEWeb)

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Managing Your Knowledge through the DoIT Knowledge Base Service

*Division of Information Technology*

The DoIT Help Desk offers a knowledge management system to the campus for documenting and sharing knowledge called the Knowledge Base (KB). This DoIT-hosted KB service promotes collaboration and partnering between campus schools, departments and groups. This service allows schools, departments or groups to document information unique to their area of interest for both internal and public use. The Knowledge Base currently has more than 60 partner sites and continues to grow. As a result, usage of the Knowledge Base has increased dramatically, surpassing 10 million annual pageviews for the first time in 2009 and fostering greater collaboration between many groups on campus. [http://kb.wisc.edu](http://kb.wisc.edu)

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Streamlining Internal Transaction Reallocations with PAT

*Business Services – Purchasing Services*

Across campus we are faced with the challenges of becoming more efficient while we struggle with the impending reality of reduced budgets. This project offers several initiatives to help reduce the workload associated with corrective Non-Salary Cost Transfers (NSCTs) for internal billings by creating a repository to allow UW-Madison billing units to post their transactions for reallocation before they are loaded to SFS and WISDM. [http://www.bussvc.wisc.edu/purch/purch.html](http://www.bussvc.wisc.edu/purch/purch.html)

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New Leadership Development Program: Fully Prepared to Lead

*Office of Human Resource Development*

Launched in July of 2009, Fully Prepared to Lead is a comprehensive, competency-based development program designed to help individuals master the knowledge, skills, and tools for successful leadership. Participation is open to all who are interested; you do not need to supervise or manage others. The program is free to all campus staff. The program is designed for two distinct audiences: a) individuals interested in obtaining a leadership certificate, and b) individuals interested in taking leadership courses to enhance their professional development.


Jim Gray, jgray@ohr.wisc.edu, Office of Human Resource Development
Employee Engagement – Improving Workplace Decisions & Dynamics

*Labor Management Advisory Committee (LMAC)*

The Labor Management Advisory Committee (LMAC) had identified the need to better involve employees in the decision-making process throughout campus. To further meet this need, it was decided that a LMAC workgroup would be convened to identify key ideas for successful employee engagement and get the dialogue going within the campus community. The workgroup began its efforts in October of 2008 and, as of the beginning of 2010, has published a report that identifies principles and strategies for successful engagement. Initially, these resources will be used as cornerstones for enhanced engagement strategies being implemented within the Vice Chancellor of Administration’s Divisions.

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**Administrative Process Redesign (APR) Project**

*Office of the Vice Chancellor for Administration*

The Administrative Process Redesign (APR) project begins its fourth year with its primary focus on the work of its process redesign teams. APR continues to provide UW-Madison with a framework for administrative efficiency, improving how we deliver services to the campus community and changing how we work. Stop by to learn about the redesign projects in progress and the actual outcomes already produced by some of the teams. [http://www.vc.wisc.edu/apr/](http://www.vc.wisc.edu/apr/)

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**YES! There IS a Better Way to Monitor Furlough Usage!**

*Office of Human Resources – Payroll*

Anyone who works with appointment or payroll processes for the UW-Madison campus knows what a complex array of policies, systems and data elements need to be integrated in order to monitor whether employees are meeting the state furlough requirements. This poster explains how the Payroll & Benefits Shared Query Library Team unsnarled complications like split appointments, partial appointments and LTE appointments to provide data to those charged with monitoring employees’ furlough usage. [http://www.bussvc.wisc.edu/ecbs/](http://www.bussvc.wisc.edu/ecbs/)

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*Julie Gray, jgray@ohr.wisc.edu, Office of Human Resources – Payroll*
Coming Soon: More Intuitive Interface for Query Library Reports
Office of the Provost – Office of Quality Improvement

The purpose of the Query Library is to make access to campus information easy, affordable and widely available for staff and faculty who are not information technology professionals or data experts. The Query Library’s pre-written and tested queries meet end-user information needs for a broad set of departmental and administrative functions. With the upgrade to “Interactive Reporting” coming this summer, even infrequent users will find that running and viewing reports is highly intuitive. Stop by for a preview of new features or to learn how the Query Library can provide data to support your work.

https://authhub.wisconsin.edu/?app=Hyperion

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No More Paper: Accounts Payable Document Imaging
Business Services – Accounting Services

Business Services recently implemented an accounts payable digitization project that allows us to electronically process payment requests. Business Services and a campus team have developed a process that scans, electronically stores vendor payment requests and invoices, and allows the imaged invoices to be available to campus through WISDM so the departments will no longer need to store paper invoices. Previously, payment requests were stored in the Business Services file rooms and the State Record Center for seven years; therefore, a substantial amount of storage space was required. The new process not only reduces payment cycle time and manual steps, but also has achieved significant cost savings for the University. http://www.bussvc.wisc.edu/acct/acct.html

Kerry Morgan, kmorgan@bussvc.wisc.edu, Business Services – Accounting Services
Benjamin Biltz, bbiltz@bussvc.wisc.edu Business Services – Accounting Services

Reducing Paper and Increasing Efficiency: The Journal Entry Tool
Business Services – Accounting Services

The Journal Entry Tool (JET) was originally designed to move us from the University’s Legacy accounting system to SFS. Today, it is helping us move away from paper forms and excessive manual routings for review and approvals. JET automates and speeds internal transfers and billings and also helps bring more consistency to how data appears in WISDM. It is used to prepare journal files to load into the Shared Financial System (SFS) for non-salary cost transfers, revenue accounting, interdepartmental billing, and other transactions. JET also provides the ability to perform validation edits specific to UW-Madison and allows data import and export. Learn more about this system, how it was developed, and plans for the future. http://www.bussvc.wisc.edu/acct/forms.html

Susie Maloney, smaloney@bussvc.wisc.edu, Business Services – Accounting Services
Tim LaBonne, tlabonne@wisc.edu, Division of Information Technology
Complying with federal contractor reporting requirements can be daunting. This poster explains the steps necessary to get through an Office of Federal Contract Compliance Programs (OFCCP) audit, and shows how campus wide audits prepare you, with streamlined reports and graphs that demonstrate what your goal progress has been by job group and based on availability.  

http://www.oed.wisc.edu/

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Maximizing Space Usage using Event Management Software  
Wisconsin School of Business

Several campus partners have decided to team up to utilize a shared event management software. This partnership has allowed for an open exchange of best practices on maximizing space usage. Campus partners include: Wisconsin School of Business, School of Education, School of Medicine and Public Health, and UW Athletics. EMS® software offers a full suite of room scheduling, meeting and event management, academic scheduling, shared workspace management and master calendaring solutions.

http://www.cio.wisc.edu/projects/past.aspx

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Enhancing Web Development using WiscWeb  
Division of Information Technology – Web Development

We all know how important the Internet has become and we have a tremendous volume of content on the web. We also recognize the challenges of increasing volume, inconsistent “look and feel”, bottlenecks in moving content to the web, and duplication of information. Following an extensive cross-campus effort the campus-wide rollout of WiscWeb began the fall of 2009. WiscWeb offers shareable content, shared web hosting, timely content updating, standards compliance, and reduced “time-to-web”. View samples of sites already in production and learn if WiscWeb is right for your unit.

http://www.doit.wisc.edu/

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Cultural Linguistic Services
Office of Human Resource Development

The University of Wisconsin-Madison has made creating a campus community that is a welcoming place for all individuals to work and learn one of its top priorities. Crucial to maintaining this type of campus climate is the ability to work through language barriers for effective communication in the workplace. Cultural Linguistic Services exists to bridge communication barriers providing translation and interpretation services to support departments and employees, and to provide learning opportunities for employees to advance in the workplace. Guided by the principles of Community through Respect & Civility, Excellence through Diversity, and Success through Learning, Cultural Linguistic Services enhances communication, cultural understanding and learning for employees of the University of Wisconsin-Madison.

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Sharing Our Best Practices 2009

Showcase 2009 Poster Exhibits

University of Wisconsin-Madison Strategic Framework
Office of the Chancellor

For Wisconsin and the World: Focusing a Great University on its Core Mission, Public Purpose and Global Reach – see how the reaccreditation process that was exhibited at last year’s Showcase has been translated into the University of Wisconsin-Madison Strategic Framework. Included is the university's vision and strategic priorities, as well as tools to help campus leaders advance the priorities. [www.chancellor.wisc.edu/strategicplan](http://www.chancellor.wisc.edu/strategicplan)

Advancing and Integrating the Arts into the Wisconsin Experience
The Arts Institute

Representing the collective voice of the arts on campus can be a daunting goal only equaled by the challenge of administrative and physical geography. Learn how the Arts Institute membership worked to define a unified voice and set of goals to celebrate the value of the arts and their distinct contribution to the fabric of the campus, local, regional and national life communities. Explore the process of bringing together a disparate faculty and staff to outline the principles and strategies that will guide the institute to advance and work in alignment with the campus strategies. [www.arts.wisc.edu/artsinstitute](http://www.arts.wisc.edu/artsinstitute)

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Coordinating an Agency-Wide Move to a New Location
University Health Services

In December 2008, University Health Services (UHS) moved all its medical, counseling, and prevention operations from its existing locations into the new Student Services Tower at 333 East Campus Mall—without closing to patients and clients for even one extra day. Moving an agency with 225 staff out of a building where it had operated for 40 years required extensive preparation, a detailed timeline, management of staff excitement and anxiety, and very active Move Committee membership. It also provided opportunities to clean house, not only literally, but also in terms of rethinking unproductive habits and processes and replacing them with new and improved ones. [www.uhs.wisc.edu](http://www.uhs.wisc.edu)

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Movin’ On Up: Relocating a Large Organization Efficiently & Successfully
School of Human Ecology

Rebuilding and redesigning are about more than improving building quality and adding modern upgrades. Redesigning a new and improved facility for the School of Human Ecology involved designing a space that will promote the school’s values, as well as its education, research, creative scholarship, and outreach. Through a new addition, as well as re-use of the existing School of Human Ecology building, they hope to create a modernized, technology-rich environment that promotes interactions between faculty, students, and staff. Learn how SoHE is planning for this relocation, including their timeline and guiding principles. [http://www.sohe.wisc.edu/](http://www.sohe.wisc.edu/)

Linda Zwicker, lazwicker@wisc.edu, School of Human Ecology
Fan Direct: Connecting With Badger Fans Around the World
 UW Athletics

The UW Athletic Department utilizes the Internet and many of the new social media Web services to connect directly with Badger fans around the world. With nearly 17,000 pages containing 15,000 headlines and 15,000 photos, UWBadgers.com is an important marketing and communications vehicle for the department. The site continues to set records each season this year averaging over 5.6 million page views per month. In addition to daily headlines, UWBadgers.com connects with fans through live interactive and expert editorial blogs (nearly 800 of them), Buckymail for sport specific updates, text alerts for games and promotional messages, and the entire site is available via mobile devices at UWBadgers.com/mobile. For Web 2.0 savvy Badgers, there is our Twitter site, twitter.com/uwbadgersdotcom, and our Facebook page found under Wisconsin Badgers. Our Fan Direct communication also includes outreach through Badger Days, the Big Ten Network, and weekly radio programs. www.uwbadgers.com

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Listen to Thousands of Voices: Public Engagement and Planning for Union South
 Wisconsin Union

The new south campus union building project is in the final stages of the design process. As part of the 2006 student referendum promises, aligned with the Union's philosophy of shared governance, the process was committed to an open and collaborative enterprise that engaged all stakeholders, particularly students. The Union used different techniques to offer varied levels of involvement. With surveys, focus groups, and in-depth committees, the Union has involved over 23,000 members of the UW campus community. www.newunion.wisc.edu

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Strategic Planning - Keeping the Spirit (and Plan) Moving Forward
 Wisconsin National Primate Research Center

If it's worth setting aside an entire day of your unit's time to do, isn't it worth following up on? Often, we “enthusiastically” do Strategic Planning and when we come back to our work units we never hear another thing about the project until several years later when we get ready to do it again. One way to capture the plan, provide transparency, and keep that energy flowing is to develop a task tracker that can be easily updated and accessible to all. Through the use of OmniPlan, this display shows one method successfully used to illustrate the progress of Strategic Planning. This tool can be used for almost any project management need.

Jim Butts, jbutts@primate.wisc.edu, Primate Research Center
Strategic Visioning Summit on the Future of the Library in Wisconsin
General Library System & Council on Library and Network Development

The Visioning Summit was sponsored by the Council on Library and Network Development (COLAND) in cooperation with the Superintendent of Public Instruction. In preparation for the Summit, input was gathered from librarians, trustees, professional organizations, and library users. The Summit invited 100 key library leaders and advocates from across the State of Wisconsin. The Beginnings Report on the Future of the Library documents the outcomes of the Summit, focusing on: statewide cooperation, economic value to society, strengthening communities, and educational vitality. [http://blog.uwgb.edu/coland/](http://blog.uwgb.edu/coland/)

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Take a “PEEQ” at UW-Eau Claire’s Program and Services Review
University of Wisconsin-Eau Claire

Setting priorities in tough economic times like these has never been more important. But how do you do that across academic programs and administrative services, and what criteria should you use? UW-Eau Claire’s Program to Evaluate and Enhance Quality—PEEQ—is a university-wide self-study process designed to help the University strategically enhance quality and improve effectiveness. [http://www.uwec.edu/acadaff/PEEQ/PEEQindex.htm](http://www.uwec.edu/acadaff/PEEQ/PEEQindex.htm)

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Technology Enhanced Learning (TEL) Initiative
Office of the Provost

TEL is a campus initiative to enhance teaching and learning throughout the university through technology. The 2009-2010 TEL Grants will enhance our abilities to more effectively teach in the "classrooms of the future" by building on the success of previous years and by soliciting proposals that use technologies in classrooms to close the achievement gap. [www.provost.wisc.edu/teach.html#5](http://www.provost.wisc.edu/teach.html#5)

Mo Noonan Bischof, mabischof@wisc.edu, Office of the Provost

Wisconsin School of Business Building Project
Wisconsin School of Business

A four-story addition, designed to foster interaction and collaboration among Wisconsin MBA students, is open for business. A new and innovative approach was successfully used for the design, planning, and funding of the construction. The completed building offers enhanced space for networking, student-friendly gathering spaces, new technology, and meets or exceeds standards for sustainability. [www.bus.wisc.edu/news/0257.asp](http://www.bus.wisc.edu/news/0257.asp)

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Julie Tran, jtran@bus.wisc.edu, Wisconsin School of Business
UW-Madison IT Strategic Plan
Division of Information Technology/CIO

For the first time, the UW-Madison is developing a campus-wide Information Technology Strategic Plan, with active involvement from throughout our campus community. The CIO and Vice Provost for Information Technology is leading the development of the plan. The process has involved many representative campus groups and individuals. A series of campus forums, called Strategic Planning Mondays, were organized around different aspects of the plan. Hundreds from campus attended these sessions. The IT plan aligns with the overall campus strategic framework and focuses on teaching and learning, research, and public service and outreach. For details, see: http://www.cio.wisc.edu/plan

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Whole Person, Whole Life Learning in Biology
Institute for Cross-college Biology Education

The Institute for Cross-college Biology Education (ICBE) is being re-envisioned as a learner-centered organization that focuses on the essential learning outcomes of the LEAP (Liberal Education and America’s Promise) national program. ICBE was formed in 2004 as an administrative home for biology education initiatives that cross the boundaries of traditional academic units. Through our efforts to coordinate, build partnerships, advocate for the reward and recognition of teaching and learning, and our commitment to innovation, we seek to enhance and support biology education from precollege programs to future faculty development, in and beyond the classroom, on campus and in the community. The Institute is dedicated to the concept of “whole person, whole life learning.” www.biology.wisc.edu/ICBE

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Wiscontrepreneur - Make Your Passion Your Profession
Office of Corporate Relations

Entrepreneurship is the process of discovering, evaluating and leveraging opportunities. While it's tempting to think of entrepreneurship only in the context of the business world, entrepreneurship and entrepreneurial thinking in reality are critical skills for people in all walks of life. The Wiscontrepreneur Initiative begun in early 2007, consists of programs and activities designed to support and enhance entrepreneurship across the UW-Madison campus and, ultimately, throughout the State of Wisconsin. Learn about the accomplishments to-date and how it has made a difference. www.wiscontrepreneur.org

Allen Dines, ajdines@wisc.edu, Office of Corporate Relations
Doug Bradley, bradley@ocr.wisc.edu, Office of Corporate Relations
Sharing Our Best Practices
2009

Working with What You’ve Got: Expanding Services Without Expanding Resources
Lubar Institute for the Study of Abrahamic Religions

Is your office understaffed but eager to expand its services? Through systematically analyzing its goals, procedures, and operations, the Lubar Institute for the Study of Abrahamic Religions (LISAR) found a strategy to address this problem effectively. The strategy consisted of four steps: internal reorganization and reassigning tasks within the current staff, identifying campus partners with whom to coordinate efforts, institutionalizing an event planning spreadsheet to maximize efficiency and maintain organization, and finally, identifying unmet needs and considering ways to address them. This strategy has improved our efficiency. Learn how to reorganize and rethink what you already have, as well as how to collaborate campus-wide in order to maximize the use of existing resources.

http://lisar.lss.wisc.edu/

Karen Turino, turino@wisc.edu, Lubar Institute for the Study of Abrahamic Religions

2009 Reaccreditation Project
Office of the Provost

The 2009 Reaccreditation Project is now in its final phase, with our site team visit rapidly approaching on April 27–29, 2009. The self study report has now been published and the site team members are reviewing it in preparation for their visit. We invite you to peruse the self study report, "For Wisconsin and the World: A Great Public University." Part I of the report provides strong evidence for how we meet the Higher Learning Commission’s criteria for accreditation, while Part II, our special emphasis study, yielded six visionary reports that provided the foundation for our new campus strategic framework. These reports contain dozens of ideas and recommendations, many of which have become key elements of the strategic framework. The report chronicles changes we’ve undergone as an institution over the last decade and highlights our many accomplishments. It also outlines a vision for our future.

www.greatu.wisc.edu

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Administrative Process Redesign (APR) Project
Office of the Vice Chancellor for Administration

Touch base with the Administrative Process Redesign (APR) project as it begins its third year. Check out the current redesign projects and talk with team members who are about to implement their process solutions. Learn about the Office of Human Resource Development's new training program, "Fully Prepared to Lead", which has a component designed to support the APR project.

www.vc.wisc.edu/APR

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Jim Gray, jjgray@ohr.wisc.edu, Office of Human Resource Development
Katie Vieau, vieau@wisc.edu, Office of Human Resource Development
Automating the Rate/Title Request Process for Academic Personnel
Office of Human Resources

The Academic Personnel Office (APO) has recently automated the unclassified employees Rate and Title Change process. APO partnered with DoIT in designing an Oracle-based system, replacing the all-manual forms process. This web-based system has saved time, money and resources. Not only does this automated system eliminate almost all errors and have all the required resources accessible at a click of a button for Department Administrators and Division Human Resource Personnel, but the tracking mechanism developed allows departments “instant answers” and access to view the status of the request anytime via the web.

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Building GREEN
UW Capital Planning & Development (CPD)

The University of Wisconsin Madison is committed to constructing buildings that not only aid in the success of its students and staff, but are environmentally conscious and sustainable for years to come. We will be exhibiting our U.S. Green Building Council, Leadership in Energy and Environmental Design (LEED) initiatives in various campus major projects. Sustainability is one of the most important design elements as we lead the future in greening our campus beautiful. Stop by our presentation to learn about our goals and accomplishments in helping to reduce our carbon footprint.

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Graham Ryan, gryan@fpm.wisc.edu, Capital Planning & Development, FP&M

e-Reimbursement: Web-based Travel and Expense Reimbursement System
Accounting Services

The campus has begun a phased rollout of the new e-Reimbursement system and preliminary results have been very favorable. The campus rollout is expected to take about two years to complete. The new system allows travelers to submit expenses on the web, includes electronic approvals, and utilizes the same direct deposit function used with payroll deposits. The goals of this system are to expedite the reimbursement process, reduce costs required for travel management, and address campus dissatisfaction with the current paper-based travel expense reporting process.

http://www.bussvc.wisc.edu/acct/TEWeb

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Non-Sponsored Projects: Streamlining the Setup  
*Business Services*

A project is underway which will provide the opportunity to increase efficiency and accuracy by moving the setup of Non-Sponsored Projects from Accounting Services and RSP to the divisions. The setup of projects has traditionally been done by the use of centralized campus processing offices. By bringing together key campus users, educating the campus in the use of “Project ID’s” for the setup and maintenance of projects, and using a process improvement mapping tool, the team was able to analyze and redesign a more efficient process for the setup of Non-Sponsored Projects making the process end-user more accountable for the final result. An important part of this transition will be thorough training, coupled with a certification, and authorization process.

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**Redesigning the Benefit Services Web Site**  
*Office of Human Resources*

Obtaining timely benefit information is critical to new employees who need to enroll in benefit plans before enrollment deadlines. Benefit Services has upgraded its web site with a new employee benefit information section and an easy-to-remember web address. The benefits.wisc.edu site now features a welcome page for new employees with links to essential forms and benefit plan information and applications. The site complements the department’s effort to improve employee access to benefit and payroll information. [www.benefits.wisc.edu](http://www.benefits.wisc.edu)

*Susan Adams, sadams@ohr.wisc.edu, Office of Human Resources*  
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**WE CONSERVE Initiative – UW-Madison Environmental Stewardship Program**  
*UW Physical Plant*

“Going Green” is more than just a catchphrase at the University of Wisconsin-Madison. The WE CONSERVE Initiative has made it a campus-wide priority. The WE CONSERVE Initiative through the University of Wisconsin-Madison Environmental Stewardship Program currently reports $5 million in annual savings, 2000 pledges and a 38,000 ton reduction in carbon output. The program has set a goal of 20% reduction by 2010. Stop by to learn how everyone, from you as an individual consumer to building managers and department heads, can take steps to help make this goal a reality. [www.conserve.wisc.edu](http://www.conserve.wisc.edu)

*James Harrod, jamesh@fpm.wisc.edu, UW Physical Plant/WE CONSERVE*
**WISPER: WISconsin Proposal Electronic Routing**  
*Office of Research and Sponsored Programs*

In order to obtain external funding for their research programs, investigators must submit proposals to sponsors, and the Office of Research and Sponsored Programs (RSP) must negotiate and facilitate these awards and related documents such as material transfer and confidential disclosure agreements. WISPER facilitates the process by routing applications and agreements related to extramural funding through the necessary approval channels through campus to RSP. WISPER also captures the data necessary to record information sufficient for internal tracking and reporting purposes and facilitates the generation of Awards.  
[www.rsp.wisc.edu/WISPER/](http://www.rsp.wisc.edu/WISPER/)

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*Jennifer Rodis, rodis@rsp.wisc.edu, Research and Sponsored Programs*

**Chancellor’s Forums**  
*Office of the Chancellor*

Chancellor Carolyn "Biddy" Martin is holding a series of forums with members of the UW-Madison community. These forums engage people in identifying opportunities and ideas for dealing with an economic recession and a changing world. Over 200 ideas have been generated to date for increasing effectiveness and efficiency. Come see a synthesis of the thoughts and ideas to date.  
[www.chancellor.wisc.edu/forum](http://www.chancellor.wisc.edu/forum)

**Bridging Language Barriers in the Workplace**  
*Cultural Linguistic Services*

The University of Wisconsin-Madison has made creating a campus community that is a welcoming place for all individuals to work and learn one of its top priorities. Crucial to maintaining this type of campus climate is the ability to work through language barriers for effective communication between managers/supervisors and employees. Cultural Linguistic Services exists to help build this bridge of communication between employees and managers/supervisors. Guided by the principle that diversity of gender, ethnicity, disability, religion, sexual orientation, culture, position, job function, and years of service are crucial components in the pursuit of excellence and that continuous professional development is vital to individual and organizational success, CSS provides many different services for managers/supervisors and employees including translation services, professional development opportunities for employees with limited English proficiency, and support to address workplace climate and culture issues.  
[www.ohrd.wisc.edu](http://www.ohrd.wisc.edu)

*Carmen Romero, cromero@ohr.wisc.edu, Office of Human Resource Development*
Faculty and staff involvement has been recognized as a key component for institutions wanting to address the campus drinking culture. At the same time, it is not easy to facilitate collaboration across units. The campus Alcohol and Other Drug Task Force held the Symposium “Alcohol and Our Learning Environment” in October 2008, with the goals of providing individual faculty and staff with tools for encouraging students to think critically about alcohol and channeling faculty/staff participation into both new and existing initiatives. Dynamic presentations by our own campus experts and lively discussion with participants have laid the groundwork for a larger and more inclusive event next year, with representation from students and community members.

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Conney Project on Jewish Arts
Mosse/Weinstein Center for Jewish Studies

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. www.conneyproject.wisc.edu

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Citation Managers: Which One Should I Use? Which One Should My Students Use?
UW-Madison Libraries

Organizing information in the digital age can take a lot of time and effort. Campus librarians can help by teaching and promoting effective citation management. Explore the variety of citation management software supported by the UW-Madison Libraries and ascertain the appropriateness of using EndNote, EndNote Web, RefWorks or Zotero for managing information – be it in the workplace, the research lab or the classroom. Try out an assessment tool and discover which software best meets your needs! www.library.wisc.edu/citation-managers/

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Community Partnerships and Outreach Staff Network
CPO Staff Network

The Community Partnerships and Outreach (CPO) Staff Network is a new, self-organizing community of engagement professionals who span the boundaries between campus and community. Members of the UW-Madison community are deeply committed to the Wisconsin Idea, and engagement professionals are uniquely equipped to elevate and extend this work on campus and around the state. The CPO Staff Network facilitates communication and collaboration, information and resource sharing, best practices dissemination, professional development opportunities, and quality initiatives. Communities of practice are efficient, cost-effective mechanisms for improving quality and maximizing limited resources. By connecting engagement professionals across campus, the CPO Staff Network aims to improve outcomes and access for community partners; reduce point-of-entry confusion and duplication of services; increase campus capacity to respond to community priorities; and involve engagement professionals at all levels in leadership, planning, and decision making. The work of the CPO Staff Network to organize existing resources around the Wisconsin Idea is critical in this time when strong outreach and partnership efforts have the potential to garner broader and deeper sources of institutional funding.

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Document Storage and Management System
Office of Research Policy

The UW-Madison Office of Research Policy and the Office of Graduate School Information Technology have collaborated in the creation of a document storage and management system (S&M). The S&M allows a great deal of flexibility in document storage and currently holds 243 documents related to the campus Human Research Protection Program (HRPP). Features of the S&M include: automated conversion of MS Word documents to HTML and PDF formats, the ability to link from multiple Web locations to relevant documents in either Web-ready or downloadable formats, one location where documents common to many pages can be edited with changes reflected on all linked pages, and the ability to readily search the S&M by several different criteria. This powerful program can be easily adapted to meet needs of others on campus with a variety of document storage and management needs.

Jim Wells, jawells2@bascom.wisc.edu, Office of Research Policy
Enhancing Campus IT Security by Collaborating with the Big 10 Through the CIC  
Office of Campus Information Security

The Office of Campus Information Security is building a shared community of IT security practice by providing training to improve the IT security knowledge of all campus IT staff, not just those who specialize in security issues. To complement this, we are building a social network to enable campus units to have early input into security technology and policy divisions, and to exchange experiences and knowledge among various units. We have built our courses by partnering with other Big 10 schools through the CIC Security Working Group, by working with a vendor (The SANS Institute, http://sans.org), and by building in-house courses in a variety of topics. Our social network is being built "bottom up" by using existing groups with related interests, and "top down" by engaging Deans and Directors in recognizing individuals who will represent the interests of their individual units and help balance that with the needs of campus as a whole. Learn how to work within networks and utilize resources that are already in existence to create an individualized product that best meets your needs.

Richard Keir, rdkeir@wisc.edu, Office of Campus Information Security

Utilizing the Power of Collaboration Across Campuses  
Committee on Institutional Cooperation & National Consortium for Continuous Improvement

The Committee on Institutional Cooperation (CIC) is a consortium of 12 research universities, including the 11 members of the Big Ten Conference and the University of Chicago that is celebrating 50 years of collaboration, innovation, and service. Come learn about their new online tool "CICme" that will allow users to login through their campus NetID and password for easy, streamlined access to a secure space for collaboration and idea sharing. www.cic.net

NCCI, the National Consortium for Continuous Improvement in Higher Education, is a network of over 90 institutions from 32 states and seven nations that is focused on improvement and planning. Learn about this premier global network that is celebrating its 10th year of fostering improvement, innovation, and excellence in colleges and universities. www.ncci-cu.org

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

Teaching and Learning Excellence (TLE) Web Site  
UW Teaching Academy, Office of the Vice Provost for Teaching & Learning, & DoIT Academic Technology

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. This site was developed collaboratively by the UW Teaching Academy, the Office of the Vice Provost for Teaching and Learning, and DoIT Academic Technology. https://tle.wisc.edu/

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Christopher Bundy, bundy@doit.wisc.edu, DoIT Academic Technology
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Student Success Summit: Actively Engaging Student Voices for Inclusive Excellence
Offices of the Dean of Students, PEOPLE Program

In a new twist on the conventional focus group, students were invited to participate in interactive sessions designed to identify and understand the attributes of their "peak learning experiences." They then applied them in "re-visioning" academic and social support program planning. The process activated a mutually-beneficial ODOS/PEOPLE partnership that aimed to broaden and deepen understandings of student needs and involve students in a process that had intrinsic value for them while authentically engaging PEOPLE program staff. There are valuable informational benefits for both ODOS and the PEOPLE program. In addition, the PEOPLE Program is moving forward its own development initiatives with self-sustainable momentum and ownership.

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UW-Madison Community Outreach Work with Spectrum Magazine
Office of the Chancellor

The UW-Madison Chancellor’s Office is working closely with the Madison Area Diversity Roundtable in the production of Spectrum Magazine, which celebrates the diversity of the Madison area. 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. The magazine is an example of how units, departments, and programs can work together on a shared project that can benefit themselves and others. www.madisonmagazine.com/spectrum

Dawn Crim, dbcrim@bascom.wisc.edu, Office of the Chancellor

How Academic Department Managers Use the Query Library
College of Agricultural & Life Sciences, College of Letters & Science, & School of Music

View a demonstration of ways academic departments are using the Query Library to answer questions using pre-written queries. Academic department managers use the Query Library to determine short-term staffing needs, build tailored email lists for a variety of communications, determine an appropriate salary for new hires, and for budget-driven course planning.

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Tina Hunter, hunter2@wisc.edu, School of Music
Kathy Luker, kwluker@wisc.edu, Office of Quality Improvement
Administrative Information Management Services (AIMS)  
Office of the Vice Chancellor for Administration

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 offered 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.

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Ask a Librarian  
UW-Madison Libraries

Librarians at the University of Wisconsin-Madison are proud of their reputation for providing excellent reference service - helping faculty, staff, and students locate and retrieve the information they need to excel. In 2006 the libraries expanded their suite of reference services to include IM/Chat, an increasingly popular communication technology (especially among undergraduates). Since its introduction the service has proven very successful; the libraries have seen a 40% increase in use from 2007 to 2008. User surveys, however, show that the majority of library patrons prefer to interact with library staff in person. Recognizing the need to facilitate individual appointments, reference librarians have recently introduced a Web form which makes it easier to access this vital service. It’s now easier than ever to “Ask a Librarian” www.library.wisc.edu/ask/

Pamela O’Donnell, podonnell@library.wisc.edu, Reference Marketing Committee  
Reference Marketing Committee, raigmarketing-l@library.wisc.edu, Campus Libraries

Building an Engaged, Sustainable Community  
The Nelson Institute for Environmental Studies

Individual input is an essential part of building an engaged community. Organizing and sorting the feedback from the Institute’s faculty, staff and students to make it useful and manageable, however, is a daunting feat. Utilizing a well planned process, as well as a newly engineered software application, made taking on such a challenge possible. Learn how The Nelson Institute created a strategic plan and used the ThemeSeekr application, engineered at the University of Wisconsin-Madison. ThemeSeekr organized and made use of feedback from various stakeholders in order to better address the Nelson Institute’s concerns and how the Institute plans to continue the engagement in the future. www.nelson.wisc.edu/about/mission

Carmela Diosana, ccdiosana@wisc.edu, Nelson Institute for Environmental Studies  
Rob Beattie, rbeattie@wisc.edu, Nelson Institute for Environmental Studies
Clinics Improvement Collaborative (CLIC): Engineering Positive Patient Experiences
UW Hospital and Clinics

The Clinics Improvement Collaborative (CLIC) set out to improve patient satisfaction scores related to waits and delays to a 90% mean score for nine pilot clinics by June 2009. Using a data-driven Collaborative Learning Model, a three-phase approach was undertaken to 1) enhance the patient’s experience, 2) increase clinic efficiency by removing roadblocks to patient flow, and 3) reduce barriers to patient access, using a variety of tools and methods from human factors engineering, LEAN thinking, and mathematical modeling.

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Data Integrity Group (DIG)
Division of Enrollment Management, DoIT, & Academic Planning and Analysis

Can you rely on your data? If you’re using student-related information to make decisions about recruiting and admissions, Timetable, advisors, financial aid and other important campus functions, the answer is “YES!”, thanks to the Data Integrity Group (DIG). This grassroots group of data users, experts, and data warehouse managers meets regularly to address the problems that arise when upgrades or conversions change the source of data elements, when administrative processes change, when new reporting requirements emerge, or when data just doesn’t look as expected. Started as an ad hoc problem-solving group, DIG now has permanent participation from the Division of Enrollment Management, DoIT, Academic Planning and Analysis (Provost's Office) and the Office of Quality Improvement and goes beyond investigating reported data problems to recommending data fixes and prioritizing new data views.

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DoIT Software and Load Testing – SALT
Division of Information Technology

The Software and Load Testing (SALT) service team helps UW program managers, application developers, coders and other IT staff identify application problems in test, before a project is launched. SALT services include test planning and management, regression/functional testing, load testing, consultation and training, as well as access to security and accessibility testing services. Sponsored by the Division of Information Technology (DoIT), our services are available to all campuses in the UW-System, including UW-Madison. Our team members recently conducted system load testing for UW-System's Electronic Applications, WISCareers' career management tool, and UW-La Crosse Student Information (PeopleSoft) implementation. We can help you feel confident that your system will work as planned on the day it is launched.

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Educational Technologies at the Health Sciences Learning Center
School of Medicine and Public Health

New developments in technology have a direct impact on the way students are educated at the University of Wisconsin School of Medicine and Public Health. The Health Sciences Learning Center (HSLC) IT team will show how technologies such as the web-based and mobile application of their Audience Response System (ARS), a 176-seat computer-based testing facility, and a Lecture Capture System with enhanced web 2.0 tools are being used to revolutionize students’ educational experience. The team is excited to share lessons learned on these current educational technology projects and see what others around campus are doing. [www.hslc.wisc.edu](http://www.hslc.wisc.edu)

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Integrated Communications Campaign: Continuity Across All Media
Division of International Studies

In today’s ever-changing technological environment, it is important for us to take advantage of available tools to reach our target audiences. Especially in a university setting, it is imperative for us to reach students, faculty/staff, alumni, and outside supporters through tools they access on a daily basis. With this in mind, we have incorporated social media into our integrated communications campaign, allowing us to reach our diverse audiences through the use of online social networking sites such as Facebook, Flickr, a news blog with RSS feeds, and the latest addition to our Web site, the Badgers Abroad Blog. With the incorporation of new media into your current media mix, your biggest challenge will be to create continuity among all of your unit’s outlets (both current and new). When creating an integrated communications campaign of your own, it is important to research what is available to you and capitalize on the strengths of each medium. Lastly, there is always room for improvement. [www.international.wisc.edu](http://www.international.wisc.edu)

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Protect Sensitive Data: Encrypt the Collaborative Way
Office of Campus Information Security

If your computers store or process social security numbers, driver's license numbers, financial account numbers (including credit cards), student records, medical information or biometrics (such as DNA profiles or fingerprints), then this information is a target of criminals. As custodians entrusted with this data, you have an ethical and legal responsibility to protect it. One way to protect the data is through the use of full disk encryption. The McAfee Endpoint Encryption software is freely available to all UW departments. Support is provided under a collaborative model, where departmental IT staff serve as experts to other departments helping the encryption community grow. Come talk to members of the encryption team about how the McAfee Endpoint Encryption software works and how to participate in this collaborative effort to protect sensitive data.

Allen Monette, amonette@facstaff.wisc.edu, Office of Campus Information Security  
Linda Pruss, pruss@doit.wisc.edu, Office of Campus Information Security  
Phil Saunders, phsaunders@em.wisc.edu, Enrollment Management  
Eric White, ewhite@ssc.wisc.edu, UW Survey Center
Sharing Our Best Practices
2009

How Student Services Staff Use the Query Library
School of Education, School of Human Ecology, College of Engineering, & ICBE

Learn how student services staff use the Query Library to support many of their work functions. They use it to assign advisors to students, produce advisee lists for faculty, identify academically at-risk students in need of support, track undergraduate applicants interested in their program, and for answering a variety of surveys.

Julie Ganser, ganser@education.wisc.edu, School of Education
Katie Lindemann, klindemann@wisc.edu, School of Human Ecology
Pam Peterson, prpeters@engr.wisc.edu, College of Engineering
Sarah Kuba, sekuba@wisc.edu, Institute for Cross-College Biology Education

Using Automation to Reduce Cost and Increase Efficiency
Office of Equity and Diversity

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 at least four times. This process was a lot of work for both the hiring departments and OED. Through automation, however, the AADQ forms can now be sent as an email attachment, filled out electronically, 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.

Bonnie Sundal, bsundal@vc.wisc.edu, Office of Equity and Diversity
Kate O'Connor, koconnor@vc.wisc.edu, Office of Equity and Diversity

A Web Portal to Graduate Student Diversity
Engineering Professional Development, Office of Diversity Resources, & Graduate School

The goal of this project was to create a simple, cohesive process for recruiting targeted students to graduate school at UW-Madison that works seamlessly for all stakeholders. Included were the Summer Research Opportunities Program (SROP), the SROP Alumni Tracking System, and direct data integration into the Graduate School application and other Graduate Student data sources. These applications synthesize the disparate application processes that each of the 18 SROPs used into one comprehensive portal-based system that is simple and easy to use for all its constituents. As a result of these new applications, we’ve seen a three-fold increase in applications.

Maya Holtzman, mholtzman@bascom.wisc.edu, Engineering Professional Development
Dorothy Sanchez, dsanchez@bascom.wisc.edu, Office of Diversity Resources
Steve Hahn, smhahn@uwmad.wisc.edu, Graduate School

How University Services Program Associates Use the Query Library
College of Agricultural & Life Sciences, School of Education, & College of Letters & Science

University Services Program Associates use the Query Library to answer questions and support work processes. Lean how this tool can be used to identify students with honors in the major, carry out merit increase exercises, audit the timetable, and track the progress of graduate students in their department.

Debra Sumwalt, dsumwalt@wisc.edu, College of Agricultural & Life Sciences
Gail Tanner, gtanner@wisc.edu, College of Agricultural & Life Sciences
Huyen Nguyen, hbnguyen@education.wisc.edu, School of Education
Kate Bartlett, kebartlett@wisc.edu, College of Letters & Science
Automated Travel System Project

Business Services

The University of Wisconsin-Madison's Automated Travel System (ATS) is replacing our current campus reimbursement reporting and payment legacy processes. The vision of the ATS Project is to transform the current cumbersome, time-consuming, paper intensive, and inconsistently used process into a streamlined, standardized, automated campus-wide process that saves the traveler and administrative staff both time and money. The changes include reducing the payment turnaround time, simplifying the business rules and approval process, eliminating paper forms, and reducing traveler's out-of-pocket costs.

Terri Gill, tgill@bussvc.wisc.edu, Business Services

Program Release – A Success Story for UW-Madison

DoIT, Business Services, Graduate School, Research & Sponsored Programs

Program Release is proving a big success in the world of large enterprise computing projects. The result is that UW System and the Madison, Milwaukee, and Extension campuses now have a new set of tools to vastly improve the way grants, accounting, travel, and other processes are handled on their respective campuses. The 2008 Program Release was a two-year effort to develop new ways to administer grants, travel, staff effort reporting, accounts payable, purchasing, and accounting processes. During the week of February 18, the new integrated system was brought up successfully, ahead of schedule, with no glitches.

Elise Barho, barho@wisc.edu, Division of Information Technology (DoIT)
Steve Carrola, scarrola@bussvc.wisc.edu, Business Services
Katie Chase, katie.chase@doit.wisc.edu, Division of Information Technology (DoIT)
Todd Friske, todd.friske@doit.wisc.edu, Division of Information Technology (DoIT)
Hua Ramer, hramer@bussvc.wisc.edu, Business Services
Colleen Sims, colleen.sims@doit.wisc.edu, Division of Information Technology (DoIT)
Mark Sweet, masweet@rsp.wisc.edu, Graduate School, Research and Sponsored Programs

Technology Enhanced Learning – Helping to Create the Classroom of the Future

Office of the Provost

Meeting the needs of the classroom of the future requires that we face significant challenges to our ability to help our students achieve essential learning outcomes. These challenges can be represented by the Quality-Access-Cost triangle: how can we best balance among the three objectives of maintaining and increasing excellent quality learning experiences, providing access to all qualified students, and applying costs that can be sustained? Technology can play a role in helping us find this balance. The TEL initiative awarded its first grants for projects in the 2007-08 year; the 2008-09 awards aim to enhance student learning by developing technology tools and infrastructure that help us meet our challenges and support all aspects of the classroom of the future.

Aaron Brower, ambrower@wisc.edu, Teaching and Learning
Mo Noonan Bischof, mabischof@wisc.edu, Teaching and Learning
Best Practice Sharing with 90 Universities  
National Consortium for Continuous Improvement

NCCI, the National Consortium for Continuous Improvement in Higher Education, is a network of over 90 institutions from 32 states and seven nations that are focused on improvement and planning. UW-Madison played a key role in the founding and leadership of NCCI. This poster will provide information on accessing the links to member universities to learn best practices beyond UW-Madison.

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

Electronic Grade Change Process  
Enrollment Management

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

Lori Turner, lbturner@em.wisc.edu, Enrollment Management  
Connie Chapman, connie.chapman@em.wisc.edu, Enrollment Management

Housing Uses Technology to “Snag” and Manage Student Workers  
University Housing

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.

Brenda Krueger, brenda.krueger@housing.wisc.edu, University Housing  
Katie McKeever, katie.mckeever@housing.wisc.edu, University Housing

Hyperion Query Library’s New Query Locator Tool  
Office of Quality Improvement

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. So, how do you find the query you need? The new Query Locator Tool helps you find the query-report you need given the question you have. 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)
Office of Admissions

Admission application workflow and review had always been a paper-based process until this year. 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. Come and let us show you how the system works and how it can work for you.

David Leszczynski, dleszczynski@admissions.wisc.edu, Office of Admissions
Becky Ring, bring@admissions.wisc.edu, Office of Admissions
Bobbie Jean St. Arnauld, starnauld@admissions.wisc.edu, Office of Admissions

Lecture Capture System
School of Medicine and Public Health

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. This exhibit highlights the current system, which 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. We are also excited to share our newest enhancements to video playback and our future plans.

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

Managing Student Information in a Secure, Integrated, and Functional Way
Gaylord Nelson Institute for Environmental Studies

The Academic Programs Databases was designed so that 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
Sara Lorence, smlorence@wisc.edu, Gaylord Nelson Institute of Environmental Studies
Mapping to Improve Work Processes

Wisconsin Union

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
Mary Hoddy, mhoddy@wisc.edu, Wisconsin Union
Bradley Molzahn, bmolzahn@wisc.edu, Wisconsin Union
Dawn Rekoske, drekoske@wisc.edu, Wisconsin Union

MyUW Home Address View/Update

Office of Human Resources

Beginning March 2008, employees can view and update their home contact information (address, phone numbers, and email address) online through the 'Work Record' tab of the 'My UW-Madison' web portal.

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

Network Enhancements/Upgrades

Division of Information Technology Network Services

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. Learn how to maximize the value of the network and get a sneak peak at our future.

Perry Brunelli, brunelli@doit.wisc.edu, DoIT Network Services
Al Krug, agkrug@doit.wisc.edu, DoIT Network Services
Pat Christian, patrick.christian@doit.wisc.edu, DoIT Network Services
A Radical (seemingly counter-intuitive) Approach to Honors First-Year Admissions
College of Letters and Science

Coincident with ongoing efforts to define and to refine the L&S Honors Program’s mission and guiding principles, strategic planning efforts, and ongoing assessment and program/process improvement, 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 Science
Jeffrey Shokler, jshokler@wisc.edu, College of Letters and Science
Mary Czynszak-Lyne, mczynsza@wisc.edu, College of Letters and Science

Rapid Roll-Out of New Clinical Information System at University Health Services
University Health Services

In January 2006, University Health Services (UHS) undertook an evaluation of its existing clinical information system, determining that current software was unable to meet the needs of the agency. Selection and implementation of a new system was made a priority 2007-2008 goal and phase one of the implementation was completed in January, 2008. The project has already 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. These portions of the project are expected to bring gains in patient/client satisfaction, reduced resource utilization, and enhancements in patient/client safety. The project has been successful in engaging and exciting staff and resulted in collaborative work between the various units of UHS.

Nancy Ranum, naranum@uhs.wisc.edu, University Health Services
Theresa Regge, tjregge@uhs.wisc.edu, University Health Services
Sarah Van Orman, svanorman@uhs.wisc.edu, University Health Services

Software and Load Testing Resources
Division of Information Technology

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, DoIT – Software and Load Testing
Streamlining Wisconsin Experience Grant Processes

Offices of the Dean of Students

In the very spirit of the Wisconsin Experience—“We expect that what we do matters, and together we can solve any problem”—we have centralized student organization and other student related funding resources of the Chancellor's Office, Provost's Office, Vice Chancellor for Administration, and the Dean of Students Office into one central fund, the Wisconsin Experience Fund. Improved processes include one central point for submitting requests, objective criteria for evaluation of funding requests, and improved tracking of funding dollars allocated to student organization programming. In addition, through a collaborative effort with other funders, we’ve developed a centralized online evaluation form, which includes a description of lessons learned and assesses the success of programming events and activities.

Yvonne Fangmeyer, fangmeyer@odos.wisc.edu, Offices of the Dean of Students

Student Enrollment Verification for FICA Exemption Query Rollout

Office of Human Resources

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

Mathematics Department

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

Badger Watch

University Police Department

Badger Watch is the crime prevention program for the UW-Madison Campus. It's a collaborative effort between the community and the UW Police Department to help make the community a safer place. Modeled after existing neighborhood watch programs, Badger Watch relies on volunteers becoming the "extra eyes and ears" of the UW Police Department. Becoming a volunteer is easy and only involves attending the initial training with no further commitments required. The benefits include becoming a smarter/safer community member, direct access to the UW Police, and the opportunity to attend additional training throughout the year.

Erik Pearce, empearce@wisc.edu, University Police Department
Kristin Radtke, keradtke@wisc.edu, University Police Department
Collaboration. Administration. Networking. What can’t you do with Drupal?  
College of Letters & Science Support Services

Letters and Science Learning Support Services is making extensive use of Drupal for both course and administrative websites. Drupal is an open source application alternatively termed "Content Management System" or "Social Networking software." It simplifies creation and maintenance of web applications, while offering an immense range of functionality and customization. This poster will profile applications LSS has developed with Drupal, including the L&S Lessonshare, department websites, and course websites.

Susan Weier, sue@lss.wisc.edu, L&S Learning Support Services  
Sara Ziemendorf, sara@lss.wisc.edu, L&S Learning Support Services

Collaborations and Partnerships to Enhance Learning Opportunities  
School of Education

We're focusing on how our collaborations and partnerships between the Office of Education Outreach in the School of Education, other Schools and Departments throughout UW, community-based professionals, community centers, schools, and parents/guardians further enhance out-of-school, positive learning opportunities for middle school students and increase the diversity of young people who become interested in and attend post-secondary educational institutions.

Erika Braunginn, ehbraunginn@education.wisc.edu, School of Education / Education Outreach  
Amy Climer, aeclimer@education.wisc.edu, School of Education / Education Outreach  
Nancy Blake, nblake@education.wisc.edu, School of Education / Education Outreach

Enhancing Students’ Technology Skills  
Division of Information Technology

Students play a pivotal role in enhancing work processes, learning environments, and the campus climate. Have you ever wondered how to help your students get the technology expertise that is needed? Over the past year, DoIT has worked with students to ensure that they have the right IT skills to be successful in both academic and administrative areas. DoIT student programs have not only provided a wealth of training opportunities for students, but they have also created a talented candidate pool for IT jobs on campus.

Maddy Covelli, covelli@wisc.edu, Division of Information Technology (DoIT)  
Don Fleischman, don.fleischman@doit.wisc.edu, Division of Information Technology (DoIT)

Exploring Planning and Assessment at the University of Notre Dame  
University of Notre Dame

Notre Dame has developed and communicated broadly the Five University Goals. They created a Leadership Committee for each goal to further articulate and formulate performance indicators. Notre Dame is benchmarking other institutions of higher education, and developed a planning model. Their goal now is to learn best practices from Wisconsin and others, as well as gather feedback and advice.

Erin Hoffman Harding, eharding@nd.edu, Assistant VP of Strategic Planning  
Heather Tonk, htonk@nd.edu, Continuous Improvement Project Manager  
Craig Brummell – Assistant VP and Deputy Chief Information Officer  
Micki Kidder – Assistant Director of the Office of the Board Secretariat
Increasing the Number of Wisconsin Adults with Baccalaureate Degrees
Division of Continuing Studies, UW-Extension

The UW System's Growth Agenda includes an "Adult Student Initiative" (ASI) to encourage adults to complete a college degree at a UW campus. This requires a critical messaging campaign to inform citizens of what's available at their public institutions and to outline steps involved. A strategy of bringing together advisors who work with adults enabled UW-Extension to create a distinctive publication. The UW System Adult Student Guide boldly reflects what adults say are the barriers to and the motivations for entering a baccalaureate program. Both content and process make evident the synergy possible with collaboration across institutions.

Judith Strand, jstrand@des.wisc.edu, Division of Continuing Studies
Linda Barrett, linda.barrett@learn.uwsa.edu, UW-Extension Continuing Education
Lisa Agnew, lisa.agnew@learn.uwsa.edu, UW-Extension Continuing Education

Maximizing the Value of WiscCal
Division of Information Technology

WiscCal is a no-charge campus-wide calendaring and scheduling application that provides a broad set of features to help individuals and groups manage their time more effectively. Did you know you can use WiscCal to schedule appointments; set meetings directly with faculty, staff and student users; allow someone else to work on your behalf by granting them access rights to your calendar; use the task feature to manage your "to do" list, and other projects? You can reserve conference rooms, keep track of staff vacation requests, and new feature “Share Your Calendar” allows users to share their WiscCal calendars with those who do not use an online calendar or with Google, Windows Vista, Outlook, Apple iCal, and Mozilla Sunbird calendars.

Annette Stratman-Durrer, annette.stratman@doit.wisc.edu, Division of Information Technology
Guy Stalnaker, jstalnak@doit.wisc.edu, Division of Information Technology
Ara Mesdjian, mesdjian@doit.wisc.edu, Division of Information Technology

PACE Project: Changing the Community Culture to Reduce High-Risk Drinking
University Health Services

The primary goal of the PACE project (Policy, Alternatives, Community, and Education) is to reduce the consequences of high-risk drinking in and around UW-Madison campus. Originally funded by a 10 year grant from the Robert Wood Johnson Health Foundation (1996-2007), the environmentally focused effort continues with campus support. In addition to building support for evidence-based practices and policies through a campus-community coalition, project efforts have helped to enhance consistency in the messages that the University projects to its immediate and greater community, and identify and generate viable alternatives to drinking for students.

Susan Crowley, sjcrowley@wisc.edu, University Health Services
Parent Program: Connecting Parents to Our University
Visitor & Information Programs

The new Parent Program, a service provided by Visitor & Information Programs, connects parents and families of UW-Madison students to the University so that they may support their student’s success. Parent Program staff partner with many campus and community stakeholders to provide important and timely information regarding academics, out of class learning, health, safety, financial matters, careers, and other matters. Parents may access this information through a Web site, newsletter, phone and e-mail hotline, and, coming summer 2008, a printed parent calendar.

Nancy Sandhu, sandhu@uwmad.wisc.edu, Visitor & Information Programs
Patti Lux-Weber, luxweber@uwmad.wisc.edu, Visitor & Information Programs

Project Management Web Resources and Partnerships
Wisconsin School of Business - Executive Education, Division of Information Technology

Campus project managers continue to collaborate together to expand the resources available for others. Previous efforts include the creation of the annual Project Management Symposium, the web-based Project Management Advisor, and the Project Charter webinar. A new webinar was created this year to help project managers effectively use a Work Breakdown Structure.

David Antonioni, dantonioni@exed.wisc.edu, School of Business / Executive Education
Philana Friede, pfriede@exed.wisc.edu, School of Business / Executive Education
Greg Konop, gkonop@doit.wisc.edu, Division of Information Technology (DoIT)
Barbara Stimpson, stimpson@wisc.edu, Division of Information Technology (DoIT)

What is the Teaching Academy?
Nuclear Engineering & Engineering Physics, Department of Psychology, UW School of Nursing

The UW-Madison Teaching Academy exists to promote and recognize excellence in teaching. The Teaching Academy encourages innovation, experimentation, dialogue, and scholarship around issues related to teaching and learning. The Academy works with partners across campus, and sponsors a number of events aimed at fostering a high level of instructional excellence across campus.

Jake Blanchard, Blanchard@engr.wisc.edu, Nuclear Engineering and Engineering Physics
Jeff Henriques, jhenriqu@wisc.edu, Department of Psychology / UW School of Nursing

Wiscontrepreneur Initiative Takes Entrepreneurship Campus-Wide
Office of Corporate Relations

The Ewing Marion Kauffman Foundation named the University of Wisconsin-Madison one of its "Kauffman Campuses" and awarded $4 million over five years to help educate students in the principles and practices of entrepreneurship across the campus and statewide. Learn more about how the Office of Corporate Relations and others across campus are broadening our legacy of teaching, research, and outreach to include entrepreneurship and, in turn, grow the Wisconsin economy. Visit http://www.wiscontrepreneur.org/

Doug Bradley, bradley@ocr.wisc.edu, Office of Corporate Relations
Allen Dines, ajdines@wisc.edu, Office of Corporate Relations
Advantage Wisconsin
University of Wisconsin System

UW System’s Advantage Wisconsin initiative aims to increase the number of Wisconsin graduates, while expanding educational opportunities through improving access and increasing retention and graduation rates. In addition, Advantage Wisconsin aims to increase the number of high-paying jobs by expanding the university research enterprise while linking academic programs to entrepreneurship and business development. In partnership with communities, Advantage Wisconsin will address Wisconsin’s greatest challenges and priorities through intensified engagement, research, and learning.

Don Mash, dmash@uwsa.edu, UW System

Alumni Profiles for Every Undergraduate Major
Academic Planning and Analysis, Wisconsin Alumni Association, College of Agricultural & Life Sciences

Alumni Profiles are a resource for general information on alumni demographics and outcomes. Alumni Profiles are designed to answer some broad questions about where alumni live, if they are employed or enrolled in educational programs, and how much they value their UW-Madison degree. They may eliminate the need for academic programs to maintain expensive shadow systems and may reduce some costs associated with running alumni surveys. In addition, the Alumni Profiles provide a starting point for more detailed analysis.

Jocelyn Milner, jmlnner@wisc.edu, Academic Planning and Analysis
Clare Huhn, chuhn@vc.wisc.edu, Academic Planning and Analysis
Angie Nash, angienash@uwalumni.com, Wisconsin Alumni Association
Heidi Zoerb, hzoerb@cals.wisc.edu, College of Agricultural and Life Sciences

Bridging Literacy and Cultural Competency in the Workplace
Office of Human Resources, Office of Human Resource Development

Bridging literacy and cultural competency in the workplace through educational interventions and quality customer service is a best practice model in multicultural human resources. The Cultural Linguistic Services area of the Office of Human Resource Development was recognized by the International Public Management Association for Human Resources with the 2006-07 Best Practices Award because they have shown success over time, attention to the area of human resource administration, improvement of service delivery, measurable results, recognizable positive outcomes, and innovation.

Reynaldo Morales, rmorales@ohr.wisc.edu, Office of Human Resources/OHRD
Jzong Thao, jthao@ohr.wisc.edu, Office of Human Resources/OHRD
Pa Nhia Thao, pnthao@wisc.edu, Office of Human Resources/OHRD
Carmen Mendoza, cmbmendoza@wisc.edu, Office of Human Resources/OHRD
Cristobal Silva, silvacortes@wisc.edu, Office of Human Resources/OHRD
Connections – An Innovative Dual Admission Program
Academic Planning and Institutional Research

Unfortunately, UW-Madison cannot accommodate all of the academically strong students who apply for admission. The Connections program enables a select group of students to start at a partner institution and finish their bachelor's degree at UW-Madison, thus increasing access to a 4-year degree for Wisconsin residents and improving UW-System efficiencies.

Annette McDaniel, amcdaniel@dcs.wisc.edu, Academic Planning and Institutional Research

Dairy Science Reverses History with Enrollment Surge
College of Agricultural and Life Sciences, Dairy Science

Interested in expanding your undergraduate enrollments and increasing available scholarship money? Learn how the Department of Dairy Science launched a major overhaul, retooled its curriculum, and changed its marketing efforts that resulted in tripled enrollment from just three years ago and more than doubled the available scholarship money.

Ric Grummer, rgrummer@wisc.edu, College of Agricultural and Life Sciences / Dairy Science

Early Success, Continued Growth: Implementing a Development Program
Division of International Studies

We have read much lately about major gifts to the University and these large gifts are undeniably exciting. But there is another component to a development program: annual giving. Annual gifts do not provide large endowments. They are an important funding source and a way to reconnect with interested alumni and friends who might make major gifts in the future, as well as those who support current activities. The presentation illustrates how the Division of International Studies identified a pool of alumni with international interests and engaged them in its efforts to raise funds for study-abroad scholarships.

Carol Witzeling, cawitzel@factsaff.wisc.edu, Division of International Studies

Electronic Coach Evaluation Tool
Intercollegiate Athletics

At the completion of each season the student athletes are asked to evaluate their respective coaching staffs. This involves approximately 800 student athletes. The old method included the team completing a several-page, hard copy evaluations. The results then had to be calculated and transcribed manually. The new method includes an electronic evaluation, of which results are calculated automatically and compiled into several different reports. Using the electronic evaluation has increased accuracy, quality and significantly reduced staff hours compiling data.

Megan Stoughtenger, mss@athletics.wisc.edu, Intercollegiate Athletics
**Juran Center Fellowships**
*School of Education, College of Engineering, College of Letters & Science*

During the past century, Joseph M. Juran put forth a vision for a world made better through a commitment to quality. From his vision, emerged the Juran Center as a repository for past developments in the field of leadership in quality, as well as a generator of new research, new ideas, and new scholars. Last year, Kate Alder, Richard Holden, and Bonnie Paris from UW-Madison received Doctoral Awards from the Juran Center. Richard Holden will highlight his research on "Hospital Nurses' Perceptions of the Medication Process Before and After Barcoding Technology: A New Approach to Evaluating the Impact of Automation."

Kate Alder, alder@wisc.edu, School of Education
Richard Holden, rholden@wisc.edu, College of Engineering and College of Letters and Science
Bonnie Paris, bparis@wisc.edu, College of Engineering

**Liberal Education and America's Promise at UW-Madison:**
**Sharing Our Commitment to What Matters Most**
*College of Letters & Science, German Department*

Liberal Education and America's Promise (LEAP) is a 10 year initiative of the Association of American Colleges and Universities. The LEAP campaign seeks to start a new conversation about the role of higher education in the U.S. by advocating the importance of the essential learning outcomes of a liberal education as a national economic and creative resource, and as a preparation for individual students preparing to work and live in the 21st century. Here at UW-Madison, we have focused on our campus conversations about essential learning and the need to advance intentionality and articulation of essential learning outcomes in our work with students, with colleagues, and with the larger communities of which we are a part.

Elaine Klein, klein@ls.admin.wisc.edu, College of Letters and Science
Jolanda Vanderwal Taylor, jvtaylor@wisc.edu, Department of German
Nancy Westphal, westphal@ls.admin.wisc.edu, College of Letters and Science

**Planning for the Future of the Library**
*General Library System*

Planning for the future can be a challenge, but the Library Management Group used the opportunity to develop a vision for the future, work together as a team, and to develop an implementation plan to reach their goals. The goals include responding to user needs, improving access to resources, integrating libraries into work environments, enhancing management skills, and actively participating in information policy partnerships.

Ed Vangemert, evangemert@library.wisc.edu, General Library System
Carrie Kruse, ckruse@library.wisc.edu, General Library System
A Road to Organizational Success  
Facilities Planning & Management

Is the department or unit you work in leaving you feeling unchallenged, unmotivated, unempowered, unsupported, and disillusioned only finding comfort in the safety of work unit "silos," boredom, and naysayers? What can you do about it? A Road to Organizational Success may just be the answer.

Andy Garcia-Rivera, agarciarivera@fpm.wisc.edu, Facilities Planning and Management  
Greg Dierks, gdierks@fpm.wisc.edu, Facilities Planning and Management  
Jeff Nytes, jnytes@fpm.wisc.edu, Facilities Planning and Management

Save Time and Money with Materials Distribution Services and SWAP  
Business Services

Learn how to save time and money when utilizing MDS's online ordering system & surplus redistribution program. MDS offers one-stop online ordering from vendors such as Office Depot, Fisher Scientific, VWR, Grainger, Dell, and Airgas. Benefits of utilizing MDS include efficient ordering, state pricing/auditing of contract prices, and next day delivery at no charge. SWAP collects, processes, and redistributes surplus property generated by UW-Madison and state agencies, while providing UW-Madison departments, government agencies, and non-profit organizations with low-cost, quality surplus equipment/supplies and finding reuse and recycling markets for surplus property. This program has redistributed over $1.2 million of surplus in the past year—over 1093 TONS of surplus! Only 7.9% of what comes through the SWAP program is sent to landfills! Reduce, Reuse, Recycle!

Carrie Jensen, cjensen@bussvc.wisc.edu, Business Services  
Mike Marean, mmarean@bussvc.wisc.edu, Business Services

WE Conserve – Reducing Energy Consumption by 20% by 2010  
WE Conserve, Facilities Planning and Management

The overall goals for the "We Conserve" program are: 1) To instill lifelong energy conservation spirit in our community's consciousness, and 2) To reduce campus energy consumption per square foot by 20 percent by year 2010. We will achieve these goals by concentrating our efforts on efficient systems, informed people, realistic expectations, and responsible actions.

Faramarz Vakili, fvakili@fpm.wisc.edu, Facilities Planning and Management
What Does it Take to Revise and Modernize a Departmental Curriculum?

College of Agricultural and Life Sciences, Department of Food Science

In 2004 the faculty and staff of The Department of Food Science launched a comprehensive revision of its undergraduate curriculum. We started by establishing some guiding principles by which we would approach this very taxing exercise. In addition we hosted departmental workshops to learn how to write learning outcomes and had a facilitated summer retreat. The process continued into 2005 when we worked in small groups to write learning outcomes specific to the disciplines within our department: food microbiology, food processing/engineering, and food chemistry. We also had regular "town meetings" to keep lines of communication open and offer the full faculty and staff ample opportunity to comment on suggested changes.

The final stages of development included the design of a new "gateway" course and a program-wide assessment strategy. The curriculum was officially launched this spring semester and will be fully implemented by spring 2011.

Monica Theis, mltheis@facstaff.wisc.edu, College of Agricultural and Life Sciences / Food Science
Rich Hartel, rwhartel@wisc.edu, College of Agricultural and Life Sciences / Food Science

Wisconsin Idea in Action
University Communications

The Wisconsin Idea in Action is a searchable, online database of UW-Madison’s service to the state. Debuting in March 2008, it includes more than 500 examples of teaching, research, and outreach that provide tangible benefits beyond the boundaries of campus. This exhibit will demonstrate how to use the database and how faculty and staff can submit their projects and programs that embody the tradition of the Wisconsin Idea.

Bill Graf, wlgraf@wisc.edu, University Communications

Wisconsin Union Initiative: Preserving the Past, Building the Future
Wisconsin Union

In the fall of 2006, students passed the Student Union Initiative that secured funding to preserve Memorial Union through historic restoration and to reconstruct Union South. The current Union South will soon be recycled and a new south campus union will take its place nearly doubling in size and vitality.

Mark Guthier, mcguthier@wisc.edu, Wisconsin Union
Shayna Hetzel, shaynahetzel@wisc.edu, Wisconsin Union
The University of Wisconsin-Madison is embarking on its institutional reaccreditation effort with the Higher Learning Commission (a commission of the North Central Association of Colleges and Schools). These reaccreditation activities, occurring every ten years, provide an opportunity for the campus community to articulate accomplishments and focus on the future of this institution. The cross-cutting theme proposed for the upcoming effort is, "What will it mean to be a great public university in a changing world? And how will UW-Madison uniquely embody this greatness?" We envision capturing campus, alumni, and community visions for the future role of our institution. This effort will serve both as a self-study for reaccreditation and as a dynamic, inclusive opportunity to revise our campus strategic plan for the next decade.

Nancy E. Mathews, nemathew@wisc.edu, Office of the Provost
Eden Inoway-Ronnie, etinoway@wisc.edu, Office of the Provost

New Criteria for Merit Evaluation of Interdisciplinary Work/CHANGE-IGERT
Gaylord Nelson Institute for Environmental Studies

Interdisciplinary and environmental leadership are two hallmarks of the Gaylord Nelson Institute of Environmental Studies. Yet, designing curricula that reach across disciplinary boundaries and evaluating faculty in an interdisciplinary framework present challenges to faculty and administrators alike. This poster session will provide information and insights to those interested in interdisciplinary teaching and research programs, the merit evaluation process, and those looking for ideas on evaluation criteria.

Frances Westley, westley@wisc.edu, Gaylord Nelson Institute for Environmental Studies
Nancy E. Mathews, nemathew@wisc.edu, Gaylord Nelson Institute for Environmental Studies

“Transformative Leadership” Study Group
Office of Human Resource Development

The study group will offer insights into how to express Transformational Leadership on campus, case studies from a variety of contexts, and resources used in the group’s inquiry. In addition, Showcase attendees will be asked to offer their insights regarding transformative leadership, including any examples of such leadership with which they are familiar. The group plans to continue building upon its initial process and offer continuing professional development opportunities in the months ahead.

Harry Webne-Behrman, hwebnebehrman@ohr.wisc.edu, Office of Human Resource Development
Don Schutt, dschtutt@ohr.wisc.edu, Office of Human Resource Development
Looking for a step-by-step web-based tool to help you manage your projects? DoIT developed the Project Management Advisor to assist campus project managers in all phases of their project: Conceptualize, Initiate, Plan, Execute and Control, and Close. The project management framework tool describes the activities in each phase, provides a “how-to” guide, and includes templates and examples. Test-drive this tool and learn how it can help you become a more effective project manager.

Pam Allen, pamela.allen@doit.wisc.edu, Division of Information Technology
Jim Hilby, jhilby@doit.wisc.edu, Division of Information Technology
John Schmitz, john.schmitz@doit.wisc.edu, Division of Information Technology
Barbie Stimpson, stimpson@wisc.edu, Division of Information Technology

A Winning Strategy for Email Management
University Archives and Records Management

Email is the most widely used information technology on campus and the volume of email grows exponentially every year. Using email creates a host of challenges for University staff. Learn how to manage email more efficiently, prepare to respond to inquiries, and comply with public records laws. This poster exhibit includes mini-sessions providing an overview of public and open records laws, tips on managing email, and getting the most from your email client.

Nancy Kunde, nkunde@library.wisc.edu, University Archives and Records Management
Keith Chevalier, kchevalier@library.wisc.edu, Archives Center

Managing Math Department Graduate Applications
Mathematics Department

Each year the Math Department receives about 400 applications for admission to its graduate program. Previously, the Department used an entirely paper-based application process. To cut down on paper and allow Committee members to work more independently and simultaneously, the Math Department now uses a custom web-based Grad Application. The application data is stored in a MySql database which allows Committee members to view, sort, and rank the candidates via the web.

John Heim, jheim@wisc.edu, Mathematics Department
Yvonne Nagel, ynagel@math.wisc.edu, Mathematics Department

Improving UW Payment Processes
College of Engineering

The new “Web-Based Payment Request” system, brought to you by the same people that created “PayData” and “SnapShot,” will help support staff across many divisions handle the most complex payments, with less time investment and reduced errors. As Purchasing leans more towards “Direct Payments” for low risk payments, the system provides an opportunity to integrate preparation of any payment with a process dependent on the payment “type” – which will allow anyone with minimal training to prepare and process.

Dennis Manthey, manthey@engr.wisc.edu, College of Engineering
Adam Whitehorse, whitehorse@engr.wisc.edu, College of Engineering
Snapshot: A Different Perspective on Financial Management of Grants

College of Engineering

Snapshot was developed with input from Principal Investigators (PIs) to provide quick, easy access to grant financial information presented in a way that PIs find useful. The system, which includes a tutorial, is designed to be user-friendly and easily understandable. Features of this tool include: the ability to define your own list of grants; a basic summary of each grant in your list; a detail page that summarizes expenditures; an easy to understand “checkbook” view of expenses; and the ability to create a projection of future expenses while automatically incorporating current salary commitments. Snapshot also includes a report of employees who have ever been paid on a given grant, as well as a six-month-at-a-glance view of spending by category that allows the user to see spending trends over time.

Gene Masters, masters@engr.wisc.edu, College of Engineering
Becky Torrisi, torrisi@engr.wisc.edu, College of Engineering

FAST: Another Tool to Help Manage the Finance of Grants

School of Medicine and Public Health

After viewing the College of Engineering’s (COE) Snapshot tool, financial managers in the School of Medicine and Public Health collaborated with COE to make refinements to the program to create FAST (Finance / Accounting Snapshot Tool). FAST allows financial specialists and investigators to easily review the financial status of grants, make projections on those grants, and communicate financial information with investigators by e-mail. Features of FAST include: summary financial statements for investigators and parent grants; automatic projections through budget period end date using Paydata information; ability to define your own list(s) of grants; ability to enter category budgets; detail financial statements showing expenditures by category; details of automatic Paydata projections, and details of adjustments entered by the user; and easy e-mail communication via Web links to the summary and detail financial statements.

Warren Emery, wlemery@wisc.edu, School of Medicine and Public Health
Cathy Gilligan, gilligan@wisc.edu, School of Medicine and Public Health
Ken Mount, kmount@facstaff.wisc.edu, School of Medicine and Public Health

The New Online Employee Directory

Office of Human Resources

UW-Madison no longer prints a hardcopy employee directory. The hardcopy directory was expensive to print, and due to personnel and organizational changes the information it provided was frequently out-of-date almost as soon as it was made available. Instead, UW-Madison now uses an on-line directory, a web-based database search that gives you up-to-the-minute search results in real time – with no waiting, and it even accepts wildcards. Learn how to update your Directory information, and how to effectively use all the features this new service provides.

Gareth Green, ggreen@ohr.wisc.edu, Office of Human Resources
Human Resource Queries
Office of Human Resources

Human Resource Queries are now available in the new Hyperion Query Library. These queries were developed to provide professional human resource users with better information so they can make more informed decisions. One query will allow users to print lists of employees, by UDDS, showing their years in appointment, years in service, base rates, annualized rates, and other key appointment characteristics. Another query will be useful to equitably set salaries upon promotion or when offering a new position. Still other queries will identify academic staff who should be reviewed for possible promotion or employees who are on probation and are scheduled to be reviewed. Additional queries will be developed as the need is identified. The Hyperion Query Library uses the new online authorization process which eliminates the need for users of non-sensitive HR data to get authorized to InfoAccess data tables or load specific software to their desktops.

Laura Ingram, lingram@ohr.wisc.edu, Office of Human Resources

Query Library Group Membership Request
Division of Information Technology

A process which used to take 2 weeks, or even 2 months, now only takes 2 days (and sometimes only 2 hours). The UW-Madison Query Library has developed and deployed a new authorization process based on a number of business best practices and technological advances including: authorization based on job duties (e.g. adviser, enrollment manager), well defined collections of information resources, electronic work flow, and secure identification/authentication infrastructure. The new process was made possible by both technology advances, and also the collaboration and hard work of campus-wide committees, such as the Office of Quality Improvement and DoIT.

Scott Manley, smanley@doit.wisc.edu, DoIT

Sharing Hyperion Queries Across the UW-System: The Art of Leveraging
Office of Quality Improvement, UW System, DoIT Data Resource Management

UW-System campuses, including Madison, are leveraging both human and technical resources by working as a team to develop shared Hyperion queries for all campuses to use. Campus support staff that work in Human Resources, Benefits, and Payroll services put their heads together to develop queries useful for staff on multiple campuses. The team is able to do this because they are using common systems -- dataviews, the Hyperion software, and Wisline Web (Microsoft Live Meeting) software.

Kathy Luker, kwluker@wisc.edu, Office of Quality Improvement / UW System
Mike Vavrus, mgvavrus@wisc.edu, DoIT, Data Resource Management

Redesigning the OQI Web Site to Promote Easier Access
Office of Quality Improvement

The Office of Quality Improvement’s redesigned Web site navigates easily and promotes easy access to a wealth of electronic resources now available in an electronic Resource Library or directly from the web site itself. Come see what's available!

Kathy Luker, kwluker@wisc.edu, Office of Quality Improvement
NCCI, the National Consortium for Continuous Improvement in Higher Education, is a network of over 80 institutions from 32 states and seven nations that are focused on improvement and planning. UW-Madison played a key role in the founding and leadership of NCCI. This poster will provide information on accessing the links to member universities to learn best practices beyond UW-Madison.

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

Digitizing Our Books and Making Them Searchable on Google
UW Libraries

UW-Madison and Google are partnering to expand access to hundreds of thousands of public and historical books and documents from the holdings of the UW-Madison Libraries and the Wisconsin Historical Society. The combined collections comprise one of the largest to be found in the United States. This project has three primary goals: storage, preservation, and access. Not only will this project focus on storage and preservation of materials, it will also greatly increase free and unfettered access to the full text of digitized works so they will be available online from anywhere in the world.

Ed Van Gemert, evangemert@library.wisc.edu, UW Libraries
Irene Zimmerman, izimmerman@library.wisc.edu, UW Libraries

E-Newsletters Get the Word Out
DoIT Communications

"E" Newsletters are an efficient, environmental-friendly way to distribute information about your department's work. When done well, e-newsletters can keep your constituents informed and engaged through brief, timely updates. They can be relatively easy to produce and very cost-effective. View samples of e-newsletters, learn how to use existing electronic distribution lists, and talk to “e-editors” who can answer your questions.

Meg McCall, meg.mccall@doit.wisc.edu, DoIT Communications
Joe Tarter, jtarter@doit.wisc.edu, DoIT
Vince Rose, vprose@wisc.edu, DoIT Communications

Automating the Course Drop Exception Process for Academic Deans’ Offices
Office of the Registrar

The Office of the Registrar collaborated with Academic Deans’ Offices campus wide to develop a process in Integrated Student Information System (ISIS) to address the procedure for course drop exceptions on campus and the inconsistencies of that process. The newly defined process allows Academic Deans’ Offices to accommodate legitimate student requests to adjust the drop date on their student record, adjust the tuition refund percentage of dropped courses, and to drop courses after the deadline date without compromising the integrity of the student record. The new process is automated with little manual intervention and has completely eliminated the submission of paper forms related to course drop approvals. The process has been in production for almost two years.

Craig Stevens, craig.stevens@em.wisc.edu, Office of the Registrar
Pam Weaver, pam.weaver@em.wisc.edu, Office of the Registrar
Course Packet Processing Service  
Digital Publishing & Printing Services

DoIT Digital Publishing & Printing Services (DP&PS) has developed a new centralized service with which UW-Madison faculty and instructors can submit materials for the creation of course packets for their students. Course packets may include articles, diagrams, photos and other reference materials. In addition to the physical assembly and distribution of course packets, DP&PS will obtain any necessary copyright clearances. This new service relieves the burden of assembling course packets and provides students with options, such as online ordering and shipping and delivery services. (http://www.doit.wisc.edu/printing/coursepacket.asp)

Geoff Larson, gwlarson@wisc.edu, Digital Publishing & Printing Services  
Dave Watts, watts@doit.wisc.edu, Digital Publishing & Printing Services

Automating the Residency Process: A Collaborative Effort with Admitting Offices  
Office of the Registrar

In a collaborative effort between the Professional School Admitting Offices and the Residency Section of the Office of the Registrar, the residency determination process was streamlined to eliminate the need for admitting offices to print and send paper Record of Residence forms to the Office of the Registrar for their applicants. The applicants' information is now submitted electronically and downloaded into customized records in ISIS which results in a more efficient and thus faster decision-making process.

Aaron Apel, aaron.apel@em.wisc.edu, Office of the Registrar

Managing Your Own Web-Based Content  
Enterprise Internet Services, University Communications

Interested in learning how to publish your department, school, or college's Web content without seeking assistance from an outside source? Online Publishing Portals are helpful, easy to use modules for creating and managing announcements, contact lists, discussion groups, listing documents, calendars, FAQs, feedback, surveys, and other Web site content. Learn about a team of individuals from various schools and departments who are working to bring web content management to our campus and how you might get involved.

Steve Devoti, devoti@wisc.edu, Enterprise Internet Services, Division of Information Technology  
Al Friedman, acfriedm@wisc.edu, University Communications

Updating Your Web Site  
University Communications

Learn how to easily redesign your campus unit's Web site. University Communications will introduce you to free downloadable design templates and a Web style guide that covers standards for all official University sites. The templates offer Web designers the flexibility to both create distinctive sites for their units and connect visually with the University's graphic identity.

Nick Weaver, jnweaver@wisc.edu, University Communications  
Julie Olsen, jmolsen@wisc.edu, University Communications  
Peter Weil, plweil@wisc.edu, University Communications
**Our New Online Campus Map**
*University Communications, Department of Geography*

Have you used the new UW-Madison online map? University Communications can help you adapt it for your unit, or help you use it for an upcoming event. The map was designed and developed by the University's Cartography Lab, with support from University Communications. The project was overseen by a committee comprised of staff from Cartography, Space Management, Transportation Services, University Communications, and Visitor & Information Programs.

(https://www.vip.wisc.edu/map.html)

*Nick Weaver, jnweaver@wisc.edu, University Communications*
*Mark Harrower, maharrower@wisc.edu, Department of Geography*
*Jamon Van Den Hoek, jlvandenhoek@wisc.edu, Department of Geography*
*Andrew Woodruff, awoodruff@wisc.edu, Department of Geography*

**Quasi-Podcasting on a Budget**
*CTIG, Wisconsin School of Business*

Whether you are using a Windows PC or an Apple system, you can create podcasts for very little investment. Detailed instructions including software and hardware required for the technically challenged up to the advanced user, will show you how to take your PowerPoint slides and turn them into podcasts. Demonstrations will be shown on a PC laptop and a Macintosh laptop.

*Beth Wiebusch, bwiebusch@bus.wisc.edu, CTIG, Wisconsin School of Business*
*Eric Alborn, ealborn@bus.wisc.edu, Wisconsin School of Business*

**Captioning Video and Podcasts: Using “CC Tool”**
*Division of Information Technology, School of Journalism and Mass Communication*

Are you thinking that adding captions is too complicated, time consuming, and costly – or that you need to invest in more tools? Do you want your videos to be compliant with the campus web accessibility policy, but don’t know how or where to begin? The new CC Tool has taken the burden out of adding captions and made it enjoyable. See the CC Tool demonstrated, and take it for a test drive to see how it might work for you.

*Alice Anderson, alice.anderson@doit.wisc.edu, Division of Information Technology*
*Brian Deith, bcdeith@wisc.edu, School of Journalism and Mass Communication*
*Daron Nealis, dwnealis@wisc.edu, Journalism and Mass Communication*
Events held at the Health Sciences Learning Center (HSLC) can now be viewed in the new Digital Video Library. The video recordings, consisting of educational presentations, Grand Rounds, and seminars that have taken place at the HSCLC, are a new resource offered free of charge to everyone. The video library allows you to watch past presentations on any computer at the time that’s most convenient for you. The Digital Video Library is the latest effort of Innovations in Medical Education (IME), a comprehensive initiative under way in the School of Medicine and Public Health (SMPH). IME is supported by a grant from the Wisconsin Partnership Program. (http://videos.med.wisc.edu)

Michelle Ostmoe, ostmoe@wisc.edu, Health Sciences Learning Center
Andrew Korab, lkorab@wisc.edu, School of Medicine and Public Health
Matt Merrill, mmerrill@wisc.edu, School of Medicine and Public Health
Bruce Slater, b.slater@hosp.wisc.edu, UW Hospital/UW Medical School

Climate Change for Faculty at UW-Madison:
Results from the Study of Faculty Work Life at UW-Madison
Women in Science and Engineering Leadership Institute

An interesting paradox occurs in the 2006 follow-up to the Study of Faculty Work Life at UW-Madison survey of faculty. When faculty report on how they personally experience their own departmental climate, they report no change or slight improvements in climate compared to 2003. This is true for all faculty, including women and faculty of color. However, when asked to report how other faculty are experiencing climate in the department, faculty are reporting a decline in climate – especially for the climate experienced by faculty of color. We interpret this finding to mean that the majority of faculty are no longer assuming a good climate for their colleagues of color, and instead are assessing departmental climate as actually experienced by faculty of color, and admitting that it might not be ideal. We think this is the first step in a larger change process. This poster provides some evidence that participation in WISELI workshops is correlated with the changes in attitudes uncovered by the survey.
Jennifer Sheridan, sheridan@engr.wisc.edu, Women In Science and Engineering Leadership Institute

Transfer Agreements: Supporting Transfers from Two-Year Colleges
Academic Planning and Analysis, Office of Admissions

Transfer of undergraduates from other colleges and universities into UW-Madison is often viewed as a mysterious and difficult process. In 2006, UW-Madison entered into transfer agreements with some two-year colleges. These agreements are intended to make the transfer process more transparent to prospective students and their families. They are designed to improve advising for prospective transfer students and to assure that students are well prepared for UW-Madison. They serve as a model for future transfer agreements with additional colleges.

Jocelyn Milner, jmilner@wisc.edu, Academic Planning and Analysis
Mary Schey, mschey@admissions.wisc.edu, Office of Admissions
Improving Academic Student Orientation Process: MBA Experience
Wisconsin School of Business, MBA Office

The Masters of Business Administration program revamped its new student orientation program to increase student satisfaction and learning. Using student surveys, a process improvement committee, and current and future state evaluation, the orientation was cut from 10 to 6 days, and was more targeted to meet student needs for transition and learning.

Gary Lessuise, glessuise@bus.wisc.edu, Wisconsin School of Business, MBA Office

Recruiting and Training Staff
L&S Honors Program

In recent years, the L&S Honors Program has successfully navigated multiple transitions, including a very beneficial reorganization and several personnel changes. A fresh look at the purpose of the Program and an open discussion about the most important values and principles to support the Program's needs were important steps in adjusting to program growth. Now the Honors Program's Mission Statement and Guiding Principles have been integrated into training and staff evaluation and are used as a component of new staff recruitment.

Mary Czynszak-Lyne, mczynsza@wisc.edu, L&S Honors Program
Molly Todd, todd@honors.ls.wisc.edu, L&S Honors Program

Best Practice in Student Retention: Math Early Alert System
College of Letters and Science, Department of Mathematics

Over the past three years, the Math Department increased the success of students in their math courses. Their project entails early detection of students, often first-years, who are struggling in math classes so the students can take immediate action. Not only did the project assist students in their math competencies, it also changed interactions between students and instructors.

Gloria Mari-Beffa, maribeff@math.wisc.edu, College of Letters and Science-Mathematics
Shirin Malekpour, malekpou@math.wisc.edu, College of Letters and Science-Mathematics

What is a Learning Community:
The Delta Program in Research, Teaching, and Learning
Wisconsin Center for Education Research

What is a Learning Community and how do you create one? There is no single answer, but the Delta Program in Research, Teaching, and Learning is a successful model designed to create a learning community of graduate students, post docs, academic staff, and faculty toward a goal of improving the learning experience of our students. Stop by to meet Delta staff to learn more about who we are, what we do, and how you can get involved.

Christine Pfund, cepfund@wisc.edu, Wisconsin Center for Education Research
Chris Carlson-Dakes, cgcarlso@wisc.edu, Wisconsin Center for Education Research
Shaun Truelove, satruelove@wisc.edu, Delta Undergraduate Project Assistant
Don Gillian-Daniel, dldaniel@wisc.edu, Wisconsin Center for Education Research
Shihmei Barger, sbarger@wisc.edu, Wisconsin Center for Education Research
Aaron Brower, ambrower@wisc.edu, University Administration
Shortening Time-to-Impact: Engaging Diverse Stakeholders to Develop Viable Goals in the School of Education
School of Education, OpenEye Innovation Management

This poster describes the process conducted by the School of Education to better meet the technology integration needs of the School's constituents to teach, engage in scholarship, improve student work, and support administrative services. This inclusive process resulted in the development of an increased capacity to recognize issues we might not have seen otherwise. These issues are on the causal path to our vision and are defined in such a way to show whether the change we seek will occur.

Jo Ann Carr, carr@education.wisc.edu, School of Education
John Nash, john@openeyegroup.com, OpenEye Innovation Management
Julie Underwood, junderwood@education.wisc.edu, School of Education

Engaging Faculty in Curriculum Design
Art Department

The Undergraduate Art Program reviewed its students’ courses, and its current and future program to assess how to strengthen and build the Program to give students the best possible experience in the visual arts. In addition to including students, staff, and faculty in the process, the Program also utilized new building and fundraising ideas to create a process that led to a higher quality experience for both Bachelor of Science and Bachelor of Fine Arts Degree students.

Julie Ganser, ganser@education.wisc.edu, Art Department
Dennis Miller, dmiller3@wisc.edu, Art Department

Scholars for a Century of Quality
Juran Center, University of Minnesota

The Juran Fellows and Doctoral Awards program at the University of Minnesota awards grants to graduate students to advance knowledge in the field of Quality management. This year, five of the Juran program's 45 applicants from across the United States are from UW-Madison.

Jim Buckman, JBuckman@csom.umn.edu, Juran Center, University of Minnesota

Developing a 12-month Multi-task Tool
Nephrology Fellowship Program, School of Medicine and Public Health

Fellowship coordinators have an enormous amount of daily responsibility with items that change monthly and essential deadlines that must be met throughout a 12-month academic year. Incorporating the documentation and communication of daily tasks into a saved database can be challenging. We created a monthly calendar of events, supplemented with referral pages, which includes necessary forms, contacts, and specific dates. Included within each month is a checklist, with documentation of completed tasks and a timeline constructed to meet the daily, monthly, and yearly demands of a fellowship coordinator.

Lisa Nanovic, ln3@medicine.wisc.edu, School of Medicine and Public Health
Sheri Bailey, smb@medicine.wisc.edu, School of Medicine and Public Health
Restructuring a Website: The All-Inclusive Alternative
School of Medicine and Public Health

With hundreds of applicants each year for fellowships, the numbers of phone calls and requests for information regarding the program becomes overwhelming. Restructuring the fellowship portion of our division’s website to answer all potential applicant questions has significantly decreased the amount of extraneous workload on the fellowship coordinator, and has provided important information that reaches a much wider applicant base. Including a portal for application to the program has provided an all-inclusive, informative website that is necessary to accommodate the increasing applicant pool.

Lisa Nanovic, ln3@medicine.wisc.edu, School of Medicine and Public Health
Sheri Bailey, smb@medicine.wisc.edu, School of Medicine and Public Health

Strategic Planning: Assuring Accountability
Student Organization Office

What steps do you need to take in order to transform your strategic plan into a measurable and visible reality? The Student Organization Office has embarked on a strategic planning process that created processes to insure accountability. This poster will highlight the structure and processes designed to empower the staff and achieve measurable success as a team.

Renee Alfano, alfano@odos.wisc.edu, Student Organization Office
Eric Knueve, knueve@odos.wisc.edu, Student Organization Office

Strategic Planning for the 9-1-1 Center
UW Police Department

The UW Police Department created a continuous improvement team to develop long-term goals for the Department's Communication Center. The team met to determine processes in need of improvement by studying the Center's inputs and outputs. After examining the entire system and narrowing the results, brainstorming sessions were held to determine ways to improve efficiency and effectiveness. This poster will feature steps for process improvement in a complex environment.

LeAnn Krieg, lekrieg@facstaff.wisc.edu, UW Police Department
Marcia Manson, mamason@wisc.edu, UW Police Department
Johnnie Diamante, jdiamante@wisc.edu, UW Police Department

Participatory Learning and Teaching Organization
Division of Continuing Studies, PLATO

PLATO is an active learning organization made up of a diverse group of over 600 individuals who are dedicated to lifelong learning in a friendly environment. While almost all members have reached retirement, the organization is open to anyone close to retirement. The organization began in 1987 as a “Learning in Retirement” program at UW-Madison and is now celebrating its 20th anniversary as a self-directed organization in the Division of Continuing Studies. Learn about PLATO’s programs and its ongoing strategic planning process that is helping the organization prepare for 2010-2020.

Wendy Kerr, wkerr@dcs.wisc.edu, Division of Continuing Studies
Paul Hartwig, PLATO
Bruce Gregg, PLATO
The Role of Continuous Quality Improvement in Residency Education
Department of Pediatrics

The Accreditation Council for Graduate Medical Education (ACGME) now requires Pediatric residency programs to implement a formal process for using resident performance and outcome assessment data to systematically improve the educational effectiveness of the program's experiences. To meet this need, we developed and implemented an efficient, user-friendly process of continuous quality improvement for the reviews. The process includes the use of a "Rotation Continuous Quality Improvement Form" that asks for two specific areas where improvement is warranted, a description of what will be done to make the identified improvements, and how the effectiveness of the improvements will be assessed and documented. It is hoped that this process will help rotation directors identify both areas of strength and weakness in their respective rotations. It is also hoped that rotation directors will learn new educational strategies from one another.

Susan M. Pearson, MA, pearson2@wisc.edu, Residency Program Manager, Department of Pediatrics

Implementing a Successful Strategic Plan
Waisman Center, Office of Quality Improvement

Results, products, and true measures of success in a strategic plan implementation are possibly the most important outcomes in the planning process. This display will show specific products, work team outcomes, and measures of success for a major high-level, grant-funded Strategic Plan involving collaboration across UW-System, State, and federal agencies. This 6 million dollar Medicaid Infrastructure Grant addresses employment and disability issues and was facilitated by a partnership between major stakeholders and the Office of Quality Improvement.

Molly Michels, michemmm@dhfs.state.wi.us, Waisman Center, Pathways to Independence
Ann Zanzig, aezanzig@wisc.edu, Office of Quality Improvement

Securing Restricted Data: PCI-DSS as a Best Practice
State Laboratory of Hygiene, Division of Information Technology

Do your computers store or process social security numbers, driver's license numbers, financial account numbers (including credit cards), student records, medical information, or biometrics such as DNA profiles or fingerprints? This information has become a specific target of online criminals. As custodians entrusted with such data, you have an ethical and now legal responsibility to protect it. One resource is the payment card industry's data security standard (PCI-DSS). Some of the PCI-DSS provisions may surprise you, and they will take time, effort, and money to implement. However, the consequences of not following a good security plan could be even more costly.

James E. Leinweber, jiml@slh.wisc.edu, BadgIRT Volunteer State Laboratory of Hygiene
Linda Pruss, pruss@doit.wisc.edu, Division of Information Technology
Jim Lowe, lowe@wisc.edu, Division of Information Technology
Abby Lowe
"Alumni Profile" for Undergraduate Academic Programs

Learn how the Wisconsin Alumni Association and Academic Planning and Analysis have teamed up to develop an "Alumni Profile" for every undergraduate major. The Profile is intended to be an annually updated report on the alumni from each program and includes demographic factors, engagement indicators, and summary responses to employment and educational status questions embedded in the directory. Learn how you can make the WAA's directory services and the Alumni Profile work for your program.

Jocelyn Milner, jlmilner@wisc.edu, Academic Planning and Analysis
Clare Huhn, chuhn@vc.wisc.edu, Academic Planning and Analysis
Angie Nash, angienash@uwalumni.com, Wisconsin Alumni Association

Utilizing Employee Feedback for Continuous Improvement

School of Medicine and Public Health

Are your faculty and staff satisfied with the service they receive within your department? Does your support staff recognize where there is room to improve service? The Department of Surgery developed a survey allowing all Surgery employees to provide feedback on their level of satisfaction with the various services provided within the Department. The service staff was given the opportunity to review the results, identify their strengths and weaknesses, and develop service standards to promote improvement and user satisfaction. This exhibit will share one experience of using a survey to promote continuous improvement and team building.

Kristi Herritz, herritz@surgery.wisc.edu, School of Medicine and Public Health

Implementing a Strategic Plan in the Offices of the Dean of Students

Office of the Dean of Students

After creating a strategic plan, many organizations tend to "put it on the shelf" and continue with business as usual. This poster will take a closer look at the all-to-frequent stumbling blocks to implementation of strategic plans, and offer some insight as to how the Offices of the Dean of Students has made implementation of its new strategic plan a reality.

Lia Ernst, lernst@odos.wisc.edu, Offices of the Dean of Students

Implementing a Strategic Plan - Project by Project

Space Management

The Space Management Office is using current projects to sustain the momentum generated by the development of its strategic plan. Two such projects are the substantiation of the indirect cost rate, developed in collaboration with the Campus Facilities and Administrative Committee, and planning for the addition/renovation of the Education Building in concert with the School of Education. This poster highlights how the Space Management Office's mission and vision guides the daily work of the office, and will articulate the manner in which action plans developed in the strategic plan are realized in projects of great significance to campus.

Mari Lynn Haugh, mhaugh@fpm.wisc.edu, Space Management
Douglas Rose, drose@fpm.wisc.edu, Space Management
Robert Todd, ktodd@fpm.wisc.edu, Space Management
Liz Fredericks, efreedricks@fpm.wisc.edu, Space Management
Collaboration with the Worldwide Universities Network
Division of International Studies

The UW-Madison is a member of the Worldwide Universities Network. The Worldwide Universities Network (also known as WUN) is an international alliance of leading higher education institutions that have come together to create a worldwide research and graduate education partnership. WUN maintains a headquarters office in the UK led by WUN CEO Dr. David Pilsbury, who will be a presenter at Showcase 2007. WUN activities at the UW-Madison are coordinated by the Division of International Studies. Chancellor John Wiley serves on the WUN Executive Committee. Professor Kris Olds (Geography) is UW-Madison's on-campus coordinator.

Ronnie Hess, rlhess@wisc.edu, Division of International Studies

Growing a Campus-wide Grassroots Community
Division of Information Technology, School of Education, College of Agricultural & Life Sciences

Learn about a model for building a campus community among members with diverse roles but common objectives. The Community of Educational Technology Support (ComETS) is a grassroots model for working together in a decentralized campus culture. ComETS has over 200 members from academic departments, instructional support units, UW libraries, and the Division of Information Technology (DoIT). ComETS members network and collaborate to better share campus resources and expertise. In a fast-changing world where central and local roles are both essential, ComETS develops several components to overcome "being alone in this together."

Carole Turner, cturner@facstaff.wisc.edu, Division of Information Technology
Catherine Stephens, cstephens@education.wisc.edu, School of Education
Lillian Tong, tong@wisc.edu, School of Education / College of Ag and Life Sciences

Building Collaborative Relationships
Office of the Registrar, Division of Information Technology

The Office of the Registrar and DoIT successfully implemented several large projects in recent years due to the development of collaborative relationships between the offices. In order to facilitate collaboration, a new model for doing projects was needed. The old linear and hierarchical model was replaced with a cooperative, interactive, and open model, where many voices are heard and people work together in unison towards the goal. This new model serves as a best practice for collaboration and effective project management.

Carol Gosenheimer, cgosenheimer@em.wisc.edu, Office of the Registrar
Bob Mayville, robert.mayville@doit.wisc.edu, Division of Information Technology

Biomedical Engineering Translational Research Clinician Focus Groups
Department of Biomedical Engineering

The Department of Biomedical Engineering engaged small groups of physicians from multiple disciplines in dynamic idea generating sessions to answer: "What patient care and clinical problems might be solved by partnering engineers and clinicians?" Those ideas are being used to develop a new translational research projects supported by a $5M grant by the W. H. Coulter Foundation to the BME department that would engage faculty across campus in solving patient-related problems.

Rob Radwin, radwin@bme.wisc.edu, Department of Biomedical Engineering
Larry Casper, casper@engr.wisc.edu, Department of Biomedical Engineering
Collaborating and Networking Across Campuses
DoIT Communications, DoIT Networking

The Madison initiative to boost connectivity to Internet2 grew into a larger project of collaborating and partnering as more universities joined in the effort. The University of Minnesota, Iowa State University, and the University of Iowa, along with University of Wisconsin-Madison, collaborated to create BOAREAS-Net, a three-state fiber optic network that doubles the capacity for research computing. This poster will show how the four institutions learned to collaborate from concept to completion.

Brian Rust, rust@doit.wisc.edu, DoIT Communications
Perry Brunelli, brunelli@doit.wisc.edu, DoIT Networking

UW-Madison Automated Travel System Project
Business Services

The University of Wisconsin Madison’s Automated Travel System (ATS) project team is replacing our current campus travel expense reporting and payment legacy processes. The long term vision of the ATS Project is to transform the current cumbersome, time-consuming, paper-intensive, and inconsistently used process into a streamlined, standardized, automated campus-wide process that saves the traveler and administrative staff both time and money. The changes include reducing the payment turnaround time, simplifying the business rules and approval process, eliminating paper forms, and reducing traveler’s out-of-pocket costs.

Terri Gill, tgill@bussvc.wisc.edu, Business Services

Electronic Research Administration: Improving Your World
Research and Sponsored Programs

The University of Wisconsin has begun implementation of a new PeopleSoft Grants Management System, including a new Effort Certification system developed by Huron Consulting Group. Our current 30-year-old mainframe-based system no longer meets the needs of today's complex and changing regulatory environment. To address the University's most critical business needs and compliance risks while managing the inherent risks of a large system project, a phased implementation plan was developed under the leadership of Research and Sponsored Programs, DoIT, and Huron Consulting Group personnel. In addition, the University has invested in a Cayuse product that allows the submission of grant proposals to the National Institutes of Health without utilizing the PureEdge software provided by the government. This new product has worked very well for submissions in 2007. Its error-checking capabilities are a particular favorite with faculty. This poster will help you explore these projects and offer tips for easier management of your research projects.

Diane Barrett, barrett@rsp.wisc.edu, Research and Sponsored Programs
Bob Andresen, randresen@rsp.wisc.edu, Research and Sponsored Programs
Kim Moreland, kmorelan@rsp.wisc.edu, Research and Sponsored Programs
LTE Collaboration Group: Creating Campus-wide Policy
College of Letters and Science, Intercollegiate Athletics, Office of Human Resources, FP&M

Various stakeholder groups (employees, management, labor unions, etc.) with diverse viewpoints were brought together to address the utilization of Limited Term Employees on campus. The group’s recommendations were used to develop the UW-Madison Limited Term Employment (LTE) Policy. This poster will outline the collaborative process taken to develop the LTE Policy.

Mark Walters, mwalters@ohr.wisc.edu, Office of Human Resources
Mary Beth Ellis, mellis@ssc.wisc.edu, College of Letters and Science, Economics
Mary Czynszak-Lyne, mczynsza@wisc.edu, College of Letters and Science, L&S Honors
Nancy Graff Schultz, ng3@athletics.wisc.edu, Intercollegiate Athletics
Dan Kneisler, dkneisler@ohr.wisc.edu, Office of Human Resources
Dorothy Steele, dsteele@fpm.wisc.edu, Facilities, Planning, and Management
Kate Lanphear, klanphear@ohr.wisc.edu, Office of Human Resources

The Administrative Hubs Project
Office of the Vice Chancellor for Administration

This campus project will identify administrative and business practices and procedures which can be standardized and streamlined for greater efficiencies. Once completed, these processes will allow us to study and restructure our staffing in order to take advantage of the better practices. This effort provides an opportunity for all campus administrative staff to engage in rethinking work and recreating a new administrative foundation for the university. The project leader will be available to answer questions and offer ideas for becoming involved.

Alice Gustafson, agustafson@vc.wisc.edu, Office of the Vice Chancellor for Administration

Wisconsin Idea Project:
Enhancing and Reconnecting UW-Madison’s Partnership with Wisconsin
Office of the Chancellor

UW-Madison is embarking on a major commitment to enhance and reconnect its partnerships with the State and become more accountable to Wisconsin citizens. Our goal is to increase awareness of the benefits of UW-Madison and foster positive attitudes about the University among State citizens; stop State budget cuts to the University of Wisconsin and work to increase budget and personnel flexibility so that the University fiscally can operate more efficiently; and increase the number of relevant and meaningful interactions between the UW-Madison and State constituents.

Peyton Smith, plsmith@wisc.edu, Office of the Chancellor
Dawn Crim, dbcrim@bascom.wisc.edu, Office of the Chancellor
Kristi Thorson, kthorson@uwmad.wisc.edu, Office of the Chancellor
Sharing Our Best Practices

Fifth-Year Progress Report on the UW-Madison Strategic Plan
Office of Quality Improvement

Five priorities guide UW-Madison, each helping to support the central objective of the campus’ strategic plan: To sustain and strengthen our position of preeminence in research and higher education. These five priorities: Promote Research, Advance Learning, Accelerate Internationalization, Amplify the Wisconsin Idea, and Nurture Human Resources provide a solid foundation as campus units go about the daily operations of a renowned public research university. This exhibit provides a sampling of the measures and accomplishments achieved in the five strategic areas during the Plan’s fifth year. (http://www.chancellor.wisc.edu/strategicplan/progress.html )

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

Support / Inquiries Communication Tools
Wisconsin Union

The Information Systems Office of the Wisconsin Union has successfully implemented a task-tracking system that fosters collaborative relationships within the IS office and between the IS office and customers we serve. People use Email (soon to include an EVM phone option) to submit service requests. IS staff reply and solicit any information needed to clarify the help request. Prioritization, task assignment, progress and fulfillment are handled using an access database.

These tools have provided a crucial communication link among part-time and full-time staff, allowing many people to work toward meeting each goal. With a small management overhead, these tools provide tracking of multiple short-term tasks, while building collaboration, and effective overall project management. The Information Systems office has the most fully developed system; however the software model is successfully being used to streamline service requests and fulfillment in several other areas of the Union, including the Training Resource Center and Facilities.

Judi Benade, jabenade@wisc.edu, Wisconsin Union
Michael Fennessy, mjfennessy@bascom.wisc.edu, Wisconsin Union