

SHOWCASE 2004



THE UNIVERSITY
of
WISCONSIN
MADISON

Organizational Effectiveness: Improving Work, Learning, and Climate

April 5, 2004
7:45 a.m. – 12:00 noon
Fluno Center

Co-sponsored by
Office of Human Resource Development
and Office of Quality Improvement

With Support from
Fluno Center for Executive Education
Division of Information Technology (DoIT)
Office of the Provost
Office of the Vice Chancellor for Administration
University Communications

AGENDA

7:45 a.m.	<ul style="list-style-type: none"> ▪ Registration 	1 st Floor Lobby
7:45 a.m.	<ul style="list-style-type: none"> ▪ Continental Breakfast 	8 th Floor
7:45 – 9:15	<ul style="list-style-type: none"> ▪ POSTER SESSION <i>Posters available for viewing throughout the morning</i> 	8 th Floor Skyroom
(8:30)	<ul style="list-style-type: none"> ▪ OPENING REMARKS: Nancy Thayer-Hart, Office of Quality Improvement Don Schutt, Office of Human Resource Development ▪ COMMENTS: Provost Peter Spear 	8 th Floor Skyroom
9:15 – 10:15	<ul style="list-style-type: none"> ▪ WELCOME Chancellor John Wiley ▪ KEYNOTE ADDRESS Excellence in Practice: Pursuing A New Vision of Excellence Brent D. Ruben, Ph.D. Distinguished Professor of Communication and Organizational Psychology, and Executive Director, Center for Organizational Development and Leadership, Rutgers University 	1 st Floor Auditorium & Remote Telecast in 8 th Floor Skyroom
10:15 – 10:30	<ul style="list-style-type: none"> ▪ BREAK 	2 nd Floor
10:30 – 12:00	<ul style="list-style-type: none"> ▪ CONCURRENT SESSIONS (see insert for details) <i>Offering tools for advancing organizational effectiveness and improving work, learning, and climate for students, staff, and faculty</i> <li style="margin-left: 20px;">10:30 – 11:10 Concurrent I <li style="margin-left: 20px;">11:20 – 12:00 Concurrent II 	2 nd Floor Rooms
12:00 – 12:30	<ul style="list-style-type: none"> ▪ OQI Staff Available for Consultation 	Rm 216/218

Refreshments are available on the 8th floor during the Poster Session (7:45 – 9:15 a.m.) and throughout the morning in the 2nd floor lobby



CONCURRENT SESSIONS – I (10:30)

▪ **Strategic Allocation of Resources (Room 201)**

Darrell Bazzell, Vice Chancellor for Administration and Budget, UW-Madison
Maury Cotter, Director, Office of Quality Improvement

We are all exploring ways to remain effective despite budget constraints. This session will talk about principles and approaches that units of any size can use to strategically allocate their resources.

▪ **Incorporating Cultural Diversification into an Academic Department (Room 203)**

Hardin Coleman, Professor and Chair, Department of Counseling Psychology

In an increasingly pluralistic society, students need to be prepared, as professionals, to effectively interact with colleagues and clients from diverse cultural backgrounds. Hear how an academic department in the social sciences changed policies and procedures to better prepare students to perform their professional functions.

▪ **Decisions, Decisions: Information Support for Academic Departments (Room 212/214)**

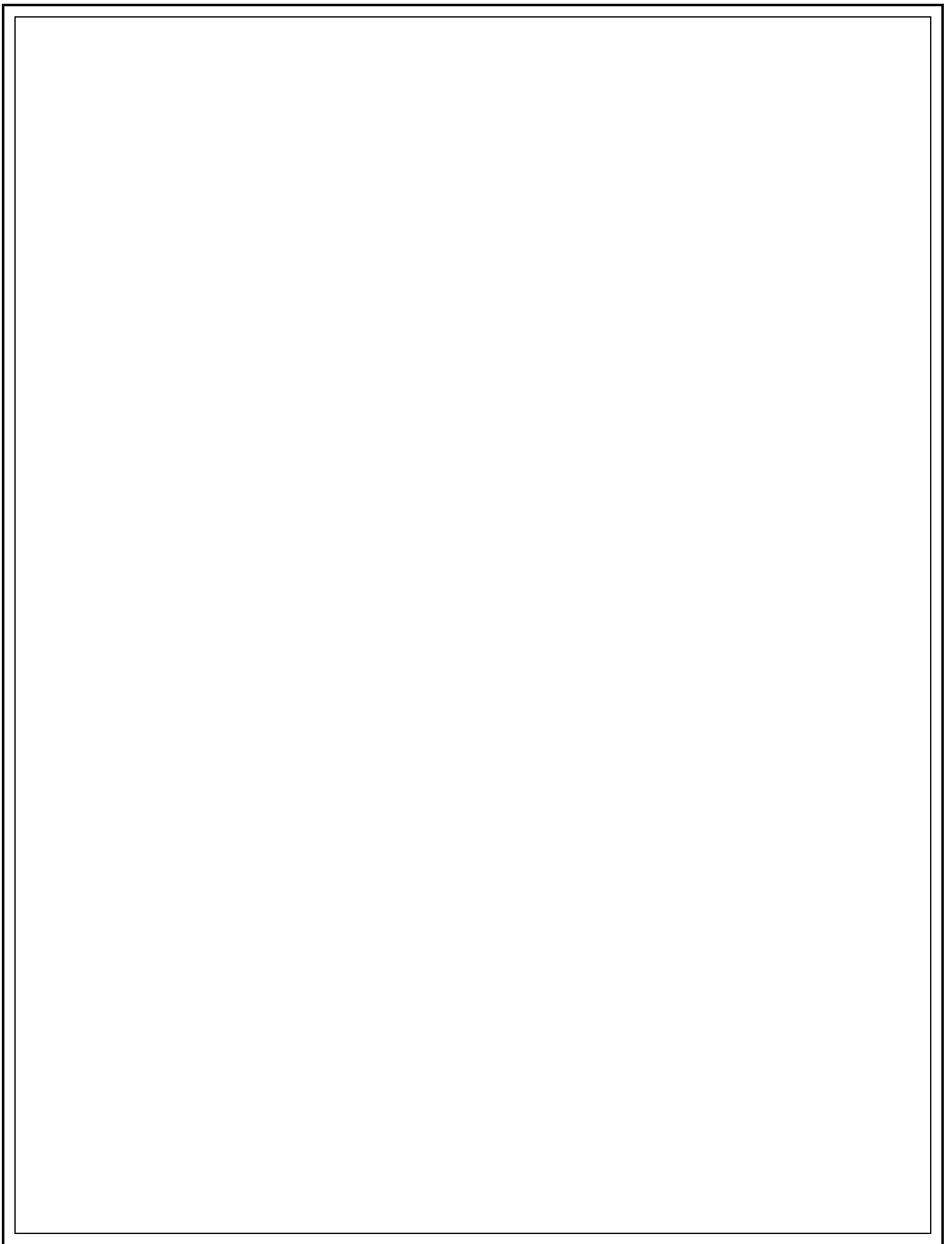
Kathy Luker, Consultant, Office of Quality Improvement
Gery Essenmacher, Faculty Associate, Chemistry
Ellen Jacobson, Senior Student Services Coordinator, Sociology

Whether you're a chair, administrator, advisor, graduate coordinator or timetable representative, you're constantly faced with making important decisions that affect students in your department. This session will show how you can easily get relevant information from the UW-Madison Query Library to develop a teaching assistant budget request, update your timetable, find students eligible for scholarships, track your graduates, and much more. Bring your real-life scenarios, and we'll demonstrate how you can get the information you need to support your work.

▪ **So What? Says Who? What Now? . . . Lessons in Continuous Improvement and Measuring Success (Room 216/218)**

Deborah Gibson, Assistant Dean, Graduate School
Greg Smith, Assistant Dean, L&S Student Academic Affairs
Mary Folster, Senior Academic Librarian, General Library
Dean Pribbenow, Assistant Director, Office of Quality Improvement

This session will feature the stories and examples of three significant improvement projects. Each will identify their major improvement steps, their method for establishing measures of success, and their strategies for integrating what they've learned from evaluation into the continuous improvement of their programs.





CONCURRENT SESSIONS – II (11:20)

- **A Conversation with Brent Ruben (1st Floor Auditorium)**

Brent Ruben, Distinguished Professor of Communication and Organizational Psychology, and Executive Director of the Center for Organizational Development and Leadership, Rutgers University

As a follow-up to his keynote address, join Brent Ruben to discuss issues and examples relevant to organizational effectiveness and how we do our work.

- **Using Technology to Collect Feedback for Decision Making (Room 201)**

Kathleen Paris, Consultant Emerita, Office of Quality Improvement

Given today's budget restrictions, seeking out ideas and getting feedback prior to taking action is important to avoid wasting precious resources. Yet with the hectic pace of today's workplace, it can be challenging to attract potential participants to provide feedback via traditional focus groups and written surveys. This session will introduce you to two web-based tools that eliminate geographic barriers to getting input from others and significantly reduce the time it takes to analyze the results.

- **Improving Climate in Your Own Unit (Room 203)**

Don Schutt, Director, Office of Human Resource Development

How is the workplace and learning climate in your unit? In this session we will discuss simple ways to assess the climate in your unit, and share some tools and approaches to improve the climate. A resource packet and list of campus resources will be distributed, along with links to helpful websites.

- **Integrating Teaching and Research – the CIRTL Project (Room 212/214)**

Christine Pfund, Associate Director, Delta Program in Research, Teaching and Learning

There is much to be gained by integrating teaching and research. Any cross-campus collaboration includes many challenges, especially when disciplinary and generational boundaries are involved. Come to this session to learn the approaches used by an innovative program committed to integrating high quality research experience with effective teaching practices, and the lessons learned and early successes from the program.

KEYNOTE

Dr. Brent Ruben is Distinguished Professor of Communication and Organizational Psychology, and Executive Director of the Center for Organizational Development and Leadership at Rutgers University. He is the author or editor of more than 35 books and 100 book chapters and journal articles. In the area of higher education quality, his books include *Excellence in Higher Education 2001-2002: A Baldrige-Based Guide to Organizational Assessment, Planning and Improvement* (NACUBO, 2001); and *Quality in Higher Education* (Transaction Books, 1995).

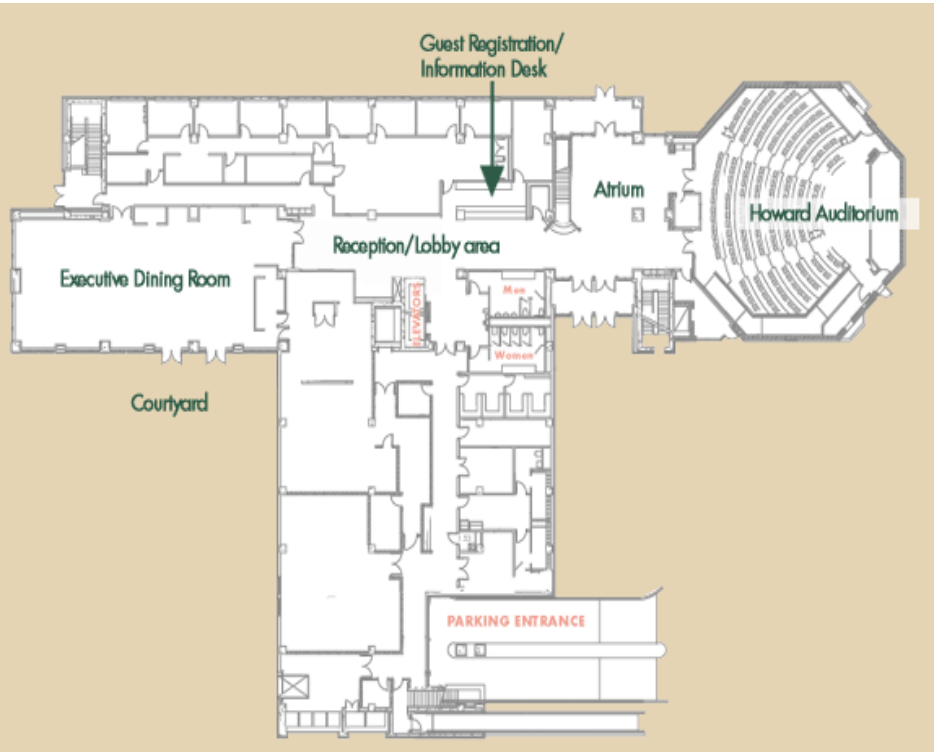
His most recent book is entitled, *Pursuing Excellence in Higher Education: Eight Fundamental Challenges*, and another book, *Strategic Planning in Higher Education: A Guide for Leaders*, will be published by NACUBO this spring.

Ruben was Founding Chair and is a current Board Member of the National Consortium of Continuous Improvement in Higher Education (NCCI). He served as Chair of the National Quality Council on Higher Education for The Conference Board (1995-96), and as a member of the NIST Education and Pilot Advisory and Evaluation Team. He has also provided professional consultation to the University of California-Berkeley, University of Wisconsin-Madison, University at Buffalo, MIT, and Penn State.

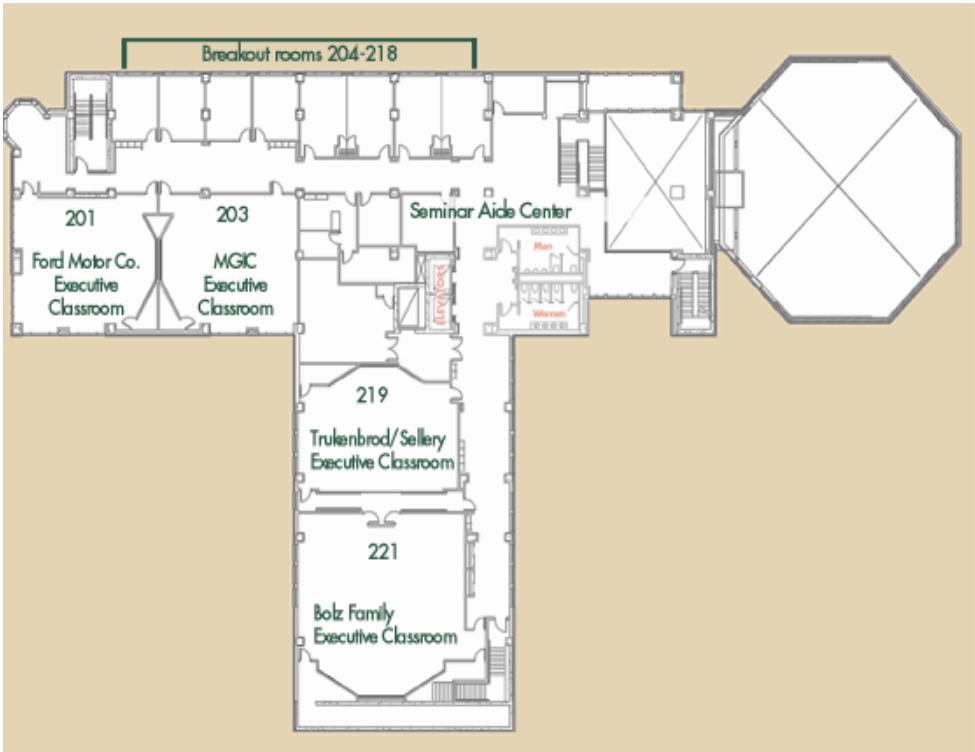
Ruben has served in a variety of capacities at the departmental, school, campus and university levels, including as department chair. He is currently a member of the University Administrative Council, the University Communication Advisory Council, and the Faculty Council Student Services Committee. In 2000, he was honored by Rutgers for outstanding scholarship and service to the university community, and named the 2000 recipient of the Daniel Gorenstein Memorial Award.

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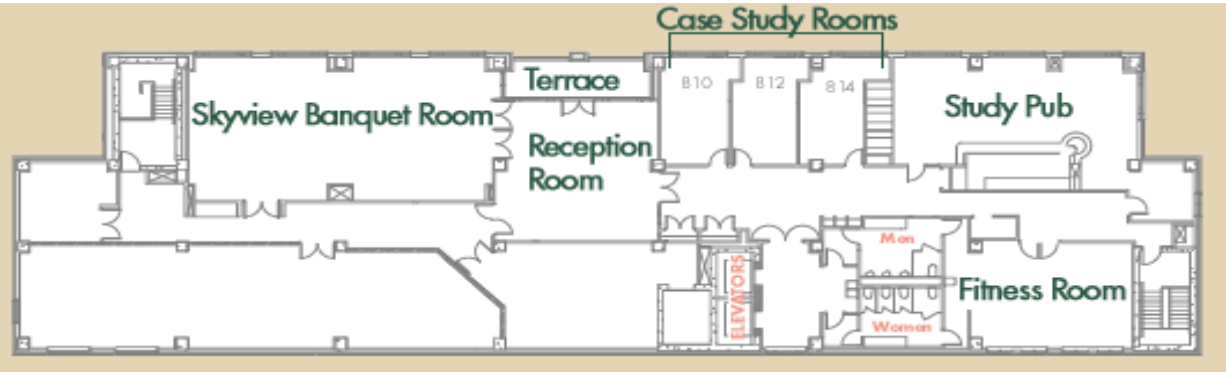
First Floor – Keynote



Second Floor – Concurrent Sessions



Eighth Floor – Poster Display



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1st Floor Lobby

Campus Strategic Plan ~ A Second-Year Progress Report

UW-Madison's strategic plan identifies five strategic priorities that support a central objective: to sustain and strengthen our position of preeminence in research and higher education. Faculty, staff, and students, as well as those in the university's extended community, contribute to advancing the strategic plan. This is a sample of progress made toward achieving each priority during the plan's second year.

Maury Cotter, Office of Quality Improvement

Wisconsin Forward Award at Work in Wisconsin

As an individual or organization, you can benefit from taking part in the Wisconsin Forward Award program, modeled after the Malcolm Baldrige National Quality Award Program. We offer organizations -- small or large, private or public -- a proven, systematic approach for lasting success. We also offer individuals a unique opportunity for significant professional and personal development as members of our volunteer Board of Examiners.

Bundy Trinz, trinz@forwardaward.org

Fluno Center for Executive Education

Two display tables will feature photographs and information on both the Fluno Center and the Executive Education School of Business Program. www.fluno.com

Nanci Luther, Executive Education: School of Business

8th Floor Skyroom

1.	<p>Web Accessibility For All – Failure Is Not an Option</p> <p>This presentation will provide an overview of a project designed to build capacity and improve work flow in matters dealing with internet accessibility. The Center on Education and Work (CEW) has the ultimate goal of ensuring equitable and effective web-mediated instructional opportunities for students with disabilities throughout Wisconsin's post-secondary institutions by giving campus Web site managers and operators (whether expert or novice) the knowledge and skills needed to make their sites accessible.</p> <p><i>Brad Kadel, School of Education: Center for Education and Work</i></p>
2.	<p>Conducting On-Line Professional Development for Post-secondary Special Needs Staff</p> <p>This session will provide an overview of a Web-based staff development opportunity that is designed to empower school personnel to develop, implement, and evaluate the impact of the summer college-preparation program for students with disabilities who have been accepted into post-secondary institutions. Educators who take the course work with peers from across the United States to develop curriculum and learning experiences to use at their local schools.</p> <p><i>Colleen Foley, School of Education: Center for Education and Work</i></p>

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3.	<p>Using Assessment to Make Improvements in FIGs</p> <p>In the three years that the First-Year Interest Groups program has been in existence, program planners have utilized a variety of quantitative and qualitative assessment measures not only to see if goals are being met but also to make improvements in program development and delivery of services to faculty and students.</p> <p><i>Greg Smith, College of Letters and Science: SAA, Advising Group</i></p>
4.	<p>Evaluating Library Services</p> <p>This poster highlights some of the efforts that are underway to improve the quality of service provided to users of campus libraries.</p> <p><i>Mary Folster, General Library System</i></p>
5.	<p>Merging Media for Collaborative Learning & Educational Outreach: The eCard Interactive Digital Identity & Learning Tool</p> <p>Through a joint effort, the Office of Education Outreach and the Instructional Media Development Center created an innovative e-card to merge the flexibility & accessibility of the web with a range of multimedia resources. Showcasing educational outreach, this tool provides a vital link that uses new media to illustrate the program offerings available to the user. This has the potential to engage students, faculty, staff, learning centers, libraries and learning resources in a non-linear learning environment. Working as a collaborative design/management team through the final printed product ready for distribution, this tool offers a myriad of possibilities to enhance learning and increase outreach initiatives. It has changed the way we work and collaborate with learners to produce media resources.</p> <p><i>Linda Endlich, School of Education: Instructional Media Development Center</i></p>
6.	<p>Murder Mysteries & Fake News: Creative Technology Training for Student Staff</p> <p>The CIMC circulates a lot of technical equipment to students & faculty, including digital camcorders. We also support video editing in our computer lab. We've developed some creative methods for training our own student staff in using the equipment and software so that they can better assist our UW patrons.</p> <p><i>Anna Lewis, School of Education: Center for Instructional Materials and Computing</i></p>
7.	<p>Decision Making in Academic Departments: Can Data Help?</p> <p>This poster will focus on data to support academic department chairs and administrators in making curricular and student-related decisions.</p> <p><i>Kathy Luker, Office of Quality Improvement</i></p>
8.	<p>FP&M Web-based Service Delivery</p> <p>FP&M Physical Plant has undertaken a number of process improvement projects over the last year. This poster will detail the use of technology to create more effective, efficient and convenient methods for customers to access information about work orders, billing and fleet reservations.</p> <p><i>Dorothy Steele & Jim Bogan, Facilities Planning and Management</i></p>

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9.	<p>The Delta Program in Research, Teaching, and Learning The Delta Program is a project of the Center for the Integration of Research, Teaching, and Learning (CIRTL). This NSF-sponsored initiative is committed to developing and supporting a learning community of Science, Technology, Engineering, and Mathematics (STEM) faculty, post-docs, graduate students, and staff dedicated to implementing and advancing effective teaching practices for diverse student audiences. <i>Christine Pfund, School of Education: Wisconsin Center for Education Research</i></p>
10.	<p>OASIS Online Access to Student Information and Scheduling The Medical School developed OASIS, online access to student information and scheduling, to meet our unique scheduling and information needs. Now, instead of a paper system that was constantly out of date and inaccurate, administrators, students and faculty have access to student, course and scheduling information as well as student performance and course evaluations, a lottery scheduling system, a survey tool and a course catalog, all on the web. <i>Jane McGann, Medical School: Academic Affairs</i></p>
11.	<p>PARTNERS for SUCCESS PARTNERS for SUCCESS is a volunteer-based program for underrepresented graduate and professional students. Since its inception in 1999, the program's foundation is rooted in connecting newly admitted students to continuing students who serve as their "bridge" to academic excellence and social networks. The program focuses on 6 stages of a student's relationship with UW Madison: Recruitment, Admission, Academic Advancement, Retention, Exit and Re-affiliation as an alumni. <i>Saadia Nicoe Lawton, Graduate School: Partners for Success</i></p>
12.	<p>CALS Scholarship Allocation and Distribution Process This display will demonstrate time savings and financial savings that have occurred since the scholarship program database has been improved with connections to infoaccess and the use of electronic application forms. <i>Janine Jensen, College of Agricultural and Life Sciences: Academic Student Affairs</i></p>
13.	<p>Connecting for Academic Success A broad-based campus group will report on progress that has resulted from the use of process flowcharting. The purpose of the process is to leverage campus personnel and data resources towards improving the academic success of first year students by connecting those at greatest risk to the most appropriate resources. <i>Steve Kosciuk, Office of the Vice Chancellor for Student Affairs</i></p>
14.	<p>Supporting and Enhancing Student Academic Engagement Academic ENVIRONMENT, Support of EXCELLENCE, and Student EXPERIENCE (the three E's) are essential to enhance students' academic performance and engagement to the academy. This poster provides information on the process used by the McNair program to encourage and prepare undergraduates from low income, first generation and underrepresented backgrounds to pursue Masters and Doctoral studies and consider careers in the Professoriate, and highlights the impact of "the three E's" on students. <i>Bharati (Maya) Holtzman, Graduate School: Diversity Resources</i></p>

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15.	<p>Transforming Graduate Admissions This poster highlights the steps that were taken to identify problems in a cumbersome process and the steps followed in developing and implementing a streamlined process. <i>Deborah Gibson, Graduate School: Admissions</i></p>
16.	<p>ECE Graduate Admissions System DoIT's E-Business group has created an online student management system for the Electrical & Computer Engineering department to analyze and approve prospective graduate students. <i>Ogden Kent, Division of Information Technology</i></p>
17.	<p>Cultivating Leadership and Authentically Inclusive, Responsive Campus Environments University employees need a variety of engaging pathways for on-going leadership and professional development. The University of Wisconsin-Madison continues to develop a multitiered menu of sustained learning and networking opportunities. These capacity building initiatives focus on creating more authentically inclusive and vibrantly responsive teaching, learning, and working environments that encourage success for all employees. All initiatives are guided by the core principle of self-as-instrument and life-long project-in-process. <i>Seema Kapani, Equity and Diversity Resource Center</i></p>
18.	<p>WISELI Leadership Workshops This poster will showcase our Workshop for Search Committee Chairs and our Climate Workshop for Department Chairs. We will concentrate on our efforts to increase leaders' awareness of how unconscious biases and assumptions can influence hiring decisions and department climate. <i>Eve Fine, College of Engineering: WISELI</i></p>
19.	<p>Campus Climate "Days of Listening & Discovery" Days of Listening and Discovery sessions provide the campus community opportunities to discuss campus climate issues. The Appreciative Inquiry process builds trust and communication between participants, as we identify individual and group actions to enhance campus climate. The sessions showcase collaboration between several administrative offices and among student, staff and faculty participants. Session findings regarding campus climate, plus campus climate web information, will be displayed as a part of this poster. <i>Eden Inoway-Ronnie, Office of the Provost</i></p>
20.	<p>On-Line Professional Development Models We will illustrate two online learning models for staff development. The first site was created to share practices for hiring, effective meetings and conflict resolution. This web-based Academic Leadership Support site was designed as a just-in-time, quick reference. The second site was designed to support Wisconsin Union staff learning across many topics. This site is developed to insure mastery of content by the learner as well as to provide a quick and easy reference for on-the-job lookup when needed. <i>Cathy O'Bryan, Division of Information Technology</i></p>

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21.	<p>BRIDGE International Friendship Program BRIDGE is an intercultural exchange program designed to connect first year international students with American students (specifically targeting American students of color). BRIDGE greatly impacts students and their perspectives on cultural awareness. We'll highlight some of the process improvements within the program. <i>May Lee Moua-Vue, Office of the Dean of Students: International Student Services</i></p>
22.	<p>The Division of International Studies - Area and International Studies Innovation Fund Projects The Division of International Studies - Area and International Studies Innovation Fund supported several innovative curriculum and study abroad projects in 2002-2004. We will feature 4-5 of the most innovative and successful projects that helped advance the campus goal to accelerate internationalization across the campus and across school and college and disciplinary boundaries. <i>Cathy Meschievitz, International Studies</i></p>
23.	<p>UW-Madison Classified Workforce Planning - Developing Plans Today to Address our Workforce Needs for the Future Our display will provide information on our classified workforce planning efforts. This will include illustrations showing why the planning needs to be done and how we are proceeding to address our future employment needs. <i>Mark Walters, Office of Human Resources</i></p>
24.	<p>Organize It! As the national winner of the "Get Organized" contest sponsored by Wilson Jones, we received office organization tips and product information at an in-office seminar given by a nationally-known organizer. This poster shares what we learned. <i>Michelle Bright, Sociology</i></p>
25.	<p>Business Services - Conversations with Customers The poster will highlight ways in which Business Services is using technology, and the internet in particular, in order to create more effective two-way communication between the Division and our campus-wide customer base. <i>Gareth Green, Business Services: Accounting Services</i></p>
26.	<p>Resources Built From Focus Groups Business Services conducted two focus groups to get input on the Internal Requisition and the Travel Expense Report process. The tutorials that were created as a result of the feedback received have gotten a tremendously positive response from our customers. <i>Carl Johns, Business Services: Accounting Services</i></p>

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27.	<p>Consultation and Commitment: The Advisory Council Role in Budgetary Decisions</p> <p>When L&S faced unprecedented budget reductions in the last biennial budget cycle, important decisions were made using a process that involved departments, the Academic Planning Council, deans, and advisory staff. By founding this process on the university's strategic planning goals as expressed in departments, this strategy not only ensured continued progress in these areas, but also honored our tradition of strong faculty governance as well as the individual missions and excellence of our departments.</p> <p><i>Elaine Klein, College of Letters and Science: Dean's Office</i></p>
28.	<p>Becoming Strategy Focused</p> <p>This will be a "work in progress" for the Office of Quality Improvement as we explore the Balanced Scorecard approach as a model for strategic planning.</p> <p><i>Kristie Nielson Corning, Office of Quality Improvement</i></p>
29.	<p>Council for Non-Represented Classified Staff</p> <p>Through member participation, CNCS improved communication, Council and committee work flow, and climate. This started with a membership survey, analyzing needs based upon survey results, conducting facilitated Council planning meetings, and creating work and communication flow charts, initiatives and objectives based upon the survey results. Overall results included better serving members through improved communications, accomplishing initiatives through brown bags, winning a professional development grant, developing an improved web site, and improving climate by establishing a climate committee to work on member-outlined initiatives.</p> <p><i>Mary Beth Ellis, College of Letters and Science: Economics</i></p>
30.	<p>New Employee Orientation</p> <p>In response to a 2002 Staff Climate Survey, DoIT's HR and Training departments worked together to improve the New Employee Orientation. The new orientation focuses on explaining how the employee fits into the larger picture and ensuring that the employee feels comfortable in their new environment.</p> <p><i>Madaline Covelli, Division of Information Technology</i></p>
31.	<p>Establishing The Wisconsin Union as an Ideal Work Environment</p> <p>In September 2002, The Wisconsin Union introduced four strategic directions for the upcoming decade. The number 1 direction was to "Establish The Wisconsin Union as an Ideal Work Place." This poster showcases a sample of the improvement processes and the results since we started this initiative.</p> <p><i>Tara Cordes, Wisconsin Union: Staff Education and Training</i></p>
32.	<p>Madison Appreciative Inquiry Network</p> <p>Organizations are only as good as the people and the relationships that they are made up of. An appreciative approach to the annual performance evaluation exercise helps determine what is working well and co-creates a visionary future for the individual employee. This poster shows how Appreciative Inquiry has been applied in the performance evaluation process.</p> <p><i>Jay Ekleberry, Wisconsin Union: Staff Education and Training</i></p>

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33.	<p>Understanding Workplace Violence Poster displays methods of reducing/preventing workplace violence, including developing a zero tolerance policy and recognizing warning signs. Examples of the impact that workplace violence reduction training has on individual units are included. <i>Benjamin Newman, UW-Madison Police</i></p>
34.	<p>My Professional Development <i>My Professional Development</i> is a one-stop portal for placement of training courses by training units, and for staff to find and be reminded of appropriate training courses. <i>Peter Williams, Office of Human Resource Development</i></p>
35.	<p>Fostering Interdisciplinary, Interdepartmental, and Cross-College Connections The School of Veterinary Medicine has used a combination of strategies, such as a methods for allocating laboratory and office space to increase exposure of faculty to colleagues from other disciplines and departments. These strategies, combined with a positive SVM internal culture, have promoted successful, voluntary collaborations in both research and teaching. <i>Daryl Buss, School of Veterinary Medicine: Comparative Biosciences</i></p>
36.	<p>Web-based Grant Funding and Tracking Collaborating with other University programs created economies of scale and improved services to student organizations. This poster illustrates the significant labor cost-savings that resulted from coordinating and automating functions to replace a paper-based system. <i>Alison Rice, Office of the Dean of Students: Associated Students of Madison</i></p>

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POSTER EXHIBIT THEMES

IMPROVING SERVICE AND EXPANDING OPTIONS FOR STUDENTS	
1.	Web Accessibility For All – Failure Is Not an Option
3.	Using Assessment to Make Improvements in FIGs
9.	The Delta Program in Research, Teaching, and Learning
10.	OASIS Online Access to Student Information and Scheduling
11.	PARTNERS for SUCCESS
12.	CALS Scholarship Allocation and Distribution Process
13.	Connecting for Academic Success
14.	Supporting and Enhancing Student Academic Engagement
15.	Transforming Graduate Admissions
16.	ECE Graduate Admissions System
REACHING OUT TO AND SERVING STAKEHOLDERS	
4.	Evaluating Library Services
5.	Merging Media for Collaborative Learning & Educational Outreach: The eCard Interactive Digital Identity & Learning Tool
6.	Murder Mysteries & Fake News: Creative Technology Training for Student Staff
8.	FP&M Web-based Service Delivery
25.	Business Services - Conversations with Customers
26.	Resources Built From Focus Groups
DEVELOPING LEADERSHIP AND PROFESSIONAL SKILLS	
2.	Conducting On-Line Professional Development for Post-secondary Special Needs Staff
17.	Cultivating Leadership and Authentically Inclusive, Responsive Campus Environments
18.	WISELI Leadership Workshops
20.	On-Line Professional Development Models
34.	My Professional Development
IMPLEMENTING STRATEGY AND BUDGET	
7.	Decision Making in Academic Departments: Can Data Help?
21.	BRIDGE International Friendship Program
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23.	UW-Madison Classified Workforce Planning - Developing Plans Today to Address our Workforce Needs for the Future
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FOSTERING CROSS-FUNCTIONAL CONNECTIONS	
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