





SHOWCASE 2005 - Ideas to Results
Improving Work, Learning, and Climate

POSTER EXHIBITS

Poster exhibits are always an insightful and powerful part of the Showcase event, and again this year we have a broad cross-campus representation of best practices for improving processes related to work, learning, and climate on campus. Learn about innovative learning practices, administrative processes, recruiting and retention success stories, creative employee development opportunities, climate improvement initiatives, and much more.





NEW for 2005: "e-posters" featuring hands-on interaction with online tools to leverage the impact of your efforts. Poster exhibits marked with a  are available for online viewing during the concurrent session noted on the 2nd floor.

8th Floor Reception Room

<p align="center">1</p>  <p align="center">11:20-Noon Rm 214 & 218</p>	<p>My WebSpace - A Great Way to Store and Share Documents on the Web</p> <p>Approximately 2,000 faculty, staff, and students currently use My WebSpace to share documents and publish web pages. Other uses include simple document storage and complex sharing of documents among project team members. Multiple versions of documents can be stored and team members can be notified when changes occur. Imagine the possibilities!</p> <p><i>Cathy Riley, DoIT ~ Division of Information Technology</i></p>
<p align="center">2</p>  <p align="center">11:20-Noon Rm 214 & 218</p>	<p>Innovative Communication Blog</p> <p>Learn how University Communications is using a Web log or "blog" for a 20-member project team spanning five campus locations and for an 18-member multi-location advisory group. This new technology can easily be used for online discussions and for sharing documents. It can also significantly decrease the need for face-to-face meetings and reduce a reliance on paper.</p> <p><i>Cindy Foss and Nick Olejniczak, University Communications</i></p>
<p align="center">3</p>  <p align="center">10:30-11:10 Rm 214 & 218</p>	<p>Web Surveys - Gathering Information While Saving Time, Money, and Effort</p> <p>This cost effective and easy to use web survey service has many possible uses ranging from departmental surveys to evaluations. The benefits of online surveys include ease of creation and dissemination, long-term cost savings, and improved anonymity. This is definitely an alternative to an expensive custom-built survey.</p> <p><i>Meg McCall and Rob Lauer, DoIT ~ Division of Information Technology</i></p>

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<p align="center">4</p>	<p>Breaking New Ground in Leadership Development</p> <p>Campus leaders (both informal and formal) face increasingly complex challenges. To support these individuals, the Office of Human Resource Development (OHRD) expanded their leadership development efforts over the past two years. The continuum of support now includes building a foundation of skills, advanced concepts, and an expanded sense of community. The exhibit and demonstration will feature the Managers' Networking Group, the Resource Center, and an online discussion site. Get real-time answers to your tough questions.</p> <p><i>Don Schutt and Harry Webne-Behrman, Office of Human Resource Development</i></p>
<p align="center">5</p>  <p>10:30-11:10 Rm 214 & 218</p>	<p>Streaming Media - Best Practices, Lessons Learned, and What's Available</p> <p>Streaming media provides real-time audio and video to a targeted audience via the Internet. The content can be accessed while the event is occurring or after the fact, as an archive. This was recently used for a Chancellor broadcast to a number of CASI (Committee on Academic Staff Issues) units on campus.</p> <p><i>Peter Mann, Bob Ash, and Peter Burke, DoIT ~ Division of Information Technology</i></p>
<p align="center">6</p>  <p>11:20-Noon Rm 214 & 218</p>	<p>One Million Digital Objects Now Available Online for Free and Public Use</p> <p>Learn how this major collaborative development became a success and what is planned for the future. The UW Digital Collections Center works with faculty, staff, and librarians to create, host, and promote UW digital resources. MINDS@UW is a digital repository designed to enable faculty and staff to capture, store, index, preserve, and redistribute the intellectual output of the university in digital formats.</p> <p><i>Steven Dast and Vicki Tobias, University of Wisconsin Digital Collections Center, UW-Libraries</i></p>
<p align="center">7</p>  <p>7:15-7:45 Rm 214 & 218</p>	<p>Blogging - Examples, Ideas, and Tools</p> <p>Blogging software makes it easy to publish and share information on the Web without the need to devote time to publication and maintenance. The process can be as quick and easy as sending e-mail. Learn how blogs are being used by individuals and by teams, what tools are available, and how blogging tools can help your process.</p> <p><i>Richard Keir, DoIT ~ Division of Information Technology</i></p>
<p align="center">8</p>  <p>7:15-7:45 Rm 214 & 218 & 11:20-Noon Rm 214 & 218</p>	<p>Team Meetings from your Desktop: E-Communicate with WebSpace, WisLine Web, and Learn@UW</p> <p>The mission of the Hyperion Core Team is to provide campus users easy access to information from system and campus data warehouses. Team members are located on many UW-System campuses, making face-to-face meetings very costly and time-consuming. The team is currently using the WisLine Web meeting technology, a team website and Learn@UW online learning software to streamline meetings and improve the efficiency and effectiveness of communication.</p> <p><i>Gery Essenmacher, Chemistry Department; Greg Konop, DoIT ~ Division of Information Technology; and Kathy Luker, Office of Quality Improvement</i></p>

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8th Floor Skyview Banquet Room

9	<p>Enhancing Web Accessibility on a University Campus</p> <p>The "Web Accessibility for All" project learned that in order to create an accessible online learning environment, accessibility needs to be incorporated into the work flow of the staff and faculty. When staff and faculty know how to address the problems of accessibility, they will take the steps necessary to make sure their unit or organization is well-represented. The "Web Accessibility for All" project at UW-Madison worked with the University of Wisconsin Whitewater to improve the accessibility of their web-based resources. The project conducted a needs assessment of the campus web site, developed relationships with key administrators and IT professionals, offered faculty trainings, and directed seminars on using specialized tools for checking and monitoring the accessibility of campus web pages.</p> <p><i>Bradley Kadel, Andrea Olson and Sajal Dogra, Center on Education and Work</i></p>
10	<p>A Fresh Approach to an Old Challenge: Being Market Driven on Campus</p> <p>The Office of Corporate Relations developed a new strategy for Business Outreach that began with finding out what the market wants. As a result of informal and formal research, the new office was created to connect the university's resources with the needs of businesses, and metrics were established to measure progress. The office learned how important it is to find out what the business community wants and then deliver it. A second best practice has been the development of data bases of business requests and recording follow-up by university units.</p> <p><i>Patrick Strickler and Anjali Sridharan, Office of Corporate Relations</i></p>
11	<p>The Importance of Beginning with the End in Mind</p> <p>The consolidation of three separate libraries inspired the formation of a staff committee with broad representation to identify patron groups and user needs. A shared vision was developed for a new, state-of-the-art, highly service-conscious health sciences learning center library. Central to this vision was the concept of improved customer service. This vision and group commitment led to a new shared space with a strong service philosophy, consistent customer service, improved desk staffing, a cross-training plan, and a continuous review process.</p> <p><i>Natalie Norcross, Ebling Library ~ Health Sciences Learning Center</i></p>

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12	<p>Using Internal and External Reviews to Drive Changes</p> <p>The Safety Department conducted a comprehensive internal and external review. Based on this review, the department created a department-wide newsletter, improved relationships, established a department "yellow pages", improved training record-keeping, and expanded the laboratory safety guide. Stop by to discuss the use of focus groups versus surveys; how to maximize the value of external reviews; and how to effectively prioritize, schedule, and implement change.</p> <p><i>David Drummond, Safety Department</i></p>
13	<p>Using Plan/Do/Check/Act to Reduce Risk and Rethink Processes</p> <p>The Department of Radiology successfully used continuous quality improvement techniques to reduce radiation exposure of patients undergoing Chest CT. They began by setting targets based on best practices and then exceeded those targets by rethinking procedures, involving others, expanding education, and measuring results.</p> <p><i>Janet E. Kuhlman, M.D., M.S. Department of Radiology</i></p>
14	<p>Measuring Stakeholders' Perceptions, Interest, and Satisfaction</p> <p>Using the results from focus groups, online surveys and other feedback, the Elvehjem Museum of Art validated its four major goals: Improve Marketing; Increase Membership; Increase Visitorship; and Improve Accessibility. Learn how the museum designed the data collection process, developed the questions, engaged members and visitors, compiled the data, and reached their conclusions.</p> <p><i>Kathy Paul and Carol Fisher, Elvehjem Museum of Art</i></p>
15	<p>Conducting an Accelerated Risk Assessment Project</p> <p>Accounting Services is currently using the accelerated process improvement model to bring together a campus-wide group to complete a risk assessment of the current practices used in the review, processing, and audit of direct payments. The accelerated improvement process makes better use of staff time, requires fewer meetings, and allows for quicker implementation of recommendations.</p> <p><i>Jan Richardson, Accounting Services</i></p>

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16	<p>Redefining the Role of an Advisory Board</p> <p>Would you like to learn how to increase the value of your advisory board? Executive Education initiated a new design for their Project Management Advisory Board and the results have exceeded expectations. The new process engaged the board, comprised of project management executives and managers, in a new level of commitment that includes: the design and development of new programs; the review and revision of existing programs; the teaching of courses; and the development of leading-edge project management techniques and theories.</p> <p><i>David Antonioni, Philana Friede, Ann Van Ess, Executive Education ~ School of Business, Dave Plank, Medical School and Bob Krantz, American Family Insurance Company</i></p>
17	<p>Redesigning a Student Learning Environment</p> <p>Over the past two years, Steenbock Library's primary goal has been to improve its space to meet the changing needs and expectations of today's students. The most dramatic transformation involved collaboration with DoIT to create a new Information Commons on the main floor. The new design was immediately popular with student users. Computer use has doubled. The key success factors were the collaborative nature of this project, the commitment to a shared vision of developing a comfortable and functional space, and the incorporation of user feedback. This approach is now being adopted by other campus libraries.</p> <p><i>Jean Gilbertson, Steenbock Library and John Staley, DoIT ~ Division of Information Technology</i></p>
18	<p>Taking Supervisory Training to the Next Level</p> <p>University Housing has developed an innovative eight-module training program for new supervisors that supplements the mandatory OHRD Manager/Supervisory Development program. The series is facilitated by Housing supervisors and incorporates Housing-specific scenarios. The training is intended to introduce new staff to the organizational culture and promote the values and philosophies of this unique student service operation which provides year-round service 24x7.</p> <p><i>Alice Gustafson and Keri Robbins, University Housing</i></p>
19	<p>Expanding the Impact of Professional Development</p> <p>The Professional Development Committee of CNCS began with the desire to improve professional development opportunities for its members. This involved the creation of a series of collaborative personal development grants resulting in a successful CNCS Institute with over 70 attendees and the creation of an incentive program for attendance at courses offered by the Office of Human Resource Development.</p> <p><i>Jan Richardson, Accounting Services; Michele Parker, School of Veterinary Sciences</i></p>



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20	<p>Centralizing Services and Operations to Save Money and Improve Service</p> <p>SHIP (Student Health Insurance Plan) is committed to offering the best possible health coverage and service at the lowest possible cost to members. Centralization and automation have recently eliminated payments to an intermediary organization resulting in cost savings, improved reporting and enhanced data integrity. Learn how SHIP successfully centralized an outsourced process and developed its innovative IT system.</p> <p><i>Richard Simpson, SHIP Health Plan ~ University Health Services</i></p>
21  11:20-Noon Rm 214 & 218	<p>RefWorks: A Web-Based Tool that Helps Organize Literature Citations and Format Bibliographies</p> <p>RefWorks helps UW researchers, academic staff, and others who publish and present findings organize their information and work cooperatively on projects. It is a web-based bibliographic information management system that has received funding for one year. In addition, RefWorks can format references in a variety of styles, including APA and MLA. The General Library System is now analyzing usage statistics and gathering feedback from sample users.</p> <p><i>Patricia Herrling, Steenbock Library ~ General Library System</i></p>
22	<p>Dealing with Expansion and Striving for the Ideal</p> <p>The UW Fundus Photograph Reading Center (FPRC) is a research laboratory that has more than doubled in size in terms of staff and studies it supports. This rapid expansion spurred the use of a structured approach to process improvement using a cross-functional team. The flowcharts and documentation of processes generated by the team were used to explain and obtain buy-in for the "ideal" process. Beginning in May 2005, all new studies will follow the new start-up process. This exhibit demonstrates that striving for the ideal process will get you farther than if you focus on how to change what you now have in place.</p> <p><i>Eileen Rosensteel; Samantha Johnson; Sheri Alexander; Julee Elledge; and Dan Murach, Department of Ophthalmology and Visual Sciences</i></p>
23	<p>Increasing Racial and Ethnic Diversity in Recruitment and Retention</p> <p>The School of Education initiated a 4-point recruitment plan to increase racial and ethnic diversity within its major program offerings. The efforts increased enrollment from an average of 160-180 to a current high of 217. The plan increased outreach to high schools, community-based organizations, college fairs/career nights, and other venues. Advising staff meet with undergraduates to discuss program choices, academic progress, and any obstacles. Advisors also serve as advocates, closely monitoring student progress, and disseminating information specific to students of color. Visit this exhibit and attend the Recruitment and Retention concurrent session to learn more.</p> <p><i>Rene Munguia, School of Education</i></p>

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24	<p>Preparing to Streamline and Automate a Cross-Campus Process</p> <p>This Timetable project was spearheaded by the Registrar's Office. A cross-campus task force was formed to generate suggestions for improvements and facilitate a smooth transition to an online-only version of the timetable which is integral to course planning. An Accelerated Improvement Process was successfully used to reduce the number of meetings, shorten the process, and actively engage the members in accomplishing their goal.</p> <p><i>Liane Kosaki, Department of Political Science; Jo Meier, School of Business; and Carol Gosenheimer, Office of the Registrar</i></p>
25	<p>Timetable Planning Toolkit</p> <p>This poster focuses on a newly-developed website, the <i>Timetable Planning Toolkit</i>. The website was developed by a committee of 18 people from across campus, and is designed to provide a variety of information to timetable representatives, departmental administrators, deans and other timetable planners. We view this as a work in progress, and Showcase 2005 will be the Toolkit's first public appearance.</p> <p><i>Carol Gosenheimer, Office of the Registrar</i></p>
26	<p>Creating Emergency Preparedness Plans with a Focus on Child Care Centers</p> <p>Emergency preparedness plans have been developed for all 11 daycares on campus as a direct result of the Red Caboose daycare incident. Each daycare received an emergency plan catered to their individual center, and two UWPD officers became liaison officers with each daycare on campus. UWPD received national recognition at a daycare provider seminar. Visit this poster exhibit to understand the essential elements of a plan and to help you create an emergency preparedness plan for your building or facility.</p> <p><i>Kristin Radtke and Kerri Miller, UW-Madison Police Department</i></p>
27	<p>Using Posters to Inspire Creativity, Collaboration, and Learning</p> <p>To improve the learning of students in a large survey class (Inter Engineering 101), instead of requiring end-of-term written reports or group oral presentations, groups of students were given the assignment to develop a 3'x 5' poster on a contemporary issue in engineering. Interviews with student teams and inspection of their work revealed an astonishing improvement in their engagement, quality of work, and knowledge of the issue assigned to them. Learn more about this alternative to the usual end-of-semester term paper and how to plan and execute a very professional poster, using resources on campus. The 101 teaching team: Don Woolston, Melissa Robinson, Bonnie Schmidt, Eman Zaki, Taaj Shanmugham (TA).</p> <p><i>Don Woolston, College of Engineering, Academic Affairs</i></p>

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28	<p>Creating a Powerful and Effective Grant Program</p> <p>The purpose of the Quality through Safety Grant Program is to advance initiatives that result in improvements to patient care and service. The grant recipients have created innovative projects that focus on quality and patient safety. Advancements have been made in the goals of: advancing quality; fostering multidisciplinary focus and innovation; enhancing clinical and operational efficiency; and enhancing patient revenues or achieve cost savings.</p> <p><i>Jeff Burkhart and Rhonda Struck, UW Hospital and Clinics</i></p>
29	<p>Saving Money and Gaining Efficiencies Using Postal Services</p> <p>Did you know you can save money on postal services AND get better results? Don't underestimate the potential of these savings – the numbers may surprise you! How often do you update your mailing lists? Do you know how much you could save in mailing costs by presorting? Did you know UW Extension Mail Services has been able to help others save up to 60% on their international postage charges? Have you experienced a "mail loop" and do you know how to correctly address mail to minimize the possibility of entering into a mail loop? Do you use a postal meter? Is it cost effective? And, more!</p> <p><i>Peter Williams, Office of Human Resource Development</i></p>
30	<p>Building and Maintaining a Steady Pipeline of Quality International Students</p> <p>Creating a steady pipeline of quality students is a challenge across campus. This Dean's Sub-Committee focused efforts on attracting quality international students which presents some additional challenges, given the international context. Data were collected and analyzed, promising international partners were identified, and creative ideas were explored to engage faculty to help advertise the UW-Madison overseas. Plans were also developed for a communications infrastructure to market the UW-Madison overseas and ease communications with potential students during the recruitment process. The focus of this poster exhibit is on the use of the group planning process, methods of project tracking, and goal attainment over time.</p> <p><i>Catherine Meschievitz, International Studies & Programs</i></p>
31	<p>Strategic Planning: Preparing for the Next 3-5 Years</p> <p>The office of Orientation and New Student Programs successfully used a strategic planning process to develop a clear mission, vision, and strategic priorities for the next 3-5 years. Working with a campus-wide group, they are currently developing goals and desired outcomes for a student's first year at UW-Madison. This exhibit will highlight how to engage in strategic planning and how to collaborate with a campus-wide group to identify shared objectives.</p> <p><i>Wren Singer, Office of Orientation and New Student Programs</i></p>



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32	<p>Streamlining and Improving the Hiring Process</p> <p>Based on an assessment of the University Housing hiring processes, a goal was established to streamline and improve the House Fellow Hiring Process. The result was the integration of new ideas and the use of Internet technology that opened new lines of communication between staff and applicants. The changes also increased access to the candidates and simplified the application process. A real win-win situation.</p> <p><i>Kevin Helmkamp, University Housing ~ Residence Life</i></p>
33	<p>Want to Know Which Students in Your Program are Studying Abroad?</p> <p>International Studies receives a wide range of questions about UW-Madison students who are studying abroad, and needed a tool to organize and retrieve information in an efficient, timely, and accurate manner. The answer came in the form of an online query tool - Brio. This easy-to-use reporting tool has streamlined their data gathering and reporting for UW-Madison students participating in officially sponsored international programs. See examples of the questions and the answers, learn more about Brio and the Query Library, and explore how this tool might help you.</p> <p><i>Steve Duke - International Academic Programs</i></p>
34	<p>Expanded Use of ProCard Saves Time and Money</p> <p>Biochemistry can now process over \$40,000/week in ProCard purchases with a significant reduction in duplicate entry, non-salary cash transfers, and paper copy transactions. Biochemistry embraced the ProCard for two main reasons. First, it is a viable solution to the looming disallowance of open vendor blanket requisitions. Second, ProCard's versatility and ease of use expedites the procurement process. Learn how Biochemistry effectively handles a large volume of ProCard orders and meets university auditing and processing requirements.</p> <p><i>Jim Shurts and John Richards, Department of Biochemistry</i></p>
35	<p>Providing an Effective Learning Experience for Our Patients, Resident Physicians, and Staff</p> <p>The Verona Family Medicine Clinic offered a different approach to the standard clinic visit, by offering group visits to patients diagnosed with non-insulin diabetes. The best outcomes were in the improvement of psycho social factors such as depression and motivation to make self improvement strides. Participants in group visits also began to support each other. Learn why it takes time to make permanent positive changes and why it is important to allow time for group discussion and why individuals should be visited in their group, instead of separating them for individual consultation.</p> <p><i>Les Moffett and Randi Schmidt UW Medical School, Department of Family Medicine</i></p>



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2	Innovative Communication Blog, <i>University Communications</i>
3	Web Surveys - Gathering Information While Saving Time, Money, & Effort, <i>DoIT, Communications</i>
4	Breaking New Ground in Leadership Development, <i>Office of Human Resource Development</i>
5	Streaming Media - Best Practices, Lessons Learned, and What's Available, <i>DoIT, Customer Applications Svcs.</i>
6	One Million Digital Objects Now Available Online for Free and Public Use, <i>University of Wisconsin Digital Collections Center, UW-Libraries</i>
7	Blogging - Examples, Ideas, and Tools, <i>DoIT, Network Services</i>
8	Team Meetings from your Desktop: E-Communicate with WebSpace, WisLine Web, and Learn@UW, , <i>Chemistry Dept., DoIT, and Office of Quality Improvement</i>
9	Enhancing Web Accessibility on a University Campus, <i>Center on Education and Work</i>
10	A Fresh Approach to an Old Challenge: Being Market Driven on Campus, <i>Office of Corporate Relations</i>
11	The Importance of Beginning with the End in Mind, <i>Ebling Library, Health Sciences Learning Center</i>
12	Using Internal/External Reviews to Drive Changes, <i>Safety Department</i>
13	Using Plan/Do/Check/Act to Reduce Risk and Rethink Processes, <i>Department of Radiology</i>
14	Measuring Stakeholders' Perceptions, Interest, and Satisfaction, <i>Elvehjem Museum of Art</i>
15	Conducting an Accelerated Risk Assessment Project, <i>Accounting Services</i>
16	Redefining the Role of an Advisory Board, <i>School of Business</i>
17	Redesigning a Student Learning Environment, <i>Steenbock Library & DoIT</i>
18	Taking Supervisory Training to the Next Level, <i>University Housing</i>
19	Expanding the Impact of Professional Development, <i>Accounting Services and School of Veterinary Sciences</i>
20	Centralizing Services and Operations to Save Money and Improve Service, <i>SHIP Health Plan, UHS</i>
21	RefWorks: A Web-Based Tool that Helps Organize Literature Citations and Format Bibliographies, <i>Steenbock Library, General Library System</i>
22	Dealing with Expansion and Striving for the Ideal, <i>Department of Ophthalmology and Visual Sciences</i>
23	Increasing Racial and Ethnic Diversity in Recruitment and Retention, <i>School of Education</i>
24	Preparing to Streamline and Automate a Cross-Campus Process, <i>Dept. of Political Science, School of Business, Office of the Registrar</i>
25	Timetable Planning Toolkit, <i>Office of the Registrar</i>
26	Creating Emergency Preparedness Plans with a Focus on Child Care Centers, <i>UW-Madison Police Department</i>
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34	Expanded Use of ProCard Saves Time and Money, <i>Department of Biochemistry</i>
35	Providing an Effective Learning Experience for Our Patients, Residents Physicians, and Staff, <i>UW Medical School, Dept of Family Medicine</i>
Lobby	Campus Strategic Plan - A Third-Year Progress Report, <i>Office of Quality Improvement</i>
Lobby	Fluno Center for Executive Education, <i>School of Business</i>

