



SHOWCASE 2005

IDEAS TO RESULTS Improving Work, Learning, and Climate

April 4, 2005
7:00 a.m. – 12:00 noon
Fluno Center

Welcome to UW-Madison's sixth annual improvement Showcase, a time set aside to learn from each other and recognize the significant efforts by many people to improve work, learning, and climate on campus. Since its inception in 2000, this event has gained momentum to become a significant venue for problem-solving, furthering communication, and sharing tools and ideas for improvement.

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

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

<http://www.ohrd.wisc.edu/showcase>



SHOWCASE 2005

At-A-Glance

	7:00	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	Noon
Check-in and Packet Pick-up	7:00 – Noon 1 st Floor										
Early Bird Concurrent Sessions		7:15 – 7:45 2 nd Floor									
Poster Exhibits		7:30 – Noon 8 th Floor									
Opening Remarks				8:30 8 th Floor							
Keynote Presentation						9:15 – 10:15 1 st Floor					
Concurrent Sessions I & II								10:30 – 11:10 2 nd Floor	11:20 – Noon 2 nd Floor		

AGENDA

(See Fluno Center Floor Plan on page 7)

7:00 a.m.	▪ CHECK-IN AND PACKET PICK-UP BEGINS	1 st Floor Lobby
7:15 – 7:45	▪ EARLY BIRD CONCURRENT SESSIONS (SEE PAGE 3)	2 nd Floor Rooms
7:30 – Noon	▪ POSTER EXHIBITS	8 th Floor Skyview
8:30 – 8:40	▪ OPENING REMARKS AND WELCOME George Watson, Office of Quality Improvement Don Schutt, Office of Human Resource Development Provost Peter Spear	8 th Floor Skyview
9:15 – 10:15	▪ CHANCELLOR'S REMARKS Chancellor John Wiley	1 st Floor Auditorium
		and
	▪ KEYNOTE ADDRESS (SEE PAGE 6 FOR BIOGRAPH) <i>Ahead of the Game: Acting Now to Shape Our Future</i> Paul Percy, Dean, College of Engineering	Remote Simulcast in 8 th Floor Skyview
10:30 – 11:10	▪ CONCURRENT SESSIONS I (SEE PAGE 4)	1 st & 2 nd Floor Rooms
11:20 – Noon	▪ CONCURRENT SESSIONS II (SEE PAGE 5)	1 st & 2 nd Floor Rooms

Refreshments are available on the 8th floor in the Study Pub and in the 2nd floor lobby from 7:00 – Noon



Early Bird Concurrent Sessions

(7:15 – 7:45)

For those who get up early and want to learn even more at Showcase

- **Session A: Getting the Most Out of Showcase** (Room 219)

Ann Zanzig, Office of Quality Improvement

This sixth annual Showcase is filled with valuable information and excellent resources. In fact, there is so much to see, it can be a challenge to determine where to spend your time and how to maximize the value of your experience at Showcase. This session will offer insights, tips, and highlights to help you find the information you need and connect with others with similar interests. In addition, several campus departmental administrative staff have contributed suggestions to us about key topics and how best to organize them for easy access to practical ideas such as improving departmental communication, setting up mentoring systems for new staff, and how to train new staff or seasoned staff on new initiatives. Come to get ideas about how to make the best use of your time at this year's Showcase event.

- **Session B: Project Management Secrets ~ Three Powerful Tools** (Room 221)

Darin Harris, Office of Quality Improvement

In today's environment of limited time and resources, it is even more important to focus on getting the best results. In the world of project management, there are wide array of tools and techniques that can substantially improve your ability to deliver successful projects. This session will introduce and help you use three very powerful tools: a project charter, a dashboard report, and a project closeout report.



- **Session C: "e-Tools" in Action ~ The Wonders of Technology** (Rooms 214 & 216)

This session offers short demos of helpful e-Tools. Learn what they do, how they work, and how you can apply them to your process, product, or service.

Room 214 Team Meetings from your Desktop: E-Communicate with WebSpace, WisLine Web and Learn@UW (*Gery Essenmacher, Chemistry, and Kathy Luker, Office of Quality Improvement*)

Room 216 Blogging: Publish and share information on the web as easily as sending an e-mail, without the hassle of publication and maintenance (*Richard Keir, DoIT*)



Concurrent Sessions I

(10:30 – 11:10)

- **Session D: Strategic Allocation of Resources for Excellence** (Room 221)

Darrell Bazzell, Vice Chancellor for Administration and Budget, UW-Madison

Learn how to continue to provide resources to carryout your core mission and move forward during times of tight budgets. You will participate in a hands-on demonstration of a powerful tool that units of any size can use to develop new ideas, inspire break-through thinking, and build commitment to obtain the desired results.

- **Session E: Recruitment and Retention ~ Unlocking the Doors** (Auditorium-1st floor)

Bret Bielema, UW Athletics-Football
Alicia Jackson, Wisconsin Alumni Association
Rene Munguia, School of Education

Recruitment and retention are extremely important at UW-Madison. These panel members come from very different places on campus and will discuss three core processes: 1) Building the pipeline of qualified candidates, 2) Recruiting the best applicants, and 3) Creating a supportive environment for retention. The panel members will describe the major challenges they face, how they have successfully implemented best practices, the results they have achieved, and how you can benefit from their experiences.

- **Session F: Are You Maximizing the Value of Your Team's Knowledge, Skills, and Talent?** (Room 219)

Mary Hoddy, Wisconsin Union

Each of us has a unique set of knowledge, skills and talent. This session will demonstrate a simple technique that has been successfully used by the Wisconsin Union and the Alumni Association to discover hidden talents, build knowledge/skills, increase productivity, enhance teamwork, and create a more inclusive climate. Come check it out and learn how to release that untapped potential!



- **Session G: "e-Tools" in Action ~ Thinking Outside the Box** (Rooms 214 & 216)

This session offers short demos of helpful e-Tools. Learn what they do, how they work, and how you can apply them to your process, product, or service.

Room 214 Streaming Media (*Peter Mann, Bob Ash, and Peter Burke, DoIT*) – Learn the value of using real-time audio and video
Web Surveys (*Meg McCall and Rob Lauer, DoIT*) – Learn how you can create web-based surveys and questionnaires.

Room 216 Blogging (*Richard Keir, DoIT*) - Publish and share information on the web as easy as sending an e-mail without the hassle of publication and maintenance.
Innovative Communications Blog (*Cindy Foss, University Communications*)



Concurrent Sessions II

(11:20 – 12:00)

- **Session H: Tips and Tools for Administrative Staff** - (Room 221)

Darin Harris and Ann Zanzig, Office of Quality Improvement

Learn and share time-saving, practical ideas from experienced administrators across campus to help maximize your work. Specific topics will include getting connected to powerful communication networks, processes for mentoring staff, and utilizing training programs to provide a foundation of accurate information.

- **Session I: Innovative Learning and Training** (1st Floor Auditorium)

The University abounds with innovative ideas and techniques to help others learn. This panel will explore several novel approaches and share why they have been successful.

- EPICS: Building the Program, Attaining Success, and Planning for the Future (*Fred Bradley, College of Engineering*)
- Professional Development (*Don Schutt and Harry Webne-Behrman, Office of Human Resource Development*)
- Taking Supervisory Training to a New Level (*Alice Gustafson and Keri Robbins, University Housing*)

- **Session J: A Strategic Approach to Staff Development** (Room 219)

Sarah Schutt, Wisconsin Alumni Association

The Wisconsin Alumni Association (WAA) has worked for the past year to establish an organization-wide professional development plan for its 40 employees. An updated vision statement and five new strategic directions serve as the framework for an emerging staff development program. This session will describe the process of identifying essential Knowledge, Skills, and Abilities (KSAs) to address with staff development, creating an "opportunity curriculum," and aligning professional development, job descriptions, and goal setting with your strategic directions.



- **Session K: "e-Tools" in Action ~ New Ways to Communicate** (Rooms 214 & 216)

This session offers short demos of helpful e-Tools. Learn what they do, how they work, and how you can apply it for your process, product, or service.

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|----------|--|
| Room 214 | Team Meetings from your Desktop – E-Communicate with WebSpace, WisLine Web and Learn@UW (<i>Greg Konop, DoIT and Kathy Luker, Office of Quality Improvement</i>)
My WebSpace (<i>Cathy Riley, DoIT</i>) |
| Room 216 | UW Digital Collections (<i>Steven Dast and Vicki Tobias, UW-Madison Libraries</i>)
RefWorks (<i>Patricia Herrling, General Library System</i>) |

KEYNOTE

(9:15 – 10:15)



Paul Peercy

Ahead of the Game: Acting Now to Shape Our Future

As dean of the College of Engineering, Paul S. Peercy is committed to preparing the college to take full advantage of changes in the engineering field and continuing its tradition of academic and research excellence. He brings faculty, staff, and students together, to enhance the college's reputation both as a top-notch educational institution and as a leader in emerging and existing research fields.

His keynote address, "Ahead of the Game: Acting Now to Shape Our Future," focuses on changes occurring in the demographics, economics, technology, manufacturing, productivity, and other areas that are

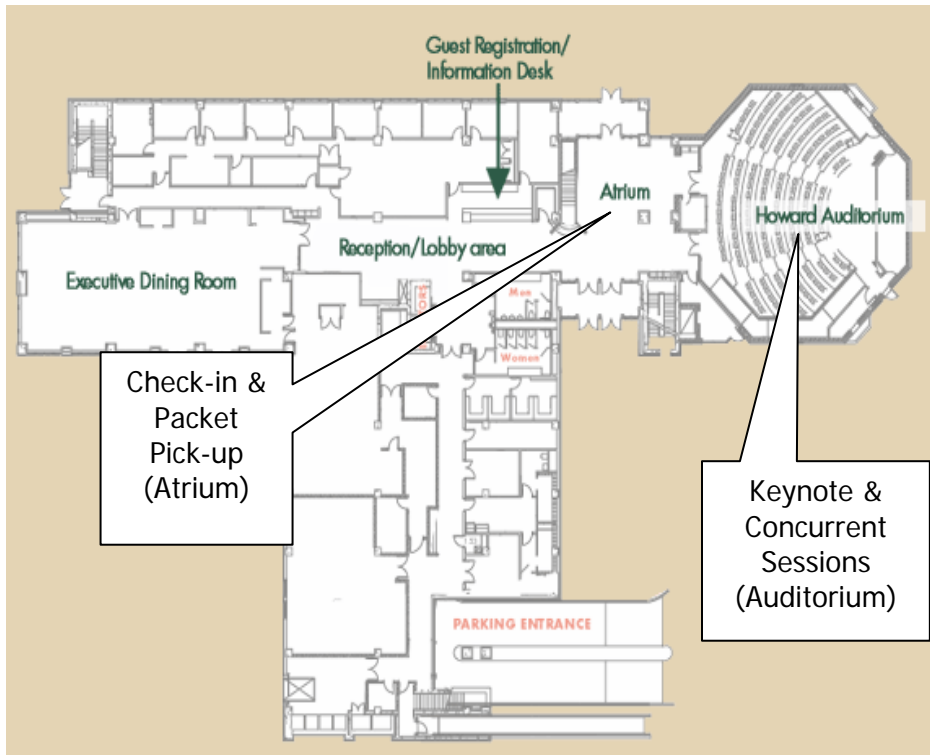
having a major impact on economies and cultures around the world. UW-Madison is not insulated from these changes. To ignore them is to see our programs and efforts become less relevant as time goes on. Change will occur – so how can we forecast and proactively respond to these changes? How can we create the changes we want to see? Dean Peercy will present some of the major trends at a global level and discuss the implications they could have for higher education. It is an initial step to creating the future we think is desirable, rather than responding after the fact to the future that results from what others have set in motion.

Peercy came to the college in September 1999 from SEMI/SEMATECH, an Austin, Texas-based nonprofit consortium of the nation's suppliers to the semiconductor industry, where he was president since 1995. Prior to that position, he was director of Microelectronics and Photonics at [Sandia National Laboratories](#) in Albuquerque, New Mexico.

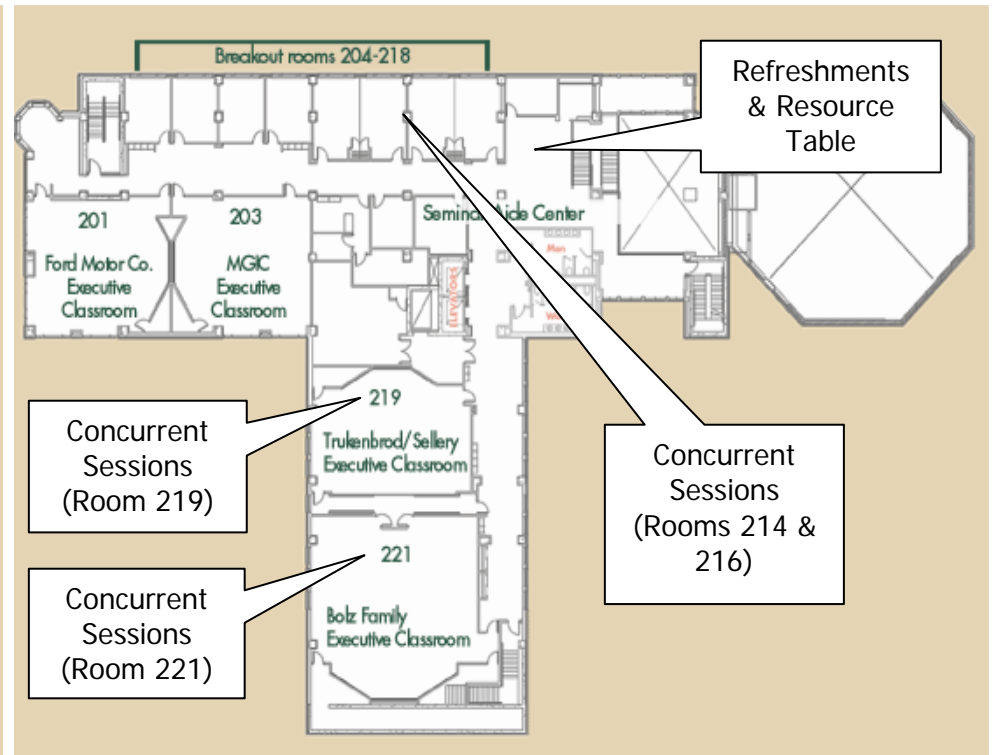
His research interests include phase transitions in solids, ferroelectricity, Raman and Brillouin scattering studies of solids, ion-solid interactions, laser-induced phase transformations, microelectronics and photonics, and solid state devices. He is the author or co-author of more than 175 technical papers and holds two patents.

He was named a member of the National Academy of Engineering in 2001. In 2000, Wisconsin Governor Tommy Thompson named him to the Wisconsin Technology and Entrepreneurship Council.

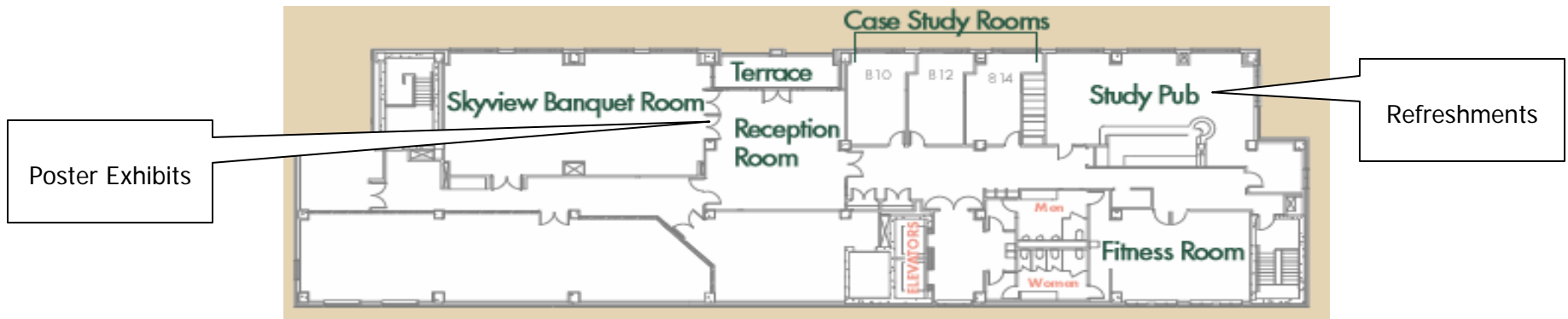
FLUNO CENTER First Floor
Keynote and Concurrent Sessions



FLUNO CENTER Second Floor
Concurrent Sessions



FLUNO CENTER Eighth Floor
Poster Exhibit



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

POSTER EXHIBITS

8th Floor	
1	My WebSpace: A Great Way to Store and Share Documents on the Web, <i>DoIT, Enterprise Internet Services</i>
2	Innovative Communication Blog, <i>University Communications</i>
3	Web Surveys: Gathering Information While Saving Time, Money, and 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	UW Digital Collections, <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>
27	Using Posters to Inspire Creativity, Collaboration, and Learning, <i>College of Engineering</i>
28	Creating a Powerful and Effective Grant Program, <i>UW Hospital and Clinics</i>
29	Saving Money and Gaining Efficiencies Using Postal Services, <i>Office of Human Resource Development</i>
30	Building & Maintaining a Steady Pipeline of Quality International Students, <i>International Studies & Programs</i>
31	Strategic Planning: Preparing for the Next 3-5 Years, <i>Office of Orientation and New Student Programs</i>
32	Streamlining and Improving the Hiring Process, <i>University Housing, Residence Life</i>
33	Want to Know Which Students in Your Program are Studying Abroad? <i>International Academic Programs</i>
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	
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>
2nd Floor Resource Table	
Employee Assistance Office, Equity and Diversity Resource Center, Office of Human Resource Development, Office of Quality Improvement	



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. Poster exhibits marked with this symbol are available in rooms 214/216 for an on-line demonstration during the time noted.




8th Floor Reception Room

<p align="center">1</p>  <p>11:20-Noon Room 214</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.</p> <p>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.</p> <p>Imagine the possibilities!</p> <p><i>Cathy Riley, DoIT</i></p>
<p align="center">2</p>  <p>10:30-11:10 Room 216</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.</p> <p>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 University Communications</i> <i>Nick Olejniczak, University Communications</i></p>
<p align="center">3</p>  <p>10:30-11:10 Room 214</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.</p> <p>The benefits of on-line surveys include ease of creation and dissemination, long-term cost savings, and improved anonymity.</p> <p>This is definitely an alternative to an expensive custom-built survey.</p> <p><i>Meg McCall, DoIT</i> <i>Rob Lauer, DoIT</i></p>



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POSTER EXHIBITS

<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) has expanded its 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.</p> <p>The exhibit 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>Harry Webne-Behrman, Office of Human Resource Development</i> <i>Don Schutt, Office of Human Resource Development</i></p>
<p align="center">5</p>  <p>10:30-11:10 Room 214</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's broadcast to a number of CASI (Committee on Academic Staff Issues) units on campus.</p> <p><i>Peter Mann, DoIT</i> <i>Bob Ash, DoIT</i> <i>Peter Burke, DoIT</i></p>
<p align="center">6</p>  <p>11:20-Noon Room 216</p>	<p>UW Digital Collections: Libraries Put Teaching and Research Material Online for Worldwide 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.</p> <p><i>MINDS@UW</i> 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, University of Wisconsin Digital Collections Center, UW-Libraries</i> <i>Vicki Tobias, University of Wisconsin Digital Collections Center, UW-Libraries</i></p>
<p align="center">7</p>  <p>7:15-7:45 and 10:30-11:10 Room 216</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.</p> <p>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</i></p>



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POSTER EXHIBITS

<p align="center">8</p>  <p>7:15-7:45 Room 214</p> <p align="center">and</p> <p>11:20-Noon Room 214</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</i> <i>Greg Konop, DoIT</i> <i>Kathy Luker, Office of Quality Improvement</i></p>
<p align="center">9</p>	<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 issues 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 its 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, Center on Education and Work</i> <i>Andrea Olson, Center on Education and Work</i> <i>Sajal Dogra, Center on Education and Work</i></p>
<p align="center">10</p>	<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, Office of Corporate Relations</i> <i>Anjali Sridharan, Office of Corporate Relations</i></p>



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POSTER EXHIBITS

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>
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 its conclusions.</p> <p><i>Kathy Paul, Elvehjem Museum of Art</i> <i>Carol Fisher, Elvehjem Museum of Art</i></p>



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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.</p> <p>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>
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?</p> <p>Executive Education initiated a new design for its Project Management Advisory Board and the results have exceeded expectations.</p> <p>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, Executive Education, School of Business</i> <i>Philana Friede, Executive Education, School of Business</i> <i>Ann Van Ess, Executive Education, School of Business</i> <i>Dave Plank, Medical School</i> <i>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.</p> <p>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.</p> <p>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.</p> <p>This approach is now being adopted by other campus libraries.</p> <p><i>Jean Gilbertson, Steenbock Library</i> <i>John Staley, DoIT</i></p>



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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.</p> <p>The series is facilitated by Housing supervisors and incorporates Housing-specific scenarios.</p> <p>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, University Housing</i> <i>Keri Robbins, University Housing</i></p>
19	<p>Expanding the Impact of Professional Development</p> <p>The Professional Development Committee of the Council for Non-Represented Classified Staff (CNCS) works to improve professional development opportunities for non-represented classified staff.</p> <p>This has involved the creation of a series of collaborative professional development grants which resulted in a successful CNCS Institute with over 70 attendees as well as 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</i> <i>Michele Parker, School of Veterinary Sciences</i></p>
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.</p> <p>Centralization and automation have recently eliminated payments to an intermediary organization resulting in cost savings, improved reporting, and enhanced data integrity.</p> <p>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>



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<p align="center">21</p>  <p>11:20-Noon Room 216</p>	<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.</p> <p>It is a web-based bibliographic information management system that has received funding for one year.</p> <p>In addition, RefWorks can format references in a variety of styles, including APA and MLA.</p> <p>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>
<p align="center">22</p>	<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.</p> <p>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.</p> <p>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, Department of Ophthalmology and Visual Sciences</i> <i>Samantha Johnson, Department of Ophthalmology and Visual Sciences</i> <i>Sheri Alexander, Department of Ophthalmology and Visual Sciences</i> <i>Julee Elledge, Department of Ophthalmology and Visual Sciences</i> <i>Dan Murach, Department of Ophthalmology and Visual Sciences</i></p>
<p align="center">23</p>	<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.</p> <p>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.</p> <p>Advisors also serve as advocates, closely monitoring student progress, and disseminating information specific to students of color.</p> <p>Visit this exhibit and attend the Recruitment and Retention Concurrent Session E (10:30-11:10 in the Auditorium) 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.</p> <p>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.</p> <p>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</i> <i>Jo Meier, School of Business</i> <i>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.</p> <p>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 eleven daycares on campus as a direct result of the Red Caboose daycare incident. Each daycare received an emergency plan tailored to its individual center, and two UWPD officers became liaison officers with each daycare on campus.</p> <p>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, UW-Madison Police Department</i> <i>Kerri Miller, UW-Madison Police Department</i></p>



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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), groups of students were given the assignment to develop a 3'x 5' poster on a contemporary issue in engineering, instead of requiring end-of-term written reports or group oral presentations. 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.</p> <p>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>
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, UW Hospital and Clinics</i> <i>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>



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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.</p> <p>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>
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</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.</p> <p>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>



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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.</p> <p>Learn how Biochemistry effectively handles a large volume of ProCard orders and meets university auditing and processing requirements.</p> <p><i>Jim Shurts, Department of Biochemistry</i> <i>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.</p> <p>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, UW Medical School, Department of Family Medicine</i> <i>Randi Schmidt, UW Medical School, Department of Family Medicine</i></p>

