



SHOWCASE 2006

Sharing our best practices.



April 3, 2006
7:30 a.m. – 3:00 p.m.
UW-Madison Memorial Union

Welcome to UW-Madison's seventh annual improvement Showcase, a time set aside to learn from each other and recognize efforts on campus to improve work, learning, and climate. 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 (www.wisc.edu/improve)
Office of Human Resource Development (www.ohrd.wisc.edu)

Contributors

Office of the Provost
Campus Technical Issues Group (CTIG)
ePICS – College of Engineering
Nelson Institute for Environmental Studies
University Communications

Office of the Vice Chancellor for Administration
Division of Information Technology (DoIT)
Facilities Planning & Management (FP&M)
Division of Enrollment Management
Wisconsin Union/Memorial Union

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



SHOWCASE At-a-Glance

	7:00	8:00	9:00	10:00	11:00	Noon	1:00	2:00	3:00
Check-in and Packet Pick-up	7:15 – 1:00 Great Hall								
Early Bird Concurrent Sessions	7:30 - 8:15								
Poster Exhibits and Technology Demonstrations	8:00 - 10:30								
Opening Remarks	8:30 - 8:45								
Mid-Morning Concurrent Sessions	9:30 - 10:30								
Leadership Panel					10:45 - Noon				
Lunch Break (On Your Own)						Noon-12:30			
Roundtable							12:30-1:15		
Afternoon Concurrent Workshops								1:30 - 3:00	

AGENDA

Refreshments Available in Great Hall from 7:15 a.m. – 10:45 a.m.

Memorial Union
Room Locator – Page 11

7:15 a.m.	<ul style="list-style-type: none"> CHECK-IN AND PACKET PICK-UP BEGINS 	Great Hall Foyer
7:30 – 8:15	<ul style="list-style-type: none"> EARLY BIRD CONCURRENT SESSIONS 	Page 3
8:00 – 10:30	<ul style="list-style-type: none"> POSTER EXHIBITS AND TECHNOLOGY DEMONSTRATIONS 	Great Hall
8:30 – 8:45	<ul style="list-style-type: none"> CHANCELLOR'S OPENING REMARKS (PAGE 4) Chancellor John Wiley 	Great Hall
9:30 – 10:30	<ul style="list-style-type: none"> MID-MORNING CONCURRENT SESSIONS 	Pages 5-6
10:45 – Noon	<ul style="list-style-type: none"> PROVOST'S REMARKS (PAGE 7) Provost Pat Farrell LEADERSHIP PANEL (PAGE 8) Barry Alvarez, Athletic Director Frances Westley, Director of the Gaylord Nelson Institute for Environmental Studies Darrell Bazzell, Vice Chancellor for Administration Joanne Berg, Associate Vice Chancellor for Enrollment Management and Registrar 	Tripp Commons
Noon – 12:30	<ul style="list-style-type: none"> LUNCH (ON YOUR OWN) Use your \$1 off lunch coupon at any Memorial Union facility 	On Your Own
12:30 – 1:15	<ul style="list-style-type: none"> ROUNDTABLE WITH DON BECK (PAGE 9) 	Tripp Commons
1:30 – 3:00	<ul style="list-style-type: none"> AFTERNOON CONCURRENT SESSIONS 	Page 10



Early Bird Concurrent Sessions

(7:30 a.m. – 8:15 a.m.)

- **Session A: Getting the Most Out of Showcase**

(Great Hall Foyer ~ 4th floor)

Ann Zanzig, Office of Quality Improvement

This seventh 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. Come to get ideas about how to make the best use of your time at this year's Showcase event.

- **Session B: Building Commitment for Your Strategic Plan Using Balanced Scorecards**

(Capital View Room ~ 4th floor)

Mary Hoddy, Jay Ekleberry, and Julie Vincent, Wisconsin Union

Want to make sure your strategic plan doesn't sit on the shelf and gather dust? An approach was developed in the early 1990's by Drs. Robert Kaplan (Harvard Business School) and David Kaplan called the Balanced Scorecard. This system enables organizations to translate their strategy into action. Beginning a Balanced Scorecard process can be daunting, and finishing the process leaves one with many lessons learned. Join us for a facilitated dialogue that will explore the key steps in bringing a strategic plan to life using Balanced Scorecards. Whether a beginner or an experienced Balanced Scorecard user, we will discuss your ideas to help us all successfully manage the process.

- **Session C: Managing Yourself: Personal Triggers and How to Work with Them**

(Langdon Room ~ 4th floor)

Darin Harris, Office of Quality Improvement

Are you aware there are "gremlins" lurking inside your head? During this workshop, you will learn to more effectively identify and manage patterns of personal behavior that may limit your effectiveness. Building on this information, the session explores how each of us paints our perception of the world through assumptions, values, and choices, and how we can talk with one another with this fact in mind. You will also learn tools and techniques for finding creative, dynamic, and effective solutions in your workplace.



Chancellor's Remarks and Welcome

(8:30 a.m. - 8:45 a.m.)
(Great Hall ~ 4th floor)



Chancellor John Wiley

Persistence, good fortune, and the great works of countless individuals — qualities that distinguish virtually all successful institutions — have helped us to arrive at this moment in our history. Now the question becomes: How do we build on this legacy, to sustain our status at the forefront of higher education and at the leading edge of creating and disseminating new knowledge?

"If you do something really well, I urge you to present a poster at Showcase. If you think you might be able to do some things better, I urge you to attend Showcase and "steal" any good ideas you can find."

- Chancellor John Wiley

Poster Exhibits and Technology Demonstrations

8:00 a.m. – 10:30 a.m.

Great Hall ~ 4th Floor

Refer to the Poster Exhibits and Technology Demonstrations handout for a description of the exhibits and demonstrations.



Mid-Morning Concurrent Sessions

(9:30 a.m. – 10:30 a.m.)

- **Session D: Ensuring a Competitive Edge for Federal Research Grants**
(Langdon Room ~ 4th floor)

Diane Barrett, Assistant Director, Research & Sponsored Programs
Stephanie Gray, Administrative Officer, Research & Sponsored Programs

Grants.gov is quickly becoming the single portal for submitting Federal grant applications. This represents a significant change in the Federal grant funding process. This session will provide departmental faculty, researchers, and administrators with an overview of the Grants.gov process and related forms.

- **Session E: Defining and Launching Your Project Using Project Charters**
(Beefeaters Room ~ 3rd floor)

David Antonioni, Professor, Executive Education, School of Business
Carol Gosenheimer, Office of the Registrar, Enrollment Management
Cindy Statz, Project Administration Center, Facilities Planning and Management
Barbie Stimpson, Division of Information Technology
George Watson, Office of Quality Improvement

During this past year, campus project managers came together to collaborate in the development of a Project Management Symposium to address training needs for project managers. This session will feature highlights of this collaborative effort including: a Project Charter webinar to help project teams successfully initiate their projects; templates and best practices for managing projects; and a web site dedicated to furthering project management on campus.

- **Session F: Managing and Integrating Laptops and Other Technology in Your Organization**

(Old Madison East Room ~ 3rd floor)

Panel of Campus Technical Issues Group (CTIG)
Mitch Lundquist, Library Technology Group
Pete Boguszewski, Library Technology Group
Andy Craven, Library Technology Group
Brenda Spsychalla, Information Technology, School of Education

Laptops, wireless networks, and remote access to host systems have facilitated and enriched our educational environment and broadened opportunities for teaching and learning. While providing increased flexibility for educators and students, mobile computing has also posed some unique challenges to IT staff responsible for providing robust and secure access to production systems. The CTIG panel will discuss issues of maintenance and support of laptops, security, licensing, and integration into departmental networks.



Mid-Morning Concurrent Sessions (continued)

(9:30 a.m. – 10:30 a.m.)

- **Session G: Bringing Your Strategic Plan to Life**

(Old Madison West Room ~ 3rd floor)

Kathleen A. Paris, Ph.D., Consultant Emeritus, UW-Madison

Some great strategic plans languish on a shelf or in a drawer when they could be guiding collective action. This session provides practical approaches for using a strategic plan to make things happen. The session covers four topics: creating the plan; evaluating; communicating; and implementing the plan. This session will be most useful if you bring your office or department's strategic plan.

- **Session H: "Chair to Chair" - Department Chair Roundtable Discussion**

(Capital View Room ~ 4th floor)

Discussions will be led by Pam Oliver (Sociology), Jim Skinner (Chemistry), Jeff Russell (Civil and Environmental Engineering) and Steve Stern (History)

Each of the department chairs has found or developed some approach or system that works well in his/her department. Many of the approaches or systems might be easily transferred or adapted to be useful in other departments. In this session, several department chairs will discuss approaches to a broad range of issues, such as fundraising, retirement planning, online applications for faculty hiring, administrative functions and staffing, and a department culture where colleagues are valued and disagreements are resolved. This will be an interactive discussion among department chairs and center directors.



Provost's Welcome

(10:45 a.m. – 11:00 a.m.)
(Tripp Commons ~ 2nd floor)



Provost Pat Farrell

Pat Farrell, on his first day as Provost of UW-Madison, will open the plenary session. He will present a challenge to the audience to create large-scale stories of innovative organizational practices. While we are motivated to make improvements in response to our budget challenges, how can we move past responding to being as innovative in our organizational practices as we are in other aspects of our mission? How might we become a model for organizational practices?

Pat was named provost and vice chancellor for academic affairs on March 8, 2006. In the announcement, Chancellor John Wiley said, "I look forward to Pat joining our administrative team at a time of great opportunity and continuing challenges for UW-Madison. The university, at the highest level, will now benefit from Pat's sharp, analytical thinking and consultative decision-making style." Wiley says the hiring of Farrell will also provide valuable leadership continuity, given his knowledge of the campus.

Farrell has been at UW-Madison since 1982 as a member of the mechanical engineering faculty. He served as director of the Engine Research Center from 1999-2001, and beginning in 2001, became the College of Engineering associate dean for academic affairs. He was named executive associate dean in 2005. Farrell's research focuses on fluid mechanics, combustion and optical methods as they relate to engine design and function. He was part of the original team that developed an innovative hands-on design course for freshman engineers, and is a fellow of the UW-Madison Teaching Academy. As associate dean, he has been responsible for steering the academic mission of the college. Farrell earned his bachelor's degree at the University of Michigan, his master's degree at the University of California, Berkeley and his doctorate at the University of Michigan, all in mechanical engineering.



UW-Madison Leadership Panel

(10:45 a.m. – Noon)
(Tripp Commons ~ 2nd floor)



Barry Alvarez

Succeeding Against the Odds

Barry Alvarez began his head football coaching duties at Wisconsin in 1990, at a time when the program's survival was in question. During his tenure as head coach, he achieved a school record of 108-70-4, and guided the Badgers to three Big Ten and Rose Bowl titles, including back-to-back titles in 1998 and 1999. He currently serves as Director of Athletics.



Frances Westley

Building Energy Maps

Frances Westley became director of the Nelson Institute for Environmental Studies (NIES) in January, 2005. Her principal research interests include the role of individual leaders in creating and sustaining transformation of the systems in which they are situated. As leader of NIES, she connects environmentally related disciplines from agriculture to zoology to create a community of thoughtful practitioners and practical academics focused on solving social and environmental sustainability concerns.



Darrell Bazzell

Leading and Living Your Priorities

Darrell Bazzell has been serving as the Vice Chancellor for Administration at the University of Wisconsin-Madison since January, 2003. In this capacity, he serves as the university's chief budget officer, and is responsible for the overall supervision of the university's administrative functions, including budget, facilities planning, general business services, and auxiliary operations.



Joanne Berg

Getting All the Way to Results

Joanne Berg serves as both Registrar and the Associate Vice Chancellor for Enrollment Management. She is responsible for Undergraduate Admissions, Student Financial Services, Office of the Registrar, and the Integrated Student Information System. In her role as AVC for Enrollment Management, she provides leadership to the campus in academic and student services by integrating information and decision-making processes and facilitating collaborations along the enrollment continuum from prospective student through alumnus.



Roundtable with Don Beck

(12:30 p.m. – 1:15 p.m.)
(Tripp Commons ~ 2nd floor)



Don Beck
Guest Speaker

UW-Madison as a Model of Higher Education

Don Edward Beck, Ph.D., is the Founding Partner of the National Values Center; CEO of the Spiral Dynamics Group; and Founder of the Institute for Values and Culture. Much of Beck's work is in the area of large scale systems change and he has been recognized for his invaluable contributions toward the peaceful creation of a democratic South Africa. He has also been active in working with corporate leaders, public institutions, educational enterprises, and not-for-profit agencies in designing the workplace for the 21st century.

It's not easy in higher education these days - decreasing tax support, increasing competition for faculty and students, and reduced political favor, to name a few. What would it look like for UW-Madison to overcome these difficult challenges? Dr. Don Beck is no stranger to tough problems. Over the last thirty years, he has helped Nelson Mandela transition into a post-apartheid South Africa, counseled corporate leaders on how to navigate the airline industry, and consulted with the Dutch government on Islamic fundamentalism.

Dr. Beck will share how human value systems shape the way we work, live, and play and how to better design our academy to work with and not against our most closely held values. Don Beck will challenge us with his view of how UW-Madison can continue to be a model for higher education in these challenging times.



Afternoon Concurrent Sessions

(1:30 p.m. – 3:00 p.m.)

- **Session I: Don Beck Team Challenge: Natural Designs for Success**
(Tripp Commons ~ 2nd floor)

Don Beck (Note: Separate registration and a \$25 fee is required to attend this session.)

Ever wonder why the chuck wagon (feed wagon) was placed in front during a cowboy "trail drive"? To keep the dust and the cowboys out of the food - that's natural design! Learn how to create solutions and processes that make the right thing easy to do and the wrong thing hard to do.

If your team has a project or problem that is challenging, this session is for you. Natural design is a system for working more effectively with people and organizations by understanding what motivates, drives, and interests them, and then structuring processes to reinforce those values. In this workshop you will have the unique opportunity to delve into issues facing your project, work unit, or system with one of the world's premiere consultants, Dr. Don Beck.

- **Session J: Advancing Community – Campus-Wide**
(Great Hall-Class of 1924 Reception Room ~ 4th floor)

Harry Webne-Behrman, Office of Human Resource Development
Howard Stearns, Academic Technology

Quilting is a long-standing tradition of sharing experiences through a functional art form. The "Quilters" meet monthly and chose their name to illustrate the way they weave innovation across campus through developing and supporting individual efforts and initiatives. In addition, you will see how a collaborative group like the Quilters can use an interactive, instructional tool called Croquet. This learning environment integrates Web access with 3D-imaging. It is an early release of an open-source architecture that enables large numbers of users to collaborate online for sharing knowledge and designing complex spaces that can be used for simulation and instruction. Croquet offers to be a promising instructional tool for UW-Madison's future.

- **Session K: Real Life Computer Management for Campus Offices**
(Old Madison Room ~ 3rd floor)

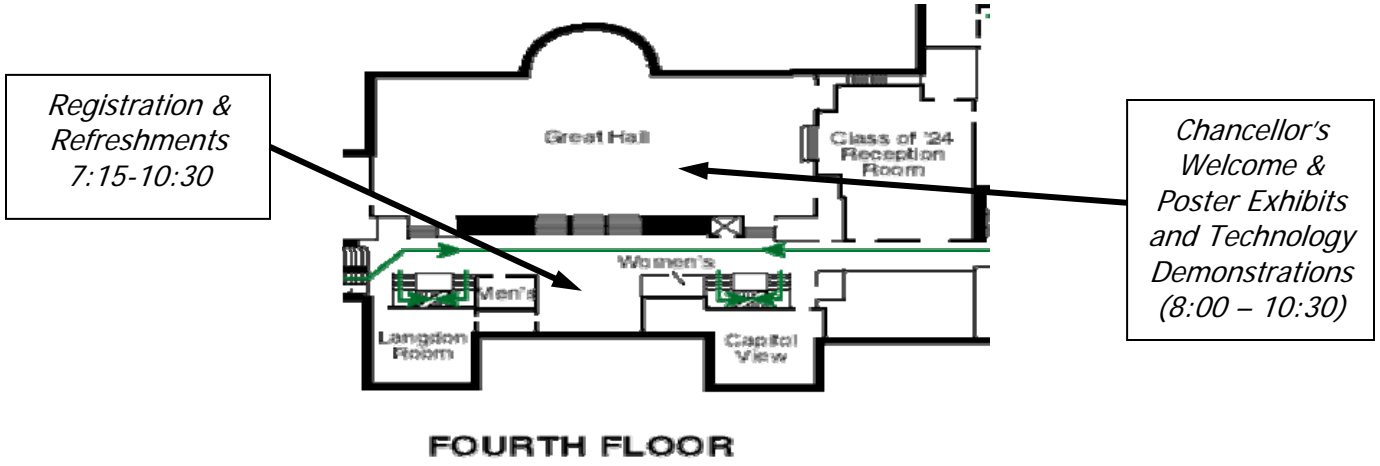
Rob Kohlhepp (Moderator), Computer-Aided Engineering, College of Engineering
Bob Lahey, Athletics
Pete Boguszewski, Library Technology Group
Ian Sadkovich, Computer-Aided Engineering
John Hagemann, Facilities Planning & Management

A panel of campus systems administrators will discuss various methods of imaging and managing computers to ensure security and uniformity. Additional topics will cover computer policy as well as best practices for individuals who must self-manage departmental computers. Stop by to discuss techniques to facilitate the integration of computers into local networks in a secure, easily supported manner.

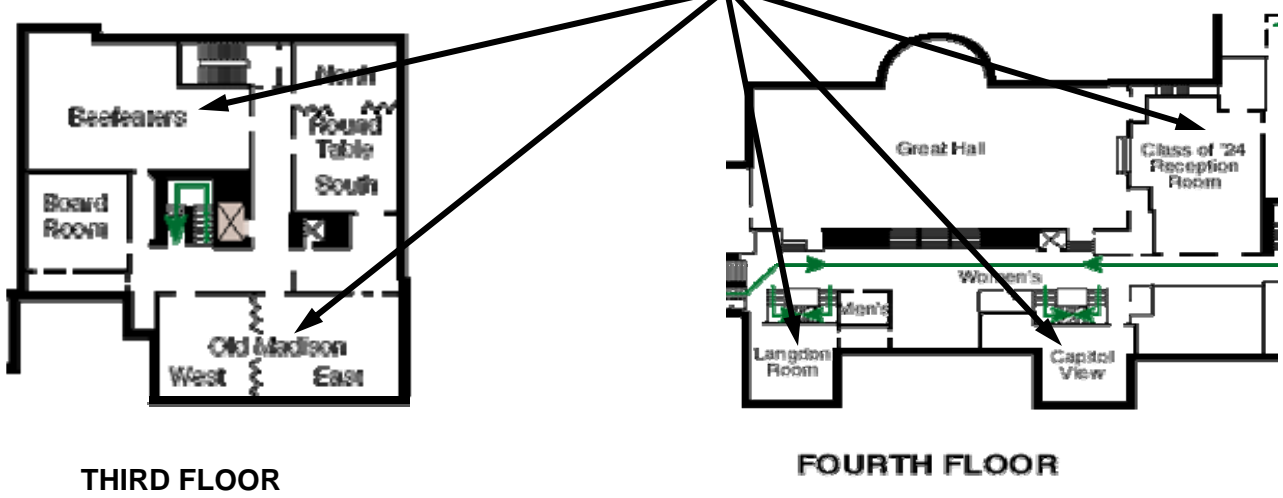


UW-Madison Memorial Union (Room Locators)

7:15 a.m. – 10:30 a.m.



7:30 a.m. – 3:00 p.m. (Concurrent Sessions)



10:45 a.m. – 3:00 p.m.

