



SHOWCASE

Sharing our best practices. 2007



March 27, 2007
8:00 a.m. – 1:00 p.m.
UW-Madison Memorial Union
(Early Bird Sessions - 7:30 a.m.)

Welcome to UW-Madison's eighth 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)
University Communications
National Consortium for Continuous Improvement
World University Network (WUN)

Office of the Vice Chancellor for Administration
Division of Information Technology (DoIT)
Wisconsin Union/Memorial Union
Committee for Institutional Cooperation (CIC)

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



Showcase 2007 At-a-Glance

	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	1:00	
Packet Pickup / Refreshments	7:15 - 10:45											
Early Bird Sessions		7:30-8:00										
Poster Exhibits/ Tech Demos			8:00 - 10:30									
Chancellor's Opening Remarks				8:30 8:45								
Concurrent Sessions					9:00 - 10:15							
Vice Chancellor's Remarks							10:15 10:30					
Collaboration / Involvement								10:45 - 1:00				

AGENDA

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

See Map for Locations

7:15 a.m.	<ul style="list-style-type: none"> CHECK-IN AND PACKET PICK-UP BEGINS 	Great Hall Foyer
7:30 – 8:00	<ul style="list-style-type: none"> EARLY BIRD SESSIONS (PAGE 3) 	(See Page 3)
8:00 – 10:30	<ul style="list-style-type: none"> POSTER EXHIBITS AND TECHNOLOGY DEMONSTRATIONS Refer to the Poster and Demonstration Handout 	Great Hall
8:30 – 8:45	<ul style="list-style-type: none"> CHANCELLOR'S OPENING REMARKS (PAGE 4) Chancellor John Wiley 	Great Hall
9:00 – 10:15	<ul style="list-style-type: none"> CONCURRENT SESSIONS (PAGES 5-7) 	(See Pages 5-7)
10:15 – 10:30	<ul style="list-style-type: none"> VICE CHANCELLOR'S REMARKS (PAGE 8) Darrell Bazzell - Vice Chancellor for Administration 	Great Hall
10:45 – 1:00	<ul style="list-style-type: none"> SHOWCASE KEYNOTES: COLLABORATION, INVOLVEMENT AND A LOOK AT THE FUTURE (PAGES 9-12) PRE-REGISTRATION REQUIRED/INCLUDES BOX LUNCH Provost Pat Farrell, Barbara McFadden Allen (CIC), David Pilsbury (WUN), Maury Cotter, and David Zach (Futurist) 	Tripp Commons



Early Bird Sessions

7:30 a.m. – 8:00 a.m.

- Getting the Most Out of Showcase

Capitol View Room - 4th floor

Ann Zanzig – Office of Quality Improvement

The eighth 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 insight and tips 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.

- Utilizing Your "Passport" to Steal Ideas

Langdon Room - 4th floor

Darin Harris – Office of Quality Improvement

Pam Witmer – Office of Quality Improvement

With so much information and helpful tools displayed at Showcase, it is hard to remember exactly what information you can use to apply to your own unit. The Showcase "Passport," a helpful outline to your Showcase experience, allows you to note the solutions for which you are looking, and helps you to capture the ideas that you feel will be beneficial to your unit. This session will explain how to use the "Passport" to your advantage, while also offering ideas to help you connect with others who share similar interests and have useful ideas.

Ideas I Plan to Steal

Who I Plan to Contact

For which problems do you want to find solutions at Showcase 2007?

- 1.
- 2.
- 3.

Look Inside to find Poster Exhibits that will help you find the tools you need to solve those problems.

Throughout your travels, use the back page to write down the Ideas you want to steal from Showcase 2007.

Thank You for Attending!

Showcase 2007 Passport



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.



Concurrent Sessions

- **Session A: Collaboration: The Keys to Success and How to Make it Work for You**

9:00-10:00 (Langdon Room - 4th floor)

Barbara McFadden Allen - Committee on Institutional Cooperation

Ned Blackhawk - College of Letters and Sciences

Mike Hardiman - Business Services

Ken Frazier - Division of Information Technology

Collaboration is tough, but we no longer have the luxury of working in silos. This session will help you identify and deal with the barriers (i.e. it cannot be done/it is too hard). The session will demonstrate how collaboration can be successful within our university as well as when working together with multiple universities through the Committee of Institutional Cooperation (CIC). The CIC is a consortium of 12 research universities, including the 11 members of the Big Ten Conference and the University of Chicago. With campuses in eight states, CIC universities enroll more than 300,000 undergraduates and 76,000 graduate students, and employ some 33,000 full-time faculty and 139,000 full-time staff.

- **Session B: Using a Strategic Plan to Successfully Monitor and Implement a Large External Grant**

9:00 – 10:00 (Capitol View Room - 4th floor)

Molly Michels – Pathways to Independence

Ann Zanzig – Office of Quality Improvement

Participants will learn how to successfully set up systems and action plans to communicate progress and implement large, externally funded grants. You will learn how to build the initial planning team, implement action steps, monitor progress and involve key stakeholders throughout the process.

- **Session C: UW-Madison's Upcoming Reaccreditation: What Does it Mean and What Should I Know About it?**

9:15-9:30 and 10:00-10:15 (Class of '24 Reception Room - 4th floor)

Nancy E. Mathews - Academic Reaccreditation Project, Nelson Institute for Environmental Studies

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



Concurrent Sessions (continued)

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

9:00-10:15 (Inn Wisconsin Room - 2nd floor)

Discussions will be led by Department Chairs

Each of the discussion leaders has found or developed some approach or system that works well in his or 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.

- **Session E: Tools, Tips, and Templates for Managing Your Project**

9:45-10:00 (Class of 24 Reception Room - 4th floor)

Pam Allen - Division of Information Technology

Jim Hilby - Division of Information Technology

John Schmitz - Division of Information Technology

Learn about online tools, templates, and best practices for project managers at all levels. The session provides an opportunity to work with the Project Management Advisor, a web-based project management resource system. In addition, the session will highlight a Project Charter webinar, which can be used to help project teams successfully initiate their projects.

- **Session F: Managing Your E-Mail: Tips, Techniques, and the Law**

9:00-9:15, 9:30-9:45, and 10:00-10:15 (Class of 24 Reception Room - 4th floor)

Nancy Kunde - University Archives and Records Management

Keith Chevalier - University Archives and Records Management

Part I (9:00-9:15) – E-mail and Legal Requirements

Creating or receiving an e-mail message often results in a record. This mini-session will cover what qualifies as a record, as well as the implications and legal requirements involving records. The session will focus on using a self-assessment survey tool as a way for university employees and departments to approach managing e-mail as records.

Part II (9:30-9:45) – E-mail and Records Retention and Deletion

What are some effective strategies for dealing with the digital mountain created by e-mail? This part of the presentation will provide an overview of categories of records that need special attention, classification strategies, retention requirements, as well as tips on managing e-mail.

Part III (10:00-10:15) – Using the E-mail Client Effectively

E-mail clients are not recordkeeping tools, but using them effectively can be helpful in managing e-mail. This part of the session will discuss e-mail backup, filtering, folders, and deletion.



Concurrent Sessions

(continued)

- **Session G: Creating Learning Communities**

9:45-10:15 (Class of '24 Reception Room - 4th floor)

Harry Webne-Behrman - Office of Human Resource Development

Don Schutt - Office of Human Resource Development

For the past four years, UW-Madison's Office of Human Resource Development has been facilitating a variety of opportunities through which staff, especially campus managers and others exercising leadership, has been coming together to study in 'learning communities.' These include the Managers' Networking Group, The Quilters, Integral Thinking Learning Community (along with Office for Quality Improvement), Leadership At Lunch (along with Office for Equity and Diversity), and other efforts. While some of these have remained short-term -- lasting about 6 weeks -- others have have sustained for much longer and continue to thrive. This session will discuss the core elements of these efforts (both in terms of the vision for leadership development and the groups' design principles) and share thoughts on the factors that contribute to such successful efforts on campus.



Celebrating and Sharing Our Success

10:15 a.m. – 10:30 a.m.
Great Hall - 4th floor



Vice Chancellor for Administration Darrell Bazzell

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 financial officer and is responsible for the overall supervision of the university's administrative functions including budget, facilities planning and management, business services, police services, housing, health services, and recreational sports. He also serves as a senior advisor to the chancellor and provost on administrative policies and practices.



Showcase Keynotes

Collaboration and Our Future

10:45 a.m. – 11:00 a.m.
Tripp Commons - 2nd floor



Provost Pat Farrell

Pat Farrell, on his first anniversary as Provost of UW-Madison, will open the plenary session. He will present a challenge to the audience to broaden our partnerships with others across campus so that we may find even better ways to provide services to students, faculty, staff, and the community. While we are motivated to make improvements in response to our budget challenges, how can we also become more innovative in how we provide services? How might we become a model for providing services?

Pat Farrell was named Provost and Vice Chancellor for Academic Affairs on March 8, 2006. 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.



Building Networks of Collaboration in Higher Education

11:00 a.m. – 11:45 a.m.
Tripp Commons - 2nd floor

Barbara McFadden Allen – Director Committee on Institutional Cooperation



The Committee on Institutional Cooperation (CIC) is a consortium of 12 research universities, including the 11 members of the Big Ten Conference and the University of Chicago. The CIC universities, who are guided by their respective provosts, collaborate in such activities as sharing access to study abroad offerings, coordinating large scale purchases and electronic licenses, creating programs for professional development, coordinating access to library materials, and building shared data networks. The work of the CIC is focused on three areas of dynamic, evolving collaboration: national leadership for higher education; combining, leveraging and expanding resources of member universities; and expanding learning opportunities by sharing unique courses and programs. <http://www.cic.uiuc.edu/index.shtml>

David Pilsbury – Chief Executive Worldwide Universities Network



Worldwide Universities Network (WUN) is an international alliance of 18 leading research universities who have joined to create a worldwide partnership to generate significant advances in research, graduate training, education and knowledge transfer. The partners are committed to excellence, innovation and impact, and as such are collaborating in multi-disciplinary areas of global significance to enhance the contribution of higher education to the opportunities and challenges of globalization. WUN serves to build international faculty-driven communities of interest, and provides the infrastructural support and intellectual venture capital necessary to enable innovative multi-institutional projects of the sort that are impossible for a single institution or an ad hoc collaboration to deliver and sustain.

David Pilsbury took up the position as the first chief executive of the Worldwide Universities Network in January 2001. He was previously Head of Research Policy for the Higher Education Funding Council for England. Prior to this Dr. Pilsbury was Assistant Director of Research and Development at Cambridge University Hospital. Dr. Pilsbury spent a number of years in strategic consultancy and investment banking after completing a D.Phil and postdoctoral research at Oxford University. <http://wwwf.wun.ac.uk/index.php>

Maury Cotter – Director, UW-Madison Office of Quality Improvement and President of National Consortium for Continuous Improvement in Higher Education



NCCI was formed in 1999 by national leaders in continuous improvement, organizational development, planning, quality, institutional effectiveness and related areas. NCCI's mission is to advance academic and administrative excellence in higher education by identifying, promoting, supporting and sharing effective organizational practices among member institutions. NCCI is a resource for anyone on campus to use to connect with institutions across the nation and beyond to share best practices. NCCI sponsors events throughout the year as well as links to presentations, articles, and other best practice sharing resources online. www.ncci-cu.org For the "members only" part of the site: Logon: nccimbr, Password:

ncci2006 (or ncci2007)



Trends and Traditions Shaping Higher Education: Where does UW-Madison go from here?

12:15 p.m. – 1:00 p.m.
Tripp Commons - 2nd floor



David Zach – Futurist

"If you want to survive, you're going to change; if you don't, you're going to perish. It's as simple as that." - Thom Mayne, FAIA, 2005 Pritzker Prize Winner, 2005 AIA National Convention

Futurist David Zach disagrees.

It's not that simple. Survival means being able to hold onto the best of the past and making sure we learn something from the lessons of history. Not all change is progress. Not all tradition is outdated. Real progress depends on our ability to choose between change and tradition.

This presentation will be a fascinating (and slightly irreverent) look at the trends and traditions shaping the next ten years inside and outside of higher education: from the rise of intelligent money to the falling of national borders, from virtual workplaces to virtually unlimited information, and even from the automation of healthcare to the automation of things you've never believed possible.

This talk will help you do some deep thinking about choices, forecasts and how you'll navigate tomorrow. David blends the funny with the profound and at the end of the talk, you'll find yourself either thoughtfully quiet or engaged in some of the best conversations you've ever had at a meeting. David Zach may not be the futurist you've been expecting, but he is one you'll remember.

David Zach earned a master's degree in Studies of the Future from the University of Houston Clear Lake. He is a 1979 graduate from the University of Wisconsin with a degree in Political Science. As a futurist, Dave has worked with over 1200 corporations, colleges and associations offering insights on the personal and professional impact of strategic trends.

<http://www.davidzach.com/>



UW-Madison Memorial Union (Room Locators)

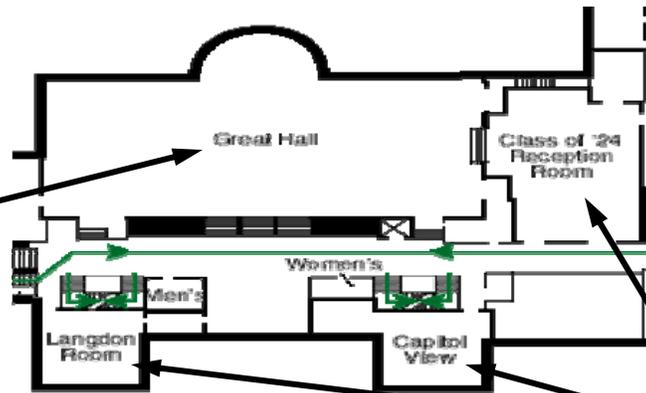
7:15 a.m. – 10:45 a.m.

Registration & Packet Pick-up

Refreshments

Poster Exhibits and Technology Demonstrations (8:00-10:30)

Chancellor's Welcome (8:30)



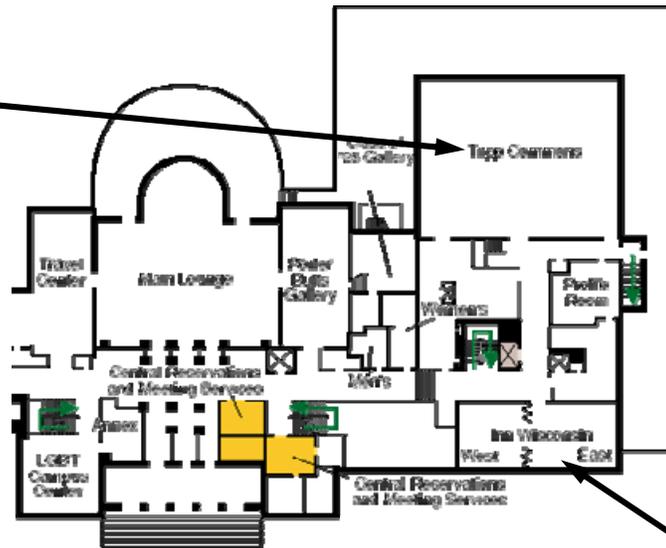
FOURTH FLOOR

Early Bird Sessions 7:30-8:00

Concurrent Sessions 9:00-10:30

10:45 a.m. – 1:00 p.m.

Showcase Keynotes (Includes Box Lunch) 10:45-1:00



SECOND FLOOR

Concurrent Session, Department Chair Roundtable Discussion 9:00 – 10:15

Mark Your Calendars for Showcase 2008!
 April 1, 2008
 Memorial Union