



# SHOWCASE

Sharing our best practices. 2008



**April 1, 2008**  
**8:00 a.m. – 1:00 p.m.**  
**UW-Madison Memorial Union**  
(Early Bird Session - 7:30 a.m.)

*Welcome to UW-Madison's ninth 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.quality.wisc.edu](http://www.quality.wisc.edu))  
Office of Human Resource Development ([www.ohrd.wisc.edu](http://www.ohrd.wisc.edu))

Contributors:

Office of the Provost  
Campus Technical Issues Group (CTIG)  
Office of the Vice Chancellor for Administration  
Division of Information Technology (DoIT)  
Wisconsin Union/Memorial Union

[www.quality.wisc.edu](http://www.quality.wisc.edu)

# Showcase 2008 Agenda

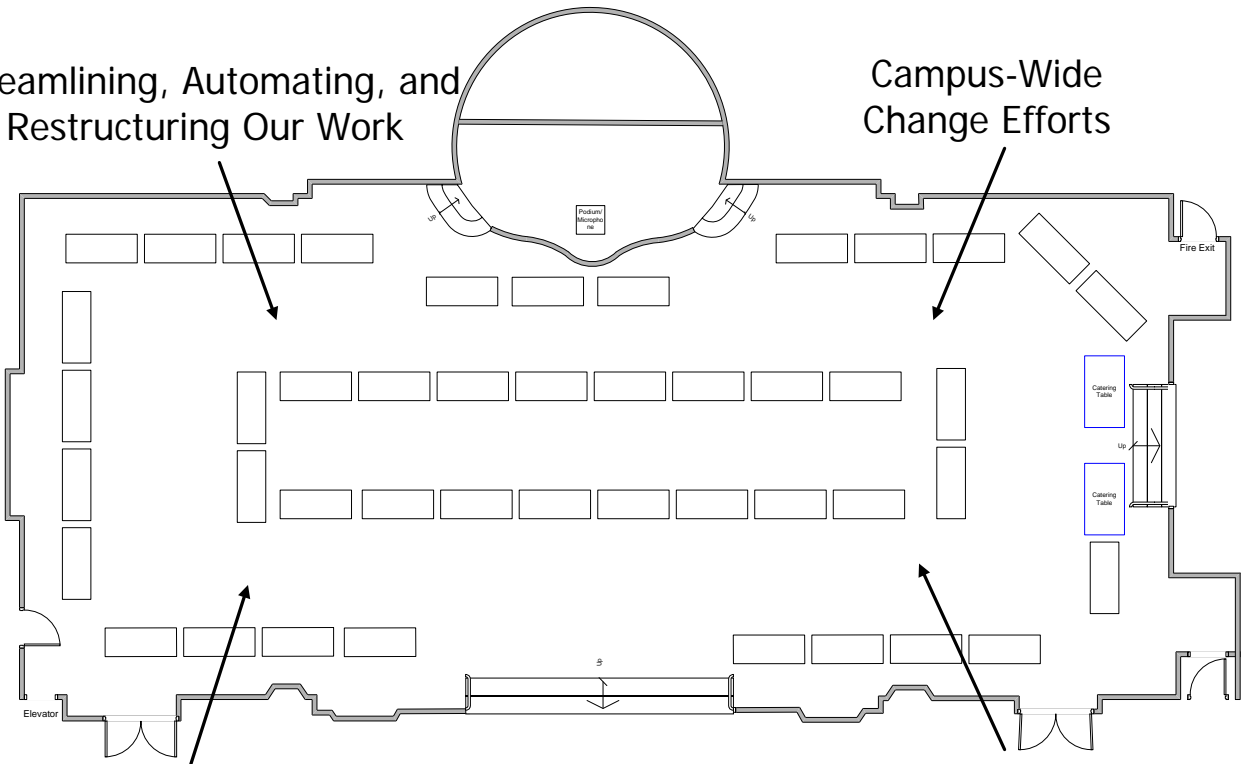
See Map on Back Page for Locations	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	1:00	
Packet Pickup/ Refreshments Great Hall Foyer		7:15 - 10:45										
Early Bird Session Capitol View Room See Page 4		7:30 - 8:00										
Poster Exhibits/ Tech Demos Great Hall See Pages 1-3			8:00 - 10:30									
Opening Remarks Chancellor John Wiley Great Hall See Page 5			8:30 - 8:45									
Concurrent Sessions See Page 6				9:00 - 10:10								
Closing Remarks Vice Chancellor Darrell Bazzell Great Hall							10:15 - 10:30					
Featured Speakers Tripp Commons See Pages 7-9	<b>PRE-REGISTRATION REQUIRED - INCLUDES BOX LUNCH</b> 10:45 - 11:30 A GREAT PUBLIC UNIVERSITY: EXCELLENCE, COLLABORATION, AND EFFICIENCY 11:30 - NOON - BOX LUNCH & TABLE DISCUSSIONS NOON - 1:00 - CEO TO EVP: LEADING CHANGE ACROSS CULTURES							<b>TRIPP COMMONS</b> 10:45 - 1:00				



# Great Hall

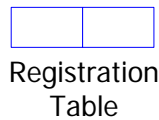
Streamlining, Automating, and Restructuring Our Work

Campus-Wide Change Efforts



Strategy to Results

Collaborating and Partnering to Enhance Results



## Showcase 2008 Poster Exhibits

For a complete description of each exhibit see pages 12-24 of this program

### Campus-Wide Change Efforts..... 12

- 2009 Reaccreditation Project
- Administrative Process Redesign Project
- Automated Travel System Project
- Program Release – A Success Story for UW-Madison
- Technology Enhanced Learning –
- Helping to Create the Classroom of the Future



**Streamlining, Automating, and Restructuring Our Work..... 14**

- Best Practice Sharing with 90 Universities
- Creating an Effective Newsletter and Blog for Faculty, Staff and Friends
- Electronic Grade Change Process
- Housing Uses Technology to “Snag” and Manage Student Workers
- Hyperion Query Library’s New Query Locator Tool
- Imaging in Undergraduate Admissions (and Beyond)
- Lecture Capture System
- Managing Student Information in a Secure, Integrated, and Functional Way
- Mapping to Improve Work Processes
- MyUW Home Address View/Update
- Network Enhancements/Upgrades
- Rapid Roll-Out of New Clinical Information System at University Health Services
- Software and Load Testing Resources
- Streamlining Wisconsin Experience Grant Processes
- Student Enrollment Verification for FICA Exemption Query Rollout
- Themeseekr

**Collaborating and Partnering to Enhance Results..... 19**

- Badger Watch
- Collaboration. Administration. Networking. What can’t you do with Drupal?
- Collaborations and Partnerships to Enhance Learning Opportunities for Youth
- Enhancing Students’ Technology Skills
- Exploring Planning and Assessment at the University of Notre Dame
- Increasing the Number of Wisconsin Adults with Baccalaureate Degrees
- Maximizing the Value of WiscCal
- PACE Project: Changing the Community Culture to Reduce High-Risk Drinking
- Parent Program: Connecting Parents to Our University
- Project Management Web Resources and Partnerships
- What is the Teaching Academy?
- Wiscontrepreneur Initiative Takes Entrepreneurship Campus-Wide

**Strategy to Results..... 22**

- Advantage Wisconsin
- Alumni Profiles for Every Undergraduate Major
- Bridging Literacy and Cultural Competency in the Workplace
- Connections – An Innovative Dual Admission Program
- Dairy Science Reverses History with Enrollment Surge
- Early Success, Continued Growth: Implementing a Development Program
- Electronic Coach Evaluation Tool
- Juran Center Fellowships
- Liberal Education and America’s Promise at UW-Madison: Sharing Our Commitment to What Matters Most
- Planning for the Future of the Library



A Road to Organizational Success

Save Time and Money with Materials Distribution Services and SWAP

WE Conserve – Reducing Energy Consumption by 20% by 2010

What Does it Take to Revise and Modernize a Departmental Curriculum?

Wisconsin Idea in Action

Wisconsin Union Initiative: Preserving the past, building the future



# Early Bird Session

7:30 a.m. – 8:00 a.m.

## Getting the Most Out of Showcase

Capitol View Room - 4<sup>th</sup> floor

*Ann Zanzig – Office of Quality Improvement*

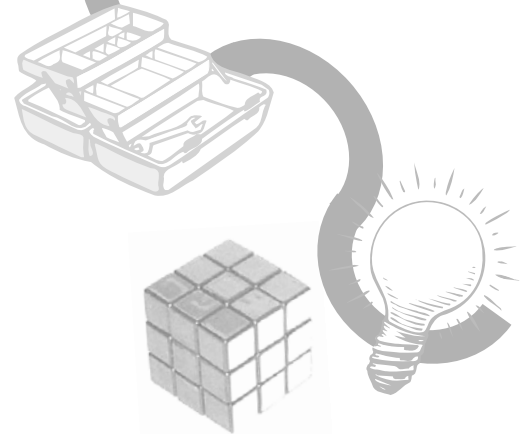
The ninth annual Showcase is filled with valuable information and excellent resources. In fact, there is so much to see, it can be a challenge to determine where to spend your time and how to maximize the value of your experience at Showcase. This session will offer tips to help you find the information you need. Come to get ideas about how to make the best use of your time at this year's Showcase event. We encourage you to use the questions below to plan and record your Showcase experiences.

### Ideas I Plan to Steal

### Who I Plan to Contact

### For which problems do you want to find solutions at Showcase 2008?

- 1.
- 2.
- 3.





# Chancellor's Remarks and Welcome

8:30 a.m. - 8:45 a.m.  
Great Hall - 4<sup>th</sup> 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



# Concurrent Sessions

- **Session A: Creating a Culture of Collaboration and Integration**

9:00-10:10 Breakout Session at Showcase (Capitol View Room - 4<sup>th</sup> floor)

*Joanne Berg – Vice Provost for Enrollment Management*

*Kathy Christoph – Director of Academic Technology, Division of Information Technology (DoIT)*

Join a dialogue on how we can think and act (individually and as a campus) with a view towards improved integration of processes and services. Joanne Berg and Kathy Christoph will share insights on what changes need to take place for collaboration and integration to thrive. In this session we welcome your thoughts and discussion on better integrating any new or existing initiatives.

- **Session B: Creating the Necessary Conditions for Successful Change in Your Unit**

9:00 – 10:10 Breakout Session at Showcase (Class of 24 Room – 4<sup>th</sup> floor)

*Don Schutt – Director, Office of Human Resource Development, Office of Human Resources*

Change is happening all around us, all the time. How you prepare for continuous change on both the individual and the organizational levels can help to focus on the opportunities embedded in change, and lead to a culture where change is accepted as ongoing and valuable. Come learn about how you can create the necessary conditions for change in your unit.

- **Session C: Department Chairs' Chat – It's Good for Me. Is It Good for You?**

9:00-10:10 (Inn Wisconsin Room – 2<sup>nd</sup> floor)

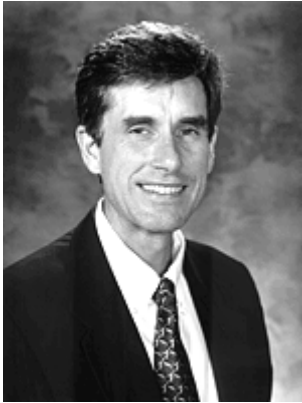
Department chairs will share practices that have worked for them.





# A Great Public University: Excellence, Collaboration, and Efficiency

10:45 a.m. – 11:30 a.m.  
Tripp Commons - 2<sup>nd</sup> floor



**Pat Farrell**  
Provost



**Nancy Mathews**  
Reaccreditation Project  
Director



**Darrell Bazzell**  
Vice Chancellor  
for Administration



**Alice Gustafson**  
Administrative Process  
Redesign Project Leader

UW-Madison has a long history of strategic thinking and striving to continuously improve our processes and outcomes. Not only have we sustained those efforts, but most recently, we have ramped them up to new levels of engagement and expected impact.

Pat Farrell and Nancy Mathews will provide an overview of our campus Reaccreditation Project and its focus on being a Great Public Research University. This project, engaging thousands of faculty, staff, students, and alumni over the last year, will provide the foundation for our next campus-wide strategic vision.

"UW-Madison has the potential to be the laboratory for innovation in how a university operates. Showcase is the place where our successful experiments are openly shared, so that others (on campus and from other institutions) can adapt and adopt good practices for the benefit of their units."

– Provost Pat Farrell

Darrell Bazzell and Alice Gustafson will provide an overview of the Administrative Process Redesign project (APR). This project examines how we deliver administrative services and models for our work on campus. The project identifies business processes which can be simplified or standardized and is taking a campus-wide approach to process improvement and change management.

"We're seeking campus-wide participation in taking a new look at how we deliver services and creating a new model that stresses collaboration and administrative efficiency. We want to put in place systems and processes that will reflect a stable and predictable level of service for all campus customers,"

– Vice Chancellor for Administration Darrell Bazzell





## From CEO to EVP: Leading Change Across Cultures

Noon – 1:00 p.m.  
Tripp Commons - 2<sup>nd</sup> floor



### **Sherwin Greenblatt – MIT**

A respected leader in both the business world as well as in higher education, Sherwin Greenblatt has been devoted to continuous quality improvement throughout his career.

Sherwin earned both a B.S. and M.S. in Electrical Engineering from MIT. He was then hired by his professor, Dr. Amar Bose in 1964 as the first employee of Bose Corporation. Together, they embarked on an entrepreneurial adventure to create a highly successful corporation. Sherwin began as a project engineer, and advanced to Chief Engineer, Director of Engineering, Executive Vice President, and then President of Bose, which was a founding member of the Center for Quality Management.

Sherwin will share experiences and anecdotes that transformed Bose into a world-class quality manufacturing organization. After his retirement from Bose in 2002, he began applying these principles and practices to higher education. Mr. Greenblatt has served as the Interim Executive Vice President of MIT and as the Director of the MIT Venture Mentoring Service, a program which supports innovation and entrepreneurial activity throughout the MIT community. He is a community and professional leader, and has served as a Board member of the Federal Reserve Bank of Boston.



# Showcase 2008 Poster Exhibits

## Campus-Wide Change Efforts

### 2009 Reaccreditation Project

The campus-wide reaccreditation project has engaged thousands of faculty, staff, students, and alumni from around the world to help describe a series of bold initiatives to set a course for our future. Six teams have been working since last summer to provide this vision which will inform not only the reaccreditation "self study" but also our campus-wide strategic plan. Visit this exhibit to learn about reaccreditation and how it is laying the foundation for UW-Madison's strategic planning process.

*Nancy Mathews, [nemathews@provost.wisc.edu](mailto:nemathews@provost.wisc.edu), Provost's Office*  
*Eden Inoway-Ronnie, [etinoway@wisc.edu](mailto:etinoway@wisc.edu), Provost's Office*  
*Mathilde Andrejko, [mandrejko@provost.wisc.edu](mailto:mandrejko@provost.wisc.edu), Provost's Office*

### Administrative Process Redesign Project

The project aims to identify campus administrative processes which can be simplified, standardized, or streamlined based on best practices. We're committed to accomplishing these goals by inclusively and transparently engaging our campus community.

*Alice Gustafson, [agustafson@vc.wisc.edu](mailto:agustafson@vc.wisc.edu), Office of the Vice Chancellor for Administration*  
*Gareth Green, [ggreen@ohr.wisc.edu](mailto:ggreen@ohr.wisc.edu), Office of Human Resources*  
*Keri Robbins, [keri.robbs@housing.wisc.edu](mailto:keri.robbs@housing.wisc.edu), University Housing*  
*APR Web Site: Brian Busby, Mike Comstock, Rob Lauer, Division of Information Technology (DoIT)*

### Automated Travel System Project

The University of Wisconsin-Madison's Automated Travel System (ATS) is replacing our current campus reimbursement reporting and payment legacy processes. The vision of the ATS Project is to transform the current cumbersome, time-consuming, paper intensive, and inconsistently used process into a streamlined, standardized, automated campus-wide process that saves the traveler and administrative staff both time and money. The changes include reducing the payment turnaround time, simplifying the business rules and approval process, eliminating paper forms, and reducing traveler's out-of-pocket costs.

*Terri Gill, [tgill@bussvc.wisc.edu](mailto:tgill@bussvc.wisc.edu), Business Services*



## Program Release – A Success Story for UW-Madison

Program Release is proving a big success in the world of large enterprise computing projects. The result is that UW System and the Madison, Milwaukee, and Extension campuses now have a new set of tools to vastly improve the way grants, accounting, travel, and other processes are handled on their respective campuses. The 2008 Program Release was a two-year effort to develop new ways to administer grants, travel, staff effort reporting, accounts payable, purchasing, and accounting processes. During the week of February 18, the new integrated system was brought up successfully, ahead of schedule, with no glitches.

*Elise Barho, [barho@wisc.edu](mailto:barho@wisc.edu), Division of Information Technology (DoIT)*

*Steve Carrola, [scarrola@bussvc.wisc.edu](mailto:scarrola@bussvc.wisc.edu), Business Services*

*Katie Chase, [katie.chase@doit.wisc.edu](mailto:katie.chase@doit.wisc.edu), Division of Information Technology (DoIT)*

*Todd Friske, [todd.friske@doit.wisc.edu](mailto:todd.friske@doit.wisc.edu), Division of Information Technology (DoIT)*

*Hua Ramer, [hramer@bussvc.wisc.edu](mailto:hramer@bussvc.wisc.edu), Business Services*

*Colleen Sims, [colleen.sims@doit.wisc.edu](mailto:colleen.sims@doit.wisc.edu), Division of Information Technology (DoIT)*

*Mark Sweet, [masweet@rsp.wisc.edu](mailto:masweet@rsp.wisc.edu), Graduate School, Research and Sponsored Programs*

## Technology Enhanced Learning – Helping to Create the Classroom of the Future

Meeting the needs of the classroom of the future requires that we face significant challenges to our ability to help our students achieve essential learning outcomes. These challenges can be represented by the Quality-Access-Cost triangle: how can we best balance among the three objectives of maintaining and increasing excellent quality learning experiences, providing access to all qualified students, and applying costs that can be sustained? Technology can play a role in helping us find this balance. The TEL initiative awarded its first grants for projects in the 2007-08 year; the 2008-09 awards aim to enhance student learning by developing technology tools and infrastructure that help us meet our challenges and support all aspects of the classroom of the future.

*Aaron Brower, [ambrower@wisc.edu](mailto:ambrower@wisc.edu), Teaching and Learning*

*Mo Noonan Bischof, [mabischof@wisc.edu](mailto:mabischof@wisc.edu), Teaching and Learning*



# Streamlining, Automating, and Restructuring Our Work

## Best Practice Sharing with 90 Universities

NCCI, the National Consortium for Continuous Improvement in Higher Education, is a network of over 90 institutions from 32 states and seven nations that are focused on improvement and planning. UW-Madison played a key role in the founding and leadership of NCCI. This poster will provide information on accessing the links to member universities to learn best practices beyond UW-Madison.

([www.ncci-cu.org](http://www.ncci-cu.org), Log in: nccimbr; Password: 2007mbr)

*Maury Cotter, [mcotter@wisc.edu](mailto:mcotter@wisc.edu), Office of Quality Improvement*

## Creating an Effective Newsletter and Blog for Faculty, Staff and Friends

eCALS is a combination electronic newsletter and blog created to foster communications among faculty, staff and friends of the UW-Madison College of Agricultural and Life Sciences. It is distributed every other week. Faculty and staff love it! Stop by to learn what we did and how we did it. <http://www.cals.wisc.edu/ecals/>

*Robert Mitchell, [rmitche@wisc.edu](mailto:rmitche@wisc.edu) College of Agricultural & Life Sciences*

## Electronic Grade Change Process

The Office of the Registrar recently implemented a new process for submission of grade changes. Learn about how this innovation has resulted in better service to students by simplifying and streamlining grade changes.

*Lori Turner, [lturner@em.wisc.edu](mailto:lturner@em.wisc.edu), Enrollment Management Division / Student Records  
Connie Chapman, [connie.chapman@em.wisc.edu](mailto:connie.chapman@em.wisc.edu), Enrollment Management Division / Student Records*

## Housing Uses Technology to "Snag" and Manage Student Workers

The Division of University Housing is the largest student employer on campus -- employing over 1700 students!! Our online application system encourages students to explore and apply for the many opportunities we have, while only having to complete one application. This is also an advanced management tool, allowing managers to perform hiring activities within the system.

*Brenda Krueger, [brenda.krueger@housing.wisc.edu](mailto:brenda.krueger@housing.wisc.edu), University Housing  
Katie McKeever, [katie.mckeever@housing.wisc.edu](mailto:katie.mckeever@housing.wisc.edu), University Housing*



## Hyperion Query Library's New Query Locator Tool

The UW-Madison Query Library now houses 110 queries with more than 500 reports that answer hundreds of questions pertaining to campus staffs work ranging from advising to timetable management and from student records administration to human resource and payroll administration. So, how do you find the query you need? The new Query Locator Tool helps you find the query-report you need given the question you have. You can also peruse the queries available to the groups you're in and see what questions that query can answer for you.

*Kathy Luker, [kwluker@wisc.edu](mailto:kwluker@wisc.edu), Office of Quality Improvement*

## Imaging in Undergraduate Admissions (and Beyond)

Admission application workflow and review had always been a paper-based process until this year. In the fall of 2007, the Office of Admissions implemented a document imaging system. ImageNow and PeopleSoft (ISIS) are now used to capture documents, link them to a student's record, and retrieve them for review. The paperless process alleviates the inefficiencies of manually filing and retrieving documents, it eliminates the cost and space issues associated with maintaining paper-based processes, and it facilitates one-click and simultaneous access to student documents for users in the admissions office and throughout campus. Come and let us show you how the system works and how it can work for you.

*David Leszczynski, [dleszczynski@admissions.wisc.edu](mailto:dleszczynski@admissions.wisc.edu), Office of Admissions*

*Becky Ring, [bring@admissions.wisc.edu](mailto:bring@admissions.wisc.edu), Office of Admissions*

*Bobbie Jean St. Arnauld, [starnauld@admissions.wisc.edu](mailto:starnauld@admissions.wisc.edu), Office of Admissions*

## Lecture Capture System

Since moving to the Health Sciences Learning Center in fall 2004, the IT team digitally captured all first and second year medical school and physician assistant course lectures and made them available to students. This service has been continually enhanced, based on student survey feedback. This exhibit highlights the current system, which includes a home-grown MPEG-4 based video capture, custom web-based management system, 7TB of video storage and camera and projector capturing capabilities in five lecture halls. We are also excited to share our newest enhancements to video playback and our future plans.

*Jeff Korab, [jmkorab@wisc.edu](mailto:jmkorab@wisc.edu), School of Medicine and Public Health*

*Michele Ostmoe, [Ostmoe@wisc.edu](mailto:Ostmoe@wisc.edu), School of Medicine and Public Health*



## Managing Student Information in a Secure, Integrated, and Functional Way

The Academic Programs Databases was designed so that student data is entered into a single system, one-time. This data can be used throughout a student's career, from applicant through alumni. Using familiar interfaces (Access, Word, and Excel) and secure access, users are able to obtain queries, reports, mail-merges that can be extracted for multiple uses, including statistics, program review, activity reports, and NRC surveys.

*Paul Gunther, [gunther@geography.wisc.edu](mailto:gunther@geography.wisc.edu), Gaylord Nelson Institute of Environmental Studies*  
*Sara Lorence, [smlorence@wisc.edu](mailto:smlorence@wisc.edu), Gaylord Nelson Institute of Environmental Studies*

## Mapping to Improve Work Processes

The Wisconsin Union used a balanced scorecard approach to create their 2005-2008 Strategic Planning. They identified "Streamlining procedures, applying new technology and reducing duplication" as a top theme and then created several Process Improvement Teams to tackle it. The "Streamlining Point of Sale Reporting Team" used a mapping technique to reduce the steps in the process by approximately one third! In addition, the new process will reduce human error and speed the time it takes to get critical information to managers.

*Jim Johnson, [jdjohns1@wisc.edu](mailto:jdjohns1@wisc.edu), Wisconsin Union*  
*Mary Hoddy, [mhoddy@wisc.edu](mailto:mhoddy@wisc.edu), Wisconsin Union*  
*Bradley Molzahn, [bmolzahn@wisc.edu](mailto:bmolzahn@wisc.edu), Wisconsin Union*  
*Dawn Rekoske, [drekoske@wisc.edu](mailto:drekoske@wisc.edu), Wisconsin Union*

## MyUW Home Address View/Update

Beginning March 2008, employees can view and update their home contact information (address, phone numbers, and email address) online on the 'Work Record' tab of the 'My UW-Madison' web portal.

*Mary Kirk, [mkirk@ohr.wisc.edu](mailto:mkirk@ohr.wisc.edu), Office of Human Resources*

## Network Enhancements/Upgrades

In the past 18 months, Network Services reached several important milestones related to the 21st Century Network project, including: all targeted buildings are upgraded with new electronics; authenticated wireless service is available in all campus buildings; and a central firewall service is available to all campus customers for the first time. In addition, all but a handful of campus departments are working with DoIT collaboratively for their network needs, resulting in a managed port count of 82,000-plus. Learn how to maximize the value of the network and get a sneak peak at our future.

*Perry Brunelli, [brunelli@doit.wisc.edu](mailto:brunelli@doit.wisc.edu), Division of Information Technology (DoIT) – Network Services*  
*Al Krug, [agkrug@doit.wisc.edu](mailto:agkrug@doit.wisc.edu), Division of Information Technology (DoIT) – Network Services*  
*Pat Christian, [patrick.christian@doit.wisc.edu](mailto:patrick.christian@doit.wisc.edu), Division of Information Technology (DoIT) – Network Services*





## A Radical (seemingly counter-intuitive) Approach to Honors First-Year Admissions

Coincident with ongoing efforts to define and to refine the L&S Honors Program's mission and guiding principles, strategic planning efforts, and ongoing assessment and program/process improvement, Honors staff identified a series of issues that called for a complete change to its first-year admissions process. While radical, these changes have the possibility of significantly improving the student experience of the Honors in the Liberal Arts degree while also enabling the program to maintain a high level of service to its students (currently over 1,700), and to potentially reduce demand on staff time, realize resource savings, and retask or reallocate resources to other program priorities.

*Chuck Snowdon, [snowdon@wisc.edu](mailto:snowdon@wisc.edu), College of Letters and Sciences*

*Jeffrey Shokler, [jshokler@wisc.edu](mailto:jshokler@wisc.edu), College of Letters and Sciences*

*Mary Czyszczak-Lyne, [mczynsza@wisc.edu](mailto:mczynsza@wisc.edu), College of Letters and Sciences*

## Rapid Roll-Out of New Clinical Information System at University Health Services

In January 2006, University Health Services (UHS) undertook an evaluation of its existing clinical information system, determining that current software was unable to meet the needs of the agency. Selection and implementation of a new system was made a priority 2007-2008 goal and phase one of the implementation was completed in January, 2008. The project has already resulted in enhanced scheduling capabilities, improved clinic efficiency, increased revenue collection, and better reporting capabilities. The next phases of the project will include a secure patient/client communication portal, web-based appointment scheduling, and a fully electronic patient/client chart. These portions of the project are expected to bring gains in patient/client satisfaction, reduced resource utilization, and enhancements in patient/client safety. The project has been successful in engaging and exciting staff and resulted in collaborative work between the various units of UHS.

*Nancy Ranum, [naranum@uhs.wisc.edu](mailto:naranum@uhs.wisc.edu), University Health Services*

*Theresa Regge, [tjregge@uhs.wisc.edu](mailto:tjregge@uhs.wisc.edu), University Health Services*

*Sarah Van Orman, [svanorman@uhs.wisc.edu](mailto:svanorman@uhs.wisc.edu), University Health Services*

## Software and Load Testing Resources

Software and Load Testing (SALT) is a DoIT Service Team whose goal is to improve the quality of software applications deployed on UW campuses. SALT promotes proven testing methodologies in concert with automated testing tools. SALT offers education, testing tools, resources, and automated regression and load testing assistance.

*Ed Bennett, [salt\\_team@lists.wisc.edu](mailto:salt_team@lists.wisc.edu), Division of Information Technology (DoIT) – Software and Load Testing*



## Streamlining Wisconsin Experience Grant Processes

In the very spirit of the Wisconsin Experience--"We expect that what we do matters, and together we can solve any problem"--we have centralized student organization and other student related funding resources of the Chancellor's Office, Provost's Office, Vice Chancellor for Administration, and the Dean of Students Office into one central fund, the Wisconsin Experience Fund. Improved processes include one central point for submitting requests, objective criteria for evaluation of funding requests, and improved tracking of funding dollars allocated to student organization programming. In addition, through a collaborative effort with other funders, we've developed a centralized online evaluation form, which includes a description of lessons learned and assesses the success of programming events and activities.

*Yvonne Fangmeyer, [fangmeyer@odos.wisc.edu](mailto:fangmeyer@odos.wisc.edu), Offices of the Dean of Students*

## Student Enrollment Verification for FICA Exemption Query Rollout

In an effort to promote and improve compliance with the Student FICA Exemption policy, the Office of Human Resources utilized the Hyperion Query Library to improve the business process necessary to determine exemption eligibility. A query was created to identify the student appointment and the student employee's enrollment status. Logic written within the query allows the user to see at a glance, in most cases, if student employees are eligible for the FICA Exemption. Training sessions were customized to meet the needs of the divisions. The use of this tool by Payroll and Human Resources staff on campus has not only automated the once manual process, but has significantly improved compliance with IRS regulation.

*Julie Gray, [jgray@ohr.wisc.edu](mailto:jgray@ohr.wisc.edu), Office of Human Resources/Payroll*

## Themeseekr

Have you collected lots of feedback from stakeholders and don't know how to review it all? Learn more about ThemeSeekr, a web based software application for analyzing large amounts of input from surveys and other sources. ThemeSeekr provides an easy and systematic way to categorize large numbers of survey responses so that data can "tell the story" of what was on people's minds and inform your group in unexpected ways.

*Erik Andrejko, [andrejko@math.wisc.edu](mailto:andrejko@math.wisc.edu), Mathematics Department*



# Collaborating and Partnering to Enhance Results

## Badger Watch

Badger Watch is the crime prevention program for the UW-Madison Campus. It's a collaborative effort between the community and the UW Police Department to help make the community a safer place. Modeled after existing neighborhood watch programs, Badger Watch relies on volunteers becoming the "extra eyes and ears" of the UW Police Department. Becoming a volunteer is easy and only involves attending the initial training with no further commitments required. The benefits include becoming a smarter/safer community member, direct access to the UW Police, and the opportunity to attend additional training throughout the year.

Erik Pearce, [empearce@wisc.edu](mailto:empearce@wisc.edu), University Police Department  
Kristin Radtke, [keradtke@wisc.edu](mailto:keradtke@wisc.edu), University Police Department

## Collaboration. Administration. Networking. What can't you do with Drupal?

Letters and Science Learning Support Services is making extensive use of Drupal for both course and administrative websites. Drupal is an open source application alternatively termed "Content Management System" or "Social Networking software." It simplifies creation and maintenance of web applications, while offering an immense range of functionality and customization. This poster will profile applications LSS has developed with Drupal, including the L&S Lessonshare, department websites, and course websites.

Susan Weier, [sue@lss.wisc.edu](mailto:sue@lss.wisc.edu), L&S Learning Support Services  
Sara Ziemendorf, [sara@lss.wisc.edu](mailto:sara@lss.wisc.edu), L&S Learning Support Services

## Collaborations and Partnerships to Enhance Learning Opportunities for Youth

Pre-college initiatives in the School of Education's Office of Education Outreach collaborate extensively with other colleges and departments throughout UW, community professionals, community centers, schools, government agencies, parents/guardians, and other pre-college programs to further enhance out-of-school, positive learning opportunities for middle school students. In addition, we strive to increase the diversity of young people who become interested in and attend post-secondary educational institutions.

Erika Braunginn, [ehbraunginn@education.wisc.edu](mailto:ehbraunginn@education.wisc.edu), School of Education / Education Outreach  
Amy Climer, [aeclimer@education.wisc.edu](mailto:aeclimer@education.wisc.edu), School of Education / Education Outreach  
Nancy Blake, [nblake@education.wisc.edu](mailto:nblake@education.wisc.edu), School of Education / Education Outreach

## Enhancing Students' Technology Skills

Students play a pivotal role in enhancing work processes, learning environments, and the campus climate. Have you ever wondered how to help your students get the technology expertise that is needed? Over the past year, DoIT has worked with students to ensure that they have the right IT skills to be successful in both academic and administrative areas. DoIT student programs have not only provided a wealth of training opportunities for students, but they have also created a talented candidate pool for IT jobs on campus.

Maddy Covelli, [covelli@wisc.edu](mailto:covelli@wisc.edu), Division of Information Technology (DoIT)  
Don Fleischman, [don.fleischman@doit.wisc.edu](mailto:don.fleischman@doit.wisc.edu), Division of Information Technology (DoIT)



## Exploring Planning and Assessment at the University of Notre Dame

Notre Dame has developed and communicated broadly the Five University Goals. They created a Leadership Committee for each goal to further articulate and formulate performance indicators. Notre Dame is benchmarking other institutions of higher education, and developed a planning model. Their goal now is to learn best practices from Wisconsin and others, as well as gather feedback and advice.

*Erin Hoffman Harding, [eharding@nd.edu](mailto:eharding@nd.edu), Assistant VP of Strategic Planning*  
*Heather Tonk, [htonk@nd.edu](mailto:htonk@nd.edu), Continuous Improvement Project Manager*  
*Craig Brummell – Assistant VP and Deputy Chief Information Officer*  
*Micki Kidder – Assistant Director of the Office of the Board Secretariat*

## Increasing the Number of Wisconsin Adults with Baccalaureate Degrees

The UW System's Growth Agenda includes an "Adult Student Initiative" (ASI) to encourage adults to complete a college degree at a UW campus. This requires a critical messaging campaign to inform citizens of what's available at their public institutions and to outline steps involved. A strategy of bringing together advisors who work with adults enabled UW-Extension to create a distinctive publication. The [UW System Adult Student Guide](#) boldly reflects what adults say are the barriers to and the motivations for entering a baccalaureate program. Both content and process make evident the synergy possible with collaboration across institutions.

*Judith Strand, [jstrand@dcs.wisc.edu](mailto:jstrand@dcs.wisc.edu), Division of Continuing Studies*  
*Linda Barrett, [linda.barrett@learn.uwsa.edu](mailto:linda.barrett@learn.uwsa.edu), UW-Extension Continuing Education, Outreach and E-Learning*  
*Lisa Agnew, [lisa.agnew@learn.uwsa.edu](mailto:lisa.agnew@learn.uwsa.edu), UW-Extension Continuing Education, Outreach and E-Learning*

## Maximizing the Value of WiscCal

WiscCal is a no-charge campus-wide calendaring and scheduling application that provides a broad set of features to help individuals and groups manage their time more effectively. Did you know you can use WiscCal to schedule appointments; set meetings directly with faculty, staff and student users; allow someone else to work on your behalf by granting them access rights to your calendar; use the task feature to manage your "to do" list, and other projects? You can reserve conference rooms, keep track of staff vacation requests, and new feature "Share Your Calendar" allows users to share their WiscCal calendars with those who do not use an online calendar or with Google, Windows Vista, Outlook, Apple iCal, and Mozilla Sunbird calendars.

*Annette Stratman-Durrer, [annete.stratman@doit.wisc.edu](mailto:annete.stratman@doit.wisc.edu), Division of Information Technology (DoIT)*  
*Guy Stalnak, [jstalnak@doit.wisc.edu](mailto:jstalnak@doit.wisc.edu), Division of Information Technology (DoIT)*  
*Ara Mesdjian, [mesdjian@doit.wisc.edu](mailto:mesdjian@doit.wisc.edu), Division of Information Technology (DoIT)*

## PACE Project: Changing the Community Culture to Reduce High-Risk Drinking

The primary goal of the PACE project (Policy, Alternatives, Community, and Education) is to reduce the consequences of high-risk drinking in and around UW-Madison campus. Originally funded by a 10 year grant from the Robert Wood Johnson Health Foundation (1996-2007), the environmentally focused effort continues with campus support. In addition to building support for evidence-based practices and policies through a campus-community coalition, project efforts have helped to enhance consistency in the messages that the University projects to its immediate and greater community, and identify and generate viable alternatives to drinking for students.

*Susan Crowley, [sjcrowley@wisc.edu](mailto:sjcrowley@wisc.edu), University Health Services*



## Parent Program: Connecting Parents to Our University

The new Parent Program, a service provided by Visitor & Information Programs, connects parents and families of UW-Madison students to the University so that they may support their student's success. Parent Program staff partner with many campus and community stakeholders to provide important and timely information regarding academics, out of class learning, health, safety, financial matters, careers, and other matters. Parents may access this information through a Web site, newsletter, phone and e-mail hotline, and, coming summer 2008, a printed parent calendar.

*Nancy Sandhu, [sandhu@uwmad.wisc.edu](mailto:sandhu@uwmad.wisc.edu), Visitor & Information Programs*

*Patti Lux-Weber, [luxweber@uwmad.wisc.edu](mailto:luxweber@uwmad.wisc.edu), Visitor & Information Programs*

## Project Management Web Resources and Partnerships

Campus project managers continue to collaborate together to expand the resources available for others. Previous efforts include the creation of the annual Project Management Symposium, the web-based Project Management Advisor, and the Project Charter webinar. A new webinar was created this year to help project managers effectively use a Work Breakdown Structure.

*David Antonioni, [dantonioni@exed.wisc.edu](mailto:dantonioni@exed.wisc.edu), School of Business / Executive Education*

*Philana Friede, [pfriede@exed.wisc.edu](mailto:pfriede@exed.wisc.edu), School of Business / Executive Education*

*Greg Konop, [gkonop@doit.wisc.edu](mailto:gkonop@doit.wisc.edu), Division of Information Technology (DoIT)*

*Barbara Stimpson, [stimpson@wisc.edu](mailto:stimpson@wisc.edu), Division of Information Technology (DoIT)*

## What is the Teaching Academy?

The UW-Madison Teaching Academy exists to promote and recognize excellence in teaching. The Teaching Academy encourages innovation, experimentation, dialogue, and scholarship around issues related to teaching and learning. The Academy works with partners across campus, and sponsors a number of events aimed at fostering a high level of instructional excellence across campus.

*Jake Blanchard, [Blanchard@engr.wisc.edu](mailto:Blanchard@engr.wisc.edu), Nuclear Engineering and Engineering Physics / Teaching Academy*

*Jeff Henriques, [jhenriqu@wisc.edu](mailto:jhenriqu@wisc.edu), Department of Psychology/UW School of Nursing / Teaching Academy*

## Wiscontrepreneur Initiative Takes Entrepreneurship Campus-Wide

The Ewing Marion Kauffman Foundation named the University of Wisconsin-Madison one of its "Kauffman Campuses" and awarded \$4 million over five years to help educate students in the principles and practices of entrepreneurship across the campus and statewide. Learn more about how the Office of Corporate Relations and others across campus are broadening our legacy of teaching, research, and outreach to include entrepreneurship and, in turn, grow the Wisconsin economy. Visit <http://www.wiscontrepreneur.org/>

*Doug Bradley, [bradley@ocr.wisc.edu](mailto:bradley@ocr.wisc.edu), Office of Corporate Relations*

*Allen Dines, [ajdines@wisc.edu](mailto:ajdines@wisc.edu), Office of Corporate Relations*



# Strategy to Results

## Advantage Wisconsin

UW System's Advantage Wisconsin initiative aims to increase the number of Wisconsin graduates, while expanding educational opportunities through improving access and increasing retention and graduation rates. In addition, Advantage Wisconsin aims to increase the number of high-paying jobs by expanding the university research enterprise while linking academic programs to entrepreneurship and business development. In partnership with communities, Advantage Wisconsin will address Wisconsin's greatest challenges and priorities through intensified engagement, research, and learning.

<http://advantage.wisconsin.edu>

*Don Mash, [dmash@uwsa.edu](mailto:dmash@uwsa.edu), UW System*

## Alumni Profiles for Every Undergraduate Major

Alumni Profiles are a resource for general information on alumni demographics and outcomes. Alumni Profiles are designed to answer some broad questions about where alumni live, if they are employed or enrolled in educational programs, and how much they value their UW-Madison degree. They may eliminate the need for academic programs to maintain expensive shadow systems and may reduce some costs associated with running alumni surveys. In addition, the Alumni Profiles provide a starting point for more detailed analysis.

*Jocelyn Milner, [jmilner@wisc.edu](mailto:jmilner@wisc.edu), Academic Planning and Analysis*

*Clare Huhn, [chuhn@vc.wisc.edu](mailto:chuhn@vc.wisc.edu), Academic Planning and Analysis*

*Angie Nash, [angienash@uwalumni.com](mailto:angienash@uwalumni.com), Wisconsin Alumni Association*

*Heidi Zoerb, [hzoerb@cals.wisc.edu](mailto:hzoerb@cals.wisc.edu), College of Agricultural and Life Sciences*

## Bridging Literacy and Cultural Competency in the Workplace

Bridging literacy and cultural competency in the workplace through educational interventions and quality customer service is a best practice model in multicultural human resources. The Cultural Linguistic Services area of the Office of Human Resource Development was recognized by the International Public Management Association for Human Resources with the 2006-07 Best Practices Award because they have shown success over time, attention to the area of human resource administration, improvement of service delivery, measurable results, recognizable positive outcomes, and innovation.

*Reynaldo Morales, [rmorales@ohr.wisc.edu](mailto:rmorales@ohr.wisc.edu), Office of Human Resources/OHRD*

*Jzong Thao, [jthao@ohr.wisc.edu](mailto:jthao@ohr.wisc.edu), Office of Human Resources/OHRD*

*Pa Nhia Thao, [pnthao@wisc.edu](mailto:pnthao@wisc.edu), Office of Human Resources/OHRD*

*Carmen Mendoza, [cbmendoza@wisc.edu](mailto:cbmendoza@wisc.edu), Office of Human Resource/OHRD*

*Cristobal Silva, [silvacortes@wisc.edu](mailto:silvacortes@wisc.edu), Office of Human Resources/OHRD*

## Connections – An Innovative Dual Admission Program

Unfortunately, UW-Madison cannot accommodate all of the academically strong students who apply for admission. The Connections program enables a select group of students to start at a partner institution and finish their bachelor's degree at UW-Madison, thus increasing access to a 4-year degree for Wisconsin residents and improving UW-System efficiencies.



Annette McDaniel, [amcdaniel@dcs.wisc.edu](mailto:amcdaniel@dcs.wisc.edu), Division of Continuing Studies

## Dairy Science Reverses History with Enrollment Surge

Interested in expanding your undergraduate enrollments and increasing available scholarship money? Learn how the Department of Dairy Science launched a major overhaul, retooled its curriculum, and changed its marketing efforts that resulted in tripled enrollment from just three years ago and more than doubled the available scholarship money.

Ric Grummer, [rgrummer@wisc.edu](mailto:rgrummer@wisc.edu), College of Agricultural and Life Sciences / Dairy Science

## Early Success, Continued Growth: Implementing a Development Program

We have read much lately about major gifts to the University and these large gifts are undeniably exciting. But there is another component to a development program: annual giving. Annual gifts do not provide large endowments. They are an important funding source and a way to reconnect with interested alumni and friends who might make major gifts in the future, as well as those who support current activities. The presentation illustrates how the Division of International Studies identified a pool of alumni with international interests and engaged them in its efforts to raise funds for study-abroad scholarships.

Carol Witzeling, [cawitzel@factsaff.wisc.edu](mailto:cawitzel@factsaff.wisc.edu), Division of International Studies

## Electronic Coach Evaluation Tool

At the completion of each season the student athletes are asked to evaluate their respective coaching staffs. This involves approximately 800 student athletes. The "old" method including having the team complete a several-page, hard copy evaluation, of which the results had to be calculated and transcribed manually. The "new method" includes an electronic evaluation, of which results are calculated automatically and compiled into several different reports. The conversion to the electronic evaluation has increased accuracy, quality and significantly reduced staff hours compiling data.

Megan Stoughtenger, [mss@athletics.wisc.edu](mailto:mss@athletics.wisc.edu), Intercollegiate Athletics

## Juran Center Fellowships

During the past century, Joseph M. Juran put forth a vision for a world made better through a commitment to quality. From his vision, emerged the Juran Center as a repository for past developments in the field of leadership in quality, as well as a generator of new research, new ideas, and new scholars. Last year, Kate Alder, Richard Holden, and Bonnie Paris from UW-Madison received Doctoral Awards from the Juran Center. Richard Holden will highlight his research on "Hospital Nurses' Perceptions of the Medication Process Before and After Barcoding Technology: A New Approach to Evaluating the Impact of Automation."

Kate Alder, [alder@wisc.edu](mailto:alder@wisc.edu), School of Education

Richard Holden, [rholden@wisc.edu](mailto:rholden@wisc.edu), College of Engineering and College of Letters and Science

Bonnie Paris, [bparis@wisc.edu](mailto:bparis@wisc.edu), College of Engineering



## Liberal Education and America's Promise at UW-Madison: Sharing Our Commitment to What Matters Most

Liberal Education and America's Promise (LEAP) is a 10 year initiative of the Association of American Colleges and Universities. The LEAP campaign seeks to start a new conversation about the role of higher education in the U.S. by advocating the importance of the essential learning outcomes of a liberal education as a national economic and creative resource, and as a preparation for individual students preparing to work and live in the 21st century. Here at UW-Madison, we have focused on our campus conversations about essential learning and the need to advance intentionality and articulation of essential learning outcomes in our work with students, with colleagues, and with the larger communities of which we are a part.

*Elaine Klein, [klein@ls.admin.wisc.edu](mailto:klein@ls.admin.wisc.edu), College of Letters and Science*  
*Jolanda Vanderwal Taylor, [jvtaylor@wisc.edu](mailto:jvtaylor@wisc.edu), Department of German*  
*Nancy Westphal, [westphal@ls.admin.wisc.edu](mailto:westphal@ls.admin.wisc.edu), College of Letters and Science*

## Planning for the Future of the Library

Planning for the future can be a challenge, but the Library Management Group used the opportunity to develop a vision for the future, work together as a team, and to develop an implementation plan to reach their goals. The goals include responding to user needs, improving access to resources, integrating libraries into work environments, enhancing management skills, and actively participating in information policy partnerships.

*Ed Vangemert, [evangemert@library.wisc.edu](mailto:evangemert@library.wisc.edu), General Library System*  
*Carrie Kruse, [ckruse@library.wisc.edu](mailto:ckruse@library.wisc.edu), General Library System*

## A Road to Organizational Success

Is the department or unit you work in leaving you feeling unchallenged, unmotivated, unempowered, unsupported, and disillusioned only finding comfort in the safety of work unit "silos," boredom, and naysayers? What can you do about it? A Road to Organizational Success may just be the answer.

*Andy Garcia-Rivera, [agarciarivera@fpm.wisc.edu](mailto:agarciarivera@fpm.wisc.edu), Facilities Planning and Management*  
*Greg Dierks, [gdierks@fpm.wisc.edu](mailto:gdierks@fpm.wisc.edu), Facilities Planning and Management*  
*Jeff Nytes, [jnytes@fpm.wisc.edu](mailto:jnytes@fpm.wisc.edu), Facilities Planning and Management*

## Save Time and Money with Materials Distribution Services and SWAP

Learn how to save time and money when utilizing MDS's online ordering system & surplus redistribution program. MDS offers one-stop online ordering from vendors such as Office Depot, Fisher Scientific, VWR, Grainger, Dell, and Airgas. Benefits of utilizing MDS include efficient ordering, state pricing/auditing of contract prices, and next day delivery at no charge. SWAP collects, processes, and redistributes surplus property generated by UW-Madison and state agencies, while providing UW-Madison departments, government agencies, and non-profit organizations with low-cost, quality surplus equipment/supplies and finding reuse and recycling markets for surplus property. This program has redistributed over \$1.2 million of surplus in the past year--over 1093 TONS of surplus! Only 7.9% of what comes through the SWAP program is sent to landfills! Reduce, Reuse, Recycle!





Carrie Jensen, [cjensen@busmvc.wisc.edu](mailto:cjensen@busmvc.wisc.edu), Business Services  
Mike Marean, [mmarean@busmvc.wisc.edu](mailto:mmarean@busmvc.wisc.edu), Business Services

## WE Conserve – Reducing Energy Consumption by 20% by 2010

The overall goals for the "We Conserve" program are: 1) To instill lifelong energy conservation spirit in our community's consciousness, and 2) To reduce campus energy consumption per square foot by 20 percent by year 2010. We will achieve these goals by concentrating our efforts on efficient systems, informed people, realistic expectations, and responsible actions.

Faramarz Vakili, [fvakili@fpm.wisc.edu](mailto:fvakili@fpm.wisc.edu), Facilities Planning and Management

## What Does it Take to Revise and Modernize a Departmental Curriculum?

In 2004 the faculty and staff of The Department of Food Science launched a comprehensive revision of its undergraduate curriculum. We started by establishing some guiding principles by which we would approach this very taxing exercise. In addition we hosted departmental workshops to learn how to write learning outcomes and had a facilitated summer retreat. The process continued into 2005 when we worked in small groups to write learning outcomes specific to the disciplines within our department: food microbiology, food processing/engineering, and food chemistry. We also had regular "town meetings" to keep lines of communication open and offer the full faculty and staff ample opportunity to comment on suggested changes.

The final stages of development included the design of a new "gateway" course and a program-wide assessment strategy. The curriculum was officially launched this spring semester and will be fully implemented by spring 2011.

Monica Theis, [mltheis@facstaff.wisc.edu](mailto:mltheis@facstaff.wisc.edu), College of Agricultural and Life Sciences / Food Science  
Rich Hartel, [rvhartel@wisc.edu](mailto:rvhartel@wisc.edu), College of Agricultural and Life Sciences / Food Science

## Wisconsin Idea in Action

The Wisconsin Idea in Action is a searchable, online database of UW-Madison's service to the state. Debuting in March 2008, it includes more than 500 examples of teaching, research, and outreach that provide tangible benefits beyond the boundaries of campus. This exhibit will demonstrate how to use the database and how faculty and staff can submit their projects and programs that embody the tradition of the Wisconsin Idea.

Bill Graf, [wjgraf@wisc.edu](mailto:wjgraf@wisc.edu), University Communications

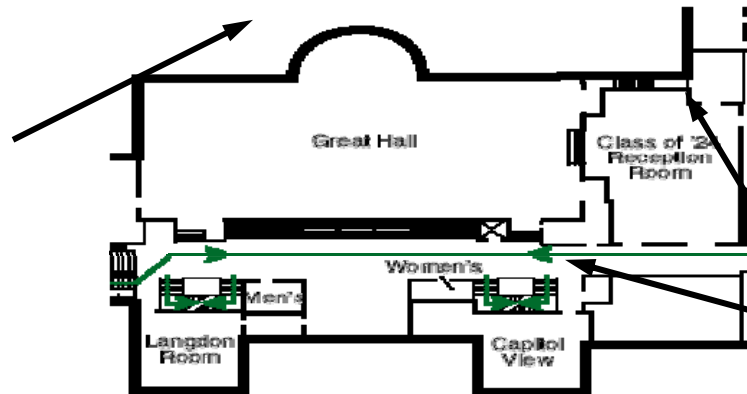
## Wisconsin Union Initiative: Preserving the past, building the future

In the fall of 2006, students passed the Student Union Initiative that secured funding to preserve Memorial Union through historic restoration and to reconstruct Union South. The current Union South will soon be recycled and a new south campus union will take its place nearly doubling in size and vitality.

Mark Guthier, [mcguthier@wisc.edu](mailto:mcguthier@wisc.edu), Wisconsin Union  
Shayna Hetzel, [shaynahetzel@wisc.edu](mailto:shaynahetzel@wisc.edu), Wisconsin Union

# UW-Madison Memorial Union (Room Locators)

8:00 a.m. – 10:30 a.m.



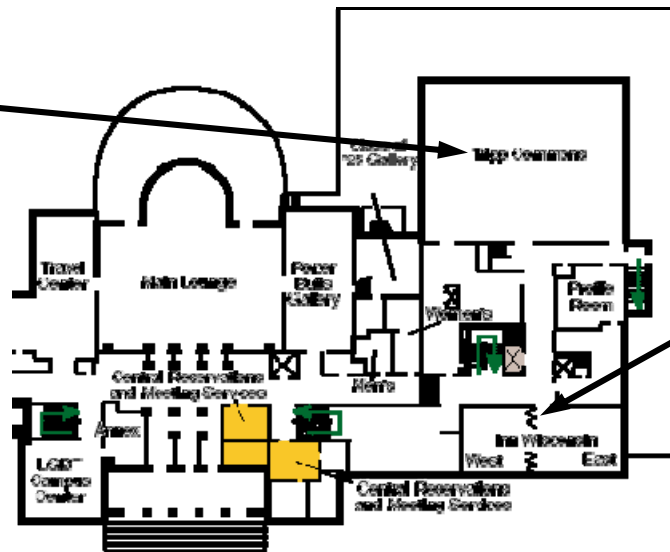
**FOURTH FLOOR**

*Early Bird Session  
7:30-8:00*

*Concurrent Sessions  
9:00-10:10*

10:45 a.m. – 1:00 p.m.

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



*Chairs' Chats  
9:00-10:10*

**SECOND FLOOR**

***Mark Your Calendars for Showcase 2009!***  
March 24, 2009  
Memorial Union