



SHOWCASE

Sharing our best practices.

2009



March 24, 2009
8:00 a.m. – 1:00 p.m.
UW-Madison Memorial Union
(Early Bird Session - 7:45 a.m.)

Welcome to UW-Madison's tenth 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
Office of Human Resource Development - www.ohrd.wisc.edu

Contributors:
Office of the Provost
Office of the Vice Chancellor for Administration
Division of Information Technology (DoIT)
Wisconsin Union/Memorial Union



A Note from the Chancellor



**Chancellor
Carolyn "Biddy" Martin**

"UW-Madison is a world-class institution. To sustain our preeminence in challenging times, we need to use our resources wisely and efficiently, and ensure that excellence defines everything we do. To that end, our campus priorities include a focus on rethinking how we do things, including administrative and academic practices, policies and structures.

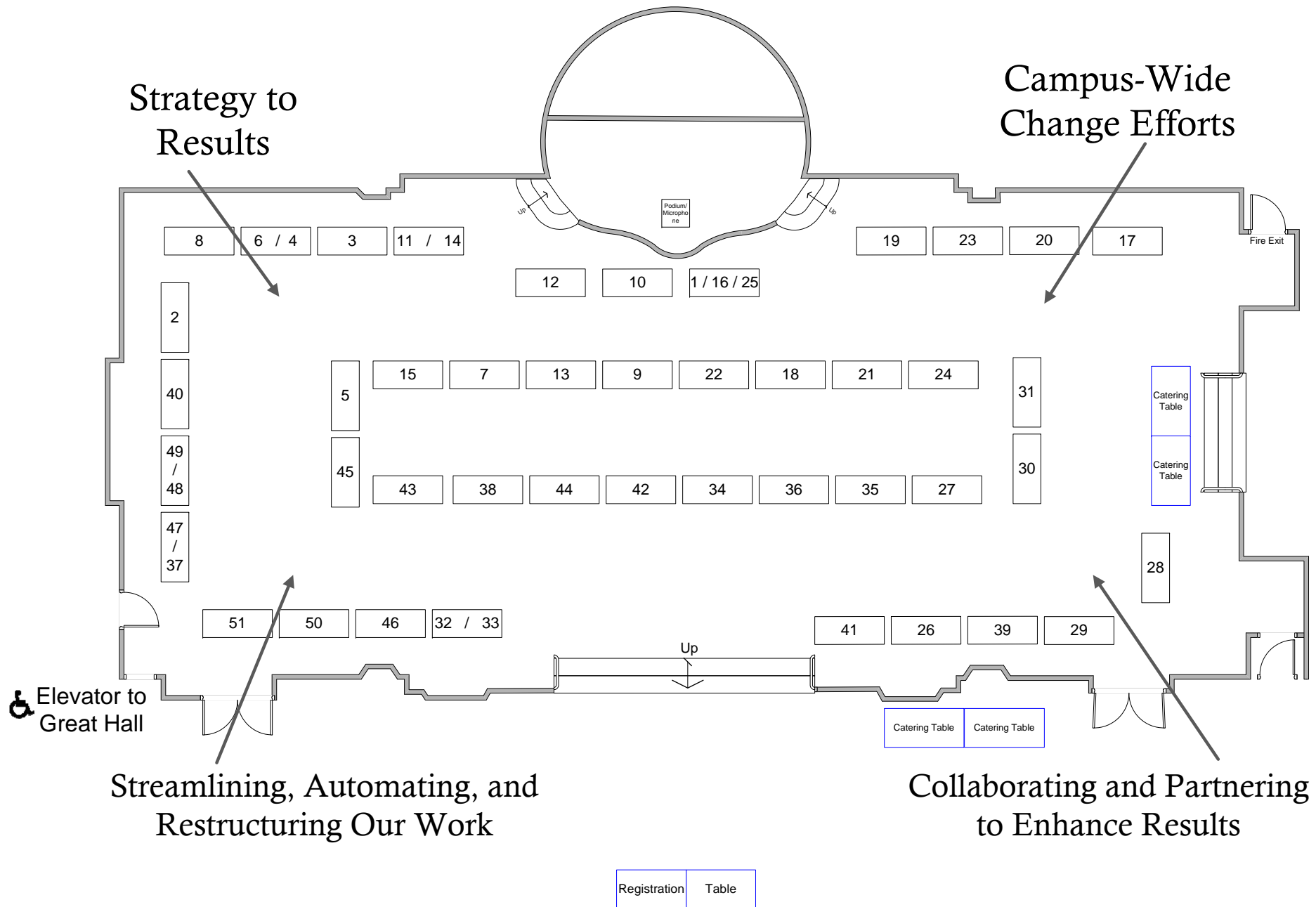
Showcase 2009 will provide you with an opportunity to share your examples and successes, and to learn from others at the same time. I hope you will consider participating in Showcase 2009."



Showcase Agenda

See Map on Last Page for Room Locations	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	1:00	
Registration, Information & Refreshments <i>Great Hall Foyer</i>	7:15 – 10:45											
Early Bird Session <i>Capitol View Room</i>		7:45 - 8:15										
Poster Exhibits <i>Great Hall</i>		8:00 – 10:45										
Welcome & Opening Remarks <i>Great Hall</i>			8:30 – 8:45									
Concurrent Sessions <i>See Page 9 for Locations</i>				<i>Movin' On Up – 8:45-9:30</i> 8:45 – 10:30 <i>Strategic Planning for Your Unit - 9:30-10:30</i>								
Poster Highlights & Exhibitor Recognition <i>Great Hall</i>							10:30 – 10:45					
Keynote Speaker & Box Lunch <i>Tripp Commons</i>	PRE-REGISTRATION REQUIRED								TRIPP COMMONS 11:00– 1:00 (Overflow in Class of '24 Room)			

Great Hall Layout



**Numbers on Diagram Correspond with
Poster Descriptions in Program (see pages 12-28)**

*Exhibit placement subject to change;
Please see registration table staff for assistance.*



Early Bird Session

7:45 a.m. – 8:15 a.m.
Capitol View Room – 4th Floor

Getting the Most Out of Showcase

Ann Zanzig – Office of Quality Improvement

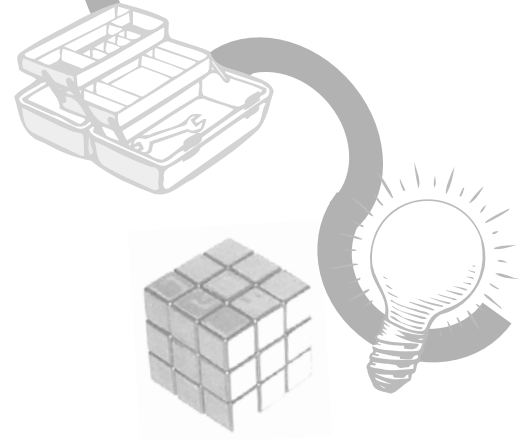
The tenth annual Showcase is filled with valuable information and excellent resources. In fact, there is so much to see, it can be a challenge to determine where to spend your time and how to maximize the value of your experience at Showcase. This session will offer tips to help you find the information 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?

- 1.
- 2.
- 3.





Welcome & Opening Remarks

8:30 a.m. – 8:45 a.m.
Great Hall



Julie Underwood
Interim Provost

"As a dean, I was a regular attendee of Showcase. And now as Interim Provost, I will be there again. It's a great way to learn about what people are doing to sustain this great university and make it even better. And it's an opportunity to take ideas back to your own unit and leverage those improvements even further."

Julie Underwood, a nationally recognized authority on school law, began serving as interim provost on January 5, 2009. Prior to her appointment as interim provost, Underwood served as dean of the UW-Madison School of Education, a role she has held since August 2005. At UW-Madison, Underwood has served as chair of the Department of Educational Administration (1993-94), associate dean of the School of Education (1994-95), and co-director of the Wisconsin Center for Education Policy at the Robert M. La Follette Institute of Public Affairs (1990-93). She has a bachelor's degree in political science and sociology from DePaul University (1976), a law degree from Indiana University (1979), and a Ph.D. in educational leadership from the University of Florida (1984). In 2008, she received the Outstanding Educator Award from the Wisconsin Association of School District Administrators.



Concurrent Sessions

8:45 a.m. – 10:30 a.m.

▪ **Session A: Movin' on Up**

Moving is a major workplace stressor. Learn how units who had to move large organizations across campus did it with efficiency, staff satisfaction, and good humor!

8:45 - 9:30 (Capitol View Room - 4th floor)

Moving and space issues are major stressors in any work environment. But when you are trying to move whole units, some in many different locations, it is even more of a challenge. Many units on campus are moving – some into new buildings, some into temporary space, and some divided into many locations with all of the communication, coordination, and office climate issues that come along with.

Hear how others on campus have managed the change successfully, how they even had fun doing it, and what resources are available to help you as you go through those difficult times. Moving, like everything we do, is a process, and there are best practices to share. Presenters are Linda Zwicker from the School of Human Ecology and Carol Gosenheimer from Enrollment Management.

▪ **Session B: Strategic Planning for Your Unit**

Lessons learned in development and implementation of department/unit strategic plans that are useful, results oriented, and aligned with the Campus Strategic Framework

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

Panel members, who will present on strategic planning and be available for a question and answer session, will include Ron Kraemer from the Division of Information Technology, Norma Saldivar from the Arts Institute, and Gregg Mitman from the Nelson Institute for Environmental Studies.

▪ **Session C: Chairs' Chats**

It's Good for Me. Is It Good for You?

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

Department chairs will share practices that have worked for them.



Showcase: An Opportunity to Learn Best Practices



**Vice Chancellor for Administration
Darrell Bazzell**

“Now is a time for us to engage as a campus community to ensure we continue to build a better future. In response to the need to ensure our limited resources are allocated strategically, as well as pending retirements, and technology changes, we need to find ways to be more efficient, improve how we do business, and change how we interact with each other. Showcase provides us with opportunities to learn best practices from each other for doing just that.”

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.



Keynote Presentation: Bold Strategies for Challenging Times

Tripp Commons - 2nd floor



Dean Mike Knetter
Wisconsin School of Business

As higher education and the nation face challenging financial times, what can we do to sustain UW-Madison's excellence? Michael Knetter, Dean of the Wisconsin School of Business, since July 2002, will talk about how this is not a time to retreat or play it safe, but rather a time for bold innovation. He will talk about seizing the opportunities within the challenges, and driving for excellence in carrying out our mission. His approaches are centered on understanding the needs of those we serve, and on how to be more responsive to those needs through new approaches. He will share lessons from the higher education and business worlds that can benefit our university.

Michael Knetter is the Albert O. Nicholas Dean of the Wisconsin School of Business. As dean, he has orchestrated the novel \$85 million Wisconsin Naming Gift, the expansion of Grainger Hall, the restructuring and improved national standing of the full-time MBA, and the expanded Enterprise MBA. Prior, he was associate dean of the MBA program and professor of international economics in the Amos Tuck School of Business at Dartmouth College. Knetter has published widely in the areas of international macroeconomics. He served as senior staff economist for the President's Council of Economic Advisors for former presidents George H.W. Bush and Bill Clinton. He is a research associate for the National Bureau of Economic Research, a director of Wausau Paper and Great Wolf Resorts, a faculty affiliate of the La Follette School of Public Affairs and a trustee of Neuberger Berman Funds and Northwestern Mutual Series Fund. Most recently, Knetter was appointed to serve as Special Assistant/Liaison to the Chancellor for long-term strategy and development. He completed his undergraduate studies in economics and mathematics at the University of Wisconsin-Eau Claire and his Ph.D. in economics at Stanford University.



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Poster Exhibits

Strategy to Results

University of Wisconsin-Madison Strategic Framework

Office of the Chancellor

1 For Wisconsin and the World: Focusing a Great University on its Core Mission, Public Purpose, and Global Reach – see how the reaccreditation process that was exhibited at last year’s Showcase has been translated into the University of Wisconsin-Madison Strategic Framework. Included is the University’s vision and strategic priorities, as well as tools to help campus leaders advance the priorities. www.chancellor.wisc.edu/strategicplan

Advancing and Integrating the Arts into the Wisconsin Experience

The Arts Institute

2 Representing the collective voice of the arts on campus can be a daunting goal only equaled by the challenge of administrative and physical geography. Learn how the Arts Institute membership worked to define a unified voice and set of goals to celebrate the value of the arts and their distinct contribution to the fabric of the campus, local, regional, and national life communities. Explore the process of bringing together a disparate faculty and staff to outline the principles and strategies that will guide the Institute to advance and work in alignment with the campus strategies. www.arts.wisc.edu/artsinstitute

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Coordinating an Agency-Wide Move to a New Location

University Health Services

3 In December 2008, University Health Services (UHS) moved all its medical, counseling, and prevention operations from its existing locations into the new Student Services Tower at 333 East Campus Mall—without closing to patients and clients for even one extra day. Moving an agency with 225 staff out of a building where it had operated for 40 years required extensive preparation, a detailed timeline, management of staff excitement and anxiety, and very active Move Committee membership. It also provided opportunities to clean house, not only literally, but also in terms of rethinking unproductive habits and processes and replacing them with new and improved ones. www.uhs.wisc.edu

Mary Makarushka, mmakarushka@uhs.wisc.edu, University Health Services

Movin’ On Up: Relocating a Large Organization Efficiently & Successfully

School of Human Ecology

4 Rebuilding and redesigning are about more than improving building quality and adding modern upgrades. Redesigning a new and improved facility for the School of Human Ecology involved designing a space that will promote the school’s values, as well as its education, research, creative scholarship, and outreach. Through a new addition, as well as re-use of the existing School of Human Ecology building, they hope to create a modernized, technology-rich environment that promotes interactions between faculty, students, and staff. Learn how SoHE is planning for this relocation, including their timeline and guiding principles. <http://www.sohe.wisc.edu/>

Linda Zwicker, lazwick@wisc.edu, School of Human Ecology



Poster Exhibits

Fan Direct: Connecting With Badger Fans Around the World

UW Athletics

5 The UW Athletic Department utilizes the Internet and many of the new social media Web services to connect directly with Badger fans around the world. With nearly 17,000 pages containing 15,000 headlines and 15,000 photos, UWBadgers.com is an important marketing and communications vehicle for the Department. The site continues to set records each season this year averaging over 5.6 million page views per month. In addition to daily headlines, UWBadgers.com connects with fans through live interactive and expert editorial blogs (nearly 800 of them), Buckymail for sport specific updates, text alerts for games and promotional messages, and the entire site is available via mobile devices at UWBadgers.com/mobile. For Web 2.0 savvy Badgers, there is our Twitter site, twitter.com/uwbadgersdotcom, and our Facebook page found under Wisconsin Badgers. Our Fan Direct communication also includes outreach through Badger Days, the Big Ten Network, and weekly radio programs. www.uwbadgers.com

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Listen to Thousands of Voices: Public Engagement and Planning for Union South

Wisconsin Union

6 The new south campus union building project is in the final stages of the design process. As part of the 2006 student referendum promises, aligned with the Union's philosophy of shared governance, the process was committed to an open and collaborative enterprise that engaged all stakeholders, particularly students. The Union used different techniques to offer varied levels of involvement. With surveys, focus groups, and in-depth committees, the Union has involved over 23,000 members of the UW campus community. www.newunion.wisc.edu

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Strategic Planning -- Keeping the Spirit (and Plan) Moving Forward

Wisconsin National Primate Research Center

7 If it's worth setting aside an entire day of your unit's time to do, isn't it worth following up on? Often, we "enthusiastically" do Strategic Planning and when we come back to our work units we never hear another thing about the project until several years later when we get ready to do it again. One way to capture the plan, provide transparency, and keep that energy flowing is to develop a task tracker that can be easily updated and accessible to all. Through the use of OmniPlan, this display shows one method successfully used to illustrate the progress of Strategic Planning. This tool can be used for almost any project management need.

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Poster Exhibits

Strategic Visioning Summit on the Future of the Library in Wisconsin

General Library System & Council on Library and Network Development

8 The Visioning Summit was sponsored by the Council on Library and Network Development (COLAND) in cooperation with the Superintendent of Public Instruction. In preparation for the Summit, input was gathered from librarians, trustees, professional organizations, and library users. The Summit invited 100 key library leaders and advocates from across the State of Wisconsin. The Beginnings Report on the Future of the Library documents the outcomes of the Summit, focusing on statewide cooperation, economic value to society, strengthening communities, and educational vitality. <http://blog.uwgb.edu/coland/>

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Take a “PEEQ” at UW-Eau Claire’s Program and Services Review

University of Wisconsin-Eau Claire

9 Setting priorities in tough economic times like these has never been more important. But how do you do that across academic programs and administrative services, and what criteria should you use? UW-Eau Claire’s Program to Evaluate and Enhance Quality—PEEQ—is a University-wide self-study process designed to help the University strategically enhance quality and improve effectiveness. <http://www.uwec.edu/acadaff/PEEQ/PEEQindex.htm>

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Technology Enhanced Learning (TEL) Initiative

Office of the Provost

10 TEL is a campus initiative to enhance teaching and learning throughout the University through technology. The 2009-2010 TEL Grants will enhance our abilities to more effectively teach in the "classrooms of the future" by building on the success of previous years and by soliciting proposals that use technologies in classrooms to close the achievement gap.

www.provost.wisc.edu/teach.html#5

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Wisconsin School of Business Building Project

Wisconsin School of Business

11 A four-story addition, designed to foster interaction and collaboration among Wisconsin MBA students, is open for business. A new and innovative approach was successfully used for the design, planning, and funding of the construction. The completed building offers enhanced space for networking, student-friendly gathering spaces, and new technology, and meets or exceeds standards for sustainability. www.bus.wisc.edu/news/0257.asp

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Poster Exhibits

UW-Madison IT Strategic Plan

Division of Information Technology/CIO

12 For the first time, the UW-Madison is developing a campus-wide Information Technology Strategic Plan, with active involvement from throughout our campus community. The CIO and Vice Provost for Information Technology is leading the development of the plan. The process has involved many representative campus groups and individuals. A series of campus forums, called Strategic Planning Mondays, were organized around different aspects of the plan. Hundreds from campus attended these sessions. The IT plan aligns with the overall campus strategic framework and focuses on teaching and learning, research, and public service and outreach. For details, see: <http://www.cio.wisc.edu/plan>

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Whole Person, Whole Life Learning in Biology

Institute for Cross-college Biology Education

13 The Institute for Cross-college Biology Education (ICBE) is being re-envisioned as a learner-centered organization that focuses on the essential learning outcomes of the LEAP (Liberal Education and America's Promise) national program. ICBE was formed in 2004 as an administrative home for biology education initiatives that cross the boundaries of traditional academic units. Through our efforts to coordinate, build partnerships, and advocate for the reward and recognition of teaching and learning, and our commitment to innovation, we seek to enhance and support biology education from precollege programs to future faculty development, in and beyond the classroom, on campus, and in the community. The Institute is dedicated to the concept of "whole person, whole life learning." www.biology.wisc.edu/ICBE

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Wiscontrepreneur -- Make Your Passion Your Profession

Office of Corporate Relations

14 Entrepreneurship is the process of discovering, evaluating, and leveraging opportunities. While it's tempting to think of entrepreneurship only in the context of the business world, entrepreneurship and entrepreneurial thinking in reality are critical skills for people in all walks of life. The Wiscontrepreneur Initiative, begun in early 2007, consists of programs and activities designed to support and enhance entrepreneurship across the UW-Madison campus and, ultimately, throughout the State of Wisconsin. Learn about the accomplishments to-date and how it has made a difference. www.wiscontrepreneur.org

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Poster Exhibits

Working with What You've Got: Expanding Services Without Expanding Resources

Lubar Institute for the Study of Abrahamic Religions

15 Is your office understaffed but eager to expand its services? Through systematically analyzing its goals, procedures, and operations, the Lubar Institute for the Study of Abrahamic Religions (LISAR) found a strategy to address this problem effectively. The strategy consisted of four steps: internal reorganization and reassigning tasks within the current staff, identifying campus partners with whom to coordinate efforts, institutionalizing an event planning spreadsheet to maximize efficiency and maintain organization, and finally, identifying unmet needs and considering ways to address them. This strategy has improved our efficiency. Learn how to reorganize and rethink what you already have, as well as how to collaborate campus-wide in order to maximize the use of existing resources.

<http://lisar.lss.wisc.edu/>

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Poster Exhibits

Campus-Wide Change Efforts

2009 Reaccreditation Project

Office of the Provost

16 The 2009 Reaccreditation Project is now in its final phase, with our site team visit rapidly approaching on April 27–29, 2009. The self study report has now been published and the site team members are reviewing it in preparation for their visit. We invite you to peruse the self study report, "For Wisconsin and the World: A Great Public University." Part I of the report provides strong evidence for how we meet the Higher Learning Commission's criteria for accreditation, while Part II, our special emphasis study, yielded six visionary reports that provided the foundation for our new campus strategic framework. These reports contain dozens of ideas and recommendations, many of which have become key elements of the strategic framework. The report chronicles changes we've undergone as an institution over the last decade and highlights our many accomplishments. It also outlines a vision for our future. www.greatu.wisc.edu

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Administrative Process Redesign (APR) Project

Office of the Vice Chancellor for Administration

17 Touch base with the Administrative Process Redesign (APR) project as it begins its third year. Check out the current redesign projects and talk with team members who are about to implement their process solutions. Learn about the Office of Human Resource Development's new training program, "Fully Prepared to Lead," which has a component designed to support the APR project. www.vc.wisc.edu/APR

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Automating the Rate/Title Request Process for Academic Personnel

Office of Human Resources

18 The Academic Personnel Office (APO) has recently automated the unclassified employees Rate and Title Change process. APO partnered with DoIT in designing an Oracle-based system, replacing the all-manual forms process. This web-based system has saved time, money, and resources. Not only does this automated system eliminate almost all errors and have all the required resources accessible at a click of a button for Department Administrators and Division Human Resource personnel, but the tracking mechanism allows departments "instant answers" and access to view the status of the request anytime via the web.

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Poster Exhibits

Building GREEN

UW Capital Planning & Development (CPD)

19 The University of Wisconsin-Madison is committed to constructing buildings that not only aid in the success of its students and staff, but are environmentally conscious and sustainable for years to come. We will be exhibiting our U.S. Green Building Council, Leadership in Energy and Environmental Design (LEED) initiatives in various campus major projects. Sustainability is one of the most important design elements as we lead the future in greening our campus beautiful. Stop by our presentation to learn about our goals and accomplishments in helping to reduce our carbon footprint.

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e-Reimbursement: Web-based Travel and Expense Reimbursement System

Accounting Services

20 The campus has begun a phased rollout of the new e-Reimbursement system and preliminary results have been very favorable. The campus rollout is expected to take about two years to complete. The new system allows travelers to submit expenses on the web, includes electronic approvals, and utilizes the same direct deposit function used with payroll deposits. The goals of this system are to expedite the reimbursement process, reduce costs required for travel management, and address campus dissatisfaction with the current paper-based travel expense reporting process.

<http://www.bussvc.wisc.edu/acct/TEWeb>

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Non-Sponsored Projects: Streamlining the Set-up

Business Services

21 A project is underway which will provide the opportunity to increase efficiency and accuracy by moving the set-up of Non-Sponsored Projects from Accounting Services and RSP to the divisions. The set-up of projects has traditionally been done by the use of centralized campus processing offices. By bringing together key campus users, educating the campus in the use of "Project ID's" for the set-up and maintenance of projects, and using a process improvement mapping tool, the team was able to analyze and redesign a more efficient process for the set-up of Non-Sponsored Projects making the process end-user more accountable for the final result. An important part of this transition will be thorough training, coupled with a certification, and authorization process.

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Poster Exhibits

Redesigning the Benefit Services Web Site

Office of Human Resources

22 Obtaining timely benefit information is critical to new employees who need to enroll in benefit plans before enrollment deadlines. Benefit Services has upgraded its web site with a new employee benefit information section and an easy-to-remember web address. The benefits.wisc.edu site now features a welcome page for new employees with links to essential forms and benefit plan information and applications. The site complements the department's effort to improve employee access to benefit and payroll information. www.benefits.wisc.edu

Susan Adams, sadams@ohr.wisc.edu, Office of Human Resources

Tim Miller, tmiller@ohr.wisc.edu, Office of Human Resources

WE CONSERVE Initiative – UW-Madison Environmental Stewardship Program

UW Physical Plant

23 “Going Green” is more than just a catchphrase at the University of Wisconsin-Madison. The WE CONSERVE Initiative has made it a campus-wide priority. The WE CONSERVE Initiative through the University of Wisconsin-Madison Environmental Stewardship Program currently reports \$5 million in annual savings, 2000 pledges and a 38,000 ton reduction in carbon output. The program has set a goal of 20% reduction by 2010. Stop by to learn how everyone, from you as an individual consumer to building managers and department heads, can take steps to help make this goal a reality. www.conserve.wisc.edu

James Harrod, jamesh@fpm.wisc.edu, UW Physical Plant / WE CONSERVE

WISPER: WISconsin Proposal Electronic Routing

Office of Research and Sponsored Programs

24 In order to obtain external funding for their research programs, investigators must submit proposals to sponsors, and the Office of Research and Sponsored Programs (RSP) must negotiate and facilitate these awards and related documents such as material transfer and confidential disclosure agreements. WISPER facilitates the process by routing applications and agreements related to extramural funding through the necessary approval channels through campus to RSP. WISPER also captures the data necessary to record information sufficient for internal tracking and reporting purposes and facilitates the generation of Awards. www.rsp.wisc.edu/WISPER/

Vince Borleske, borleske@rsp.wisc.edu, Research and Sponsored Programs

Jennifer Rodis, rodis@rsp.wisc.edu, Research and Sponsored Programs



Poster Exhibits

Collaborating and Partnering to Enhance Results

Chancellor's Forums

Office of the Chancellor

25 Chancellor Carolyn "Bidly" Martin is holding a series of forums with members of the UW-Madison community. These forums engage people in identifying opportunities and ideas for dealing with an economic recession and a changing world. Over 200 ideas have been generated to date for increasing effectiveness and efficiency. Come see a synthesis of the thoughts and ideas to date. www.chancellor.wisc.edu/forum

Bridging Language Barriers in the Workplace

Cultural Linguistic Services

26 The University of Wisconsin-Madison has made creating a campus community that is a welcoming place for all individuals to work and learn one of its top priorities. Crucial to maintaining this type of campus climate is the ability to work through language barriers for effective communication between managers/supervisors and employees. Cultural Linguistic Services exists to help build this bridge of communication between employees and managers/supervisors. Guided by the principle that diversity of gender, ethnicity, disability, religion, sexual orientation, culture, position, job function, and years of service are crucial components in the pursuit of excellence and that continuous professional development is vital to individual and organizational success, CSS provides many different services for managers/supervisors and employees including translation services, professional development opportunities for employees with limited English proficiency, and support to address workplace climate and culture issues. www.ohrd.wisc.edu

Carmen Romero, cromero@ohr.wisc.edu, Office of Human Resource Development

Campus Alcohol Task Force Focus Group

University Health Services & Offices of the Dean of Students

27 Faculty and staff involvement has been recognized as a key component for institutions wanting to address the campus drinking culture. At the same time, it is not easy to facilitate collaboration across units. The campus Alcohol and Other Drug Task Force held the Symposium "Alcohol and Our Learning Environment" in October 2008, with the goals of providing individual faculty and staff with tools for encouraging students to think critically about alcohol and channeling faculty/staff participation into both new and existing initiatives. Dynamic presentations by our own campus experts and lively discussion with participants have laid the groundwork for a larger and more inclusive event next year, with representation from students and community members.

Susan Pastor, spastor@uhs.wisc.edu, University Health Services

Tonya Schmidt, tschmidt@odos.wisc.edu, Offices of the Dean of Students



Poster Exhibits

Conney Project on Jewish Arts

Mosse/Weinstein Center for Jewish Studies

28 A far-reaching educational entity that supports and encourages new narratives of Jewish identity by initiating conversations about possible linkages, partnerships, and future collaborative outreach projects through both conferences and an interactive Web site. www.conneyproject.wisc.edu

Douglas Rosenberg, rosend@education.wisc.edu, Mosse/Weinstein Center for Jewish Studies

Anita Lightfoot, allightf@wisc.edu, Mosse/Weinstein Center for Jewish Studies

Citation Managers: Which One Should I Use? Which One Should My Students Use?

UW-Madison Libraries

29 Organizing information in the digital age can take a lot of time and effort. Campus librarians can help by teaching and promoting effective citation management. Explore the variety of citation management software supported by the UW-Madison Libraries and ascertain the appropriateness of using EndNote, EndNote Web, RefWorks or Zotero for managing information – be it in the workplace, the research lab, or the classroom. Try out an assessment tool and discover which software best meets your needs! www.library.wisc.edu/citation-managers/

Anne Rauh, aerauh@engr.wisc.edu, Wendt Library

Emily Wixson, ewixson@library.wisc.edu, Chemistry Library

Pamela O'Donnell, podonnell@library.wisc.edu, College Library

Community Partnerships and Outreach Staff Network

CPO Staff Network

30 The Community Partnerships and Outreach (CPO) Staff Network is a new, self-organizing community of engagement professionals who span the boundaries between campus and community. Members of the UW-Madison community are deeply committed to the Wisconsin Idea, and engagement professionals are uniquely equipped to elevate and extend this work on campus and around the state. The CPO Staff Network facilitates communication and collaboration, information and resource sharing, best practices dissemination, professional development opportunities, and quality initiatives. Communities of practice are efficient, cost-effective mechanisms for improving quality and maximizing limited resources. By connecting engagement professionals across campus, the CPO Staff Network aims to improve outcomes and access for community partners, reduce point-of-entry confusion and duplication of services increase campus capacity to respond to community priorities, and involve engagement professionals at all levels in leadership, planning, and decision making. The work of the CPO Staff Network to organize existing resources around the Wisconsin Idea is critical in this time when strong outreach and partnership efforts have the potential to garner broader and deeper sources of institutional funding.

Katherine Loving, kaloving@uhs.wisc.edu, University Health Services

Sharon Younkin, slyounkin@wisc.edu, School of Medicine and Public Health



Poster Exhibits

Document Storage and Management System

Office of Research Policy

31 The UW-Madison Office of Research Policy and the Office of Graduate School Information Technology have collaborated in the creation of a document storage and management system (S&M). The S&M allows a great deal of flexibility in document storage and currently holds 243 documents related to the campus Human Research Protection Program (HRPP). Features of the S&M include: automated conversion of MS Word documents to HTML and PDF formats, the ability to link from multiple Web locations to relevant documents in either Web-ready or downloadable formats, one location where documents common to many pages can be edited with changes reflected on all linked pages, and the ability to readily search the S&M by several different criteria. This powerful program can be easily adapted to meet needs of others on campus with a variety of document storage and management needs.

Jim Wells, jawells2@bascom.wisc.edu, Office of Research Policy

Enhancing Campus IT Security by Collaborating with the Big 10 Through the CIC

Office of Campus Information Security

32 The Office of Campus Information Security is building a shared community of IT security practice by providing training to improve the IT security knowledge of all campus IT staff, not just those who specialize in security issues. To complement this, we are building a social network to enable campus units to have early input into security technology and policy divisions, and to exchange experiences and knowledge among various units. We have built our courses by partnering with other Big 10 schools through the CIC Security Working Group, by working with a vendor (The SANS Institute, <http://sans.org>), and by building in-house courses in a variety of topics. Our social network is being built "bottom up" by using existing groups with related interests, and "top down" by engaging Deans and Directors in recognizing individuals who will represent the interests of their individual units and help balance that with the needs of campus as a whole. Learn how to work within networks and utilize resources that are already in existence to create an individualized product that best meets your needs.

Richard Keir, rdkeir@wisc.edu, Office of Campus Information Security

Utilizing the Power of Collaboration Across Campuses

Committee on Institutional Cooperation & National Consortium for Continuous Improvement

33 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 that is celebrating 50 years of collaboration, innovation, and service. Come learn about their new online tool "CICme" that will allow users to login through their campus NetID and password for easy, streamlined access to a secure space for collaboration and idea sharing. www.cic.net

NCCI, the National Consortium for Continuous Improvement in Higher Education, is a network of over 90 institutions from 32 states and seven nations that is focused on improvement and planning. Learn about this premier global network that is celebrating its 10th year of fostering improvement, innovation, and excellence in colleges and universities. www.ncci-cu.org

Maury Cotter, mcotter@wisc.edu, Office of Quality Improvement



Poster Exhibits

Teaching and Learning Excellence (TLE) Web Site

UW Teaching Academy, Office of the Vice Provost for Teaching & Learning, & DoIT Academic Technology

34 The new TLE Web site gives faculty and staff a variety of tools to sharpen their teaching skills, find helpful resources, and share advice with colleagues. This site was developed collaboratively by the UW Teaching Academy, the Office of the Vice Provost for Teaching and Learning, and DoIT Academic Technology. <https://tle.wisc.edu/>

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Student Success Summit: Actively Engaging Student Voices for Inclusive Excellence

Offices of the Dean of Students, PEOPLE Program

35 In a new twist on the conventional focus group, students were invited to participate in interactive sessions designed to identify and understand the attributes of their "peak learning experiences." They then applied them in "re-visioning" academic and social support program planning. The process activated a mutually-beneficial ODOS/PEOPLE partnership that aimed to broaden and deepen understandings of student needs and involve students in a process that had intrinsic value for them while authentically engaging PEOPLE program staff. There are valuable informational benefits for both ODOS and the PEOPLE program. In addition, the PEOPLE Program is moving forward its own development initiatives with self-sustainable momentum and ownership.

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Jackie Dewalt, jadewalt@education.wisc.edu, PEOPLE Program

UW-Madison Community Outreach Work with Spectrum Magazine

Office of the Chancellor

36 The UW-Madison Chancellor's Office is working closely with the Madison Area Diversity Roundtable in the production of Spectrum Magazine, which celebrates the diversity of the Madison area. The Madison Area Diversity Roundtable has been meeting for three years to discuss best practices around diversity, recruitment, retention, and connectivity. Spectrum is one of the products of these meetings, and 16 different organizations were involved. The magazine is an example of how units, departments, and programs can work together on a shared project that can benefit themselves and others. www.madisonmagazine.com/spectrum

Dawn Crim, dbcrim@bascom.wisc.edu, Office of the Chancellor



Poster Exhibits

Streamlining, Automating, & Restructuring Our Work

How Academic Department Managers Use the Query Library

College of Agricultural & Life Sciences, College of Letters & Science, & School of Music

37 View a demonstration of ways academic departments are using the Query Library to answer questions using pre-written queries. Academic department managers use the Query Library to determine short-term staffing needs, build tailored email lists for a variety of communications, determine an appropriate salary for new hires, and for budget-driven course planning.

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Ken Scott, kscott@russell.wisc.edu, College of Agricultural & Life Sciences

Tammi Simpson, tlsimpson@wisc.edu, College of Letters & Science

Tina Hunter, hunter2@wisc.edu, School of Music

Kathy Luker, kwluker@wisc.edu, Office of Quality Improvement

Administrative Information Management Services (AIMS)

Office of the Vice Chancellor for Administration

38 AIMS is a new campus office reporting to the Vice Chancellor for Administration that focuses on the delivery of IT services to administrative units. Acting as a complement to the Division of Information Technology (DoIT), AIMS provides value-added IT services that are typically offered at the departmental level. AIMS offers a full scope of IT services, including workstation lifecycle management, customer support (Help Desk), application hosting and delivery, secure storage, and Web-based application development services.

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Ask a Librarian

UW-Madison Libraries

39 Librarians at the University of Wisconsin-Madison are proud of their reputation for providing excellent reference service -- helping faculty, staff, and students locate and retrieve the information they need to excel. In 2006 the libraries expanded their suite of reference services to include IM/Chat, an increasingly popular communication technology (especially among undergraduates). Since its introduction the service has proven very successful; the libraries have seen a 40% increase in use from 2007 to 2008. User surveys, however, show that the majority of library patrons prefer to interact with library staff in person. Recognizing the need to facilitate individual appointments, reference librarians have recently introduced a Web form which makes it easier to access this vital service. It's now easier than ever to "Ask a Librarian" www.library.wisc.edu/ask/

Pamela O'Donnell, podonnell@library.wisc.edu, Reference Marketing Committee

Reference Marketing Committee, raigmarketing-1@library.wisc.edu, Campus Libraries



Poster Exhibits

Building an Engaged, Sustainable Community

The Nelson Institute for Environmental Studies

40 Individual input is an essential part of building an engaged community. Organizing and sorting the feedback from the Institute's faculty, staff, and students to make it useful and manageable, however, is a daunting feat. Utilizing a well planned process, as well as a newly engineered software application, made taking on such a challenge possible. Learn how The Nelson Institute created a strategic plan and used the ThemeSeekr application, engineered at the University of Wisconsin-Madison. ThemeSeekr organized and made use of feedback from various stakeholders in order to better address the Nelson Institute's concerns and how the Institute plans to continue the engagement in the future. www.nelson.wisc.edu/about/mission

Carmela Diosana, ccdiosana@wisc.edu, Nelson Institute for Environmental Studies

Rob Beattie, rbeattie@wisc.edu, Nelson Institute for Environmental Studies

Clinics Improvement Collaborative (CLIC): Engineering Positive Patient Experiences

UW Hospital and Clinics

41 The Clinics Improvement Collaborative (CLIC) set out to improve patient satisfaction scores related to waits and delays to a 90% mean score for nine pilot clinics by June 2009. Using a data-driven Collaborative Learning Model, a three-phase approach was undertaken to 1) enhance the patient's experience, 2) increase clinic efficiency by removing roadblocks to patient flow, and 3) reduce barriers to patient access, using a variety of tools and methods from human factors engineering, LEAN thinking, and mathematical modeling.

Sue Sanford-Ring, ssanford-ring@uwhealth.org, UW Hospital and Clinics

Joey Valdez, jvaldez@uwhealth.org, UW Hospital and Clinics

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Data Integrity Group (DIG)

Division of Enrollment Management, DoIT, & Academic Planning and Analysis

42 Can you rely on your data? If you're using student-related information to make decisions about recruiting and admissions, Timetable, advisors, financial aid and other important campus functions, the answer is "YES!," thanks to the Data Integrity Group (DIG). This grassroots group of data users, experts, and data warehouse managers meets regularly to address the problems that arise when upgrades or conversions change the source of data elements, when administrative processes change, when new reporting requirements emerge, or when data just doesn't look as expected. Started as an ad hoc problem-solving group, DIG now has permanent participation from the Division of Enrollment Management, DoIT, Academic Planning and Analysis (Provost's Office), and the Office of Quality Improvement and goes beyond investigating reported data problems to recommending data fixes and prioritizing new data views.

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Poster Exhibits

DoIT Software and Load Testing – SALT

Division of Information Technology

43 The Software and Load Testing (SALT) service team helps UW program managers, application developers, coders, and other IT staff identify application problems in test, before a project is launched. SALT services include test planning and management, regression/functional testing, load testing, consultation and training, as well as access to security and accessibility testing services. Sponsored by the Division of Information Technology (DoIT), our services are available to all campuses in the UW-System, including UW-Madison. Our team members recently conducted system load testing for UW-System's Electronic Applications, WISCareers' career management tool, and UW-La Crosse Student Information (PeopleSoft) implementation. We can help you feel confident that your system will work as planned on the day it is launched.

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Educational Technologies at the Health Sciences Learning Center

School of Medicine and Public Health

44 New developments in technology have a direct impact on the way students are educated at the University of Wisconsin School of Medicine and Public Health. The Health Sciences Learning Center (HSLC) IT team will show how technologies such as the web-based and mobile application of their Audience Response System (ARS), a 176-seat computer-based testing facility, and a Lecture Capture System with enhanced web 2.0 tools are being used to revolutionize students' educational experience. The team is excited to share lessons learned on these current educational technology projects and see what others around campus are doing. www.hslc.wisc.edu

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Integrated Communications Campaign: Continuity Across All Media

Division of International Studies

45 In today's ever-changing technological environment, it is important for us to take advantage of available tools to reach our target audiences. Especially in a university setting, it is imperative for us to reach students, faculty/staff, alumni, and outside supporters through tools they access on a daily basis. With this in mind, we have incorporated social media into our integrated communications campaign, allowing us to reach our diverse audiences through the use of online social networking sites such as Facebook, Flickr, a news blog with RSS feeds, and the latest addition to our Web site, the Badgers Abroad Blog. With the incorporation of new media into your current media mix, your biggest challenge will be to create continuity among all of your unit's outlets (both current and new). When creating an integrated communications campaign of your own, it is important to research what is available to you and capitalize on the strengths of each medium. Lastly, there is always room for improvement. www.international.wisc.edu

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Traci Cohen, tacohen@wisc.edu, Division of International Studies



Poster Exhibits

Protect Sensitive Data: Encrypt the Collaborative Way

Office of Campus Information Security

46 If your computers store or process social security numbers, driver's license numbers, financial account numbers (including credit cards), student records, medical information or biometrics (such as DNA profiles or fingerprints), then this information is a target of criminals. As custodians entrusted with this data, you have an ethical and legal responsibility to protect it. One way to protect the data is through the use of full disk encryption. The McAfee Endpoint Encryption software is freely available to all UW departments. Support is provided under a collaborative model, where departmental IT staff serve as experts to other departments helping the encryption community grow. Come talk to members of the encryption team about how the McAfee Endpoint Encryption software works and how to participate in this collaborative effort to protect sensitive data.

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Phil Saunders, phsaunders@em.wisc.edu, Enrollment Management

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How Student Services Staff Use the Query Library

School of Education, School of Human Ecology, College of Engineering, & ICBE

47 Learn how student services staff use the Query Library to support many of their work functions. They use it to assign advisors to students, produce advisee lists for faculty, identify academically at-risk students in need of support, track undergraduate applicants interested in their program, and for answering a variety of surveys.

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Katie Lindemann, klindemann@wisc.edu, School of Human Ecology

Pam Peterson, prpeters@engr.wisc.edu, College of Engineering

Sarah Kuba, sekuba@wisc.edu, Institute for Cross-College Biology Education

Using Automation to Reduce Cost and Increase Efficiency

Office of Equity and Diversity

48 Trying to reduce your department's cost of doing business? Try automation to reduce printing, mailing, and postage costs. Before automation, the Office of Equity and Diversity's (OED) process for completing the filing of Affirmative Action Data Questionnaire (AADQ) forms involved printing and mailing paper copies of the form and the final report between the hiring department and OED at least four times. This process was a lot of work for both the hiring departments and OED. Through automation, however, the AADQ forms can now be sent as an email attachment, filled out electronically, and returned to OED without a printed copy ever needing to be created. This new process saves thousands of dollars in postage, several trees, and many people hours.

Bonnie Sundal, bsundal@vc.wisc.edu, Office of Equity and Diversity

Kate O'Connor, koconnor@vc.wisc.edu, Office of Equity and Diversity



Poster Exhibits

A Web Portal to Graduate Student Diversity

Engineering Professional Development, Office of Diversity Resources, & Graduate School

49 The goal of this project was to create a simple, cohesive process for recruiting targeted students to graduate school at UW-Madison that works seamlessly for all stakeholders. Included were the Summer Research Opportunities Program (SROP), the SROP Alumni Tracking System, and direct data integration into the Graduate School application and other Graduate Student data sources. These applications synthesize the disparate application processes that each of the 18 SROPs used into one comprehensive portal-based system that is simple and easy to use for all its constituents. As a result of these new applications, we've seen a three-fold increase in applications.

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Dorothy Sanchez, dsanchez@bascom.wisc.edu, Office of Diversity Resources

Steve Hahn, smhahn@uwmad.wisc.edu, Graduate School

Working Smarter -- Helping Each Other

College of Engineering

50 What happens when student services are taken out of the departments and placed into a centralized location? The College of Engineering student services "hubs" will share valuable information on how these offices are making an impact on the engineering campus.

Linda Kelly, lkelly@engr.wisc.edu, College of Engineering

How University Services Program Associates Use the Query Library

College of Agricultural & Life Sciences, School of Education, & College of Letters & Science

51 University Services Program Associates use the Query Library to answer questions and support work processes. Learn how this tool can be used to identify students with honors in the major, carry out merit increase exercises, audit the timetable, and track the progress of graduate students in their department.

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Gail Tanner, gtanner@wisc.edu, College of Agricultural & Life Sciences

Huyen Nguyen, hbnguyen@education.wisc.edu, School of Education

Kate Bartlett, kebartlett@wisc.edu, College of Letters & Science

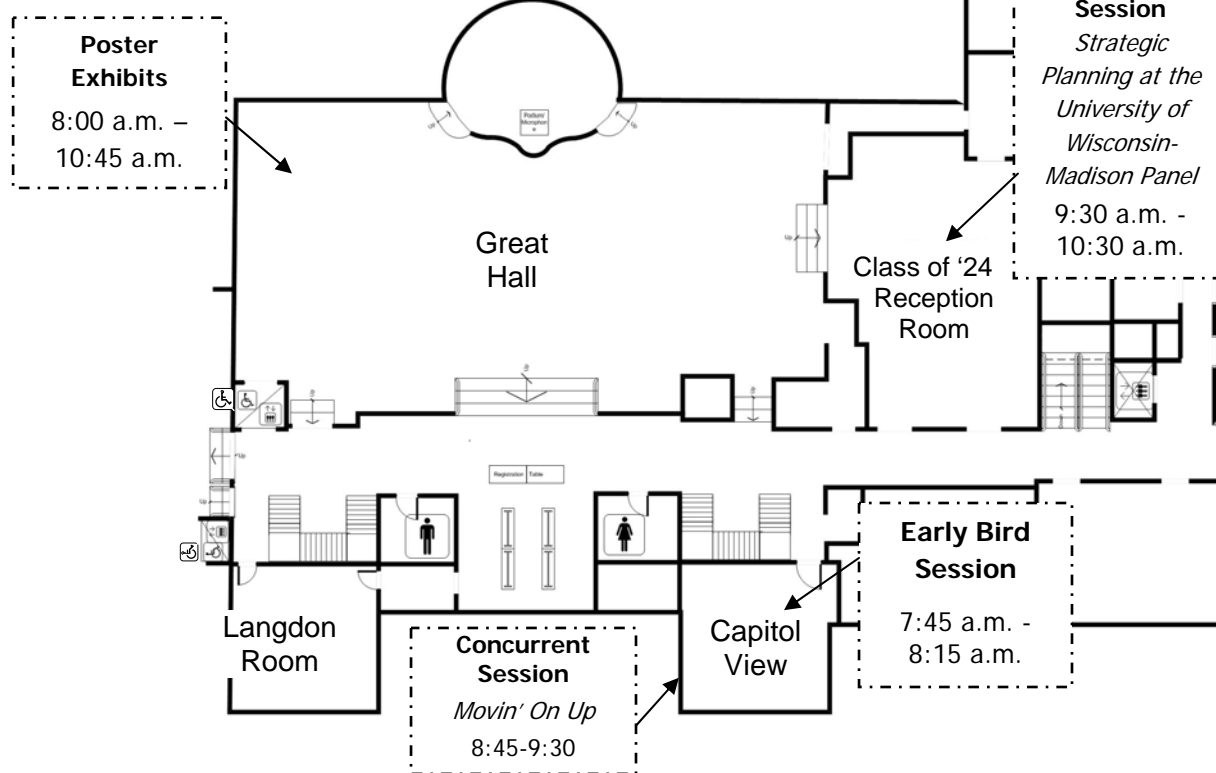


UW-Madison Memorial Union

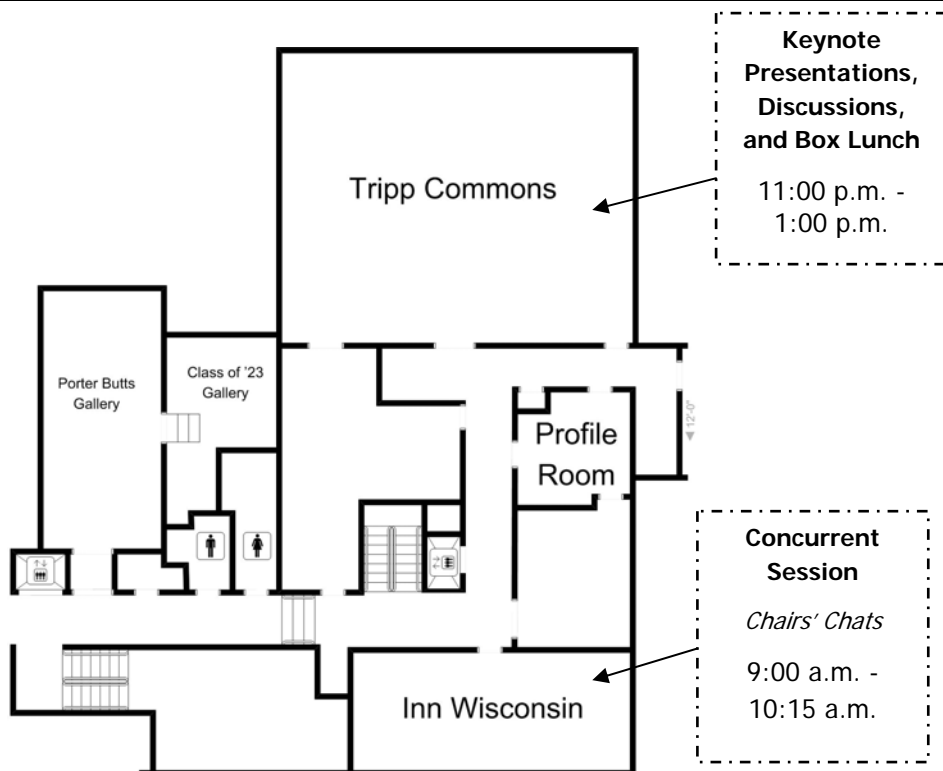
(Room Locators)

8:00 a.m. – 10:45 a.m.

4th Floor



11:00 a.m. – 1:00 p.m.
2nd Floor



Mark Your Calendars for Showcase 2010!

April 6, 2010 - Memorial Union