



# SHOWCASE

Sharing our best practices.

# 2010



**April 6, 2010**  
**8:00 a.m. – 1:00 p.m.**  
**UW-Madison Memorial Union**

*Welcome to UW-Madison's eleventh 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 communication and sharing tools and ideas for improvement.*

**Sponsors:**

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  
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 2010 is an opportunity to share your examples and successes, and to learn from others at the same time.”*

## **For Wisconsin and the World**

Focusing a Great University on its Core Mission, Public Purpose, and Global Reach  
**Campus Strategic Framework, 2009-2014**

### **Vision**

The University of Wisconsin–Madison will be a model public university in the 21st century, serving as a resource to the public and working to enhance the quality of life in the state, the nation, and the world.

### **Strategic Priorities**

- Provide an exemplary undergraduate experience
- Reinvigorate the Wisconsin Idea and renew our commitment to our public mission
- Invest in scholarly domains in which we have existing or potential strength and impact
- Recruit and retain the best faculty and staff, and reward merit
- Enhance diversity in order to ensure excellence in education and research
- Be responsible stewards of our resources

<http://www.chancellor.wisc.edu/strategicplan/>



# Showcase Agenda

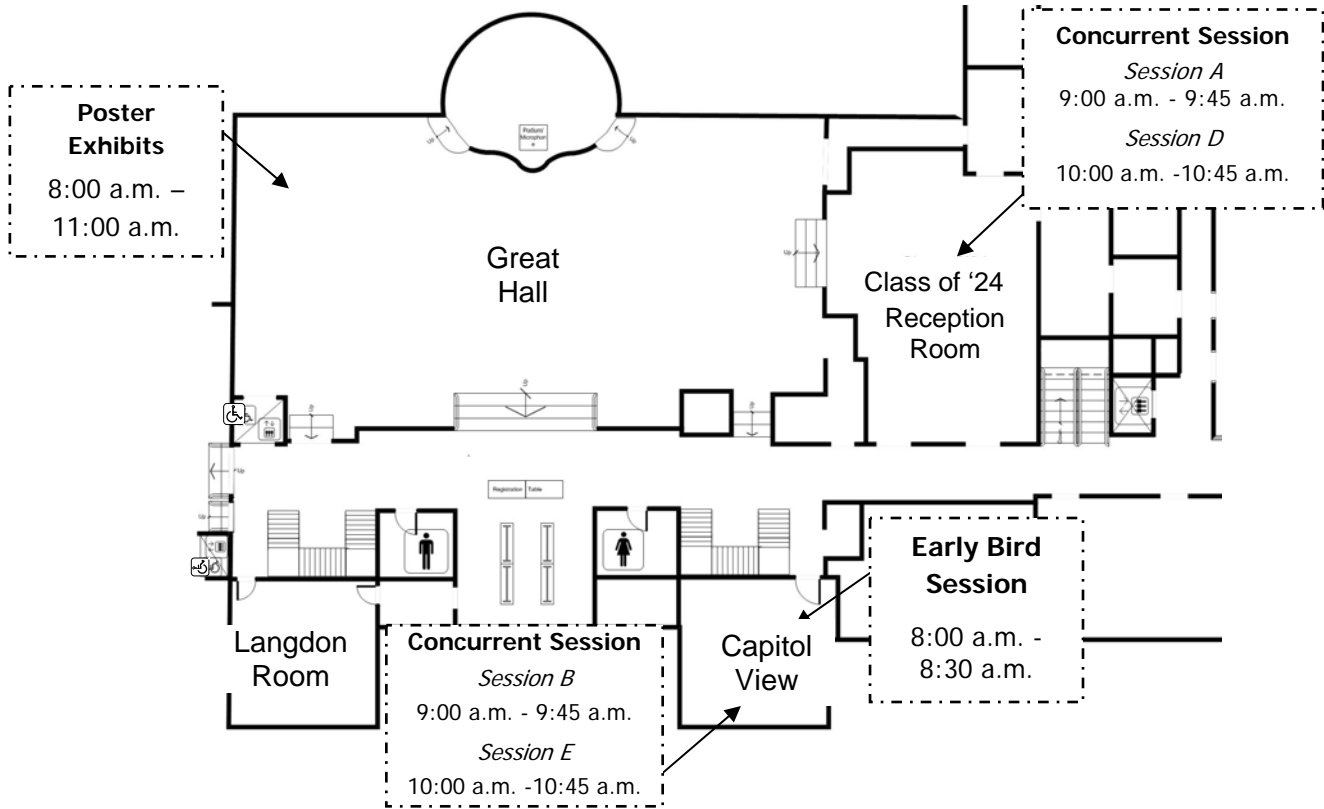
8:00 – 11:00		<b>Poster Exhibits – Great Hall</b> View the 55 poster exhibits – share ideas and learn from one another. (Page 10)	
8:00 – 8:30			<b>Early Bird Session – Capitol View Room</b> <b>Getting the Most Out of Showcase – Ann Zanzig, Office of Quality Improvement (Page 5)</b> Learn how to make the best use of your time at this year’s Showcase event.
	8:30 – 8:45	<b>Opening Remarks – Great Hall</b> <b>Welcome - Paul DeLuca, Provost and Vice Chancellor for Academic Affairs (Page 4)</b>	
	9:00 – 9:45	<b>Concurrent Session A – Class of '24 Reception Room</b> <b>Decentralized Approaches to Complex Problem Solving - Harry Webne-Behrman, OHRD (Page 6)</b> Explore the value and importance of simple, yet powerful conversations.	
	9:00 – 9:45	<b>Concurrent Session B – Capitol View Room</b> <b>Course Guide for Advisors, Faculty, and Students - Karen Hanson/Aaron Apel, Office of the Registrar (Page 6)</b> Learn how students and advisors are now able to plan and select courses at UW-Madison.	
	9:00 – 10:15	<b>Concurrent Session C – Inn Wisconsin – 2<sup>nd</sup> Floor</b> <b>Chairs Chat - Department Chairs will share practices that have worked for them. (Page 6)</b>	
	10:00 – 10:45	<b>Concurrent Session D – Class of '24 Reception Room</b> <b>Administrative Process Redesign (APR): Collaborating with Campus Partners - Alice Gustafson, APR; Don Schutt and Mark Walters, Office of Human Resources (Page 7)</b> Learn how some of the principles of the APR project have been integrated into sustained campus activities.	
	10:00 – 10:45	<b>Concurrent Session E – Capitol View Room</b> <b>Preparing for Relocation: A Success Story - Linda Zwicker, School of Human Ecology (Page 7)</b>	
	10:45 – 11:00	<b>Closing Remarks – Great Hall</b> <b>A Time for us to Engage as a Campus Community – Darrell Bazzell, Vice Chancellor for Administration (Page 4)</b>	
11:15 – 1:00 Panel Discussion and Box Lunch Tripp Commons		<b>Addressing Complex, Cross-Cutting Issues - Frederica Freyberg -Panel Moderator, Gregg Mitman, Nelson Institute for Environmental Studies, and Jeremi Suri, L&amp;S History Department (Page 8)</b>	



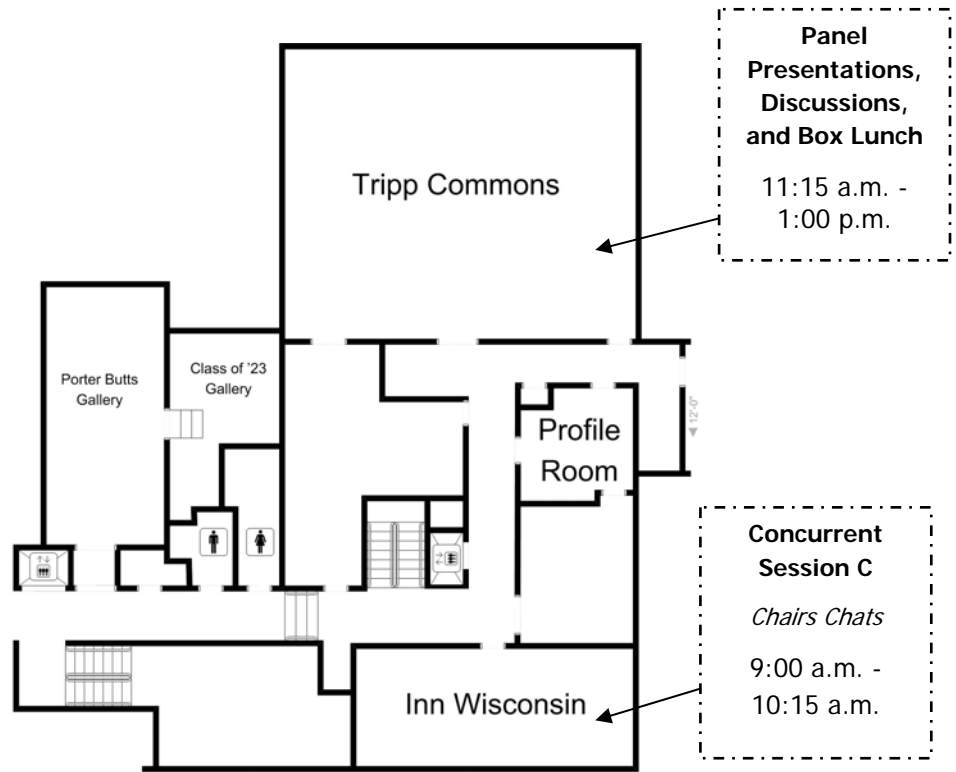
# UW-Madison Memorial Union

## (Room Locators)

### 4<sup>th</sup> Floor



### 2<sup>nd</sup> Floor





# Showcase: Sharing Our Best Practices



**Paul DeLuca**  
Provost and Vice Chancellor for  
Academic Affairs

*"In most cases, we don't need to reinvent the wheel! Our campus is a rich economy of models and techniques for accomplishing challenging tasks. Showcase provides us with an opportunity to leverage those great models by sharing them and learning from each other. Come to Showcase ready to take ideas back to your own unit and put them to use."*



**Darrell Bazzell**  
Vice Chancellor for Administration

*"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."*



# Early Bird Session

8:00 a.m. – 8:30 a.m.  
Capitol View Room – 4<sup>th</sup> Floor

## Getting the Most Out of Showcase

*Ann Zanzig – Office of Quality Improvement*

The eleventh 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

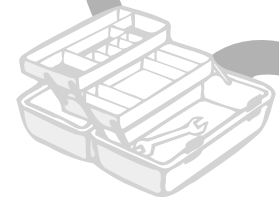
### Who I Plan to Contact

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

1.

2.

3.





# Concurrent Sessions

9:00 a.m. – 9:45 a.m.

## **Session A: Decentralized Approaches to Complex Problem Solving**

**9:00 – 9:45 (Class of '24 Reception Room – 4<sup>th</sup> floor)**

Facilitated by: Harry Webne-Behrman - Office of Human Resource Development

Join us in exploring possibilities for how we can harness simple conversations to help solve complex, global problems. Meg Wheatley writes in her recent book:

“Many large-scale change efforts – some of which have won the Nobel Peace Prize – began with the simple but courageous act of friends talking to one another about their fears and dreams. Simple, honest, human conversation. We may have forgotten this, or no longer have time for each other, but it is how good thinking grows into actions that create real change.”

## **Session B: Course Guide: A Tool for Advisors, Faculty, and Students**

**9:00 – 9:45 (Capitol View Room - 4<sup>th</sup> floor)**

Presented by: Karen Hanson and Aaron Apel - Office of the Registrar

Learn how Course Guide brings together information from many sources to act as a searchable and browsable course catalog. Used as a complement to the Schedule of Classes, Course Guide allows students to thoroughly research courses and consider plans for their upcoming semesters prior to meeting with their advisor. Advisors and any campus staff can use Course Guide to share information about courses and provide guidance to students on course selection. It includes course information, links to schedule of classes and department websites, robust search capabilities, and an at-a-glance section offering time/day/room/instructor, available class seats, textbook and final exam information.

## **Session C: Chairs Chats: It's Good for Me. Is it Good for You?**

**9:00 - 10:15 (Inn Wisconsin – 2<sup>nd</sup> floor)**

Department chairs will share practices and approaches that have worked for them. Chairs who are attending and prepared to share something include: John Steir, Tom Loeser, Mike Culbertson, Mike Corradini, Patti Brennan, Richard Straub, Greg Downey, Tom Schaub, and Phil O'Leary. Everyone who attends is encouraged to bring one example of something that works for them. Past sessions have included administrative structures, tips for getting faculty to help with department duties, finding and engaging alumni, raising funds, improving meetings, recommended books, time management tips, engaging your advisory council, getting a handle on upcoming retirements, etc. If you have something written, please bring 25 copies to distribute.

*Register for this and other Chairs Chats here:*

[http://www.ohrd.wisc.edu/reg/catalog\\_course.aspx?groupcoursekey=10285](http://www.ohrd.wisc.edu/reg/catalog_course.aspx?groupcoursekey=10285)



# Concurrent Sessions

10:00 a.m. – 10:45 a.m.

## **Session D: Administrative Process Redesign (APR): Collaborating with Campus Partners**

**10:00 – 10:45 (Class of '24 Reception Room – 4<sup>th</sup> floor)**

Presented by: Alice Gustafson - APR, Don Schutt and Mark Walters - Office of Human Resources

Learn how some of the principles of the Administrative Process Redesign (APR) project have been integrated into sustained campus activities and are now under the stewardship of other campus departments. One of the hallmarks of APR has been its positive campus partnerships. In particular, APR has had a very productive partnership with the Office of Human Resources. Learn about the success of the new “Fully Prepared to Lead” training series offered by the Office of Human Resource Development and how the lessons learned in APR about building relationships here spilled over to the campus engagement plan.

## **Session E: Preparing for Relocation: A Success Story**

**10:00 – 10:45 (Capitol View Room - 4<sup>th</sup> floor)**

Presented by: Linda Zwicker - School of Human Ecology

Following years of planning, the School of Human Ecology is looking forward to a new addition to the west of the historic Human Ecology building, which will undergo its first complete renovation. A Human Ecology Relocation Team was formed in October 2008 to serve all stakeholders in the School’s temporary relocation and to ensure a smooth, engaging and effective transition to temporary space with no gaps in service. Learn what they did, how they did it, what worked, and lessons learned. Find out about tools that can help your departments/schools facing the same challenge.





## Panel Discussion and Box Lunch Addressing Complex, Cross-Cutting Issues

Tripp Commons – 2<sup>nd</sup> Floor  
11:15 a.m. – 1:00 p.m.

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Members of the UW-Madison community are increasingly called upon to help solve complex problems that cross traditional campus boundaries. Our panelists are addressing the challenges unique to these projects and will share their experiences, addressing questions such as:

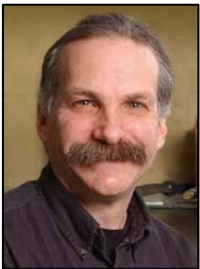
- What are the unique characteristics of a “complex problem?” What makes a problem “complex?”
- How do we engage and integrate research, teaching and service outreach activities in solving complex problems?
- How do we scale and disseminate solutions to the entire organization and beyond?

Join us for lunch - and join in the conversation - as Frederica Freyberg moderates a dialogue with Gregg Mitman and Jeremi Suri to share insights and helpful hints from their experiences.



***Frederica Freyberg – Panel Moderator***  
**Wisconsin Public Television**

Frederica Freyberg is a reporter for *In Wisconsin* and anchor of *Here and Now* on Wisconsin Public Television. In addition to many other awards, she is a three-time winner of the Edward R. Murrow Award for her *In Wisconsin* reporting.



***Gregg Mitman – Panel Speaker***  
**Nelson Institute for Environmental Studies**

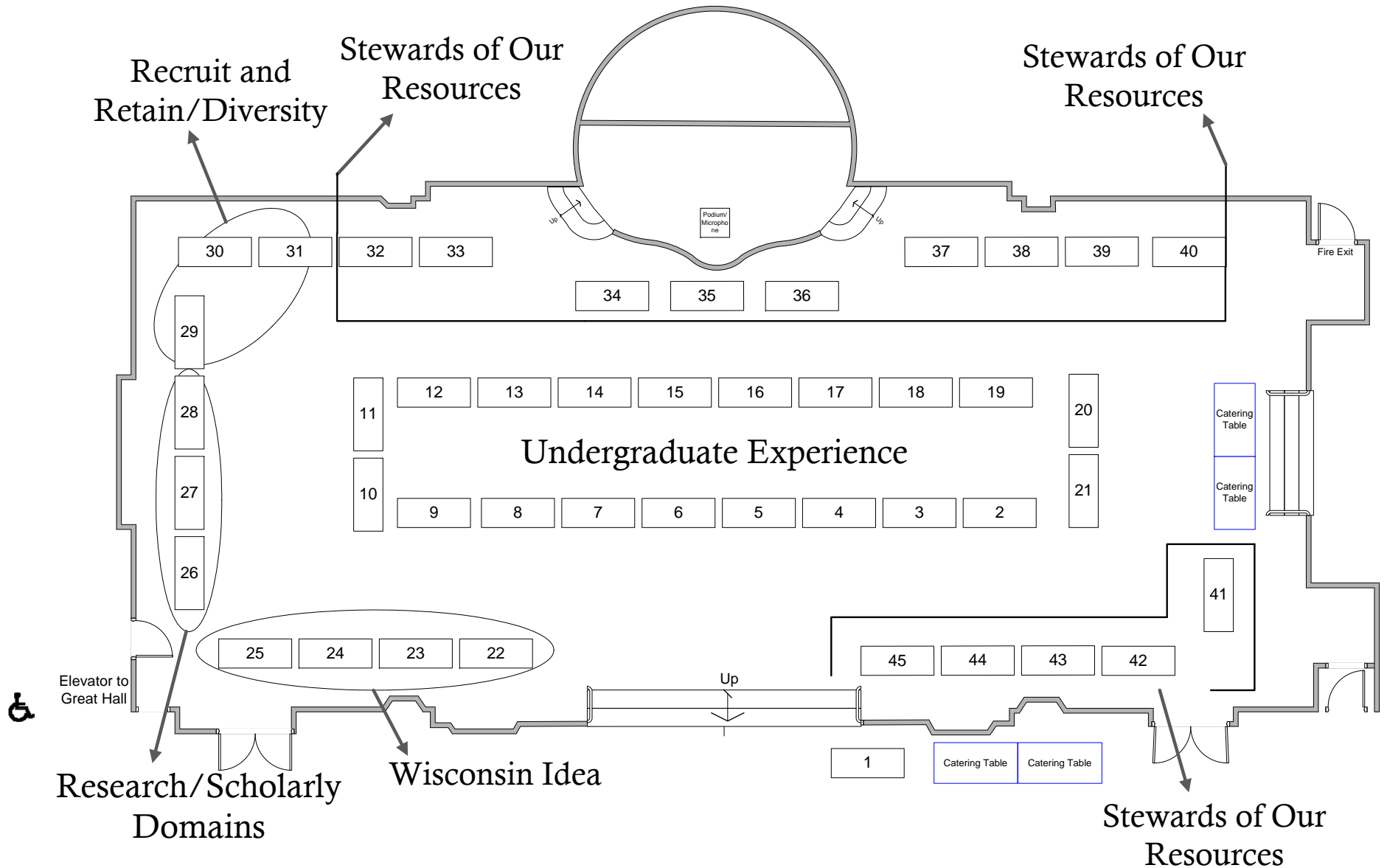
As interim director of the Nelson Institute for Environmental Studies, Gregg Mitman has experienced the value of working collaboratively to solve complex issues related to sustainability. So it is no surprise to find him bringing together a variety of disciplines, units and interested individuals to engage in a campus-wide initiative focused on developing a vision and action plan for UW-Madison’s sustainability efforts. Gregg is also the William Coleman Professor of History of Science, a professor in the department of Medical History, and the Robert F. and Jean E. Holtz Center for Science and Technology Studies.



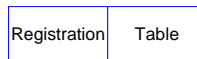
***Jeremi Suri – Panel Speaker***  
**Department of History**

Jeremi Suri is co-chairing, with Jeanette Roberts, the campus-wide global health initiative. Building on ideas generated in the reaccreditation process, Jeremi and Jeanette are seeking ways to address the complex problem of global health from the perspectives and contributions of many disciplines on our comprehensive campus. Jeremi is the E. Gordon Fox Professor of History, Director of the European Union Center of Excellence, and the Director of the Grand Strategy Program.

# Poster Exhibits at Great Hall



**Numbers on Diagram Correspond with Poster Descriptions in Program (beginning on p. 10)**



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



# Poster Exhibits

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# Poster Exhibits

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## Campus Strategic Framework

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### 1. Anchoring Your Initiatives to the Campus-wide Strategic Framework

*Office of the Chancellor*

As departments and other UW units develop or update strategic plans, they often ask, "How do we take the work we've done and ensure it has a lasting impact on what we do?"

One answer is to relate the elements in your plan to the Strategic Priorities in the Campus-wide Strategic Framework developed during the 2009 Reaccreditation Process. The Strategic Campus Strategic Framework poster highlights the Strategic Priorities.

A second answer is to create specific initiatives anchored to Strategic Priorities of the Framework and supported by written charters. This is particularly critical with cross-campus initiatives that are becoming increasingly significant in defining what makes the UW-Madison distinctive. The Implementing the Campus Strategic Framework poster shows how current cross-campus initiatives are advancing our Strategic Priorities and provides an example of an Initiative Charter.

<http://www.chancellor.wisc.edu/strategicplan/>



# Poster Exhibits

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## Undergraduate Experience

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### **2. Campus Chat Connections: A Single Entry Point to Campus-wide Chat Services**

*Division of Information Technology*

A new feature of My UW-Madison enables existing and future chat services to be accessed from a convenient central location, via a module in the Services tab of My UW. Campus Chat Connections resulted from a collaborative effort among University Communications, Visitor and Information Programs, UW Libraries, GUTS, Writing Center, and DoIT, and currently features links to eight popular chat services. No special software is needed for these Web-based chat services – just click the link and chat. Learn how chat services are being used on campus and explore how your unit might benefit from this technology.

*Jeff Wiltzius, wiltzius@doit.wisc.edu, Division of Information Technology*

*Annette Stratman-Durrer, annette.stratman@doit.wisc.edu, Division of Information Technology*

### **3. Degree Structure Streamlining in CALS: A College-Wide Approach to a Revised Degree Structure**

*College of Agricultural & Life Sciences*

CALS students were requesting increased flexibility in degree requirements, so they could more easily double major, participate in internships, study abroad and tie their coursework to practical experiences. In addition, the College recognized that a more streamlined degree structure would make advising, transferring and recruiting easier. The CALS Curriculum Committee worked with the Departments, the CALS APC, and other governance groups to design a single CALS B.S. degree. The new degree would replace several existing ones by adding and modifying certain degree requirements and reducing credits from 124 to 120. The proposal was presented to an all-college faculty meeting on March 23. <http://www.cals.wisc.edu/>

*Irwin Goldman, ilgoldma@wisc.edu, College of Agricultural & Life Sciences*

*Dan Schaefer, dschaefer@cals.wisc.edu, College of Agricultural & Life Sciences*

### **4. Improving Assessment of Co-Curricular Educational Activities**

*Office of Dean of Students*

Over the past two years, the Office of the Dean of Students has developed an assessment plan that synthesizes departmental, Divisional, and campus strategic priorities. In addition, we formed a collaborative assessment partnership with the College of Letters and Science. This poster highlights what we've learned and offers suggestions on how planning, technology, partnerships and training can improve assessment efforts. <http://students.wisc.edu/>

*Argyle Wade, awade@odos.wisc.edu, Office of Dean of Students*



# Poster Exhibits

## Undergraduate Experience

### 5. EAGLE: Course Planner for Undergraduate Students and Advisors

*College of Engineering*

The EAGLE system was developed to provide undergraduate students and their advisors with an easy-to-use, visual tool for planning the students' academic career, and to assist in projecting the need for additional sections of popular courses. The expectation is that students will fulfill their degree requirements more quickly when they can see clearly what courses they have left to take, and when potential enrollment bottlenecks are avoided by planning for enough spaces in high-demand courses.

[http://admin.engr.wisc.edu/COE\\_Tools/course\\_planner\\_system.doc](http://admin.engr.wisc.edu/COE_Tools/course_planner_system.doc)

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

*Annie Duchek, amduchek@engr.wisc.edu, College of Engineering*

### 6. OWLS: Online Waiting List System

*College of Engineering*

The College of Engineering has created a very simple-to-use wait list system for managing course enrollments which provides departments with the flexibility, control, and efficiency they need. The department controls which courses and sections are displayed. Students indicate their first and second choice of available sections per course. Staff can see not only all the students on the waiting list for a given course, but can also see all the courses a given student has wait listed, along with the other courses for which that student has registered. When staff authorizes a student for a course/section, an email is automatically send to the student with all pertinent information. Both staff and students have indicated that they find the system very easy to use and that it saves a great deal of time.

[http://admin.engr.wisc.edu/COE\\_Tools/waiting\\_list.doc](http://admin.engr.wisc.edu/COE_Tools/waiting_list.doc)

*Gene Masters, masters@engr.wisc.edu, College of Engineering*

*Becky Torrisi, torrisi@engr.wisc.edu, College of Engineering*

### 7. Go Big Read: Common Book, Uncommon Engagement

*General Library System*

Go Big Read — UW-Madison's new common-reading program — has thousands of people reading, talking and sharing their reactions and opinions in the tradition of the "sifting and winnowing" that is part of the fabric of this campus. In its first year, the program is engaging students, faculty, staff and the entire community in a vibrant, academically driven experience. This large-scale learning experience is sponsored by the Chancellor and made possible by a unique collaboration of individuals and units from across campus, as well as community partners. In this effort, campus stakeholders came together to create a high-impact program from the ground up. The poster explains how the collaborators organized themselves to achieve the program goals, and highlights some of the outcomes of the pilot year. Come see how others can develop new collaborations, structure decision-making and build momentum for a new idea. <http://www.gobigread.wisc.edu/>

*Sarah McDaniel, smcdaniel@library.wisc.edu, Library and Information Literacy Instruction*

*Sheila Stoeckel, sstoeckel@library.wisc.edu, Library and Information Literacy Instruction*





# Poster Exhibits

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## Undergraduate Experience

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### **8. The Institute for Social Justice and Transformative Leadership: Building a Social Justice Leadership Program**

*Multicultural Student Center*

The Institute for Social Justice and Transformative Leadership (ISJTL) is a new initiative of the Multicultural Student Center that provides and supports campus-wide opportunities for deep reflection and action (praxis) around issues of social justice for multicultural students and their allies. This program was created from the ground up in response to the needs that student social justice leaders and their mentors have voiced around social justice education on campus. Our goals are: 1) To foster cross-community ally-ship; 2) To celebrate and reclaim the profound legacy of student movements and building students' capacity as effective activists and organizers in their contemporary context, and 3) To support students in being institutional change agents and transformative leaders in working towards a just society.

<http://msc.wisc.edu/socialjustice/>

*Cynthia Lin, cslin@odos.wisc.edu, Multicultural Student Center*

*Donte Hilliard, dhilliard@odos.wisc.edu, Multicultural Student Center*

### **9. Proactively Advising Academically-at-Risk Undergraduates**

*College of Letters & Science – Letters & Science Student Academic Affairs*

L&S Undergraduate Academic Services is piloting an "intrusive" advising strategy for reaching out to academically at risk students. The effort is supported by a report which combines a variety of academic information and highlights GPA trends and course taking patterns, making it easier for all advisors to reach out to students who may be at risk. This data resource is readily available to any advising unit on campus via the Query Library. Stop by to learn more about the communication and advising strategy, and the data tool, developed and deployed by our advisors. <http://www.doit.wisc.edu/querylibrary/>

*Christina Klawitter, cpklawitter@wisc.edu, Letters & Science Student Academic Affairs*

*Gery Essenmacher, essenmacher@chem.wisc.edu, College of Letters & Science - Chemistry*

*Emily Schmidt, ejschmidt@wisc.edu, Letters & Science Student Academic Affairs*



# Poster Exhibits

## Undergraduate Experience

### 10. Scholarships@UW-Madison

*Enrollment Management – Office of Student Financial Aid*

In September, 2009, Scholarships@UW-Madison was unveiled. This website offers a central resource where prospective students and their parents can explore undergraduate scholarships available through UW-Madison. Every undergraduate school and college on campus will be represented. Prospective students and their parents may review all the pertinent information on hundreds of scholarships to help them evaluate scholarship opportunities on the UW-Madison campus. In addition, Scholarships@UW-Madison offers an on-line application for students. The student application site will use a database to evaluate a student's UW-Madison career and tell him or her which scholarships can be applied for based on school or college, year in school or previously taken courses and other criteria. Scholarships@UW-Madison is the result of a true campus-wide initiative to make researching and applying for undergraduate scholarships easier for students and parents. <http://scholarships.wisc.edu/Scholarships/>

*Jim Buske, james.buske@finaid.wisc.edu, Office of Student Financial Aid*

*David Cross, david.cross@finaid.wisc.edu, Office of Student Financial Aid*

*Mary Hillstrom, mary.hillstrom@finaid.wisc.edu, Office of Student Financial Aid*

*Karen Gunderson, karen.gunderson@doit.wisc.edu, Office of Student Financial Aid*

*Alison Rice, earice@lssaa.wisc.edu, College of Letters and Science*

### 11. Transforming Classroom Instruction: Technology Enhanced Learning

*Office of the Provost for Teaching and Learning*

TEL is a campus initiative to enhance teaching and learning throughout the university through technology. The 2009-2010 TEL Grants enhance our abilities to more effectively teach in the "classrooms of the future" by building on the success of previous year projects and by addressing achievement gaps that exist within many of our large gateway, or introductory lecture courses. TEL focuses on projects that use technology and best practices in teaching to transform classroom instruction and provide opportunities for wholesale course redesign. <http://www.provost.wisc.edu/teach.php>

*Mo Noonan Bischof, mabischof@wisc.edu, Office of the Provost for Teaching and Learning*

*Aaron Brower, ambrower@wisc.edu, Office of the Provost for Teaching and Learning*

### 12. Investing in Long-Term Value: The Madison Initiative for Undergraduates

*Office of the Chancellor*

The Madison Initiative for Undergraduates is an innovative project that uses a supplemental tuition charge coupled with private fundraising to a) preserve affordability of a UW-Madison education through the expansion of need-based aid; b) generate faculty and instructional support to offer courses and experiences students need; and c) expand best practices and innovation in teaching and learning, curricular design, and student services. Learn about the proposals that have been accepted and the new ones that are being reviewed. <http://madisoninitiative.wisc.edu/>

*Aaron Brower, ambrower@wisc.edu, Office of the Provost for Teaching and Learning*

*Mo Bischof, mabischof@wisc.edu, Office of the Provost for Teaching and Learning*



# Poster Exhibits

## Undergraduate Experience

### 13. Essential Learning Outcomes: Wisconsin Experience Initiative

*Office of the Provost for Teaching and Learning*

UW–Madison graduates become extraordinary citizens, community members and national and global leaders. This isn't serendipity: it is our unique UW–Madison Experience that prepares our students to become outstanding local, national and global leaders. Grounded in the 100-year-old Wisconsin Idea and our progressive history, our historical mission has evolved to create an expectation for all of us—faculty, staff, and students—to apply in and out of classroom learning in ways that have significant and positive impacts on the world. Learn about the Wisconsin Experience and how its essential learning outcomes can be built into your programs and experiences. <http://www.provost.wisc.edu/teach.php>

*Mo Bischof, mabischof@wisc.edu, Office of the Provost for Teaching and Learning*  
*Aaron Brower, ambrower@wisc.edu, Office of the Provost for Teaching and Learning*  
*Lori Berquam, lberquam@odos.wisc.edu, Office of the Dean of Students*

### 14. Near Real-time Class and Class Roster Data

*Enrollment Management – Office of the Registrar*

The Registrar's Office has begun a phased rollout of web services, using Service Oriented Architecture, to deliver class and class roster data. This project was initiated to address demand for class and class roster data needed to serve an ever-expanding list of mission-related purposes on the UW-Madison campus. The benefits of using web services in service oriented architecture for the recipients include: improved timeliness of data; production quality services; additional information items to support services and clearer definitions of data safeguarding requirements for student-related data. The benefits for the Registrar's Office include: a generic but configurable service rather than one-off custom solution development efforts; documented, specific and auditable declarations of intended use and finer control over student-related data distribution. The shared benefits include: a foundational, shared set of data definitions relating to classes and rosters; clear statements of respective roles, rights and obligations and closer alignment of practice and stated guidelines. Current users of the class and class roster web services include the Class Roster Information Service (currently used by Moodle instances) and sections of the Course Guide. <http://crisauthorization.wisc.edu/>

*Cheryl Wise, cheryl.wise@em.wisc.edu, Office of the Registrar*

### 15. Restructuring the Orientation Experience

*Office of the Dean of Students – Center for the First-Year Experience*

How can we take a beloved and successful orientation program and make it even better? Come find out how the Center for the First-Year Experience (CFYE) is engaging the campus to discover common goals and find innovative ways to improve the new student orientation experience at UW-Madison. <http://www.newstudent.wisc.edu/>

*Wren Singer, wsinger@odos.wisc.edu, Center for the First-Year Experience*  
*Carol Pope, cpope@odos.wisc.edu, Center for the First-Year Experience*  
*Carren Martin, cmartin@odos.wisc.edu, Center for the First-Year Experience*



# Poster Exhibits

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## Undergraduate Experience

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### **16. Using an Advance Team to Manage Projects and Tasks Related to the New South Campus Union**

*Wisconsin Union*

The Wisconsin Union formed an Advance Team to help manage the various projects and tasks related to the opening and operation of the new south campus Union. Their role includes: enhancing collaboration across the organization, improving coordination and communications by focusing efforts, serving as a catalyst for organizational and cultural changes, and allowing the new facility to hit the ground running when it opens. To help organize and coordinate this work, the team is using a web-based, project management tool called [5pm](#). This tool does everything from sending deadline reminders, to storing files, to providing updates. [union.wisc.edu](http://union.wisc.edu)

*Shayna Hetzel, shaynahetzel@wisc.edu, Wisconsin Union Advance Team*

### **17. Using Student Feedback to Improve the MPH Program**

*School of Medicine and Public Health – Population Health Sciences*

UW's academic programs often have access to student feedback about specific courses, but unless simple and easy-to-follow processes are developed to collect information about other aspects of academic programs, administrators do not receive systematic feedback from students about important programmatic activities and procedures such as admissions, orientation, registration, and graduation. UW Madison's Master of Public Health (MPH) Program, with guidance from the Office of Quality Improvement (OQI), developed a process to collect feedback about the MPH Program's administrative activities and procedures in the fall of 2006. Collected annually for the past five years through an on-line survey and listening sessions, the information has provided data to assist the MPH Program staff in making improvements in advising, field work preparation, and communication.

<http://www.pophealth.wisc.edu/MPH/>

*Barbara Duerst, bduerst@wisc.edu, Population Health Sciences*

*Heather Cote, hmcote@wisc.edu, Population Health Sciences*



# Poster Exhibits

## Undergraduate Experience

### 18. Listening to Student Input to Create a Campus Free From Violence

*University Health Services, EVOC: End Violence on Campus*

The EVOC (End Violence On Campus) initiative formalized partnerships among 19 campus and community partners to provide improved prevention education to incoming students, training enhancement to law enforcement and judicial affairs officers, and increased student access to community-based victim services. We have been able to successfully apply the self-reported attitudes and behaviors of current UW-Madison students directly to our every day work. As a result, we have been able to equip faculty and staff to respond to disclosures and empower students to prevent sexual assault and dating violence. The basic public health principles and planning models used to better address campus violence can be applied broadly to many other complex student life issues.

[www.uhs.wisc.edu/assault](http://www.uhs.wisc.edu/assault)

*Carmen Hotvedt, [chotvedt@uhs.wisc.edu](mailto:chotvedt@uhs.wisc.edu), University Health Services, EVOC: End Violence on Campus*

*Elizabeth Spencer, [easpencer@uhs.wisc.edu](mailto:easpencer@uhs.wisc.edu), University Health Services, EVOC: End Violence on Campus*

### 19. WISCareers – Helping Job Seekers Develop Careers

*School of Education – Wisconsin Center for Education Research*

WISCareers is a dynamic online career development web portal that is free to all UW students and employees statewide. Developed and maintained by the Center on Education and Work, the site includes resources to help those of all ages, in all stages of their career development process. In addition to providing tools for job seekers, this web site is valuable to faculty and staff who are acting as advisers for students. <http://wiscareers.wisc.edu>

*Nancy Mitchell, [nmitchell@education.wisc.edu](mailto:nmitchell@education.wisc.edu), Wisconsin Center for Education Research*

*Amy Rivera, [arivera@education.wisc.edu](mailto:arivera@education.wisc.edu), Wisconsin Center for Education Research*

*Christopher East, [christopher.east@education.wisc.edu](mailto:christopher.east@education.wisc.edu), Wisconsin Center for Education Research*



# Poster Exhibits

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## Undergraduate Experience

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### **20. On Thin Ice: Transforming Camp Randall Stadium**

*Intercollegiate Athletics*

It's a familiar sight in Madison: fans streaming into Camp Randall Stadium on a game day Saturday. But on Saturday, February 6, the UW's legendary stadium was home not to football, but rather the Culver's Camp Randall Hockey Classic. Months of planning and construction paid off when thousands of fans endured chilly temperatures for a chance to watch their beloved Badgers. Pulling off this unusual event wasn't easy. Because the football field is crowned, more than ten truckloads of materials were needed to create a flat surface for a hockey rink. Crews layered plywood, foam, and more plywood, then topped off the surface with layers of ice, sand, painted lines, and a final sheet of ice. Given how much work went into creating the rink, the UW made sure that others could try it out before the teams hit the ice. A public skate was held on Feb. 5, and available tickets sold out in only 15 minutes. Stop by to learn more and to discuss ways to learn from what we did during this process.

<http://www.news.wisc.edu/slideshows/23/slides/154>

*Todd Nelson, tmn@athletics.wisc.edu, Athletics*

### **21. ISSuES: Preparing Undergraduates for a Changing World**

*Holtz Center for Science and Technology Studies – College of Engineering*

The Holtz Center for Science and Technology Studies and the College of Engineering are committed to preparing undergraduates for an increasingly global economy shaped by revolutionary technological advancements. The goal of this collaboration was to create and implement a program that would encourage engineering students, as well as students across campus, to obtain broad knowledge in the social sciences and humanities and to think critically about science, technology and engineering in their social context. We are proud to exhibit the Interdisciplinary Studies in Science, Engineering and Society Undergraduate Certificate (ISSuES). Please stop by our booth to learn more about the certificate program and the lessons we learned about creating academic programs, gaining UAPC approval, creating program infrastructure, advertising to students and much more!

<http://www.sts.wisc.edu/>

*Amanda Ward, anward2@wisc.edu, Holtz Center for Science and Technology Studies*

*Sarah Pfatteicher, spfatt@cals.wisc.edu, College of Agricultural & Life Sciences*

*Jeffrey Russell, russell@enr.wisc.edu, College of Engineering*



# Poster Exhibits

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## Wisconsin Idea

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### 22a. Dial Up Art

*Wisconsin Union Directorate (WUD) Art Committee*

*Dial Up Art* is an example of innovative and collaborative student leadership at its finest, as this program has been student driven since its inception. The Wisconsin Union Galleries are the first gallery location in Wisconsin to offer such a program, which allows patrons to take an audio tour of current exhibitions via their cellular phone. *Dial Up Art* has garnered press attention on both a campus and statewide level, with articles appearing in the Badger Herald and the Wisconsin State Journal. We have heard from other entities currently considering using this model for everything from tours of nature areas to tours of sustainability features in new buildings – the potential is nearly limitless! Stop by our display to learn how the *Dial Up Art* program got its start, how it works, and what the current usage statistics are. You can even bring your cell phone with you and stop by the galleries to give the program a try!

<http://www.union.wisc.edu/wud/art.aspx>

*Robin Schmoldt, schmoldt@wisc.edu, Wisconsin Union  
Representatives from the WUD Art Committee*

### 22b. A Virtual Necessity: Using Digital Media to Turn Crisis into Opportunity

*School of Human Ecology – Helen Louise Allen Textile Collection*

Faced with the loss of our exhibition space and teaching collection during a four-year transition to a new building, the School of Human Ecology's textile collection turned to digital media to keep us visible and viable. An eight-month ground-up redesign of our old bare-bones website has produced a rich, multifaceted portal through which we offer events information, global access to our newly public object database, virtual exhibitions, articles, student projects, techniques video, and resource links in addition to e-list, membership, and donor outreach. Digital media have transformed us from obscure to important almost overnight, and synergies are creating unprecedented opportunities.

<http://textilecollection.wisc.edu/>

*Maya Lea, lea2@wisc.edu, Helen Louise Allen Textile Collection  
Isadora Gabrielle Leidenfrost, leidenfrost@wisc.edu, Helen Louise Allen Textile Collection*

### 23a. Global Health Initiative: Addressing Complex Problems and Solutions

*Office of the Chancellor & Office of the Provost*

In late 2009, the Provost charged a small interdisciplinary team, led by co-chairs Jeanette Roberts and Jeremi Suri, to explore what a campus-wide global health initiative might look like. The adopted model is one that seeks broad, campus-wide, interdisciplinary engagement to address complex global health problems. Future efforts will build on current campus strengths and aspire to be collaborative, interdisciplinary, and true to all aspects of the University mission including, education, research, and service. Ongoing work includes building an infrastructure for communications, collaborative work, and future research project selection.

*Jeremi Suri, suri@facstaff.wisc.edu, College of Letters & Science – History  
Jeanette Roberts, jroberts@pharmacy.wisc.edu, School of Pharmacy  
Jacob Moskol, jamoskol@wisc.edu, Global Health Initiative*



# Poster Exhibits

## Wisconsin Idea

### **23b. Building a Foundation for an Effective Sustainability Effort at UW-Madison**

*Office of the Provost – Nelson Institute*

Recently, an effort was launched campus-wide to provide a vision and recommendations for how UW-Madison would become a living example of sustainability. The Sustainability Task Force has been working to define their scope of work and engage the entire campus community in doing so. Learn how this effort is using electronic media, public engagement, a campus retreat and complex problem solving to craft a vision for sustainability. <http://www.nelson.wisc.edu/sustainability/index.html>

*Christine Vatovec, vatovec@wisc.edu, Nelson Institute*

### **24. Mission Possible: Developing a Pipeline to Care for Wisconsin's Medically Underserved Populations**

*School of Medicine and Public Health – Academic Rural and Community Programs*

The University of Wisconsin School of Medicine and Public Health is committed to the Wisconsin Idea and meeting the health needs of citizens in all corners of the state. A trio of new programs have recently been developed to promote health and increased access to healthcare in the medically underserved rural and urban areas of the state. The RUSCH program (Rural and Urban Scholars in Community Health) reaches out to pre-medicine students while the WARM (Wisconsin Academy for Rural Medicine) and TRIUMPH (Training in Urban Medicine and Public Health) programs engage medical students who are committed to careers in rural or urban underserved communities. All of the programs use a targeted admissions process to select students who are most likely to practice in these rural or urban areas. Learn how the UW SMPH and its statewide partners are developing innovative curriculum to prepare its students and future students to help make Wisconsin the healthiest state.

<http://www.med.wisc.edu/education/md/rusch/rural-and-urban-scholars-in-community-health/25063>

*Alison Klein, alklein2@wisc.edu, School of Medicine and Public Health*  
*Byron Crouse, bjrcrouse@wisc.edu, School of Medicine and Public Health*  
*Cynthia Haq, clhaq@wisc.edu, School of Medicine and Public Health*

### **25. Twitter – 140 Characters of Engagement**

*College of Letters & Science*

How do you connect and engage with 180,000 alumni? For L&S, the answer includes venturing into the growing landscape of social media, integrating these free online tools as part of a robust communication plan and a cycle of regular communications. This poster describes how L&S has garnered nearly 1,000 followers on Twitter, reaching alumni, students, friends, and donors who may not have previously had meaningful interactions or conversations with the College. Learn how Twitter can be used to drive traffic to other online resources, how to start wading into social media, and how collaborating on the use of social media could be beneficial to the campus as a whole. <http://twitter.com/lnews>

*Megan Costello, mlcostello@ls.admin.wisc.edu, College of Letters & Science*





# Poster Exhibits

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## Research/Scholarly Domains

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### 26. Research Tools in MyUW

*Division of Information Technology – Academic Technology*

There are now three tools to help faculty, students, and staff with their research located on the Academics tab of MyUW. Researchers seeking collaborators and students looking for research mentors can use "Search for Campus Experts" to find out who is doing what type of research on campus. "Research Facilities and Tools" lets researchers locate facilities with a specific piece of equipment, materials they need to conduct their work. And "Favorite Library E-Resources" provides anyone who uses electronic journals and databases with a handy interface for organizing and creating quick links to the ones they use most frequently.

*Jan Cheetham, cheetham@wisc.edu, Division of Information Technology*

*Annette Stratman, annette.stratman@doit.wisc.edu, Division of Information Technology*

### 27. Streamlining the Reporting of Stimulus Research Funding

*Graduate School – Research and Sponsored Programs*

On February 17, 2009, the American Recovery and Reinvestment Act of 2009 (ARRA), commonly known as the economic Stimulus funding, was signed into law. The Stimulus funding allocated new federal research money and required unprecedented reporting of award recipients. This reporting consists of a large number of data elements that are to be reported within 10 days following the end of each quarter. Research and Sponsored Programs has created several web-based tools to ease the burden of reporting for Principal Investigators, allowing them more time to focus on completing their research. Stop by and learn about Stimulus funding at UW-Madison and our efforts to streamline the reporting process. <http://www.rsp.wisc.edu/ARRA/index.html>

*Mark Sweet, masweet@rsp.wisc.edu, Graduate School – Research and Sponsored Programs*

*Mike Geier, mageier@rsp.wisc.edu, Graduate School – Research and Sponsored Programs*

*Bridget Nettlesheim, bnettesheim@rsp.wisc.edu, Graduate School – Research and Sponsored Programs*

### 28. The Town Center at the Wisconsin Institutes for Discovery: Connecting Science, Culture, Business and Society

*Wisconsin Alumni Research Foundation*

Description: Designed as a research and teaching tool and a venue for experimentation and discovery, the Town Center invites the campus and the broader community to come together to celebrate science and creativity. Programming within this vibrant crossroads is intended to inspire collaboration, foster connections and launch new avenues of inquiry. What goes into planning and opening such a complex set of spaces and programs? What's there for you to *Explore. Engage. Discover?*

<http://discovery.wisc.edu/discovery>

*Laura Heisler, laura@warf.org, Wisconsin Alumni Research Foundation*



# Poster Exhibits

## Recruit and Retain/Diversity

### **29. Collaborating to Improve Services for Employees with Disabilities**

*Office of the Provost – Office for Equity and Diversity*

The UW Disability Issues Group (UW-DIG) works to streamline and improve campus employment processes so that employees who need disability benefits and services have the best possible experience. The collaborative partnerships growing from UW-DIG improve communication and promote understanding across multiple offices and positions that each have a role in identifying the options available to an employee faced with a chronic medical condition or disability. The result is a clearer and more efficient path to an integrated solution that meets the needs of both the employee and the employing unit. <http://www.oed.wisc.edu/disability/>

*Barbara Lanser, blanser@vc.wisc.edu, Office for Equity and Diversity*

*Julie Gau, jgau@ohr.wisc.edu, Office of Human Resources*

### **30. Faculty and Staff Benefits Enrollment Via HRS Self-Service**

*Office of Human Resources*

During the Human Resource System (HRS) implementation, UW System will roll out the PeopleSoft self-service function to all UW staff and faculty. Self-service will enable UW employees to perform business operations more efficiently. It enhances business processes by transforming manual, paper-based processes into automated online functions. By using self-service, employees can view and verify benefit information in real time, including plan and dependent enrollment information. New hires will be able to make initial enrollment elections via self-service. Finally, for the 2011 Open Enrollment and Dual Choice enrollment periods, UW employees will be able to complete their benefits elections online using self-service. <http://hrs.uwsa.edu/>

*Steve Gunderson, steve.gunderson@hrs.wisc.edu, Office of Human Resources/HRS Project*

*Joanna Bauer, jbauer@hrs.wisc.edu, Office of Human Resources/HRS Project*

*Lauren Meyer, lauren.meyer@hrs.wisc.edu, Office of Human Resources/HRS Project*

### **31. Lessons Learned: Connecting Coaches One Subject at a Time**

*Wisconsin Athletics*

The college sports landscape is increasingly complex and the Athletic Department created “Lessons Learned” to address common topics generated by coaches and staff. “Lessons Learned” is a program that utilizes internal and external resources to provide an opportunity for coaches within all programs to cross connect and discuss current issues and concerns. It also helps to increase efficiency in our sports programs and departments’ day-to-day operations. As a result, the department has been able to partner with others on campus and provide insight to coaches and staff. <http://www.uwbadgers.com/>

*Kaitlin Stilling, kfs@athletics.wisc.edu, Wisconsin Athletics*

*Megan Lee, mss@athletics.wisc.edu, Wisconsin Athletics*



# Poster Exhibits

## Stewards of Our Resources

### **32a. Embracing Customer Feedback: Snow Clearing Process Improvement**

*Facilities Planning & Management*

You may remember the winter of 2007-2008 as the year we shattered the Wisconsin record for snowfall. With a total of 101.4” before spring finally arrived, keeping campus pathways clear of snow was a big challenge—a challenge that we did not meet very well. Facing a blizzard of criticism, we went beyond documenting complaints to truly engaging customers and using their feedback as a catalyst to improve our operations. Stop by our table to hear about the steps we took to arrive at a vastly improved winter weather management system—one that now receives more praise than complaints.

*Kris Ackerbauer, kackerbauer@fpm.wisc.edu, Facilities Planning & Management*

*Gordon Graham, ggraham@fpm.wisc.edu, Facilities Planning & Management*

*Molly Coughlin, mcoughlin@fpm.wisc.edu, Facilities Planning & Management*

### **32b. We Conserve’s Campus Composting Program**

*Facilities Planning & Management – General Maintenance*

University of Wisconsin-Madison’s food composting program, under the direction of the We Conserve environmental stewardship initiative, was started in late spring of 2009. Waste from pre-consumer food prep is collected and transported to West Agricultural Research Station where it is composted under a permit provided by the DNR. The program has expanded to include many campus organizations, as together we strive to meet the overall goal of diverting 400 tons of waste from the landfill annually. Please visit our table to share your ideas for adding post-consumer collection to the program to capture some of the estimated 200 tons per year of food that is thrown away after people have finished eating.

<http://www.conserve.wisc.edu/>

*James Harrod, jamesh@fpm.wisc.edu, Facilities Planning & Management*

*Faramarz Vakili, fvakili@fpm.wisc.edu, Facilities Planning & Management*

### **33a. Enhancing Your Alumni Communication Strategy**

*Wisconsin Alumni Association*

For many campus schools, colleges and departments, communicating with alumni is challenging, or simply not done at all. WAA works with a number of schools, colleges and departments on campus to create and/or enhance their communications strategies with alumni. Our team of marketing specialists, writers, graphic designers and project managers helps campus partners reach out and engage alumni electronically and in print. We help you formulate a communications plan and then make sure that plan is followed. We help to bring structure and a schedule to the process to ensure that you communicate with your alumni regularly and at the right times. <http://www.uwalumni.com/>

*Kevin Check, kcheck@waastaff.com, Wisconsin Alumni Association*

*Mary DeNiro, mdeniro@waastaff.com, Wisconsin Alumni Association*



# Poster Exhibits

## Stewards of Our Resources

### **33b. Using Social Media to Reach Target Audiences: Building Relationships with Alumni and Students in Places They Already Are**

*Wisconsin Alumni Association*

The Wisconsin Alumni Association (WAA) will show how social media can be a powerful tool for interacting with both alumni and students. After creating accounts targeted to different audiences, WAA trained interns to run the association's Facebook and Twitter pages. We currently have accounts targeted to students (Homecoming, WASB, Hookup, All Campus Party), career seekers (Badger Career Network), alumni chapters, as well as the main Bucky Badger accounts for all alumni. WAA also hosts a monthly Tweet Up with campus twitterers, which provides advice for those new to social media and an opportunity to talk about the latest innovations in social media as well as strategize ways to better work together to market campus-wide events.

*Sara Fetzer, sfetzer@waastaff.com, Wisconsin Alumni Association*

*Mark Menzel, mmenzel@waastaff.com, Wisconsin Alumni Association*

### **34a. Improving Campus IT Planning**

*Office of the Provost – Office of the Chief Information Officer*

How does the campus create a plan that involves and benefits everyone? That was the Chief Information Officer's challenge as he set out to craft a strategic plan for information technology at Madison. The process began in the summer of 2008 with the first of five phases: gather input. Since then, ideas have been shared, categorized, refined, and prioritized. A number of projects are underway --marking the fifth and final phase of the process. Learn more about these projects and the planning process, including the Strategy Quest game that was developed to help participants learn how to plan more effectively.

<http://www.cio.wisc.edu/plan/>

*Brian Rust, rust@doit.wisc.edu, Division of Information Technology*

### **34b. What are YOUR Requirements?**

*Division of Information Technology (DoIT)*

Would you build or rent a house without first evaluating your specific needs for a home? Requirements are important in life. Nevertheless, organizations routinely fail to define business, functional, and operational requirements before launching projects. Business analysis techniques provide the tools to write a requirements "blueprint". Without this foundation, new projects suffer from cost overruns, late delivery, unacceptable functionality, and/or poor implementation. Before your next project starts, learn how you and your organization can elicit, document, communicate, validate, and manage requirements.

<http://www.doit.wisc.edu/>

*Joe Goss, joe.goss@doit.wisc.edu, Division of Information Technology*



# Poster Exhibits

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## Stewards of Our Resources

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### **35a. Improving the Purchasing Process in Biochemistry**

*College of Agricultural & Life Sciences – Department of Biochemistry*

Does a purchasing system that automates order tracking, approval, and reporting sound too good to be true? The Department of Biochemistry recently replaced a paper-driven purchasing process with a sophisticated web-based database system that supports the requirements of the many different agencies funding the department's 33 research labs. The new system provides a central repository for all documentation associated with a purchase, making the information retrievable at any time, with minimal effort, and reduces errors and creates a number of efficiencies in the order fulfillment process. If your department faces similar challenges, stop by and see whether our solution may be something that would work for your department to help you make the most of your purchasing dollars while reducing your time and effort. <http://www.biochem.wisc.edu/>

*David Parker, dparker@biochem.wisc.edu, College of Agricultural & Life Sciences – Biochemistry*

*Kelli Zastrow, kmzastrow@wisc.edu, College of Agricultural & Life Sciences – Biochemistry*

*Jenelle Gierhart, jgierhart@wisc.edu, College of Agricultural & Life Sciences – Biochemistry*

### **35b. Improving the Purchasing Process for a Large, Complex Grant**

*College of Agricultural & Life Sciences – Great Lakes Bioenergy Research Center*

The Great Lakes Bioenergy Research Center (GLBRC) is funded by a large bio-energy grant and has labs in multiple locations on campus. Originally, accounting for grant-related purchases relied on Excel spreadsheet forms that were emailed to the grant business office and then re-emailed for approval of purchases. No real time status was available and the process was extremely time-consuming. The revised process uses a web-based purchasing system to speed up and improve communication, provide access to centrally located data, and automate the approval process. This readily-available database puts running reports and keeping historical data within easy reach of researchers and administrators.

<http://www.greatlakesbioenergy.org/>

*Daniel Walker, dwalker@glbrc.wisc.edu, Great Lakes Bioenergy Research Center*



# Poster Exhibits

## Stewards of Our Resources

### **36. Reducing Your Application Risk with DoIT's SALT Service Team**

*Division of Information Technology – Enterprise Internet Services*

Ensuring a new system works on the first day when it rolls out to users is the mission of the Software and Load Testing (SALT) service team. SALT works with UW program managers, application developers, coders and other IT staff to identify application problems before a project is launched. Recently SALT has collaborated with the eReimbursements application and conducted system load testing for the Common Scholarship Application, the Course Guide application, and the School of Education to ensure the new systems worked as planned on the day they were launched. Sponsored by the Division of Information Technology (DoIT), SALT's services are available to all campuses in the UW-System. <http://www.doit.wisc.edu/applications/salt/>

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*Brian Keen, brian.keen@doit.wisc.edu, Division of Information Technology*

*John Hare, john.hare@doit.wisc.edu, Division of Information Technology*

*Jenny Rado, rado@wisc.edu, Division of Information Technology*

### **37a. e-Reimbursement: Web-based Travel and Expense Reimbursement System**

*Business Services – Accounting Services*

The campus is finishing a phased rollout of the new e-Reimbursement system and preliminary results have been very favorable. Over 80% of the campus travel reimbursements are now using e-Reimbursement and the rollout is expected to be completed as of July 2010. 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 time and 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>

*Jan Richardson, jrichardso@bussvc.wisc.edu, Accounting Services*

*Stefanie Merucci, smerucci@bussvc.wisc.edu, Accounting Services*

*Sue Adams, sjadams2@bussvc.wisc.edu, Accounting Services*

*Janet Deutsch, jdeutsch@bussvc.wisc.edu, Accounting Services*



# Poster Exhibits

## Stewards of Our Resources

### **37b. Managing Your Knowledge through the DoIT Knowledge Base Service**

*Division of Information Technology*

The DoIT Help Desk offers a knowledge management system to the campus for documenting and sharing knowledge called the Knowledge Base (KB). This DoIT-hosted KB service promotes collaboration and partnering between campus schools, departments and groups. This service allows schools, departments or groups to document information unique to their area of interest for both internal and public use. The Knowledge Base currently has more than 60 partner sites and continues to grow. As a result, usage of the Knowledge Base has increased dramatically, surpassing 10 million annual pageviews for the first time in 2009 and fostering greater collaboration between many groups on campus." <http://kb.wisc.edu>

*Sean Kinney, [skinney@wisc.edu](mailto:skinney@wisc.edu), Division of Information Technology*

*Jack Lepak, [jlepak@wisc.edu](mailto:jlepak@wisc.edu), Division of Information Technology*

*Wei-zhong Wang, [wzhong3@wisc.edu](mailto:wzhong3@wisc.edu), Division of Information Technology*

### **38. Streamlining Internal Transaction Reallocations with PAT**

*Business Services – Purchasing Services*

Across campus we are faced with the challenges of becoming more efficient while we struggle with the impending reality of reduced budgets. This project offers several initiatives to help reduce the workload associated with corrective Non-Salary Cost Transfers (NSCTs) for internal billings by creating a repository to allow UW-Madison billing units to post their transactions for reallocation before they are loaded to SFS and WISDM. <http://www.bussvc.wisc.edu/purch/purch.html>

*Mike Matschull, [mmatschull@bussvc.wisc.edu](mailto:mmatschull@bussvc.wisc.edu), Business Services*

*Mike Marean, [mmarean@bussvc.wisc.edu](mailto:mmarean@bussvc.wisc.edu), Business Services*

*Michelle Kamke, [mkamke@bussvc.wisc.edu](mailto:mkamke@bussvc.wisc.edu), Business Services*

*Patrick Lally, [plally@bussvc.wisc.edu](mailto:plally@bussvc.wisc.edu), Business Services*

### **39a. New Leadership Development Program: Fully Prepared to Lead**

*Office of Human Resource Development*

Launched in July of 2009, Fully Prepared to Lead is a comprehensive, competency-based development program designed to help individuals master the knowledge, skills, and tools for successful leadership. Participation is open to all who are interested; you do not need to supervise or manage others. The program is free to all campus staff. The program is designed for two distinct audiences: a) individuals interested in obtaining a leadership certificate, and b) individuals interested in taking leadership courses to enhance their professional development.

<http://www.ohrd.wisc.edu/home/HideATab/FullyPreparedtoLead/tabid/312/Default.aspx>

*Jim Gray, [jgray@ohr.wisc.edu](mailto:jgray@ohr.wisc.edu), Office of Human Resource Development*



# Poster Exhibits

## Stewards of Our Resources

### **39b. Employee Engagement – Improving Workplace Decisions & Dynamics**

*Labor Management Advisory Committee (LMAC)*

The Labor Management Advisory Committee (LMAC) had identified the need to better involve employees in the decision-making process throughout campus. To further meet this need, it was decided that a LMAC workgroup would be convened to identify key ideas for successful employee engagement and get the dialogue going within the campus community. The workgroup began its efforts in October of 2008 and, as of the beginning of 2010, has published a report that identifies principles and strategies for successful engagement. Initially, these resources will be used as cornerstones for enhanced engagement strategies being implemented within the Vice Chancellor of Administration's Divisions.

*Mary Czyszczak-Lyne, mczynsza@wisc.edu, WSEU Local 2412, L&S Honors Program*  
*Mark Walters, mwalters@ohr.wisc.edu, Office of Human Resources*

### **40. Administrative Process Redesign (APR) Project**

*Office of the Vice Chancellor for Administration*

The Administrative Process Redesign (APR) project begins its fourth year with its primary focus on the work of its process redesign teams. APR continues to provide UW-Madison with a framework for administrative efficiency, improving how we deliver services to the campus community and changing how we work. Stop by to learn about the redesign projects in progress and the actual outcomes already produced by some of the teams. <http://www.vc.wisc.edu/apr/>

*Alice Gustafson, agustafson@vc.wisc.edu, Office of the Vice Chancellor for Administration*  
*Jesse Szeto, jszeto@vc.wisc.edu, Office of the Vice Chancellor for Administration*

### **41a. YES! There IS a Better Way to Monitor Furlough Usage!**

*Office of Human Resources – Payroll*

Anyone who works with appointment or payroll processes for the UW-Madison campus knows what a complex array of policies, systems and data elements need to be integrated in order to monitor whether employees are meeting the state furlough requirements. This poster explains how the Payroll & Benefits Shared Query Library Team unsnarled complications like split appointments, partial appointments and LTE appointments to provide data to those charged with monitoring employees' furlough usage. <http://www.bussvc.wisc.edu/ecbs/>

*Peggy Marvin, pmarvin@ohr.wisc.edu, Office of Human Resources – Payroll*  
*Julie Gray, jgray@ohr.wisc.edu, Office of Human Resources – Payroll*





# Poster Exhibits

## Stewards of Our Resources

### **41b. Coming Soon: More Intuitive Interface for Query Library Reports**

*Office of the Provost – Office of Quality Improvement*

The purpose of the Query Library is to make access to campus information easy, affordable and widely available for staff and faculty who are not information technology professionals or data experts. The Query Library's pre-written and tested queries meet end-user information needs for a broad set of departmental and administrative functions. With the upgrade to "Interactive Reporting" coming this summer, even infrequent users will find that running and viewing reports is highly intuitive. Stop by for a preview of new features or to learn how the Query Library can provide data to support your work.

<https://authhub.wisconsin.edu/?app=Hyperion>

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

*Mary Kirk, mkirk@ohr.wisc.edu, Division of Information Technology*

*Bill Olson, wjolson@doit.wisc.edu, Division of Information Technology*

*Colleen Morschhauser, colleen.morsch@doit.wisc.edu, Division of Information Technology*

### **42a. No More Paper: Accounts Payable Document Imaging**

*Business Services – Accounting Services*

Business Services recently implemented an accounts payable digitization project that allows us to electronically process payment requests. Business Services and a campus team have developed a process that scans, electronically stores vendor payment requests and invoices, and allows the imaged invoices to be available to campus through WISDM so the departments will no longer need to store paper invoices. Previously, payment requests were stored in the Business Services file rooms and the State Record Center for seven years; therefore, a substantial amount of storage space was required. The new process not only reduces payment cycle time and manual steps, but also has achieved significant cost savings for the University. <http://www.bussvc.wisc.edu/acct/acct.html>

*Kerry Morgan, kmorgan@bussvc.wisc.edu, Business Services – Accounting Services*

*Benjamin Biltz, bbiltz@bussvc.wisc.edu Business Services – Accounting Services*

### **42b. Reducing Paper and Increasing Efficiency: The Journal Entry Tool**

*Business Services – Accounting Services*

The Journal Entry Tool (JET) was originally designed to move us from the University's Legacy accounting system to SFS. Today, it is helping us move away from paper forms and excessive manual routings for review and approvals. JET automates and speeds internal transfers and billings and also helps bring more consistency to how data appears in WISDM. It is used to prepare journal files to load into the Shared Financial System (SFS) for non-salary cost transfers, revenue accounting, interdepartmental billing, and other transactions. JET also provides the ability to perform validation edits specific to UW-Madison and allows data import and export. Learn more about this system, how it was developed, and plans for the future. <http://www.bussvc.wisc.edu/acct/forms.html>

*Susie Maloney, smaloney@bussvc.wisc.edu, Business Services – Accounting Services*

*Tim LaBonne, tlabonne@wisc.edu, Division of Information Technology*



# Poster Exhibits

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## Stewards of Our Resources

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### **43. Surviving a Contracting Audit**

*Office of the Provost – Office of Equity and Diversity*

Complying with federal contractor reporting requirements can be daunting. This poster explains the steps necessary to get through an Office of Federal Contract Compliance Programs (OFCCP) audit, and shows how campus wide audits prepare you, with streamlined reports and graphs that demonstrate what your goal progress has been by job group and based on availability. <http://www.oed.wisc.edu/>

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

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

*Susan Nelson, snelson@vc.wisc.edu, Office of Equity and Diversity*

### **44. Maximizing Space Usage using Event Management Software**

*Wisconsin School of Business*

Several campus partners have decided to team up to utilize a shared event management software. This partnership has allowed for an open exchange of best practices on maximizing space usage. Campus partners include: Wisconsin School of Business, School of Education, School of Medicine and Public Health, and UW Athletics. EMS® software offers a full suite of room scheduling, meeting and event management, academic scheduling, shared workspace management and master calendaring solutions.

<http://www.cio.wisc.edu/projects/past.aspx>

*Julie Tran, jtran@bus.wisc.edu, Wisconsin School of Business*

*Lindsey Honeyager, honeyager@bus.wisc.edu, Wisconsin School of Business*

### **45. Enhancing Web Development using WiscWeb**

*Division of Information Technology – Web Development*

We all know how important the Internet has become and we have a tremendous volume of content on the web. We also recognize the challenges of increasing volume, inconsistent “look and feel”, bottlenecks in moving content to the web, and duplication of information. Following an extensive cross-campus effort the campus-wide rollout of WiscWeb began the fall of 2009. WiscWeb offers shareable content, shared web hosting, timely content updating, standards compliance, and reduced “time-to-web”. View samples of sites already in production and learn if WiscWeb is right for your unit.

<http://www.doit.wisc.edu/>

*Cathy Riley, cathy.riley@doit.wisc.edu, Division of Information Technology*

*Phil Jochimsen, jochimsen@doit.wisc.edu, Division of Information Technology*



# Poster Exhibits

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## Stewards of Our Resources

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### **46. Cultural Linguistic Services**

*Office of Human Resource Development*

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 in the workplace. Cultural Linguistic Services exists to bridge communication barriers providing translation and interpretation services to support departments and employees, and to provide learning opportunities for employees to advance in the workplace. Guided by the principles of Community through Respect & Civility, Excellence through Diversity, and Success through Learning, Cultural Linguistic Services enhances communication, cultural understanding and learning for employees of the University of Wisconsin-Madison.

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

*Jzong Thao, jthao@ohr.wisc.edu, Office of Human Resource Development*

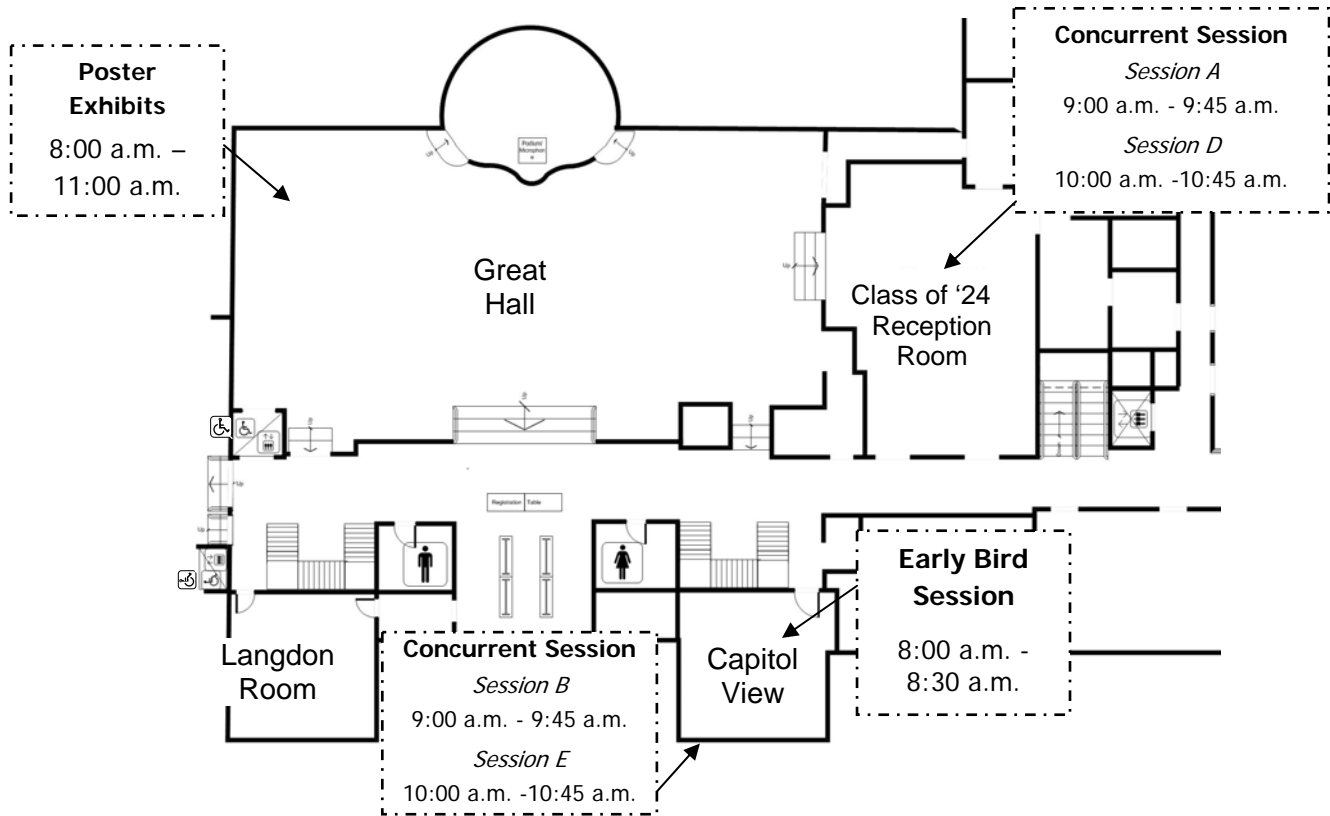
*Yangbum Gyal, ygyal@ohr.wisc.edu, Office of Human Resource Development*



# UW-Madison Memorial Union

(Room Locators)

## 4<sup>th</sup> Floor



## 2<sup>nd</sup> Floor

