OQI Services and Resources Available to Campus

Our Mission: To be a catalyst for continuously improving our great university.

OQI is an internal consulting service available by request to any unit on campus, academic or administrative. We offer a range of expertise and tools to assist units to improve their effectiveness. Established in 1990, we have helped more than 220 units on campus, including over 160 academic units in every school and college.

In addition, we facilitate many cross-campus initiatives and coordinate the development and execution of the campus strategic framework, For Wisconsin and the World. OQI consultants are available to assist any academic and administrative unit on campus in achieving its strategic goals through providing the following services:

- Strategic Planning
- Organization re(Design)
- Meeting Design and Facilitation
- Project Management
- Networking and Learning Opportunities
- Best Practice Dissemination
- Data for Decision Making

“How-To” Guides

Helpful guides on the following topics are available on the OQI website www.quality.wisc.edu:

- Facilitator Tool Kit
- Survey Fundamentals
- Accelerated Improvement
- Project Management
- Focus Groups
- Project Management Framework
- Process Flowcharting
- Work Breakdown Structure
- Organizational Effectiveness
- Project Prioritization

Query Library

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Maury Cotter, Director, mcotter@wisc.edu
Jim Gray, Consultant, jgray3@wisc.edu
Darin Harris, Consultant, djharris@wisc.edu
Bruce Harville, Consultant, beharville@wisc.edu
Kathy Luker, Consultant, kwluker@wisc.edu
Dan Koetke, Consultant, koetke@wisc.edu
Lori Scruggs, Consultant, scruggs@wisc.edu
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Kristine Fisher, Office Administration, kkfisher2@wisc.edu
During 2013-14, OQI helped...

Discovery to Product (D2P) design the new campus initiative, develop strategies, and launch/coordinate the first year of operation. Education Innovation develop strategic plans, timelines, manage projects, design events, and facilitate design team efforts to explore transformational change. Campus Civility Initiative organize a campus-wide initiative and develop plans and guides for addressing bullying issues. Global Health Initiative engage its advisory board to identify priorities for advancing its vision. SMPH Basic Sciences develop a plan for research, team science, education, and resource allocation to strengthen the basic sciences. Wisconsin School of Business hold town hall meetings to inform its strategic plan and school-wide think tank meetings to give shape to their focused themes. College of Engineering develop and guide a process for college-wide engagement in the development of its strategic plan. School of Education engage faculty and staff in "futures" sessions to identify breakthrough ideas for greatest impact. Design Thinking exploration by working with interested leaders to benchmark existing programs and organize an approach on campus. Report progress on our Campus Strategic Framework by working in partnership with University Communications to gather content and produce a report for broad distribution. Campus staff learn how to use Query Library queries to support their work through hands-on training sessions. Development planning by working with deans to help identify potential collaborative opportunities and complex problems. UW-Madison could uniquely address. L&S Advising Review Team study current practices, identify gaps, and formulate recommended improvements in advising students. Leadership and deans identify and advance their priority issues through coordination of fall and spring retreats and deans council meetings. Campus planning coordinators from schools/colleges create a network for sharing best practices. Office of Sustainability organize its advisory board and participate in strategic planning with the leadership team. Climate Quest initiate and lead a campus and community-wide competition to test practical high impact solutions to climate change. Nelson Institute prepare, get input from faculty/staff, and implement a tactical planning process to determine high leverage activities. Climate leaders conduct a campus-wide financial forum to launch the Financial Internal Controls initiative. UW System create the UW Service Center and the transition of the Service Center from UW-Madison to UW System. Campus Project Managers by coordinating and providing courses, templates, tools and techniques to improve skills and capabilities. Pharmacy Professional Development create a detailed strategic plan. Russell Labs review administrative functions shared by three departments. General Internal Medicine Scholars conduct a retreat to facilitate scholarship throughout the division. Wisconsin Alzheimer's Institute create a long-range plan. Graduate School define responsibilities for the ARROW Steering Committee. African Languages and Literature conduct a planning retreat. International Studies develop a strategic framework. The Arts Institute create a strategic framework for launching its new structure. University Marketing develop a strategic plan, a staff competency model assessment, and a client engagement process. FRAM's Equity, Inclusion, and Diversity Team conduct a summit to introduce the initiative and integrate efforts with FRAM and VCA. Priorities develop a roadmap for DoIT's Access and Identity Management group. And more...

Data Visualization

OQI is partnering with campuses across the UW System to pilot data visualization projects with Tableau software. The Madison campus has been exploring this Business Intelligence tool to support Educational Innovation projects and enrollment planning, and to identify and understand patterns by visualizing hiring, termination, promotion, and compensation processes. Why data visualization?

While research and analysis transform data into information, visual presentations organize and portray data more intuitively. People gain fresh insights into data through pictures, prompting them to ask and answer important questions quickly, thus using data to improve organizational effectiveness.

Tableau was demonstrated in OQI's Showcase workshop. Making Data Come Alive: How Data Visualization Supports Better Decisions and Strategic Planning, which featured the work of Academic Planning and Institutional Research, The Registrar's Office, and the Query Library Human Resource Team.

Launching New Initiatives

OQI often serves as a launch site for new campus initiatives, providing the infrastructure, coordination, and strategy to get started. Examples include Discovery to Product in 2013-14 and, in past years, Educational Innovation, Global Health, and Sustainability.

Our services typically begin with staffing and coordinating the design team and/or advisory committee. We then help this leadership group in developing the strategic plan and action plans, facilitating meetings, organizing events, designing the structure, defining staffing needs, recruiting and hiring personnel, connecting leaders with other campus resources, and even laying out office space. We also help orient new leaders and staff and hand off the program leadership, remaining available as needed for continued assistance.

What our clients are saying...

UW Global Health has come far since our expansion over the past three years. I attribute (with gratitude) much of our current success to the OQI's leadership and unfolding engagement and strategic insights as they've effectively worked with us every step of the way. Jonathan Patz, Director, Global Health Institute

OQI goes far beyond improving our university, it is a vital resource in strategic planning for a new campus venture. OQI, under the leadership of Moory Cotter, provided strategy, connections, and management to help D2P's staff, launch its innovation program, and promote its activities on campus and throughout the state.

Mark Cook, Chair, D2P Advisory Board

OQI has been a most reliable source of support on a number of critical strategic issues for our school. We are grateful for their unwavering patience, their deep expertise, and the smile they bring to their work.

François Ortalo-Magné, Dean, School of Business

I have worked with OQI on a number of projects. In their ability to strategically plan, facilitate conversations, and inspire high-level, creative thinking, OQI is exceptional and provides an invaluable service to our campus.

Jeff Russell, Vice Provost, Lifelong Learning

OQI provided outstanding support and planning services for the campus-wide 2014 Financial Forum. The feedback we received from Forum attendees was overwhelmingly positive, and kudos to OQI for helping make it a success.

Martha Kerner, Assistant Vice Chancellor, Business Services

OQI's George Watson has been an integral player in the UW Service Center in our quest for continuous improvement. The organizational and planning expertise he brings is invaluable. Steve Wildeck, Interim Vice President for Finance, UW System

OQI's work in the area of data access and reporting has been invaluable to faculty and staff in the College of Letters & Science for many years, including development of the Query Library and the online InfoAccess authorization system.

Anne Gunther, Associate Dean for Budget Planning and Administration, College of Letters & Science

Working with OQI made an immediate and substantive difference in the operations of my office. Our OQI consultant brought a wealth of knowledge and practical "how-to" tactics to us, and really helped drive change in our organization for the better.

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SMPH Basic Sciences develop a plan for research, team science, education, and resource allocation to strengthen the basic sciences

Wisconsin School of Business hold town hall meetings to inform its strategic plan and school-wide think tank meetings to give shape to their focused themes

College of Engineering develop and guide a process for college-wide engagement in the development of its strategic plan

School of Education engage faculty and staff in "futures" sessions to identify breakthrough ideas for greatest impact

Design Thinking exploration by working with interested leaders to benchmark existing programs and organize an approach on campus

Report progress on our Campus Strategic Framework by working in partnership with University Communications to gather content and produce a report for broad distribution

Campus staff learn how to use Query Library queries to support their work through hands-on training sessions

Development planning by working with deans to help identify potential collaborative opportunities and complex problems UW-Madison could uniquely address

L&S Advising Review Team study current practices, identify gaps, and formulate recommended improvements in advising students

Leadership and deans identify and advance their priority issues through coordination of fall and spring retreats and deans council meetings

Campus planning directors from schools/colleges create a network for sharing best practices

Office of Sustainability organize its advisory board and participate in strategic planning with the leadership team

Climate Quest initiate and lead a campus and community-wide competition to develop high impact solutions to climate change

Nelson Institute prepare, get input from faculty/staff, and implement a tactical planning process to determine high leverage activities

Climate and community leaders conduct a campus-wide financial forum to launch the Financial Internal Controls Initiative

UW System create the UW Service Center and the transition of the Service Center from UW-Madison to UW System

Campus Project Managers by coordinating and providing courses, templates, tools and techniques to improve skills and capabilities

Pharmacy Professional Development create a detailed strategic plan

Russell Labs review administrative functions shared by three departments

General Internal Medicine Scholars conduct a retreat to facilitate scholarship throughout the division

Wisconsin Alzheimer's Institute create a long-range plan

Graduate School define responsibilities for the ARROW Steering Committee

African Languages and Literature conduct a planning retreat

International Studies develop a strategic framework

The Arts Institute create a strategic framework for launching its new structure

University Marketing develop a strategic plan, a staff competency model assessment, and a client engagement process

FP&M Equity, Inclusion, and Diversity Team conduct a summit to introduce the initiative and integrate efforts with FP&M and VCFA priorities

Develop a roadmap for DoIT's Access and Identity Management group

And more...

New American Center for Health Professions refine infrastructure and recruitment plans and lay the foundation for its expansion and development strategy

Kinesiology prepare for budgetary transitions and future challenges through tactical planning

Financial Internal Controls Initiative create the UW Service Center and the transition of the Service Center from UW-Madison to UW System

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SHOWCASE

Sharing our best practices.

UW-Madison's 15th Annual Showcase again highlighted improvements from throughout the campus. More than 600 attendees, including speakers, panelists, and exhibits and shared ideas and best practices through 74 poster exhibits, four breakout sessions, and a keynote presentation on Design Thinking.

Introduced by Dean Soyeon Shim, Keynote Dave Franchino, president of design concepts, shared his ideas with an audience of 300 for how design thinking can solve real-world challenges at the University and beyond.

Wisconsin Public High School Graduates who Apply to and Enroll at UW-Madison as New Freshmen.
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- Administering a Department
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