The Office of Quality Improvement (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.

In 2014-15, OQI assisted

- 54 Schools/Colleges/Academic Units
- 30 Administrative Units
- 14 Campus-Wide Projects
- 5 Off-Campus Organizations
- 3 UW System Units
OQI’s signature campus-wide event, “Showcase,” drew over 725 attendees in its 16th year, up 32% from 2014. The half-day event featured 73 posters highlighting process improvements and innovative programs from 34 academic and administrative units. Poster categories ranged from Educational Innovation, to Process Improvement Tools and Techniques, to Developing Faculty, Staff, and Students, to Solutions through Technology.

Four breakout sessions featured Leadership, Data Visualization, Changing Structures, and Educational Innovation.

Showcase culminated with an overflow crowd of 400 to hear keynote speaker Dr. Jordan Ellenberg of the UW Mathematics Department on “There is No Such Thing as Public Opinion.”

Nearly 300 individuals completed a post-event survey, and 99% indicated they would recommend Showcase to their colleagues. Comments included “Showcase is a great networking opportunity. I love it!” “My introverted self isn’t great at walking up and talking to people, but I force myself because I always take away great ideas.” And “Great event, great posters, great people. Truly a great UW-Madison event.”

What our clients are saying...

Our strategic planning process resulted in this unit being higher-profile, better-understood, and more responsive to its constituent communities. No small matter.

Paul Robbins, Director, Nelson Institute

OQI’s structured, results-oriented approach has helped the campus educational innovation initiative focus its efforts for maximum impact.

Steve Cramer, Vice Provost, Teaching and Learning

OQI gave us the road map for developing a strategic plan, and were adept at knowing when to lend us a helping hand and when to let us struggle alone in the deep end. We plan to revisit this experience on an annual basis.

Jaal Ghandhi, Chair, Department of Mechanical Engineering

Many units in the School of Education have taken advantage of OQI’s support and assistance to make academic change, write strategic plans, or just navigate difficult waters. We have seen great progress as a result.

Julie Underwood, Dean, School of Education

OQI was invaluable in helping the Working Group on Scientific Core Resources. We were very effective in completing the project quickly, in large part because of their abilities to help define the scope of the project, to lay out work plans, to ask questions at critical junctures, and to help us understand the perspectives of target audiences.

Richard Moss, Senior Associate Dean, School of Medicine and Public Health

OQI worked to understand the concerns and needs specific to our department, and then helped craft a unique approach that got just about everyone engaged. We emerged from our retreat with a new sense of purpose and appreciation for our department and its members.

Patricia Keely, Chair, Cell and Regenerative Biology

Our goal was to create meaningful performance metrics for the various units in our group, allowing us not just to show activity but to really measure impact. OQI did an excellent job guiding us through that process, and working with people who had varying levels of experience in creating such metrics.

Charles Hoslet, Associate Vice Chancellor for Government and Corporate Affairs

OQI provided the essential guidance for developing our new strategic framework and for moving ahead with our rebranding process.

Guido Podesta, Vice Provost/Dean, International Studies

Kathy Luker has worked directly with me over the last two years to help implement a new data governance framework for the campus. She is an essential, inexhaustible resource to support the needs of our academic and business communities.

Bruce Maas, CIO & Vice Provost of Information Technology

Communicating a comprehensive strategic plan for campus libraries and engaging campus in a robust discussion about libraries consolidation has benefited from the facilitation and systems thinking of the OQI staff.

Ed Van Gemert, Vice Provost for Libraries & University Librarian
A Next Generation Business Intelligence (BI) Tool

With external policy shifts in higher education, greater emphasis on performance-based metrics, and demands for evidence-based decision-making, business intelligence (BI) is critical. Over 1,000 Madison campus faculty and staff are current Query Library users, with 250+ ad hoc query writers. OQI is playing a key role in organizing a UW System-wide transition to a new BI tool beginning in Fall 2015. BI will greatly expand our capability and capacity to use data to strengthen our decision-making and optimize outcomes.

| Optimization | What is the best possible outcome and how can we create it? | Query Library | ✓ |
| Predictive Modelling | What is likely to happen and how will we prepare for it? | ✓ |
| Statistical Analysis | Why is this happening and how can we improve it? | ✓ |
| Dashboards | How is our unit performing against plan? | ✓ |
| Alerts | What immediate interventions are needed? | ✓ |
| Standard Queries | What does the data tell us to support ongoing processes? | ✓ |
| Ad Hoc Queries | What does the data tell us about a one-time question? | ✓ |

During 2014-15, OQI helped...

University Marketing create and implement a new strategy and process for engaging their campus clients ● The Provost and Interim Vice Provost for Diversity conduct a program review of the Office for Equity and Diversity ● General Library System rethink our campus library system and implement a cross-campus strategic plan ● Alzheimer’s Disease and Resource Center plan and conduct a forum to identify new possibilities and partnerships for Alzheimer’s research ● The Wisconsin School of Business coordinate execution of their strategic themes ● Administrators from Nazarbayev University in Kazakhstan understand how the UW-Madison conducts processes comparable to theirs ● The campus Educational Innovation initiative through project management and coordinating professional development and campus engagement ● Reenvisioning Committee for Teacher Education develop a shared understanding of the desired qualities and behaviors characteristic of the UW-Madison prepared teacher ● UW-System Service Center transition into a new office complex, which completed the transition from UW-Madison to UW System ● Arts Institute create its first three-year strategic framework ● Campus staff learn how to use Query Library queries to support their work and inform decisions ● Department of French and Italian develop strategic action plans focused on visibility, climate, resources, and creative and intellectual output ● Wisconsin Union engage alumni, students, and other key stakeholders in the redesign plans for Der Rathskeller ● Coordinate a Deans Council retreat ● Industrial Systems Engineering develop and implement a two-year strategic plan ● Undergraduate Advising Office develop recommendations for a centralized repository for curricular information and policy ● A VCRGE-sponsored cross-campus working group develop recommendations for improving the effectiveness and efficiency of the University’s Core Scientific Research Facilities ● Cell and Regenerative Biology develop its first departmental strategic plan ● Complete the launch of Discovery to Product including a strategic framework ● Chief Information Officer (CIO) with onboarding of new leadership positions ● UW System to identify requirements and develop a Request For Proposal for a new business intelligence system ● Carbone Cancer Center develop a regulatory function centralization plan and solicit improvement suggestions from staff members ● Morgridge Center for Public Service plan and conduct a meeting of its Advisory Board ● Office of Sustainability launch a campus-wide competition, Climate Quest, engaging hundreds of people to find practical, high-impact solutions ● School of Education design and facilitate a school-wide discussion about how to close the achievement gap ● School of Nursing design and launch its 2015-2019 strategic plan ● Nelson Institute Livable Cities Project Teams create a catalogue of student-involved transportation and energy projects suitable for private funding ● Statistical Data Analysis Center develop and implement its strategic plan ● Vice Provost for Lifelong Learning design and launch a strategic plan entitled “Lifelong Learning 2020” ● Strategic Partnerships Group develop performance metrics ● Provide project management support for a multi-institutional team of scientists through the grant proposal process, resulting in a Department of Energy $3 million award ● Life Sciences Communication identify a strategic vision for the future ● Three divisions of the School of Pharmacy (Pharmaceutical Sciences, Pharmacy Practice and Social & Administrative Sciences) develop five-year strategic plans ● UW managers and staff develop project management skills/expertise by sponsoring and coordinating the Project Management Symposium, which celebrated its 10th year ● Form a Health Services Strategic Plan for Inter-professional Continuing Education Accreditation ● Ophthalmology & Visual Sciences create a new five-year strategic plan ● Oceanic and Atmospheric Sciences develop and implement its five-year strategic ● Plan and facilitate the semi-annual meeting of the advisory board for the Wisconsin Collaboratory for Enhanced Learning (WisCEL) ● And more...
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 275 units on campus, including over 200 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:

**OQI Services**  
- Strategic Planning  
- Organization (re)Design  
- Change Management  
- Meeting Design and Facilitation  
- Launching Campus-Wide Initiatives  
- Project Management  
- Networking and Learning Opportunities  
- Best Practice Dissemination  
- Data for Decision Making  
- Streamlining Processes

**“How-To” Guides**  
Helpful guides on the following topics are available on the OQI website [www.quality.wisc.edu](http://www.quality.wisc.edu):

- Facilitator Tool Kit  
- Survey Fundamentals  
- Accelerated Improvement  
- Administering a Department  
- Process Flowcharting  
- Effective Organizations  
- Change Management  
- Strategic Planning  
- Focus Groups  
- Project Management Framework  
- Project Charters  
- Work Breakdown Structure  
- Project Prioritization  
- Performance Excellence

**Query Library**  
OQI partners with DoIT and campus data users to maintain and update the Query Library, an online repository of over 300 pre-written queries available to faculty and staff who work with curricular, human resource, payroll, and student data. It makes access to information easy, affordable, and widely available across UW-Madison and other system campuses, and is used by more than 1,000 Madison staff members in 260 departments and units. For information, contact Kathy Luker at kathy.luker@wisc.edu.

**Project Management Symposium**  
This symposium, offered each September, is a two-day program providing an opportunity to work with and learn from campus project managers; to practice using project management tools and templates; and to learn best practices in all aspects of project management. Additional information is available at [www.quality.wisc.edu](http://www.quality.wisc.edu).

**Focus on Facilitation**  
Focus on Facilitation is an informal network of OQI consultants, volunteer facilitators, and others interested in the “art” of facilitation. To attend a monthly meeting, contact Darin Harris at darin.harris@wisc.edu.

**Journey of Facilitation and Collaboration**  
This dynamic workshop, co-taught with the Office of Talent Management and FacilitatorU, offers hands-on practice and a set of demonstrated competencies to work effectively with complex, multidisciplinary projects and groups. Complete information and registration can be found at: [www.journeyofcollaboration.com](http://www.journeyofcollaboration.com).

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