OQI Services and Resources Available to Campus

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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:
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- Strategic Planning
- Focus Groups
- Project Management Framework
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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.

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.

Our Mission:
OQI’s work can be organized in three general categories:

- Strategy & Execution
- Organizational Design & Excellence
- Change Management

Examples of recent OQI projects:

**Strategy and Execution**
- Campus Strategic Framework
- UW System Strategic Framework
- University Relations
- Educational Innovation
- Most Schools/Colleges
- Divisions: Libraries, Diversity, Equity, and Educational Achievement; OQI; Student Life
- Departments and Centers: Grainger Institute for Engineering, Computer Sciences, Carbone Cancer Center, Biochemistry, Animal Sciences, Dairy Research, Ophthalmology and Visual Sciences, Electrical and Computer Engineering, Botany, Sociology, French and Italian, Political Science, Morgridge Center, Theatre and Drama, Design Studies, Consumer Sciences, Pediatrics, Obstetrics and Gynecology, Dermatology

**Organizational Design and Excellence**
- Diversity, Equity, and Educational Achievement
- University Relations structure
- School of Education structure
- SMPH – IT and HR
- Social Work, Statistics, Material Sciences
- Undergraduate Advising
- CALS department restructuring
- Career services – L&S and Campus level
- Implementing Fair Labor Standards Act changes
- UW Carbone Cancer Center
- Russell Labs shared services
- Health Science Engineering

**Leadership, Capacity, & Data**
- Business intelligence tools System wide
- Confidential leadership coaching
- Capacity development: project management, facilitation, leadership skills

What our clients are saying...

During the past four years since I arrived, I have worked with the OQI staff annually from the School-wide five-year strategic planning exercise to a small group conflict management workshop. Our faculty and staff love working with any of the OQI staff because they bring great results. Saas is definitely a better place, thanks to the big contributions by OQI.

Soyeon Shim, Dean, School of Human Ecology

OQI’s strategic planning helped lay out our start state plan. The real testimony is coming back for more help and insisting that others use the resource!

OQI’s signature event in its 13th year welcomed over 700 attendees, and featured 88 posters highlighting innovative programs and process improvements from across the UW-Madison campus. Poster categories ranged from blended and accelerated learning, critical partnerships, data governance, and campus computing, to research project resources, wellness programs, and a new live inventory system.

Five breakout sessions featured Communities of Practice, WFAA Merged Data for Marketing, Data-based Decision-making Using Student Data, Leveraging Diversity Successes, and Design Thinking: Local to Global Student Experiences.

New this year was a session in the Union South Marquee Theatre dedicated to Poster Flash Talks. Twenty presenters spent no longer than two minutes each outlining the initiatives illustrated by their posters to an appreciative audience.

“I liked this way of getting a short run-through of many posters. I followed up with a few after their presentations, and it gave me a way of approaching the poster leader more comfortably.”

Keynote speaker Kevin Conroy, Chairman and CEO of Exact Sciences, recognized and further encouraged UW-Madison as a critical resource through his inspiring presentation, “Innovation and Talent: Driving Growth in Wisconsin.”

Of the over 220 individuals who completed a post-event survey, 98% indicated they would recommend Showcase to their colleagues. One attendee concluded “Showcase sparked my passion for promoting change and making things better.”

Plan to join insightful, innovative colleagues at next year’s Showcase scheduled for Wednesday, April 5, 2017, at Union South.

**Business Intelligence (BI) Across UW System**

OQI is working with UW System campuses to transition to a new business intelligence (BI) tool to replace interactive reporting. In the next year, campuses will begin the journey of leveraging OBIEE to strengthen decision-making and optimize outcomes.

OQI has played a key role in helping restructure the Division of Diversity, Equity and Educational Achievement (IDDEA) and it has been an incredibly complex organization to define, given its campus wide reach and impact. To say that they have exceeded my expectations as a partner and collaborator, is a gross understatement of the level of service and support they’ve provided. Simply put – the OQI team has been simply amazing!

Patrick J. Sims, Vice Provost & Chief Diversity Officer

I have worked with OQI in two capacities: as department chair and leading a taskforce. With OQI’s assistance, we were able to move from vague ideas to clear objectives and steps to achieve measurable outcomes, while ensuring that multiple perspectives were heard. OQI was an essential part of our strategizing and decision-making and is a valuable campus resource.

Jansen E. Dillworth-Bar, Associate Professor & Chair, Human Development & Family Studies

I have worked with OQI in three departments and appreciate how they work with faculty. They respond to our requests, ask lots of good questions, let us discover from the questions what needs to be done, and don’t push a tool. They understand the difficult art of working with faculty in a way that guides progress and, if necessary, redirects energy or efforts to result in productive outcomes.

Stephanie Robert, Director, School of Social Work

Staff across the Wisconsin Union were anxious about re-opening the beloved Memorial Union Terrace in the spring of 2016. OQI helped us work together to create cross-functional process maps and analysis, document each area’s critical functions, and set up a system to work continually through critical issues. OQI helped set us up for success.

Susan Dibbrell, Deputy Director, Wisconsin Union

OQI leadership has been outstanding in helping us identify issues and improve processes, working collaboratively across the organization. The breadth and depth of changes would not be possible without their strategic partnership.

Deborah Biggs, Senior Associate Dean for Administration and Finance, Chief Operating Officer, SMPH

“From the start of my leadership, the OQI team has been incredibly helpful in the creation of strategic plans both for our departments and centers. They have also guided a number of functional process maps and analysis, document each area’s critical functions, and set up a system to work continually through critical issues. OQI helped set us up for success.

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**SMPH**

- Library
- Business Intelligence (BI)
- Computer Engineering, Botany, Sociology, French and Italian, Political Science, Morgridge Center, Theatre and Drama, Design Studies, Consumer Sciences, Pediatrics, Obstetrics and Gynecology, Dermatology

**Local to Global Student Experiences**

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**Showcase**

Sharing our best practices.

**OQI**

- Department of Industrial and Systems Engineering
- Pascale Carayon, Procter & Gamble Bascom Professor in Total Quality, experience in directing and facilitating planning and development efforts
- Creating a new Institute at the University is a major undertaking. OQI’s strategic planning helped lay out our start state plan.

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Diane Tomha, Director, Grainger Institute for Engineering

Creating a new Institute at the University is a major undertaking. OQI’s experience in directing and facilitating planning and development efforts has been invaluable as we develop the new Wisconsin Institute for Healthcare Systems Engineering.

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Jansen E. Dillworth-Bar, Associate Professor & Chair, Human Development & Family Studies

**“The attendees were as inspiring and energizing as the speakers!”**

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“The real testimony is coming back for more help and couldn’t be more positive on the value of their work and outcomes. What our clients are saying...

- Confident leadership coaching
- Capacity development: project management, facilitation, leadership skills
- Campus Strategic Framework
- UW System Strategic Framework
- University Relations
- Educational Innovation
- Most Schools/Collages
- Divisions: Libraries, Diversity, Equity, and Educational Achievement; OQI, Student Life

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In 2015-16, OQI assisted
- 46 Schools/Colleges/Academic Units
- 37 Administrative Units
- 9 Campus-Wide Projects
- 2 Off-Campus Organizations
- 5 UW System Units