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 150 units on campus, including over 300 academic units in every school and college. Many have engaged us multiple times. In addition, we facilitate many cross-campus initiatives and coordinate the development and execution of the campus strategic framework, For Wisconsin and the World.

During 2012-13, OQI helped... ● The Division of Continuing Studies improve registration and enrollment processes ● The School of Human Ecology develops its OneSOHE21 strategic plan ● Biostatistics and Medical Informatics analyze administrative functions ● Campus Advising Service initiates its campus-wide and establish its leadership team ● University Relations develop and advance its strategic plan ● The School of Business conduct town meetings to inform its strategic plan ● The Leadership Educators Council create a leadership framework to be shared campus-wide ● ComETS brainstorm strategies to support Educational Innovation ● Human Resources find all jobs held by any employee at UW-System campuses ● The Provost’s Office develop financial estimates and structural options for the proposed College of the Arts ● Laboratory Animal Resources create a strategic plan ● The School of Education External Relations Office formulate an annual action plan ● Advisors obtain a list of advisors on probation ● The UW Service Center redesign its work processes, structure, and funding model ● Educational Innovation develop and execute a framework for action ● The School of Business Advancement Team conduct a planning retreat ● The Multicultural Student Center assess progress on its strategic direction and develop an annual action plan ● Payroll staff verify funding for classified and unclassified payrolls ● The Chief Information Officer advance key initiatives supporting the Campus IT Strategic Plan ● The College of Engineering design and coordinate strategic planning ● The College of Agricultural and Life Sciences create a strategic framework for all units and stakeholder groups ● The Ad Hoc Diversity Committee develop a timeline for a campus diversity plan ● The Office of Sustainability disseminate its programs, information and services campus-wide ● Interdisciplinary leaders, led by the Provost, develop ideas for complex problems that UW-Madison can uniquely address ● The School of Social Work redefine its MSW curriculum ● The Vice Chancellor for Finance and Administration enhance the role and responsibilities of the Administrative Council ● The Population Health Institute conduct a statewide retreat on prescribing anti-psychotic medications ● The Division of Information Technology’s HR staff develop a strategic plan ● Executive Education pilot its Project Management Course on-line ● The Research Data Services working group identify ways to support campus data needs ● Academic Staff Executive Committee (ASEC) identify strategic issues for the year ● The Big Learning Event produce its second campus event ● The Committee on Intellectual Property Copyright for Course Materials consider approaches ● Educational Innovation coordinate Point People and Advisory Committee meetings and activities ● The Health Sciences Institutional Review Board identify process improvements ● The Student Organization Fair analyze its processes to make improvements ● Chinese Champions visiting campus maximize their in- and out-of-class experiences ● Discovery to Product develop a campus approach ● Department Chairs share learning and ideas throughout the year at Chairs’ Chats ● New Deans with orientation to campus strategic planning, structures, and execution ● Educational Innovation develop and populate an inventory system ● Interdisciplinary Studies refine procedures for its graduate program ● The School of Education’s WCATY Program design and implement an analysis of its program needs ● And many others...

2012-2013 Annual Report

Working Across Campus

TOTAL PROJECTS BY TYPE

- Strategy Development and Execution
- Program Development
- Leadership Support
- Streaming Processes
- Structural Design
- Data for Decision Making

CAMPUS-WIDE PROJECTS

- Campus Strategic Framework
- Educational Innovation
- ComETS Steering Group
- Intellectual Property Copyright for Course Materials
- Research Data Services Working Group
- Undergraduate Advising Strategic Plan
- Wisconsin Initiative on Climate Change Impacts
- Interdisciplinary Complex Problems

- Chairs’ Chats and Breakout Sessions
- Ad Hoc Diversity Plan Committee
- Registration for Non-Credit Online Courses
- Discovery to Product

- Campus Crisis Response System
- HES Implementation
- Coordinated Leadership Initiative
- Sustainability
- Year of Innovation
- Shared Governance Advisory Committee
- STEM Office feasibility Study
- The Big Learning Event

- Four Query Library Teams: - Graduate - Undergraduate - Human Resources - Payroll/Benefits
- Query Library Documentation/Training

UNITS ASSISTED

- 46 Schools/Colleges or Academic Departments
- 33 Administrative Units
- 25 Campus-Wide Projects
- 7 UW System Teams
- 4 Off-Campus Organizations
Working Across Campus

2012-2013

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OQI
In 2013, Vice Provost Bruce Maas, and University Advisors policies. The OQI leadership and service have been invaluable during my first year as a new student, and financial data from multiple current and legacy systems. These queries encourage efficient administrative operations and help departments plan course offerings.

Following introductory remarks by Interim Sustainability Research & Education Director Kate VandenBosch, Dean College of Agricultural and Life Sciences Soyeon Shim, Dean School of Human Ecology Soyeon Shim, Dean School of Social Work Jane Blanchard, Chair Department of Engineering Physics Soyeon Shim, Dean School of Human Ecology Lori Bergquam, Vice Provost Student Life & Dean of Students Mark D. Markel, Dean School of Veterinary Medicine Kate VandenBosch, Dean College of Agricultural and Life Sciences Craig H. Benson, Director Sustainability Research & Education Tracy Schroepfer, Associate Director School of Social Work ropes that encourage efficient administrative operations and data-driven decision making. In 2012-13, we enhanced capabilities to support: Graduate programs with relevant, up-to-date queries on admissions, enrollment, funding, and student academic activity. HR analysis and decision making by integrating critical HR, payroll and benefits, student, and financial data from multiple current and legacy systems. These queries facilitate equitable titling and salary structures and compliance with HR laws and policies. Advisors with queries that improve time to degree, reduce students on probation, and help departments plan course offerings.

In 2013-14, we will emphasize dashboards with drill-down capability in areas such as course access planning and employee turnover, along with simpler interfaces and highlighting of specific data for further investigation.

What our clients are saying...

Soyeon Shim, Dean School of Human Ecology
Lori Bergquam, Vice Provost Student Life & Dean of Students
Mark D. Markel, Dean School of Veterinary Medicine
Kate VandenBosch, Dean College of Agricultural and Life Sciences
Craig H. Benson, Director Sustainability Research & Education
Tracy Schroepfer, Associate Director School of Social Work
Jake Blanchard, Chair Department of Engineering Physics

The OQI leadership and service have been invaluable during my first year as a new dean. Thanks to Maury Cotter and her team, we have completed our strategic plans successfully, and we are eager to implement them. Thumbs up!

OQI has been a valuable partner in assisting the Division of Student Life. They are dynamic and innovative in their approach and facilitation!

OQI was able to tailor the process to our needs and timeline. I couldn’t have asked for a better facilitation of a strategic planning exercise.

OQI helped us to set appropriate goals, facilitated discussion, provided useful templates and encouragement, and most importantly kept us focused and on time.

OQI has been critical in helping the Office of Sustainability develop strategy and build relationships on campus.

I want to thank you for all you did to make today’s curriculum retreat a success. We accomplished a great deal in one short day.

OQI is the key to helping us keep everything on track and put together a meaningful plan. They helped the Chairs of the various committees plan their approaches and build strong teams. I can’t imagine doing this without them.

Jane Blanchard, Chair Department of Engineering Physics

Maury Cotter, Director, mcotter@wisc.edu
Elizabeth Fadell, Consultant, fadell@wisc.edu
Jim Gray, Consultant, jgray2@wisc.edu
Darin Harris, Consultant, dharris@wisc.edu
Bruce Harville, Consultant, bharris@wisc.edu
George Watson, Consultant, gwatson@wisc.edu
Kathy Luker, Consultant, kwluker@wisc.edu
Nancy Thayer-Hart, Consultant, nthayerhart@wisc.edu
Jane Dymond, Office Support, jdymond@wisc.edu
Kristine Fisher, Office Support, kfisher2@wisc.edu
A featured event of the UW-Madison’s Year of Innovation, the 14th annual improvement Showcase brought together more than 500 speakers, panelists, exhibitors, and attendees from all over campus and outside the UW. Showcase 2013 included 72 poster exhibits, five breakout sessions, and a full house for the keynote.

Following introductory remarks by Interim Chancellor David Ward, seven newer campus leaders shared their thoughts on innovation at UW during the keynote. The lunch event featured Deans Soyeon Shim, Kate VandenBosch, and Margaret Raymond, Director Paul Robbins, Associate Vice Chancellor Bill Elvey, Vice Provost Bruce Maas, and University Registrar Scott Owczarek.

Query Library The Query Library is a user-driven/developed shared repository of queries that encourages efficient administrative operations and data-driven decision making. In 2012-13, we enhanced capabilities to support:

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Office of Quality Improvement
University of Wisconsin-Madison
Room 119 Bascom Hall, 500 Lincoln Dr.
Madison, WI 53706
608-262-6843; FAX 608-262-9330

Soyeon Shim, Dean, Kate VandenBosch, Margaret Raymond, Director Paul Robbins, Associate Vice Chancellor Bill Elvey, Vice Provost Bruce Maas, and University Registrar Scott Owczarek.

"How-To" Guides Helpful guides on the following topics are available on the OQI website www.quality.wisc.edu:

- Facilitator Tool Kit
- Strategic Planning
- Focus Groups
- Project Management Framework
- Work Breakdown Structure
- Project Prioritization

OQI Services 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
- Streamlining Processes
- Meeting Design and Facilitation
- Data for Decision Making
- Project Management
- Networking and Learning Opportunities
- Best Practice Dissemination

Query Library OQI partners with DoIT and campus data users to maintain and update the Query Library, an online repository of 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 650 Madison staff members in 260 departments and units. For information, contact Kathy Luker at kwluker@wisc.edu.

Project Management Symposium This symposium, offered each September, is a two-day program offering 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 Nancy Thayer-Hart at nthayerhart@wisc.edu.

Journey of Facilitation and Collaboration This dynamic workshop, co-taught with the Office of Human Resource Development 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.

Educational Innovation OQI assists the EI project with campus-wide project management and coordination, helping a number of units across campus with their EI efforts, and coordinating venues for sharing and scaling best practices. “Toolkits” have been developed on Curricular & Course (re)Design, Flipped Courses, Post-Baccalaureate Development, Noncredit Online Programs, and Departmental Restructuring, and are available at http://edinnovation.wisc.edu/phase-ii-creating-and-executing-your-educational-innovation-plan/

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George Watson, Consultant, gwatson@wisc.edu
Jane Dymond, Office Support, jdymond@wisc.edu
Kristine Fisher, Office Support, kfisher2@wisc.edu