

***The Executive Vice President and Provost  
And the Office of Planning and Institutional Assessment  
Recognize the following individuals for their contribution  
To innovation and improvement during the 2003 – 2004 academic year***

## **CONTINUOUS IMPROVEMENT TEAMS AND QUALITY INITIATIVES**

### College of Arts and Architecture

#### **Art Education Program Curriculum Revision Team**

*College of Arts and Architecture, School of Visual Arts*

Objective: Envision an ideal undergraduate preparation for art teachers in both the schools option and the museums and cultural institutions option, one that incorporated the best of contemporary theory and practice in art education and the closely related fields that inform art education practice.

Sponsor: Charles Garoian  
Leader: Yvonne Guadeliu  
Facilitator: David Ebitz  
Members: Wanda Knight, Mary Ann Stankiewicz, Christine Thompson, Marjorie Wilson, Brent Wilson

### College of Agricultural Sciences

#### **Graduate Assistantship Commitment and Funding Process Team**

*College of Agricultural Sciences*

Objective: Define and develop a system for approving and tracking assistantship commitments for funding and grant-in-aid packages (GIA's) for graduate students; document the system, make recommendations, train department members and implement the process.

Sponsor: John Floros  
Leaders: Amy Larimer, Juanita Wolfe  
Facilitator: Donna Merrill

#### **Agricultural Economics and Rural Sociology Graduate Student Information Team**

*College of Agricultural Sciences, Department of Agricultural Economics and Rural Sociology*

Objective: Examine current processes for handling academic and financial information for admitted graduate students and recommend improvements. Improvements are defined as looking for ways to improve efficiency of handling materials, economize on staff resources, establish internal verification, and appropriate distribution of responsibilities among those involved.

Sponsor: David Blandford  
Leader: Linda Mace  
Facilitator: Barbara Sherlock  
Members: David Abler, Sue Confer, Donna Hawbaker, Traci Shimmel, Stephen Smith, Shannon Stokes, Robbie Swanger

## **Agricultural Sciences Information and Communication Technologies (ICT) Strategic Planning Team**

*College of Agricultural Sciences, Information and Communication Technologies*

Objective: Gather input, offer suggestions, and provide group discussion that will be used for the development of a Strategic Plan for the Information and Communication Technologies Unit in the College of Agricultural Sciences; the plan is intended to provide the unit with direction in a challenging and changing era that offers the opportunity to provide the college with focused communications and technology leadership.

Sponsor: Richard Kipp

Leader: Neal Vines

Facilitator: Sharon Spicer

Members: Gretta Armstrong, Thomas Cherry, Jeff Mulhollem, Beth Raney, Amanda Rudisill, Peg Shuffstall, Dave Spaar, Steven Williams

Commonwealth College

## **Commonwealth College Career Services Team #4**

*Commonwealth College, Career Services*

Objective: Complete development of and make available to Commonwealth College Career Service staff an on-line resource and reference.

Sponsor: Linda Higginson

Leader: Janet Yates

Facilitator: Barbara Sherlock

Members: Beth Marhefka, Jim Shields

Eberly College of Science

## **Eberly College Dean's Self-Study Review Team**

*Eberly College of Science*

Objective: Review and assess the operations of the Dean's Office in a way that encourages self-reflection, outside-the-box thinking, a focus on the customer, an interplay among units, and a focus on continuous improvement, so that the office can improve their operations and the service provided to the faculty, staff, and students in the Eberly College to assist them in their drive toward excellence in research, education, and outreach.

Sponsor: Daniel Larson

Leader: Karin Foley

Facilitators: Michael Dooris, Louise Sandmeyer

Members: Lawrence Bell, Joanne Cahill, Norman Freed, Barbara Kennedy, Ronald Kessinger, Henry McCoullum, Robert Meyer, Robert Mitchell, Sandra Murray, Rebecca Peterson, Elizabeth Trimble

College of Engineering

## **Industrial and Manufacturing Engineering "Balanced Scorecard"**

### **Development and Alumni Relations Team**

*College of Engineering, Department of Industrial and Manufacturing Engineering*

Objective: Utilize the Balanced Scorecard to effectively manage and measure the implementation of a formal Development and Alumni Relations program into the Department of Industrial and Manufacturing Engineering. Specifically, identify and prioritize key initiatives for the Department to

adopt and align those activities with the Department's strategic plan. Identify key objectives and measures for executing and monitoring the team's performance.

Sponsor: Rick Koubek  
Leader: Marc McMullin  
Facilitator: Barbara Sherlock  
Members: Mary Lee Carns, Angela Clark, Randy Fisher, Mike Immel, Elena Joshi, Richard Swails, Jose Ventura, Robert Voigt, Brenda Wagner

### **Extend-A-Day Energy Outreach Program**

*College of Engineering*

Objective: Provide mini-grants to public/private schools and organizations interested in renewable and sustainable energy for youth as an after school program. Prepare Handbook, media and other on-line and hard copy resources, including a series of activities for youth, targeting middle school youth.

Project Director: John Vincenti  
Members: Guy Anderson, Tom Iwinski, Bonnie King, Terry Reed, Ruth Ruud, Melissa Stark, Deborah Zimmerman

### **Engineering Science and Mechanics On-Line Faculty Resume Development Team**

*College of Engineering, Department of Engineering Science and Mechanics*

Objective: Develop a user-friendly, "live," on-line, Web-based faculty resume database to which departmental faculty and staff have electronic access and which facilitates printing short, current resumes. Develop authentication procedures and access privileges to allow access by potential industrial and research contacts as well as students.

Sponsor: Judith Todd Copley  
Lead Developer: Bradley Long  
Members: William Ames, Susan Croyle

### **Pennsylvania Transportation Institute Marketing Innovation Group (MIG)**

*College of Engineering, Pennsylvania Transportation Institute*

Objective: Determine how the Pennsylvania Transportation Institute is perceived by clients, competitors, and by Penn State entities, including PTI affiliates, and determine how to improve the institute's marketing strategies.

Sponsor: Lily Elefteriadou  
Leader: Robin Tallon  
Facilitator: Barbara Sherlock  
Members: Debra Clemmer, Greg Dauber, Daniel Linzell, Lisa O'Hara, Zoltan Rado, Evelyn Thomchick

### **Civil and Environmental Engineering Academic Administration CQI Team**

*College of Engineering, Department of Civil and Environmental Engineering*

Objective: Quickly and efficiently develop and implement a plan whereby we reduce defects that affect the quality and outcome of our administrative process, thereby ensuring that we meet or exceed the expectations of our colleagues and students.

Sponsor: Andrew Scanlon

Leader: Mary Miller  
Facilitator: Barbara Sherlock  
Members: Barbara Crain, Richard Schuhmann, Nancy Witherite

#### Enrollment Management and Administration

### **Undergraduate Admissions Directors' Projects and Priorities**

*Enrollment Management and Administration, Undergraduate Admissions*

Objective: Assess the importance of projects and prioritize workflow to satisfy customer service expectations and internal efficiency; establish overall office priorities, human resource availability, and define expected outcomes.

Sponsor: John Romano

Leader: Randy Deike, David Kuskowski

Members: Carolyn Boswell, Ed Escalet, Geoff Harford, Martha Jordan, Steve Mostert, Barbara Thompson, Carol Walker, Mark Weaver, Ed Whitaker

### **Undergraduate Admissions Transfer Articulation System Team**

*Enrollment Management and Administration, Undergraduate Admissions*

Objective: Make access to the Transfer Articulation System (TAS)—a database of 198,000 courses at 2,200 institutions that have been evaluated for transfer credit to Penn State—available on the Web to enable a transfer credit evaluation to be received by Penn State students who wish to take courses elsewhere, as well as by prospective transfer students and the general public.

Sponsor: John Romano

Leader/Facilitator: Mary Adams

Members: Jean Chamberlin, Jayne Crothers, Steve Focht, Anne Johnson, Pat Smith, Rick Stover, Betsy Wiser

### **Undergraduate Admissions Web Counselor System (WCS) Team**

*Enrollment Management and Administration, Undergraduate Admissions*

Objective: Provide a Web Counselor System (WCS) through which high school counselors can submit applicant credentials over the Web and fax transcripts to the Undergraduate Admissions Office document imaging system. Provide high school counselors with immediate on-line access to applicant status of admission decisions.

Sponsor: John Romano

Members: Steve Focht, Debbie Little, Amy Pancoast, Anne Rohrbach, Ann Sprankle, Vince Timbers, Jeffrey Waters, Suzanne Wayne, Mark Weaver

### **Undergraduate Admissions Web Email System (WES) Team**

*Enrollment Management and Administration, Undergraduate Admissions*

Objective: Provide a Web Email System (WES) for high school students and guidance counselors that enables them to send Web emails and receive a personal response from an admissions counselor within 24 hours. Manage and track emails to provide excellent email customer service.

Sponsor: John Romano

Members: Brett Cione, Anne Johnson, Anne Rohrbach, Jeffrey Waters, Mark Weaver, Betsy Wiser

### **Student Minority Advisory and Recruitment Team (S.M.A.R.T.)**

*Enrollment Management and Administration, Undergraduate Admissions*

Objective: Review the Student Minority Advisory and Recruitment Team mission, objectives, organization, and activities throughout the year and identify opportunities for enhancement.

Sponsor: Edwin Escalet

Leaders: Lauren Fowler, Antonio Moore, Michael Phillips

Facilitator: Barbara Sherlock

Members: Vicki Austin, Priscilla Baez, Janel Baines, Mark Bunbury, Victoria Carey, Michael Collazo, Alexis Griffin, Bernice Innocent, LaDawna Jones, Allison Tibbs

### **Improving the Student Enrollment Process Team - A Second Examination**

*Enrollment Management and Administration*

*Controller's Office*

Objective: Review the Integrated Enrollment Services

Sponsors: Kenneth Babe, John Romano

Leaders: Anna Griswold, Roseann Sieminski, Jim Wager

Facilitator: Barbara Sherlock

Members: Gary Burkle, David Christy, Gail Gilchrest, Ralph Hosterman, Michelle Jais, Joseph Jones, Kerstin Roan, Paul Simenson, Patricia Smith

### **Academic Records Complete Department Cross-training Team**

*Enrollment Management and Administration, University Registrar*

Objective: Develop and implement a plan for completion of cross training of all staff within the Academic Records department. This includes completing the training on ISIS screens and merging, accessing and understanding the shared files of the two former departments.

Sponsor: Jim Wager

Leader: Anne Kepler

Members: Vicki Bordi, Karen Craig, Debbie Diercks, Roberta Hardin, Melissa Holobinko, Diana Watson, Shari Welch

### **Phase-out Telephone Registration / Graduation System Team**

*Enrollment Management and Administration, University Registrar*

*Information Technology Services*

Objective: Develop a plan to eliminate the telephone registration and intent-to-graduate services since use of the telephone system has dropped dramatically since Web registration was introduced. The telephone system is expensive to maintain and will not be supported by the vendor after July of 2004.

Sponsors: Gary Augustson, Jim Wager

Leader: Garry Burkle

Members: Wanda Givler, Clyde LeFevre, Peggy Moore, Jerry Stimely

### **Personal Follow-up, Students with Incomplete Registrations Team**

*Enrollment Management and Administration, University Registrar*

Objective: Provide personal follow-up with all University Park students with an incomplete registration status.

Sponsor: Jim Wager  
Leader: Sherry Wagner  
Members: Donna Campbell, Hazel Davidson, Carol Findley, Wanda Givler, Alberto Gutierrez, Peggy Moore

### **Graduate Degree Audit System Team**

*Enrollment Management and Administration, University Registrar*

Objective: Extend the Degree Audit system to enable the production of audits for graduate majors. Once completed, Graduate degree audits will be available through the ISIS system.

Sponsor: Jim Wager  
Leader: Ross Brode  
Members: Brenda Lange, Norm Williams

### **Kiosk for Official Transcripts & Enrollment Verifications Team**

*Enrollment Management and Administration, University Registrar*

Objective: Provide a new self-service capability for students visiting the Enrollment Services counter to request, pay, and receive an official transcript and enrollment verification.

Sponsor: Jim Wager  
Leader: Ross Brode  
Members: Deb Richards, Dave Stucky

### **Convert Printed Reports to eDDS Team**

*Enrollment Management and Administration, University Registrar*

Objective: Review all of the existing Registrar procedures that either produce printed output or direct the output to RMDS. Convert the printed or RMDS reports to eDDS, where appropriate.

Sponsor: Jim Wager  
Leader: Carol Findley  
Member: Alberto Gutierrez

### **Enrollment Verifications Team**

*Enrollment Management and Administration, University Registrar*

Objective: Correct data conditions that are not correctly reported on the Enrollment Verification, simplify the request process, provide consistency to all enrollment verifications, and expand the verification process to include applicable World Campus courses. This project will also introduce an enrollment verification fee to third-party requestors who choose to not use the free web service.

Sponsor: Jim Wager  
Leader: Dona Oberheim  
Members: Ross Brode, Cheri Gallagher, Alberto Gutierrez, Marty Smith

### **Fully Utilize the Web for OUR Transcript Production Team**

*Enrollment Management and Administration, University Registrar*

Objective: Replace ISIS transcript ordering screens with a new Web based service, including credit card processing, express mail tracking numbers, and notification of noncredit courses.

Sponsor: Jim Wager  
Leader: Dona Oberheim  
Members: Ross Brode, Cheri Gallagher, Joan LeBlanc, Dave Thompson, Lisa Witherite

### **Create Enrollment Reporting EIS Model Team**

*Enrollment Management and Administration, University Registrar*

Objective: Convert the ERS to an Enterprise Information System model to eliminate having to open numerous browser windows to review reports for multiple years and semesters. Incorporate all of the static html reports into one interactive Web model to allow users to have the ability to bookmark their own data view and retrieve information of value to them. Provide drill-down capability to enable users to obtain the detail records behind the defined view and perform additional reporting requirements on their own. Refresh the model weekly.

Sponsor: Jim Wager  
Leader: Garry Burkle  
Member: Shawn Wagner

### **Record Integrity Project Team (Phases 1 and 2)**

*Enrollment Management and Administration, University Registrar*

Objective: Review and update 23,000 students' records, merging records to ISIS, verifying complete ISIS records, and deleting any duplicate records.

Sponsor: Jim Wager  
Leader: Anne Kepler  
Members: Vicki Bordi, Donna Campbell, Karen Craig, Tina Craig, Hazel Davidson, Debbie Diercks, Wanda Givler, Sharon Hillard, Melissa Holobinko, Kaye Keith, Darlene Klinefelter, Penny Kowalski, Joan LeBlanc, Lori McCracken, Peggy Moore, Dona Oberheim, Peggy Passuello, Deb Richards, Kristin Taylor, Sherry Wagner, Diane Watson, Shari Welch, Lisa Witherite

### **Finalize eLion Grading Implementation Issues Team**

*Enrollment Management and Administration, University Registrar*

Objective: Complete the 19 outstanding projects related to the new grade collection system; these are mostly enhancements to the system, some ideas coming from our colleagues across the university system and some from staff within the office.

Sponsor: Jim Wager  
Leader: Cheri Gallagher  
Members: Carol Findley, Andrea Harrington, Deb Richards

### **eLion Grade Reporting Team - Retrieving Grades from ANGEL**

*Enrollment Management and Administration, University Registrar*

*Information Technology Services*

Objective: Enhance the eLion Grade Entry application to allow instructors to submit their ANGEL final grades electronically.

Sponsors: Gary Augustson, Jim Wager  
Leader: Carol Findley

Members: Vicki Bordi, Rob Bowser, Dawn Boyer, Peter DeVries, Cheri Gallagher, Dave Hoover, Anne Kepler, Kathi Reynolds, Dave Thompson

### **Construct Server Room Team**

*Enrollment Management and Administration, University Registrar*

*Office of Physical Plant*

*Information Technology Services*

Objective: Computer servers within the Registrar's office must be physically secure and operate in a controlled environment to insure uninterrupted service. This construction project will result in a new server room, the elimination of the wall now separating rooms 112 and 110, and the creation of a new office by combining rooms 112 and 112F.

Sponsors: Bill Anderson, Gary Augustson, Jim Wager

Leader: Ross Brode

Members: Bob Becker, Rob Bloom, Mike Herbstritt, Karen Sampsel, Mary Beth Schmidhamer, Jerry Stimely, David Stucky, John Zeiders

### Executive Vice President and Provost

#### **Faculty Senate Initiatives**

*Executive Vice President and Provost, University Faculty Senate*

Objective: Design and implement a database in the Senate Office to replace manual processes for tracking senators; implement new Web-based applications for the Senate that will yield cost-savings, improved customer service, and new efficiencies.

Leader: Susan Youtz

### Finance and Business

#### **Insight Penn State**

*Finance and Business, University Budget Office*

Objective: Develop an electronic version of data packages for the academic colleges and locations using EIS COGNOS software tools; provide secure access to the information.

Sponsor: Richard Althouse

Leaders: Edie Hertzog, Karen O'Brien

Members: Lydia Abullah, Yakov Bernstein, Lee Ann Candor, Darla Confer, Rhonda Demchak, Karen Duncan, Mary Jane Fisher, Ann Gray, Lisa Green, Jody Heckman, Rich Heining, Joe Holobinko, Clay Hosterman, Peg Kimble, Sok Kith, Paul Liadis, Denise Maines, Brenda McDowell, Pam Mong, Andy Reisinger, Jodi Rice, Michele Schirm, Bill Smith, Stephanie Snook, Ron Snyder, Patty Tarbay, Louise Walker, Tim Whitehill, Sue Witherite

#### **Team to Evaluate Current Health Plan Funding Arrangements**

*Finance and Business, Office of Human Resources*

Objective: Due to the escalating costs of medical insurance premiums, research alternative funding arrangements. Convert the HealthAmerica HMO plan to a self-insured funding arrangement in order to stabilize costs.

Sponsor: Billie Willits

Leader: Karen Volmar

Members: AON Consulting Staff, Controller's Office Staff, Employee Benefits Staff, HealthAmerica Staff

## **Team to Revise HR-88 and Fixed-Term I Fewer-Than-Twelve-Month**

### **Positions**

*Finance and Business, Office of Human Resources*

**Objective:** Change policies for HR-88 and Fixed Term-I (Fewer-Than-Twelve-Month-Appointments) to allow greater flexibility, better benefits for newly hired Fixed Term I appointments, and to reduce administrative costs for various University departments. Also, provide more flexibility for employees and provide direct and indirect cost-savings.

**Sponsor:** Billie Willits

**Leader:** Linda Pierce

**Members:** Jim Elliott, Ann Gray, Bob Maney, Donna Mills, Donna Neideigh, Rich Olsen, Steve Selfe, John Shawver, Tim Whitehill

### **Competencies for Job Classification Team**

*Finance and Business, Office of Human Resources*

**Objective:** Design a collaborative job classification model that:

- Clearly outlines the knowledge, skills, and characteristics needed to define employee jobs effectively;
- Consists of one set of competencies that is applied to all job families;
- Structures competencies to build from one level to another in a logical, measurable manner, allowing employees to identify the skills needed for possible progression into different positions, depending upon unit needs;
- Recognizes those attributes that contribute to both individual and university effectiveness;
- Identifies additional competencies for management positions;
- Provides flexibility in employee selection, professional development, and appraisal.

Evaluate positions and determine staffing needs at the department level, with Human Resources Representatives and OHR staff supporting department efforts and advising units on compensation policy and practice.

**Executive Oversight:** Richard Althouse, Gary Augustson, Nancy Eaton, Rodney Erickson, Daniel Larson, Gary Schultz

**Design Team:** Larry Achterberg, Joel Anderson, Emily Anselmi, Janice Barnoff, Loren Brewster, William Burkhard, Alan Claver, John Collins, Robert Crothers, John Domico, Richard Evans, James Foreman, Kenneth Forstmeier, Linda Friend, Craig Gruneberg, Donald Hazle, Edie Hertzog, Jerry Henry, Lisa Holliday, Charles Hooks, Thomas Irwin, Lawrence Kosin, Sherri Letterman, Jeffrey Luck, Richard Marboe, Gwen Marchek, Joseph Mattivi, Rachel Miller, Marilee Mulvey, Albert Nakpil, Steven Neeper, Stephen Peterson, Paul Peworchik, Jeanne Price, Ron Rash, Karen Schultz, Steve Selfe, Cheryl Seybold, Barbara Smith, James Smith, Scott Smith, Michelle Stine, Marilynne Stout, Elizabeth Trimble, Anthony Vallalla, Neal Vines, Joel Weidner, William Welch, Alan Williams, Rebecca Woomer, Jeremy Wright

**Sponsor:** Billie Willits

**Leader:** Susan Morse

**Members:** Employment and Compensation Staff

## **University Park Classroom Condition Audit**

*Finance and Business, Office of Physical Plant and  
College of Arts and Architecture, Department of Architecture  
College of Engineering, Architectural Engineering Department*

Objective: Conduct an audit of the condition of 329 University Park general-purpose classrooms and rank various elements, such as ADA access, the condition of floors, walls and windows, the temperature, the amount of lighting, and the condition of furniture and media technology.

Sponsor: William Anderson  
Leaders: Deborah Blythe, Robert Myrick  
Members: Jeeyoung Chon, Mandar Kulkarni, Steven Puchek, Dave Rusnak, Rebecca Simcisko

## **OPP Steam Service Shift Schedule Process Action Team**

*Finance and Business, Office of Physical Plant*

Objective: Implement the 365-day per year, 24-hour per day schedule and vacation policy.

Steering Group: William Anderson, David Burns, Phillip Melnick, Susan Rutan, Ford Stryker, Gary Ward

Sponsor: David Burns  
Leader: Paul Moser  
Facilitator: Ann Dodd  
Members: Dave Coval, Gene Dubbs, Gary Horton, Bob Hutchison, John Molnar, Charlie Rallis, Gene Ripka

## **OPP Respirators Process Action Team**

*Finance and Business, Office of Physical Plant*

Objective: Streamline and document the process for respirator uses at the Office of Physical Plant, i.e., review the entire respirator process, create a flowchart, and document the forms, records, responsibilities, timelines, etc. for all of OPP, using the OHM database system when possible.

Sponsor: Susan Rutan  
Leader: Dot Green  
Facilitator: Allen Bonsell  
Members: Marge Carline, Bill Dreibelbis, Ron Eckenroth, Barbara Garbrick, Beth Haas, Rence Melton, Paul Moser

## **OPP Cleaning Quality Standards Team**

*Finance and Business, Office of Physical Plant*

Objective: Develop a program that defines cleaning standards and that provides constructive feedback to improve employee performance to a point where standards are met.

Sponsor: Janitorial Quality Management Board: Greg Andersen, Connie Brumgard, Kelly Clemons, Rick Dills, Ron Eckenroth, Bob Fantaske, Amy Houck, Bill Knepp, Phillip Melnick, Ron Nagle

Leader: Bill Knepp  
Facilitators: Connie Brumgard, Phillip Melnick  
Members: Brad Bressler, Lynn Daughenbaugh, Dick Iddings, Carl Lose

## **OPP Equipment Management Team**

*Finance and Business, Office of Physical Plant*

Objective: Develop processes for managing the janitorial equipment inventory to include purchasing, resource planning, maintenance and repair, accountability, and record keeping.

Sponsor: Janitorial Quality Management Board

Leader: Larry Banahasky

Facilitator: Ron Eckenroth

Members: Greg Andersen, John Armstrong, Pam Bickle, Richard Boonie, Robin Burns, Rick Dills, Dale Eckley, Lance Foster, Ron Nagle, Deb Olenick

### **OPP Floor Care Improvement Team**

*Finance and Business, Office of Physical Plant*

Objective: Establish a process and plan for improving floor care, focusing on the team concept. Plan should include standards of appearance, methods of care for various floor substrates, best practices, and ranking guidelines that can be tailored to each building for priority of floor care.

Sponsor: Janitorial Quality Management Board

Leader: Doug Myers

Facilitator: Ron Nagle

Members: Kelly Clemons, Louise Daubert, Terry Dobson, Devereux Hunter, Mike Milliken, Alan Rogers

### **OPP Team to Examine the "Team Cleaning" Process**

*Finance and Business, Office of Physical Plant*

Objective: Utilize the "team" concept to increase customer service and employee satisfaction, i.e., improve cleaning quality and reduce cost by using teams that incorporate industry best practices.

Sponsor: Janitorial Quality Management Board

Leader: Tina Schultz

Facilitator: Greg Andersen

Members: Dino Cantolina, Kelly Clemons, Janet Grassmyer, Amy Houck, Renee Wilson

### **OPP Training Program Team**

*Finance and Business, Office of Physical Plant*

Objective: Develop and implement a quality cost-effective training program for all janitorial employees, including standard operating procedures, safety, new employee orientation, policy/procedure changes, and a comprehensive database tracking program.

Sponsor: Janitorial Quality Management Board

Leader: Sarah Thomas

Facilitator: Allen Bonsell

Members: Cathy Aukerman, Heather Ayers, Roger Barndt, Buddy Daughenbaugh, Rick Dills, Sandie Ghaner, Ron Nagle, Rosemary Wilson

### **OPP Worksite Safety Inspection Team**

*Finance and Business, Office of Physical Plant*

Objective: Develop a worksite safety inspection checklist and a process to perform random safety inspections of work in all operations.

Sponsor: Phillip Melnick

Leader: Chet DeFurio  
Facilitator: Allen Bonsell  
Members: Jack Archer, Ken Arnold, Kevin Bryerton, Andy Ellenberger, Jerry Fulare, Don Ishler

### **OPP Upgrade Accounting System Team**

*Finance and Business, Office of Physical Plant*

Objective: Develop a responsive, state-of-the-art accounting system to meet the needs of OPP budget managers that integrates with existing University systems and can be maintained and updated by in-house ITS staff. This is the first phase of a multi-phased effort to convert all aspects of the VM system to Oracle/JAVA.

Sponsor: Ford Stryker  
Leader: Terri Dowdy  
Facilitator: Doug Donovan  
Members: Kathy Bamat, Lisa Berkey, Kevin Hirlinger, Bob Kellar, Kathy Lathbury, Phillip Melnick, Jim Smith

### **OPP Project Management Software Team**

*Finance and Business, Office of Physical Plant*

Objective: Develop a common software tool and centralized source of project data to track project budgets, committed costs and actual costs.

Sponsor: Ford Stryker  
Leader: Steve Maruszewski  
Facilitator: Doug Donovan  
Members: Marvin Bevan, Vernon Davis, Chet DeFurio, Ed Gannon, Bernadine Harrity, Bob Kellar, Ronald Kobelenske, Jeff Kokoskie, Greg Scott  
Resources: Harry Gearhart, Kathy Lathbury, Katie Rountree, Jim Smith, Chad Spackman

### **Integrated Capital Planning and Funding System Team**

*Finance and Business, Office of Physical Plant and Office of the Controller*

Objective: Design and implement a comprehensive and integrated set of processes for capital planning and funding, with one repository of consistent capital planning and funding data that can be accessed by all who depend on this information.

Sponsors: William Anderson, Kenneth Babe  
Leaders: Steve Maruszewski, Susan Wiedemer  
Members: Don Breon, Tom Corman, Joseph Doncsecz, Terri Dowdy, David Lieb, Susan Sampsell

### **OPP Scanning Operation Print Room/Library Team**

*Finance and Business, Office of Physical Plant*

Objective: Implement an electronic document management system to improve the accessibility of the facility information, and free up critical building space.

Sponsor: Steve Maruszewski  
Leader: Rob Cooper  
Members: Ed Gannon, Mike Kelleher, Ronald Kobelenske, Chad Spackman, Henry Wilusz, Tim Zerby

## **OPP IT Disaster Recovery Team**

*Finance and Business, Office of Physical Plant*

Objective: Identify the necessary hardware, software and manpower required to restart the OPP network and applications servers if some level of disaster takes place at the current OPP facility that impacts the network infrastructure and applications systems in such a way that some or all of the capabilities are not operational.

Sponsor: Jim Smith  
Leader: Joe Laskowski  
Member: Fred DiMuccio

## **OPP Team to Integrate Environmental Health and Safety (EH&S) Data**

*Finance and Business, Office of Physical Plant*

Objective: Develop a template for the approximately thirty Environmental Health and Safety databases (EXCEL, ACCESS, Dbase III Plus), using Radiation Protection Office needs as a model for overall integration.

Sponsor: Ford Stryker  
Leader: Maurine Claver  
Members: Eric Boeldt, Lysa Holland, Kate Lumley-Sapanski, Jim Smith  
Resources: Scott Hord, Susan Hunter

## **OPP Electronic Time and Attendance Team**

*Finance and Business, Office of Physical Plant*

Objective: Establish a plan and processes for recording time and attendance electronically and alternatives where electronic time card entry may not be feasible or appropriate.

Sponsor: Gary Ward  
Leader: Phillip Melnick  
Facilitator: Doug Donovan  
Members: Mark Bigelow, David Burns, Mary Grove, Bob Kellar, Kathy Lathbury  
Resources: Susan Rutan, Dennis Craig

## **OPP Team to Develop Additional Maximo (Computerized Maintenance Management System Software) Storerooms**

*Finance and Business, Office of Physical Plant*

Objective: Establish procedures/processes where:

- Materials can be readily retrieved from on-site storerooms (Area Shops) for Area Services maintenance.
- All stocked materials are inventoried and tracked for all five Area Shops.
- The current process of Material Transfer Invoicing can be eliminated or drastically reduced.
- Materials used by an Area Services Shop can automatically be reordered.
- Any OPP employee can obtain maintenance materials from any of the five Area Shops.

Sponsor: Ford Stryker  
Leader: Gary Ward

Members: Greg Andersen, Jerry Fulare, Beth Haas, Bob Hunter, Kathy Lathbury, John Reish, Jim Smith, David Stoner

### **OPP Facilities Information System PDA Application Team**

*Finance and Business, Office of Physical Plant*

Objective: Develop a PDA application to allow field auditing of space information for rooms/facilities to improve input time, accuracy and completeness.

Sponsor: Dave Breon

Leader: Scott Hord

Members: Don Albertson, Susan Hunter

Resource: Tom Martin

### **OPP Combined Trades Overtime/Call-out Team**

*Finance and Business, Office of Physical Plant*

Objective: Improve the response to "call-outs", since there is a growing trend for call-outs to not be accepted by trades, which slows response and results in additional effort for the Work Reception Center.

Sponsor: Gary Ward

Leader: Lloyd Rhoades

Members: Bob Kellar, Mike Kelleher, Ken Korbich, Theresa Maher, Lisa Millinder

### **Hospitality Services Guest Information Network (GIN) Program**

*Finance and Business, Penn State Hospitality Services*

Objective: As part of the Quality Assurance initiative, design, develop and implement a on-line network in which managers can access (electronically) guest feedback on a daily basis through the various methods of assessment: guest surveys, focus group feedback, etc., and generate reports measuring guest satisfaction levels daily, weekly, monthly, quarterly, and annually.

Sponsor: James Purdum

Leader/Facilitator: Michael Conti

Members: Jiin Chung, Michael Corsello, Marcello Khattar, Ali Kursat

### College of Health and Human Development

#### **Health and Human Development Academic Services Team**

*College of Health and Human Development*

Objective: Review College procedures to streamline and simplify the processes while improving academic services to undergraduate students and University constituents.

Sponsor: Fred Vondracek

Leader: Margaret Sebastianelli

Facilitator: Barbara Sherlock

Members: Sue Barsom, Doreen Diehl, Elaine Ebeling, Brenda Eisenstat, Diane Etter, Pam Evoke, Julie Gibboney, Lisa Myers, Ro Nwanski, David Rachau, Staci Schreiber, Norrine Sims, Vanessa Wade, Shelie Waite

### Student Affairs

#### **Career Services Bulletin Board Management Task Force**

*Student Affairs, Career Services*

Objective: Develop a bulletin board use and maintenance strategy for the entire MBNA Career Services Center.

Sponsor: Jack Rayman  
Leader: Chris MacGill  
Members: Ellen Houser, Matt Ishler

**Career Services Staff Personal Recognition Task Force**

*Student Affairs, Career Services*

Objective: Propose an equitable office-wide means of acknowledging individual staff members personal "special" days like birthdays, anniversaries, deaths, etc.

Sponsor: Jack Rayman  
Leader: Marcia Pomeroy  
Members: Kathy Bricker, Roni Roan

**Center for Women Students "Men Against Violence" Team**

*Student Affairs, Center for Women Students*

Objective: Commit to the reduction and eradication of violence against women on campus and in the community; hold discussions and participate in training to do educational programming.

Sponsor: Susan DelPonte, Margaret Ann Lorah  
Members: Brian Barry, Jason Buim, Nicholas Genger-Boeldt, Joshua Groft, Brian Jara, Scott Kiefer, Bob Krimmel, Seth Martin, Dom Santavicca, Jared Sorber, Steven Stipanovich, Larry Young, David Yukelson

**Counseling and Psychological Services Information Technology Transition Team**

*Student Affairs, Counseling and Psychological Services*

Objective: Review the Center's need for scheduling, case note taking, and data management in view of existing and emerging technology. Engage in a transition process from outmoded systems to a review and pursuit of current and emerging technology to meet the Center's needs.

Sponsor: Dennis Heitzmann  
Leader: Ben Locke  
Members: Ed McGowan, Lori Schoch

**Counseling and Psychological Services Tuition Reimbursement Approval Team**

*Student Affairs, Counseling and Psychological Services*

Objective: Establish a set of guidelines for determining the standards by which CAPS clients who had undergone traumatic experiences or suffered from serious psychological/psychiatric problems could petition the Fee Assessor's Office for a tuition reimbursement.

Sponsor: Dennis Heitzmann  
Leader: Patty Johnstone  
Members: Joyce Illfelder-Kaye, Vicky Stout

**Counseling and Psychological Services Dialogues on Race Team**

*Student Affairs, Counseling and Psychological Services*

Objective: Working through Continuing and Distance Education, offer two courses each semester—a vestibule course for facilitators of the Dialogues on Race program, and a Dialogues on Race course for undergraduate and graduate students.

Sponsor: Dennis Heitzmann  
Leader: D'Andre Wilson  
Members: Kurt Gehlert, Bob Slaney

**Counseling and Psychological Services Clinical Session Limits Review Team**

*Student Affairs, Counseling and Psychological Services*

Objective: Review the limits to individual clinical services for students, considering fees for service, “lifetime limits” for counseling and the parameters of brief and short-term therapy, in order to ensure that services are provided to the maximum number of students for reasonable lengths of time.

Sponsor: Dennis Heitzmann  
Leader: Joyce Illfelder-Kaye  
Members: Ken Nafziger, Vicky Stout

**Judicial Affairs Community Standards (JACS) Implementation Process Team**

*Student Affairs, Judicial Affairs*

Objective: Create an electronic information system that would capture all judicial records from all locations of Penn State, in real time, and enable accurate and timely annual, federal and other reports as well as reduce reliance on cumbersome paper files.

Sponsor: Joe Puzycki  
Leaders: Bill Huston, Ed McGowan  
Members: Barry Bram, Rose Ennis, Scott Reid

**Judicial Affairs System-wide Staff Sexual Assault Training Curriculum Team**

*Student Affairs, Judicial Affairs*

Objective: Design a Sexual Assault Train-the-Trainers Program, and present the program to Judicial Affairs designees and sexual assault advocates across the Commonwealth.

Sponsor: Joe Puzycki  
Leader: Karen Feldbaum  
Member: Dawn McKee

**Alcohol Intervention Program (AIP) Learning Outcome Process Evaluation Team**

*Student Affairs*

*Judicial Affairs, Residence Life, University Health Services*

Objective: Begin a comprehensive evaluation of the alcohol intervention programs (AIP1 and AIP2) by identifying program goals, developing process and outcome measurements and reporting initial results by the end of Spring

2004; make recommendations for future directions and/or changes in the program.

Sponsors: Joe Puzycki, Gail Hurley, Peg Spear  
Leader: Linda LaSalle  
Member: Barbara Copland

### **Unions and Student Activities Process Improvement Team**

*Student Affairs, Unions and Student Activities*

Objective: Improve the process for students and student organizations that reserve space for programs and use UPAC to fund their events and/or need contracts signed.

Sponsor: Stan Latta  
Members: Judy Albin, Bob Brouse

### **University Health Services Department of Emergency Medical Services "Staff Training" Team**

*Student Affairs, University Health Services*

Objective: Provide additional training for staff around seldom-used skills and increase attendance at and satisfaction with training sessions.

Sponsor: Peg Spear and the UHS Quality Improvement Committee  
Leader: Dave Jones  
Members: Jeff Ajello, Elizabeth Barnwell, Cindy Bittner, Abby Fritz, Sheri Hale, Steph Sharp, Mike Tilden, Matt Valocchi

### **University Health Services Facilities "Lunch Meetings" Team**

*Student Affairs, University Health Services*

Objective: Monitor lunch meetings/meals for attendance and cost effectiveness.

Sponsor: Peg Spear and the UHS Quality Improvement Committee  
Leader: Wes Cartwright  
Members: Annette Bloom, Olivia Lewis

### **University Health Services Departments of Finance and Patient Services, Laboratory, and Radiology "Checkout and Billing" Team**

*Student Affairs, University Health Services*

Objective: Develop a system for ensuring consistency in patient checkout and bill payment to decrease the number of students not paying for services and to maximize revenue.

Sponsor: Peg Spear and the UHS Quality Improvement Committee  
Leader: Kristin Klinefelter  
Members: Melanie Harris, Barbara Rigg, Barbara Jean Virgil

### **University Health Services Departments of Finance and Patient Services, General Medicine, Urgent Care, and Women's Health "Superbill" Team**

*Student Affairs, University Health Services*

Objective: Improve the accuracy and completeness of information entered on the "Superbill" to alleviate loss of UHS income and facilitate patients receiving appropriate insurance reimbursements.

Sponsor: Peg Spear and the UHS Quality Improvement Committee  
Leader: Barbara Jean Virgil  
Members: Connie Cavalier, Shelley Haffner, Bruce Jansen, Sue Miller, Brenda Neff, Kathy Petroff, Barbara Rigg, Patti Stimer

### **University Health Services General Medicine Team to Review the Frequency of Prescribing Antibiotics**

*Student Affairs, University Health Services*

Objective: Review rates for prescribing antibiotics for bronchitis and viral upper respiratory infections.

Sponsor: Peg Spear and the UHS Quality Improvement Committee  
Leader: Bruce Jansen

### **University Health Services General Medicine Team to Study the Diagnosis and Treatment of Urinary Tract Infections**

*Student Affairs, University Health Services*

Objective: Manage patients with urinary tract infections regarding diagnosis, culture use, and antibiotic treatment duration to provide better patient care, lower healthcare costs, and lower risk of side effects from antibiotics.

Sponsor: Peg Spear and the UHS Quality Improvement Committee  
Leader: Lisa Whitaker  
Member: Jill Buchanan

### **University Health Services "Throat Culture Protocol" Team in General Medicine-Nursing**

*Student Affairs, University Health Services*

Objective: Determine appropriate use of nursing protocol when ordering throat cultures.

Sponsor: Peg Spear and the UHS Quality Improvement Committee  
Leader: Mary Pat Griffin

### **University Health Services General Medicine Purified Protein Derivative (PPDs) Team**

*Student Affairs, University Health Services*

Objective: Determine the effectiveness as well as level of compliance of current practice in treating patients with positive tuberculosis skin test results.

Sponsor: Peg Spear and the UHS Quality Improvement Committee  
Leader: Kathy Petroff  
Members: Bruce Jansen, Joanne Weyman

### **University Health Services General Medicine "Management of Asthma" Team**

*Student Affairs, University Health Services*

Objective: Evaluate UHS clinicians' quality of care for patients with asthma using the National Institutes of Health guidelines.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Ann Shallcross  
Members: Holli Kubalak, Phyllis Stackhouse

### **University Health Services General Medicine "Iron Deficiency Anemia" Team**

*Student Affairs, University Health Services*

Objective: Develop a consistent approach to the evaluation and treatment of patients with iron deficiency anemia.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Phyllis Stackhouse

### **University Health Services Health Information Management Department "HealthMatics" Team**

*Student Affairs, University Health Services*

Objective: Improve the maintenance and accuracy of documentation on the HealthMatics face sheet to enable efficient and quality care of patients.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leaders: Ann Shallcross, Lisa Witt

Members: Stefanie Dunk, Shelley Haffner, Bruce Jansen

### **University Health Services Health Information Management Department "Pre-Matriculation Immunization Requirements" Team**

*Student Affairs, University Health Services*

Objective: Improve timeliness of data entry of pre-matriculation immunization requirements into the Physician Computer Network (PCN) and the HealthMatics systems.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Lisa Witt

Members: Lorianne Bressler, Rita Carpenter, Susan Johnson, Olivia Lewis, Cheryl McCloskey, Heather Miles, Jodi Neidig, Erika Roan, Nikki Shunk

### **University Health Services Infection Control Team**

*Student Affairs, University Health Services*

Objective: Evaluate UHS staff compliance with published standards for hand washing within the clinics.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Alicia Lentz

Members: Harold Bassett, Jill Blake, Jen Brooks, Marge Carline, Wes Cartwright, Pat Grieb, Kristine Klinefelter, Joe Reilly, Ed Rosick

### **University Health Services Department of Information Systems "HealthMatics Data Integrity" Team**

*Student Affairs, University Health Services*

Objective: Put safeguards in place to reduce programming and user errors in the HealthMatics data system.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Lorraine Miles

Members: Pat Irwin, Lisa Witt

### **University Health Services Office of Health Promotion and Education "Off-Site HIV Testing" Team**

*Student Affairs, University Health Services*

Objective: Ensure that quality of service is maintained at off-site HIV testing locations.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Diana Ramos

### **University Health Services Pharmacy "Prescription Dispensing" Team**

*Student Affairs, University Health Services*

Objective: Ensure all patients/clients are receiving correct prescribed medication and that prescriptions are accurately dispensed.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Barbara Gallagher

Members: Karen Bayer, Chet Evans, Jim Gill, Pat Grieb, Bonnie Lose, Danile Ottmar

### **University Health Services Pharmacy and Therapeutics "Medication Modification" Team**

*Student Affairs, University Health Services*

Objective: Improve the process of formulary modification (addition or deletion) of drugs. Specifically, meet the clinician's drug choice, provide lower cost medications to students, and reduce the inventory of infrequently ordered drugs.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Hattie Faison

Members: Chet Evans, Bob Heinbach, Rosanna Mutzabaugh

### **University Health Services Physical Therapy "Appointment Wait Time" Team**

*Student Affairs, University Health Services*

Objective: Decrease wait time for initial physical therapy visit.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Lorraine Flaherty

Members: Linda Eck, Sarah Sander, Judy Stuck, Lisa Ward

### **University Health Services Work Area Ergonomic Safety Team**

*Student Affairs, University Health Services*

Objective: Educate staff about workstation ergonomics and identify workplace workstation ergonomic concerns and risks.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Patricia Irwin

### **University Health Services Student Insurance Office "Vision Plan" Team**

*Student Affairs, University Health Services*

Objective: Instigate timely termination of non-eligible graduate assistants/fellows and their dependents from the optional discount vision plan to eliminate unnecessary payments.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Julie Martinez

Members: Noelle Capparelle, Monica Grubb

**University Health Services Student Worker Team**

*Student Affairs, University Health Services*

Objective: Continue to assess and improve the student worker experience at University Health Services and increase student worker satisfaction with volunteer work and/or practicum experience.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Susan Kennedy

Members: Nancy Askey, Wes Cartwright, Joan Donahey, Simon Holowatz, Ellen Jankowski, Sam Johnson, Courtney Kaufman, Holli Kubalak, Melissa Martilotta, Diana Ramos

**University Health Services Women's Health Team**

*Student Affairs, University Health Services*

Objective: Increase frequency of screening patients for chlamydia as part of their regular preventative health visit in Women's Health.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Alicia Lentz

Members: Barbara Conti, Bob Heinbach, Sheila Simcox

**University Health Services X-Ray Department "Pregnancy and Shielding Documentation" Team**

*Student Affairs, University Health Services*

Objective: Raise awareness of clinicians and nurses to ask pregnancy status of women patients; assure that radiology technologists also ask pregnancy status, shield all patients, and document all pertinent information.

Sponsor: Peg Spear and the UHS Quality Improvement Committee

Leader: Melanie Harris

Member: Susan Park

University Libraries

**University Libraries AV Cataloging/Processing Improvement Team**

*University Libraries, Media and Technology Support Services*

Objective: Develop by consensus a redesigned process to catalog and process AV items that will eliminate duplication of effort and streamline the process to enhance effectiveness and timeliness. Review, document, and evaluate the effectiveness of the current ordering, receiving, cataloging, and procession workflow for video, film, and DVD materials that the Library acquires.

Sponsors: Bill Bishop, Rebecca Mugridge

Leader: Robert Freeborn

Facilitator: Ann Dodd

Members: Patti Berky, Becky Carolus, Stephanie Gates, George Hall