### Curricular & Student Experience (enhanced academic programs or student experience)

**Environmental Health & Safety.** The Health Sciences Immunization Program decreased response time to student inquiries during the busiest times from 5-7 days to a routine of 1-3 days. The program helps UW health sciences students meet mandatory immunization and Tuberculosis clearance documentation requirements for their clinical training.

**School of Dentistry.** New curricular competencies were established, defined and diagrammed to ensure organizational compliance with new regulations and standards. This work plays an important role in successful accreditation and assessment of progress.

**UW Tacoma.** The UW Tacoma Interdisciplinary Arts and Sciences (IAS) created and implemented a **divisional structure** based on by-laws developed by faculty over the Summer 2013. This resulted in Board of Regent approval to become a School, led by a Dean, effective September 4, 2014.

**UW Tacoma.** To help students plan degree pathways more effectively, Interdisciplinary Arts and Sciences (IAS) worked closely with the UW Tacoma registrar to develop and implement a more streamlined campus wide curricular scheduling process. The new system makes academic schedules available a full year in advance for students, faculty and staff.

**UW-IT.** MyPlan, UW’s web-based academic planning tool, added new features that address high priority needs identified by students to help them effectively plan their academic careers. Students can build and save schedules, find classes that meet specific day and time criteria, and electronically submit schedules to the UW’s registration system. MyPlan was one of 11 winners selected from 215 entries to receive a 2014 Campus Technology Innovator award.

### Research (enhanced funding or research)

**College of Built Environments.** Completed an assessment to identify ways to help faculty increase research. An Associate Dean of Research was selected from the faculty to improve communication, coordination and flow.

**College of Education.** Completed an assessment to identify ways to enable faculty to do more research. A post-award grant support improvement effort (which includes development of policies/tools/resources for the Dean’s office staff and faculty) was launched in June 2014.

**Management Accounting and Analysis.** MAA exceeded their goal of 95% for confirmed academic budgets for UW’s Facilities & Administration Proposal, submitted once every 5 years. In FY08, just 5% of the budgets were reviewed; this year, MAA reviewed over 96% of budgets—nearly 4,500. This project calculates the Federal reimbursement rate for facilities and administrative expenses incurred in support of sponsored research and projects.

**Office of Animal Welfare (OAW).** A newly implemented process allows Primary Investigators (PIs) to access all of their information electronically without searching through emails, printouts or contacting OAW. All current protocols and significant changes were scanned into a PI-specific catalyst site.

**Office of Research Information Services (ORIS).** Researchers now save 83 hours per year in content, and document reviews and phone calls (based on 452 average submissions annually). A new function in the Database of Research Activities (DORA) tracking compliance-related activities for the Human Subject Division Compliance has eliminated the extra time it takes the researcher to fill out unnecessary reports.

**Washington National Primate Research Center.** The Department re-aligned and reduced staffing to meet the needs of unit and customers resulting in annual savings of $50,000.
**Business Process Improvement**
(enhanced or improved effectiveness)

**Hall Health Center.** A new mental health screening process decreased wait times and reduced need for a therapist to triage patients. Therapists now focus on clinical services.

**Health Sciences Risk Management.** The Department successfully reduced grievance response time by 13%, exceeding their goal of 10%. Process performance became more visible with monthly measures and feedback regarding goal success through 1:1 supervisory meetings, and monthly meetings with risk managers. Progress is posted monthly in offices at hospital locations.

**Housing & Food Services.** A new and secure online invoicing portal provides student billing information to parents. Expected metrics include 75% reduction of staff time spent processing alternate e-statements and 50% reduction in calls from parents/guardians inquiring about student balances.

**Housing & Food Services.** Local Point, a new dining facility in Lander Hall, opened with sales exceeding goal by 48% in first week. New concept menu offerings such as Global Kitchen, flow cooking and service, and special events continue to be successful financially and as a community gather space.

**Office of Planning & Budgeting (OPB).** A flow chart and timeline clarifying the University’s operating budget development process were created to assist Schools, Colleges and Units to plan for the Provost’s annual request for information and budget planning. These items can be accessed through OPB’s website.

**Procurement Services.** F2 lean efforts within Procurement increased University contractual spending from 58% to over 80%. Procurement organizations are considered “Best-in-Class” if they have 85% of eligible spending covered by contracts.

**School of Dentistry.** A toolkit was developed to train the management team to map out business processes in their respective areas. The School mapped 296 internal processes to improve overall effectiveness and efficiency. They are now focusing on identifying and eliminating inefficiencies.

**UW Bothell Discovery Hall.** The construction of UW-Bothell’s new $68M science and academic building used lean construction techniques and tools. A collaborative team approach resulted in very few field fixes and no rework. The number of change orders was just one-third of that on similar UW projects.

**UW-IT.** The UW Tower Data Center received a 2013 EPA ENERGY STAR certification for superior energy efficiency, lowered carbon footprint and slowing the growth of future power needs, one of only two universities in the country to ever earn it. Power savings for the 4545 building data center was 5% in this six-month period, for a total power reduction of 28% since October 2012.

**UW-IT.** A new Enterprise Document and Process Management initiative is being piloted in 2014 and early 2015 to digitize, store and manage electronic business documents and automate paper-based business processes across the University. This initiative will increase efficiencies, reduce paper consumption and support records retention and collaboration.

**Washington National Primate Research Center.** Staff’s response rate to emergency drills increased 200% over the previous year. Implementation of a text messaging alert system and a disaster blog made it easier for staff to obtain information during a drill. The goal is to have 75% of employees call within first 30 minutes.