

Models of Excellence

Benjamin Franklin Scholars/ General Honors Programs

(in order of appearance in photograph, from left to right)

LINDA A. WEIDMAN

Associate Director,
Benjamin Franklin Scholars/General Honors

SUSAN Z. DUGGAN

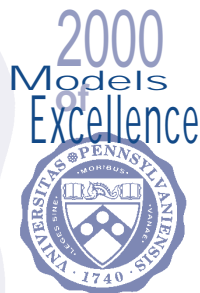
Coordinator, University Scholars

CHERYL SHIPMAN

Administrative Assistant,
Benjamin Franklin Scholars/General Honors



Linda Wiedmann, Susan Duggan, and Cheryl Shipman have been selected as Models of Excellence for the extraordinary academic service and personal support they provide to the students of the Benjamin Franklin and University Scholars Programs. This team is actively involved in the recruitment of the top academic applicants to Penn and in the development of special courses, projects, and research opportunities for them. They help the Benjamin Franklin Scholars and the students of the General Honors Program make choices about classes, explore research opportunities, and ultimately, to find direction for their lives. In the course of this work, the team identified the need for a resource to connect students with research opportunities on campus. In response to this need, they created the Directory of Fellowships, Scholarships and Grants, as well as the Undergraduate Research Directory. As a bonus, these tools have become important resources for thousands of Penn undergraduate students throughout the University. Their dedication to the University at large and to the special education programs for the scholars make them exceptional Models of Excellence.



Models of Excellence

KURT CONKLIN

Health Educator,
Office of Health Education
Office of the Vice Provost
for University Life



Kurt Conklin is being recognized for his innovative and proactive efforts to tackle some of the core health problems affecting Penn undergraduate students and the West Philadelphia community. In response to heightened awareness of alcohol abuse on college campuses, he spearheaded a collaborative project between the academic student affairs and community partnership areas of the University to address the problem. This project led to development of the course: Seminar in the Reduction of Alcohol Abuse Among College Students: Penn as an Experiment in Progress. This innovative course allows undergraduates the opportunity to research and implement solutions to a pressing public health issue. It has become nationally recognized as the only seminar in the country in which undergraduate students are engaged in action research and program development to help a University solve the problem of excessive drinking. Mr. Conklin has recently extended this model and has developed an undergraduate seminar on reducing HIV/AIDS in West Philadelphia. He also is being recognized for his cost-effective solution for retaining an HIV test site on campus at no cost to Penn, when the current site was lost through remodeling. Kurt Conklin is doing something about issues that others only talk about.

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Models
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Models of Excellence

SIDDHARTH M. DELIWALA

Manager, Electrical Engineering
Instructional Laboratory
Electrical Engineering Department
School of Engineering
and Applied Science



Siddharth Deliwala is being recognized for applying supportive practices, procedures, and policies that led to the creation of a first-rate Electrical Engineering Instructional Laboratory. This laboratory is the envy of other peer institutions. The changes he implemented have increased the prestige of the Electrical Engineering program and have greatly enhanced the Department's capability to serve undergraduates. He has set the tone for modernizing University laboratory facilities by expanding the use of technology as part of the students' learning experience. His example has instilled in co-workers, work-study students, undergraduates and other users of the facility, an immense enthusiasm for hands-on experimentation. Students often express appreciation for the value of their association with Mr. Deliwala and frequently visit with him when they return to campus. The common thread of their remarks is the sense of intellectual excitement that Mr. Deliwala's guidance brought to their lives. His proactive leadership has inspired others around him to contribute constructively to the University's mission. His example can inspire others throughout the University to maintain a high level of excitement and respect for learning.

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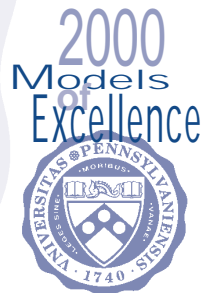
Models of Excellence

KATHERINE LOWE-BECHT

House Dean,
Ware College House
Office of College Houses
and Academic Services



Katherine Lowe-Becht is being recognized for her innovative and proactive leadership in developing a mentor/tutor program for freshmen of the School of Engineering and Applied Science. Ms. Lowe-Becht created this program to connect experienced students with freshmen to serve as mentors through the first year at Penn and to provide help with academic challenges so that they are identified early and reversed before serious problems occur. She designed it to function within the College House system, to be convenient and easy for freshmen to utilize. Ms. Lowe-Becht had to gain SEAS faculty commitment to provide academic oversight of the project. She also had to identify suitable mentor/tutors and funding to pilot the program in Ware College House, where she is House Dean. She worked in consultation with the Development Office to identify donor funding and she partnered with Penn Learning Resources to develop training for the mentor/tutors. This program has been so successful that it is being expanded to all College Houses next fall and it is being considered for adaptation in other academic areas. Ms. Lowe-Becht has modeled the ability to overcome obstacles and maintain commitment in the face of difficult challenges. Her approach is a model for emulation in any area of this University.



Models of Excellence

PENNCARES TEAM

Department of Alumni Relations
Development and Alumni Relations
(in order of appearance in photograph, from left to right)

JOEL NIED

Volunteer Leader
Associate with Morgan, Lewis & Bockius

JENNIFER RIZZI

Assistant Director
Classes and Reunions and Assistant
Director, The University of Pennsylvania
Alumni Society

ELLEN LIEBMAN

Assistant Director, Global Alumni Network
and Coordinator for Alumni Relations
Computer Services



Ellen Liebman, Jennifer Rizzi and Joel Nied are being recognized for providing proactive leadership and extraordinary service leading to great success and growth of the PennCares alumni community service program. By integrating PennCares community service activities into existing and valued alumni events, they tripled involvement in regional participation in 12 alumni clubs. They piloted this concept during Homecoming and utilized technology and public relations activities to sustain and grow momentum. As the PennCares program evolved, the Team developed more regional alumni volunteer leaders; they worked to strengthen regional club infrastructures; and they persuaded alumni to commit to long-term assignments. Now more alumni stay connected to Penn through community service activities in communities around the country, as well as in West Philadelphia. The PennCares program also offers young alumni a range of opportunities for contributing to Penn in non-monetary ways. This has been achieved without adding any cost to the University's operating budget. Ms. Liebman, Ms. Rizzi and Mr. Nied took an idea with merit and maximized its impact using all of the behaviors promoted in the Models of Excellence Program.

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Models of Excellence

UNIVERSITY MUSEUM WEBSITERS

University of Pennsylvania Museum of
Archaeology and Anthropology

SUZANNE CLAPPIER

Information Technology
Support Specialist

RAY RORKE

Information Technology
Support Specialist



Suzanne Clappier and Ray Rorke have been selected as Models of Excellence for developing an internationally renowned website for the University Museum of Archaeology and Anthropology. Ms. Clappier and Mr. Rorke felt there would be a value to extending information about the Museum to a broader audience through the Internet. They set out to create a dynamic, interactive website even though they had no web training, they had other job assignments, and funds for technology were in short supply. This task called for innovation and creativity, which they applied liberally. Their initial efforts convinced Museum staff and curators of the benefit to using technology to communicate about the Museum's wealth of information, resources and activities. Soon the website was gaining information from other areas of the Museum. As a result of the redesign and expansion of the website, the Museum has gone from a public institution with a loyal, local reputation to one with a global presence, with 200,000 hits weekly from more than 68 different nations. It has been recognized publicly as a website to which others can look for inspiration. Go to www.upenn.edu/museum to see why Ms. Clappier and Mr. Rorke have been selected as Models of Excellence.

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HONORABLE MENTION

LAUREN OSHANA

Business Administrator,
Department of Chemistry
School of Arts and Sciences



Lauren Oshana is being recognized for extraordinary service to key constituencies in the Department of Chemistry. During the Department's recent 15 percent growth, her leadership, commitment, and problem-solving capabilities led to a smooth and orderly expansion. She made sure that new faculty, post-doctoral fellows, and students (many of whom are foreign nationals) were processed and properly integrated into the Department and the community. She implemented systems to avoid or remove obstacles during multiple laboratory relocations. In the midst of all of this change, Ms. Oshana still found time to devise an adjustment to payroll processing that saved 125 hours for the Department of Chemistry and approximately \$37,000, when it was adopted throughout the School of Arts and Sciences. In addition to facilitating activities of the faculty and staff, Ms. Oshana is an important support for the students of the Department of Chemistry, who migrate to her office for personal counsel. In all of these aspects of her work for the Department of Chemistry, Ms. Oshana has been a shining example of service at its best.



HONORABLE MENTION

THE MBA ADMISSIONS AND FINANCIAL AID TEAM The Wharton School

(In order of appearance in photograph, from left to right)

Front row:

CHARICHA FORD,
Administrative Assistant

RENEE CARRETER,
Administrative Assistant

ROSEMARIA MARTINELLI,
Associate Director

ALFREDA GOODE,
Operations Manager

Second row:

SHARON BROOKS
Associate Director

CAROL TUNSTALL
Associate Director

SERITA LEWIS
Administrative Assistant

ROCHELLE D. CRENSHAW,
Administrative Assistant

JOSEPH TYLER
Associate Director

MAE SHORES
Associate Director

BONNY WILSON,
Administrative Assistant

Back row:

ERIC CHAMBERS,
Associate Director

ROBERT ALIG
Director

ALEX BROWN
Associate Director

The MBA Admissions & Financial Aid Team used substantial creativity and cost-effectiveness to reorganize and produce innovative, cost-saving business practices. Wharton's recognition as the best Business School in the country, coupled with expanded international outreach (from eight countries in 1994 to 36 in 1999), doubled the MBA applications this past year. Requests for interviews increased by 30 percent and applicant service expectations also grew. The MBA Admissions and Financial Aid Office realized that business as usual would no longer work. Assisted by internal and central Human Resources staff, the group explored reorganization, searching for ways that key processes and procedures could be improved. They also considered options for using technology to increase efficiency within the constraints of existing staff and resources. For example, they introduced an on-line, self-scheduling interview appointment system with automatic confirmation. These changes not only reduced repetitive tasks and overtime demands, they also avoided the need for additional staff. An added benefit to this exercise was that it brought the group together as a team. The MBA Admissions and Financial Aid Team found that collaborative efforts to tackle problems can improve outcomes and increase team spirit at the same time.

