

Models of Excellence

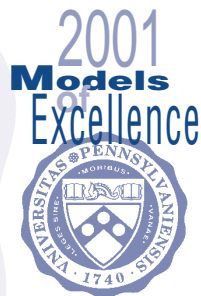
BILL BERNER

Lab Services Assistant
Department of Physics and Astronomy
School of Arts and Sciences



Bill Berner is being honored for his innovative enhancements of the Department of Physics and Astronomy's outreach efforts to high school students and teachers. Through his proactive leadership, Mr. Berner has broadened the impact of Penn's "Physics for Philly" program in local schools, enlisting ever increasing numbers of Penn students and helping them design engaging and relevant physics demonstrations for the classroom. Mr. Berner developed an annual Physics Department "Holiday Program" to bring Philadelphia and regional high school teachers and students to physics lectures and demonstrations on Penn's campus. He brought the regional chapter of the American Association of Physics Teachers (AAPT) to Penn to expose regional high school teachers to Penn's physics program, laboratories, and facilities. His activities support the Physics and Astronomy Department's goals for sharing knowledge, promoting Penn to the community, and encouraging excellence in high school level teaching of these subjects.

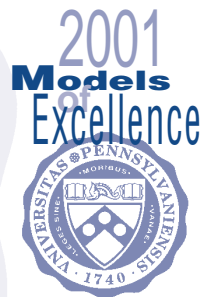
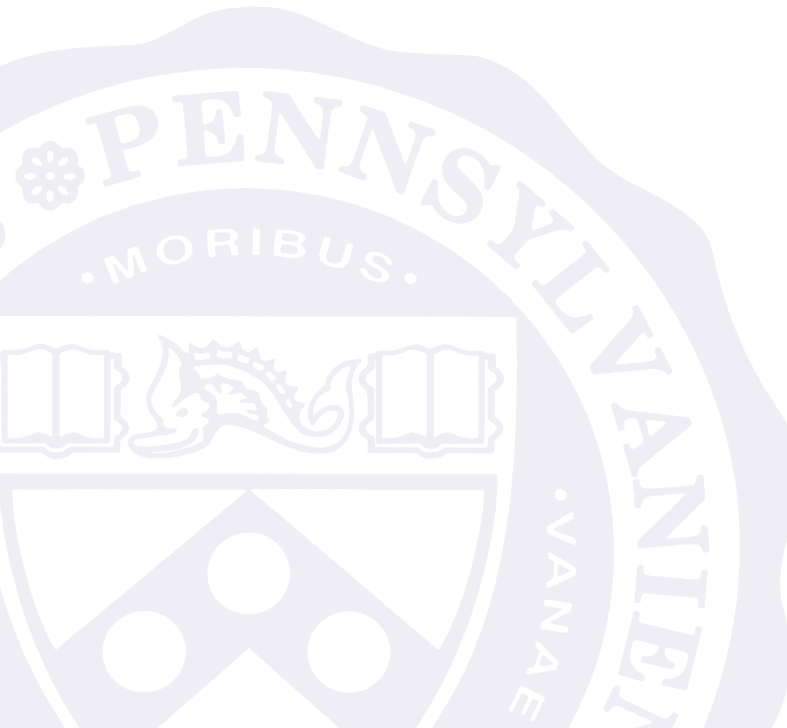
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Models of Excellence

BILL BERNER

Additionally, Mr. Berner's contribution in the physics demonstration laboratory has improved the quality of the introductory physics courses. Through his dedication, creativity, and organizational skills, Mr. Berner inspires students and teachers locally, regionally and nationally to appreciate the beauty, mystery and practicality of physics. Mr. Berner demonstrates how love of a subject can translate into exciting and interesting learning opportunities.



Models of Excellence

CAREER SERVICES TEAM

(Members of the Career Services Office, in order of appearance in photograph, from left to right)

Back row:

Christiana Fitzpatrick,
Counselor

Julie Schutzman,
Counselor

Barbara Hewitt,
Associate Director for Wharton

Leslie Trimble,
Engineering Counselor

Mary Morris Heiberger,
Associate Director

Sharon Fleshman,
Wharton Counselor

Michele Taylor,
Associate Director

Middle row:

Julie Miller Vick,
Graduate Counselor

Chandlee Bryan,
College Counselor

Patricia Rose,
Director

Rosette Pyne,
Associate Director

Genny Dunne,
Associate Director of Nursing,
Education, and Social Work

Front row:

Peggy Curchack,
Associate Director

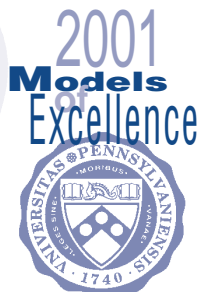
Missing from photo:

Andy Coopersmith,
Pre-Med Counselor



The members of the Career Services Team innovatively applied technology to transform the activities of the Career Services office into a proactive, round-the-clock, immediate response source of career support for Penn undergraduates, graduate students, and alumni. The Career Services Team recognized the value of finding a way to provide counseling services to students off campus as well as on campus, to respond to the busy schedules of today's students and to accommodate their globetrotting practices. New communication approaches were used, such as e-mail distribution lists that target specific audiences and highlight programs, graduate

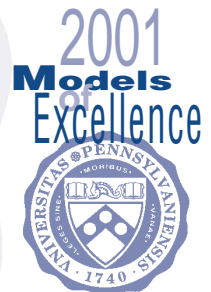
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Models of Excellence

CAREER SERVICES TEAM

study opportunities, internships and jobs specific to the individual's areas of interest and career goals. E-mail technology also was applied to improve communication access to counselors allowing students studying abroad, students working off campus, and recent alumni to take advantage of online career counseling. The Career Services web page was revamped, becoming one of the most comprehensive university career web pages in the nation, with nearly 4,000,000 hits last academic year. All told, these changes enabled the Career Services Office to work more effectively and more cost efficiently than in the past. An unexpected outgrowth of these efforts has been development of professional networks among and between current students and recent alumni. This success shows that it is worthwhile to step back, evaluate the conditions today and determine how to use innovation for the best outcomes for the future.



Models of Excellence

COMBINED SERVICES TEAM

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

Nam Narain

Associate Director for Finance and Data Management, School of Medicine

Maggie Krall

Associate Director, Combined Degree and Physician Scholar Program, School of Medicine



Nam Narain and Maggie Krall are being recognized for their creative redesign of the financial aid program for the Combined Degree and Physician Scholar Program, School of Medicine. Their efforts increased the effectiveness, financial viability and competitiveness of the program by making it possible to provide full fellowships for incoming MD-PhD students. This was no easy task. It involved working out funding for a large number of students, each with varied program needs and multiple funding source possibilities. Ms. Krall and Narain were constrained by limitations set by external funding organizations on how their contributions can be spent. They worked out ways to maximize the amounts of funding available through training grants and other sources and recommended ways to more efficiently organize the use of these funds. Their hard work has made it possible for the Combined Degree and Physician Scholar Program to become more competitive in recruiting and retaining the best physician-scientist candidates in the country. In the process, Ms. Krall and Narain actually saved the Medical School many thousands of dollars. The faculty and students of the Combined Degree and Physician Scholar Program all have benefited from the dedication and hard work of this team of administrators. Ms. Krall and Narain's tenacity, innovation and leadership are an inspiration to their colleagues and to this University.



Models of Excellence

CRIME PREVENTION TEAM

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

Sergeant Margaret O'Malley

University of Pennsylvania Police
Department (Penn Police), Division of
Public Safety

Officer Stacey Livingston

Penn Police, Division of Public Safety

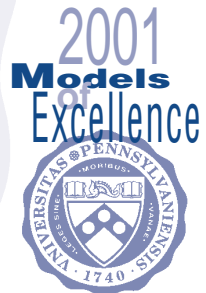
Corporal Joseph Fischer

Penn Police, Division of Public Safety



Sergeant Margaret O'Malley, Officer Stacey Livingston, and Corporal Joseph Fischer are selected as Models of Excellence for going outside the boundaries of their assignments to introduce new public safety programs and activities for Penn students, faculty, staff, and the community. These programs and activities enhance relations between the University of Pennsylvania Police Department (Penn Police) and members of the Penn Community and improve safety on and around the campus. Sergeant O'Malley and Officer Livingston developed and promoted Rape Aggression Defense (RAD) Clinics on Penn's campus to teach women practical techniques of self-defense. Corporal Fischer contacted University building administrators to initiate safety seminars within their buildings. He also began a program to work with the Undergraduate Assembly and the office of Off-Campus Living to communicate techniques for reducing theft of personal property and nuisance crimes. He worked aggressively with the Philadelphia Outreach Center to develop options for dealing with homeless on campus and for conducting crime prevention seminars. Corporal Fischer and Officer Livingston developed relationships with the University City District and Off-Campus Living to reduce the likelihood and impact of student parties and alcohol abuse on campus.

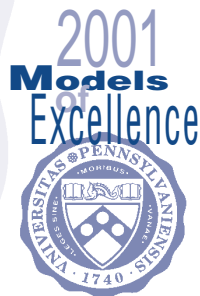
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Models of Excellence

CRIME PREVENTION TEAM

The team's work extended into the Philadelphia community as they attended community and town watch meetings and met with victim advisory boards of West and Southwest Philadelphia organizations. These proactive activities improved safety on our campus and throughout the surrounding community. They enhanced relationships between the Division of Public Safety and campus and community organizations. Finally, this team established a benchmark for utilizing relationships to enhance programmatic and University goals.



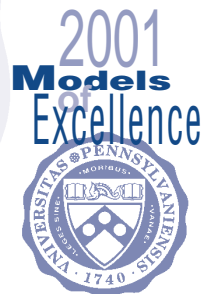
Models of Excellence

NANCY MC CUE

Project Manager, Campus Services
Business Services



Nancy McCue has been identified as a Model of Excellence for her ability to create internal cohesion for tasks involving multiple contributors with varied skills, goals and resources. Her ability to maintain a focus on extraordinary service to key constituencies and her exemplary relationship building skills have culminated in many successes for Campus Services; including support of Campus Dining, Housing and Conference Services, the Sheraton University City, the Inn at Penn, the PennCard initiative, and the launching and ongoing success of Perelman Quad. Ms. McCue's skills were put to the test as Penn hosted more than 20 campus events for over 10,000 people during the Republican National Convention. Her attention to detail resulted in a successful conference of the magnitude Penn had never seen under conditions never previously experienced. She played key roles in developing online Campus Services and the entrepreneurial initiative called 'Destination Penn,' to bolster retail sales in Penn's flourishing commercial properties. Ms. McCue is sought as a partner in campus endeavors outside of the typical Business Services arena because of her attention to detail, focused eye on the mission of the University, and commitment to excellence. She has served as a valuable asset in Student Activities Day, Penn Professional Staff Assembly events, Campus Express activities, Campus Visit plans and the Children's Festival at Annenberg. Through all of these endeavors, Ms. McCue has served as a Model of Excellence, gaining the respect and admiration of all who work with her.



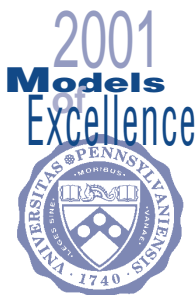
Models of Excellence

LORRAINE THOMAS

Outreach Coordinator
Health Annex of the School of Nursing
Penn Nursing Network



Lorraine Thomas has been selected as a Model of Excellence for her exemplary health advocacy and community service activities. As the outreach coordinator to Southwest Philadelphia for the Penn Nursing Network, Ms. Thomas uses extraordinary leadership skills to raise community awareness of health issues and support alliances between the community and the University. She is affectionately known as the "Mayor of Southwest." She leads food and gift drives for members of the community and patients of the Health Annex. She is an avid protector of the health of infants and children, talking to every pregnant woman to assure that she is receiving appropriate prenatal care. She is on a variety of healthcare boards, helping members target special needs in the Southwest Philadelphia area. And each year, she organizes the annual "Southwest Family Day." Through her efforts this event has expanded to include a large health fair where 3,000 residents have access to free health screening and information. In addition to all of these tasks, she finds time to be a mentor for community outreach workers from all over the city. Lorraine not only is a Model of Excellence for the University she also is a model for the community.



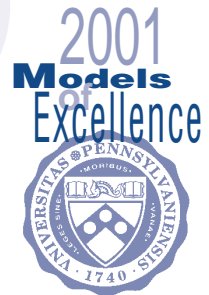
Models of Excellence

IRA WINSTON

Executive Director of Computing and Information Technology for The Graduate School of Fine Arts, The School of Arts and Sciences, and The School of Engineering and Applied Sciences



Ira Winston is selected as a Model of Excellence for his innovative and proactive leadership in managing the academic computing needs of GSFA, SAS, and SEAS. In addition to directing 65 staff maintaining the academic, research, and administrative computing needs of these three schools, he leads their computing strategic planning, oversees their separate computing budgets, and serves as a primary contact for technology-related vendors and grant agencies. He has created synergy between the three schools resulting in close academic and research ties and offering economies and service benefits that otherwise would have been impossible. As a result, Mr. Winston has had a fundamental impact on the restructuring of internal operations of all three schools. He also is a member of several committees that determine University-wide computing policies. A new Penn Net funding model for all schools was instituted through his encouragement that proved to be more equitable and more understandable than previous practices. Deans and colleagues highlight the value of Mr. Winston's vision and novel ideas for bringing about creative and cost-effective solutions to the University's technology needs. He is recognized by many across campus as a Model of Excellence.

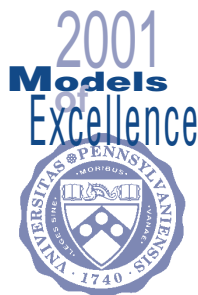


HONORABLE MENTION

JEAN-MARIE KNEELEY
Vice Dean for External Affairs
School of Arts and Sciences



Jean-Marie Kneeley is accorded Honorable Mention for forging relationships between Department of Biology faculty and alumni to identify commercialization opportunities for technology developed in the department. Working with the Center for Technology Transfer (CTT), Ms. Kneeley capitalized on alumni expertise to devise commercialization strategies for department discoveries. She found an eager partner in alumnus David Elliman, a founding principal and chief investment officer of the New York-based Elmrock Group of Companies, and an active member of both the Biology Advisory Board and SAS Board of Overseers. Their combined efforts led in 1999 to the formation of PlantGenix, a company based on technologies developed by Department of Biology faculty. During its first year of operation, PlantGenix generated \$1 million in research support for the Department of Biology, and the revenue stream is continuing. Ms. Kneeley has moved to expand this effort to other SAS departments. Last year she recruited a group of Penn alumni and friends, led by Mr. Elliman, to work with CTT and faculty from the natural and social sciences to identify additional opportunities for technology commercialization. Ms. Kneeley is a shining example of creative leadership and innovative practices.



HONORABLE MENTION

CAMPUS EXPRESS AT PENN TEAM

The "Campus Express at Penn" Team is recognized for exceptional teamwork and dedication to efficient, effective, high quality services for students. Project directors and managers from Business Services and University Life recognized a logistics problem for students during initial registration activities. They paired with information technology experts to transform the cumbersome and time-intensive approach for delivering student administrative services such as: housing assignments, parking information, meal contracts, and communication systems. They developed a web-based, interactive, real-time, one-stop shopping approach for delivering these services. Each member of the team was charged with creating new processes and procedures to solve a variety of complex

service, technological, and student support problems and to determine options for integrating these solutions into one product. Now students have access to accurate information and streamlined registration approaches that save time and effort when making beginning of semester arrangements. Over 97 percent of students who used this service said they would do so again. As an added bonus, the "Campus Express at Penn" Program cut costs previously associated with these administrative activities. It reduces the need for temporary staff at the beginning of the semester specifically for these processes and eliminates the need for printing collateral materials. Now initial semester processes for students can set the stage for a positive campus experience.



CAMPUS EXPRESS AT PENN TEAM

(Campus Express at Penn Team, in order of appearance in photograph, from left to right)

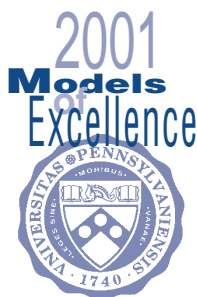
Back row: F. David Carroll, Adam Sherr, Peggy Butterworth, Chris Cook, Damone Clayter

Middle row: Christopher Bradie, John Gustafson, Ed Smith, Sugirtha Vivekanathan, Humsini Arakali, Amy Johnson, Lynn Rotoli

Front row: Joanne Confalone, Mihaela Farcas, Nancy McCue, Ellen Rosenblatt, Amilynn Swantkowski

Missing from photo: Celeste Stewart, Eileen Joseph, Lynn Horner

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HONORABLE MENTION

CAMPUS EXPRESS AT PENN TEAM

Back row:

F. David Carroll,
Senior Information Technology Specialist,
Business Services

Adam Sherr,
Associate Director, Graduate Academic
Affairs, School of Nursing

Peggy Butterworth,
Data Analyst, Information Systems and
Computing

Chris Cook,
Assistant Director, PennTrex Student
Telephone Service and Video

Damone Clayter,
Supervisor, Mail Services

Middle row:

Christopher Bradie,
Director of Information Technology
Services, Business Services

John Gustafson,
Assistant Manager, Transportation and
Parking

Ed Smith,
Senior Systems Analyst, Information
Systems and Computing

Sugirtha Vivekanathan,
Meal Plan Administrator, Campus Dining

Humsini Arakali,
Project Coordinator, Business Services

Amy Johnson,
Director of External Relations, Business
Services

Lynn Rotoli,
Marketing Manager, Housing &
Conference Services

Front row:

Joanne Confalone,
Senior Accounting Clerk, Transportation
and Parking

Mihaela Farcas,
Director, Off-Campus Living

Nancy McCue,
Project Manager, Campus Services

Ellen Rosenblatt,
Data Analyst, Information Systems
and Computing

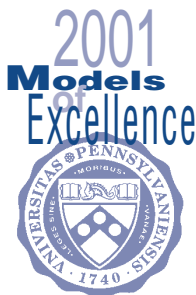
Amilynn Swantkowski,
Project Coordinator, Campus Card Services

Missing from photo:

Celeste Stewart,
Senior Electronic Publication Specialist,
Information Systems and Computing

Eileen Joseph,
Coordinator, PennTrex Student Telephone
Service

Lynn Horner,
Director of Campus Card Services,
Campus Services



HONORABLE MENTION

BEN REPORTS

The 40 staff member BEN Reports team is accorded honorable mention for developing an easy-to-use, web-based reporting tool for financial, salary management, protocol status and grant management reports. Building on the School of Medicine's GRAM (Grants Reporting and Management System), a cross-functional, cross-divisional team came together to develop both a similar grant tracking system for researchers and administrators in other areas of the University, as well as a comprehensive reporting system. BEN Reports meets these goals and more. Through a synergistic collaboration between schools and central administration and across the boundaries of finance and research organizations, a quality product was developed for faculty and administration with financial management responsibilities. BEN Reports saves

multiple steps previously necessary for basic financial analysis through FinMIS. Traditional application and organizational information now can be integrated and organized into valuable end products. Principal investigators, business administrators, institute or center directors, department chairs, project directors, and others authorized to view secured data may now quickly and easily obtain information previously difficult to obtain. Salary information, protocol requirements, and grant status reports now are available in user-friendly formats. In the first six months since its rollout, BEN Reports logged 6000 report sessions for over 210 different organizations. Feedback consistently has been positive with comments focusing on ease of use and convenience. The BEN Reports Team has set a standard of teamwork for emulation across the campus.



BEN REPORTS #1

BEN REPORTS #1

Back row:

Tad Davis,

Senior Systems Analyst, Information Systems and Computing

Robert O'Malley,

Senior Systems Analyst, Information Systems and Computing

Stephen Stines,

Director, Financial Systems, Office of the Comptroller

Suzanne Burke,

System Administrator, Office of the Comptroller

Front row:

Edda Katz,

Director, Information Systems and Computing

Rosey Nissley,

Senior Systems Analyst, Information Systems and Computing

Amy Miller,

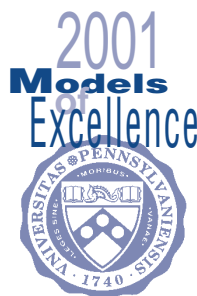
Data Analyst, Information Systems and Computing

Janet Lind,

Manager, School of Medicine

Anita Juni,

Senior Programmer Analyst, Information Systems and Computing



HONORABLE MENTION



BEN REPORTS #2

BEN REPORTS #2

Back row:

William Rameriz,
Information Technology
Director, Technical Services,
Information Systems and
Computing

Paul Weidner,
Director, Office of Financial
Training, Division of Finance

Todd Swavely,
Project Leader and Associate
Director, Research Services

Steven Novkovic,
Programmer Analyst,
Information Systems and
Computing

Middle row:

Stuart Watson,
Assistant Director of Data
Administration, Research
Services

James Hull,
Database Administrator,
Information Systems and
Computing

Front row:

Daniel Sheehan,
Information Technology
Director, Database
Administrator, Information
Systems and Computing

Evelyn Balabis,
Associate Director, Research
Services

Jeanne Curtis,
Executive Director of Data
Administration, ISC

Marion Campbell,
Senior Project Leader,
Information Systems and
Computing

BEN REPORTS #3

Back row:

Steven Semenuk,
Senior Budget Analyst, Office
of Budget & Management
Analysis

Michael Trout,
Systems Programmer,
Information Systems and
Computing

Robert Sadoff,
Financial Analyst, School of
Veterinary Medicine

Anne Campbell,
Director, Budget and Decision
Support, School of Arts and
Sciences

George Musonge,
Accountant/Financial Analyst
Senior, VPUL

Middle row:

Sophie Luzecky,
Senior Business Administrator,
School of Arts and Sciences

Victoria Kostinsky,
Programmer Analyst,
Information Systems and
Computing

Susan Passante,
Director, Sponsored Program
Services, School of Medicine

Lynn Meaney,
Director, Planning and
Reporting, School of Medicine

Kelly Ardis,
Administrative and Financial
Officer, School of Veterinary
Medicine

Lloyd Bowman,
Programmer Analyst, School
of Medicine



BEN REPORTS #3

Front row:

Vicki McGarvey,
Administrative and Financial
Officer, School of Social Work

Marianne Achenbach,
Director, Office of Research
Support Services, School of
Medicine

Barbara Murray,
Manager, Financial Training,
Division of Finance

Missing from the photograph:

Roxanne Bataitis,
Associate Director, Financial
Systems, Office of the
Comptroller

Mary DeSalvo,
Comptroller, Dept. of Finance,
School of Medicine

Jay S. Levin,
Manager of Systems
Development, School of
Medicine

Trevor Lewis,
Controller, The Wharton
School

Jim Moran,
Director, Office of
Compliance, School of
Medicine Administration

Jim Riley,
Senior Training Specialist,
Division of Finance

Jennifer Yuan,
Assistant Director, Penn
Public Talk Project, School of
Medicine