

MODELS OF 2007 WINNERS

LEARNING LAB TEAM

The Learning Lab Team collaborates with Wharton faculty to develop software to support classroom activities. Previously, this involved single-user exercises online that students would complete in isolation. When new technology allowed for multiple-user participation, the Learning Lab Team recognized the opportunity for more engaging exercises. They developed competitive and cooperative business school exercises in which a number of students could participate together online. This resulted in simulations of business transactions, from complex negotiations to corporate take-overs, which replicate the environment of the real business world. Since a number of students participate together, conditions constantly change and the personalities of the players take situations in unexpected directions. This provides an excellent foundation for more effective interactive classroom learning. Our Wharton students have engaged in more than 25,000 exercises with these applications and the concept has had a world-wide impact on business school education. Faculty at Stanford, INSEAD, India School of Business, and Massey University in New Zealand, among others, have used Learning Lab simulations at their institutions. *The Chronicle of Higher Education*, the most well-known newspaper for the field of higher education, credited the Learning Lab's negotiations simulation as one of the "most promising methods of teaching with technology."



LEFT TO RIGHT

Front row:

Ted Donohue, Senior Programmer Analyst, The Wharton School
Erin Wyher, Senior Programmer Analyst, The Wharton School
W. Charles Rejonis, IT Technical Director, The Wharton School

Back row:

Rebecca A. Sweger, Senior Programmer Analyst, The Wharton School
Cadence D. Anderson, Senior Programmer Analyst, The Wharton School

Alexander M. Lamon, IT Technical Director, The Wharton School
Margaret Troncelliti, Senior Programmer Analyst, The Wharton School

STUDENT BORROWING MANAGEMENT SYSTEM TEAM

Penn needed a mechanized student loan system. The existing system relied too heavily on the expertise of individual loan officers to manually process most of the student loan applications. With multiple loan options and nearly 20 guarantors and lending partners, this required extensive effort; it limited how quickly student questions could be answered and it complicated the task of complying with ever-changing Federal requirements. A team of technology and student finance experts came together to explore options for a solution and discovered none existed on the market. They decided to design a process using cutting-edge technology to integrate electronic communications and money transfers between Penn, students, parents, and external loan agencies. This was a grueling three year process, but at the end, they had designed a Student Borrowing Management System that automates the details of the loan process and connects student data with each of our loan lending partners. This vastly improves customer service to our students and their families, supports regulatory compliance requirements, provides earlier refunds to our students, and generates quicker tuition dollars to the University. All of this is accomplished through an extremely user-friendly system that encourages students to understand and take responsibility for their financial aid.



LEFT TO RIGHT

Front row:

Susan Collins, Senior Data Analyst, Information Systems and Computing
Pascal Durante, Senior Programmer Analyst, Information Systems and Computing
Sonny J. Zambrana, Systems Programmer, Information Systems and Computing
Tessa D. Bocage, Senior IT Project Leader, Information Systems and Computing
Sharon M. Pepe, Senior Director, Credit Services, Student Financial Services
Alaknanda Bhaumik, Senior Systems Analyst/Programmer, Information Systems and Computing
Barbara E. Tierney, Systems Analyst, Student Financial Services

Second row:

Elaine M. Rymysz, Senior IT Project Leader, Information Systems and Computing
Christopher D. Edelstein, IT Technical Director, Information Systems and Computing
Mike Levin, Senior Programmer Analyst, Information Systems and Computing
Estha Venter, Senior Programmer Analyst, Information Systems and Computing
Anomé Mammes, Senior Systems Analyst, Information Systems and Computing
Robert Tisot, Senior IT Project Leader, Student Financial Services

Back row:

Edwin C. Read, Senior Programmer Analyst, Information Systems and Computing

Chris Hyzer, Senior Programmer Analyst, Information Systems and Computing
Tad Davis, Senior Systems Analyst, Information Systems and Computing
William Herbert, Senior IT Project Leader, Information Systems and Computing
Stephen Murray, Systems Administrator, Information Systems and Computing
Tim Bouffard, Senior Programmer Analyst, Information Systems and Computing
Randall Couch, Manager, Communication Design, Information Systems and Computing

Missing from photo:

James Horstmann, Senior Training Specialist, Financial Training Department

EXCELLENCE MODELS HONORABLE MENTION

COURSE PROBLEM NOTICES PROJECT TEAM

Academic success affects self-esteem; access to loans, scholarships, and research; participation in intercollegiate sports; and future opportunities. When a student has academic problems, many of these options disappear. Previously, no system existed to give our students and/or their advisors warning of academic problems in time to make a difference. The staff from the academic and advising offices of our four undergraduate schools, and from Information Systems and Computing, Athletics, and Finance met to solve this problem. They created a system to provide an online record of student progress throughout the semester with an option for faculty to post a "Course Problem Notice" when academic concerns arise. The impact of the resulting system has far exceeded the original goals. Faculty report that they now have more effective tools for formally notifying their students of problems. Students can have a real-time overview of how their semester is going, all in one place. And advising staff now have a comprehensive picture of how their advisees are doing and can intercede when a student needs help. Since the program has been implemented, a number of students have received important help that turned possibly failing situations into successful ones.



LEFT TO RIGHT

Front row:

Kirsten Chalfen, Course Data Manager, College of Arts and Sciences
Cynthia Buoni, Associate Director, School of Engineering & Applied Science
Alice van Buren Kelley, Associate Director of Academic Advising, College of Arts and Sciences
Cintia Bock, Senior Programmer Analyst, Information Systems and Computing

Second row:

Mary Costigan, Director of Institutional Research and Application Development, School of Arts & Sciences
Adam B. Sherr, Director of Student Registration & Information, Office of Student Services, School of Nursing
Isobel Cashman, Senior IT Project Leader, Information Systems and Computing

Back row:

Regina Koch, IT Director, Student Registration, Student Financial Services
Kristin Davidson, Director of Administrative Affairs, College of Arts and Sciences
Scott J. Romeika, Senior Associate Director, Wharton Undergraduate Division
Ron Sanders, University Registrar, Division of Finance
Marty Mendetta, Senior Systems Analyst, Information Systems and Computing
Charles Harvey, Senior Programmer Analyst, Information Systems and Computing

FRATERNITY AND SORORITY RENOVATION TEAM

Many of our fraternities and sororities reside in some of our most beautiful historic spaces on campus. These buildings needed to be updated to meet new safety standards. The Office of the General Counsel convened a group of colleagues from Facilities and Real Estate Services, University Life, the Office of the Treasurer, and Fraternity and Sorority Affairs to design a plan for these renovations. Not only did they want to improve our students' safety, they wanted to respect the architectural heritage of the buildings and avoid interfering with students' lives as much as possible. This required extraordinary collaboration and coordination. The task of orchestrating activities across so many organizational boundaries risked becoming an exercise in bureaucracy and frustration. However, this team made the commitment to meet frequently to ensure that plans would not be derailed. Activities were organized to focus effort. Emergencies were not allowed to interfere with coordinated plans. Everything was designed for greatest effectiveness. Not only were the renovations completed in an efficient and effective manner, they were finished ahead of schedule, our relationships with our students were strengthened, the buildings retain their beauty, and the project came in at \$1.2 million under the budget approved by our Trustees.



LEFT TO RIGHT

Front row:

Clinton McCartney, Senior Building Administrator, Office of Fraternity and Sorority Affairs and VPUL Facilities
Donald A. Calcagni, Associate Director, VPUL Facilities
Pamela P. Arms, Associate Treasurer, Division of Finance
Roman Petyk, Associate General Counsel, Office of General Counsel

Back row:

Thomas J. Hauber, Director, VPUL Facilities
Beth G. Schnitman-Malm, Associate Director, Office of Fraternity and Sorority Affairs and VPUL Facilities
Michael Swiszczy, Project Manager, Facilities & Real Estate Services
Scott Reikofski, Director, Office of Fraternity and Sorority Affairs
Mark Kocent, Principal Planner, Facilities & Real Estate Services

OPEN for MOE Honorable Mention Honorees and Model Supervisor Honorees and All Nominees