March 2005

Dear Colleagues,

We are pleased to announce the Models of Excellence and Honorable Mention award winners for 2005.

The Models of Excellence program recognizes innovative staff accomplishments at the University that reflect initiative, leadership, increased efficiency, and a deep commitment to service. Launched in 1999, this program encourages excellence, provides inspiring role models for emulation, and rewards remarkable accomplishments by Penn’s staff.

A committee of Penn leaders selected the award winners from among 198 staff members nominated by peers, colleagues, and managers. Inside you will find the winners’ names and a brief description of their achievements. Please take the time to find out more about these accomplishments by visiting the Models of Excellence website at www.hr.upenn.edu/quality/models. We hope that you and your colleagues will find these examples of excellence inspiring.

Please join us in congratulating these outstanding staff members.

Amy Gutmann
President

Peter Conn
Interim Provost

Craig R. Carnaroli
Executive Vice President

2005 Models of Excellence

award winners
MODELS OF EXCELLENCE

Christopher Blickley, IT Senior Project Leader, Division of Information Resources

Christopher Blickley developed "HR Manager," a revolutionary, user-friendly, web-based product that replaces numerous paper intensive human resource processes. It provides comprehensive employee data for school and center use and has saved the University over $1 million. As a result, this system saves enormous work hours and dollars for those involved in human resources across the school and ultimately, improves the University's management of all its "Human Resources."

STUDENT INTERVENTION SERVICES TEAM

This team of Penn staff members from across campus developed a new model for on-line financial aid processing, transformed our ability to obtain important data, and saved significant staff hours and increased Federal payroll compliance. "The team of Penn staff members created an innovative approach for integrating two existing interlibrary loan software systems, BorrowDirect and EZ Borrow, into the library's existing traditional catalog generation. This new program allows users to seamlessly identify and retrieve materials from 15 local collections and 63 other collections literally from all over the world. This new program transformed our ability to obtain important resources for teaching and research across the campus.

STUDENT INTERVENTION SERVICES TEAM

The Student Intervention Services Team developed an effective approach for providing immediate support to Penn students in crisis. This group uses its distinctive strengths in academic advising, academic support, drug and alcohol education, and crisis intervention to voluntarily staff a 24/7, year-round response for Penn students in distress. They provide coordinated services to sustain these students through personal and academic goals. Their level of success has been extraordinary.

HONORABLE MENTION

CTEP PHYSICIAN FOSSIL INTEGRATION TEAM

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2005 WINNERS

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