

# College of Veterinary Medicine Event and Seminar Coordination Process Improvement (UIUC)

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## Business Case

This project was organized to provide those who plan and organize events in the College of Veterinary Medicine an opportunity to determine how the scheduling of simultaneous events might best be handled in order to avoid and manage potential conflicts.

## Goal

Identify opportunities for improved cross-college coordination of seminars and events to relieve and prevent unnecessary conflicts.

## Approach

The team developed an understanding of the current process through a series of short presentations by each team member. Team members presented information related to their own processes by answering a question set provided by the project facilitator. Printed answers to these questions were provided for the group, and each presentation ultimately led to a discussion. Any issues noted in these discussions were tracked and analyzed later by the group. The group reviewed these issues and summarized them into six recommendations for improvement, which were documented in an action plan.

## Outcome

A team representing Comparative Biosciences, Pathobiology, Veterinary Clinical Medicine, Public Engagement, Advancement and the Dean's office shed light on issues they experience coordinating events and openly discussed ideas for better coordination across the College. 6 recommendations and 13 identified action items were defined with a goal of completing all of them by the end of the year. The team also identified a list of technology upgrades and improvements that would increase overall event and seminar scheduling options.

## Key Findings

- **Scheduling process lacked consistency between departments.**
- **Systematic problems existed in the process of reserving rooms.**
- **Opportunities were identified for improvement of our web based calendaring tool that will benefit both event planners and the Communications Office.**

## Short-term Improvement Recommendations

1. **Daily schedules should be displayed outside of conference rooms.**
2. **Notifications should automatically be sent to approvers when rooms are scheduled through shared Outlook calendars.**
3. **Implement new process for reserving space outside of LAC 100.**

## Long-term Improvement Recommendations

- 1. Design and implement new central web calendaring system.**
- 2. Create checklist of impact items (i.e. parking, etc.) and incorporate this checklist into the calendaring system so it will be used when a new scheduling request is made.**
- 3. Implement technology upgrades and improvements in select rooms to increase scheduling options. Upgrades may include digital signs for displaying schedule information outside conference rooms.**

## Implementation of Recommended Improvements

The project of designing and implementing a new calendaring system is being led by Deb Domal of the communications office. Computing Services is responsible for technical upgrades and changes to the Outlook calendar notification system. Overall implementation is being coordinated by Beth Erwin serving as the transition owner. The project facilitator will continue to check in with Deb Domal and Beth Erwin at 1, 3, 6 and 12 month intervals to ensure implementation is completed and evaluate the success of these improvements.