

SIGUCCS 2011
Management Symposium
and
The Service and Support
Conference



SIGUCCS 2011



San Diego, California



Welcome to
SIGUCCS 2011!

Welcome to the SIGUCCS 2011 Conference



Welcome to the 39th annual ACM SIGUCCS Conference in sunny San Diego, California! This year's theme One Team... One Mission has so many special meanings to this organization as well as to the many colleges and universities world-wide represented here this week.

“One Team” is a great new vision for SIGUCCS...to have both of our conferences in one location at one time of year is a bold venture. Hopefully as the week unfolds, the possibilities of “One Mission” will come into focus as well. Just as the vision of a pilot becomes expanded, almost limitless, as they break through the cloud dome, so is my hope for each of you...that your opportunities for sharing and learning, for helping and growing, are limitless. I hope your vision of the future is a little brighter as you reenter your home “airspace”, taking with you the resources, relationships, innovative ideas and energy from your friends, colleagues and speakers.

Maybe you were able to take advantage of the change in scheduling and attend both conferences or possibly enjoy some team-building time with your colleagues. Or maybe you didn't change a thing. Either way, I'm thankful you are here. You are an important part of the SIGUCCS Team. Whether you are a veteran attendee or this is your maiden flight, I'm certain you will find something or someone to inspire you.

As with any endeavor, there are many who dedicate hundreds of hours to a common goal – a successful conference. Volunteers are the “mission critical” component. To the 2011 Conference Committee, you have my sincerest appreciation for your hard work, tireless patience and devotion to each and every detail of this week. You are, simply, awesome! To all who have volunteered their time and effort, SIGUCCS can't and won't happen without you. To the SIGUCCS Board of Directors and appointees, many thanks for your support that allowed a committee to learn and grow.

Now...have you made your way to the spectacular oceanfront just waiting for you to come sink your toes into the sand? Have you stood outside under a gorgeous blanket of stars WITHOUT A PARKA and planned which rooftop restaurant or club will be the spot for old and new friends to gather? Between the receptions and the Gala Event at Wavehouse at Mission Beach, world class sites to see and a spectacular program for you to attend... how could it be anything except **MISSION ACCOMPLISHED?!?**

Truly,

Elizabeth Wagon
2011 Conference Chair

Conference Committee

The making of SIGUCCS 2011...

I am continually amazed at the selfless gift of time, resources, knowledge and experience from the SIGUCCS community. This year in particular, when the comfortable landscape that we've known has been challenged and changed, I'm overwhelmed at the sheer number of volunteer hours that have gone into the making of this first combined conference. Every detail, every idea, every reality comes from the efforts of volunteers. It is this team that makes our conference the one you want to come back to year after year. Thank you for your hard work and the laughs we've had along the way. When I say we couldn't have done it without you, that's no "Texas tall tale".

Elizabeth Wagnon

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Elizabeth Wagnon, Texas A&M University

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Terry Wolff, University of Southern California

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A letter from the “Team” Leader:

Welcome to the 39th Annual ACM SIGUCCS Conference. We are very excited this year to be offering the Management Symposium and the Service and Support Conference at a single time of year. With the theme of One Team...One Mission, I hope that this new format will allow managers and frontline staff to share their SIGUCCS experience.

I want to make sure to thank Elizabeth Wagon, who as chair of SIGUCCS 2011 worked tirelessly with her core committee and many other volunteers to provide you with many opportunities to learn something new, share some of your skills and experiences, and connect with your colleagues both across the nation and internationally. I hope that you are as excited as I am by the wonderful program they have lined up for us with three exceptional plenary speakers.

What I love about SIGUCCS is that it is an organization that is run by volunteers. The people who belong to SIGUCCS are a passionate group who want to grow in their profession, learn new skills and develop a community dedicated to supporting each other in our professional endeavors. Please continue to contribute your ideas and experience to the SIGUCCS listservs and consider becoming more involved by volunteering for a future SIGUCCS conference. We need you in order to keep SIGUCCS the dynamic organization it is!

I also want to draw your attention to the new SIGUCCS Board of Directors who took office this past fall and are listed on page 5 of this program. As we embark on our tenure, I want to encourage you to help us in achieving our mission of providing avenues to network with your colleagues and receive pertinent and timely professional development. Please talk with any of us to give your ideas of how you'd like to see the SIGUCCS organization progress.

While you are here in beautiful San Diego, soak up the knowledge, soak up the camaraderie of your colleagues, maybe soak up a little sunshine with the winter cold looming and renew your energy so you can return to your institution revitalized with new ideas as you embark on the shared mission. Enjoy SIGUCCS 2012!



Kelly Wainwright
SIGUCCS Chair



2011 SIGUCCS Board of Directors:

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Lewis & Clark College



Vice Chair (Conference liaison):
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University of California, San Diego



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**Awards Selection Committee
Chair:**
Teresa W. Lockard
University of Virginia





SIGUCCS Awards

Penny Crane Award for Distinguished Service

The ACM SIGUCCS Penny Crane Award for Distinguished Service is a high -level award to recognize significant, multiple contributions from individuals over an extended period of time. The Penny Crane Award was established by the SIGUCCS board in 2000 to honor the memory of Penny Crane, an active SIGUCCS member from the mid-70's until her untimely death in 1999.

About Penny Crane...

Penny Crane served in many capacities for both ACM and SIGUCCS including SIGUCCS board chair from 1986 to 1990. For many of our members, Penny comes to mind when service to SIGUCCS is mentioned. Her death left a huge void in the ranks of our volunteers. This award was established by the SIGUCCS board to honor her memory.



Hall of Fame

SIGUCCS activities are supported entirely by the volunteer efforts of our members. Over the years many of these individuals have contributed generously of their time, talents and energies to make SIGUCCS the vital and successful organization that it is. The ACM SIGUCCS Hall of Fame was established to recognize individuals whose specific contributions have had a positive impact on the organization and therefore on the professional careers of the members and their institutions. The "Hall of Fame" is a web site that contains the names and short biographies of those who are honored for specific contributions. Recipients also receive a physical token of the award.

Communication Awards

Each year SIGUCCS sponsors Communication Awards to recognize outstanding publications developed at college and university computing centers. These awards recognize excellence in developing useful and attractive publications and provide SIGUCCS conference participants with an opportunity to review model publications that may help them.



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A silhouette of a man in a suit looking through a telescope, set against a blue background with a city skyline and birds in flight.

VISION

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2011 Penny Crane Award for Distinguished Service

Leila Lyons has given selflessly of her time and talents for many years through her leadership on the Board and participation in the conferences for over 25 years.

Leila is a consummate professional who has dedicated over 35 years of her working life to her academic institution and the IT profession. Even now in her retirement, Leila remains loyal to ACM SIGUCCS, as she leaves her duties over the past 6 years as chair and past chair of the SIGUCCS executive committee. She has agreed to co-chair the SIGUCCS 50th Anniversary Planning Committee; the event to be celebrated in the fall of 2013.

Leila's participation and support of SIGUCCS and the higher education IT profession is extensive and broad. Starting with the presentation at the 1984 USC in Reno, Leila has presented or co-presented at 6 SIGUCCS conferences, along with other presentations at EDUCAUSE and ACUTA events. Since 1988, she has been involved on 4 USC program committees, twice as chair. In 2004 and 2005, she served as program chair and chair respectively, of the SIGUCCS Management Symposia, at a time when the SIG very much needed to breathe new life into that annual spring event. (It had been held annually in St. Louis until 2003.)

Most of Leila's work experiences were focused on end user support services, thus it was appropriate that she has been a regular participant at the fall USC. She worked for 25 years as the senior manager of user support at the University of Delaware, where she managed a team of 40 professionals. Throughout her working career, Leila was sought out for advice and friendship from her peers and work associates. She always encouraged her staff to attend SIGUCCS events, and she supported their efforts to take part in the program.

Perhaps most important among her credentials for this award, is Leila's welcoming spirit and her emulation of Penny Crane's legendary attitude toward the young and/or new members of the HEIT profession. Leila cares deeply about the SIG and the success of the people who participate in the SIG. Even in her retirement she has attended conferences and actively participates in the discussions.

Some thoughts from Leila

SIGUCCS has indeed meant a lot to me over the years, both professionally and personally, and I have surely gained more from the organization than I have contributed. I feel truly honored to join the ranks of other Penny Crane Award winners, several of whom I have had the privilege to work with in the organization and whose camaraderie and friendship I value greatly. In particular I would mention Jane Caviness, who introduced me to SIGUCCS when I worked for her and whose mentoring has had a profound effect on my career; and Jennifer Fajman, who introduced me to conference organization when she chaired the 1989 USC and I was Program Chair. Since Jennifer's and my roles in our respective institutions followed fairly similar paths, we frequently found ourselves facing similar challenges and so were able to exchange ideas and build a strong professional friendship. Both Jane and Jennifer cared deeply about striving for excellence in delivering IT services, in mentoring their employees as well as volunteers, and in SIGUCCS. Many others, too numerous to name individually, have made my career and time in SIGUCCS very rewarding.

These experiences, which I am sure others can also relate to, demonstrate what is unique about SIGUCCS, namely its talented people and a supportive professional network that gives every individual the opportunity to grow professionally. Our lives and our profession are experiencing profound change and my hope is that the people of SIGUCCS will continually discover new ways for the organization to support the professional aspirations of its members and the institutions to which they belong. Though they are very different times from hers, I believe Penny Crane would have wanted that too!



Hall of Fame



Alex Nagorski has earned a space in the SIGUCCS Hall of Fame primarily for the role that he has played in connecting SIGUCCS to Canadians who work in technology support in higher education.

It was through Alex's leadership that the Fall Conference was held in Edmonton, Alberta in 2006, the first SIGUCCS conference in twenty years to be held outside the United States. He also pushed for the Management Symposium to be held in Canada, culminating in its occurrence in Victoria, British Columbia in 2010. Alex has been instrumental in publicizing these and other SIGUCCS events to interested parties in Canada. From 2000 to 2004, no more than 9 Canadians attended the Fall Conference. From 2005, when Alex first became heavily involved in the conference, to 2008, after which the bottom

dropped out of the economy, from 19 to 26 Canadians attended the conference.

Once Alex's proposal that the 2006 Fall Conference be held in Edmonton was approved, the work that he and his key team members (Gordana Brouillette and Cindy Stewart) did to prepare themselves to host the event might be a model for any SIGUCCS conference committee. Gordana, in anticipation of being a program co-chair for the 2006 conference, served as track chair for the 2005 conference. All three of them listened in on nearly all of the 2005 conference committee's phone conferences, in the course of which they reorganized and augmented the SIGUCCS conference planning manual.

Following the Edmonton conference, Alex was elected to the SIGUCCS Board and served a three-year term as treasurer while I was chair. Alex's work on the Board was also a significant service to SIGUCCS. He was responsible for the SIG's finances at a time when they were under heavy pressure from economic conditions that greatly affected attendance at SIGUCCS conferences, especially the Fall Conferences. Alex was known on the Board as the person prepared to challenge any assumption and examine the merits of any alternative to usual SIGUCCS practices. That's the sort of person that any Board needs.



Awards



Dr. Tim Foley is Director of Client Computing & Library Services at Lehigh University. He holds BS and MS degrees in Mathematics and a doctorate in Educational Technology. His 1988 dissertation covered the design, implementation, and satisfaction of a campus-wide information system (CWIS) which was so popular that remnants of it still exist today in Lehigh's campus portal.

He has been at Lehigh for thirty years holding various educational, technical and administrative positions including technical consultant, user services manager and associate director of computing. He has taught graduate courses in instructional programming as well as undergraduate courses in mathematics and computer science. His current position provides oversight responsibility for client services encompassing help desk, media services, security, desktop & scientific computing, instructional technology, residential networking, and database consulting in a merged library, computing, and telecommunications environment. He has published and presented over forty papers at national and international conferences on the problems and issues of developing, implementing and managing university information systems.

His SIGUCCS activities have included nine papers presented at the fall SIGUCCS conference starting in 1988, ten talks at the spring management symposium (SMS) starting in 1993, two SIGUCCS peer review committees, SMS 2006 track chair, SMS 2007 program chair, SMS 2008 symposium chair, and SIGUCCS Executive Board member 2008-2011.

Richard Nelson has been involved with SIGUCCS for at least 30 years and is not only a member but also an active volunteer. According to the digital library and SIGUCCS website, Richard managed the 2002 Management Symposium, published two fall papers (1981 and 1986) and served as a facilitator for several years. Since 2007, Richard has taken on the role of management symposium publicity chair in addition to all of the work that he has done on the Marketing and Membership Committee including work on conference logo design, running ads to promote upcoming conferences and thinking outside of the box to tirelessly promote SIGUCCS.

Richard is a leader in higher education IT and a mentor to others as they look to their future career in higher education. He has seen a lot of transition in IT and has moved to several institutions throughout his career.

In addition to his ability to adapt to change, one cannot help but be impressed by his drive to promote our organization and conferences as well as the support and leadership he has given to his staff at The Citadel. Just hearing him talk about how he has encouraged women in his organization to develop and take on leadership roles is empowering for others.

Richard is one of the folks who shared with the board his ideas for a combined conference so I can't imagine a better conference for him to receive the HOF award that our first combined conference in San Diego!





Communication Award Categories

1a: Computing Services Public Website

Best of Category:

Seneca ResNet Website

Seneca College

<http://resnet.senecac.on.ca/>

Entry Team Members:

Student Help Desk Team 2011

1b: Computing Services Mobile Website

Best of Category:

IU Mobile powered by Kualu Mobility Enterprise

Indiana University

<https://m.iu.edu>

Entry Team Members:

Tom Clark

Andrew Hettlinger

Nathaniel Johnson

Indiana University

Cornell University

HTC Global Services

Kuali Foundation

Zach Collier

Jeremy Hopf

Brian McGough

University of Cambridge

University of Michigan

VivanTech, Inc.

2b: Entry Team Members:

Terry Fernandez

Chris Gehring

Cathy Hubbs

Steve Kelly

Kamalika Sandell

David Swartz

3a: Printed How-to Guides

Best of Category:

VCU Technology Services - Gone Green (VCU Goes Green)

Virginia Commonwealth University (VCU)

<http://wrc2003-test.vcu.edu/garytest/images/GreenComputingGuide.pdf>

Entry Team Members:

Gary Garbett

Hope Adams

Sam Kennedy

3b: Electronic How-to Guides (individual)

Best of Category:

Introduction to the American University MyAU Portal for Students

American University

http://w.american.edu/training/cms/acp_student/acp_student.htm

Entry Team Members:

Pamula Tyler

Jacqueline Palumbo

Suzanne Barron

3c: Electronic How-to Guides (collection)

Best of Category:

The WSU Faculty Exchange Series

Winona State University

http://edutech.tlt.winona.edu/wikis/TLTPedia/index.php/Faculty_Exchange/Rita_Rahoi-Gilchrest_Discusses_Discussion_Forums

Entry Team Members:

Chad Kjorlien

Adam Zanzig

Elissa Hall

2a: Printed Computing Newsletter

Best of Category:

IT Connections

University of Oregon

<http://it.uoregon.edu/IT-Connections-April-2011.pdf>

Entry Team Members:

Patrick Chinn

Helen Chu

Nathan Gilles

Don Harris

Holly Schnackenberg

Ray Tsunoda

2b: Electronic Computing Newsletter

Best of Category:

AU Information Technology Newsletter - Spring 2011 Edition American University

<http://www.american.edu/oit/publications/newsletter/spring2011/index.cfm>

3d: Printed Instructional Classroom Materials

Best of Category:

Research Grants Financial Reporting
American University

<https://www.american.edu/loader.cfm?csModulesecurity/getfile&pageid3072316>

Entry Team Members:

Jacqueline Palumbo
Suzanne Barron
Pam Tyler

4a: Printed Quick Reference Guides

Best of Category:

VCU Campus Wireless and Connectivity Guide
Virginia Commonwealth University (VCU)

<http://wrc2003-test.vcu.edu/garytest/images/wirelessCoverageBrochure.pdf>

Entry Team Members:

Gary Garbett Hope Adams
Kaushal Patel Sam Kennedy

5a: General Service Promotional Materials

Best of Category:

It's your life: Live IT up with Texas A&M Information Technology

Texas A&M University

<http://it.tamu.edu/files/nscbrochure.pdf>

Entry Team Members:

Lacey Baze
Brion Pampell
Allison Oslund

5b: General Service Campaign Materials

Best of Category:

Information Security Awareness Month - Don't Be a Victim
Texas A&M University

<http://it.tamu.edu/siguccs/isam.html>

Entry Team Members:

Michelle Osterholm Chris Siems
Xavier Porter Brian Hutson
Rodrigo Guinski Allison Oslund
Brie Pampell

5c: Student Created Promotional Materials

Best of Category:

Putting a face on Texas A&M Information Technology
Texas A&M University

<http://it.tamu.edu/siguccs/studentcampaign.html>

Entry Team Members:

Brian Hutson Lacey Baze
Allison Oslund Xavier Porter

5d: Short Promotional Video/Audio

Best of Category:

Don't Be a Victim - The Wild Side
Texas A&M University

<http://mystery.tamu.edu/Villains/Werewolf.php>

Entry Team Members:

Rodrigo Guinski Michelle Osterholm
Brian Hutson Brion Pampell
Allison Oslund Xavier Porter

5e: Long Promotional Video/Audio

Best of Category:

OIT Website Introduction
University of Colorado Boulder

<http://oit.colorado.edu/oit-website>

Entry Team Members:

Rochelle Scott - Documentation and Web Manager,
OIT

6a: Software Distribution Physical Media

No awards presented in 2011

6b: Software Distribution Electronic Media

Best of Category:

Software Center
University of Oregon

<http://it.uoregon.edu/software/list>

Entry Team Members:

Mary Bradley Don Harris
Patrick Chinn Jesse Sedwick
Helen Chu Ray Tsundoa
Brian Costlow Derek Wormdahl

A Message from the Management Symposium Chairs:

John Bucher, Oberlin College &
Terry Wolff, University of Southern California



Welcome to San Diego, California, and to the 39th annual SIGUCCS Management Symposium. This year's symposium has presented us with new challenges. The major one has been putting a program together in an unusually short time. Those who are regular Symposium attendees know that for the past 38 years this event has been held in the Spring. Indeed, last April was the last Spring Management Symposium held in Philadelphia. The SIGUCCS Board decided to place the two conferences together in the Fall after polling the membership. So here we all are in San Diego, after only seven months of planning.

We do feel that we have an outstanding program. Theresa Rowe, CIO, Oakland University, will open our Symposium by challenging us to think about a number of major issues facing Information Technology in Higher Education today. Our session before lunch on Monday will take on a new format – what we have decided to call Speed Networking. Taking the challenges and issues raised in the opening plenary, you'll have the opportunity to discuss how you are impacted by them for a few minutes, before being asked to move on to a new topic with a new group of people. In short, start at one table and discuss. After 15 minutes, everyone moves to a new table. You will have talked about four (4) different topics before we ask the table moderators to give us a summary. We've placed this session prior to lunch, so that you can continue the discussion into the meal period. The symposium will close with Susan Metros, Associate CIO and Associate Vice Provost for Technology Enhanced Learning, University of Southern California, who will talk about cultivating the future IT leadership. Her keynote address will close the Management Symposium and open the Services and Support Conference, providing a bridge between the two meetings.

Between Theresa Rowe's opening keynote address, Speed Networking, and Susan Metros' closing keynote address, we have schedule sessions that we feel will excite and interest you. Remember that all sessions are designed to be discussion session – not 90 minute lectures. Plan on becoming engaged in the topics and contributing your experience and knowledge to the symposium.

Saturday, November 12

4:00 PM	Management Symposium Opens	
4:00 PM - 7:00 PM	Registration	California Ballroom Foyer
6:00 PM - 7:00 PM	Welcome Reception	Harbor A&B
7:00 PM	Dinner on the Town—With Old and New Friends <i>Sign up at the Registration Desk</i>	
9:00 PM - 11:30 PM	Hospitality Suite	Harbor A&B



SIGUCCS

50 *Years* 1963 - 2013

You're Invited!

A celebration in honor of the 50th Anniversary of SIGUCCS will be held at SIGUCCS 2013. (Date and location are being finalized.)



- Help us spread the word to those involved in SIGUCCS - past & present.
- Find people willing to share their memories (including recordings & quotes).
- Share SIGUCCS memorabilia for a real or virtual museum.
- Share your expertise & experience (formally or informally) during the conference!

Leila Lyons & Jack Esbin, co-chairs,
SIGUCCS 50th Anniversary Committee
siguccs50@acm.org

Stay in touch with the planning
Join us on Facebook!

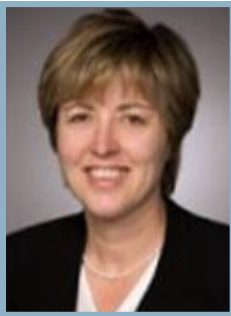


Management Symposium

Keynote Speakers

Theresa Rowe

Oakland University



The changing landscape of information technology will impact our service organizations. IT leaders are planning and executing the implementation of the next waves of technology on our campuses, but at the same time, consumerization is also having an impact. What are the expectations for service and support in a world of software explosion and device proliferation? Let's explore the challenges and possible responses.

Theresa Rowe is the Chief Information Officer at Oakland University. She is responsible for the central information technology operation, including strategic and organizational capacity planning and project portfolio management. She joined Oakland University as a senior systems analyst and held several technology positions at the university before being named assistant vice president in 2003. Prior to joining Oakland University, Rowe gained experience in various IT professional roles, including positions in the automotive and legal industries.

Rowe holds several posts external to the university. She is a member of the Board of Directors for Merit Network Inc. She is a member of the Executive Advisory Group for the Research and Educational Networking -- Information Sharing and Analysis Center (REN-ISAC). Rowe is active in the Educause higher education information technology community, and she currently serves as the group leader for the Educause CIO Constituent Group. She holds memberships with the Michigan Council of Women in Technology, ACUTA for university telecommunications, and ACM -- Special Interest Group on University and College Computing Services.

Monday 1:30 PM – 3:00 PM
California C

Technology and Services: Current Challenges

Tuesday 10:30 AM - Noon
California C

Cultivating IT Leaders in the Age of “Why Bother”

Susan Metros

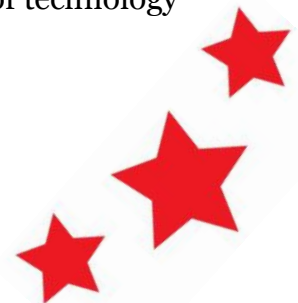
University of Southern California



As advances in information technology permeate every sector of the academic community, leading an IT organization demands a new set of talents and competencies. In the past, technical expertise was the most important qualification for selecting IT leaders. However, higher education institutions today are seeking to attract a new crop of leaders from a diverse array of academic disciplines and corporate sectors. Terms like “super-collaborator,” “thought leader,” “passionate champion,” and “change agent,” are infiltrating CIO job descriptions. The new IT leader must be tactical and strategic, compassionate and shrewd, collaborative and competitive--all within an environment of expanding needs and constrained budgets.

The problem lies in that there is a gap between the reality of our existing IT workforces’ ability and interest in leadership and the expectation of what comprises a successful, future IT leader. This presentation will address ways that IT staff can bridge that gap by building new leadership skills and amassing a portfolio of relevant professional experiences conducive to advancing their personal career goals.

Susan E. Metros is Associate Chief Information Officer and Associate Vice Provost for Technology Enhanced Learning at the University of Southern California in Los Angeles. She also holds professorships in visual design and clinical education. In her executive role, she leads the academic community in integrating new and emerging educational technologies into teaching, learning, and research. In her role as educator and designer, she teaches courses in multimedia and new literacies and has served as principal designer on several international award winning multimedia projects. She has published and presented widely on leadership and mentoring, knowledge architecture, visual and multimedia literacy, and the role of technology in transforming education to be engaging and learner-centered.



Sunday, November 13

Management Symposium		
7:30 AM - 5:00 PM	Registration	Santa Fe
9:00 AM - Noon	Executive Seminar Emerging Technologies for Engaged Leadership Dr. Jennifer Sparrow, Director of Emerging Technologies and New Ventures, Innovation Space, Virginia Tech (Separate Registration Required)	Plaza
Noon - 1:30 PM	Lunch (on your own)	
1:30 PM - 3:00 PM	Keynote Speaker Theresa Rowe Chief Information Officer, Oakland University Technology and Services: Current Challenges	California B&C
3:00 PM - 3:30 PM	Break	California A
3:30 PM - 5:00 PM Management Symposium Sessions		
The Power of Situational Leadership Theory in Real Management Situations Sandra Bury, Bradley University		California B
Short-Staffed Survival Skills Kelly Wainwright, Lewis and Clark College		Plaza
Managing Analog Devices in a Digital World Joelle Faulks, Jeanne Kellog, & Bill Miller with Colgate University		Santa Fe
5:00 PM - 6:00 PM	Birds of a Feather Sessions	
6:00 PM	Dinner on the Town—With Old and New Friends <i>Sign up at the Registration Desk</i>	
9:00 PM - 11:30 PM	Hospitality Suite	Harbor A&B

Sunday...

Management Symposium Abstracts

The Power of Situational Leadership Theory in Real Management Situations

3:30 PM – 5:00 PM

California B

Sandra Bury
Bradley University

Situational Leadership is based on the theory that a good leader will use the appropriate balance of directive and supportive behaviors based on the developmental level (competence, confidence, willingness) of the reporting employee and the situation or task. The power of this model is that it gives us as managers the knowledge of when a certain management approach will be the most effective.

If applied properly, management growth and employee success occur when we are willing to learn when and how to apply the most effective techniques based on the person or situation, rather than always using our most comfortable leadership preference or “style.” Similar to how Myers-Briggs identifies personality preferences, most of us have a management style preference. The power of these tools is in knowing your preference, and learning when the situation or person calls for action that is out of preference.

Having been faced with some significant management challenges in 20 years of employee supervision, I have returned to this model again and again when I need to get a new perspective or re-frame my approach to a situation. I hope you will join me in an interactive discussion about this powerful management model.

Short-Staffed Survival Skills

3:30 PM – 5:00 PM

Plaza

Kelly Wainwright
Lewis and Clark College

With problems in both hiring and retention, it is not uncommon to find that we are operating with less staff than are optimal to maintain the expected levels of service. Over the past year, my staff has been down at least one position, at times multiple positions, forcing my staff and I to creatively explore how to manage the expectations being placed on ourselves both by ourselves and our clients.

After relaying some of the struggles faced in my position, this session will brainstorm ways to survive being short-staffed both for short periods and extended times. Some of the areas discussed will include setting expectations, communication both with staff and clients, prioritizing, and remembering to have fun through it all.

Managing Analog Devices in a Digital World

3:30 PM – 5:00 PM
Santa Fe

Joelle Faulks, Sr. Technology Support Analyst,
Jeanne Kellog, Associate Director, Telecommunications,
Bill Miller, Electronics Technician
Colgate University

Colgate University made the switch to VoIP in 2008. The management of the legacy analog devices (faxes, modems, emergency/elevator phones, card readers) has presented a challenge. Fax and modem lines, for example, which worked well in a traditional PBX environment are less stable, and present more of a support burden.

The University is just beginning an initiative to reduce the number of fax machines on campus. At the same time, we are exploring the use of multi-function devices (printer/copier/scanner/fax) as a possible cost-cutting measure. Members of the two project teams will collaborate on this presentation.

We will discuss the choices we made to support our analog devices, and how they have been modified over time. Partnering with departments beyond ITS, we expect to be able to demonstrate both cost savings and continued positive attention to sustainability. We will also talk about the cultural shift that we will need to implement so that we can continue to provide quality services without compromising the needs of the community.



Platinum Level Contributors:



Monday, November 14

Management Symposium		
7:30 AM - 5:00 PM	Registration	Santa Fe
7:30 AM - 8:30 AM	Breakfast	
	Continental Breakfast	California A
	Speaker Breakfast	Harbor A&B

8:30 AM - 10:00 AM	Management Symposium Sessions	
	The Mobile Campus – Device and Application Management for the Present and Future <i>Chester Andrews, Oberlin College</i> <i>Gale Fritsche, Lehigh University</i> <i>Jim Yucha, Virginia Commonwealth University</i>	California B
	Process Review: Helping Others Help Themselves <i>Kevin Lynch, Clarkson University</i>	Plaza
	Strategic Planning - Development, Marketing, and Implementation <i>Timothy Foley & Stacey Kimmel with Lehigh University</i>	Santa Fe
10:00 AM - 10:30 AM	Break	California A
10:30 AM - Noon	Plenary Session Current Topics Exchange	California C
Noon - 1:00 PM	Lunch	The Pavilion
1:30 PM - 3:00 PM	Management Symposium Sessions	
	Are Students Part of Your Team? It's more than just wages! <i>Chet Cook, Michael Cooper, West Virginia University</i> <i>Mark Zocher, University of San Diego</i>	California B
	When Disaster Strikes <i>Phil Reiter and Dan Pollack, University of Illinois, College of Pharmacy</i>	Plaza
	Virtualizing the Desktop - Two Perspectives <i>Gale Fritsche, Lehigh University</i> <i>Joe Lim, University of Toronto Mississauga</i>	Santa Fe
3:00 PM - 3:30 PM	Break	California A

3:30 PM - 5:00 PM	Management Symposium Sessions	
	Collaboration Across Organizational Boundaries: Developing an Information Technology Community of Practice <i>Mark Koan, Phoenix College</i>	California B
	Computer Labs – Do We Still Need Them? <i>John Bucher, Oberlin College</i> <i>Rob Paterson, Molloy College</i>	Plaza
	Data Martinis: Mixing-up New Recipes in a Positive Culture of Security <i>Jennifer Stewart, The Pennsylvania State University</i> <i>Brian Basgen, Pima Community College</i>	Santa Fe
7:00 PM - 9:00 PM	Reception	The Pavilion
9:00 PM - 11:30 PM	Hospitality Suite	Harbor A&B, Coronado

Monday...

Management Symposium Abstracts

8:30 AM – 10:00 AM
California B

The Mobile Campus – Device and Application Management for the Present and Future

Chester Andrews, Client Support Analyst
Oberlin College

Gale Fritsche, Client Services Team Leader
Lehigh University

Jim Yucha, Director, Web Services
Virginia Commonwealth University

Mobile Devices are invading our campuses like kids to an ice cream truck. There is nothing we can do about it other than join in and see how we can best develop ways to utilize them. How can we take advantage of applications used on the devices as well as design ways to improve the dissemination of information on the backend? How can we improve the IT support structure in order to manage and standardize? This facilitated discussion will combine the perspectives and strategies of three institutions, small college (Oberlin College), medium size research institution (Lehigh University) and large state institution (Virginia Commonwealth University) on how to manage application development and deployment as well as the support for mobile devices.

8:30 AM – 10:00 AM
Plaza

Kevin Lynch
Clarkson University

Process Review: Helping Others Help Themselves

As campus technology begins to mature and stabilize, IT organizations can partner with functional areas to help them review their processes and leverage existing technology to improve information flow, increase efficiency, and allow people to focus on customers rather than chase technology.

This session will detail the process that Clarkson OIT has taken with on-campus organizations to help them analyze their processes. We will highlight a simple, 5 step methodology to document current processes, identify easy wins and long-term enhancements, and improve the relationship between OIT and our customers.

The process is a non-threatening collaboration between technology professionals and the functional users who know their craft. We get them to recognize their strengths and value to the organization, and then assist them in brainstorming solutions to the common bottlenecks and frustrations they experience. Where appropriate, we can suggest technology enhancements and tweaks, but generally it's just a chance to step back and challenge long-held assumptions in a caring, friendly environment.

The result of this effort at Clarkson has saved several hundred thousand \$\$ in resources, time, and effort, and created much more effective organizations.

8:30 AM – 10:00 AM
Santa Fe

Timothy Foley, Director,
Client Computing &
Library Services,
Stacey Kimmel, Team
Leader, General and
Student Services with
Lehigh University

**Strategic Planning - Development, Marketing, and
Implementation**

The strategic planning process can be defined as:

- assessing where one currently is
- determining the resources one has to work with
- assessing where one wants to go
- determining how one gets there

The strategic planning process must be understood in the context of the overall college or university strategic plan. Lehigh has recently undergone a strategic thinking process for the entire university resulting in a new campus strategic plan. This plan is now in the implementation phase. It also happens to coincide with the need to reevaluate Library and Technology Services existing 5 year strategic plan. This session will discuss the planning process who needs to be involved, how one involves the campus community in the process, how ones sells the plan to the campus and how you go about implementing the plan. We will also discuss how measurable goals are incorporated into the planning process and used as a metrics for success and also for future planning.

10:30 AM – Noon
California C
Plenary Session

Current Topics Exchange

Join us as we run quickly over the current topics and challenges that were introduced by yesterday's keynote speaker, Theresa Rowe. We'll break out into

Monday...

Management Symposium Abstracts

1:30 PM – 3:00 PM
California B

Chet Cook
Senior Program
Administrator,
Michael Cooper,
Assistant Director with
West Virginia University

Mark Zocher
Student Technical
Services Manager
University of San Diego

small groups and spend just a few minutes on each topic. Then we'll report out at the end and try to draw some strategies and action for each topic.

Are Students Part of Your Team? It's more than just wages!

A given in today's environment is doing more with less. That means we must not overlook any resource, including student talent. How do you recruit and retain good student employees when "easy" departments are paying more? How do you maintain a group of well trained employees when they keep graduating? Do you have a student employee development framework? Today's students are very capable in many special interest areas that can contribute to the success of your IT team. Connecting with these students is challenging. Students with special talents that are not core IT skills often overlook IT departments. It is important to cultivate partnerships with faculty in other departments to make sure you identify these students. Faculty are often interested in students expanding their talents while promoting departmental exposure. Maybe your institution has a student employment office or an established student intern program. Connecting with students and learning about their special talents must be an ongoing event that starts early in their college career. Students working in the IT department can take advantage of leadership opportunities, projects, and shadowing opportunities to give them a "leg up" on their peers when they graduate and start searching for jobs. Let us explore how the University of San Diego and West Virginia University uses the talents of its students and share your experiences with engaging students to further the success of your IT department.

1:30 PM – 3:00 PM
Plaza

Phil Reiter and *Dan Pollack*
University of Illinois
College of Pharmacy

When Disaster Strikes

The University of Illinois College of Pharmacy suffered a devastating blow in January, 2008 when a fire ravaged the 4th floor research labs in our primary campus' main building. Within minutes, the City of Chicago's fire department dumped over 15,000 gallons of water in a heroic effort to stop the blaze and save our building. Within hours, a catastrophe team was assembled and retained to begin the year long process of full recovery.

Achieving disaster recovery and restoring business continuity throughout the process, including holding classes planned to start the following day, continuing work on federally funded research grants, and relocating administrative offices proved to be a formidable challenge. With a focus on the technology recovery efforts, we will share the experiences we faced in restoring all critical services to the College. We will then discuss how this disaster refocused the University's planning and recovery efforts, including the formation of the UI Ready program. We will also discuss the formation of a University disaster recovery group of IT leaders and the ongoing process of ensuring the resources are available for continuing service, even in the light of a disaster. We will share the need for establishing recovery time objectives

(RTOs) and Recovery Point Objectives (RPOs) and how they can be used to form an agreement on realistic goals and resources needed to meet those goals. We will also discuss leveraging key University experts on Business Continuity Planning (BCP) and Disaster Recovery (DR) in the process of education and training on needs, and conducting periodic table top tests to ensure our DR plans adequately address needs in light of a disaster.

1:30 PM – 3:00 PM
Santa Fe

Virtualizing the Desktop - Two Perspectives

Gale Fritsche, Client Services
Team Leader
Lehigh University

Joe Lim, Chief Information
Officer
University of Toronto,
Mississauga

Distributed desktop computing through the use of virtualization technology is becoming a popular way to distribute and manage desktop computers in the academic environment. Traditional desktop management involves the use of numerous tools and procedures to make sure desktops are secure, patched properly, running updated software etc. The traditional method is expensive, labor intensive and takes a significant coordination from numerous groups within an IT organization. Managing desktops with the use of virtualization technologies allows desktops to be centrally managed, dynamically updated and delivered to individual users in a more secure, streamlined environment.

Lehigh University and the University of Toronto Mississauga are in the process of implementing a proof of concepts and pilot implementations of two of the leaders in Desktop Virtualization solutions, Citrix XenDesktop and VMWare View. This facilitated discussion will focus on the lessons learned during the implementation and evaluation process as well as planning, configuration, pricing models, and software licensing and benchmarking and hardware requirements.

3:30 PM – 5:00 PM
California B

**Collaboration Across Organizational Boundaries:
Developing an Information Technology Community of
Practice**

Mark Koan, Dean of Information
Technology
Phoenix College

Rapidly increasing demand for technology support services, and often shrinking budgetary and staff resources, create enormous challenges for information technology (IT) departments in public sector higher education.

To address these difficult circumstances, the author helped develop a network of IT professionals from schools in a community college system and a research university in the same geographic region into a community of practice (CoP) that spanned the boundaries of their organizations. This collaboration allowed members from participating institutions to share knowledge and ideas relating to shared technical problems.

The author also collected data about the extent to which the community developed the factors that contributed to its

Monday...

Management Symposium Abstracts

The results indicated that the group did coalesce into a CoP. The author also identified two crucial roles that aided this development: community coordinator and technology steward. Furthermore, the IT professionals who participated and the leaders from their organizations reported that developing the community was a worthwhile venture. They also reported that while the technical collaboration component was very valuable, the non-technical topics and interactions were also very beneficial.

Finally, indicators also suggest that the community made progress toward self-sustainability and is likely to continue. These findings suggest that other higher education IT organizations faced with similar circumstances may be able to follow this model and achieve positive results.

Computer Labs – Do We Still Need Them?

For over 25 years we've been providing designated "computer labs" for our students and other members of the campus community. They've been expensive to build and maintain, and they've created additional challenges in support, security, and service. Do we really need such facilities in today's technology-rich landscape? How do we approach the idea of downsizing or eliminating these facilities from our campus? What other special services are no longer needed? How do we get campus buy-in to new models of equipment provisioning? And dare we ask: Might we see a time when faculty and staff are expected to provide their own office IT equipment? Come listen to our stories about this topic and bring a couple of your own.

3:30 PM – 5:00 PM
Plaza

John Bucher, Oberlin College
Rob Paterson, Molloy College

Data Martinis: Mixing-up New Recipes in a Positive Culture of Security

Protecting sensitive data can be challenging because the data resides in so many locations. Information theft is a growing trend and as a result, there are many electronic, as well as physical threats which put institutions at risk. While technical solutions can help improve the security infrastructure, people and their processes define the overall capabilities of an information security program.

When information security initiatives are posited as an obstacle to employee's performing their work, institutional risk increases. This session will explore how to create a positive culture by using collaborative approaches versus authoritarian ones. Join us in this open exchange of ideas of some of the most vexing security challenges and ways they might be overcome.

3:30 PM – 5:00 PM
Santa Fe

Jennifer Stewart
Project Technical
Coordinator, Information
Privacy and Security (IPAS)
The Pennsylvania State
University

Brian Basgen
Director of Client Services
(Acting) & Information
Security Officer
Pima Community College

Tuesday, November 14

Management Symposium		
7:30 AM - 5:00 PM	Registration	Santa Fe
7:30 AM - 8:30 AM	Breakfast	The Pavilion

8:30 AM - 10:00 AM	Management Symposium Sessions	
	IT Service Management Best Practices Extend Beyond IT <i>Scott Chamberlain, University of New Brunswick</i> <i>Terry Fernandez, American University</i> <i>Steve Kelly, American University</i>	California A
	Potluck: What's Left to Discuss? What Did We Miss?	Plaza
	IT Governance and Organizational Culture <i>Frank J. Sirianni</i> <i>Fordham University</i>	Santa Fe
10:00 - 10:30 AM	Break	California Ballroom Foyer
10:30 AM - Noon	Joint Plenary Session (Management Symposium Closing) Keynote Speaker Susan E. Metros, Associate Chief Information Officer and Associate Vice Provost Technology Enhanced Learning, University of Southern California in Los Angeles	California B&C

Tuesday...

Management Symposium Abstracts

8:30 AM – 10 AM
California B

Scott Chamberlain,
Manager of Client
Relations and Support
University of New
Brunswick

Terry Fernandez,
Senior Director, IT
Customer Service
American University

Steve Kelly, Help Desk
Manager
American University

IT Service Management Best Practices Extend Beyond IT

At American University and the University of New Brunswick, two separate but similar approaches are resulting in significant improvements for IT client support, through reorganization of staff to better align with business processes, partnering with others, and adopting best practices. At American University, the IT support model involves an equal number of staff inside the central Office of Information Technology (OIT) as are decentralized in local departments. After a great deal of success, the OIT began extending the guiding principles of IT Service Management beyond the Help Desk to transform the service culture of the institution. Techniques and tools are now shared with our campus service partners for measuring and demonstrating performance improvement, and aligning business processes with ITIL best practices. The biggest benefits were achieved when the OIT implemented an enterprise case management system with integrated incident, problem, and change management to reduce service and support costs, increase productivity, and improve customer satisfaction. Incidents are seamlessly escalated across the various offices with a fully closed feedback loop for our customers. A 50% reduction in the mean time to resolve IT incidents has been realized, despite an 11% increase in incident tickets reported.

In a similar capacity, at the University of New Brunswick, Fredericton campus, client support units that were previously divided into distinct departments, each reporting to their respective managers, have been unified; creating a new and powerful dynamic. Now, it is not uncommon to find members of one group assisting in the daily tasks of another. Among other things, shared resourcing has not only increased team spirit, but has provided a mechanism to reduce overall cost and has made part time labor less necessary. Hopefully, shared resourcing, increased communication, faster customer response time, and a more cohesive working environment are only the beginning for these two universities.

Potluck: What's Left to Discuss? What Did We Miss?

8:30 AM – 10 AM
Plaza

This session will be an opportunity for the audience to bring up any ideas about which they'd like more discussion, or new subject areas that are particularly challenging for them. Moderated by two or more of the conference program team, this session will give you an opportunity to make some additional contacts and wrap up those issues that you didn't get to question earlier in the conference.

IT Governance and Organizational Culture

8:30 AM – 10 AM
Santa Fe

Frank J. Sirianni, Ph.D.
Vice President and Chief
Information Officer
Fordham University

We examine what works and does not work in successful Governance Models by examining two case studies: one, in a public sector college; the other, in a private comprehensive, doctoral granting university. This study is based on firsthand experience and measured outcomes.

While relationship management is critical to both cases, some key success factors are external to the Information Technology organization. In particular, the leadership methods of the Chief Executive Officer, the organizational structure of the institution, the positioning and historical significance of the Chief Information Officer position, and Trustee involvement all contribute to an organizational culture which predicts effective governance or not. Finally, the extent to which the institution can be characterized as having “modern management” processes is another critical predictive factor.

Silver Level Contributors:



The IT Service & Technical
Support Community



Adobe



A Message from the Service and Support Chairs:

Welcome to the 39th annual, SIGUCCS 2011 Conference in San Diego, California. It is truly a challenging/exciting time to be in Information Technology as many of us are asked to look at existing processes, past projects and think about things we were told could never happen. San Diego, a diverse city inspired by religious missionaries, demonstrative of the power of technological innovations (Qualcomm and others) and the inspiration of multiple military branches, provides a great setting for the first combined ACM SIGUCCS conference. San Diego brings together different cultures and a history of progress, providing inspiration and guidance as IT communities look to find better ways to work together. As one technology team, from the Chief Information Officer to the front line Help Desk representative, SIGUCCS attendees should find invigoration in the similarities the city and our careers provide. We feel this years' Service and Support program will give attendees some of the same diversity found in San Diego, with the mission of sharing ideas, works in progress, failures and successes so you can make your IT organization better for you and the customers you serve.

We invite you to enjoy the paper presentations, panels, posters and Discuss IT sessions provided to you by the authors and Service & Support Program committee (readers, track chairs). We were one team with a mission to cultivate a spread of revelations, technical advances, and managerial opportunities, despite any obstacles that may have gotten in our way. For those that were unable to attend the Management Symposium part of the conference this year, please take the opportunity during the evening reception and crossover day to share ideas, look for targeted opportunities, and enjoy the creative spark that these two conferences provide to their respective demographics. Our keynote speakers will not only bridge the gap between the conferences, but provide you with the communications tools needed to assist you and your organization on the road to successful. As we all know, great ideas can be lost when you return to the office. Before you depart back to work, please take the time to create an action plan for each of the ideas you want to move forward with when you return. And after you return to your office, please share what you've learned and thank your bosses for letting you take part in this conference. SIGUCCS is unique in providing professional development through learning, collaboration, networking, situations which engage a vision from your bosses/their boss's perspective, while bringing home ideas which aid your department in this every changing world of Information Technology.



Parrish Nnambi, University of California, San Diego
& **Chris Wiesemann**, University of Oregon



Monday, November 14

Service & Support Conference

7:30 AM - 5:00 PM	Registration	Santa Fe
1:00 PM - 4:30 PM	Workshops	
Survivor for iPads: Outwit, Outplay, Outlast--Tools, Tips and Tricks for Using iPads for Active and Engaged Learning, Productivity and Management		Balboa
5:00 PM - 6:00 PM	Session Chair Orientation	Santa Fe
6:00 PM - 7:00 PM	Newcomer Orientation	California C
7:00 PM - 9:00 PM	Reception	The Pavilion
9:00 PM - 11:30 PM	Hospitality Suite	Harbor A&B, Coronado



SIGUCCS

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Questions?

Visit the SIGUCCS Membership Table at Wednesday's Poster Session.

What is SIGUCCS?

The Special Interest Group on University and College Computing Services (SIGUCCS) is an association of professionals who support and manage the diverse aspects of information technology services at higher education institutions. SIGUCCS focuses on issues surrounding the support, delivery, and management of those services, and provides professional development opportunities for its members and other individuals in the field.

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www.siguccs.org



Service and Support Conference

Keynote Speakers

Tuesday 10:30 AM - Noon

California C

Cultivating IT Leaders in the Age of “Why Bother”



Susan Metros

University of Southern California

As advances in information technology permeate every sector of the academic community, leading an IT organization demands a new set of talents and competencies. In the past, technical expertise was the most important qualification for selecting IT leaders. However, higher education institutions today are seeking to attract a new crop of leaders from a diverse array of academic disciplines and corporate sectors. Terms like “super-collaborator,” “thought leader,” “passionate champion,” and “change agent,” are infiltrating CIO job descriptions. The new IT leader must be tactical and strategic, compassionate and shrewd, collaborative and competitive-- all within an environment of expanding needs and constrained budgets.

The problem lies in that there is a gap between the reality of our existing IT workforces’ ability and interest in leadership and the expectation of what comprises a successful, future IT leader. This presentation will address ways that IT staff can bridge that gap by building new leadership skills and amassing a portfolio of relevant professional experiences conducive to advancing their personal career goals.

Susan E. Metros is Associate Chief Information Officer and Associate Vice Provost for Technology Enhanced Learning at the University of Southern California in Los Angeles. She also holds professorships in visual design and clinical education. In her executive role, she leads the academic community in integrating new and emerging educational technologies into teaching, learning, and research. In her role as educator and designer, she teaches courses in multimedia and new literacies and has served as principal designer on several international award winning multimedia projects. She has published and presented widely on leadership and mentoring, knowledge architecture, visual and multimedia literacy, and the role of technology in transforming education to be engaging and learner-centered.

Thursday 11:00 AM - 12:30 PM
California B & C

“Did She Really Just Say That?” and Other Stories from a CEO Coach



Gaylene Xanthopoulos

Founder and President, The Leadership Edge, Inc.

How often have we heard, “Do unto others as you would like others to do unto you.”? Yet when it comes to communication, this approach is sure to fail.

When interacting with others, it is critical that we communicate in a style that resonates with the other party, resulting in them not only having a clear understanding of our message, but also to feel compelled to move forward with our desired action. The key to this is actually doing unto others as they would like to have done unto them.

In this one hour program, Gaylene Xanthopoulos, President of The Leadership Edge will share engaging stories from her 21 years of experience as an executive coach and developer of leaders and managers in technology based industries. You will gain insight into yourself and your style as you begin to see yourself in the characters she describes. As she shares her knowledge of different personality types you will understand the ways in which people communicate, accept information and make decisions, as well as, their work styles. As a result of this session you will have the ability to design your message in a "language" that is easily understood and drives the other party to take action quickly and with ease.

Gaylene Xanthopoulos has a passion for assisting companies to reach their highest potential. As a businesswoman, professional trainer, facilitator, speaker and published author, Xanthopoulos devotes herself full-time to assisting high growth, entrepreneurial companies in achieving their next level of excellence through executive and management development. Through her company, The Leadership Edge, she is recognized for her expertise in teaching business skills and techniques to corporate leaders who are highly trained in academic fields other than business, but who also have executive and management roles in prospering, innovative companies. She has distinguished herself through the success of her popular "From The Laboratory To Leadership: Developing Scientific and Corporate Leaders", program as well as her, "The Referral Edge" program.



Tuesday, November 15

Service and Support Conference			
7:30 AM - 5:00 PM	Registration	Santa Fe	
7:30 AM - 8:30 AM	Breakfast		
	Continental Breakfast	The Pavilion	
	Speaker Breakfast	Harbor A&B	
8:00 AM - 10:00 AM	Open Board Meeting	Pacifica	
10:00 - 10:30 AM	Break	California Ballroom Foyer	
10:30 AM - Noon	Joint Plenary Session Keynote Speaker Susan E. Metros, Associate Chief Information Officer and Associate Vice Provost Technology Enhanced Learning, University of Southern California in Los Angeles (Support Conference Opening)	California B&C	
Noon - 1:30 PM	Support Conference Lunch	The Pavilion	
1:30 PM - 2:30 PM	Service and Support Sessions		
1	Unifying the ITS department through Ticketing <i>Mark Zocher, Loraine Graves, University of San Diego</i>	Documentation and Training	California A
2	Developing service assessment metrics <i>Nikhil Chaphalkar, Brian Stawowy, Sara Friedank, Javier Fernandez, Amlan Mukherjee with Michigan Technical University</i>	Customer Support	California B
3	User State Migration Tool: Migrating to Windows 7 with Ease and Efficiency <i>Nicholas Jannini & Stephen Bryce Harper with MIT Sloan</i>	Technology	California C
4	Discuss IT - The Changing Roles of Student Workers in Supporting Lab Services <i>Cindy Guerrazzi, University of Delaware & Cynthia Burdick, Texas A&M</i>	Instructional	Plaza
5	Gentlemen, we can rebuild him: designing CITES Help Desk 2.0 <i>Ryan Sharpe, Kathy Lyons with University of Illinois - CITES</i>	Management	Santa Fe

2:30 PM - 3:30 PM		Service and Support Sessions	
1	The Mission – Teaming with Microsoft and Adobe for Licensing <i>Michael Cooper, West Virginia University</i>	Documentation and Training	California A
2	Q&A with Keynote Speaker Susan Metros	Customer Support	California B
3	Cross Platform Mobile Applications <i>Robert Siegfried, Lehigh University</i>	Technology	California C
4	ICT Infrastructure and Management for Collaboration with Regional Universities and Colleges <i>Takashi Yamanoue, Kagoshima University</i>	Instructional	Plaza
5	Discuss IT - iPads and the Higher Education Environment <i>Trevor Murphy, Williams College</i> <i>Chester Andrews II, Oberlin College</i>	Management	Santa Fe
3:30 PM - 4:00 PM		Break	
4:00 PM - 5:00 PM		Service and Support Sessions	
1	Maintaining Creative Integrity while Implementing Successful University Branding <i>Christopher Donald, North Carolina State University</i>	Documentation and Training	California A
2	Leveraging Both Quantitative and Qualitative Data Sources to Improve IT Help Desk Support Services <i>Kenneth Janz & Dean Feller with Winona State University</i>	Customer Support	California B
3	Managing iOS mobile Devices <i>Kristen Dietiker, University of Washington</i>	Technology	California C
4	Discuss IT - TranXENding Desktops <i>Joe Lim, University of Toronto Mississauga</i>	Instructional	Plaza
5	Revitalize and Re-brand Your IT Image <i>Thomas Mattauch, Hannah Pettit with Virginia Commonwealth University</i>	Management	Santa Fe
5:00 PM - 6:00 PM		BOFs	
7:00 PM		Dinner on the Town—With Old and New Friends <i>Sign up at the Registration Desk</i>	
9:00 PM - 11:30 PM		Hospitality Suite	
		Harbor A&B, Coronado	

Tuesday...

Service & Support Abstracts

1:30 PM – 2:30 PM California A

Mark Zocher, Loraine Graves
University of San Diego

Unifying the ITS department through Ticketing

In 2009, the University of San Diego's ITS department tracked the work they did in over a dozen different ticketing projects. Learn how we unified our ticketing system and ultimately unified our problem solving and change management process. Learn how we gathered input and buy-in along the way, the headaches we felt and the tasks we had to juggle. Two years later, how is the unification working? Have we seen changes in ITS because of this process?

1:30 PM – 2:30 PM California B

Nikhil Chaphalkar,
Brian Stawowy,
Sara Friedank,
Javier Fernandez,
Amlan Mukherjee
Michigan Technical University

Developing service assessment metrics

Developing performance metrics for assessing the efficiency of services is a growing need within organizations. The Engineering Information Technology (EIT) Department at Michigan Technological University (MTU) is a service-based organization. The User Services branch of EIT responds to a wide range of IT service requests from users and attempts to resolve them with as little delay as possible. This paper presents a methodology to develop a metric that can be used to establish the level of service for MTU EIT. The current service delivery was assessed using a two-pronged approach: by statistically characterizing the service times using historical service request records and by accounting for both the service providers' and users' perception of the current service delivery using a structured survey. Using this analysis, and the idea of a service being a shared platform for co-creation of value, between service provider and customer, a trade-off based model was developed to identify the level of service that EIT can deliver given its resource constraints. A Senior Design project team in the Service Systems Engineering program conducted the work in this paper.

1:30 PM – 2:30 PM California C

Nicholas Jannini, Stephen
Bryce Harper
MIT Sloan

User State Migration Tool: Migrating to Windows 7 with Ease and Efficiency

As early adopters of Windows 7 here at MIT's Sloan School of Management we were spending a lot of time on data migration. The greater the number of machines that we deployed with Windows 7, the more envy and desire arose throughout the community. Being a high-touch department and catering to such desires, as well as the rise in Windows XP malware infections, we found that too much of our time was being siphoned away by the tedious art of moving data manually. We needed a solution. Since User State Migration Tool 4.0 (USMT) is a free and highly customizable tool we decided it was the best route. This paper and presentation will review how and why we implemented USMT; first looking into some of the general terminology that is used and then the specifics of our execution. This includes: the reasoning behind our storage method, our batch scripts, what [data types] we include and exclude, and how we were able to automate the entire process of capturing the data and putting it back down onto a new device. We will also touch upon the time and energy saved by not only the technician but also the user.

Discuss IT - The Changing Roles of Student Workers in Supporting Lab Services

1:30 PM – 2:30 PM
Plaza

Cindy Guerrazzi,
University of Delaware
Cynthia Burdick, Texas A&M

Student workers are a vital part of supporting services at our Universities. Students working in service areas and in our computing labs are required to do more than we have previously expected from our staff. When we are hiring we also have a higher level of expectation and look for advanced skills, good customer service, and students who are willing to work--not just staff a service area or lab! Some of the ways in which students support labs at our Universities are: perform opening/closing procedures, process large format poster jobs, perform computer repair, support help desks & faculty teaching in labs, and facilitate processing test scoring and course evaluations. In addition we often ask students to help with other project/jobs that we may need a student assistant which might include transcribing minutes, helping verify document URL links, working with HTML files, etc. In order to provide these services students need to be trained to work in various areas, hired, scheduled, and we need to manage and students using various tools for tracking time and scheduling staff. We hope to provide a lively discussion regarding the changing roles of using students in our labs and the challenges we face motivating, scheduling, hiring & training staff.

Gentlemen, we can rebuild him: designing CITES Help Desk 2.0

1:30 PM – 2:30 PM
Santa Fe

Ryan Sharpe, Kathy Lyons
University of Illinois - CITES

"Work smarter not harder," "Do more with less." These are phrases we all hear on a daily basis as we face difficult budgets. The CITES Help Desk at the University of Illinois took the opportunity to redesign itself to create efficiencies, provide better services without increasing the budget, and begin creating career paths for its IT professionals. To support new services, more services, more groups, and larger audiences we focused on two major areas. The Help Desk full time staffs are now broken into two groups: student management & project support. This presentation will focus not just on the "why," but the "what" in regards to this move. The Student Management Team has helped refine the hiring, training and disciplining of the ever evolving student consultant. The Project support team now has direct involvement in the rollout of new services including Unified Communications which will replace our entire email and phone infrastructure and services. With a clear understanding of each group's responsibilities the Help Desk has seen improved morale, better communication and has slowed down the always expanding "duties as assigned" role.

The Mission – Teaming with Microsoft and Adobe for Licensing

2:30 PM - 3:30 PM
California A

Michael Cooper,
West Virginia University

If you are involved in software licensing and distribution, you will most always deal with two top-tier publishers--Microsoft and Adobe. Students and employees at your school will want to use leading edge technology software from these companies to accomplish their work. It is your task to find the best opportunities for cost savings and delivery methods for the greatest use of these products. Available licensing programs from these publishers can be

Tuesday...

Service & Support Abstracts

difficult to understand because of contractual commitments and misunderstood complexities. Licensing criteria for purchasing and distributing is different for each of these publishers. Do you need product support? How do Microsoft and Adobe offerings compare with "open source" products? Are the same products adequate for institutional and student use? What about virtualization and cloud licensing? This calls for teamwork involving you, the publishers, resellers, your institution, and end-users. Let us explore what you need for effective software licensing and distribution of Microsoft and Adobe products and contain costs, establish product use standards, and provide long-term organizational benefits.

2:30 PM - 3:30 PM
California B

Q&A with Keynote Speaker Susan Metros

Cross Platform Mobile Applications

2:30 PM - 3:30 PM
California C

Robert Siegfried,
Lehigh University

With the increased usage and overall adoption of smart handheld devices, higher education institutions need to leverage this medium and work toward meeting end user expectations for mobile applications. Lehigh University released an iPhone app ("LehighU Live") on November 9th, 2009. Since then the smart phone market has changed drastically. Android recently surpassed Apple as the most widely used phone OS, meanwhile Blackberry and revitalized Windows Mobile each have developed their own app store. Lehigh University's Smartphone Applications committee was formed in Spring 2011 to further meet our institutions mobile app goals. The committee initially had two goals in mind. Our first responsibility was to provide the same functionality that exists in the LehighU Live iPhone app to the other phone platforms (Android, Blackberry, and Windows Mobile). SungardHE recently released a free product called Mobile Connections. Mobile Connections is built off of an open source product called Rhodes. Mobile Connections gives Lehigh University the ability to provide apps for multiple phone platforms without the need for large staffing and subsequently a large budget. The second responsibility of the cross department Smartphone Applications team was help to expand the features provided by our mobile app. The Lehigh University mobile application is also designed as an extension our mobile.lehigh.edu site. Our mobile site focuses on using good device agnostic development practices while our mobile application can leverage unique traits particular to smartphones.

2:30 PM - 3:30 PM
Santa Fe

Trevor Murphy,
Williams College
Chester Andrews II,
Oberlin College

Discuss IT - iPads and the Higher Education Environment

Part of the mission of Instructional Technology at Williams College is to evaluate emerging instructional technologies and facilitate their implementation. The use of the iPad in teaching is a national trend in higher education. There are 155 higher education institutions with iPad deployments ranging from iPad library loans to providing every incoming first year student with an iPad listed on a website maintained by Eric Lai. In addition, there are blogs and websites devoted to the curricular uses of

iPad's in higher education run by Creighton University, Oberlin College, Lafayette College, and Seton Hill University, among others. The Instructional Technology group of OIT at Williams is interested in identifying the pedagogical benefits of the iPad as a teaching tool and the role the iPad could play in the context of Williams College teaching and research. This whitepaper examines the potential of the iPad at Williams by exploring how the iPad has been used at other higher education institutions.

2:30 PM - 3:30 PM Plaza

Takashi Yamanoue, Masayasu Hida-
ka, Yuichi Yamanaka, Masakazu Ito,
Masaharu Terada,
Anne Elizabeth Brasier,
Munetomo Nedachi
Kagoshima University

Akira Takenoshita, Yoko Nedachi,
Katsuyuki Suenaga
Kagoshima Immaculate Heart
University

Koji Yukawa, Noritaka Oto
International University of
Kagoshima

Hiroyuki Seto
Kagoshima Women's Junior College

Robert J. Fouser
Seoul National University

Yusei Suzuki
Shigakukan University

Yutoku Beppu, Tomohito Wada
National Institute of Fitness and
Sports in Kanoya

Holmes Rodriguez
Universidad de Antioquia

Toshihiko Okamura
Kagoshima Prefectural College

Kazuhide Dogome
Kagoshima National College of
Technology

Takeshi Yamada
Daiichi Institute of Technology

ICT Infrastructure and Management for Collaboration with Regional Universities and Colleges

ICT infrastructure for collaboration with regional universities and colleges, and management are discussed. Ten universities and colleges of Kagoshima prefecture in Japan collaborated for three years using ICT infrastructure. The purpose of the collaboration was to develop regional leaders and construct a new system for general education system for 1st and 2nd year students. ICT infrastructure was the one of the most important means to achieve this goal. The infrastructure consisted of Moodle servers at each institution, Moodle Lite, backup servers, test servers, a video on demand server, a video meeting system and other supporting systems. We constructed a distributed Moodle server system using Moodle network. Moodle Lite, a moodle system for mobile phones, was installed in all Moodle servers in each institution. We shared knowledge of using and managing Moodle on the distributed Moodle server. Moodle Lite can be used in regular classrooms without computers. This enables ubiquitous e-learning without PC. More than that, students can learn outside of the campus while commuting between their home and campus. This can be also used as clicker, an audience response system, in the classroom. The video on demand server was used for sharing lecture videos among the universities and colleges. The video meeting system was used for real time meetings for the collaboration. ICT infrastructure was designed and managed by a committee of the collaboration. Members of the committee consisted of fifteen faculty members from all institutions of the collaboration. Five members of the supporting staff were employed for managing the infrastructure. We outsourced the management of Moodle servers. The collaboration was supported by the Ministry of Education, Culture, Sports, Science and Technology of Japan as part of a program to support strategic university collaborations. After the end of the support, we are continuing to manage ICT infrastructure by ourselves.

Tuesday...

Service & Support Abstracts

4:00 PM - 5:00 PM
California B

Kenneth Janz, Dean Feller
Winona State University

Leveraging Both Quantitative and Qualitative Data Sources to Improve IT Help Desk Support Services

Many times information technology organizations in higher education look to customer satisfaction surveys or tracking data such as number of tickets resolved to measure effectiveness of help desk operations. While that is an excellent starting point to discuss effectiveness is it enough? The authors of this paper want to expand the question and ask: How are students' impacted by their current level of technical support and how does student support services related to technology impact academic success? A specific case study will be presented. Winona State University in 1997 launched its laptop program (now called the e-Warrior: Digital Life and Learning Program), providing every student with a laptop computer to enhance his/her studies. After 13 years, Winona State is still gaining experience with its Digital Life and Learning Program. The program continues to evolve as more faculty and students familiarize themselves with the changing needs of students, and Winona State will continue to learn more about the role of the program's impact on its students' educational opportunities for years to come. The presentation and paper will cover how the information technology user services team improved existing student and faculty annual surveys that result in more specific, valid, and reliable indicators of self-reported academic benefits. Stratified random sampling replaced the current convenience sampling method, improving the ability to generalize. In addition, information will be presented on how the help desk satisfaction survey was used a starting point for follow-up faculty and student focus groups to provide more context to issues of IT student support services. Finally all of these changes fed a broader plan of assessment to evaluate program success. This broader assessment plan can be found online at http://www.winona.edu/it/Media/e-Warrior_Digital_Life_and_Learning_Assessment_Plan_-_Final.pdf

4:00 PM - 5:00 PM
California A

Christopher Donald
North Carolina State
University

Maintaining Creative Integrity while Implementing Successful University Branding

North Carolina State University has implemented strict branding requirements for print and web design. This includes adopting the AP Style Guide, trademarked image usage, fonts, and limited color palettes. As both a designer and someone who teaches design to faculty and staff, I've seen that there is an inherent tension between the communication goals of the departments, maintaining high design standards, and meeting the needs of NC State branding. In our environment this is exacerbated by most departmental designers not being formally trained as visual artists. I would like to discuss the particular challenges we've experienced from both directions, as designers, and as design teachers. As designers we need to create audience specific, engaging content, which is cohesive for our departmental vision, but does not conflict with the University's visual goals. As a teacher I need to educate my students in how best to navigate the politics and personalities involved in the entire design process while learning an entirely new technical skill set. I will share our approach to

building our designs, creating original graphic design and photographic content, and acting as leaders for the rest of campus in integrating university branding. The software we train faculty and staff on include: Adobe CS4 InDesign, Acrobat Pro, and Photoshop. The software we use for creating our content is Adobe CS5.

4:00 PM - 5:00 PM
Plaza

Discuss IT - TranXENding Desktops

Joe Lim, University of
Toronto Mississauga

Distributed desktop computing has become extremely complex to managed and support. Not only are they expensive, insecure and maintenance-heavy, they also cannot effectively support the changing user needs. University of Toronto Mississauga is embarking on a proof of concept and pilot implementation this summer to implement an IT architecture that will improve desktop manageability as well as improving flexibility, security, and productivity to all of our users. We have partnered with Citrix to implement the Citrix XenDesktop solution to one of our computer lab integrating it with our existing XenApp implementation. One of the objectives is the desire to deliver Windows desktop as an on-demand service to our users anywhere. We will share our experience and lessons learned from the proof of concept and pilot implementation.

4:00 PM - 5:00 PM
Santa Fe

Revitalize and Re-brand Your IT Image

Thomas Mattauch,
Hannah Pettit
Virginia Commonwealth
University

Do you have users who complain about issues that existed years ago, but have now been rectified? Do you provide excellent service but still lack respect from your university community? Maybe it is time you revitalize and re-brand your group. The VCU helpIT Center did just that in an effort to overcome the hurdle of a bad reputation that was set years ago. Before re-branding, they took several steps to bring about change in the service provided by their office. Aggressive metric goals were set and statistics gathered to rejuvenate the group internally. Then, while working with the VCU Technology Services Marketing and Communication Department, the inception of the IT branding took place. Learn what was necessary to bring about the change in people's minds, both internal to the VCU helpIT Center staff and also their external user base. Also see how this effective branding campaign helped raise the respect of the VCU helpIT Center within the university and expanded to a division-wide re-branding of the groups within the VCU Technology Services - User Services Department.

4:00 PM - 5:00 PM
California C

Managing iOS mobile devices

Kristen Dietiker, University of
Washington

Mobile devices are sweeping across campuses as students and faculty find new uses for them in learning, teaching, and research. At the University of Washington's Department of Surgery, iPad's are being used in research and education. Managing mobile devices can be a complex and troublesome task, but with Casper Suite by JAMF Software, iPad's can be centrally managed and security standards strictly enforced. Come learn about how Casper Suite is utilized and how iPad's are used and managed in our department.

Wednesday, November 16

Service and Support Conference

7:30 AM - 5:00 PM	Registration	Santa Fe
7:30 AM - 8:30 AM	Breakfast	
	Continental Breakfast	The Pavilion
	Speaker Breakfast	Harbor A&B
8:30 AM - 9:30 AM	Service and Support Sessions	

1	The Circle of Internal Communication <i>Jean Tagliamonte & Chad Fust, Vassar College</i>	Documentation and Training	California A
2	Charting a New Course From Blackboard to Sakai <i>Beth Rugg, Ithaca College</i>	Customer Support	California B
3	Trusted Computing Architectures for a Mobile IT infrastructure <i>Vijay Anand, Jafar Saniie, & Erdal Oruklu with IIT, Chicago</i>	Technology	California C
4	Discuss IT - How SUNY – Empire State College solved it's Disaster recovery, business continuity, growth, and pandemic planning problems through virtualization and turned green in the process! <i>Curt King, SUNY - Empire State College</i>	Instructional	Plaza
5	This Isn't Your Father's Computer Lab <i>Dan Herrick, Colorado State University</i>	Management	Santa Fe

9:30 AM - 9:45 AM Break

9:45 AM - 10:45 AM Service and Support Sessions

1	Can you hear me now? Communicating to the Campus Community <i>Laurie Fox & Andy Camidge with SUNY Geneseo</i>	Documentation and Training	California A
2	Discuss IT - Dusting off your Data: Using Old Data to Support New Goals <i>Jeffrey Ballentine, Lisa Campeau, & William Branan, University of Pennsylvania</i>	Customer Support	California B
3	Orchestrating an Institution-Wide Transition to Google Calendar <i>Stephen Lewis & Stacey Kimmel-Smith with Lehigh University</i>	Technology	California C
4	Successful Implementation of an Active Learning Laboratory in Computer Science <i>Hossein Hakimzadeh, Raman Adaikkalavan, & Robert Batzinger, Indiana University</i>	Instructional	Plaza
5	Collaboration Across Organizational Boundaries: Developing an Information Technology Community of Practice <i>Mark Koan, Phoenix College</i>	Management	Santa Fe

10:45 AM - 11:15 AM	Break	California Ballroom Foyer
11:15 AM - 12:15 PM	Service and Support Sessions	
1	Discuss IT - Campus Web Toolbox: Web UI & Content Management Tools <i>Mojgan Amini, UC San Diego - ACT</i>	Documentation and Training California A
2	UR Mobile; There's an App for That <i>Melisa Tanger-Brown, University of Rochester</i>	Customer Support California B
3	The Windows 7 Build Key: Redesigning and Automating Image Deployment <i>John Tyndall, The Pennsylvania State University</i>	Technology California C
4	Discuss IT - Rapid Change management - Using Existing Technologies to Realize Business Process Efficiencies <i>Ann Harbor, Ellen Watson, & Robert Jackson with The University of Memphis</i>	Instructional Plaza
5	The Awkward Hallway: Getting Inside An Applicant's Head	Management Santa Fe
12:15 pm—1:30 PM	Lunch—On Your Own	
1:30 PM—3:00 PM	Poster Session	Pavilion
Title		Author
Read, Write, and Present for ACM SIGUCCS Conferences		Trevor Murphy, Williams College
Superstar Student Staff Teams		Karen McRitchie, Grinnell College
The Mission: Delivering Technology Information to those who need it most.		Jace Laakso, University of Montana
Usage and Experience with the File Sharing System with the Different Operation Policies		Naomi Fujimura & Zen'ichi Hirayama, Kyushu University
The Cultivation of a Help Desk Dashboard		Shereese Thomas & Adam Perkins, Wayne State University
What's Growing On Your Keyboards?		Jason Wagner, University of Rochester
We've Been Over This Before! Tracking the Lifecycles of Scheduled Events		Nathan Carpenter, Ryan Tucker, & Michael Curtin, University of Illinois
Choosing the proper hosting environment for your website		Debbie Durant, University of Delaware
Branding and Projector Security		Nason Simpson, Pima Community College
Sun Ray Self-Help Guide poster		Dan Herrick, Colorado State University
A Space Just for YOU: Specialized Learning Centers		Laurie Sutch, University of Michigan Library
Raising the Bar - Cell Phones the GGC Way		Susan Kerr, Georgia Gwinnett College

Wednesday, November 16

3:00 PM - 4:00 PM		Service and Support Sessions	
1	Windows 7 - Trials & Tribulations <i>David Dean, Lewis & Clark College</i>	Documentation and Training	California A
2	Discuss IT - Using Behavioral-Based Interviewing Techniques to Hire Top Performers <i>Blake Adams & Kathy Kral with University of West Georgia</i>	Customer Support	California B
3	Ubiquitous Computing <i>Matthew West, Lewis & Clark College</i>	Technology	California C
4	Investigating and Implementing Mobility <i>Christopher Higgins & Fred Morris with University of Maryland</i>	Instructional	Plaza
5	Discuss IT - Classroom Support -- For Those Who are Satisfied ... and Those at the Other End(s) <i>Jack Pope & Shahra Meshkaty with University of San Diego</i>	Management	Santa Fe
4:00 PM - 4:15 PM		Break	
4:15 PM - 5:15 PM		Service and Support Sessions	
1	Utilizing Educational Lean to Enhance the Information Technology (IT) Project Intake Process <i>Robin Honken & Kenneth Janz with Winona State University</i>	Documentation and Training	California A
2	Team Mission: Solutions for Managing Software <i>Gordana Brouillette & Cindy Stewart with University of Alberta Cindy Dooling, Pima Community College Cheryl Stahler, Bloomsburg University Janice Tulloss, UNC Greensboro</i>	Customer Support	California B
3	CourseCast – A New Angle on Course Capture Technology <i>William Klein, Valparaiso University School of Law</i>	Technology	California C
4	Discuss IT - The Virtual Computer Lab (VCL) at New York University <i>Meredith Rendall, New York University</i>	Instructional	Plaza
5	Leading from the Middle <i>Melisa Tanger-Brown, University of Rochester</i>	Management	Santa Fe
5:30 PM - 6:30 PM		Birds of Feather Sessions	
6:30 PM - 10:30 PM		Gala Event—Wave House	
10:00 PM - 11:30 PM		Hospitality Suite	Harbor A&B, Coronado

Wednesday...

Service & Support Abstracts

8:30 AM - 9:30 AM
California A

Jean Tagliamonte &
Chad Fust,
Vassar College

The Circle of Internal Communication

It occurred to me that the knowledge base in our ticketing system was both woefully out of date and hardly used. The problem was that it was everyone's job to update. We all know that when it is everyone's job, then it is nobody's job. I took on the responsibility of updating it but I simply didn't always know the hot topics coming in from the field. I decided a weekly internal communication could help. I set out to update a large number of FAQs and then sent a message out to the entire department listing all the "new & updated" FAQs in the system. Suddenly, people began to realize that the system was being used and began adding to it. The list grew, as did the weekly communication. I began adding information that had been added to our website, links to training videos and announcements about upcoming events that were aimed at support. We have gotten questions and participation from our entire department, not just the user services support staff. We now have a usable, current knowledge base that is growing every day.

Charting a New Course From Blackboard to Sakai

8:30 AM - 9:30 AM
California B

Beth Rugg, Ithaca College

Ithaca College is charting a new course in the sea of learning management systems leaving the turbulent Blackboard waters to find a safe port of harbor with Sakai. This paper will chronicle the issues that led us to begin charting this course, the initial departmental recommendation, how we involved faculty in the review and decision making process, the technical review process, the pilot and the implementation. Learning management systems are foundational instructional technologies. Yet, the options are limited and not extremely competitive. For the past decade Ithaca College had flip-flopped between Blackboard and WebCT (not necessarily by choice) trying the patience of all involved especially faculty and IT support staff. After the last upgrade forced by the purchase of WebCT by Blackboard, and in light of significant licensing increases, IT administration looked for a way to get out of the turbulent waters and into calmer seas. As a result of a collaborative review and evaluation process, Ithaca College is implementing Sakai hosted by Longsight beginning May of 2011 with campus-wide implementation planned for the Fall of 2011. This decision and move is significant because it will be the first major enterprise application system that is open source and hosted by an off campus vendor. The decision made sense philosophically, pedagogically and financially. We believe this change will provide a more stable, robust, collaborative environment for the future and will share our process in this paper.

Wednesday...

Service & Support Abstracts

8:30 AM - 9:30 AM
Plaza

Curt King, SUNY - Empire
State College

Discuss IT - How SUNY – Empire State College solved it's Disaster recovery, business continuity, growth, and pandemic planning problems through virtualization and turned green in the process!

Empire State College is a State University of new York college that serves over 20,000 students in a State-wide face to face and worldwide distance learning modes. The information systems department was faced with the challenge of solving five seemingly unrelated problems:

- Create a viable and workable Business continuity/Disaster recovery plan.
- Prepare for massive growth.
- Ensure that we could remain viable during a pandemic event.
- Build a more nimble and agile computing environment.
- Cut the IT budget. Do more with less.

All these were accomplished by leveraging a combination of virtualization techniques and network based storage. When we were finished we ended up with five times the computing and storage capacity, plus the added benefit of saving 70% on our energy costs over our previous environment.

8:30 AM - 9:30 AM
Santa Fe

Dan Herrick,
Colorado State University

This Isn't Your Father's Computer Lab

The College of Engineering at Colorado State University supports 15 computer labs, but only three qualify as the "traditional computer lab" model, with the number of available seats as the selling point. Our computer lab offerings have primarily shifted to electronic classrooms, meeting rooms, virtual labs, and collaborative design spaces based on evolving feedback from students and faculty. We promote group work spaces such as our Engineering Design Studios, a diverse offering of meeting rooms, multi-purpose spaces and electronic classrooms with a computer at each desk for interactive coursework. The curriculum emphasizes group work, and our technology services team works to support the curriculum by providing students with spaces that facilitate collaboration. Web-based virtual computer labs allow students to connect from virtually anywhere. Smart cards, thin clients and virtual desktops allow portable sessions. Audiovisual technology is prevalent and accessible. Our instructional needs require these types of evolving spaces, which blend instruction, course work and social interactions.

8:30 AM - 9:30 AM
California C

Vijay Anand, Jafar Saniie, &
Erdal Oruklu
IIT, Chicago

Trusted Computing Architectures for a Mobile IT infrastructure

As computing architectures become mobile the physical ownership of data and security guarantees for that data is required to gain trust of the users of

the computing architectures. In this paper we highlight security guarantees required to assure privacy concerns of the users of a computing service. A hardware system entrusted with security is referred to as the trusted platform module (TPM). We highlight how security guarantees in an IT infrastructure can be met using a trusted platform modules and should be an integral part of computing services along with other security constructs like firewalls, intrusion detection systems, anti-virus etc.

9:45 AM - 10:45 AM
California A

Can you hear me now? Communicating to the Campus Community

Laurie Fox, Andy Camidge
SUNY Geneseo

The days of printed newsletters are long gone, and our IT department uses a blend of email notifications, web page updates, and social media techniques to share news with the campus community. Unfortunately, students and staff were not getting the message. Determined to develop a communication plan that reaches everyone in the community, we worked with a team of students and staff to refine our procedures and deliver our messages in different ways. This presentation offers ideas for communicating with your campus through several different channels.

9:45 AM - 10:45 AM
California B

Discuss IT - Dusting off your Data: Using Old Data to Support New Goals

Jeffrey Ballentine, Lisa
Campeau, &
William Branan,
University of Pennsylvania

Are you exercising your data to the fullest? This session addresses effectively leveraging existing data to control costs, creating new services and delivering old services more quickly by recycling 'old' data for new uses. Specific implementations at Penn will be discussed; participants are encouraged to contribute ideas from their institutions. One of the quickest and most cost effective ways to meet evolving business needs is to leverage existing data in new and sometimes non-traditional ways. Penn recently has developed new identity management services, completed network improvement projects, and revamped process by examining and combining existing data differently.

9:45 AM - 10:45 AM
California C

Orchestrating an Institution- Wide Transition to Google Calendar

Stephen Lewis & Stacey
Kimmel-Smith
Lehigh University

Lehigh University completed an institution-wide transition to Google Calendar. This transition required careful research, thorough testing, and extensive client training. This publication chronicles Lehigh University's entire transition process from Oracle Calendar to Google Calendar. Various problems encountered, and their remedies, are discussed along with specific advice for other institutions considering a similar endeavor.

9:45 AM - 10:45 AM
Plaza

Successful Implementation of an Active Learning Laboratory in Computer Science

Hossein Hakimzadeh, Ra-
man Adaikkalavan, & Robert
Batzinger
Indiana University

There is ample evidence of positive impact of active learning on student

Wednesday...

Service & Support Abstracts

attitudes, critical thinking, and retention. The traditional lecture-style classrooms are not suitable for group interaction or activities. Having appropriate classroom with proper technology to support active learning is essential. In order to foster easier group interaction and collaborative learning, the authors have designed and constructed a new active-learning classroom inspired by the SCALE-UP classroom design. The classroom is specifically designed for group activities. Students sit around a collaborative station (each station can have up to five members). Each station is equipped with a large display monitor attached to a computer. The classroom walls are used as whiteboards for group discussions. The authors have developed various timed group activities specifically for this course to enhance student learning. In this presentation, we will discuss how the use of proper technology, an active learning classroom, along with proper pedagogical approach can enhance learning, foster group activities, promote peer learning, and improved retention in gateway science courses.

9:45 AM - 10:45 AM
Santa Fe

Collaboration Across Organizational Boundaries: Developing an Information Technology Community of Practice

Mark Koan, Phoenix College

The IT support environment within an Academic Setting is often siloed into disparate individuals. Rapidly increasing demand for technology support services, and often shrinking budgetary and staff resources, create enormous challenges for information technology (IT) departments in public sector higher education. To address these difficult circumstances, the author helped develop a network of IT professionals from schools in a community college system and a research university in the same geographic region into a community of practice (CoP) that spanned the boundaries of their organizations. This collaboration allowed members from participating institutions to share knowledge and ideas relating to shared technical problems. The author also collected data about the extent to which the community developed the factors that contributed to its development and the perceived value that the other leaders and participants attributed to the endeavor. The results indicated that the group did coalesce into a CoP. The author also identified two crucial roles that aided this development: community coordinator and technology steward. Furthermore, the IT professionals who participated and the leaders from their organizations reported that developing the community was a worthwhile venture. They also reported that while the technical collaboration component was very valuable, the non-technical topics and interactions were also very beneficial. Finally, indicators also suggest that the community made progress toward self-sustainability and is likely to continue. These findings suggest that other higher education IT organizations faced with similar circumstances may be able to follow this model and achieve positive results.

11:15 AM - 12:15 PM
California A

Discuss IT - Campus Web Toolbox: Web UI & Content Management Tools

Mojgan Amini,
UC San Diego - ACT

Universities as large, diverse, and innovative as the UCs dedicate a great deal of effort creating websites, writing web applications, and creating technology

solutions for specific needs across the entire campus. But the problem is, developers can't just focus on the main content or functionality – they also have to consider the visual appearance, campus branding, usability, accessibility, and best practices for every application. How can we streamline or consolidate this kind of effort that is happening simultaneously across many campus IT groups, using varied technologies and methodologies?

We asked the question “What do most campus websites have in common?” then identified solutions and made them available to the entire campus via this Campus Web Toolbox. This toolbox contains many essential time-saving tools for campus web developers:

- Content Management System for easily creating and maintaining campus-branded websites
- Mobile framework for easily creating campus-branded mobile websites and mobile web applications; based on the UCLA MWF
- Decorator theme and campus template for all websites and web applications
- HTML style library a plethora of standard styles and components to choose from
- Icon library common set of icons
- Forms & Widgets incorporate best practices in form layout and dynamic web elements

The significance of this innovative “self-service” toolbox model is that hundreds of IT developers across the campus can now eliminate thousands of hours of duplicate effort, share resources, and deliver consistently-branded web and mobile products improving usability/accessibility. Based on standards, it is sharable and interoperable across all UCs. Considering the entire toolbox, we project a cost savings of about \$650,000 annually with participation of a handful of campus groups. As this participation increases, so do the cost savings.

**11:15 AM - 12:15 PM
California B**

Melisa Tanger-Brown,
University of Rochester

UR Mobile; There's an App for That

In 2010 the University of Rochester partnered with Blackboard to implement a mobile solution for components of our web site that runs on iPhone, Blackberry and Android devices, as well as phones with web browsers. Popular areas of the web were implemented through an "app" solution that allows for multiple device support while keeping maintenance and development within our IT department to a minimum. We were able to leverage existing code from various services and areas of our web site and create a set of feeds that populate data into the mobile application. Blackboard maintains the actual device code and processing of the feeds which allows our IT team to focus on the data instead of the specifics of development of mobile applications and following trends in devices. This presentation will cover the decision-making process, the implementation, the



11:15 AM - 12:15 PM
California C

John Tyndall,
The Pennsylvania State
University

on-going development and the end-user feedback.

The Windows 7 Build Key: Redesigning and Automating Image Deployment

The image deployment process requires a certain amount of effort, finesse, and luck to effectively execute. Manual techniques are prone to inefficiency and inconsistency, and commercial products necessitate costly software, server-side additions, or network changes; and likely, these tasks must be performed by specialized IT staff. The Pennsylvania State University at Harrisburg has developed a successful method to quickly and effortlessly deploy its images without any infrastructure, network, or personnel dependencies. Dwindling resources and increasing demands are compelling IT organizations to do different with less. Technology is changing in the academic community and IT service units must adapt by concentrating on other, more valuable initiatives. The Windows 7 Build Key (WBK) allows this by replacing the complication and redundancy of image deployment and configuration with a fully unattended procedure that requires only about 5 minutes per machine. A bootable USB-based solution, the WBK is portable, easy, secure, and different from other approaches. Sensitive information like passwords, data, and the image itself are encrypted, allowing student/outsourced staff to build machines without disclosure or technical prerequisites. The WBK also takes the work out of image maintenance: out-of-box software or drivers are a simple drag-and-drop, and configuration is updated inside an XML file---no more finger-crossing with Sysprep. At the end of the build, users have a fresh installation of Windows 7 that is completely configured without any IT intervention. And even better, the computer can be rebuilt later without using the build key. This paper presents a model for designing a zero-cost automated Windows 7 deployment strategy from build to login that doesn't require any changes to your network or large investment of your time.

11:15 AM - 12:15 PM
Plaza

Ann Harbor, Ellen Watson,
& Robert Jackson
The University of Memphis

Discuss IT - Rapid Change management - Using Existing Technologies to Realize Business Process Efficiencies

Part of the mission of Instructional Technology at Williams College is to evaluate emerging Recognizing the criticality of transforming the university's administrative business services, the University of Memphis has just completed year one of RAPID Change Management. Understanding the urgent need for increased flexibility and agility in university business processes, the President and her Executive Cabinet dedicated resources to change aspects of our organizational culture. Hear how a sense of urgency is being created across business and academic units, and how existing technologies, for example, are being used to:

- Move to a fully electronic tenure and promotion dossier submission and decision-making process
- Move to a fully electronic graduate assistant appointment/reappointment process

- Move to a fully electronic faculty effort certification process

What would have taken months if not years to deliberate and chart a course for in the past, is now being accomplished in very short time frames. As future projects are identified, the work of prior projects teams is making the pace even shorter. What governance is necessary for this cultural change that emphasizes urgency? How intimately must actions map to strategy? Join in a lively discussion about how ready your institution is for significant cultural change; what obstacles you should expect to face, etc. Share strategies with your colleagues that your institutional is deploying to re-invent itself in the area of internal and external service delivery.

11:15 AM - 12:15 PM
Santa Fe

The Awkward Hallway: Getting Inside An Applicant's Head

Nathan Carpenter, Ryan
Tucker
University of Illinois

Hiring new student employees is a task that many IT help desks face every semester and finding quality applicants can often be a chore. How do you pick the best candidates from a pool where everyone seems so similar? The interview process at the CITES Help Desk has been designed to accomplish two things. The first goal is to get to know the applicant and ascertain whether they would be a good fit for the Help Desk. The second is to sell the Help Desk's role on our campus. If the applicant isn't buying our customer service philosophy, we can avoid later headaches. Our three-piece interview weaves together both these goals. Students are asked to complete a hands-on "technical" portion, a rapid-fire Q&A about IT services on campus and then answer some scenario based questions. Each piece gives us an idea of the applicant's knowledge, poise, attitude, communication abilities and customer service skills. But, we can also learn a lot about the applicant from the subtleties. Does the number of tabs they open in a browser matter? What does their choice of search engine tell us? Do they show composure during the walk down the long, awkward hallway on the way to the interview room? These questions and answers help us get into the head of the applicant. This paper will explore the interview questions we ask and the answers that give us the best impressions of an applicant. We'll also discuss the little things that may go unnoticed that can add up to make the difference between hiring or passing on an applicant.

longer be achieved using this new operating system. At Lewis & Clark College, we have migrated all of our PC computers and dual-boot labs to Windows 7 64bit from Windows XP. We overcame many obstacles while striving to meet our goals. This paper will highlight the in-depth process it took to develop and deploy a Windows 7 image for our environment, including the researched documentation and resources that assisted us through our endeavor.

Gold Level Contributors:



Wednesday...

Service & Support Abstracts

Poster Abstracts

1:00 PM—3:00 PM
Pavilion

Raising the Bar – Cell Phones the GGC Way

Susan M. Kerr,
Georgia Gwinnett College

Georgia Gwinnett College is the newest 4-year campus in the University System of Georgia. It opened its doors in August 2006 with a mission to maximize the use of technology toward enhancing instruction, collaboration, and student engagement. To that end, a cell phone program was initiated that provided a data capable smart phone to every faculty member and qualifying staff. Faculty were not responsible for holding office hours but instead were instructed to develop a "Technology Covenant" with their students. This Covenant indicated methods and times of proper communication that included text messaging, phone calling, and appointment scheduling. Since that time, the GGC Cell Phone Program has equipped over 600 cell phones or phone stipends to faculty and staff for enhancing student engagement and communications across campus. This paper will present outcomes, pros, and cons of supporting this initiative.

Superstar Student Staff Teams

Karen McRitchie,
Grinnell College

It has been 10 years since the Student Technology Consultant program at Grinnell College began. It started with 10-12 students who answered phones at the campus Helpdesk and has evolved into a program that enriches the students learning and work experience for their future careers. A common issue for departments who utilize student works is keeping them engaged with their job. The students have to enjoy working as well as getting some kind of reward for their efforts. With small budgets, this can often be a challenge for the IT departments.

Once you hire the right people and they complete the training program, there are many other ways to keep them engaged in their work, so that you are able to benefit from their work during their tenure with the college or university. At Grinnell College, I have implemented a student leadership team, project leadership, certification programs, a special senior achievement, volunteer opportunities and social events which all contribute to the successful retention of the student staff. In 10 years, I have had only a few students be terminated or quit their job with IT Services.

Explore the ways in which you can engage your student staff, keep them motivated and create an amazing team that will not only benefit the technology users on campus, but also give them opportunities for learning and experience that will benefit their future endeavors.

Trevor Murphy,
Williams College

Read, Write, and Present for ACM SIGUCCS Conferences

The Association of Computing Machinery Special Interest Group in University and College Computing Services (ACM SIGUCCS) is made up of professionals who support and manage of information technology services at higher education institutions. SIGUCCS sponsors an annual conference that is drawn together by volunteers. The conference program takes the form of paper authors presenting their findings in 30 minute talks, as part of a panel, or in a poster session. Papers are presented on a variety of tracks such as management, technology, customer support, documentation and training, or instructional technology. The track titles can change over time. Attending and contributing to the SIGUCCS conference program is an opportunity for professional development. This paper seeks to demystify the process of contributing to the SIGUCCS conference program as a reader, author, and presenter and thus make the opportunity to obtain professional development through contributing to the SIGUCCS conference program easier.

Jace Laakso,
University of Montana

The Mission: Delivering Technology Information To Those Who Need It Most

Administrative associates are often the hardest working people on campus. They're at the front lines and in the trenches answering difficult questions from faculty and students. If they want to learn about new technologies, they're often limited by their abilities, their schedules and their work environment. This disconnect can hinder IT's ability to function efficiently.

To address this need, Client Support Services at the University of Montana created a user group. Technology Associates Group, (TAG) meets once per semester to talk about upcoming changes in campus technology and systems, tools to help them use their office technology more efficiently, and new applications available for their department's students and faculty. We frequently have guest speakers such as the University President and the Registrar who are eager to meet staff they wouldn't normally encounter. They give insights into their technology use and/or what upcoming changes might impact TAG members.

At UM, approximately 200 staff are classified as administrative associates. They've enthusiastically embraced this group. At our first meeting, we expected just a few would attend. When over 40 registered we had to schedule a larger room and meetings have averaged that number ever since. Each meeting is held in a different campus building giving them a look at rooms and technology they often don't have the opportunity to experience. They also meet and interact with their colleagues and we serve refreshments setting a welcoming and comfortable atmosphere.

We have also created a TAG website for those who can't attend the meetings so they can view Camtasia recordings and minutes of the meetings.

It has been an overwhelming success. As one TAG member said in a recent survey: "I love these opportunities to interact with you face to face and build those relationships."

A Comparison of the Usage and Experience of a File Sharing System with Different Operation Policies

Naomi Fujimura &
Zen'ichi Hirayama,
Kyushu University

There are many kinds of file sharing systems used for various purposes in the world. At our University, we use a commercial product called Proself as our file sharing system. Proself has been set up under two different operation policies in our university. One is to provide an alternative to the practice of attaching files to e-mail messages in the e-mail system for our whole university. The other is to promote file sharing between specific groups such as laboratories, departments, and so on in one small campus. We have been operating two separate systems for about one year, and analyzed the usage to understand the differences between how these file-sharing systems are used.

We found that there are similar and different characteristics of usage in the two file sharing systems. The ratios of users against the potential users, the months actively used, file types uploaded and downloaded, and login time pattern over the course of a week are different between two systems. The login time pattern for a day is similar between two systems. JPG and PDF files are frequently transferred in the systems, but the order is different. Our analysis illustrates the difference of practical usage and gives us useful information to operate them in the future.

The Cultivation of a Help Desk Dashboard

Shereese Thomas &
Adam Perkins,
Wayne State University

Wayne State University Computing and Information Technology (C&IT) Help Desk implemented a relevant, user-friendly, organized, inclusive, and aesthetically-pleasing centralized resource, the C&IT Help Desk Dashboard to connect our first-tier, student support staff to frequently accessed knowledge. This increased efficiency by decreasing incident escalations, talk time, and second-tier interruptions.

In developing the Dashboard (after its initial stint on a Blackboard course site), a Lead Help Desk Technician (HDT) was tasked with creating a simple HTML document containing links to various C&IT resources. The Dashboard's logic was written with PHP, or PHP: Hypertext Pre-processor, used in collaboration with a MySQL database. Using a WordPress back end, the Dashboard pulls posts from its database and publishes them on its front page. It includes an announcement system for timely communication of problems and important news to student staff. These technologies drove implementation of the timesheet notification system, login system, and our customer service survey results tool, allowing flexible access to data through user-specific variables.

In a short period of time, the C&IT Help Desk implemented a free, flexible, custom tool to help student assistants' access knowledge quickly to help customers. What began as a functional dashboard, including the ability to post announcements and search all of Wayne State's institutional documentation from a central location, evolved into a relatively complex web application using

modern web technologies to streamline customer interactions. This increase in knowledge accessibility and integration decreased first-tier stress, increased organizational confidence and provided tangible benefits for customers and support personnel alike.

Happy Workers Mean Happier Customers!

Ayola Singh-Kreitz,
University of Florida

No matter what type of organization you support (Service/Help Desk, Labs, Classroom support, etc), if your employees are not happy, your customers will receive some of that discontent. At the UF Computing Help Desk, we strive to provide an environment where our employees can thrive professionally and develop social relationships that will last a lifetime. We believe that providing a good working morale environment alongside with some essential policies and procedures that must be enforced, our employees can then in return provide the highest level of customer service to our clients. It is also crucial to empower your employees by providing the proper tools for large traffic handling and the soft skills necessary to perform well in their jobs. We can measure our client's happiness by reviewing our customer satisfaction surveys and we can measure how content our employees are by their employment retention as well as their enthusiasm to grow professionally in our organization. We provide our employees with not only training opportunities, but also position promotions, and rewards for outstanding attendance or outstanding general performance. We also utilize their fields of study and interests by allowing them to work on projects that help our organization and their fellow peers.

InnovatEDU: Securing Data and Enabling Change in the Risk Adverse Culture of Higher Education

George F. Claffey Jr.,
Charter Oak State
College

Twenty-first Century institutional leadership involves a combination of fundraising, enrollment management, facility planning, setting discount levels and a never ending balancing act managing the needs and expectations of students, faculty, staff, the community and, of course, the Board. The skills required for effective leadership require both a broad reach and intricate, detailed knowledge in order to achieve and maintain successful operations. IT security is one more concern on the pile of the leader's responsibilities. While the requirements for successful leadership have increased, decreases in budget funding, state or federal support, and endowments are requiring innovative, budget-friendly solutions for addressing IT & data security.

What's Growing on Your Keyboards?

Jason Wagner,
University of Rochester

Thousands of users touch the keyboards and mice of public computers at the University of Rochester every day. In conjunction with the University of Rochester Medical Center we set out to discover what the users leave behind. Samples were taken from the busiest computers on campus and tested for the presence of bacteria and viruses. A variety of cleaning products was also tested to measure the efficacy of cleaning methods.

Wednesday...

Service & Support Abstracts

We've Been Over This Before! Tracking the Lifecycles of Scheduled Events

Nathan Carpenter
& Ryan C. Tucker,

University of Illinois at
Urbana-Champaign

One of the greatest struggles for our Help Desk was handling regularly scheduled events like account deactivations or the distribution of financial aid letters. Year after year slightly different versions of these events caught us off guard causing confusion amongst the staff which in turn led to poor customer service. We were exclusively reactive to these situations. Our responses were not standard and would pass without a proper dissection of how the event should be handled in the future.

A series of events made us realize that a passive reaction could not be our action plan. The Help Desk got slammed with a variety of issues that we had seen before, but yet we couldn't respond in a quick and consistent way. We didn't have documentation that recalled all the actions we previously took. We needed to come up with a way to track these events so that we could keep ourselves and our colleagues aware of events and figure out how to deal with issues before they hit the Help Desk.

The Lifecycle and Problem Tracker was our solution to this problem. Using our campus wiki, we devised a series of templates and a calendar that would allow us to track re-occurring events. Liaisons were assigned to these events and departments so that we could meet with various stakeholders before an event happened to ensure that the information we gave our customers was accurate. Templates allowed us to keep canned text and knowledgebase solutions in a single location to make deploying them a snap. We could also track unexpected issues and keep ticket counts and follow-up conversations so they could be easily accessed in the future or used in a post mortem.

Physical Security and Data Projectors

Nason Simpson,
Pima County
Community College

Technology is expensive, especially when we talk about data projectors, which can cost anywhere from \$400 to upwards of \$4000.

In this paper, we will outline some of the security measures Pima Community College has taken to reduce the theft of these high visibility assets.

Sun Ray Self-Help Guide

Dan R. Herrick,
Colorado State
University

Having deployed Sun Ray thin clients throughout our computer labs, computer classrooms, a residence hall, some administrative offices, and some graduate student offices, we were faced with the challenge of disseminating basic usage information for these unfamiliar devices, particularly in the public areas. To assist with this, we developed a large format poster which introduced the devices, provided quick tips and answers for common problems, and basic usage information. As one aspect of our communication efforts around the Sun Ray devices, these posters have had a significantly positive impact.

A Space Just for YOU: Specialized Learning Centers

Technology is ubiquitous in the lives of our students, faculty, and staff, and often they are expected to “just know” how to use it for academic purposes. This doesn’t always mean, however, that they really know how to transfer technology skills to their research. Since the 1990s, the University of Michigan Library has been supporting this knowledge transfer at the Knowledge Navigation Center (KNC) and Faculty Exploratory; in 2008 we began serving primarily undergraduates in a similar facility called the TechDeck.

Laurie Sutch,
University of Michigan

Open to the entire university community, over 70% of KNC clients are graduate students who are scanning articles for their teaching or research, creating posters or web pages, or formatting their dissertations. The Exploratory was specifically designed for faculty, to help them explore and apply new technology in their teaching, research and professional communication. In addition to consultations, faculty attend workshops on creating web pages or presentations, or manipulating images.

Developed with the needs of undergraduates in mind, and located on the busy first floor of the Undergraduate Library, the TechDeck is open evenings and Sunday afternoons. The Tech Suites across the room from the TechDeck include the Brainstorming Room (with a CopyCam, whiteboards and projector), the Presentation Practice Room (with a video camera and screen capture software), and the Editing Room (with editing software and media conversion decks). The same professional and student staff operate all three facilities, creating more flexibility in scheduling, more seamless service, and a student staff with a broader range of experience and knowledge. This in turn enables the library to provide a higher quality service.

This poster session will highlight the similarities and differences between these facilities and discuss staffing models to support them all.

Bronze Level Contributors:



Wednesday...

Service & Support Abstracts

Windows 7 - Trials & Tribulations

3:00 PM - 4:00 PM
California A

David Dean, Lewis &
Clark College

Giving up on something you know in order to risk the unknown usually proves to be a challenge. It is customary to have created a comfortable atmosphere of using what's now considered the old, but there is a demand for the new. So now is the time to learn, explore and ultimately understand the new. This new version of Windows is radically different from the old version. It requires much time, patience and planning, which in the Information Technology world is something we do not have. This requires us to collectively pool our experiences together and collaborate to achieve our goals. Windows XP has been around for a long time and most have become comfortable in developing and deploying it. Windows 7 offers a substantial upgrade from Windows XP in regards to features for users, but not necessarily for image developers. Image developers are discovering that creating a Windows 7 image is not an easy process compared to using Windows XP. It requires undergoing extensive test trials, researching new approaches to conduct old tasks, and giving up on features that can no longer be achieved using this new operating system. At Lewis & Clark College, we have migrated all of our PC computers and dual-boot labs to Windows 7 64bit from Windows XP. We overcame many obstacles while striving to meet our goals. This paper will highlight the in-depth process it took to develop and deploy a Windows 7 image for our environment, including the researched documentation and resources that assisted us through our endeavor.

3:00 PM - 4:00 PM
California B

Blake Adams &
Kathy Kral
University of West
Georgia

Discuss IT - Using Behavioral-Based Interviewing Techniques to Hire Top Performers

Success of any organization depends on the quality of its people. A poor hiring choice has a lasting effect on both the department and the person selected. This makes the interview process and subsequent probationary evaluation period critical tools for overall success. At UWG, our interviewing techniques had remained unchanged for the last decade, and we had no formal process for evaluation during the probationary period. We employed traditional interviewing techniques that focused on the background and technical skill set of the applicants, and did not evaluate soft skills. We used a single encounter with the applicant to drive our entire hiring decision. Once hired, we did not establish goals or benchmarks to evaluate candidates during the 6 month probationary period. With this in mind, we made several changes to our hiring process and provisional employee evaluation program. In order to improve our hiring and provisional employee evaluation process we decided to employ the techniques described in Behavioral Based Interviewing by Tom Turner. The premise of behavioral based interviewing is that past behavior is the best predictor of future behavior. By asking questions that elicit responses based on behavior from past experiences, a better candidate is selected. Furthermore, we enhanced our probation period to establish firm boundaries and

expectations. Within the first 2 weeks of employment, our supervisor meets with the new employee to go over goals and objectives that have been established for the probationary period. Expectations of employee behavior and productivity are defined during this time. Progress and feedback toward those goals is then reviewed at 2, 4, and 6 months. At the end of this session, attendees will be able to understand behavioral based interviewing techniques, and how they can be used to select the best candidate. They will be able to assess their current interviewing process and determine if a change in process would be beneficial.

Ubiquitous Computing

3:00 PM - 4:00 PM
California C

Matthew West, Lewis &
Clark College

Ubiquitous computing takes computation from the desktop environment and moves it into every area of our lives. Instantaneous information and computation will be distributed over an array of small wireless networked devices. These can be embedded in daily artifacts such as appliances, light switches, stereos, cellular phones, and watches. This capability will revolutionize computation, allowing it to take place anywhere and at anytime. Rather than accessing data only via a monitor and keyboard, one might access data via voice-activated commands and view it on a neighboring wall. Computation will be everywhere. Such technology will allow doctors to access medical histories during surgery uninhibited or help an architect inspect blueprint changes on site. For such a revolution to occur, however, an infrastructure and affordable technology needs to be established. This presentation will consist of a history of ubiquitous computing and an examination current research development. Advancing battery technology, wireless protocols (Bluetooth, IEEE 802.11, and LTE), applications, current examples, and social implications will be discussed.

Investigating and Implementing Mobility

3:00 PM - 4:00 PM
Plaza

Christopher Higgins,
Fred Morris
University of Maryland

The University of Maryland College Park begins the fourth year of its Mobility Initiative in Fall of 2011. The program, which is sponsored by the University Office of Undergraduate Admissions, the Office of the Provost and the Office of Information Technology (OIT), investigates the pedagogical, social, economic and projected future impact of mobile devices on the University experiences of faculty, students and staff. The initiative has evolved significantly from its inception that focused on recruitment, individual student use, and app development to integration in teaching and learning, class and cohort use, and the mobile enterprise. This paper will offer an overview of the conception of the project, its staffing, planning and early implementation. It will discuss the specifics of the plan and the ways its goals have changed over time. It will review the problems and pitfalls we encountered such as logistical challenges, financial constraints and public relations issues. Moreover, it'll cover the role of the faculty in the effort's planning, implementation and successes. Lastly, there will be a "where are we now?" analysis of the lessons learned and our plans going forward.

Wednesday...

Service & Support Abstracts

3:00 PM - 4:00 PM
Santa Fe

Jack Pope & Shahra
Meshkaty
University of San Diego

Discuss IT - Classroom Support -- For Those Who are Satisfied ... And Those at the Other End(s)

This paper frames instructional support issues and concerns from two points of view - the instructor (faculty) and academic technology support (Director of Academic Technology Services). The focus is classroom technology in direct support of instruction. The authors offer a dialogue to highlight both classroom technology support issues and promising solutions that facilitate learning at USD.

While the setting involves a single campus, the authors suspect the issues are more universal. The April 2010 survey results of technology usage in University of San Diego classes (USD Trends, 17) are remarkably similar to the "The ECAR Study of Undergraduate Students and Information Technology, 2009 (2010)" national survey results. Indeed, most faculty and students alike prefer a limited or moderate amount of technology in their courses.

But there is a considerable range of faculty (and student) interest in technology in these courses. Most use course management systems but with varying levels of expertise.

However, the overwhelming majority of USD's undergraduate classes are in a face-to-face setting. While all classrooms have easy-to-use basic display and internet connectivity (wireless and wired), access to tools that capture lectures or allow for shared group work on a common markup display is less common and often found in specialized settings. Compounding the problem, the quality of learning spaces varies considerably from one building to another. Most faculty are reasonably satisfied with the quality of classroom technology. However, the challenge for instructional support is to provide an environment that accommodates not just satisfied faculty but also faculty interested in a wider array of applications not commonly available in today's classroom. At the same time, such support must not complicate life for faculty and students who do not choose to use such tools.

Quite a balancing act and this is the subject of the proposed dialogue.

Utilizing Educational Lean to Enhance the Information Technology (IT) Project Intake Process

4:15 PM - 5:15 PM
California A

Robin Honken, Kenneth
Janz
Winona State University

Winona State University utilized the Lean principles of process improvement to enhance the project intake process for IT. Prior to 2009, Winona State's IT Department struggled with the successful completion of projects and decided to take a unique approach to resolving the issue. This approach allowed a core team of individuals to spend a focused amount of time documenting and discussing the current process, researching best

practices, and brain storming ideas for a new and improved process. At the end of the four-day Kaizen event, a new process was proposed and presented to a larger group of stakeholders for feedback and approval. After multiple revisions to the initial proposal, the new process was implemented in August of 2009. The process that now currently exists for IT project requests is documented on Winona State's website, <http://www.winona.edu/it/itsprojects.asp>. It allows for project owners and community members to make their requests online and includes automated communication back to them notifying them as to the status of their request. An IT project team reviews requests on a weekly basis, approves, denies or defers the requests, and assigns a project lead to communicate back with the requester. All approved, deferred and completed projects are tracked and displayed to campus via a project dashboard. The new process centralizes the documentation of all project requests and their statuses. This allows for more thorough research of requests to ensure alignment with the Campus Technology Master Plan. It promotes better communication between the IT units and allows for realistic expectations to be set to the WSU community. The return on investment has been great as we've shown an increase in the number of significant IT projects completed, as well as an increase in customer and stakeholder satisfaction.

Team Mission: Solutions for Managing Software

4:15 PM - 5:15 PM California B

Gordana Brouillette, Cindy Stewart
University of Alberta
Cindy Dooling, Pima Community College
Cheryl Stahler, Bloomsburg University
Janice Tulloss, UNC Greensboro

Managing educational software involves processes, tools and issues. There is a need for balance between faculty, staff and student satisfaction and the tools and methods utilized by administrators to acquire and distribute software. At the University of Alberta we strive to reduce the cost of software by negotiating and obtaining volume site licensed software from a variety of software suppliers. It is true that acquiring discounted software leads to a fairly high degree of customer satisfaction. However, what more can be done to benefit both the client's & software administrator's needs? This is what we would like to determine through a panel discussion with other software administrators from other institutions. What educational software services are being offered by peer institutions? What challenges are they experiencing implementing those services? Are these challenges unique to that institution or do others have solutions that may work elsewhere? If you are exploring software delivery methods, challenged by compliancy, struggling with managing software sales and inventory, let's get together. By sharing our knowledge and experience we may be able to help and provide answers which can be successfully implemented at all institutions.

CourseCast – A New Angle on Course Capture Technology

4:15 PM - 5:15 PM California C

William Klein, Valparaiso University School of Law

To address the increasing need to deliver, improve upon the quality, and track usage of class review sessions, the Valparaiso University School of Law has invested resources in course capture software called CourseCast offered by Panopto Systems. The ability to provide a discounted service to educational institutions through Panopto's Socrates Program was a high selling point to our school. While the software was free, some minimal costs were incurred for non-proprietary hardware. CourseCast's ability to synchronize audio, video, and screen captures with PowerPoint was an option

Wednesday...

Service & Support Abstracts

that was highly desired. Additional benefits beyond the original scope of the system included the ability to capture other events, such as lectures, class sessions, interviews, instructional sessions, and self/peer-review of teaching styles. Some risks, challenges, and rewards of both the technical and instructional aspects of the system were encountered during the implementation of this project. The investigation and strategic planning for the future use of CourseCast at the Valparaiso University School of Law continues to be a high priority.

Discuss IT - The Virtual Computer Lab (VCL) at New York University

4:15 PM - 5:15 PM
Plaza

Meredith Rendall, New
York University

Pressures of cost saving, space saving, and enhancing the student experience converge to fund the Virtual Computer Lab. Which of the anticipated benefits were realized? What unanticipated benefits were discovered? This is a student service, which meant we increased our opportunities to hear from students and learn what they really want from a virtual lab as opposed to those things we think they want. Increasing internal collaborations to provide greater support and visibility for students. Essentially this boils down to building relationships, even between departments that may have strained relationships. Can we really set aside differences in order to meet our clients' needs? Lessons learned from a multi-year project with a capital budget. The benefits to functional requirements, selecting a solution from a grading rubric even if it isn't open source, testing not just the concept with a proof-of-concept but consultants, too, and remembering that just because you're going down a new path doesn't mean you have to build it from scratch.

Leading from the Middle

4:15 PM - 5:15 PM
Santa Fe

Melisa Tanger-Brown
University of Rochester

The College of Engineering at Colorado State University supports 15 computer labs, but only As a manager, one is often stuck in the middle of the operational needs of one's unit and the ideals of the organization's leadership team. Dealing with day-to-day operational issues, while also supporting the strategies and mission of a larger organization, with no supporting framework, can often lead to gaps in policy and process. In early 2010 the managers in University Information Technology at the University of Rochester decided that we needed a new strategy to connect our individual units, stop working in silos, and work towards a better integrated team environment. In March, the entire management team from across University IT went on a retreat and talked about our issues. The result of that retreat was a focus on building a better team that could take on major cross-functional issues and work on presenting solutions for them. Shortly after the retreat goals for the coming year were created, and a steering committee was formed. This committee has been guiding the work of the management team and a number of initiatives that started this past year. Additionally, a number of smaller focus groups have formed to work on making our IT department function in a more cooperative and collaborative manner.

Service and Support Gala

**Join us at the Service and Support Gala
Wednesday night from 7:00 – 10:00pm
at The Wave House on Mission Beach.**



When: November 16th

Where: Wave House on Mission Beach

Time: 7:00 PM—10:00 PM



Transportation: Buses will pickup beginning at 6:30pm at the main hotel entrance on 1st Avenue and will run continuously to & from the Wave House and the Westin Hotel.



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IT: All Shook Up!

Management Symposium
and
Service & Support
Conference

Oct 15 -19, 2012



Thursday, November 17

Service and Support Conference			
7:30 AM - 5:00 PM	Registration	Santa Fe	
7:30 AM - 8:30 AM	Breakfast		
	Continental Breakfast	The Pavilion	
	Communication Awards Breakfast	Harbor A&B	
8:30 AM - 9:30 AM	Service and Support Sessions		
1	UMConnect one year later: Promoting Live@Edu services <i>Kathy Garramone, University of Montana</i>	Documentation and Training	California A
2	Bringing Students and Faculty Together Through Mobile Devices <i>Allison Czapracki & Cyd Burrows with University of San Diego</i>	Technology	California C
3	Moodle Integration of Automated Account Enabling System and Collecting User Usage Status in the Computer Lab <i>Hideo Masuda, Kazuyoshi Murata, Yuki Shirakawa, Yu Shibuya, Yasuaki Kuroe, Kyoto Institute of Technology</i>	Instructional	Plaza
4	Homework and Hangovers: The Joys of Empowering a Student Staff <i>Thomas Mattauch & Hannah Pettit with Virginia Commonwealth University</i>	Management	Santa Fe
9:30 AM - 9:40 AM	Break		
9:40 AM - 10:40 AM	Service and Support Sessions		
1	Enriching Scholarship: Sustaining Effective Campus Collaborations <i>Laurie Sutch, University of Michigan Library</i>	Documentation and Training	California A
2	Visualizing User Activity In Large-Scale, Open E-Learning Contexts: Challenges & Techniques for Operational Management <i>Owen McGrath, UC Berkeley</i>	Instructional	Plaza
3	Student Employees-Hire ‘em, Mold ‘em, Keep ‘em! <i>Dana Peiffer & Ben Arnold, University of Northern Iowa</i>	Management	Santa Fe
10:40 AM - 11:00 AM	Break		
11:00 AM - 12:30 PM	Closing Plenary—Keynote Speaker Gaylene Xanthopoulos Founder and President, The Leadership Edge, Inc.		California B&C
Workshops			
1	Superstar Student Staff!		Plaza A
2	Turbo Charge Your Training		Plaza C

Thursday...

Service & Support Abstracts

UMConnect one year later: Promoting Live@Edu services

8:30 AM - 9:30 AM
California A

Kathy Garramone,
University of Montana

In 2010, the University of Montana successfully switched student email service from a campus hosted system to Microsoft's Live@Edu services. For the most part, student email, called UMConnect, is robust and dependable. However, marketing some of its related features proved more difficult than we imagined. Live@Edu offers three kinds of services for universities: communication, collaboration, and productivity. Communication services include student email mailboxes with 10 GB of storage space, a calendar for personal and educational use, and contacts. Collaboration services are available with SkyDrive providing 25 GB of online storage space for individual use, file sharing, and working together with fellow students. Productivity tools through SkyDrive offers access to Microsoft Office Web Apps, online companions to Word, Excel, PowerPoint and OneNote. During the first year of implementation, UM's primary focus was on Live@Edu communication services. Once we determined that students were successfully using these services, our focus expanded to include Sky Drive and Office Web Apps. Information about these services is now available in our student brochures, on student email web pages, display boards, bulletin boards, and is also included in demonstrations at student orientations, technical group meetings and workshops. As we began marketing SkyDrive and Office Web Apps, we noticed two things; either students had no idea these services were available and they wanted to learn more, or they had negative impressions of them. How did we address these very different student attitudes? We needed more information to determine the best way to continue marketing Live@Edu collaboration and productivity services. In this paper we look closely at these services, how they function, additional student input on the positives and negatives, and how we arrived at a marketing plan that successfully promotes Microsoft's Live@Edu SkyDrive and Office Web Apps at UM

Bringing Students and Faculty Together Through Mobile Devices

8:30 AM - 9:30 AM
California C

Allison Czapracki &
Cyd Burrows
University of San Diego

The ubiquity of mobile devices such as the iPad and smartphones on the USD campus inspired the iTeam to identify a need to get faculty on the same wavelength as their students, who are leading mobile, digital lives. The team's goals included promoting awareness of mobile apps they support and teaching faculty how to meet students where they are -- constantly plugged in to mobile devices. Because digital natives tend to be fluent in the language of social media but often lack expertise in knowing how to efficiently use productivity and academic applications, the iTeam strove to expand students' technical skill sets through devices they were already familiar with, and engage students and faculty with the iTeam and its services. Through this workshop, they wanted to collaborate with faculty, teach them how to use mobile devices to reach their students, and connect them with the real skill sets of digital natives. In response, the iTeam designed and delivered a mobile-device workshop for both faculty and students that promotes apps with the goals of encouraging academic

collaboration, keeping learners connected to their coursework even outside of class, and helping students feel less detached and more immersed in their learning. Featured apps included: MySanDiego Mobile, Blackboard Mobile Learn, iClicker, eBook apps, and apps for note-taking such as Evernote. In this session, the iTeam will discuss the workshop format, its impact on and future potential for USD students and faculty, and reactions to the workshop.

Moodle Integration of Automated Account Enabling System and Collecting User Usage Status in the Computer Lab

In this paper, we present the Moodle integrated systems for campus computer system, the automated account enabling system (AAES) and collecting user logon status in the computer lab (CULS). The AAES let each new comer do self-learning of how to use our computer system and what is our term of use. After that he/she can enable the various computer services such as on-demand printing, network outlet and remote access after passing our automated examination on the Moodle contents. The CULS show the suitable information of users in the computer lab through our Moodle system. We have also implemented the capability set of preventing privacy for each role, for example, teacher role of the specific course can get the information of course-registered users only, ordinary student role can only get the number of free PCs, and so on. We also prepared the contents in the Moodle system by Japanese and English.

8:30 AM - 9:30 AM
Plaza

Hideo Masuda,
Kazuyoshi Murata,
Yuki Shirakawa,
Yu Shibuya, Yasuaki Ku-
roie,
Kyoto Institute of

Homework and Hangovers:

The Joys of Empowering a Student Staff

Living in the economic climate that exists today, many universities are looking at ways to cut cost while maintaining a high level of service. One method to cutting cost is to increase the staffing of students in support roles that in the past were held by full time employees. However, managing students can be a hassle. Not only are they prone to sudden schedule changes due to academic obligations (that need to be completed within 24 hours...), but also they have yet to be able to discern between a hangover and a legitimate illness. There exist many hurdles that on a daily basis need to be overcome. When managing students, these hurdles include utilizing successful hiring techniques, scheduling around class and academic activities, motivating a student employee, dealing with the unexpected, helping the student employee to develop a strong work ethic, walking the thin line of appropriate social media usage, along with many more issues. The VCU helpIT Center has attempted to tackle the issues that arise with student employment, and has maintained a high level of customer satisfaction while utilizing a primarily transient student staff. This presentation will focus on their successes, while highlighting the lessons they learned along the way.

8:30 AM - 9:30 AM
Santa Fe

Thomas Mattauch &
Hannah Pettit,
Virginia Commonwealth
University

Enriching Scholarship: Sustaining Effective Campus Collaborations

9:40 AM - 10:40 AM
California A

Laurie Sutch,
University of Michigan
Library

For 15 years, the University of Michigan's Teaching and Technology Collaborative (TTC) has been working together to help faculty and instructors learn and incorporate technology into their teaching and research. Our premiere event, Enriching Scholarship, is held each May before faculty leave for the summer. How does a group of volunteers from units all over campus organize and host this annual event? More importantly, how could *you* do it on your campus? The

Thursday...

Service & Support Abstracts

interactive session at the conference and this paper will walk you through the planning process, from identifying potential campus partners with similar goals to establishing a group focused on planning and funding a campus-wide event.

Visualizing User Activity In Large-Scale, Open E-Learning Contexts: Challenges & Techniques for Operational Management

9:40 AM - 10:40 AM
Plaza

Owen McGrath,
UC Berkeley

With the growing reach of the Internet into of higher education research and teaching activities, however, at four particular aspects of the data tend to hinder usage analysis: high density, broad time scales, many variables, and veiled patterns. Simple numerical summaries of server requests and server performance trends cannot adequately answer the kinds of questions posed by those who need to analyze learner behavior, improve user experience, and assess teaching and learning outcomes in web-based e-learning systems. Tracking and understanding remote users and their distant, round-the-clock activities present major technical and analytical challenges especially in terms of the sheer scale and volume of the generated usage data. Those who build, promote, and support educational technology in higher education have always needed to understand how these systems are actually taken up and used. Before the Internet era, researchers and designers could resort to close observational studies of user activity as carried out in campus locations (e.g., computer labs, study commons, technology enhanced classrooms). This paper focuses on practical applications of established data visualization methods that go a long way towards addressing the challenges posed by high density, broad time scales, many variables, and veiled patterns in systems usage data.

Student Employees-Hire ‘em, Mold ‘em, Keep ‘em!

9:40 AM - 10:40 AM
Santa Fe

Dana Peiffer &
Ben Arnold,
University of
Northern Iowa

Hiring Student Employees - Making the transition from hiring any warm body to selecting from a pool of applicants. Implementing effective training methods - Designing a training program that properly prepares your student employee for your environment. Generational Customer Service - Recognizing and dealing with the difference in generational philosophies in the work place.

Without effective advertising/posting of open positions for student employees in our ITS departments we were constantly faced with the scenario of hiring any warm body due to a low number of applicants. Through our new processes we are now seeing an increased number of applicants for available positions and also just to keep on file as new positions open up. A few examples of how this was accomplished would be:

1. Strategic advertising (orientation, online job board)
2. Streamlining the online application process
3. Hiring students from one ITS division for another based on experience
4. Fast-tracking the training process for each position

Generational philosophies can affect not only promptness to the job but the way your student employee handles both walk-in and phone-in customers. This can also be related to the "texting" syndrome where both dialogue and typing at the work place take on an abbreviated atmosphere.



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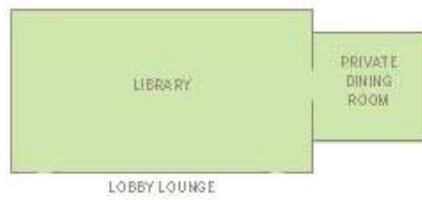
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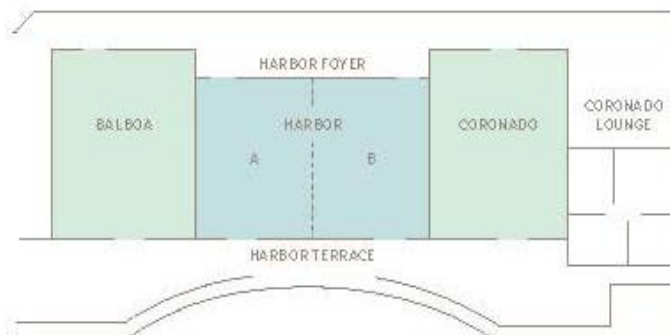
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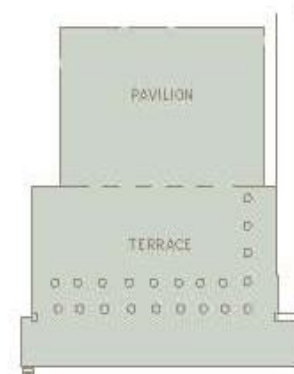
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