SIGUCCS
2012
MEMPHIS

IT: All Shook Up!

October 14th–19th, 2012
Management Symposium
Service & Support Conference
TABLE OF CONTENTS

Welcome
Welcome from the Conference Chair ........................................ 4
Conference Committee Volunteers ......................................... 5
SIGUCCS Chair Welcome .................................................... 6
Board of Directors .................................................................. 6

Awards and Thanks
Penny Crane Award for Distinguished Service ....................... 7
Communication Awards ....................................................... 8

Management Symposium
Management Symposium Welcome ....................................... 10
Management Keynote Speaker ............................................. 11
Symposium Schedule .......................................................... 12
Symposium Abstracts ............................................................ 15
SIGUCCS 2013 – Chicago .................................................... 23
Special Thanks to Contributors .......................................... 24
SIGUCCS 50th Anniversary ................................................ 25
SIGUCCS Social Media ....................................................... 26

Service & Support Conference
Service & Support Conference Welcome .............................. 27
Service & Support Keynote Speakers .................................. 28
Service & Support Conference Schedule .............................. 29
Service & Support Abstracts ............................................... 36
Resnet Student Technology Conference 2013 ......................... 54

Resources
Notes .................................................................................. 55
With great pleasure I welcome you to the 40th annual ACM SIGUCCS 2012 Management Symposium and Service & Support Conference. The theme of this year’s conference, “IT: All Shook Up,” brings to mind myriad images. The very words in this two-part title form a contradiction in terms. On either side of the punctuation mark, we hear the contrast of hot-blooded mid-50’s musical Americana with the sound of cold metallic gadgets transferring bits of virtual information. A long gaze from vinyl media to social media tells us just how far we’ve come in the last half-century. Our worlds are constantly being upended by changes - in educational practices, innovations, and budgetary pressures. We are indeed IT, all shook up.

Following this theme, it’s hard to be in Memphis and not think about the rich musical history and the innovations that are centered in this diverse Mississippi river town. It’s the home of jazz, blues, soul, and of big changes in the way we do business. Thus, it’s a fine place for us to convene to talk about soul, innovations, and IT. As you share and commiserate with your colleagues, remember that YOU are the visionary leaders. You have made this happen. And like making music, remember that improvisation is important, and also that riffing with the happening sound may be the best kind of leadership.

Putting together the SIGUCCS 2012 Conference was a team effort. I want to extend special thanks to the SIGUCCS planning team, who worked very hard for more than a year to make this happen. Thanks to all the presenters, who are providing the rich content of this conference. In addition, we applaud the entire chorus of volunteers. Your orchestrated effort from June 2011 to now has brought this conference to life.

And thanks to you, the people of SIGUCCS. We hope that you will find this program interesting, inspiring, and thought-provoking, and that the conference will provide you with a valuable opportunity to share ideas with other professionals in university IT management and support. We hope you learn, make and renew friendships, enhance your careers, and enjoy.

Carol Rhodes
SIGUCCS 2012 Conference Chair
CONFERENCE COMMITTEE

Conference Chair
CAROL RHODES
Indiana University

Conference Treasurer
ALLAN CHEN
Menlo College

Management Symposium
Program Chair
GALE FRITSCHE
Lehigh University

Service & Support Conference Program
Chairs
CINDY STEWART
University of Alberta, Canada
GORDANA BROUILETTE
University of Alberta, Canada

Conference Liaison
PARRISH NNAMBI
University of California, San Diego

Birds of a Feather
DAVID WEISS
Nazareth College

Communication Awards
TREVOR MURPHY
Williams College

Evaluations
JANICE TULLOSS
The University of North Carolina at Greensboro

First-Timers Coordinator
KENIESHA ETHERIDGE
The Citadel

Local Arrangements
ANN HARBOR
University of Memphis
ROBERT JACKSON
University of Memphis

Poster Session Coordinator
KELLY HUGHES
Lander University

Publications
JACQUELYNN HONGOSH
Oberlin College

Publicity
GAIL RANKIN
Salem State University

Registration
MELISSA BAUER
Baldwin Wallace University

Session Chair Coordinator
LEILA SHAHBENDER
Princeton University

Social Networking Coordinator
LAURIE FOX
State University of New York at Geneseo

Vendor Chair
SCOTT TRIMMER
The University of Findlay

Webmaster
JIM YUCHA
Virginia Commonwealth University

Workshops Chair
BETH RUGG
Ithaca College

Service & Support Conference Photography
Chair
KARL OWENS
University of Oregon

Volunteer Coordinator
BETH RUGG
Ithaca College

Customer Support Track
LAURIE FOX
State University of New York at Geneseo
JEAN TAGLIAMONTE
Vassar College
BEN ARNOLD
University of Northern Iowa
KRISTEN DIETIKER
University of Washington

Technology Track
VIJAY ANAND
Southeast Missouri State University
MICHAEL COOPER
West Virginia University
BLAKE ADAMS
University of West Georgia
KEN GILLILAND
University of Western Ontario

Instructional Support Track
TREVOR MURPHY
Williams College
CINDY GUERRAZZI
University of Delaware
SUSAN KERR
Georgia Gwinnett College

Training Track
JANICE TULLOSS
University of Northern Carolina at Greensboro
KATHY FLETCHER
West Virginia University
LISA BROWN
University of Rochester

Management Track
CAROL SOBCZAK
University of Maine
ROBERT HARING-SMITH
West Virginia University
KATHY KRAL
University of West Georgia

Posters Track
KELLY HUGHES
Lander University
LAURIE FOX
State University of New York at Geneseo
SCOTT SALUGA
Oberlin College

Management Symposium
Leadership, Partnerships, and Professional Development Track
CINDY DOOLING
Pima County Community College

Management Symposium
Resource Planning and Fiscal Management Track
TIM FOLEY
Lehigh University

Management Symposium
Technology Management Track
JENNIFER STEWART
Pennsylvania State University
Welcome! On behalf of the SIGUCCS Executive Committee, I want to thank Carol Rhodes and her committee for their tireless work to shake us all up, and keep us thinking and discussing the changes that are happening in higher education IT organizations.

SIGUCCS is one of ACM’s 37 special interest groups. Our annual conference is one of the foremost professional development opportunities for IT professionals in higher education. Beyond the annual conference, SIGUCCS also offers webinars, an online LinkedIn community, a member newsletter and we are proud to announce at this conference a new mentoring opportunity. I encourage you all to maintain your SIGUCCS membership and take advantage of the year-round benefits of SIGUCCS!

The SIGUCCS Executive Committee, elected every three years to guide SIGUCCS’ efforts, is continually exploring ways that we can help our membership to continue to grow in their profession. Please talk with any of us to give your ideas of how you’d like to see the SIGUCCS organization progress.

But what I love most about SIGUCCS are the people—peers, colleagues, friends and partners in crime, I have met them all during my years in SIGUCCS. SIGUCCS members are a passionate group who want to share their ideas, 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 alive and well!

While you are in Memphis, surrounded by the beautiful noise from Beale Street, networking and learning, remember to have some fun! I highly recommend the barbeque—it is delicious! And hopefully you will have a chance to make a pilgrimage to Graceland, home of the King. And when you go home, be sure to take some of the ideas that you learn in Memphs back to your institution to continue shaking things up.

Kelly Wainwright  
SIGUCCS Chair

---

**2012 BOARD OF DIRECTORS**

**Chair**  
KELLY WAINWRIGHT  
*Lewis and Clark College*

**Past Chair**  
BOB HARING-SMITH  
*West Virginia University*

**Vice Chair and Conference Liaison**  
PARRISH NNAMBI  
*University of California, San Diego*

**Communications Award Chair**  
TREVOR MURPHY  
*Williams College*

**Secretary**  
KAREN MCRITCHIE  
*Grinnell College*

**Marketing Chair**  
NANCY BAUER  
*Ross University*

**Treasurer**  
MELISSA BAUER  
*Baldwin Wallace University*

**Professional Development Chair**  
BETH RUGG  
*Ithaca College*

**Information Director**  
MAT FELTHOUSEN  
*University of Rochester*

**Awards Selection Committee Chair**  
ROBERT PATERSON  
*Molloy College*
The Penny Crane Award for Distinguished Service

The highest award given by SIGUCCS, it recognizes individuals who have made significant contributions to information technology in higher education and to SIGUCCS over a period of many years.

The SIGUCCS Hall of Fame Award

This award celebrates individuals whose generous contribution of their own time, talent, and energy has had a positive impact on SIGUCCS and its members.

Whom will you nominate?

Nominations are due by July 1 each year but can be submitted at any time. See siguccs.org/awards for more information.

Questions?

Write to siguccs_awards@acm.org.
COMMUNICATION AWARDS

1a. Computing Services Public Website
Best of Category
Texas A&M University
Texas A&M Information Technology 2011 Annual Report: Connecting With Our Customers

TEAM Allison Oslund, Gaurav Mandan, Xavier Porter, Laura Root, and Ethel Vaught.
SITE http://it.tamu.edu/annualreport/

1b. Computing Services Mobile Website
Best of Category
Texas A&M University
Go Mobile: Texas A&M University’s Mobile Strategy Website

TEAM Allison Oslund, Gaurav Mandan, Xavier Porter, Chris Siems, and Ethel Vaught.
SITE http://gomobile.tamu.edu/

2a. Printed Computing Newsletter
Best of Category
Texas A&M University
PossibilITies - Let’s Get Physical

TEAM Allison Oslund, Michelle Osterholm, Laura Root, and Ethel Vaught.
SITE http://it.tamu.edu/files/possibilities_newsletter_fall2011.pdf

2b. Electronic Computing Newsletter
No Awards

3a. Printed How-To Guides
Best of Category
University of Colorado Boulder
Desire2Learn Grade Book

TEAM Paul Myers and Robert Schwander.
SITE http://oit.colorado.edu/sites/default/files/D2L-Grade%20Book.pdf

3b. Electronic How-To Guides (individual)
Best of Category
University of Arizona
Working with Dashboards Prezi

TEAM Melanie Cooley, Jennifer Doll, Catherine Zavala, Ryan Straight, Suzanne Zimbardo, Steve Singkofer, and Yvette Lizarraga Hernandez.
SITE http://uits.arizona.edu/workshops/workshopdetail?view=190

3c. Electronic How-To Guides (collection)
Best of Category
University of Colorado Boulder
Desire2Learn - Instructor Tutorials

TEAM Paul Myers and Robert Schwander.
SITE http://oit.colorado.edu/d2l/help/instructors

3d. Instructional Classroom Materials
Best of Category
Virginia Commonwealth University
appsforVCU User Guide

TEAM Gary Garbett, Sheila Chandler, Marie Scott, Scott Davis, Sam Kennedy, and Hope Adams.
SITE http://wp.vcu.edu/wereit/instructional-classroom-materials/

4a. Printed Quick Reference Guides
Best of Category
Texas A&M University
Campus Connectivity: Residents’ Flyer

TEAM Lacey Baze, Allison Oslund, Michelle Osterholm, and Laura Root.
SITE http://it.tamu.edu/files/CampusConnectivity.pdf

5a. General Service Promotional Materials
Best of Category
Virginia Commonwealth University
VCU Wireless Connectivity

TEAM Gary Garbett, Kush Patel, Sam Kennedy, and Hope Adams.
SITE http://wp.vcu.edu/wereit/general-service-promotional-materials/
Award of Excellence
University of Arizona
Appointed Professionals Brochure
TEAM Kay Stevens Beasock, Lisa Stage, Richard Holland, Deborah Andrysiak, and Alexander Ganz.
SITE http://uits.arizona.edu/sites/default/files/faculty-staff-brochure-web_0.pdf

5b. General Service Campaign Materials
Best of Category
University of Arizona
University of Arizona Research Computing Campaign
TEAM Kay Stevens Beasock, Lisa Stage, Richard Holland, Deborah Andrysiak, Alexander Ganz, and Patti Van Leer.

Award of Excellence
University of Colorado Boulder
Digital Victims Postcards
TEAM Greg Stauffer, David Underwood, Tim Riggs, and Donna Pattee.
SITE http://oit.colorado.edu/sites/default/files/postcard_compilation2.pdf

5c. Student Created Promotional Materials
Best of Category
West Virginia University
Invitation
TEAM Jenn Buch, Robert Meyers, Eve Faulkes, and Chet Cook.

5d. Short Promotional Video/Audio
Best of Category
University of Colorado Boulder
Mary Rippon: Time Traveler
TEAM Micah Mador.
SITE http://youtu.be/8veZTZQqWg

Award of Excellence
Williams College
Zombies and Identity Thieves
TEAM Peter De Riemer, Tamra Hjermstad, and Criss Laidlaw.
SITE http://oit.williams.edu/feature/zombies-and-identity-thieves/

5e. Long Promotional Video/Audio
Best of Category
Williams College
Welcome to OIT!
TEAM Dhyan Adler-Belendez, Sharron Macklin, and Dinny Taylor.
SITE http://oit.williams.edu/about/

Award of Excellence
University of Arizona
Kuali / UAcess Video
TEAM Kay Stevens Beasock, Alexander Ganz, Lisa Stage, and Deborah Andrysiak.
SITE http://vimeo.com/39055810

6a. Software Distribution Physical Media
No Awards

6b. Software Distribution Electronic Media
No Awards
Welcome to Memphis, Tennessee for the 40th Annual SIGUCCS Management Symposium. As many of you know, this is the second year of the combined SIGUCCS conference. The Management Symposium was typically held in the spring and the Service and Support conference in the fall. Last year’s first combined conference (in San Diego) was a huge success and really set the bar high for future conference committees. This year, we promise you a great experience at both the Management Symposium and the Service and Support conference and feel confident you will come away with many new ideas, solid networking opportunities as well as an overall good time.

We have an excellent program in store for you. Sue Workman, Associate Vice President for Client Services and Support at Indiana University will open the Symposium (Monday) by discussing a topic that is a daily struggle for most of us – implementing change through the effective collaboration of groups within higher education. The opening keynote will transition into break-out sessions that are made up of three tracks: Leadership, Partnerships and Professional Development; Resource Planning and Fiscal Management; and Technology Management. The break-out sessions in the Management Symposium are designed to be facilitated discussions where the presenter will introduce an idea or topic and leave a significant amount of time for discussion with/among the audience. Similar to last year, on Tuesday, the program committee will be leading a plenary session entitled “Current Topics Exchange” where attendees will have the opportunity to move from table to table (every 20 minutes) to discuss popular IT topics that have an impact on higher education. Each table will have a moderator who will guide you through a discussion with your peers about problems, successes and failures relating to the table topic. On Wednesday, the Management Symposium will transition to the Service and Support Conference with a Joint Plenary delivered by Jim Sevier from Convergence Readiness Incorporated.

I would like to extend a special thanks to the Management Symposium Program Committee: Cindy Dooling of Pima Community College, Jenn Stewart of Pennsylvania State University and Tim Foley of Lehigh University for their hard work and commitment to the development of an outstanding program. We feel the diversity of the topics, keynotes, and BOFs as well as the networking opportunities available at the Management Symposium, will interest and excite you. So plan on becoming engaged, involved and informed as you participate in the 40th Annual SIGUCCS Management Symposium.

Gale Fritsche  
Management Symposium Program Chair
Sue Workman is the Associate Vice President for Client Services and Support at Indiana University. Workman provides University-wide leadership for the development and management of resources to enhance the use of information technology in teaching and learning and improve the support of technology used by all members of the Indiana University community, and sets the vision for deployment of client virtualization model for the institution. She also provides vision for the development and adaptation of IT services to meet changing needs of faculty, students, and staff and establishes external relationships and negotiates contracts for enterprise license agreements. Workman has a significant record of accomplishment in working with university partners to negotiate agreements and partnerships on behalf of Indiana University, including enterprise partnerships with Dell, Microsoft, Symantec, Apple, Adobe and others, and as a result, saving the University millions of dollars. She is one of the leading experts in knowledge management and self-service support. She has industry experience, including experience as a systems engineer at Hewlett-Packard and as manager of technology operations for Automated Technology Associates (ATA) in Indianapolis.

Workman has a Bachelor of Science degree in Mathematics and Computer Technology from the University of Indianapolis. Workman is a member of the board of TechPoint, a non-profit organization that represents Indiana’s technology community, the AT&T Higher Education Advisory Council, the BMC Software Advisory Board, the EDUCAUSE 2012 Program Committee, and the EDUCAUSE Core Data Survey Planning Committee. She is the mother of two young adults, and grandmother of one. She enjoys gardening, boating, jogging, and has just taken up golf.
# SYMPOSIUM SCHEDULE

## SUNDAY, OCTOBER 14

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>4:00 PM–6:00 PM</td>
<td>Registration</td>
<td>East Mezzanine</td>
</tr>
<tr>
<td>6:00 PM–7:00 PM</td>
<td>Reception</td>
<td>The University of Memphis School of Law</td>
</tr>
<tr>
<td>9:00 PM–Midnight</td>
<td>Hospitality Suite</td>
<td>Forest</td>
</tr>
</tbody>
</table>

## MONDAY, OCTOBER 15

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30AM–5:00 PM</td>
<td>Registration</td>
<td>East Mezzanine</td>
</tr>
<tr>
<td>7:30 AM–8:30 AM</td>
<td>Executive Seminar Breakfast</td>
<td>Jackson</td>
</tr>
<tr>
<td>8:30 AM–12:00 PM</td>
<td>Executive Seminar</td>
<td>Lansdowne</td>
</tr>
<tr>
<td></td>
<td>Implementing an Institutional Change Initiative .... Fast.... While Doing Our Day Jobs On A Budget</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Teresa Hartnett, Dr. Tom Nenon, Ellen Watson, Mr. Dan Feely, Mr. Len Green</td>
<td></td>
</tr>
<tr>
<td>1:00 PM–3:00 PM</td>
<td>From Us vs. Them to We: Collaborating for Change</td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td></td>
<td>Sue Workman</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Associate Vice President, Indiana University</td>
<td></td>
</tr>
<tr>
<td>3:00 PM–3:30 PM</td>
<td>Beverage Break</td>
<td>Venetian</td>
</tr>
<tr>
<td>3:30 PM–5:00 PM</td>
<td>Management Sessions</td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Leadership Issues When Managing a Cross-Organization Project</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Richard Nelson</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Technology Resetting your Web and Mobile support strategy: Shift- ing the development and support paradigm</td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td>Bobby Siegfried</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Planning Got the Blues? Issues That Keep Us Up All Night</td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td>Ann Harbor, Robert Jackson, Robert Johnson</td>
<td></td>
</tr>
<tr>
<td>5:00 PM–6:00 PM</td>
<td>Birds of a Feather Sessions</td>
<td>Grand Salon A/B/C</td>
</tr>
<tr>
<td>9:00 PM–Midnight</td>
<td>Hospitality Suite</td>
<td>Forest</td>
</tr>
</tbody>
</table>

## TUESDAY, OCTOBER 16

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 AM–7:00 PM</td>
<td>Registration</td>
<td>East Mezzanine</td>
</tr>
</tbody>
</table>
# SYMPOSIUM SCHEDULE

## TUESDAY, OCTOBER 16

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 AM–8:30 AM</td>
<td>Breakfast</td>
<td>Forest</td>
</tr>
<tr>
<td></td>
<td>Speakers’ Breakfast (by invitation)</td>
<td>Louis XVI</td>
</tr>
<tr>
<td>8:30 AM–10:00 AM</td>
<td><strong>Management Sessions</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Leadership</strong></td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>IT Leadership in the Coming Zombie Apocalypse</td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Allan Chen, Ben Arnold</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Technology</strong></td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td>Green computing on campus: Best practices and good models</td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td>Stacey Kimmel-Smith, Stephen Lewis</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Planning</strong></td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td>Software Licensing - How good is your SAM and are you prepared for a Software Audit?</td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td>Michael Cooper</td>
<td></td>
</tr>
<tr>
<td>10:00 AM–10:30 AM</td>
<td><strong>Beverage Break</strong></td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td>10:30 AM–12:00 PM</td>
<td><strong>Management Sessions</strong></td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td></td>
<td><strong>Leadership</strong></td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Embracing the Constant of Change</td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Kathy Kral, Blake Adams</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Technology</strong></td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td>Cars, Elephants and Geeks: Leading to Innovate and Change</td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td>Gale Fritsche, Tim Foley, Jennifer Stewart, Cindy Dooling</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Planning</strong></td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td>Prioritizing IT Projects through an Inclusive IT Governance Process Using Available Input to Help Make Difficult Prioritization Decisions</td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td>Stephen Vieira</td>
<td></td>
</tr>
<tr>
<td>12:00 PM–1:30 PM</td>
<td><strong>Luncheon for Management Symposium</strong></td>
<td>Hernando Desoto</td>
</tr>
<tr>
<td>1:30 PM–3:00 PM</td>
<td><strong>Management Sessions</strong></td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td><strong>Leadership</strong></td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Continuous Improvement: Turning Sticky Notes into Teamwork and Quality Assurance</td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Ashley Weese</td>
<td></td>
</tr>
<tr>
<td>3:00 PM–3:30 PM</td>
<td><strong>Beverage Break</strong></td>
<td>Continental</td>
</tr>
<tr>
<td>3:30 PM–5:00 PM</td>
<td><strong>Management Sessions</strong></td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td><strong>Leadership</strong></td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Continuous Improvement: Turning Sticky Notes into Teamwork and Quality Assurance</td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Ashley Weese</td>
<td></td>
</tr>
</tbody>
</table>
# SYMPOSIUM SCHEDULE

## TUESDAY, OCTOBER 16

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:30 PM–5:00 PM</td>
<td>Management Sessions</td>
<td></td>
</tr>
<tr>
<td><strong>Technology</strong></td>
<td>The Role of Mobile Devices in Teaching and Learning</td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td>Kelly Wainwright</td>
<td></td>
</tr>
<tr>
<td><strong>Planning</strong></td>
<td>Employee Engagement - Realigning Our Organization</td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td>Clare Vozza, Roy Hart</td>
<td></td>
</tr>
<tr>
<td>5:00 PM–6:00 PM</td>
<td>Birds of a Feather Sessions</td>
<td>Grand Salon A/B/C</td>
</tr>
<tr>
<td>7:00 PM–9:00 PM</td>
<td>Reception</td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td>9:00 PM–Midnight</td>
<td>Hospitality Suite</td>
<td>Venetian</td>
</tr>
</tbody>
</table>

## WEDNESDAY, OCTOBER 17

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 AM–7:00 PM</td>
<td>Registration</td>
<td>East Mezzanine</td>
</tr>
<tr>
<td>7:30 AM–8:30 AM</td>
<td>Breakfast</td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td>8:00 AM–10:00 AM</td>
<td>Open Board Meeting</td>
<td>Galaxie</td>
</tr>
<tr>
<td>8:30 AM–10:00 AM</td>
<td>Management Sessions</td>
<td></td>
</tr>
<tr>
<td><strong>Leadership</strong></td>
<td>IT Leadership Problems Solved: From Fostering a Healthy Organizational Culture to Successful Strategic Planning</td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td>Sandra Bury</td>
<td></td>
</tr>
<tr>
<td><strong>Technology</strong></td>
<td>Shaking Things Up for (the) Good: How Consumerization, Commoditization, and BYOD are Changing the Role of IT Services on Campus</td>
<td>Grand Salon D</td>
</tr>
<tr>
<td></td>
<td>Kristen Dietiker</td>
<td></td>
</tr>
<tr>
<td><strong>Planning</strong></td>
<td>Accessing IT Service Quality using SERVQUAL for Planning and Iterative Improvement</td>
<td>Grand Salon E</td>
</tr>
<tr>
<td></td>
<td>Janice El-Bayoumi</td>
<td></td>
</tr>
<tr>
<td>10:00 AM–10:30 AM</td>
<td>Beverage Break</td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td>10:30 AM–Noon</td>
<td>Joint Plenary</td>
<td></td>
</tr>
<tr>
<td><strong>The Future of Social Media in Education</strong></td>
<td>James R. Sevier, Founder and CEO, Convergence Readiness Inc.</td>
<td>Grand Salon A/B</td>
</tr>
</tbody>
</table>


Effective project management is known to increase the probability that projects will be completed on time, within budget and will produce the desired outcome. Even if all of these goals are not met, project management techniques can identify when additional resources need to be brought to bear, minimize “scope creep” and keep the stakeholders apprised of changed project timelines. Even the simplest of projects can benefit from project management when participants belong to different organizational units within an enterprise. If project management is so effective, why is there so much resistance?

Here are a few of the reasons:
1. Project Managers do not necessarily have the same technical knowledge or background of those doing the work. Some technicians resent non-technical oversight of their work.
2. In many institutions, complex projects (such as ERP conversions) are few and far between. Programmers, analysts and system managers are not used to having to working in large teams.
3. Some people are unwilling to delegate tasks to others not within their span of control.
4. Organizational culture does not foster cooperation between divisions.

Participants will have the opportunity to expand this list and talk about how they were able to mitigate some of these factors in their own organization.

SYMPOSIUM ABSTRACTS

Issues When Managing a Cross-Organization Project

Richard Nelson
The Citadel

In 2011, mobile devices outsold PC devices by over 50 million units. Based on this (and other related) data, it has been predicted by prominent organizations such as Morgan Stanley and Gartner that access to the Internet via mobile devices will surpass access via PC devices within the next few years. Even more impressive is the steadily-growing group of users who use mobile devices as their primary access to the Internet — many who almost never access it using a PC. Given these realities, think about the Web presence at your institution/department. Do your sites treat mobile users as a primary audience or an afterthought? If your sites are developed according to the traditional process, then chances are your ‘mobile-friendly’ pages are likely an afterthought. Going forward, however, one of the hallmarks of a successful Web strategy is the implementation of a completely re-envisioned development process driven by a “mobile-first” approach. In addition to current critical considerations including code standards and full compliance with accessibility standards, mobile devices must be treated as a primary point of access. This requires evaluating many, if not all, of the current processes in place at your institution governing Web development including, but not limited to, making critical and strategic decisions regarding the importance and conciseness of content based on what your users want; developing the mobile experience first and then adding enhanced functionality for the desktop experience; and adjusting the workflow to allow more time for planning and determining a project’s honest scope.

Resetting your Web and Mobile support strategy: Shifting the development and support paradigm

Bobby Siegfried
Lehigh University

MONDAY • 3:30 PM–5:00 PM • GRAND SALON A

MONDAY • 3:30 PM–5:00 PM • GRAND SALON B
Got the Blues? Issues That Keep Us Up All Night

Ann Harbor
Robert Jackson
*The University of Memphis*

Robert Johnson
*Rhodes College*

Got the Blues? In a Funk? It often seems that IT leaders just can’t get a break. We institute standards to provide the best possible customer service, but survey data continue to reflect our clients’ desire for more, better, faster, and specialized technologies to serve their needs. Let’s talk. This session will be an information sharing opportunity to learn how others are addressing common issues, particularly strategies to best meet institutional needs and expectations. Is your IT organization optimally structured? Does the service model need to change? Is IT leading change initiatives or reacting to them? How many clouds do we really want to be in?

---

Green computing on campus: Best practices and good models

Stacey Kimmel-Smith
Stephen Lewis
*Lehigh University*

Lehigh University is not quite at the forefront of the green initiative, but in the last five years we have made progress. Our Library and Technology Services division has participated in a campus-wide sustainability initiative, with representatives on waste, water, community, energy, and other groups who are working to prepare a comprehensive plan for the university. We have partnered with our sustainability coordinator to form a green team, to hold a dumpster dive/waste audit of the university’s main facilities, and to identify priorities for our division. Two success stories include our computing procurement and disposal policies. This session will highlight some of our activities and we hope to engage participants in a discussion of the best practices, the pitfalls, and possibilities for sustainable computing.

---

**SYMPOSIUM ABSTRACTS**

**MONDAY • 3:30 PM–5:00 PM • GRAND SALON C**

**TUESDAY • 8:30 AM–10:00 AM • GRAND SALON B**
As demonstrated in the ongoing documentary miniseries *The Walking Dead*, the zombie apocalypse is real. More importantly, all documented evidence and first-person recounts indicate that, as initial hysteria recedes, those remaining humans who can form a stable infrastructure—technical and personal—are the ones most likely to survive. This requires foresight, leadership, management, and wise decisions based upon circumstances that are wildly different from those we face today. This presentation will examine a number of strategic approaches to dealing with the rise of the undead “walkers,” and how sound leadership and management can make IT tools effective components of surviving and, eventually, thriving. We will also present specific tactical implementations and identify common mistakes in choosing technology that can lead to downfall (and then unsightly reanimation). This presentation seeks to identify team needs to respond to the coming apocalypse, best practices for putting the right people in the right places, and how to examine tools and tactics from multiple perspectives to find ones that are practically the most effective, not merely the most fancy-sounding.

Software Licensing: How good is your SAM and are you prepared for a software audit?

Michael Cooper
*West Virginia University*

Software asset management (SAM) is the process of managing and optimizing the purchase, deployment, maintenance, utilization, and disposal of software applications. The Information Technology Infrastructure Library (ITIL) defines SAM as “...all of the infrastructure and processes necessary for the effective management, control and protection of the software assets...throughout all stages of their lifecycle.” The goals of SAM are to reduce costs and limit risk related to the ownership and use of software, while maximizing responsiveness and productivity. SAM is particularly important for redistribution of licenses and managing legal risks associated with software ownership and expiration. SAM technologies help you track license deployment and expiration which allows you to function ethically and within software compliance regulations. This can be important for eliminating legal costs associated with license agreement violations. Your SAM strategy is critical for risk management. Are you ready for a software audit?

**SYMPOSIUM ABSTRACTS**

**TUESDAY • 8:30 AM–10:00 AM • GRAND SALON C**

**IT Leadership in the Coming Zombie Apocalypse**

Allan Chen
*Menlo College*

Ben Arnold
*University of Northern Iowa*

As demonstrated in the ongoing documentary miniseries *The Walking Dead*, the zombie apocalypse is real. More importantly, all documented evidence and first-person recounts indicate that, as initial hysteria recedes, those remaining humans who can form a stable infrastructure—technical and personal—are the ones most likely to survive. This requires foresight, leadership, management, and wise decisions based upon circumstances that are wildly different from those we face today. This presentation will examine a number of strategic approaches to dealing with the rise of the undead “walkers,” and how sound leadership and management can make IT tools effective components of surviving and, eventually, thriving. We will also present specific tactical implementations and identify common mistakes in choosing technology that can lead to downfall (and then unsightly reanimation). This presentation seeks to identify team needs to respond to the coming apocalypse, best practices for putting the right people in the right places, and how to examine tools and tactics from multiple perspectives to find ones that are practically the most effective, not merely the most fancy-sounding.

**TUESDAY • 8:30 AM–10:00 AM • GRAND SALON A**

**Software Licensing: How good is your SAM and are you prepared for a software audit?**

Michael Cooper
*West Virginia University*

Software asset management (SAM) is the process of managing and optimizing the purchase, deployment, maintenance, utilization, and disposal of software applications. The Information Technology Infrastructure Library (ITIL) defines SAM as “...all of the infrastructure and processes necessary for the effective management, control and protection of the software assets...throughout all stages of their lifecycle.” The goals of SAM are to reduce costs and limit risk related to the ownership and use of software, while maximizing responsiveness and productivity. SAM is particularly important for redistribution of licenses and managing legal risks associated with software ownership and expiration. SAM technologies help you track license deployment and expiration which allows you to function ethically and within software compliance regulations. This can be important for eliminating legal costs associated with license agreement violations. Your SAM strategy is critical for risk management. Are you ready for a software audit?

Software Licensing: How good is your SAM and are you prepared for a software audit?

Michael Cooper
*West Virginia University*

Software asset management (SAM) is the process of managing and optimizing the purchase, deployment, maintenance, utilization, and disposal of software applications. The Information Technology Infrastructure Library (ITIL) defines SAM as “...all of the infrastructure and processes necessary for the effective management, control and protection of the software assets...throughout all stages of their lifecycle.” The goals of SAM are to reduce costs and limit risk related to the ownership and use of software, while maximizing responsiveness and productivity. SAM is particularly important for redistribution of licenses and managing legal risks associated with software ownership and expiration. SAM technologies help you track license deployment and expiration which allows you to function ethically and within software compliance regulations. This can be important for eliminating legal costs associated with license agreement violations. Your SAM strategy is critical for risk management. Are you ready for a software audit?
As IT professionals, we need to accept the need for change. No matter where someone is on his or her career path, the ability to accept and adapt to change can be a key to success. IT professionals who have been in the field for a number of years have watched technology move from the mainframe to the personal computer to mobile technology. While this maturity brings along a wealth of experience and knowledge, it can also lead to resistance to change, and a very traditional notion of how IT should operate on campus. This hampers not only individual development, but also the success the IT department. So much of change is dealing with fear, either real or perceived. More often than not, it is perceived fear that can cripple individuals, departments, and sectors as a whole. Recent trends like BYOD, the growth and acceptance of cloud services, and the ever increasing pressure to do more with less bring up a multitude of fears that cause us to hunker down into the trenches and resist change. How can we possibly do more work? How can we support hundreds of different mobile devices? Will I still have a job if we outsource email? The ability to overcome the fear and embrace change whether created by you or thrust upon you is all that is needed to move forward. In this session we’ll discuss skills and methods to define, realize and embrace the fears that hinder change. By defining and understanding the fears, we can accept and enjoy change and not be “All Shook Up.”

**SYMPOSIUM ABSTRACTS**

**Embracing the Constant of Change**

Kathy Kral  
Blake Adams  
*University of West Georgia*

**Cars, Elephants and Geeks - Leading to Innovate and Change**

Gale Fritsche  
*Lehigh University*

Tim Foley  
*Lehigh University*

Jennifer Stewart  
*Penn State University*

Cindy Dooling  
*Pima Community College*

Led by the Management Symposium Program Committee, this panel discussion will explore the principles and concepts presented in three books: *Car Guys vs. Bean Counters: The Battle for the Soul of American Business* (by Bob Lutz), *Switch*, *How to Change Things When Change is Hard* (by Chip Heath and Dan Heath) and *Leading Geeks: How to Manage and Lead the People Who Deliver Technology* (by Paul Glen, David Maister and Warren Bennis). Each of these books is unique in the way it explores Leadership, Fostering Innovation and Delivering Change, yet they are similar in the way they recognize the human behaviors that contribute to the success (or failure) of leading an organization.
Technology plays an important part in achieving strategic goals of any institution of higher education. Employing a cadre of advisory committees along with a well-designed rating system enables functional, front-line management to offer their insight. CCRI’s IT Department, working closely with the CFO, established an IT Governance process involving multiple groups in the prioritization process. Using the Institutional Technology Advisory Committee, the Information Systems Advisory Committee and the Academic Technology Advisory Committee, a system was built enabling open dialog on all potential suggestions for IT-related services. Prior to this new tool there were simply huge numbers of requests with no manner to delineate the importance to the college. Through the IT Governance method the committees acquire significant acumen on what a request involves, how it would impact individual departments and its overall bearing on the mission of the college. This new system fosters exchange between IT and its primary users. This results in a highly inclusive model in which all are aware of the projects’ assigned resources and furthers a method of involving functional users in the decision making and assignment of resources. The prioritized list emphasizes the partnership between IT and its constituents. This process is transparent and successful due to its open dialog approach to defining the priorities of IT and knowledge of exactly how resources are being assigned.

**Continuous Improvement: Turning sticky notes into teamwork and quality assurance**

Iowa State University’s ITS department has many goals, but for the Solution Center, the main goals are to reduce the time the customer waits for service, improve quality and be a single point of contact. In order to reach those goals, employees must all work cohesively. We needed to improve morale and improve the quality of information all while trying to create a team atmosphere. Some employees, like most in the help desk world, knew what their job entailed, but didn’t know where to begin the troubleshooting process or had strengths in certain areas but lacked in others. In order to create a consistent experience for our customers and work on quality simultaneously, we needed to provide training. We created trainings and then broke employees into two-person teams that rotated after each scenario, giving everyone an opportunity to work together. Each team was equipped with sticky notes and a marker and then teams were provided with scenarios based on previous calls that year. For each scenario, teams were given two minutes to work together to write down five different troubleshooting questions they would ask the customer. Then, after time was up, each team submitted the sticky notes to share and discuss amongst the group. We found that having on-going trainings helped to generate synergy amongst the team as well as improve the quality of troubleshooting when assisting customers, all while having fun. From these trainings, we’ve created a quality assurance form based on troubleshooting steps the team discussed.
The Role of Mobile Devices in Teaching and Learning

Kelly Wainwright
*Lewis & Clark College*

Mobile devices, from smart phones to tablets, have the potential to change how faculty teach and students learn. As they become more and more ubiquitous, these devices seem to be a lowest common denominator for having technology in the classroom. BYOD is the new acronym as everyone tries to decide what it means at their institution.

At Lewis & Clark College, IT and the Library were funded to explore this potential by putting iPads in the hands of faculty across all three campuses (Law, Graduate, and Undergraduate) and then partnering with those faculty to explore innovative ways they can incorporate the iPads into their teaching and learning process.

---

**Employee Engagement - Realigning our Organization**

Clare Vozza
Roy Hart
*Seneca College*

Seneca College underwent an employee engagement survey in late 2010. Results of the survey for the Information Technology Services department were less than satisfactory. This presentation will look at the process that followed the review of the survey results, the appointment of a new CIO and the subsequent realignment of the organization. The process was scheduled for completion in June 2012. How did we fare so poorly, what are we doing right and wrong, what are our services and what should they be, what are the skills gaps for the team, what are our new functional areas, how do we improve communication and how do we communicate and implement the new organizational plan. The process is in-depth and this presentation will outline the steps taken and challenges encountered as well as the final outcome.

---

**SYMPOSIUM ABSTRACTS**

Come ready to discuss mobile initiatives at your institution while we discuss what impact they will have on teaching and learning.
As leaders in information technology at our institutions, we are responsible for setting strategic direction, making tactical decisions, and ensuring operational efficiency. Sometimes it is difficult also to nurture a healthy organization which acts as the foundation for these mission-critical activities. Please join us in a discussion about how to establish and maintain a healthy organizational culture. In addition to providing leadership within our own organizations, IT leaders face the challenge of aligning IT strategy with institutional goals. To successfully accomplish this requires that we learn to think in the language of the institution's success and to adjust how to describe, advocate for, and implement technology necessary for the delivery on those goals.

This session will present an opportunity to work through a new approach to strategic planning that can be adapted to fit any institution.

What is the quality of our services? Increasingly organizations are finding that delivering service quality is a prerequisite for success. Understanding and measuring service quality can pose a significant challenge in a conceptual area that has few physical attributes to measure, and in which the perception and meaning of quality will vary from person to person. Service quality information is important in IT planning, enabling universities to target and prioritize areas for service improvement and discontinuation.

Information Technology Services (ITS) at the University of New Brunswick adopted the SERVQUAL approach to assess our IT service quality. This approach, based on the customer's perspective, assesses five dimensions of quality: assurance, reliability, responsiveness, empathy and the tangible aspects. This case study will provide an overview of the SERVQUAL methodology and ITS's implementation. Through survey design and question development the methodology was adapted to minimize survey length, produce actionable results and enable iterative improvement. Session attendees will have the opportunity to see the approach in action when they assess the quality of this presentation using the SERVQUAL methodology. At the end of the session attendees will have the information they need to develop their own service quality survey.
Shaking things up for (the) good: How Consumerization, Commoditization, and BYOD are changing the role of IT services on campus

Kristen Dietiker
University of Washington

The last few years have demonstrated that the ongoing “consumerization” of IT is changing student, faculty, and staff expectations of IT service delivery on campus. Our clients want slick, always available access to work and course resources via the cloud; immediate access to the latest tools; and are increasingly using personal devices to access institutional data. In this environment, IT leaders are expected to rapidly adopt trends that will improve productivity or otherwise deliver value to their institutions. Many in IT bemoan this as an assault on IT capabilities, pointing to resources already stretched too thin. However, these trends mean IT strategy, governance, and strong IT leadership are only increasing in importance.

Including or even having administrative and academic leaders lead the IT strategy process can get IT Services and the institution on the same page, which will help create more effective and positive relationships between them. IT leaders who successfully manage these changes will provide their institutions with competitive advantage, while reducing the risks that these trends bring. And adopting a new approach to delivering IT Services on campus can keep IT leaders ahead of the game while still shaking things up for the good of the institution.
REACH NEW HEIGHTS by joining us in Chicago for the annual SIGUCCS Conference.

Learn more about others’ IT projects, implementations, and programs. Take home ideas to apply at your own institution.

Celebrate the history of SIGUCCS as we commemorate the 50th ANNIVERSARY of the organization.
SPECIAL THANKS

Computer Lab Solutions

mozy

HDI
The IT Service & Technical Support Community

TaskStream
Advancing Educational Excellence

CHERWELL SOFTWARE™

emergent™

lynda.com
You can learn it™

SCHOOL DUDE .com
You’re Invited!

A celebration in honor of the 50th Anniversary of SIGUCCS will be held at SIGUCCS 2013 but you can start celebrating now by visiting the 50th Anniversary Website:

http://www.siguccs.org/Conference/50

- Read about the history of this organization and help us spread the word to those involved in SIGUCCS - past & present.
- Listen to recordings and read quotes from people who have shared their memories of SIGUCCS, and please add yours.
- Add photos from conferences you have attended to the albums that are already there ... and start a new album if necessary.

We’re looking for SIGUCCS memorabilia for a “Museum Room” at SIGUCCS 2013 and our plan is to retain http://www.siguccs.org/Conference/50 as a virtual museum.

Help us plan a memorable celebration of SIGUCCS’ 50th Anniversary by sharing 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!
EventBoard is your free mobile conference companion for SIGUCCS 2012. It is available for Windows Phone, iPhone, and Android. To get it, just scan the QR code above, visit http://www.eventboardmobile.com/download_web.html and select your mobile platform, or simply search your mobile store for “EventBoard” and look for the blue travel organizer icon.

EventBoard has many fantastic features for keeping up with what’s going on at SIGUCCS. After you select the SIGUCCS 2012 event from the main screen, browse the conference sessions by speaker, time or track; create your own personal agenda (saved on your device); visit our sponsors; and receive announcements from the conference committee. EventBoard users can read conference-related tweets right from the app. Session attendees will also be able to submit feedback for our speakers.

Look for the SIGUCCS 2012 group on Facebook

Check-in to Foursquare foursquare.com/siguccs

Join us on Twitter @SIGUCCS #SIGUCCS12
We are delighted to welcome you to the 40th annual ACM SIGUCCS 2012 Conference in the heart of “Blues City” Maemphis, Tennessee. This magnificent city embodies the spirit of the conference theme, IT: All Shook Up.

The second annual combined conference brings together managers and support personnel who are enthused with keeping up with new technologies, procedures and insights. The sharing of information and exchange of ideas in Information Technology is a most valuable asset we have to enhance our educational institutions and careers. We welcome your participation!

We are thrilled with the variety of topics secured for this year’s conference and appreciate each and every one of you for your contribution of time and willingness to share your expertise and experiences. We look forward to many lively and informed presentations over the next few days that will enhance your technical, leadership and client-services skills. Our speakers and keynotes will undoubtedly shake up and inspire new thoughts and ideas for you to take home and implement in your ever-evolving dynamic world of IT.

A heartfelt, “thank you, thank you very much” to the keynotes, authors and presenters, track and session chairs, readers and reviewers who have worked so hard to make this conference happen. We are delighted to have worked alongside a group of talented and dedicated conference committee members from various institutions across North America to help in the planning and organizing of the ACM SIGUCCS 2012 Conference. We encourage you to plan to present a paper at the upcoming conference or consider joining the organizing committee as you will experience growth both as an individual and as a member within the larger SIGUCCS community.

We sincerely hope that you find the program stimulating and encounter renewed insights and ideas at this conference, that you depart feeling motivated and energized, and that you return safely home with an abundance of new friends and fresh perspectives to share with your colleagues and those we serve to achieve the best use of technology.

Finally, when back home, remember to thank your bosses for allowing you to take part in SIGUCCS 2012. Enjoy your stay in Memphis!

Gordana Brouilette and Cindy Stewart
SIGUCCS 2012 Service & Support
Program Co-Chairs
**KEYNOTE SPEAKERS**

*Jim Sevier* is the founder and CEO of Convergence Readiness, Inc. Jim is an acknowledged practicing advisor, educator and thought leader in the areas of Business and Technology. An accomplished speaker, Jim has delivered strategic presentations to Intel’s Gordon Moore, Prime Minister Benjamin Netanyahu and the Ministry of Industrial Development for the Korean White House.

With a career spanning nearly two decades, Jim has touched nearly every area of communications and transport technologies.

In his practice, Jim delivers advice and education to businesses looking to get the most out of their communications investments. As a complement to his practice, Jim writes blogs and produces content on numerous next generation communications technologies and business topics.

*Brian D. Janz, Ph.D.*, is the First Tennessee Professor of MIS and also serves as the Associate Director of the FedEx Center for Supply Chain Management at the University of Memphis.

Brian’s research interests focus on how information technologies affect organizational strategy, design, business processes, and supply chains. His most recent research is focusing on the implementation and use of emerging technologies in the healthcare industry, and the pacing and sequencing of implementing organizational strategies. Brian’s research has been published in book chapters as well as many academic and practitioner journals including *MIS Quarterly, Decision Science, Communications of the AIS, Journal of MIS, Personnel Psychology, Journal of Database Management, Journal of Information Technology Management, and Information and Management*.

Dr. Janz has over 30 years of experience in the information systems field working for The University of Minnesota, IBM, Honeywell, and General Motors, and consults widely with many Fortune 500 companies and governmental agencies.

In his keynote presentation entitled “Getting Into the Mind of the Customer: The Secret to Better Systems, Happy Users, and Your Sanity”, Dr. Janz will introduce the notion of “The Mind of the Customer,” and will discuss how we as IT professionals can use this idea to develop and deliver more useful applications and services to our end-user communities. Brian’s discussion will include prescriptive steps we all can adopt to insure that we get closer to our customers, as well as deliver solutions that address what our customers want and (more importantly) what they need.
## S&S Schedule

### Tuesday, October 16

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 AM–7:00 PM</td>
<td>Registration</td>
<td>Mezzanine</td>
</tr>
<tr>
<td>8:30 AM–4:30 PM</td>
<td>Bare Bones Project Management Boot Camp for Service &amp; Support Professionals</td>
<td>Grand Salon E</td>
</tr>
<tr>
<td>5:00 PM–6:00 PM</td>
<td>Service &amp; Support Newcomers’ Orientation</td>
<td>Grand Salon D</td>
</tr>
<tr>
<td>6:00 PM–6:30 PM</td>
<td>Service &amp; Support Volunteers</td>
<td>Grand Salon F</td>
</tr>
<tr>
<td>6:30 PM–7:00 PM</td>
<td>Service &amp; Support Session Chairs</td>
<td>Grand Salon E</td>
</tr>
<tr>
<td>7:00 PM–9:00 PM</td>
<td>Reception</td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td>9:00 PM–Midnight</td>
<td>Hospitality Suite</td>
<td>Venetian</td>
</tr>
</tbody>
</table>

### Wednesday, October 17

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 AM–7:00 PM</td>
<td>Registration</td>
<td>East Mezzanine</td>
</tr>
<tr>
<td>7:30 AM–8:30 AM</td>
<td>Breakfast</td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td></td>
<td>Speakers’ Breakfast</td>
<td>Venetian</td>
</tr>
<tr>
<td>8:00 AM–10:00 AM</td>
<td>Open Board Meeting</td>
<td>Galaxie</td>
</tr>
<tr>
<td>10:00 AM–10:30 AM</td>
<td>Beverage Break</td>
<td>Continental</td>
</tr>
<tr>
<td>10:30 AM–Noon</td>
<td>The Future of Social Media in Education</td>
<td>Grand Salon A/B</td>
</tr>
<tr>
<td>Joint Plenary</td>
<td>James R. Sevier</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Founder and CEO, Convergence Readiness Inc.</td>
<td></td>
</tr>
<tr>
<td>12:00 PM–1:30 PM</td>
<td>Luncheon for Service &amp; Support Attendees</td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td>1:30 PM–2:30 PM</td>
<td>Logos: The Power of the Word in IT Support</td>
<td>Grand Salon D</td>
</tr>
<tr>
<td></td>
<td>Christopher King</td>
<td></td>
</tr>
</tbody>
</table>
## S&S Schedule

### Wednesday, October 17

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:30 PM–2:30 PM</td>
<td><strong>Service &amp; Support Sessions</strong>&lt;br&gt;Introduction and Experience with the Primary Mail Service Based on Their Names for Students&lt;br&gt;Naomi Fujimura, Tadatsugu Togawa, Yoshiaki Kasahara, Eisuke Ito</td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td><strong>Evaluating IT Service Quality Using SERVQUAL</strong>&lt;br&gt;Janice El-Bayoumi</td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td><strong>Yes You Can: Offer a Comprehensive Set of Technologies to Enhance Teaching and Learning</strong>&lt;br&gt;Apurva Mehta</td>
<td>Grand Salon E</td>
</tr>
<tr>
<td>2:30 pm - 3:30 pm</td>
<td><strong>Service &amp; Support Sessions</strong>&lt;br&gt;A Little “More” Conversation &amp; Practice: Training Student Technology Trainers&lt;br&gt;Christine Vucinich</td>
<td>Grand Salon D</td>
</tr>
<tr>
<td></td>
<td><strong>Creating a Repeatable Framework for Campus Communication</strong>&lt;br&gt;Blake Adams, Kathy Kral</td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td><strong>Building a Sustainable Mobile Device Strategy to Meet the Needs of Various Stakeholder Groups</strong>&lt;br&gt;Robin Honken, Kenneth Janz, Zachary Boudreau, John Yearous</td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td><strong>Practical Uses of Cloud Computing Services in a Japanese University of the Arts against Aftermath of the 2011 Tohoku earthquake</strong>&lt;br&gt;Hiroki Kashiwazaki</td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td><strong>The Illusion of One Hundred Percent Uptime</strong>&lt;br&gt;Jeremy Kim, Jim Denk</td>
<td>Grand Salon E</td>
</tr>
<tr>
<td>3:30 PM–4:00 PM</td>
<td>Break</td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td>4:00 PM–5:00 PM</td>
<td><strong>Service &amp; Support Sessions</strong>&lt;br&gt;Shaking up Traditional Training with lynda.com&lt;br&gt;Becky Klein, Courtneey Bentley, Kathy Fletcher, Chad Fust, Elizabeth Wagnon, Cindy Sanders, Jacquelynn Hongosh, Karen Sirman, Carol Rhodes</td>
<td>Grand Salon D</td>
</tr>
<tr>
<td></td>
<td><strong>Student Hiring: Why Not Make It an Event?</strong>&lt;br&gt;Ashley Weese</td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td><strong>A Case Study of a Phased Approach Methodology for Application Development and Implementation</strong>&lt;br&gt;Meri Williams, Robert Jackson</td>
<td>Grand Salon B</td>
</tr>
</tbody>
</table>
## S&S Schedule

### Wednesday, October 17

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>4:00 PM–5:00 PM</td>
<td>Service &amp; Support Sessions: The Science of Computer Allocations, Jean Tagliamonte, Jean Ross</td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Why Virtual Desktop at CCRI? Finding Sustainability for Desktop Support, Stephen Vieira</td>
<td>Grand Salon E</td>
</tr>
<tr>
<td>5:00 PM–6:00 PM</td>
<td>Birds of a Feather Sessions</td>
<td>Grand Salons A/B/C/D/E</td>
</tr>
<tr>
<td>7:00 PM–8:30 PM</td>
<td>Penny Crane and Hall of Fame Reception (by invitation only)</td>
<td>Forest</td>
</tr>
<tr>
<td>9:00 PM–1:00 AM</td>
<td>Hospitality Suite</td>
<td>Venetian</td>
</tr>
</tbody>
</table>

### Thursday, October 18

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 AM–7:00 PM</td>
<td>Registration</td>
<td>East Mezzanine</td>
</tr>
<tr>
<td>7:30 AM–8:30 AM</td>
<td>Breakfast</td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td></td>
<td>Speakers’ Breakfast (by invitation only)</td>
<td>Louis XVI</td>
</tr>
<tr>
<td>8:30 AM–9:30 AM</td>
<td>Service &amp; Support Sessions: Discuss IT: Outreach and Communication: Shaking It Up, Trevor Murphy</td>
<td>Grand Salon D</td>
</tr>
<tr>
<td></td>
<td>Helping Student Employees Become Members of Your Organization, Wesley Marks</td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td>Capturing Malicious Bots Using a Beneficial Bot and Wiki, Takashi Yamanoue, Kentaro Oda, Koichi Shimozono</td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td>Building a Call Center in 2 Days — How a World Class Support Center Responds to Crisis, Thomas Mattauch, Rami Hatoum, Hannah Pettit</td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Let’s Discuss the SIGUCCS Mentoring Program!, Beth Rugg</td>
<td>Grand Salon E</td>
</tr>
<tr>
<td>9:30 AM–9:45 AM</td>
<td>Break</td>
<td></td>
</tr>
</tbody>
</table>
## S&S Schedule

### Thursday, October 18

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
</tr>
</thead>
</table>
| 9:45 AM–10:45 AM | Service & Support Sessions  
*Making The SIGUCCS Experience Last Year-Long; How a Regional Conference Became a Local Chapter*  
Mathew Felthousen, Lisa Brown  
*What Is It with These Kids? — A Generational Insight into Student Workers and Customers*  
Sean McLane  
*Building an Effective Software Deployment Process*  
John Tyndall  
*Continuous Change: A Help Desk Motto*  
Darren Kearney, Joyce Davidson  
*Building Collaborative Technology Learning Environments*  
Kenneth Janz, Ken Graetz, Chad Kjorlien | Grand Salon D  
Grand Salon C  
Grand Salon B  
Grand Salon A  
Grand Salon E |
| 10:45 AM–11:15 AM | Break  
Continental Ballroom | |
| 11:15 AM–12:15 PM | Service & Support Sessions  
*Discuss IT: Using Social Media to Communicate with Our Customers*  
Laurie Fox  
*Self-Service Portal Solves the Forgotten Password Dilemma*  
Christopher Wiggins  
*An Evaluation of Private Cloud System for Desktop Environments*  
Mikifumi SHIKIDA, Kanae MIYASHITA, Mototsugu Ueno, Satoshi UDA  
*Ink, Paper, Scissors: Experiments in Cutting Campus Printing Costs*  
Malinda Husk  
*Putting iPads in the Hands of Faculty*  
Kelly Wainwright | Grand Salon D  
Grand Salon C  
Grand Salon B  
Grand Salon A  
Grand Salon E |
| 12:15 PM–1:30 PM | Lunch on Your Own | |
| 1:30 PM–3:00 PM  | Poster/Vendor Session  
*Blending Military Chain of Command with the Typical IT Support Model to Support the Largest Dormitory in the World*  
David Tyler | Continental Ballroom |
### THURSDAY, OCTOBER 18

#### 1:30 PM–3:00 PM
**Poster/Vendor Session**

- **An Introduction to The Special Interest Group on Internet and Operation Technology (SIG-IOT) of Information Processing Society of Japan**
  Takashi Yamanoue, Naomi Fujimura, Hideo Masuda, Motonori Nakamura
  Continental Ballroom

- **Extending the Centralized Helpdesk Functionality to Improve Decentralized Support**
  Rachael Cottam, Peter Nguyen, Jeff Goff

- **Effective Zero-Cost Help Desk Software**
  Dan Herrick, Lisa Metz, Andrew Crane

- **Food and Drink in Computer Labs: Why Not?**
  Dan Herrick

- **The USC School of Social Work Faculty Technology Workshop**
  Terris Wolff

- **Communication Award Winner**
  University of Colorado Boulder

- **Communication Award Winner**
  Texas A&M University

- **Communication Award Winner**
  University of Arizona

- **Communication Award Winner**
  Williams College

#### 3:00 PM–4:00 PM
**Service & Support Sessions**

- **Discuss IT: Movin’ On Up - Finding Your Way to Manager, Director, and Beyond**
  Allan Chen
  Grand Salon D

- **Customer Service 101: A Refresher for Us All**
  Kelly Wainwright
  Grand Salon C

- **Security Challenges in IT Infrastructure for Cybersecurity Curriculum Support**
  Vijay Anand
  Grand Salon B

- **Shake Up Your Management Style!**
  Karen McRitchie
  Grand Salon A

- **Video Support Models for Liberal Arts Colleges**
  Trevor Murphy
  Grand Salon E
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>4:00 PM–4:15 PM</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>4:15 PM–5:15 PM</td>
<td><strong>Service &amp; Support Sessions</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>U Learn More: Transitioning to a Learning Management System for Staff at American University</strong></td>
<td>Grand Salon D</td>
</tr>
<tr>
<td></td>
<td>Jacqueline Palumbo</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Crafting Great User Experiences</strong></td>
<td>Grand Salon C</td>
</tr>
<tr>
<td></td>
<td>Nic Bertino</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Reducing Costs, Improving Service, and Extending the Life of Computers with Solid State Drives</strong></td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td>Mathew Felthouse</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Google Apps for Education: Valparaiso University’s Migration Experience</strong></td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Matt Smith, Richard Orelup, Becky Klein</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Transitioning to Universal Print Queue and Remote Campus Distribution of Printing and Copying Services</strong></td>
<td>Grand Salon E</td>
</tr>
<tr>
<td></td>
<td>Leonard Williams, Almond Dillard, Roxann Koch</td>
<td></td>
</tr>
<tr>
<td>5:15 PM–6:15 PM</td>
<td><strong>Birds of a Feather Sessions</strong></td>
<td>Grand Salons A/B/C/D/E</td>
</tr>
<tr>
<td>7:00 PM–9:00 PM</td>
<td><strong>Gala Event: Rockin’ in Memphis</strong></td>
<td>Peabody Rooftop</td>
</tr>
<tr>
<td>9:00 PM–1:00 AM</td>
<td><strong>Hospitality Suite</strong></td>
<td>Venetian</td>
</tr>
<tr>
<td></td>
<td><strong>FRIDAY, OCTOBER 19</strong></td>
<td></td>
</tr>
<tr>
<td>7:30 AM–12:00 PM</td>
<td><strong>Help Desk</strong></td>
<td>East Mezzanine</td>
</tr>
<tr>
<td>7:30 AM–8:30 AM</td>
<td><strong>Breakfast</strong></td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td></td>
<td><strong>Communications Award Breakfast</strong></td>
<td>Jackson, 3rd Floor</td>
</tr>
</tbody>
</table>
## S&S Schedule

### Friday, October 19

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30 AM–9:30 AM</td>
<td>Service &amp; Support Sessions</td>
<td>Grand Salon D</td>
</tr>
<tr>
<td></td>
<td>Discuss IT: The Clouds Surround Us: Everything You Ever Wanted to Know About Cloud Computing and More</td>
<td>Miranda Carney-Morris, Elizabeth Young</td>
</tr>
<tr>
<td></td>
<td>Modern Version Control: Creating an Efficient Development Ecosystem</td>
<td>Grand Salon B</td>
</tr>
<tr>
<td></td>
<td>Getting the Most Out of Your Help Desk Software</td>
<td>Grand Salon A</td>
</tr>
<tr>
<td></td>
<td>Fine Tuning Online Faculty Development Workshops</td>
<td>Grand Salon E</td>
</tr>
<tr>
<td>9:40 AM–10:40 AM</td>
<td>Service &amp; Support Sessions</td>
<td>Grand Salon D</td>
</tr>
<tr>
<td></td>
<td>Every Day Is Like Survival: Here, There and Everywhere</td>
<td>Grand Salon E</td>
</tr>
<tr>
<td></td>
<td>Operational Experiences from the Viewpoint of University IT System Administrators in the Metropolitan Area on East Japan Great Earthquake</td>
<td>Grand Salon E</td>
</tr>
<tr>
<td>10:40 AM–11:00 AM</td>
<td>Break</td>
<td>Continental Ballroom</td>
</tr>
<tr>
<td>11:00 AM–12:30 PM</td>
<td>Closing Plenary</td>
<td>Grand Salon A/B</td>
</tr>
<tr>
<td></td>
<td>Getting into the Mind of the Customer: The Secret to Better Systems, Happy Users, and Your Sanity</td>
<td>Grand Salon A/B</td>
</tr>
<tr>
<td>12:30 PM–5:00 PM</td>
<td>Workshops</td>
<td>Auburn</td>
</tr>
<tr>
<td></td>
<td>Growing Leaders: The Emerging Leadership Lifecycle of an IT Student Employee</td>
<td>Fran Versace, Rochester Institute of Technology</td>
</tr>
</tbody>
</table>
Too many people focus on the “technical” part of “technical support”. This means that we have support staff who are highly trained in software, hardware, specs and certs, and who can give very detailed descriptions of problems and resolutions, both in writing and in person. What gets lost, however, is the focus on the communication itself, and how their words and phrases are perceived by the end-users themselves. This paper/presentation will focus on the importance of “soft skills,” namely how phrasing, intonation, levity (or lack thereof), and simple choice of words can make the difference when announcing interruptions, documenting changes, and generally supporting your customers. It will also focus briefly on delivery mechanisms for messages, and how different mediums create different communication challenges. This paper/presentation will be useful to people directly interacting with end-users, either in technical support, documentation, or training.

Logos: The Power of the Word in IT Support
Christopher King
*NC State University*

This is a partnership between COL and OIT-USS to support faculty, and graduate students using LMS. Currently Portland State University (PSU) uses Desire to Learn (D2L). The support ranges from login issues, to the use of different tools in D2L, to course design. This help is available for faculty and graduate students who might act as TAs to undergraduate students. In order to perform this partnership, both COL and OIT-USS identified a specialized lab that is already serving faculty and graduate students. Portland State University is the largest university in Oregon with 30,000 students enrolled and 4,000 faculty and staff serving the students. How did Portland State University (PSU) achieve success with limited resources when it comes to LMS support? What did the Office of Information Technology and the Center for Online Learning do to provide support to their users?
We provided the mail service based on the students’ ID such as “1AB10123X” to the university students for a long time. However, we had some problems to communicate with the students who graduated from the undergraduate school, and go to the higher school. They get new mail addresses based on the new students’ IDs such as “2AB12789Y”. Teachers are forced to change the mail address list in the mailing list and address book in the mail client software. Students are also forced to send the message to notify the mail address change for all who have had contact with them via e-mail. We introduced the new mail system to provide not only mail address based on the students’ ID, but also mail address based on their own name in April 2011. In the system implementation, we did not have the formal information of the alphabetical name for students. We generated alphabetical names from Katakana name. It is not easy for us to get the precise name in that manner. We implemented the confirmation stage of the alphabetical name at the first time, and then students can select the mail address for their convenience. We paid much attention to the user interface in the system. We have been operating the system since April 2011. The number of student users who use the e-mail address based on their own name has been increasing gradually. We will report the detail and usage status of the system in this paper.

**S&S ABSTRACTS**

**Introduction and Experience with the Primary Mail Service based on their Names for Students**

Naomi Fujimura
Tadatsugu Togawa
Yoshiaki Kasahara
Eisuke Ito
*Kyushu University*

**Evaluating IT Service Quality using SERVQUAL**

Janice El-Bayoumi
*University of New Brunswick*

Service quality means different things to different people. Since there is no objective measure of service quality, the SERVQUAL methodology uses the customer perspective as the basis for assessment. Information Technology Services (ITS) at the University of New Brunswick adopted the SERVQUAL approach to assess five dimensions of the quality of our services: assurance, reliability, responsiveness, empathy and the tangible aspects. This case study will provide an overview of the SERVQUAL methodology and ITS’s implementation. Through survey design and question development the methodology was adapted to minimize survey length, produce actionable results and enable iterative improvement. Session attendees will have the opportunity to see the approach in action when they assess the quality of this presentation using the SERVQUAL methodology. At the end of the session attendees will have the information they need to develop their own service quality survey.
The wide array of educational technologies available today has evolved substantially in the past few years. Tools which had been released just a few years back are now more feature rich, easier to use, are able to integrate into campus portals, but most importantly the systems have become more affordable—in that most are now hosted in the cloud, not needing developers and technical staff to maintain, thereby allowing instructional designers, media and content specialists to concentrate their work on assisting faculty to use these technologies. UMass Boston has, over the past 4 years, taken advantage of these developments and is able to offer the community with a wide variety of options for engaging students. The presentation will show how a public university like UMass Boston has been able to offer a wide variety of systems, extended hours support, wikis, blogs, classroom capture systems, iTunes U, personal response systems and other services with a small staff and limited budgets. Offering wide choices allows faculty to teach with tools that suit their teaching styles, but more importantly allows students who become aware of these tools to demand that their faculty adopt them, because the way students learn has changed dramatically. It is our obligation to meet their learning needs.

Duke's Office of Information Technology (OIT) IT Training program includes full-time staff training partners and undergraduate student technology trainers who teach a variety of free technology seminars including WordPress, iMovie, Photoshop, PowerPoint and more. Throughout the academic year, the student technology trainers teach a variety of pre-scheduled technology seminars and OnDemand sessions to meet a small group's needs. This presentation will outline the processes and best practices that we use to get the student trainers up to speed on technical topics and comfortable in the classroom (public speaking, handling questions, etc.). We will address the standard train-the-trainer process including new-hire orientation, observing and assisting other trainers in live sessions, viewing online training resources and conducting recorded seminar demos with DukeCapture Panopto mobile as well as how mentoring, professional development opportunities and evaluations play an important part in customizing the experience to best meet the needs of each trainer.
Creating a Repeatable Framework for Campus Communication

Blake Adams
Kathy Kral
University of West Georgia

IT Services are provided to our campus in a variety of different environments. Failure to keep customers aware of the status of major enterprise-level services can quickly generate a variety of problems: an overburdened help desk, longer hold times, erratic communication within IT, and customer dissatisfaction. At West Georgia, we determined that a fully developed communication strategy can mitigate challenges by enhancing how IT positions itself to manage customer expectations through informed, constant, proactive updates using multiple channels. By carrying out the implementation in a phased approach, we worked in manageable steps with clearly defined objectives for each phase. Furthermore, each step was developed to be solution-independent and could be implemented using the best fit approach for the department. We are actively working through the framework, and already seeing positive results. We are also receiving positive feedback from customers, and experiencing a higher level of communication amongst IT groups during outages both planned and unplanned. Based on our success we believe that this model holds great value, not only in its ability to improve customer relationships, but in its ability to be adapted to fit any organization, based on need.

Building a Sustainable Mobile Device Strategy to Meet the Needs of Various Stakeholder Groups

Robin Honken
Kenneth Janz
Zachary Boudreau
John Yearous
Winona State University

With the percentage of students owning smart phones increasing to over fifty percent in 2010 at Winona State University, ITS collaborated with University Marketing and Communications to develop Winona State Mobile, http://www.winona.edu/it/winonastatemobile.asp. This presentation will detail the initial development efforts resulting in a native iOS app, to a change in mobile development strategy that allowed for Winona State Mobile to be accessed from Android devices, and prepare the way for future mobile development efforts. WSU Mobile was developed with the following features: campus map, WSU bus tracker, virtual tour, WSU news, faculty and staff directory, and academic calendar. This presentation will provide a detailed account of our development efforts and the reasons for our change in strategy, as well as demonstrate the end products. Finally, we will detail our most recent effort, the WSU Augmented Reality Tree Tour. We are confident that our current applications have been very successful based on qualitative as well as quantitative data. We have had well over 50,000 hits on WSU Mobile since October, 2011. The bus-tracking app alone has had almost 30,000 hits during that same time frame. Our team would like to share the knowledge we’ve gained with other institutions that are looking to increase their visibility among prospective students, as well as provide pertinent information to current students in a medium that is easily and quickly accessible to them.
Tokyo University of the Arts, which is one of National Universities of the Arts in Japan, was also affected by the 2011 Tohoku earthquake. Many stored art items in our museums are destroyed and many events are postponed or cancelled. Art Media Center, which takes control of whole campus networks and the IT policies managements, conducted practical uses of cloud computing services for these disabilities. For instance, we used movie streaming service “Ustream” to deliver the movie by the president of our university toward the Internet substituting for the canceled graduation and entrance ceremony. And also we use the cloud backup storage service “Dropbox Teams” at staff request for disaster recovery. By cooperating with other universities, we established the committee called “RICC” (Regional Inter-Cloud Committee) to promote the activities for inter-cloud computing and now experimental wide area distributed private cloud computer is being constructed. Through explanation of these projects, we show a detail for sustainable administration of a University of the Arts in Japan.

The Illusion of One Hundred Percent Uptime

In demanding academic environments students expect 100% uptime. It is rarely the case when dealing with school technology including Macs, PCs, printers, servers, complex networks and numerous peripherals that everything will be working correctly. Given our customers’ desired reliability how do we meet their expectations? We make use of a variety of software packages to identify potential problems before they impact students. These software packages focus on security state, application status, network connectivity and usage patterns. Through a combination of hot-swappable hardware, checklists, scheduled inspections and results from our monitoring software our dedicated staff is able to minimize perceived system downtime. Our student-support and student-experience staff gather regular feedback from the student body. This feedback coupled with our monitoring software and a student satisfaction survey is able to gauge our results. It is not possible to provide 100% uptime but by our constant monitoring and quick response we are able to give that illusion. To achieve this it is important to define your institutional goals and make sure you have the infrastructure in place which meets your unique needs.
Supporting the diverse technology training needs on campus while resources continue to dwindle is a challenge many of us continue to tackle. Institutions from small liberal arts campuses to large research universities are providing individualized training and application support 24/7 by subscribing to the lynda.com Online Training Library(r) and marketing the service to various combinations of faculty, staff and students. As a supplemental service on most of our campuses, lynda.com has allowed us to extend support to those unable to attend live lab-based training, those who want advanced level training, those who want training on specialized applications, and those who want to learn applications that are not in high demand. The service also provides cost effective professional development opportunities for everyone on campus, from our own trainers and technology staff who are developing new workshops, learning new software versions or picking up new areas of expertise from project management to programming, to administrative and support staff who are trying to improve their skills in an ever-tighter economic environment. On this panel discussion, you will hear about different licensing approaches, ways of raising awareness about lynda.com on our campuses, lessons learned through implementation, reporting capabilities, and advice we would give to other campuses looking to offer this service.

Managing student employees is like raising a family. For most parents, seeing their child grow and move away to school is hard. One of the more difficult things about managing students is when you watch the employee, whom you’ve seen change from student to adult, leave or graduate. For the ITS group at Iowa State University, this happens each semester. This spring we needed to fill twenty positions to be fully staffed for the fall. Before going through a number of applicants and interviews, we decided to take a different approach to the hiring process, so we made an event out of it. We offered a mass interview process and had twenty applicants respond. Once applicants arrived, we explained that they would be interviewing each other, based on the guidelines we had created, for a set amount of time. Then we divided them into small groups and put a current employee in each group who took notes on interactions and responses. The applicants who felt comfortable meeting new people and were able to carry a friendly conversation excelled. They were able to see potential peers and get a jumpstart on building work relationships. We found this form of hiring to be successful and extended an offer to about 50% of the applicants. We also found a few applicants who most likely would have been hired through the “normal” interview process, but did not blend well during the interview event, causing them to be taken out of the applicant pool.
Computing and Information Services at Vassar College replaces and refreshes all college-owned computer hardware on a 4-year replacement cycle. Roughly 25% of all campus computers, including classrooms and labs, are replaced during the summer of each year (June, July, and August). All regular employees and tenure / tenure-track faculty receive new computers with up-to-date operating systems. We visit each scheduled office as a team to ensure the process is as efficient as possible with minimal disruption to the departments’ workflow. We provide detailed documentation to all techs so that everyone is on the same page and we leave the users with a wealth of resources and available training options to make them comfortable with their new computing environment. Our User Services group has worked to perfect this process year after year. Join us to learn more about the consultation plan, imaging process, asset tracking, documentation, recycle procedure and of course, good spirits and teamwork, that makem our Allocations machine tick. Discussion to follow.

Why Virtual desktop at CCRI? Finding sustainability for desktop support
Stephen Vieira
Community College of Rhode Island

There is an ever-increasing demand being placed on staff to get the desktop replacement cycle and imaging of computers complete for the start of classes. Time is constantly being whittled from the larger windows of opportunity that used to exist. So now there is a need to be more efficient with less time consumed and it is becoming unsustainable. Doing away with the annual replacement of "old" technology and finding a means of deploying new software without delay are two main focal points of the virtual desktop. With over 3000 computers and 800 laptops on four campuses, a staff that is not going to get any larger will find it simpler to virtualize applications and get it to students, faculty and staff faster without having to worry about downtime or long sessions of testing. Additionally, the virtual desktop allows the software to be delivered to the user anytime, anywhere thus eliminating the need for seat-dependent or classroom-dependent copies of software. Concentration can now be placed on getting the right tools to the right people rather than trying to figure out how to load endless software requested on particular classroom computers. Virtual desktop gets the desktop staff out of the business of replacing hard drives, power supplies and tackling virus or malware from desk to desk. The virtual desktop is a sustainable model for future support of the desktop environment and those who use it.
In this session we will talk about how our IT organizations communicate with campus constituents. Do you choose different avenues and/or media for communication with faculty, staff, and students? Does your organization over-communicate or under-communicate news and services? Is there any benefit to comparing communication efforts and techniques used at other campuses and perhaps compiling a collection of best practices? How would we form such a group? This is a participatory session. Come ready to share your ideas.

Outreach and Communication: Shaking It Up
Trevor Murphy
Williams College

One of the challenges with using student employees is for them to have a vested interest in the success of the organization. While handling customer support issues is the primary focus of all Help Desks, student employees need to feel that they are a part of that process. This can be accomplished by setting up a structure that involves them in both the daily and long-term success of the organization. At the University of Florida, our student supervisors are responsible for the support provided to our clients. This includes monitoring phone and walk-in traffic as well as dealing with system outages. During the term, our senior student staff is responsible for interviewing prospective employees and making hiring recommendations. They also work with the help desk staff to determine effective changes to both our policies and procedures which are essential to continuing success of the organization. Other employees take on the role of trainers for our new hires as well as updating their technical skills. Finally, ongoing projects allow all employees to make their contributions to the organization. By employing these techniques, the student employees become a part of the success of the organization.
Capturing Malicious Bots Using a Beneficial Bot and Wiki

Takashi Yamanoue
Kentaro Oda
Koichi Shimozono
Kagoshima University

Locating malicious bots in a large network is problematic because its internal firewalls and NAT routers unintentionally contribute to hiding bots' host address and malicious packets. However, eliminating firewalls and NAT routers for merely locating bots is generally not acceptable. In this paper, we propose an easy-to-deploy, easy-to-manage network security system for locating a malicious host behind the internal secure gateways. This network security system consists of remote security devices and a command server. Each of the remote security devices is installed as a transparent link between the subnet and its gateway to detect a host which is compromised with a malicious bot in a target subnet, while minimizing impact of deployment. The security devices are remote controlled by 'polling' the command server in order to eliminate NAT traversal problem and to be firewall friendly. Since the remote security device lives in transparent, remote-controlled and robust-to-security gateways, we regard it as a beneficial bot. We adopt a web server with wiki software as the command server in order to take advantage of its power of customization, easy of use and ease of deployment of the server.

Building a Call Center In 2 Days - How A World Class Support Center Responds to Crisis

Thomas Mattauch
Rami Hatoum
Hannah Pettit
Virginia Commonwealth University

In the fall of 2011, VCU was faced with a crisis. During routine monitoring of servers at the VCU Computing Center, suspicious activity was found on one of the servers. The server was taken offline and an investigation was put into motion which determined that a hacker had access to the server for a period of 56 minutes. This server contained 10 files holding information on 176,567 individuals including VCU students, employees, and VCU Health System employees. Data items included social security number and either individual names or eID user names, and, in some cases, date of birth, contact information and various programmatic or departmental information. The investigation indicated a low likelihood of the data actually being compromised. The university was preparing for a response to this incident. Letters would be both emailed and sent via US Postal Service to all 176,567 individuals. What was needed to support this mass mailing was a call center to respond to the incident. The VCU helpIT Center was contacted by VCU TS Administrators to create such a call center on Tuesday, November 8 at 4:55pm. The issue at hand was that the call center had to be online and operational by Friday, November 11th at 7:30 a.m. This presentation will discuss what was done to create such a call center in such a short time frame, the lessons learned along the way, and how VCU turned this experience into an ongoing Emergency Communications Plan.
SIGUCCS is about relationships and networking. Since SIGUCCS membership is composed of young professionals, mid-level managers and senior decision-makers, the SIGUCCS Board wants to establish a formal mentoring program for SIGUCCS members. We believe we have the interest, the human resources and ideas about how to structure the program to make it successful. Come to this session to learn about the proposed program and hopefully sign up to be a mentor or receive mentoring!

Let’s Discuss the SIGUCCS Mentoring Program!

Beth Rugg
Professional Development Coordinator — SIGUCCS Board, Ithaca College

In 1997, as a result of conversations that started during a SIGUCCS conference, several NY state schools formed a regional conference called NYCHES (New York Computing in Higher Education Symposium). SIGUCCS attendees from these schools wanted to continue the ‘SIGUCCS dialogs’ throughout the year, so NYCHES has met a few times a year since 1997, with participation increasing to include dozens of schools across central and western NY state. Based on their experiences in NYCHES many members became active SIGUCCS attendees, and conversations started during SIGUCCS would continue on in NYCHES meetings through the year. On March 19, 2012, NYCHES became the first local chapter for SIGUCCS. SIG Chapters, and their membership, receive considerable benefits from the Association for Computing Machinery (ACM) including website hosting, membership tools, mailing list hosting, recruitment tools, ACM email addresses, subscriptions to ACM publications, and access to the ACM Distinguished Speakers Program. Chapter members are not required to pay for membership, unless they wish to serve on the Board of the Chapter, so despite the substantial benefits, costs to their respective institutions are still minimized. This paper will discuss how NYCHES was successful as a regional conference, and how this format could be duplicated in other parts of the country. It will also discuss how the members of a regional conference would benefit from a formal association with both ACM and SIGUCCS.

THURSDAY • 8:30 AM–9:30 AM • GRAND SALON E

Making the SIGUCCS experience last year-long; how a regional conference became a local chapter

Mathew Felthousen
Lisa Brown
University of Rochester

THURSDAY • 9:45 AM–10:45 AM • GRAND SALON D
While supporting the advancement of technology in the educational environment is a common concern these days, we also need to keep in mind the targets of this technology. They are the Millennial Generation (those born between 1982 and 1997, approximately), a body of people who are as numerous as the Baby Boomers from two generations previous. They have been brought up in a world of ubiquitous technology and instantaneous information. How do their expectations as employees and customers differ from those who are running the show? Is their work ethic compatible with established norms? How difficult will it be to communicate with them? This paper looks at all these questions and more, to address challenges with Millennial Generation students using educational information technology. Attitudes and behaviors have been studied to produce an image of the current student generation, which lets us see how we can best serve them.

What Is It With These Kids? — A Generational Insight Into Student Workers And Customers
Sean McLane
Purdue University

Software defines the functionality and availability of computer systems, particularly those in higher education. Often times, though, installing the appropriate applications in a multi-platform environment can be time-consuming, unorganized, and altogether onerous. A common approach to this problem is to create a thick image with all of the software pre-installed; especially with computer labs, however, these images can quickly become large and difficult to maintain and update. This paper presents best practices for building a phased-installation software deployment paradigm. When combined with thin imaging techniques, software installations on both academic and administrative machines become more organized, flexible, and discreet. While examples are implemented using IBM Tivoli Endpoint Manager and Active Directory/Group Policy, IT professionals can easily extend these core concepts into their own environments regardless of infrastructure.

Building an Effective Software Deployment Process
John Tyndall
Penn State University

THURSDAY • 9:45 AM–10:45 AM • GRAND SALON C
The University of Idaho Help Desk started in October 1992 in a basement room with one part-time student worker and a Manager, Joyce Davidson. Their task was to provide staff, faculty, and students with assistance using email, connecting to the new Banner system, using the modem pool, and providing how-to documents for common lab applications. Jump forward 20 years and the UI Help Desk mission has grown and changed in ways that were unimagined in the beginning. New products and technologies create an ever changing support landscape, and customer needs and expectations continue to outstrip the resources we can provide. Challenges such as new facilities and locations, increasing customer base size, wireless and wired networks, mobile devices, VPN, print servers, Exchange support, shared drive permissions, student computer lab assistance, best effort assistance on unsupported applications, web technology assistance, as well as staff development and recruiting are all part of everyday business. In this paper, Joyce Davidson, the original Help Desk Manager, and Darren Kearney, the current manager, will review the history of the Help Desk and illustrate how far this critical service has come and where it may go. While we don't believe it is possible to clearly predict where the next 20 years will take us, some trends over the years do suggest how the Help Desk will continue to change and benefit University communities.

Continuous Change: A Help Desk Motto

Darren Kearney
Joyce Davidson
University of Idaho

Building Collaborative Technology Learning Environments

Kenneth Janz
Ken Graetz
Winona State University

Brandon Bernier
Oakland University

The rapid advance of technology has enabled students to use powerful technology both in the classroom and outside of it. Major questions facing universities are whether the students know how to truly use this technology, whether our learning spaces support it, and whether it be integrated with other technologies to extend students’ capabilities. This paper and presentation focuses on the development of four collaborative learning environments at two universities, all designed to support student use of technology. Winona State’s Math Achievement Center and Visual Media Studio are collaborative classrooms designed by faculty that demonstrate the potential of mobile computing integration. Oakland University’s Library Information Commons and Student Technology Center have increased students’ knowledge and skills by applying a unique technology space and learning model. This session provides a replicable road-map for developing collaborative technology learning environments and highlights the many successes and challenges you may experience along the way.
Using Social Media to Communicate with Our Customers

Laurie Fox
SUNY Geneseo

Social media can allow our IT departments to listen and react to our customers faster and more efficiently than ever before. It’s also a great way to reach out to the campus with announcements and information. How does your campus use social media? Come discuss successes (and not-so-successes), visibility, and why social media is far more than simply playing on your computer.

Self-Service Portal Solves the Forgotten Password Dilemma

Christopher Wiggins
University of Colorado Colorado Springs

At the University of Colorado Colorado Springs, Chris Wiggins felt there had to be a better way to handle password reset requests, make the help desk organization more efficient and reduce overall costs per incident. An HDI report backed up his assertions: the report noted that the average fully burdened cost per incident is $30 for each walk-up and $20 for each phone request compared to just $7 for each self-help password reset. While 79 percent of support centers agree that self-help is critical, slightly less than one-third utilize self-service password reset. Replacing passwords can cost organizations tens of thousands of dollars each year. In this session, you’ll learn how implementing a self-help function on the portal dramatically reduced this university’s password reset - the number one incident reported - by 63 percent.

We’ll also discuss integration, migration and security considerations. As a result of this session, participants will be able to identify ways in which implementing a self-help function on their portals can dramatically reduce password reset; walk away with hints and tips and a roadmap on how to boost efficiency and lighten the workload; and identify ways organizations can develop longer-term plans to move from a traditional help desk environment to an ITIL-based process service desk.

THURSDAY • 11:15 AM–12:15 PM • GRAND SALON D

THURSDAY • 11:15 AM–12:15 PM • GRAND SALON C
We design our computing environment as a centralized system since our university’s foundation. By our system, users can connect with their desktop environment on a server at anywhere in the campus. Two years ago, we have built up new private cloud system. For our system we adopted a combination of three virtualization products: VMware vSphere, Citrix XenApp, and Microsoft Application Virtualization. Our users consist of graduate students, faculties, and staffs in the whole university. We can increase efficiency of resource use because they have a different use pattern, respectively. Our other goals are increase of usability and decrease of operation costs. In this paper, we describe the analysis of statistics. Although we have increased average CPU utilization of each server, it is not adversely affected the user experience. We realize that only several tens of servers are enough for use in the whole university. Finally, we discuss the effects of private cloud system in university.

**S&S ABSTRACTS**

An evaluation of private cloud system for desktop environments

Mikifumi Shikida
Kanae Miyashita
Mototsugu Ueno
Satoshi Uda
*Japan Adv Inst of Sci & Tech*

University is always looking for ways to economize, both because of rising costs and because of growing awareness of ecological issues. Printing is a common target. In 2010, one university changed its default email font from Arial to Century Gothic and encouraged users to use Century Gothic for word processing and spreadsheets. The rationale was that Century Gothic uses 30% less ink than Arial. This led Indiana University’s Pervasive Technology Institute (PTI) to examine its own printing procedures. PTI compared several typefaces, looking at ink usage, paper usage, and readability. We created sample documents using placeholder text and converted the typefaces of previously published documents. We discovered that while Century Gothic may use 30% less ink than Arial, at 10 points it uses approximately 10% more paper than 11-point Times New Roman (a 500-page document in Times New Roman would require an entire extra ream of paper if printed in Century Gothic). Additionally, readability experts recommend serif typefaces for longer documents. PTI chose to standardize on 11-point Times New Roman for printed documentation such as internal reports and white papers. PowerPoint presentations and other items with relatively small blocks of text are done in Century Gothic. Reports for external audiences will include a mix of fonts with deliberate mindfulness toward ink and paper usage. In conclusion, choosing a font based solely on how much ink or paper it uses is dangerous. If your message is rendered ineffective by its presentation, any ink or paper used can be considered wasted.

**THURSDAY • 11:15 AM–12:15 PM • GRAND SALON B**

Ink, Paper, Scissors: Experiments in Cutting Campus Printing Costs

Malinda Husk
*Indiana University*
Putting iPads in the Hands of Faculty

Kelly Wainwright  
*Lewis & Clark College*

The Apple iPad has the potential to change how faculty interact with technology for the purpose of teaching. With the small size and touch screen, iPads can be more flexible in a classroom setting than a laptop. With the plethora of apps (short for applications) being created for the iPad, there is tremendous potential for how this new technology can be used to enhance the teaching and learning process. At Lewis & Clark College, IT and the Library were funded to explore this potential by putting iPads in the hands of faculty across all three campuses (Law, Graduate and Undergraduate) and then partnering with these faculty to explore innovative ways they can incorporate the iPads into their teaching and learning process. One semester into the program, this paper will discuss the logistics of the program as well as the uses that our faculty have found for their iPads.

Movin’ On Up - Finding your way to manager, director, and beyond

Allan Chen  
*Menlo College*

Making one's way through the “chain of command” from lab or project manager to unit director and beyond, to IT Directors or even CIOs is an aspiration many of us share. On the one hand, there are the beginnings of a shift in how these upper-level positions are defined and what skill sets are the most appropriate and effective. Soft skills such as emotional intelligence and a diverse background are becoming more valuable. On the other, this trend has not taken hold everywhere, and many challenges arise in our efforts to move upward and onward with our careers. This session will be a broad one where attendees will cover different strategies for acting on those schools that have picked up on the new definition of an IT director or CIO, and how to leverage one’s skills to fit within the more traditional model.
While we all work in the field of technology, at the heart of what we do is customer service. However this is a skill that we seldom take the time to reflect on or improve. While many consider customer service to be common sense, it still warrants a regular review of the basics. Using the book Delivering Knock Your Socks Off Service by Ron Zemke, this paper will review the basics of customer service to help us all ensure that we are on the correct path. ✪

With the evolving challenges in cyberspace there is a need for curriculum development in cybersecurity. Students in a cybersecurity curriculum need to access and learn about topics in cybersecurity such that they have a clear understanding of the sophistication of threats such that they can implement mitigation response. Development of hands-on curriculum in cybersecurity therefore poses significant challenges to the information technology infrastructure in an instructional environment. One of the significant challenges involves simulations of a cyber-attack requiring the creation of a walled infrastructure to accommodate the equipment where computing services are hosted. The challenges of containing malicious software which can be released by accident are also significant to the IT infrastructure. In this paper we show how the walled infrastructure with computing service can be created such that cybersecurity curriculum can be institutionalized where students locally and remotely can access this infrastructure. The walled IT infrastructure is based on risk escalation wherein connectivity and access to computing resources is contained as risk to computing infrastructure increases. We also show IT challenges in curriculum development on topics of hardware, software and networking for cybersecurity and how virtualization is a means for solving the challenges in those respective topics. ✪
S&S ABSTRACTS

Shake Up Your Management Style!

Karen McRitchie
Grinnell College

There are thousands of management books out there in the world, guiding us to lead, follow, create a great team, coach your team, lead from above, lead from the middle, motivate the team, reward the team, reward yourself, manage change, manage performance, manage your time, think inside the box, think outside the box, manage without thinking—whew! Regardless of the book, article, webinar, or seminar that we learn from, it centers on the positive aspects of managing and most find a way to align themselves with the message, often not recognizing their own management styles may actually conflict with the message. What about the negative aspects of managing? Very few IT managers are given proper training or mentoring before being assigned human beings to “manage” and many of them fall short of the managers outlined in all of the great advice given by authors and facilitators. Whether you work for someone with bad management habits or you identify with some of the undesirable qualities, yourself, it is helpful to be able to recognize the qualities of these styles and either work to rid the world of the not-so-great management habits or learn some creative techniques in dealing with those traits and the people you cannot change.

Crafting Great User Experiences

Nic Bertino
Santa Clara Law

Designing by User Experience - or UX - is a key component for software and web design and development. Examining how a user will interact with a product and/or experience navigating through a website is perhaps more important than deciding what features should or should not be offered in the first place. Without understanding how a user interacts with an environment, improving upon or even replacing that environment will be a lot of wasted energy. However, UX principles are not universal. At SCU Law, we have spread the concepts to apply to almost everything we do, from web development to our user support models. We are redesigning our Help Desk model by asking ourselves “what kind of experience do we want our clients to have?” We balance the users’ needs with our goals to create a better interaction. Using a plethora of tools and techniques, we monitor the changing needs of our users and constantly enhance our offerings, leading to higher satisfaction levels. While we still remain constrained by physical location, storage space and other factors, flipping our thought process around and making it customer-centric in a very focused manner has allowed us to be much more creative in meeting needs and improving satisfaction levels. In this presentation, we will first go over classic UX principles as found in various software development and web design examples. These, in many ways, are the most accessible examples that we experience on a daily basis. We will then look at how SCU Law has taken those ideas and applied them elsewhere, and what changes we have made as a result.
Ulearn More: Transitioning to a Learning Management System for Staff at American University

Jacqueline Palumbo
American University

American University's Office of Information Technology (OIT) training unit provides classroom-based and online training to over 1,800 staff, students, and faculty attendees annually. This group develops, schedules, markets, and delivers the training. The training unit also evaluates the effectiveness of the training and provides detailed reporting for the university's staff performance management program. In 2011, the OIT training unit was invited to partner with the University's Human Resources department and other campus trainers to select a vendor and implement an online Learning Management System for full-time university staff, and faculty with supervisory responsibilities. This presentation will discuss how the team leveraged the learning management technology to meet our shared goals, culminating in a successful system launch in February, 2012. We will explore how we selected the technical components we would utilize, and how we developed a common language and unified processes. We will also discuss the process of branding our new system as “Ulearn,” how we created a ULearn portal, and how we marketed the system. Lastly, we will explore how we are fostering a “Ulearn More” environment by empowering our customers to navigate their own learning paths.

Reducing costs, improving service, and extending the life of computers with solid state drives

Mathew Felthousen
University of Rochester

Due to compliance concerns, during the summer of 2011 the University of Rochester began requiring that all individuals authenticate in order to use the network. At the same time, budget constraints forced extending the three-year replacement cycle for computers, and the older machines were both slower and less reliable—usually due to hard drive failures. Student leaders indicated that they needed strategically placed computers, referred to as “kiosks,” to be optimized for logon time so that students could have immediate access to email and the web between classes. They would also accept a reduced suite of applications on kiosks if it meant faster logon times. There are fewer than twenty kiosks across campus, compared to more than 550 public machines total. Kiosks are ideal for evaluating experimental software or hardware, as changes made on them would not affect classes or other production uses. We installed solid state drives in kiosks with a minimal suite of applications. The time from logon to having a fully functional browser dropped to fifteen seconds, and the performance of our oldest PCs exceeded a new PC with a regular hard drive. The lifespan of the PCs could potentially be extended by years. Feedback has been so positive that we are now evaluating switching all machines to solid state technology. This paper will discuss the results of our performance testing of solid state drives, including the performance gains in all types of applications, and the costs involved, both in implementing solid state drives on already deployed PCs, and avoided due to not having to replace PCs as often.
Google Apps for Education: Valparaiso University’s Migration Experience

Matt Smith
Richard Orelup
Becky Klein
Valparaiso University

Many campuses are looking to move to cloud-based or hosted e-mail solutions. This paper will cover Valparaiso University’s decision to move to the Google Apps for Education platform and our campus migration strategy. Google Apps offers significant savings in both cost of service and cost of support / maintenance while simultaneously offering functionality improvements to the campus experience over our previous system. Valparaiso University was using the GroupWise e-mail and calendaring system and began the process of migrating all of campus to the Google Apps for Education platform in early 2011. Our process began with a student led evaluation team to select the new platform and started rolling out to new students beginning Summer of 2011. Faculty and staff migration began in December 2011 and was rolled out on a department by department basis throughout the Spring 2012 Semester. Heavy promotion and utilization of multiple “Meet Google Apps” presentations greatly enhanced communication about the process and reduced migration anxiety. Apps were limited during migration process to those that reproduced existing system functionality to avoid over-taxing IT support resources. Valparaiso University’s migration process has been refined several times and overall feedback from students, faculty, and staff has been very positive throughout the process.

Transitioning to Universal Print Queue and Remote Campus Distribution of Printing and Copying Services

Leonard Williams
Almond Dillard
Roxann Koch
University of Texas, San Antonio

Our paper demonstrates how UTSA’s Office of Information Technology, Student Computing Services revolutionized student printing and copying at the University of Texas at San Antonio with “Print-Spot.” Through our Print-Spot printing program we are able to provide students the capability to print from anywhere to anywhere including from home to campus. During this time of austere budgets and finances we are able to lower the costs of student printing on campus for the colleges, the students and OIT, as well as remove the burden of providing copy capability from UTSA’s Auxiliary Business Services, while improving the capabilities and the management of student printing and copying campus wide.
There are as many descriptions of what a cloud is as there are providers of cloud services. This discussion intends to describe the various cloud services, how they are used, the providers who most prominently deliver those services today and the concerns and associated risks surrounding cloud services. Hoping to break down some of the confusion, focus points will be on what the various services offer, the security issues relative to the cloud and the support and integration concerns information technology departments have in regard to these services. In many cases, the cloud can and will deliver outstanding support for specific requirements that have been carefully determined by businesses. This session will provide important decision points and cautions to selecting various cloud services for your business.

Many of us have a love–hate relationship with our Help Desk software. Often seen as a necessary evil, it can be a great source of frustration for IT staff as well as our clients. When we look for a way to eliminate our frustrations, we often look first for a software solution, confident that all we need is a program with the “right” feature set. Less attention is paid to how our management team, help desk staff, and clients are using the systems we already have in place. In this paper, we’ll discuss how a disconnect between implementation and procedures and an institution’s culture can be the root cause of Help Desk software failures and frustrations and share strategies for improving overall satisfaction with your current Help Desk system.
Modern Version Control: Creating an Efficient Development Ecosystem

Nic Bertino
Santa Clara Law

Version control is widely considered a litmus test for development environments, yet some institutions continue to disregard it. Even worse, some have implemented old, archaic technology that is extremely inefficient in the modern developer’s workflow. In today’s higher ed technology world, any point of inefficiency can have dramatic effects. When I began at Santa Clara University School of Law in May of 2011, I wanted to start contributing code as quickly as possible. This meant interacting with the existing version control system, Subversion (SVN). After our conversion to Git, we reduced our repository size from 4.7 gigabytes to 384 megabytes while gaining flexibility and increasing efficiency. Not only are people benefiting from the use of Git, but our servers enjoying the same redundancy and overhead reduction as well. We as a team are able to do more, more efficiently, without requiring more resources. We have developed an ecosystem of development, testing, deployment, and then more development and testing that has become self-sustaining. The establishment of or conversion to a distributed version control system requires thoughtful planning and little else. An assortment of free or open source options makes it a low-cost, high-impact proposal for any development team. As “writing scripts” becomes more and more like actual development in many departments, understanding this relationship has become very important.

We’re Going Google! Making the Most of Marketing

Julio Appling
Lewis & Clark College

In the 2011-2012 academic year, Lewis & Clark College migrated its email system to Google Apps for Education. To support this project, a Marketing and Branding Committee planned how best to keep our community informed and updated before and during the migration period. This project brought new opportunities to forge relationships with our users over the short and long term, as they relied heavily on the IT department for support during the transition. Integrating our marketing with our existing services improved attendance in our training and information sessions, and provided a key point of contact with our users in both providing project updates and receiving feedback. This session explores the challenges of marketing and branding our campus email migration to Google Apps for Education, which included publicizing large-scale changes, reaching traditionally non-responsive groups such as students and adjunct faculty, and coordinating marketing on multiple campuses. Benefits that come with a strong, integrated marketing campaign will be addressed as well, which include leveraging the increased face time to build and maintain a social media presence and using the excitement of new products and services to bolster existing services and programs.
At West Virginia University, the Office of Information Technology and the Instructional Technology Resource Center have been teaching a variety of online faculty development workshops since the spring of 2008. We currently use Blackboard Vista and Wimba Classroom as our platforms to deliver self-paced workshops and synchronous live webinars. I plan to talk about refinements we have made over the past four years based on lessons learned while developing our current program. Issues include managing enrollment and providing follow-up support in addition to workshop design and delivery. I also plan to discuss future challenges facing our workshop development efforts as WVU prepares to migrate to Blackboard Learn 9 and Blackboard Collaborate products over the next two years.

Satisfying the expectations of both the IT organization and the department, while maintaining momentum of our own professional development, is often tricky. We strive to align our work with the goals of the organization, but are interrupted by the immediate needs of our department. We work to strategize long-term but are asked to put out fires at a moment’s notice. We struggle to reconcile the disparities between following the goals of upper management and sometimes conflicting edicts of direct management. We wonder if it is possible to provide superb customer service, apply innovation in our work, and simply produce in spite of often conflicting goals. Showing dedication to the organizational goals often results in our immediate peers and management questioning our commitment to the immediate department, who are more concerned with daily reactive operations. We are caught between a rock and hard place. And what does this mean for our own professional growth and learning opportunities? It is possible to both rock and roll even while being pulled in many directions. Even when we are urged to spend more time embracing the foxhole, we can shine while contributing beyond the silo. Reaching the area of optimal production is a never ending experiment where the target moves daily, but it can be done by increasing self-awareness, aligning our activities with our truth, and applying a bit of political savvy.
Saitama University in Japan is located in the Tokyo metropolitan area. The effect of the earthquake at the university was nothing. However, the earthquake caused indirectly many damages to the university. The earthquake influenced operations of the university information infrastructure, whose system administrators had to take several actions in order to keep the infrastructure in service. One of the damages of the earthquake is rolling power blackout. The earthquake caused damages to the electric power plants including Fukushima Daiichi Nuclear Power Plant. The area in and around Tokyo, the Metropolitan Area in Japan, is short of electric power and rolling power blackouts are necessary. Some important servers such as Web servers and E-mail servers could not run because the rolling power blackouts frequently caused hardware troubles. As a result, it was difficult for the people of university to use communication tools such as E-mail, Web and so on. This paper explains operational experiences and lessons based on the experiences from the viewpoint of system administrators in Saitama University. This paper also discusses operation and management of information system in disasters; this discussion is helpful for system administrators.

FRIDAY • 9:40 AM–10:40 AM • GRAND SALON E

Come join us for the 2013 Student Technology Conference hosted by Purdue University!

Whether you're a seasoned veteran of the Geek Olympics, or a first-time attendee, you can join your fellow colleagues for five days of learning, collaboration, and fun. ResNet's Student Technology Conference is a great place to gain new skills, learn new ideas, and see how others in Higher Education are approaching the same problems you face.

Outside of sessions, you can explore Purdue University, the Greater Lafayette community, and beyond. Purdue’s campus is filled with a variety of beautiful brick buildings, two nearby golf courses, a newly renovated recreational sports center, and award winning housing and dining facilities. Sample Greater Lafayette’s terrific food and nightlife, with over 250 restaurants you are bound to find the perfect meal for any appetite.

After enjoying a number of great dining options, explore many of the area’s recreational, architectural, and historical sites. Or for a larger urban experience take a short drive or train ride to Indianapolis or Chicago (1 and 2 hours respectively).

Purdue is easily accessible by car, train, or plane so you have no reason not to attend the 2013 Student Technology Conference.