Birds of all kinds flock to the parks and preserves in the St. Pete/Clearwater area. The Great Florida Birding and Wildlife Trail is a collection of 489 sites throughout Florida selected for their excellent birdwatching or bird education opportunities. This 2,000-mile, self-guided highway trail is designed to conserve and enhance Florida’s bird habitat by promoting birdwatching activities, conservation education and economic opportunity.
On behalf of the SIGUCCS Board, welcome to Saint Petersburg, and the 43rd annual SIGUCCS conference. Nicknamed the “Sunshine City” and holding the Guinness World Record for most consecutive sunny days (768), it is a perfect place for the theme ‘Make Your Sun Shine’. Please join me in thanking the 2015 Conference Committee, as this conference is the culmination of more than 18 months of work. They have pulled together exceptional talent, including guest speakers from higher education and from industry.

As the story goes, the outcome of a coin toss determined who had the right to name Saint Petersburg. Today's decisions are not so easily solved, and they seldom come down to two options. Most people would recognize Yogi Berra's quote "when you come to a fork in the road, take it". What is not as well known is that this wasn’t a mistake; both options led to Yogi’s house, so no decision was really needed.

Challenges are usually more complicated than deciding between two options; the good news is that like Yogi’s directions, they also can be solved in more than one way. The SIGUCCS community helps in identifying those options, whether it is through online discussions, a digital library with thousands of articles on best practices, or opportunities such as the conference that blends technical and professional development.

2015 marks SIGUCCS’ 52nd year, and the Board is at the midpoint of our three-year term. We have continued the Mentorship Program and webinars as part of our focus on professional development. We have expanded our participation in social media, and have made more content available to the community through our online newsletter-which is no longer restricted to members. We have increased vendor contributions to the conferences, to keep costs under control and allow for a greater focus on content. Most importantly, SIGUCCS was recently found to be viable for another four years by the Association of Computing Machinery, which is the parent organization for SIGUCCS and more than 30 other Special Interest Groups.

As we bring 2015 to a close, there is much to look forward to. Be sure to mark November 6-9 on your calendars for next year’s conference in Denver, Colorado. Please volunteer; the SIGUCCS conference is the sum of attendee contributions and the year-round efforts of many volunteers. As the conference progresses look for people with ribbons and special badges that describe their role(s) in the organization. Please thank them for their contributions, and also ask them what they did. Chances are very good that you also can help future conferences in similar ways next year.

Mat Felthousen
Chair, SIGUCCS
Dear SIGUCCS Attendees:

Welcome to SIGUCCS 2015 in sunny St. Petersburg, Florida. With a theme of “Make Your Sun Shine”, we hope this conference inspires you to learn, do your best, grow and shine for your institution.

We are excited about this year’s lineup of engaging plenary speakers, technical as well as personal growth presentations by your peers, a poster session where successes and lessons are shared, opportunities to interact with exhibitors to learn more about their products as well as plenty of time to talk with colleagues about issues of the day and challenges of the future.

As you can well imagine, organizing the annual conference takes a village and we want to extend our appreciation and gratitude to the many people who have been a part of the planning and doing since back in August of 2014. Our core committee, Scott Saluga, Lucas Friedrichsen, Michael Cooper and Melissa Bauer were instrumental in making this conference a reality. From the efforts of the entire conference team, to the important contributions of the presenters and all the volunteers who make this conference possible, the level of enthusiasm and commitment to SIGUCCS is overwhelming and says something about the power of the organization.

The most rewarding aspect of SIGUCCS is that it provides an opportunity for us to meet our counterparts at other colleges and universities. We then can really appreciate that there are others who share and understand our unique concerns and problems. We learn new ideas and methods, and go home after the conference rejuvenated and excited about putting these new concepts into practice! For those of us who’ve attended the SIGUCCS Fall Conference in the past, we look for old friends and seek new ones. Newcomers are usually struck by the realization that they are not alone in their support endeavors! This camaraderie is what makes SIGUCCS special.

Combined, we have been attending SIGUCCS for many years. Leila’s first conference was in 1989 and Kelly’s was in 1993. SIGUCCS has contributed to the successes we have had in our careers and we know it will continue to do so. We hope you all enjoy the conference, learn something new, connect with colleagues new and old, and continue to find ways to “Make Your Sun Shine”.

Kelly Wainwright and Leila Shahbender
SIGUCCS 2015 Conference Co-Chairs
MEET THE TEAM

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Oregon State University

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Oberlin College

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Photography Coordinator
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University of Southern California

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Reader
BOB HARING-SMITH
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Reader
Kelly Andolina
Union College

Reader
SKIP MCFARLANE
University of Oregon

Reader
LAURIE FOX
SUNY Geneseo

Reader
MO NISHIYAMA
Oregon Health & Science University

Reader
CATE LYON
Whitman College

Reader
GAIL RANKIN
Salem State University
PATRICK RHONE

Patrick Rhone is a writer, commentator, and has been a technology consultant for the past 20 years. He is a partner in Gladhill Rhone, LLC – a firm that assists individuals, micro-businesses, and small non-profits to get the most out of business and technology. Through his work as a writer and speaker he explores the intersections of technology, productivity, and life, and attempts to deliver it in ways that are both practical and rational. Patrick has written several books including minimalmac, enough and This Could Help; see http://patrickrhone.com/info/ or http://patrickrhone.com/ for more details.

DAVID RENDALL

During the last fifteen years, David Rendall has spoken to audiences on every inhabited continent. His clients include the US Air Force, Australian Government, and Fortune 500 companies such as AT&T, State Farm Insurance, Ralph Lauren, BASF, and GlaxoSmithKline. Prior to becoming a speaker, he was a management professor, stand-up comedian and endurance athlete. He also managed nonprofit enterprises that provided employment for people with disabilities. He has more than twenty years of experience leading people and organizations.

BECKY VASQUEZ

Becky Vasquez has been Chief Information Officer for Embry-Riddle Aeronautical University since August 2014. Becky has been with the university for seventeen years in various technology leadership positions including the role of Chief Technology Officer for the Worldwide Campus. She is responsible for the overall technology vision, mission and strategy for the university, as well as institutional research and strategic planning. Through her nearly two decades in the field of information technology, Becky has developed expertise in instructional technologies enterprise computing and research support.
Bob Haring-Smith joined SIGUCCS in 1988 when he took his first IT support job in higher education, but did not have an opportunity to attend a SIGUCCS conference until 2000. Since then, he has attended every fall conference to date and nearly every management symposium.

After serving as a session chair at that first conference, he volunteered to coordinate the email rooms for the 2001 and 2002 conferences (back in the old days when conference attendees were not routinely carrying powerful networked computers in their pockets or pocketbooks). In 2003, he first served as a reader for the fall conference program committee, a role he has taken at many conferences since then. Bob has presented at both the management symposium and the fall conference.

Bob was treasurer for the 2005 and 2006 fall conferences. Also in 2005, he was elected to the SIGUCCS Board, where he served nine years—three years each as treasurer, chair, and past chair. It was during Bob’s term as chair that the Board decided to combine the fall conference and management symposium into one event.

Bob began his career as a mathematician exploring connections between abstract algebra and theoretical computer science. He earned mathematics degrees from Swarthmore College (B.A.) and the University of Illinois at Urbana (M.S. and Ph.D.). Later, he completed a master’s degree in computer science at Brown University. Bob taught math and computer science at the College of the Holy Cross and American University in Cairo.

Bob has held a variety of computer support positions: Computing Coordinator for the chemistry and geology departments at Brown University, the Ford Foundation’s Regional Technology Advisor for Africa (providing project management, computer support, and consulting services to the Foundation’s field offices in Africa), Manager of User Services at Harvard Law School, Senior User Services Consultant at Willamette University, and a variety of positions over the course of ten years at West Virginia University, culminating in the role of Business Relationship Manager for Faculty. Bob retired from full-time work at WVU in June 2015 but continues to work on selected projects for the university.

Bob has lived on four continents. He and his wife Tori backpacked around the world after college and have traveled extensively since then—not always in such Spartan fashion. They’re looking forward to seeing more of the world in retirement.
Jacquelynn Hongosh  
Jacquelynn is the CIT Communications Manager for Oberlin College. She began her career at Oberlin as the Help Desk Manager in 2008. In 2015, she became the Center for Information Technology’s first in-house communications professional. In this role, she is responsible for developing and executing a comprehensive communication plan for the information technology unit on campus which informs and educates the college community about technology topics. Jacquelynn creates repositories of online and printed documentation, newsletters, multimedia, and training material; manages CIT’s social media presence; and serves as CIT’s primary trainer, in which capacity she trains faculty, staff, and students about desktop software, basic web design, Google Apps, iOS, and other cloud-based services. For the past three years, Jacquelynn has served as Publications Coordinator for the SIGUCCS Conference. This position is highly involved and has the responsibility for the creation of various print materials associated with the conference, including the print program, at-a-glance schedules, large-scale banners to recognize award winners (Penny Crane, Hall of Fame, and Communications Awards), and the framed certificates for the Communication Awards winners. All of these materials are coordinated with the theme of the conference and demonstrate a design style that is versatile and inventive. Each of the past three years’ programs are unique and showcase Jacquelynn’s many talents in graphic design.

“Jacquelynn is professional and responsive and works well within tight schedules and deadlines. Much of the material for the print program, a magazine-style publication that is often 40-50 pages in length, is delivered at the last minute and in varying formats. Jacquelynn is able to work within these parameters and deliver an excellent product. The timing is such that much of this work happens during the back-to-school rush, thus making this work all the more remarkable.”
The 2015 SIGUCCS conference “Make Your Sun Shine” is made possible largely due to the generous support of our exhibitors. On behalf of the conference, we would like to extend our sincere thanks for your support and presence, both which enhance the entire conference experience.

Attendees face similar challenges and needs at their respective institutions. They come to SIGUCCS knowing there will opportunity to engage with exhibitors in a significant dialogue. Many of our exhibitors already have relationships with participating institutions which provides an invaluable foundation for meeting new potential clients.

We hope you enjoy the experience, and sincerely appreciate your support.

Best regards,
The 2015 SIGUCCS Conference Exhibitor Team
Computing Services Public Website
Best of Category
Texas A&M University
Texas A&M Information Technology Flagship Website
Allison Oslund, Laura Root, Tara Guin, Lacey Baze, Ethel Vaught, Chris Siems, Gaurav Mandan, Xavier Porter, Ashley Hildebrandt, Zinat Ahmed, Stephanie Hinze

Award of Excellence
Mercer University
Mercer IT Website
Denise Rogers, April M. Mills, Steve Ford, Rob Saxon

Printed How-To Guides
Best of Category
Virginia Commonwealth University
VCU fixIT Service Brochure
Gary Garbett, Buddy Bishop, Dan Han, Sam Kennedy, Hope Adams

Electronic How-To Guides (collection)
Best of Category
Texas A&M University
New Aggie TechList
Allison Oslund, Tara Guin, Morgan Hampton, Xavier Porter, Chris Siems, Miles Rucker, Michael Crocker, Andrew Lyssy, Ryan Burns

Award of Excellence
Williams College
Bernhard Music Lab
Trevor Murphy, Randy Matusky

Printed Quick Reference Guides
Best of Category
Virginia Commonwealth University
VCU Information Security Collective Responsibility
Gary Garbett, Dan Han, Hope Adams

2015 Communication Award Winners
General Service Promotional Materials
Best of Category
Virginia Commonwealth University
Gary Garbett, Sam Kennedy, Hope Adams

Award of Excellence
American University
The Road Ahead: IT Solutions Empower Campus
Laurie Ambach, Amy Burroughs, Terry Fernandez, Sharjil Hasan, Cathy Hubbs, Jel Montoya-Reed, Kamalika Sandell, David Swartz

General Service Campaign Materials
Best of Category
University of Rochester
UR Tech Store Rebranding
Sara May, Will Graver, Zachary Bokuniewicz, Tianyi Wang

Short Promotional Video/Audio
Best of Category
University of Rochester
Technology Overview for Incoming Students
Will Graver, Sara May, Tianyi Wang

Long Promotional Video/Audio
Best of Category
Cuyahoga Community College – Eastern Campus
Advanced Technology Classroom (ATC) Tutorial
Eric Kuentz, Cory Molner

Use of Social Media
Best of Category
University of Rochester
The Institute of Popular Music YouTube Channel
Will Graver, John Covach

Student Created Materials
Best of Category
Lewis & Clark College
IT Baby
Bennett Ramirez, Justin Counts

Award of Excellence
Whitman College
Angler Phish
Ian Floyd, Kaitlin Justin

JOIN THE CONVERSATION
The conversation continues long after the sessions are over and the conference ends. Connect with those you’ve met this week on social media and continue sharing the knowledge!

SIGUCCS Community Group
facebook.com/groups/siguccsfolks

Join the ACM SIGUCCS group on LinkedIn.

Join the conversation on Twitter @SIGUCCS #siguccs15

We’re also on Shutterfly! Visit https://siguccs.shutterfly.com/ and contribute photographs you take this week at the conference!
On behalf of the SIGUCCS 2015 program committee, we would like to thank you for attending SIGUCCS 2015!

SIGUCCS has been an amazing environment to learn, grow, and build solid, life-long relationships with professional colleagues. Our goal for this year’s conference was to provide and promote that environment for you as an attendee.

As program chairs, we were blessed to work with a large team of dedicated professionals who volunteered their time and worked hard to bring you a solid conference experience. That team includes the track chairs and readers who helped shape the programming of the conference. We could not have pulled together a program of this caliber without their efforts.

There are some exciting changes for the conference this year! First, the workshops have been combined and offered on Monday afternoon, before the Service and Support portion of the conference. Second, the committee decided to utilize a new offering of scheduling software from Sched.org. In addition to many other features, this software allows you to build your own schedule from any device and see who is attending the sessions you chose. Third, Lightning Talks are formally part of the program this year. Experience multiple presentations during a single session!

This week will offer you a variety of opportunities. Experience a thoughtful half-day workshop to kick off your conference experience. Listen and engage with the plenary speakers, Patrick Rhone, David Rendall and Becky Vasquez. Learn about the excellent work your colleagues are doing and discuss ideas in stimulating breakout sessions. Take advantage of several opportunities to collaborate and network with peers from across the country and beyond. SIGUCCS will give you everything you need to grow, lead and adapt. We encourage you to look at the schedule and make a plan for what you want to attend so that you don’t miss anything!

We encourage you to provide feedback for each session you attend and at the end of the conference. This helps your colleagues and the program committee know.

Finally, if you have the opportunity to give back and help this wonderful community, we encourage you to reach out to any volunteer or the program committee about volunteering!

This is just the beginning of your opportunity to "Make Your Sun Shine"!

All the best,
Lucas Friedrichsen and Scott Saluga
2016 Core Committee

**Conference Chair**
Laurie Fox, SUNY Geneseo

**Program Co-Chairs**
Chris King, North Carolina State University
Shundra White, University of Memphis

**Treasurer**
Terry Ruger, Ithaca College

**Board Liaison**
Melissa Bauer, Baldwin Wallace University

Denver, CO
November 6–9, 2016
Embassy Suites Downtown Convention Center
[siguuccs.org/Conference/2016](siguuccs.org/Conference/2016)
**MONDAY Schedule**

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<td>12:00 PM–4:30 PM</td>
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<td>5:30–6:00 PM</td>
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<td>6:00–7:00 PM</td>
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**9:00 AM–5:00 PM**

Closed Board Meeting
Exective Board Room

**11:00 AM–6:00 PM**

Registration
Registration Room

**12:00 PM–4:30 PM: Pre-Conference Workshops**

**PRE-CONFERENCE SEMINAR: ADVANCE REGISTRATION REQUIRED**

An Introduction to Internet Law (Psst: There’s No Such Thing!)
Steven J. McDonald
12:00 PM–3:30 PM • Demans

Dealing with the law and lawyers may seem like an annoyance at best, and a terrifying prospect at worst, but it’s really not that bad. This session will provide a practical orientation to the basic legal issues confronting campus IT professionals, from FERPA to copyright to contracts to the cloud, and a practical framework for dealing with them. It almost certainly will be the most fun three hours you’ve ever spent with a lawyer.

This session is designed for anyone working in IT in higher education and will be beneficial for new managers or those looking to advance in their careers.

**PRE-CONFERENCE SEMINAR: ADVANCE REGISTRATION REQUIRED**

Leveraging the Power of Influence
Shundra White
1:00 PM–4:30 PM • Williams

Realistically, when you take away the time for sleep, the time for eating, the time you want to spend with the people that matter, travel time, and the minutia that makes it all run, most people have about six hours of useable work day. Looked at another way, that’s only about 25% of every day. All the meetings, all projects, all the deadlines, all the tasks, and everything else you need to do must fit in there somewhere. The only way to do so is to ask one simple question of all of these things… When?

In this frank and interactive workshop, we’ll take the fear out of...
engaging your calendar to make those tasks and projects into meaningful commitments to ourselves and those that rely on us. This session is designed for anyone who would like to get better control over their time, tasks, and projects.

**Performance Management**

*Dave Disney*

1:00 PM–4:30 PM  •  St. Pete’s 1

If you’re a support manager or a member of a support or service management team, ask yourself these questions:

- What do today’s successful support delivery and service management leaders have in common?
- What do they know and practice, what skills do they possess, and what roles do they play?
- What is the manager/leader role including how and when do they communicate?

One answer begins with a belief and understanding that a successful support delivery and service management leader provides, leads, and promotes change following a simple and effective strategic and financially based framework.

The outcome can be to lower the cost of support, gain efficiency and consistency, improve customer and staff satisfaction and align with the organization by reporting information that is beneficial to the company.

In this session we’ll identify, discover, discuss, and you will learn about tools, skills, and outcomes using a strategic and financially based support delivery and service management framework that can enhance your skills as a leader or team member. Discussion topics will include business alignment, financial management, service management, workforce management, contact avoidance and case deflection, lowering cost of support, developing business case and making compelling arguments for change.

A collaborative effort including interactive engagement through exercises, activities, and workshops will demonstrate these and empower you with takeaways for a successful support and service management experience.

**5:30 AM–6:00 PM**

**Newcomers’ Orientation**

St. Pete’s 1

**6:00 PM–7:00 PM**

**Welcome Reception - Service & Support**

Poolside/Lobby 2

If you would prefer to get this week’s schedule on your computer or mobile device, check out Sched.org, the official source for the SIGUCCS 2015 schedule.

Simply search for our conference and create an account to see all of the sessions, events, and abstracts. You can also create a personal agenda of events you’d like to attend so you don’t miss a thing.
Patrick Rhone asks “What do you need first to solve a problem? We like to think the first step in solving a problem is having the right tools or having the know-how. Perhaps, we think we need permission or to be given the responsibility. I argue it is none of these. The first step to solving any problem, big or small, is to care. The interesting thing about caring is that it scales. Caring about even the smallest things, and letting that charge fuel your action and commitment, has the potential to change the world.”

**OPENING PLENARY**

9:00–10:30 AM
St. Pete’s Ballroom

Patrick Rhone

10:30–11:00 AM
Beverage Break/Networking
Lobby 3

11:00 AM–12:00 PM: Presentations

S&S - INSTRUCTIONAL SUPPORT AND CLASS TECHNOLOGY
Lecture Butler - Teaching Reasonable Lectures from a Lecture Video Archive

Martin Malchow, Hasso Plattner Institute
Matthias Bauer, Hasso Plattner Institute
Christoph Meinel, Hasso Plattner Institute

11:00 AM–12:00 PM • St. Pete’s 3

Lecture video archives offer a large variety of lecture recordings on different topics. Naturally, users interested in certain topics have problems finding lectures describing a topic chronology from basic to more advanced. The lecture butler automatically offers e-learning students lectures for the topic of interests in chronological playlists. The approach is finding lecture information out of title, description, OCR and ASR data. This data is indexed and searched by an in-memory database to fulfill the speed requirements for playlist creation. In the search results lectures are ordered by lecture occurrence in the university semester time schedule, or by given lecture level of difficulty. As a result students can automatically create playlists for their topic of interest in sequence by the lecture level. This approach is going to support and motivate students using e-learning opportunities.
CAMMO Presentation (Creating Accessible Material in Microsoft Office)
Rob Morgan, James Madison University
11:00 AM–12:00 PM • Demans/Williams

The proliferation of technology in education has outpaced accessibility initiatives, leaving many students at a disadvantage, and many schools at risk for sanctions. By implementing a few simple techniques, content creators can radically alter the delivery of course material to support a wide range of learner differences. Whether you are a professor, a trainer, a communicator, or anyone who produces material in Microsoft Office or Google Documents for others, the material presented in this session will assist you in ensuring that your content is accessible. This session will look at Universal Design principles that can easily be applied to Microsoft Office and Google Documents. Rob Morgan first taught the CAMMO material at a Disability Awareness Week session at James Madison University in 2014. The material has also been presented to Occupational Therapy graduate students and at the Virginia Society for Technology in Education Brainstorm 2015 conference. This fast-paced discussion of accessibility initiatives leaves the learner with multiple tools at their disposal that allow them to ensure that the content they are producing is accessible.

Leadership Journey: Organization to Communication
Robin Honken, Winona State University
Kenneth Janz, Winona State University
11:00 AM–12:00 PM • St. Pete’s 2

Leadership development has been a high priority for the Information Technology Services (ITS) unit at Winona State University. Each year the CIO works with the leadership team collaboratively on yearly themes in which the members of the ITS leadership team conducted a deep dive into an issue and worked to enhance our employees’ impact on the University. Each theme builds on work of a prior theme. Over the years the following themes have been selected:

• 2008 – 2009 Organization of ITS - Educational Lean
• 2010 – 2011 Building a Culture of Assessment
• 2011 – 2012 Professional Development Planning and Core Competencies
• 2012 – 2013 Connecting the Strategic with the Tactical
• 2013 – 2014 Workplace Civility (Code of Conduct)

Windows To Go: Leveraging a Portable Operating System
Stephen Lewis, Lehigh University
11:00 AM–12:00 PM • St. Pete’s 1

Windows To Go (WTG) is an oft-overlooked feature first included with Windows 8 Enterprise Edition. WTG allows for the effortless creation of portable USB-based Windows 8 (and later) operating system instances.

WTG is not a stripped-down version of Windows; it is a full Windows operating system, indistinguishable from a conventional installation. Unlike traditional portable operating systems such as Windows PE, WTG offers a fully-functional yet persistent environment. WTG instances can be joined to an Active Directory domain, be managed using Group Policy, accommodate the installation of most software, and retain individual user profiles.

The use of WTG has value for both PC support technicians and end-users. WTG provides these capabilities, and more, with USB 3.0 support, UEFI boot compatibility, and BitLocker disk encryption.

This paper recounts the events that led up to Lehigh University embracing WTG, and also describes how WTG increases the efficiency and effectiveness of PC support technicians.

12:00–1:00 PM
Lunch
Grand Bay Ballroom
Work culture has changed over the past 50 years. In the 1960s, men went to work, women stayed home or had gender-specific jobs like secretaries and teachers until they had children of their own. It was an honor for a man to retire from a company where he had worked for 25 years. The cliché gold watch, was known as a retirement gift for those men who had served the same company until retirement. There was a time when having several jobs on a resume was considered “job hopping” and did not look good for prospective employers. Managers were trained to look for holes in a person’s work history and stay away from those jumping from job to job every few years.

Today’s work culture has had a paradigm shift as younger generations have different values and ideas about their work culture. There is no longer that pressure to have only one or two jobs throughout a lifetime. Employees of today have different expectations for their time spent working, and they stay in a job as long as they are providing something of value and learning. Once they have mastered the skills and knowledge from a job, they move on to another job that will teach them new skills and knowledge.

Higher education has many benefits as well as many headaches, especially in information technology services (ITS). A job with an ITS team can be very challenging and very rewarding, but for how long? When is it time to go? When do the demands of the job outweigh the benefits? What are the signs that a new challenge is needed? As employees, we tend to put a large emotional investment into our jobs, and the thoughts of leaving a job usually bring fear. If the time has come when we are no longer engaged in our work, then it may be time to be brave, tune up the resume, and take a different road—amazing things can happen!
Using FAQs to Help Users Help Themselves

John Fritz, University of Maryland, Baltimore County
Andrea Mocko, University of Maryland, Baltimore County
1:15–2:15 PM • St. Pete’s 2

Four years ago, UMBC’s “tier 1” Technology Support Center (formerly Help Desk) moved from the obscure basement of our main Division of Information Technology (DoIT) building to the bright, open first floor of our new Information Commons in the Library. Since then, the TSC has virtually reinvented itself by also focusing on helping users help themselves. We completely revamped our campus knowledgebase that has grown from 3k annual page views to more than 400k. As a result, support phone calls have been reduced 30% and ticket volume has decreased 3% (since FY10) or remained flat while all other campus support requests have skyrocketed through widespread adoption of our RT (Request Tracker) ticketing system.

Deploying and Managing State-of-the-Art Workstation Labs Like a Boss!

Naazer Ashraf, Lehigh University
1:15–2:15 PM • Demans/Williams

Our PACE Computer-Aided Design (CAD) / Manufacturing (CAM) / Engineering (CAE) Lab is one of our flagship computer labs at Lehigh University. The Lab is uniquely supported by both the Mechanical Engineering & Mechanics (MEM) Department and the IT organization. It is also unique in that we make available pools of virtual workstations to supplement the 60 physical high-end Windows workstations that are critical to our teaching and research missions. In addition to the PACE Lab, we also have to deploy and support 25 other lab and research environments, each having their own unique software and requirements. The entire university has been using Symantec Ghost for image management for nearly 15 years, but we needed a more flexible and automated solution to create, deploy, and manage Windows Operating Systems. You will learn why we decided to focus our efforts on the completely free Microsoft Deployment Toolkit Lite Touch solution, and how it has increased the efficiency of our deployments. We are currently expanding these techniques and realizing their time-saving benefits in our datacenter and IT infrastructure. We have also been successful in deploying the Windows 10 Technical Preview in a test lab and are keenly awaiting the final release of the updated deployment tools that will officially support the new Microsoft Operating System. You will walk away with real-world best-practice workflows that you can immediately implement into your own environment to realize some of the same benefits.
Technology Assistant Program (in its 9th year) which pairs a faculty member (who has a vision) and a skilled student employee (who brings the technical expertise) for an entire semester to develop and bring to fruition a technology-based project that will benefit future classes; and the Summer Innovation Institute (3 summer cohorts completed), a 2-week long intensive faculty development program focused on achieving pedagogically sound teaching outcomes via the implementation of Blackboard, multimedia, iPads, and numerous other technologies. Learn more about these faculty development strategies and how USD’s ATS unit is growing their community of faculty partners through creative, engaging initiatives.

S&S - LEADERSHIP AND CAREER DEVELOPMENT

Be the Leader of Your Career: A Self Centered Approach to Career Development
Randi McCray, Yale University
James Rawlins, Yale University
2:45–3:45 PM • St. Pete’s 2

The role of the IT professional has changed drastically in the last ten years. Emerging technologies, organizational restructuring, and reduction in IT spending has not only lead to uncertainty, but opportunity. To maintain relevance in a fast paced evolving field and achieve a high level of career satisfaction IT professionals must employ the same tactical approach used to implement high-quality IT solutions to managing their careers. While organizations provide a wealth of tools to support career development, key individual elements to ensure career success are strategy, ownership, and action. A strategic framework for managing one’s career increases the probability for a satisfying and viable career in IT. Professionals should develop a career strategy that merges their career goals with organizational resources to achieve a high-quality optimal career. This paper presents a framework for a person centered approach to career development that leverages organizational resources and individual actions to build a strategic plan for optimal career satisfaction.

S&S - SERVICE DEVELOPMENT AND MANAGEMENT

Consistency and Convenience: Use of Canvas in Help Desk Staff Training
Jessica Morger, University of Wyoming
2:45–3:45 PM • Demans/Williams

Training Help Desk staff is both critical to success and time consuming, and using Canvas to create an online training course makes that training more consistent and convenient. Quality training creates a superior customer experience, consistent documentation going to other departments in IT, and less time spent following up on unclear tickets. However, good quality training is time consuming, difficult to schedule, and needs to be repeated with new staff members often. University of Wyoming IT Help Desk has found that creating an online course with Canvas allows for a consistent, high quality training experience that can be repeated as often as necessary and is available the moment a new staff member starts. Recordings of presentations, screen capture, and quizzes allow staff members to learn at their own rate and test their knowledge before working with customers. In the limited time since launching the Canvas Help Desk course, tickets are documented more consistently, even experienced staff members have filled in holes in their knowledge, and the time spent training new staff members has decreased and become more focused on individual questions and concerns. Usage of the course is now expanding to other teams and more content is being added. Canvas has proven to increase both our effectiveness and efficiency in training.

S&S - SERVICE DEVELOPMENT AND MANAGEMENT

Preparing for your Software Asset Management Journey
Dr. Sean HV Mendoza, Pima Community College
2:45–3:45 PM • St. Pete’s 1

Developing and implementing a software asset management plan is one of the most important initiatives any institution can undertake. Aside from saving the institution money from over purchasing software, a plan can help prepare for a future software audit and ensure employees and students have appropriate and timely access to software resources. Through an evaluation and standardization of institutional software processes, greater transparency of software
purchases provide greater opportunities for collaboration and coordination between faculty, staff and Information Technology. The increased dialog amongst stakeholders has enabled the institution to identify and consolidate individualized software, improving the student experience and consistency of resources. With penalties of a software audit as high as $150,000 for each software title infringed, a modest number of undocumented and illegally installed software can quickly add up to millions in fines. This presentation will describe to participants the challenges of managing software assets in a multi-campus setting and provide an electronic copy of Pima Community College’s software asset management plan, which can be used as a template for any organization. The presenter will also engage participants in an active dialog to discuss best practices and lessons learned, while blazing a path towards a software asset solution.

3:45–4:00 PM

Beverage Break/Networking

Lobby 3

4:00–5:00 PM: Presentations

S&S - LEADERSHIP AND CAREER DEVELOPMENT

Rattle Your Professional Cage

Allan Chen, Muhlenberg College
Kristen Dietiker, University of Washington
Bob Haring-Smith, Emeritus

4:00–5:00 PM • St. Pete’s 1

Learn from a panel of IT colleagues about their professional paths and what helped advance their careers. Join a group discussion highlighted by a look at the different career pathways and stopping points of the panelists. While each is unique in many ways, we find several powerful common themes. Opportunism, developing a portfolio of skills and experiences, and learning from mentors and peers are shared across the panelists. Each has also had close encounters with the world of job applications, cover letters and interviews of all kinds to share.

S&S - SERVICE DEVELOPMENT AND MANAGEMENT

A Real-time Application to Predict and Notify Students about the Present and Future Availability of Workspaces on a University Campus

Shamar Ward, University of the West Indies
Mechelle Gittens, University of the West Indies

4:00–5:00 PM • St. Pete’s 2

The many responsibilities of students require that they access and utilize information about workspaces to facilitate time management. Workspaces such as computer labs, classrooms, and study areas have varying availability. At the University of the West Indies - Cave Hill Campus (UWICH), students do not have a means of knowing in advance if these areas are available other than to visit the space. If the space is unavailable, the student would have wasted time. In addition, an initial survey of the opinions of 100 UWICH students showed that 72% of the respondents found when a non-class participant entered a room where they were having a class, they or the instructor were distracted. In the proposed paper, we will present a system which assesses the availability status of the room and makes a real-time occupancy indicator available to students on and off campus. This indicator prevents a non-class participant from interrupting an ongoing class. Additionally, students can query the system for a prediction or estimation on what the status of the space will be on a given day and time based on past conditions. In our survey, 91% of the respondents believed that having a system that relayed real-time or predicted information about space availability would help them, and therefore allow more time for productive activities. We will also present an analysis of the use of the system and how students perceived the usefulness of the system in operation.

S&S - SERVICE DEVELOPMENT AND MANAGEMENT

Understanding Windows 10

Gale Fritsche, Lehigh University

4:00–5:00 PM • St. Pete’s 3

Windows 10 was released in July 2015 as a free upgrade for Windows 7 and Windows 8 customers. With any operating system upgrade, there are many steps that need careful planning and many questions answered in order to reduce problems for the technical staff as well as end users. What does the arrival of Windows 10 mean to your organization? How are you going to plan for a smooth transition to Windows 10? How should your organization approach its implementation? Since Windows 10 is free and distributed to Windows users, how will you support the various users who are
prompted to install it – especially home users and users on campus who are not in active directory? This paper will outline the new features of Windows 10, will discuss its improvements as well as the anticipated issues and challenges that may be faced during a campus wide implementation.

S&S - TRAINING, DOCUMENTATION, AND COMMUNICATION

New York University Steinhardt IT’s New Methodologies for Developing Student Worker Skillsets

Lendyll Capitulo, New York University
4:00–5:00 PM  •  Demans/Williams

In light of resource constraints and the strong push for new university technology initiatives, an increasing number of Information Technology (IT) and Academic Technology (AT) teams must create more efficient ways to support staff, faculty, researchers, and students. This demand effects IT/AT professionals and student technicians alike. While student technicians present themselves as a cost effective alternative to retraining and/or hiring more IT/AT professionals, expecting efficient, quality work from this population creates its own set of unique managerial challenges. Such challenges demand a new, integrated methodology that both trains and develops student talent. Using experience as a student leader and Resident Assistant in NYU’s Office of Residential Life and Housing Services (ORLHS), the author has fostered his student technicians’ skills while creating a pervasive culture of customer service and support. This paper will discuss how student-focused development plans, modular trainings, and goal setting has positively impacted the NYU Steinhardt School of Culture, Education, and Human Development IT group’s ability to fulfill its mission: to empower members of Steinhardt to efficiently and effectively incorporate technology in their academic and professional work. The author will also discuss measures of effectiveness, as well as future challenges of the student development model at NYU and the higher education community at large.

5:00–6:00 PM

Birds of a Feather

Informal networking opportunities based on IT topics offering you the opportunity to meet people using similar technologies or facing similar issues on their campuses. Topics will be compiled and listed at the Registration Desk.

The Gala reception is one of the highlights of SIGUCCS each year. This year we’re proud to announce that the Gala will be held at The Dali Museum, built in 2011 to house the Morse family’s collection of Dali works. Join us for fun and festivities among these incredible works of art!

The Dali Museum
One Dali Blvd • St. Petersburg, FL 33701
Wednesday, November 11
7:00–10:00 PM
### Wednesday Schedule

**7:30 AM–5:00 PM**  
**Registration**  
Registration Room

**8:00–9:00 AM**  
**Continental Breakfast**  
Lobby 3

**8:00 AM–5:00 PM**  
**Speaker Ready Room**  
HTC5

#### 9:00–10:00 AM: Presentations

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<th>Time</th>
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<td>9:00 AM–10:00 AM</td>
<td><strong>Presentations</strong></td>
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<tr>
<td><strong>S&amp;S - INSTRUCTIONAL SUPPORT AND CLASS TECHNOLOGY</strong></td>
<td><strong>Improving Communication and Building Communities with Google</strong></td>
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<tr>
<td>Dr. Sean HV Mendoza, <em>Pima Community College</em></td>
<td>9:00–10:00 AM • St. Pete's 3</td>
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With assistance from the Academic Technology arm of IT, Pima Community College staff and faculty have been improving communication and building learning communities with Google Apps and GMail. Utilizing Google Hangouts, college employees can quickly and easily communicate with struggling students, offering a variety of services including counseling, advising and tutoring. Faculty have explored the use of Google Forms to generate on-demand post lecture surveys to assess student comprehension. Employee groups have also explored the use of Google Communities as a means to storing departmental artifacts and chronicling the evolution of departmental processes. A knowledge base for current and future employees, Google and its variety of apps create synergy between faculty, staff and students for learning, collaboration and service. This presentation will describe how Academic Technology has worked with stakeholders to leverage Google tools to improve communication and build communities. The presenter will provide how-to examples for using and implementing these tools, and hands-on activities for session participants.

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<tr>
<td><strong>S&amp;S - INSTRUCTIONAL SUPPORT AND CLASS TECHNOLOGY</strong></td>
<td><strong>“TBD”: A Flexible Technology Training Model for Smaller Campuses</strong></td>
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<tr>
<td>Julio Appling, <em>Lewis &amp; Clark College</em></td>
<td>9:00–10:00 AM • Demans/Williams</td>
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When scheduling training workshops on small college campuses, it can be difficult to accommodate the varied schedules of faculty and staff. In 2012, the IT department at Lewis & Clark College moved from a pre-determined schedule of training classes to a mix of scheduled workshops and flexible “TBD” (To Be Determined) classes, where workshops are scheduled based on interest and availability. This, in addition to on-demand resources such as screen casts and Lynda.com, has enabled us to better respond to the training needs of our campus community, and created opportunities for long-term engagement. This paper examines the factors we considered when making these adjustments to our training workshop schedule and the campus response (which has been mostly positive). I’ll also discuss our future plans to further integrate face-to-face training.
with on-demand resources through “curated” lynda.com lesson plans used in conjunction with 1:1 individual consulting.

Women in IT - The Endangered Gender
Vicki Rogers, University of West Georgia
9:00–10:00 PM • St. Pete’s 2

Information technology careers continue to grow and yet the number of women in them continues to decline. The gap is even more profound in leadership positions. This session is a review of existing literature, information and statistics concerning women in higher education information technology careers. It is a call for leadership development aimed at these women. It combines the topics of women, higher education, information technology, and leadership and considers them through the lens of professional development and adult education. Finally, it discusses and endorses ideas for initiating change in our field to increase our diversity and therefore meet the growth demands.

Who says you can’t go home?
Jennifer Servedio, Colgate University
Jon Beers, Colgate University
9:00–10:00 AM • St. Pete’s 1

When is it time to bring an outsourced service back in house? Outsourcing may be good today, but what about tomorrow? Nearly 10 years ago, outsourcing our helpline was the perfect solution. We were dealing with an IT personnel shortage and were unable to meet the needs of our faculty and staff. Over time it became very clear that there was a huge disconnect between the outsourced helpline and our support staff on campus. Statistics showed that call volume was low but we couldn’t utilize their extra time for other tasks. During this session we will explain why it was the right time for repatriation. It took time and hard work to gather the necessary information to even consider making this change. You will see how we convinced our upper administration why this would be a good move, how we handled push back from the campus community, and how we successfully brought our helpline back home.

10:00–10:30 AM
Beverage Break/Networking
Lobby 3

10:30–11:30 AM: Presentations

Patch Management - The Importance of Implementing Central Patch Management and Our Experiences Doing So
Timothy Palumbo, Lehigh University
10:30–11:30 AM • St. Pete’s 2

Lehigh University is implementing the Secunia CSI application to patch faculty/staff computers on campus. This presentation will cover the patch management process from the beginning to end, including vendor identification, application testing, vendor selection, implementation, deployment, and interpreting the results. We will discuss the importance of using a patch management solution to guard against data breaches as well as how vulnerable computers are without one. This presentation will focus on why we chose Secunia over other products and why patch management is an increasingly necessary solution in all sectors. With breaches occurring daily, we must work on prevention. There are countless vulnerabilities across a variety of products on University computers, including Adobe Flash, Java, and web browsers. Users often fall victim to viruses and malware as a result of unpatched or outdated applications. Universities deal with sensitive and valuable data that needs to be protected. Patching software can help prevent breaches and therefore secure campus assets. No matter how you do it, the importance of patch management cannot be overstated.
S&S - SERVICE DEVELOPMENT AND MANAGEMENT

Re-Inventing the Help Desk. Again. In Five Weeks or Less.

R Kevin Chapman, Carleton College
Travis Freudenberg, Carleton College
10:30–11:30 PM • St. Pete’s 1

In the Fall of 2013, following a change in management and departmental structure, the Help Desk was identified as “a problem”. A triumvirate of previously disparate ITS staff were thrust together and tasked with putting it back on the right track, improving its reputation, streamlining processes, decreasing ticket turnaround time, and generally lifting spirits. With only a month before the start of the academic year, could they do it? We will discuss the variety of bold approaches taken by the trio over the course of the year as they went in for a penny, in for a pound, threw caution to the wind, and invoked various other popular clichés. Highlights include the rapid-fire installation of a VOIP call center; implementation of a strict staff-to-staff, student-to-student phone service model; formalization of in-house versus out-house hardware repairs; handling of a 40% turnover in student staff; and maintaining their manager’s blood pressure at safe but entertaining levels. There were successes, failures, and a few solid reality checks to the head. Was it too much to tackle in one year? Or should it be considered a valiant start to what is an inevitably, ever-changing service. Finally, we will look at Year Two, during which the tides turn as a valued member of the triumvirate leaves the team, and the resulting ticket tsunami threatens to drown the duo he leaves in his wake. Will they recover? At the writing of this abstract, we’re really not entirely sure...

S&S - TRAINING, DOCUMENTATION, AND COMMUNICATION

Instructional Technology Communication and Outreach

Trevor Murphy, Williams College
Randy Matusky, Lyndon State College
10:30–11:30 PM • St. Pete’s 3

Instructional designers and technologists use a variety of means for communicating with faculty. There are IT Newsletters, brown bag lunches, visiting speakers, listening tours, department meetings, lightning talks, email blasts, one-on-one meetings, hallway conversations… and the list goes on. The authors from Lyndon College and Williams College consider and compare the various paths available for communicating with faculty about technology projects and opportunities at small institutions. Best practices of the various outreach efforts will be shared.

Signed, Sealed, Delivered: Improving Your Messages to the Community

Elizabeth Cornell, Fordham University
10:30–11:30 PM • Demans/Williams

Whether it’s an outage, scheduled maintenance or an announcement about a new technology resource, the pressure is on you to create effective and readable messages. Henry David Thoreau once said that he had received no more than one or two letters in his life that were worth the postage. To be sure, most of your communications don’t require postage and won’t be cherished forever. But they should be worth the time it takes to read them. University faculty, staff, and students are bombarded with hundreds of messages every day, from multiple sources. They appreciate it when your communications are organized, concise, and understandable. In this session, you’ll learn ways to improve written content for emails, blogs, and other communication channels. We’ll concentrate on how to cut the flab from your writing and strategies for organizing information. We’ll also cover how to choose the best words for promoting your organization’s resources and services. Elizabeth Cornell is currently the IT Communications Specialist at Fordham University. Before that, she was a member of the faculty in the English Department at Fordham, where she taught composition and literature.

11:30 AM–1:00 PM
Lunch On Your Own

1:00–2:30 PM
General Session/Management Symposium Opens
Grand Bay Ballroom

2:30–4:00 PM: Poster & Exhibitor Session

POSTER
Implementation and Experience of Learning Support Application for Students in classes
Shuuhei Endo, Big Ban System Corporation
Kazuyuki Kusunoki, Kyushu University
Naomi Fujimura, Kyushu University
2:30–4:00 PM • Lobby 3

Information and Communication Technology (ICT) is now widely used in education. Many teachers provide educational materials...
WEDNESDAY

to their classes as Word, PowerPoint or pdf files. It is convenient
and useful for students to keep them on their own computers but it
can be difficult for students to annotate these documents. Another
teaching challenge is that in Japan many students hesitate to ask
questions and to express their own opinions in classes. Faculty like
to use bulletin board systems to encourage their students to do this.

At Kyushu University all students are required to have a computer.
A new learning support system was implemented with Windows
8.1, Sharepoint and Microsoft Office 365 that allows students to
add notes to the educational materials provided; enables students
to share questions, comments and opinions electronically; and
promotes paperless learning. Big Ban System Corporation (BBS)
and Microsoft Japan commercialized this application. This paper
reports on the implementation and the experiences using the
learning support system at Kyushu University.

POSTER
Implementation and Experience of the online
teacher grading system for our real class
Shunsuke Noguchi, Kyushu University
Naomi Fujimura, Kyushu University
2:30–4:00 PM • Lobby 3

In online learning courses like MOOCs (Massive Open Online
Course) with a large number of students, peer grading is useful
for scaling the grades of assignments. Peer grading is helpful as it
reduces the burden on teachers and gives rich feedback to learners.
At Kyushu University, peer grading is used in online distance classes
and the discussion about using peer grading in online University
classes is just beginning. An online system has been developed
allowing students to upload their assignments, grade their peers
and receive feedback from other students in the system and it has
been used to see how well it works. In this paper, we present an
analysis of the data on user behavior the comparison between peer
and teacher grading. We will also show the results of questionnaires
on the experience. We have found that although there are still
issues to improve, there is validity in peer grading.

POSTER
Open Source Platform for Teaching
Administration of Unix-like Systems
Dmitri Danilov, University of Tartu
Eero Vainikko, University of Tartu
Artjom Lind, University of Tartu
2:30–4:00 PM • Lobby 3

Unix-like operating systems are time-proven leaders of the server-
side software and have cumulative share of ~60%. At least 10% of
Unix-like systems are used on personal computers. Popularity of
cloud based on-demand infrastructure (SaaS) has simplified the
process of obtaining the hosting platforms for the developers. As a
result, the demand for qualified administrators of Unix-like systems
is growing rapidly. Education of the Unix-like system administrators
is a complicated and uncertain task due to diversity and large
amount of different Unix-like platforms. The vendors of commercial
distributions offer training courses and certifications. However,
significant number of open source distributions are remaining
uncovered by structured and defined training routines. Considering
these facts, we organized an open e-course relying on Debian
Linux. In this paper, we will share our experience of the course
development and teaching. Our main contributions are scalable,
secure and automatic task verification system; and supplementary
infrastructure solution that allows performing the course tasks at any
location with an internet access. Powering the course with these two
developed components resulted in improvement of time resource
and course quality. In addition, we will describe our developed
solution in detail and analyze qualitative feedback of the students
gathered during three years of teaching.

POSTER
Student-Driven Digital Signage
Raymond Lawyer, Siena College
2:30–4:00 PM • Lobby 3

Digital Signage has been used Siena College since 2004, in the
Financial Trading Lab. Its expansion was initially limited to a single
display in the lobby of the college’s signature building. The purpose
was for Academic Affairs to disseminate academic events to the
community. While the value of digital signage was known by a
limited group at the institution there was no movement to increase
the presence of digital signs around campus until the student
senate championed the project in 2013 by providing funding
for the hardware and IT provided the “free” Rise Vision Content
Management platform. We will present the lessons we learned
and are continuing to learn through this pilot implementation. We
will discuss the hardware used as well as the use of the Rise Vision
Platform.

POSTER
Student Employee Attendance Points System
at Purdue University
Carla Hoskins, Purdue University
2:30–4:00 PM • Lobby 3
Are your student employees reliable? Do they show up for their shifts? Through attending SIGUCCS conferences we have learned that many other institutions are struggling with developing attendance policies that get their students into work. We developed a 3 strikes you're out program and built on that. A "no-call, no-show" is worth 5 points and at 15 points we terminate. We have a point structure for late and sick shifts to complete the system. All of this information is covered during orientation. Each time a student accrues points we send them an email telling them how many points were added and what their total is for the semester. We meet with them when they reach 10 points to review their points accrued and to make sure they understand that they will be terminated if they reach 15 points. We reset points at the beginning of finals week. Points accrued during finals week carry over to the next semester.

POSTER

Introduction of unchanging student user ID for intra-institutional information service

Yoshiaki Kasahara, Kyushu University
Naomi Fujimura, Kyushu University
Eisuke Ito, Kyushu University
Masahiro Obana, Kyushu University

2:30–4:00 PM • Lobby 3

In Kyushu University, a traditional "Student ID" assigned by the Student Affairs Department had been used as the user ID of various information services for a long time. There were some security and usability concerns using Student ID as a user ID. Since Student ID was used as the email address of the student, it was easy to leak outside. The Student ID is constructed based on a department code and a serial number, so guessing other ID strings from one ID is easy. The Student ID is issued at the day of the entrance ceremony, so it is not usable for pre-entrance education. The Student ID will change when the student moves to another department or proceeds from undergraduate to graduate school, so he/she loses personal data when Student ID changes. To solve these problems, Kyushu University decided to introduce another unchanging user ID independent from Student ID. This paper reports the design of the new user ID, ID management system we are using, and the effect of introduction of new user ID.

POSTER

UFFA, the battle cry of support

Rick Joslin, HDI

2:30–4:00 PM • Lobby 3

As technical support professionals we must be united to provide consistently high quality support. That begins with everyone owning the only product of the support organization, knowledge. Within the knowledge management best practices, known as Knowledge-Centered Support, there is a core concept that can unite a team. That concept is UFFA. UFFA is the responsibility of every support professional. UFFA must be integrated into incident management as part of the structured problem solving method. UFFA must become the new expectation of teamwork. UFFA is the new way. UFFA is the cry of support that unites the team. What you will learn:

- Understand the UFFA Concept;
- How UFFA is integrated into incident management;
- The process and technical requirements to enable UFFA;
- How UFFA benefits the business, customers, and support professionals;
- Why UFFA is the spirit cry of support.

4:00–5:30 PM: Presentations & Lightning Talks

LIGHTNING TALK

Five Things I Have Learned from My Travel Adventures That Have Made Me A Better Employee

R. Eddie Vinyaratn, University of Southern California School of Social Work

4:00–5:30 PM • St. Pete’s 3

There are many benefits to taking time off from work such as reducing stress and improving mental health. Taking time off from work will also make you a better employee! I love to travel and I love technology. I am very lucky to be able to take time off to travel. In today’s lightning talk, I am going to share with you five things I have learned from my travel adventures that have made me a better employee.

LIGHTNING TALK

Just Another Day at the Shop: From Small Business to College IT

Travis Freudenberg, Carleton College

4:00–5:30 PM • St. Pete’s 3

In the fall of 2012, I closed the doors of my computer service and repair shop and started working for Carleton College as a Computing Support Specialist stationed in the Help Desk. Though the client base I supported increased tremendously and my title and
responsibilities changed, at the end of the day my goal was still the same: provide end users with the best technical support in town. In this paper I will examine how the skills gained and lessons learned running a small IT business (interrupt driven time management, customer service as a way of life, and Murphy's Law as a constant) can be applied to the unique demands of IT in higher education.

**LIGHTNING TALK**

**No Games Necessary: Building Your Team Through Engagement Every Day**

Mo Nishiyama, Oregon Health & Science University

4:00–5:30 PM • St. Pete’s 3

The expression “team building” has received a much-maligned connotation of forcibly pressuring peers to cooperate in the workplace. Clichés of off-site retreats where people work together to create towers from spaghetti sticks, icebreaker exercises where they reluctantly talk about their backgrounds, and forced relating games come to mind. While some of these approaches to team building may be useful, real success comes from how we show up at work— and in the world—every day.

Our work and non-work lives are intertwined. Practicing the “the Golden Rule”—treating others as you would like them to treat you—is essential for building a successful team. As modern knowledge workers working in a social era, we are no longer showing up for work just to collect paychecks, but to create meanings in what we do. How we interact with our teammates and build relationships every day go a long way towards establishing a culture of success. By viewing and treating our colleagues as human beings first (rather than a “resource” or a “job role’), we open ourselves to learning how to effectively build relationships with our teammates.

**LIGHTNING TALK**

**Lessons Learned in Implementing a Service Desk**

Kelly Wainwright, Lewis & Clark College

4:00–5:30 PM • St. Pete’s 3

Last fall, Lewis & Clark College’s IT department consolidated four points of service into one: The IT Service Desk. This was a change not just in operation, but in the culture of technology service as well. Learn about the top five challenges that we faced in making this transition, and some of the creative ways in which we responded.

**LIGHTNING TALK**

**A Wearable LED Matrix Sign which Shows a Tweet of Twitter and its Application to Campus Guiding and Emergency Evacuation**

Takashi Yamanoue, Fukuyama University

Keiichiro Yoshimura, Kagoshima University

Kentaro Oda, Kagoshima University

Koichi Shimozono, Kagoshima University

4:00–5:30 PM • St. Pete’s 3

We have many signs in our campus. In order to manage them and keep them up to date, we can use LED matrix signs today. If they are mobile and they can be located any place any time, and if they could be controlled from a remote place by a manager, they can be more useful for special events such like conferences in a campus. They also can be useful for emergency evacuation. We can use flexible color LED matrices today. We also can use a smart phone and we can acquire information at any place and any time today using the smart phone. We have developed a wearable LED matrix sign which shows a tweet of twitter by combining latest technologies which are shown above. The wearable LED matrix sign is a mobile sign and it can be located any place any time, if a person wears the sign and go there at the time. The wearable LED matrix sign can be controlled from a remote place by a manager because its contents can be modified using Twitter. The manager can also know where is the LED matrix sign using the GPS function of the LED matrix sign or calling the person who wears the sign.

**MANAGEMENT - LEADERSHIP PARTNERSHIPS AND STRATEGIC PLANNING**

**Successful Shift: Finding Success with New Campus Leadership**

Allan Chen, Muhlenberg College

Theresa Rowe, Oakland University

4:00–5:30 PM • St. Pete’s 1

Institutional leadership changes present a number of professional challenges. Our career success depends on successful navigation in response to changes driven by new leadership. Foundational items such as strategic plans and missions can be updated, leading to significant operational and organizational impact. Perhaps the primary issues may be addressing changes in personality and leadership style that come with new executives. Regardless, some degree of realignment is needed, and a deft hand is required in such a shift. This panel will highlight two institutions - Oakland University and Menlo College - that have or are dealing with significant change at the institutional leadership level. From presidents to provosts.
to deans, we’ll talk about different approaches to managing the change, leading a team through these new waters, and coming out as a successful agent of change and progress in the end.

S&S - SERVICE DEVELOPMENT AND MANAGEMENT
Are You Prepared for Tomorrow? Developing and Offering Technology Repair Services
Brandon Lindley, Columbus State University
Andrew Turner, Columbus State University
4:00–5:30 PM • Demans/Williams

In order to align with the University’s goal of providing best-in-class technology and information-based services and to meet the increased needs for our students, we have developed a repair shop which provides a cost-effective method for repairing students’ computers, tablets, and smartphones. With our students’ constant need for hardware/software repair and replacement, we were able to utilize the student technology fee to provide them with three repairs on personal laptops and desktops per semester free of charge. In addition, tablet and smartphone repairs are available for a flat fee of $50. By choosing the repair shop over local competitors, students have saved over $200,000 over the past 18 months. Due to promotion, successful repairs, and student feedback via social media, we noticed an increase in the demand of repairs over the past few years which led us to improve our methods and increase efficiency internally. This paper intends to examine our repair shop and sharing with other university-based help desks the benefits of providing this service to their students.

S&S - SERVICE DEVELOPMENT AND MANAGEMENT
Knowledge Management Best Practices within Service Management
Rick Joslin, HDI
4:00–5:30 PM • St. Pete’s 2

Knowledge management is an absolute requirement to improve efficiencies and enable an organization to expand its services or deliver different types of services. Yet often it is considered optional, and either not done at all or not done well. Knowledge management is more than just the creation of a knowledge base and the use of a tool – it’s a critical process for capturing the assets of an organization. Through this workshop, you’ll gain a practical understanding of how to properly integrate the capture, structure, and re-use of knowledge into the incident management process so as to improve service effectiveness and efficiency. We’ll discuss the challenges of implementing knowledge management, and how you can successfully get others to support this initiative. In this session you will...

• Learn how to capture knowledge in the context of the customer;
• Understand that knowledge must be useable, findable, and structured consistently;
• Discover the dynamic nature of knowledge, and its life-cycle;
• Understand that perfection is neither required nor desirable.

You will leave this session with a foundational understanding of best practice methodologies in knowledge management which will allow you to move forward – or improve – a knowledge management program in your organization.

5:30–6:15 PM
Volunteer Session for the 2016 Conference
St. Pete’s 1

SIGUCCS works because of amazing volunteers! This session is to help inform you of volunteer opportunities for the 2016 SIGUCCS conference.

5:30–6:30 PM
Birds of a Feather
Informal networking opportunities based on IT topics offering you the opportunity to meet people using similar technologies or facing similar issues on their campuses. Topics will be compiled and listed at the Registration Desk.

7:00–10:00 PM
Gala at The Dali Museum

9:00 PM–12:00 AM
Hospitality Suite
HTC2
THURSDAY Schedule

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<td>10:30 AM–12:00 PM</td>
<td>Joint Plenary and Close of Service &amp; Support with David Rendall</td>
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<td>Hospitality Suite</td>
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8:30–10:30 AM: Exhibitor Presentation & Round Robin

**EXHIBITOR**

**Solving 2 VDI Challenges with Application Jukebox**

**Phil Spitze, Le Moyne College**

8:30–10:00 AM • St. Pete’s 1

A discussion of how Application Jukebox from Software2 helped Le Moyne College solve two challenges introduced by a full-scale implementation of VDI using VMware View. Topics will include a history of VDI use at Le Moyne College, Gold Image bloat, VDI sprawl, and how Application Jukebox is fulfilling Le Moyne College’s vision of computing bubbles for a great user experience.

**ROUND ROBIN**

**Service and Support and Management**

Facilitated by Lucas Friedrichsen and Scott Saluga

8:30–10:00 AM • Grand Bay Ballroom

Join colleagues at round tables for short facilitated discussions on hot topics and current trends. At the bell, move from table to table as the topic interests you.

10:00–10:30 AM

**Beverage Break/Networking**

Lobby 3

**JOINT PLENARY CLOSE OF SERVICE AND SUPPORT**

10:30–12:00 PM

Grand Bay Ballroom

During the last fifteen years, **David Rendall** has spoken to audiences on every inhabited continent. His clients include the US Air Force, Australian Government, and Fortune 500 companies.

Prior to becoming a speaker, he was a management professor, stand-up comedian and endurance athlete. He also managed nonprofit enterprises that provided employment for people with disabilities. He has more than twenty years of experience leading people and organizations.

David has a doctor of management degree in organizational leadership, as well as a graduate degree in psychology. He is the author of three books.
In a time of limited resourcing and funding within higher education, IT governance becomes a necessity. We are increasingly challenged to "do more with less". However, right-sizing governance for the institution can be challenging due to varying levels of maturity. The Division of IT at the George Washington University has implemented a governance model that capitalizes on alignment with the university’s budget and planning cycles as well as increased engagement with the university community. In this presentation, we will share our path to governance, prioritization model as well as the tools and templates being used for prioritization, resource planning, road mapping, and maintaining and evolving the IT portfolio of projects. We will also share how we are leveraging the IT governance model at a University level. We will conclude with time for an audience discussion as to how governance is being utilized at other institutions, current challenges, techniques and next steps.

Information technology careers continue to grow and yet the number of women in them continues to decline. The gap is even more profound in leadership positions. To better understand the current status and pathways forward, information and statistics will be reviewed on the topics of women, higher education, information technology, and leadership. This discussion will focus on what we know about women in higher education IT and why the declining numbers are both unprecedented and undesirable. Subsequently, we will facilitate a discussion about the topic, focusing on what the field can do to encourage leadership and professional development for women and why it is imperative that we do.

The University of Washington is a large, distributed organization with a central IT unit, UW-IT. In addition, many schools, colleges and departments have their own IT units, software developers, and other technical professionals. In fact, the number of information technology professionals outside of central IT rivals the number inside central IT. University of Washington’s TechConnect was created in the Fall of 2013 in response to an identified need for this distributed community to connect with each other, learn about key technology initiatives at the UW, explore emerging issues, and to share best practices. The first event supported by the TechConnect Advisory Board was the TechConnect Conference on March 25, 2014, which attracted more than 400 members of the University IT community to come together and participate in presentations, workshops and consulting/demo labs in the Odegaard Undergraduate Library & Learning Commons. The Board then decided to build upon the success of that event by adopting the TechConnect brand to bring more focus and support to other activities, events and resources that provide opportunities for the University’s IT community to explore, learn and connect. This presentation will discuss the various activities underway at the University of Washington helping to break down silos, improve collaboration among technical professionals, and create a more engaged IT community on campus. Additionally, lessons learned, future plans, and recommendations for other institutions struggling with distributed/siloed IT will be shared.

Information technology careers continue to grow and yet the number of women in them continues to decline. The gap is even more profound in leadership positions. To better understand the current status and pathways forward, information and statistics will be reviewed on the topics of women, higher education, information technology, and leadership. This discussion will focus on what we know about women in higher education IT and why the declining numbers are both unprecedented and undesirable. Subsequently, we will facilitate a discussion about the topic, focusing on what the field can do to encourage leadership and professional development for women and why it is imperative that we do.

At the time of writing this proposal, we are 9 days away from our final ‘Go Live’ for the College’s ERP project. Our project is named ‘i3 Project’ for Information, Integration and Innovation. The project has been just over two years in the making, excluding the initial planning and RFP process. Replacing our 30+ year old legacy system was definitely needed, but was not going to be easy. This presentation will focus on the Organizational Change Management
THURSDAY

approach throughout the life of the project which includes replacing our Finance, HR and Student systems and adding a Budgeting Tool, Constituent Relationship Management module and Maintenance Management. This project impacted everyone at the College and was phased in with eight ‘Go Lives.’ Learn about our approach, challenges, successes and solutions along the journey. How did we prepare the various stakeholders and end users for the changes? What was our number one challenge and what did we do about it? With March 2, 2015 slated as final ‘Go Live’ day for our new student system and CRM, what will happen afterwards from a sustainment perspective? In this presentation, we will cover our OCM roadmap and highlight some of the activities within our communications plan and sub-plans, leadership alignment, engagement strategies (involving our faculty & staff), training challenges and successes, functional team approach and change impact analysis and team effectiveness. As we’re just approaching our final launch, our presentation will also include the post-‘Go Live’ experiences. i3 has been quite the journey and we’d like to share this experience with you.

3:00–3:30 PM
Beverage Break/Networking
Lobby 3

3:30–5:00 PM: Presentations

IT Lessons from Baseball Movies
William Klein, Valparaiso Law School
3:30–5:00 PM • St. Pete’s 1

It is good to be a baseball fan and love baseball movies. Using baseball movie moments, we will explore IT management lessons, customer service themes, and life lessons. For instance, Moneyball and Trouble With the Curve, are movies that explore integrating technology into the curriculum, love of baseball, and the challenges of change management. Among other themes, A League of Their Own and Bull Durham are movies that explore assumptions about women in the workplace, and society. Drawing from many movies about baseball, let’s talk about some themes that are important to the SIGUCCS community. Be a sport and join in the workshop. Group participation will play a significant role in this workshop, so, come ready to participate. Batter up!

MANAGEMENT - LEADERSHIP PARTNERSHIPS AND STRATEGIC PLANNING

Business Analysis and Process Re-engineering
Gayleen Gray, University of Guelph
3:30–5:00 PM • Demans/Williams

A growing area of focus for campus IT departments is the activity that takes place before the technology is even determined: business analysis and process re-engineering. In an ideal world, departments on campus are approaching central IT to assist with these activities to ensure the right solutions are put in place. In reality, there are still many challenges, uncertainties and concerns about bringing central IT on board to assist with projects. Neither business analysis or business process re-engineering are new concepts, however, institutions continue to struggle with making it happen. Questions such as “why bother, what are the benefits, what incentives are required, what types of models work, where should the resources come from, etc.,” will be addressed using examples of actual projects that have taken place at the University of Guelph, in Guelph, Ontario, Canada. Our business analysis framework, resourcing approach, and challenges and successes with these important activities, will be shared.

Right-Sized Project Management
Jean Tagliamonte, Vassar College
3:30–5:00 PM • St. Pete’s 2

Does it seem like everyone in IT is adopting a project management methodology? Do you find your team saying “We don’t really do project management here”? Or maybe it seems like just too much to consider? Vassar College Computing & Information Services began adopting a Project Management methodology in late 2013. Our journey began under the guidance of a full-time project manager. We then created a cross-functional governance team that met regularly to figure out just how much project management was the right amount of project management for us. A year and a half later and we have a right-sized project management approach that works for our IT department. Join me as I give you an overview of our story and the tools to right-size project management for your IT organization.

9:00 PM–12:00 AM

Hospitality Suite
HTC2
8:00 AM–11:30 AM: Registration
Registration Room

7:30–8:30 AM: Continental Breakfast
Lobby 3

8:30–10:00 AM: Presentations

### Building Strategic Partnerships
**Debbie Fisher, The Citadel**
8:30–10:00 AM • St. Pete’s 2

Obtaining support from allies and colleagues external to the IT department can be beneficial when introducing an IT project or change, requesting funding, or simply serving on a committee. In addition to aligning project goals with the strategic plan and obtaining accurate information on quantifiable components such as funding or timeline, it is also worthwhile to consider the relationships, personality characteristics, and communication styles of those involved and how to leverage them in a positive, constructive way. In this interactive session, we will review examples of various scenarios and identify practical tips to apply strategically to foster a foundation of trust, credibility, and cooperation favorable for sunshine-and-smooth-sailing across your sea of IT goals.

### IT Service Management - multiple paths, lessons learned, knowledge sharing
**Lucas Friedrichsen, Oregon State University**
**Chris King, NC State University**
**Jean Ross, Vassar College**
**Leila Shahbender, Princeton University**
**Jean Tagliamonte, Vassar College**
8:30–10:00 AM • St. Pete’s 1

IT Service management practices vary like colleges. Learn from a panel of presenters about their process on topics such as - ITSM tool selection - Training - Culture changes - Implementation - tools, or processes - Consultancy engagements - Lessons learned

### Nurturing a Culture of Universal Design
**Dr. Sean HV Mendoza, Pima Community College**
8:30–10:00 AM • St. Pete’s 3

With many schools facing accessibility compliance issues, Information Technology must take an active role in developing the infrastructure and culture of Universal Design (UD). With support from the highest levels of the institution, Pima Community College formed an institutional committee to develop and implement strategies to further accessibility for employees and students. Utilizing the University of Washington’s definition of UD and Dr. Kotter’s 8 steps of change, participants will be provided examples of how an institution can go from zero to accessibility hero for students.
in just three short years. This presentation will chronicle the events instrumental to the institutional adoption of Universal Design and how the culture of accessibility continues to grow for its employees and students. The presenter will also engage participants in an active dialog to discuss participants attempts to implementing UD at their institution as well as lessons learned towards an increasingly accessible environment.

10:00–10:30 AM

Beverage Break/Networking  
Lobby 3

10:30–12:00 PM: Presentations

MANAGEMENT - LEADERSHIP PARTNERSHIPS AND STRATEGIC PLANNING

Surviving a tour of duty - Helping your employee navigate the waters  
**Bert Parham, University of Kentucky**  
10:30 AM–12:00 PM • St. Pete’s 3

The notification comes in to your employee about a tour of duty. The following responses sum up most employee’s reactions to the news: What in the world is a tour of duty? Yes, where do I sign?! I need to know details! As a manager it’s important to know how to come alongside your employee, no matter their response. We will look at some of those questions your employee will have about the tour and how to address them. We will look at how you, as a manager, can set your employee up for success. We will also look at the benefits of tours of duty and how these benefits extend beyond your team and into the organization. At the University of Kentucky, I serve in a Tier2/Management role within the central IT Service Desk. My tour of duty was serving as a Project Manager within the central IT PMO. In this session I will talk about my tour, lessons learned, and lead interactive discussion on setting your employees up for success during their own tour.

Aligning IT User Services with the Organization’s Strategic Plan  
**Anthony Farber, New Jersey Institute of Technology**  
**Phil Stickna, New Jersey Institute of Technology**  
10:30 AM–12:00 PM • St. Pete’s 2

NJIT’s Strategic Plan for 2015 - 2020 focuses on five strategic priorities: Students, Learning, Scholarly Research, Community, and Investment. As the central hub and point of first contact for the campus IT support infrastructure, the Technology Support Center (TSC) must be cognizant of and aligned with these priorities. This requires understanding our business value potential and adjusting functions and processes to demonstrate that value. We are the face of IT user services, so we must evolve from the technology-focused organization of yesteryear into the customer-focused organization of tomorrow. Our focus must be on the services provided, not the products. We must therefore develop a more effective means of providing these services to the community. We recognize this evolution begins with a professional team of technologists, an effective organizational structure, and transparency with our customers. In order to effect this transformation, three key objectives were identified and implemented: 1) Empower, encourage, and educate the professional technologists; 2) Reorganize the support structure for the computer labs and instructional spaces; 3) Introduce a customer self-service incident and request management system.

No Strategic Plan can be successful without backing and buy-in throughout the university. Our transformation in particular was not instantaneous, and initially had its detractors. However, a combination of strong leadership, good communication and trust triggered a domino effect among the professional technologists as they noticed and took pride in the positive impact of their contributions. The larger instruction space support team reduced individual burdens while also expanding our capacity for off-hours instruction support. Lastly, our customers greatly appreciated the transparency offered by the self-service incident and request management system. TSC’s support evolution has had a direct impact on the effective delivery of IT user services for instruction and computing technology at NJIT. We have achieved an alignment with the university Strategic Plan; now work begins to sustain it.
Making Time by Managing Time

Allan Chen, Muhlenberg College
10:30 AM–12:00 PM  •  St. Pete’s 1

All of us use different means to manage our time. Some are devotees of methodologies such as Getting Things Done, others use a wall of Post-It notes. Many will swing back and forth, trying to find an effective solution. The simple fact is that there is no one solution, not even for any one person. We find something that works today that might not accommodate the demands of our next project or a new job. We must adapt. But how can any of us really see the spectrum of methods? In this facilitated discussion, a panel will put forth the time management techniques that we’ve tried and with which we’ve found success, examples of attempts that have failed, and engage the audience to give examples of how they manage time.

12:00-1:00 PM

Lunch
Grand Bay Ballroom

Closing Plenary

By applying effective leadership and expertise in usability studies for projects such as the evaluation of the college’s portal, Becky Vasquez evaluated factual evidence of how individuals were using the portal to guide the redesign project. Becky provides operational support and strategic direction of virtual services, eLearning, and business efficiencies for students at 130 worldwide campus locations in nine countries.

Becky will share 10 leadership strategies and real world examples. Whether you’re currently in leadership or aspire to grow in your career, Becky’s tips and techniques that she has learned over several years will be presented. Both immediate takeaways and longer term leadership growth strategies will be explored in an interactive session, highlighting both the serious and humorous side of leadership.
ACM Digital Library Access
Members have access to all SIGUCCS-generated content in the ACM Digital Library as well as discounts on SIGUCCS-related proceedings and CDs.

Discounted Conference Registration Fees
SIGUCCS Members receive a discounted registration fee for the annual conference.

Online Discussions
SIGUCCS provides e-mail discussion lists for ongoing communication and collaboration between people who are interested in discussing user services issues. Members are also encouraged to join the SIGUCCS online community to participate in forum discussions, and keep in touch with SIGUCCS members and ongoing events.

Professional Experience
SIGUCCS members have the opportunity to gain valuable professional experience through volunteer opportunities such as servicing on conference organizing committee and Board-appointed committees.

Interpersonal Networking
Networking is vital in every profession. It stimulates new ideas, refines thinking, and leads to the exchange of ideas and mutual solutions to problems. SIGUCCS offers you the opportunity to network with colleagues to find solutions for the same challenges you face.

$25 per year

If you have questions regarding your SIGUCCS membership, e-mail: ACMHelp@acm.org