CHOOSE YOUR ADVENTURE

YOU'RE THE STAR OF THE STORY!
CHOOSE FROM INFINITE POSSIBLE ENDINGS.

SIGUCCS 2016
DENVER, COLORADO

$1.95

A JACQUELYNN GAINES DESIGN

NOVEMBER 6–9, 2016
BEWARE and WARNING!

This conference is different from other conferences.

You and YOU ALONE are in charge of what happens in this story.

There are dangers, choices, adventures, and consequences. YOU must use all of your numerous talents and much of your enormous intelligence. The wrong decision could end in disaster—even Conference FOMO (Fear Of Missing Out). But, don't despair. At any time, YOU can go back and make another choice, alter the path of your story, and change its result.

It’s the first day of the 2016 SIGUCCS Annual Conference, and you are ready for a professional development adventure. Will you begin by planning your session schedule, or look for the networking and social events with other attendees? There are opportunities to learn during presentations from your colleagues, from our communication award winners, and to interact with our conference exhibitors. Each choice you make leads to knowledge, inspiration, and fun.
WELCOMES
4 Laurie Fox tells you what to expect this week as you CHOOSE YOUR ADVENTURE • 4 Chris King and Shundra White explain how to SET YOUR CAREER PATH ON AN INCLINE • 5 Mat Felthousen offers a SIGUCCS Board WELCOME TO SIGUCCS 2016 • 5 SEE THE FACES OF BOARD MEMBERS who represent our organization • 6 MEET ALL OF THE VOLUNTEERS who make the SIGUCCS conference possible

SCHEDULE
7 This week’s SCHEDULE-AT-A-GLANCE • 10 Join us for the GENERAL SESSION for an update from the Board, to recognize our award winners, and get some dessert • 11 Get the complete list of all of the amazing LIGHTNING TALKS being presented on Tuesday and Wednesday • 12 Meet DAVID RENDALL and MANLEY FEINBERG, the Opening and Closing Plenary speakers for SIGUCCS 2016

AWARDS
14 Explore the contributions and talents of our HALL OF FAME WINNERS • 13 This year’s PENNY CRANE AWARD WINNER embodies the spirit of Penny herself • 18 Amazing people at amazing institutions won COMMUNICATION AWARDS for websites, print, and more!
17 Some people make a difference over a lifetime; meet the recipient of our first-ever LIFETIME ACHIEVEMENT RECOGNITION

EXTRAS
15 Exhibitors at 2016 help MAKE IT ALL HAPPEN • 9 Meet the folks from Four Winds Interactive at a special HAPPY HOUR event • 19 Don’t end the conversation now! Follow your peers on SOCIAL MEDIA • 22 Maps to help you FIND YOUR WAY AROUND

UPCOMING
17 A sneak peek of SIGUCCS 2017

ASK ME WHY
20 Benefits of joining ACM SIGUCCS

MENTORING
16 Congratulate the 2015–2016 Mentoring Program grads!
CONFERENCE CHAIR’S NOTE

Welcome to SIGUCCS 2016 in Beautiful Denver, Colorado.
The next three days are packed with engaging sessions, inspiring keynotes, and opportunities to network with peers from around the globe. The conference theme is Choose Your Adventure, and like the books I remember from my childhood, you have the choice of what happens next -- how will you get the most out of your SIGUCCS conference experience?
Thank you to the SIGUCCS 2016 Conference Core Committee, who started organizing the conference last summer. It has been a pleasure to work with each of you as we planned an outstanding event. I also want to thank the many that volunteered to help out in various ways throughout the planning stages; from the presenters, trek chairs and readers who have prepared an excellent program, to those that coordinate some unique part of the conference. Finally, I want to express my appreciation to my colleagues and friends on the SIGUCCS Board. Thank you for this amazing opportunity!
Enjoy your time in Denver (one of my favorite cities)! Learn new things; make new connections; have an adventure! The adventure doesn’t stop when you leave Denver. Get involved with SIGUCCS, whether it be through social media and the email list, volunteering on a conference committee, or planning a presentation for SIGUCCS 2017.

Laurie Fox
SIGUCCS 2016 Conference Chair

PROGRAM CHAIRS’ WELCOME

Dear SIGUCCS Attendees,
Welcome to SIGUCCS 2016 in the Mile High city of Denver, Colorado!
We hope that this year’s theme, “Choose Your Adventure” inspires you to create your own learning path by “trekking” through this year’s program. There’s no perfect way to climb!
You find the topics that peak your interest and you ascend to those.
We hope to elevate your ideas, heighten your strategies and set your career path on an incline! This year’s program is meant to engage you technically, professionally and personally through engagement with the plenary speakers, peer dialogue, poster sessions, lessons learned and shared and opportunities to interact with exhibitors.
As you can expect, a great climb (conference) is marked by a dedicated group of climbers who plan, strategize, and commit to the success of the climb, including your program committee co-chairs, Chris King and Shundra White. Expect to find nuggets of valuable ideas, creative thoughts, and useful information over the next few days which will make this year’s conference rewarding.
We hope you enjoy the Mile High City and this year’s conference program.
Here’s to greater heights, a peak in your quality of work and to being at the pinnacle of your field!

Chris King
Shundra White
Program Co-Chairs
On behalf of the SIGUCCS Board, welcome to Denver, and the 44th annual SIGUCCS conference. Thank you for ‘choosing your adventure’ by being a part of the content of what is certain to be an amazing event.

If this is your first SIGUCCS conference, welcome. The SIGUCCS community is an incredible resource for professional development, whether it is through online discussions, a digital library with thousands of articles on best practices, or opportunities such as the conference that blends topics ranging from technical discussions to career advancement.

Please join me in thanking the 2016 Conference Committee, as this conference is the culmination of more than 18 months of volunteer efforts. They have pulled together an exceptional program, including guest speakers from higher education, and from industry. This is also the first year for our fully integrated annual conference format, which is the result of years of evaluation and planning based on feedback from conference attendees and multiple conference committees.

2016 marks SIGUCCS’s 53rd year, and the Board is in the third 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 and YouTube channel. We are piloting a Slack site to provide another way for our community to work together on topics. We have increased vendor contributions to the conferences to keep costs under control and to help enhance the conference experience. We have restructured the conference to reduce costs of attendance and allow for a greater focus on content. Most importantly, we are financially sound; since 2013 conferences have operated with a slight surplus, which allows us to invest in making SIGUCCS services even more useful for the community.

As we bring 2016 to a close, there is much to look forward to. Be sure to mark October 1-4 on your calendars for next year’s conference in Seattle, Washington. 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
COMMUNICATION IS KEY SIGUCCS attendees at a previous conference work on face-to-face communication. SIGUCCS conferences are filled with exercises like this, designed to help foster both relationships and skills.
<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
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<tbody>
<tr>
<td>9:00 am-5:00 pm</td>
<td>Closed Board Meeting • Rexford</td>
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<tr>
<td>12:00 pm-6:00 pm</td>
<td>Registration • Crystal Foyer</td>
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<tr>
<td>1:00–4:30 pm</td>
<td>CRYSTAL A</td>
<td>PERSUADE! Nine Strategies for Getting What You Want • David Rendall *additional fee required</td>
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<tr>
<td></td>
<td>CRYSTAL B</td>
<td>Leadership Development: What Really Works • Vicki Rogers *additional fee required</td>
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<tr>
<td>2:00–4:30 pm</td>
<td>CRYSTAL C</td>
<td>HDI Forum • Aspen</td>
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<tr>
<td>5:00–5:15 pm</td>
<td>CRYSTAL C</td>
<td>Volunteer Orientation</td>
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<tr>
<td>5:15–6:00 pm</td>
<td>CRYSTAL C</td>
<td>First-Timer Orientation</td>
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<tr>
<td>6:00–7:00 pm</td>
<td>CRYSTAL C</td>
<td>Welcome (T-Shirt) Reception • Crestone Ballroom • Show your school spirit! Wear your school t-shirt or sweatshirt and enjoy our opening reception!</td>
</tr>
<tr>
<td>9:00 pm-12:00 am</td>
<td>CRESTONE C</td>
<td>Hospitality Suite • Aspen • Join us in the hospitality suite each night for informal networking and games.</td>
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<tr>
<td>6:30 am-7:15 am</td>
<td>CRESTONE A</td>
<td>Morning Walk • Lobby • Meet in the hotel lobby for a walk around beautiful downtown Denver. We'll be back in time to get ready for breakfast!</td>
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<tr>
<td>7:30 am-5:00 pm</td>
<td>CRYSTAL Foyer</td>
<td>Registration</td>
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<td>8:00 am-9:00 am</td>
<td>CRYSTAL Foyer</td>
<td>Breakfast • Silvertown Ballroom</td>
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<tr>
<td>9:00 am-10:30 am</td>
<td>CRYSTAL BC</td>
<td>OPENING PLENARY • Turn to page 12 to learn about David Rendall, the Opening Plenary speaker!</td>
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<tr>
<td>9:00 am-11:00 am</td>
<td>CRYSTAL Foyer • Crystal Foyer</td>
<td>Networking Break &amp; Exhibitor Hall • Take a break and meet your fellow conference goers. Food will be provided.</td>
</tr>
<tr>
<td>11:00 am-12:00 pm</td>
<td>CRYSTAL C</td>
<td>Women’s Work: Gender in Higher Education Information Technology Positions • Vicki Rogers</td>
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<td>CRYSTAL A</td>
<td>Longitudinal Relationship Management for Instructional Technologists • Amy Cheattle • @acc123 Cornell University</td>
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<td>CRYSTAL B</td>
<td>Internal Think Tanks for Innovation and Team-Building • Elizabeth Cornell • @ecornell1 Fordham University</td>
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<td>CRYSTAL C</td>
<td>Navigate the Higher Ed IT Waters to Chart Your Professional Development Plan • Joan Cheverie EDUCAUSE • Deborah Keyek-Franssen University of Colorado System</td>
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<td>CRYSTAL C</td>
<td>Adventures in Starting a Service Desk • Kelly Wainwright • @kwainwright • Caitlin Power Lewis &amp; Clark College</td>
</tr>
<tr>
<td>12:00 pm-1:15 pm</td>
<td>SILVERTOWN BALROOM</td>
<td>Lunch • Lunch is on us. Grab a plate and network with your fellow conference goers.</td>
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<tr>
<td>1:15–2:15 pm</td>
<td>SILVERTOWN BALROOM</td>
<td>Teaching, Learning, and Classroom Design • Miranda Carney-Morris Lewis &amp; Clark College • Trevor Murphy Williams College</td>
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<td>CRYSTAL C</td>
<td>Managing Clickers at the Enterprise-Scale • Nargas Oskui • Jon Dorbolo Oregon State University</td>
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<td>CRYSTAL C</td>
<td>Topping the monolith: How SUNY Geneseo ended the use of monolithic images on Macs • Nikolaos Varrone • @niikvarrone SUNY Geneseo</td>
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<td></td>
<td>CRYSTAL C</td>
<td>AwardU: Recognition Program for WVU ITS Employees • Vicki Smith • @WVUITServices • Steven Marra • Kathryn Fletcher • @ks_fletcher West Virginia University</td>
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<td>CRYSTAL C</td>
<td>&quot;At Your Service&quot;, The NC State Experience Managing a Google Service Team • Sarah Noell • @ncsusarah • NC State University</td>
</tr>
<tr>
<td>2:30–3:30 pm</td>
<td>CRYSTAL C</td>
<td>How Can Computational Services Facilitate Collaboration Between Institutions? • Richard Kneper • Barbara Hallock • Jeremy Fischer • @jeremyfischer Indiana University • J-P Navarro University of Chicago/Argonne Mat. Lab. • David Lifka Cornell University</td>
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<td>CRYSTAL C</td>
<td>Collaboration Made Easier: Working with Restricted Documents in Office 2013, OneDrive, &amp; Office 365 • Timothy Palumbo • William Betterman Lehigh University</td>
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<td>CRYSTAL C</td>
<td>We Can Rebuild It, We Have The Technology: Modifying the Mac Mini for optimal use as a classroom instructor station • Travis Freudenberg Carleton College</td>
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<td>CRYSTAL C</td>
<td>Challenges Of Deploying PKI Based Client Digital Certification • Satoshi Uda • Mikifumi Shikida Japan Advanced Institute of Science and Technology</td>
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<td>Time</td>
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<td><strong>MONDAY</strong></td>
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<tr>
<td>3:45–5:00 pm</td>
<td>Birds of a Feather and Speed Networking • Silverton Ballroom • 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 on sched.org. Table switching will be encouraged.</td>
<td>Crestone A</td>
</tr>
<tr>
<td>5:00 pm–5:30 pm</td>
<td>Networking Event • Silverton Foyer • Join us at the end of the day for a chance to unwind – find a group to go to dinner with or head out to one of our optional evening events!</td>
<td>Crestone A</td>
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<tr>
<td>5:30 pm–7:30 pm</td>
<td>Culinary Event • SpringHill Suites Denver Downtown at MSU Denver • Pre-registrations only (additional $35 fee applies).</td>
<td>Crystal A</td>
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<tr>
<td>6:00 pm–7:30 pm</td>
<td>Mentoring Participants Dinner • TBA • For participants of the 2015-2016 Mentor Program. This event is by invitation only.</td>
<td>Crystal A</td>
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<tr>
<td>9:00 pm–12:00 am</td>
<td>Hospitality Suite • Aspen • Join us in the hospitality suite each night for informal networking and games.</td>
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<td>Breakfast • Silverton Ballroom</td>
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<td>9:00–10:30 am</td>
<td>A PetaFLOPS Supercomputer As A Campus Resource: Innovation And Impact</td>
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<td>Networking Break &amp; Exhibitor Hall • Crystal Foyer • Take a break and meet your fellow attendees and exhibitors. Food will be provided.</td>
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<tr>
<td>10:30 am–11:00 am</td>
<td>A Panel on the Transition to Cloud-Based Student Printing</td>
<td>Crystal BC</td>
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<td>11:00 am–12:00 pm</td>
<td>Couch Learning Mode: Worthwhile Manual and Automatic Multiple-Video Lecture Selection out of a Lecture Video Archive for E-learning Students Martin Malichow Matthias Bauer Christoph Meinel Hasso Plattner Institute</td>
<td>Crystal BC</td>
</tr>
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<td>12:00–1:15 pm</td>
<td>Lunch • Silverton Ballroom • Lunch is on us. Grab a plate and network with your fellow conference goers.</td>
<td>Crystal BC</td>
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<tr>
<td>1:15–2:15 pm</td>
<td>GENERAL SESSION AND AWARDS • Crystal BC</td>
<td>Crystal BC</td>
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<tr>
<td>2:30–4:00 pm</td>
<td>Poster/Exhibitor Session • Silverton Ballroom • This session is an opportunity to learn about a variety of projects presented in a poster format, network with your colleagues and collaborate with the SIGUCCS 2016 Exhibitors! Dessert will also be served during this session.</td>
<td>Crystal BC</td>
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<tr>
<td>4:00-5:00 pm</td>
<td>Enhancing Campus Cyber Security through Classes with Combination of Computer Ethics Videos and Logical Thinking Takashi Yamanoue Noboru Nakamichi Kunihiko Kaneko Fukuyama University</td>
<td>How to Develop a Service Catalog Beth Rugg UNC Charlotte</td>
</tr>
<tr>
<td>5:00-6:30 pm</td>
<td>Four Winds Happy Hour • Four Winds Interactive Headquarters at 1221 Broadway Denver, CO 80203</td>
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<tr>
<td>9:00-10:30 am</td>
<td>From This Point to Endpoint: The Journey To Centralized Device Management Cate Lyon Brian Griffith Whitman College Nick Pistentis Metropolitan State University of Denver</td>
<td>Lightning Talks See page 11 for complete details!</td>
</tr>
<tr>
<td>10:45-11:45 am</td>
<td>Panel: Internet of Things (IoT) Stephen Lewis Lehigh University Tom Gerace Tulane University</td>
<td>Secure Data Management in an English speaking test implemented in general-purpose PC classrooms Hideo Masuda Masayuki Mori Katsunori Kanzawa Yasushi Tsubota Yumi Hato Yasuaki Kuroe Kyoto Institute of Technology</td>
</tr>
<tr>
<td>11:45 am-1:15 pm</td>
<td>Lunch • Strike out on your own or with a group and get your lunch from many of the wonderful eateries in downtown Denver.</td>
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</table>

Attend a Happy Hour at headquarters! While you’re peers, enjoy complimentary beverages, passed hors d’oeuvres and tours of the technologically integrated Workplace of the Future.

Tuesday, November 8 • 5:00-6:00pm Hosted by Four Winds Interactive 1221 Broadway Denver, CO 80203
<table>
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<th>TIME</th>
<th>CRESTONE A</th>
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<th>CRYSTAL A</th>
<th>CRYSTAL B</th>
<th>CRYSTAL C</th>
</tr>
</thead>
</table>
| 1:15–2:15 pm | 2016: A Site Odyssey
Sara May
Lisa Brown
University of Rochester | Monitoring and Analyzing Wi-Fi Availability and Performance on a University Campus Using Recycled Cellphones to Aid Students in Selecting Their Study Areas
Shamar Ward
Mechelle Gittens
University of the West-Indies Cave Hill Campus | Software2
Exhibitor Presentation | Our Student Staff: Specialty Roles and Professional Development
R Kevin Chapman
Carleton College | An Analysis of Relationship between Storage Usage Distribution and Per-User Quota Value
Yoshiaki Kasahara
@ykasa
Eisuke Ito
Kyushu University
Takuya Kawatani
Kyosan Electric Manufacturing Co, Ltd.
Koichi Shimozono
Kagoshima University |
| 2:30–3:30 pm | Realigning our Client Services Organization
Beth Rugg
UNC Charlotte | Steinhardt Technology Services AV Team - The Road to Building AV Support in Higher Ed
Ray Pfaff
NYU Steinhardt | Topdesk
Exhibitor Presentation | JourneyEd / Adobe
Exhibitor Presentation |

**WEDNESDAY**

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Shamar Ward
Mechelle Gittens
University of the West-Indies Cave Hill Campus |

**WE NEED AN AUDIENCE!**

Don’t miss the General Session on Tuesday at 1:15 to help us recognize our award winners—plus get a sneak peek of SIGUCCS 2017!

If you want to look at the Tuesday schedule, go back to page 8.

If you would rather see the SIGUCCS 2017 location, turn to page 16.
“A **lightning talk** is a very short presentation lasting only a few minutes, given at a conference. Several lightning talks will usually be delivered by different speakers in a single session, sometimes called a data blitz.”

**TUESDAY & WEDNESDAY @ 9AM IN CRESTONE B**

**TUESDAY**

“Fourth Time’s a Charm? Redesigning Training For A Re-Redesigned Helpdesk”
KENDRA STRODE
Carleton College

“Video without a Camera”
CHAD SCHONEWILL
Colorado College

“Teaching Animation”
TREVOR MURPHY
Williams College

“Charting the Course: Navigating Student Staff Management Tools”
TAMMY BROWNING
University of Missouri

“Adventures in Management: Incentives with Flair”
THERESA MORGAN
CARLA HOSKINS
Purdue University

**WEDNESDAY**

“Following the Direct Path: Effective Short Presentation Tips”
MO NISHIYAMA
Oregon Health & Science University

“The Life and Times of Travis Milton”
R. KEVIN CHAPMAN
TRAVIS MILTON
Carleton College

“Making It Up As I Go Along: The Art of Improvisation in IT Support”
TRAVIS FREUDEMBERG
Carleton College

“Just Apply for the $&@?! Job!”
KRISTEN DIETIKER
Menlo College

“The End Product is You”
DAN R. HERRICK
University of Colorado Boulder

If you want to read about our communication award winners, turn to page 18.

If you would rather read about our plenary speakers, turn to page 12.
Dead Leaders: Lessons from the Lives and Violent Deaths of the World’s Most Influential People

Do you want to become a great leader? What does it take to achieve greatness?

When I ask audiences to identify the greatest leaders in the history of the world, a few names always make the list. After asking this question repeatedly over the years, I finally noticed something. The leaders, who were consistently rated as great, shared one thing in common. They had all been killed. They didn’t die natural deaths. They were either executed or assassinated. This led me to explore the lessons that we can learn from their example. During that journey, I discovered four leadership principles that have the power to transform your leadership and your legacy.

For more information about David, visit his website at http://www.drendall.com

Leading on the Edge: 7 Vertical Lessons & 1 Essential Question to Elevate Your Impact, Regardless of Your Title

Professionals often struggle to deliver more value under tightening business constrains and rising expectations. Add the complications of regulations, engaging a multi-generational work force, constantly evolving technology, economic pressure, plus the chaos of day to day life; and you have a serious challenge.

After facing the same frustrations from the front lines to the executive level for more than 20 years; Manley believes the answer is in equipping individuals at all levels to think, act, and influence as leaders in their environment. His “Leading on the Edge” keynote can be the catalyst for this change.

For more information about Manley, visit his website at http://verticallessons.com
The Penny Crane Award for Distinguished Service recognizes individuals who have made significant contributions to information technology in higher education and to SIGUCCS over a period of many years.

Phil Isensee attended Pacific Lutheran University and graduated from the University of Idaho with a BS in Electrical Engineering. Phil never practiced engineering but began a career in higher education information technology at his alma mater in 1970. During the ensuing 36 years he served Iowa State University, the University of California at San Francisco, Oregon State University and retired from Oregon Health & Science University in 2007. Phil worked as a systems programmer, applications programmer, user consultant and managed groups ranging in size from 5 to 90 people. He also worked in county government and with a startup firm.

He joined SIGUCCS when he first began working in higher education and continued his membership throughout his career. He attended his first User Services Conference in 1980 on the suggestion of his boss, Claire Maple, who then provided the funding! Phil would forever afterward refer to the User Services Conference as “the conference for PEOPLE in computing.” He attended many other conferences which were about the software or hardware but the SIGUCCS USC was a favorite because of the focus on the people. He was Treasurer for two USC’s and co-chaired a Computer Services Management Symposium.

Phil’s wife, Martha Maier, recently retired from her work as a Lutheran pastor. His daughter, Emily, works for Brave Leaders, Inc., a Brené Brown company (a very people oriented company). His son, Jeffrey, works part-time at a chip manufacturing company.

Since retiring, Phil and Martha have been able to travel to France for three, month-long trips. Phil has also consulted with TouchNet Information Systems and has hosted a live webcast for their customers for the last seven years. He says: “Who would think of asking an old retired IT guy to host a webcast?” It has been an enjoyable retirement gig offering opportunities to keep up with some things in higher ed. He also has stayed current with much of Microsoft Windows, supporting a few clients and his wife’s church. Whenever he can, he fritters away his days writing PowerShell scripts to automate mundane tasks.

After several retirement years wondering “How did I ever have time to work?” he plans to stop any gainful activity at the end of 2016 and enjoy more travel and PowerShell puzzles.

Phil epitomizes and embraces the Penny Crane philosophy. He was never as flamboyant as Penny but he worked tirelessly to promote and support the development of User Services staff.”
The SIGUCCS Hall of Fame Award was established to recognize individuals whose specific contributions have had a positive impact on the organization and therefore on the professional careers of the members and their institutions.

Deborah “Debbie” Fisher retired as Director of Academic Computing at The Citadel in June 2016. During her career at the college spanning 20 years, Debbie served in a variety of roles including training, lab supervisor, Manager of Help Desk and User Support Services. As project lead, Debbie enjoyed working with teams from across campus to implement the college’s first digital portal. An advocate for enhancing services and support, she successfully championed a dozen new key positions hiring the first full-time Help Desk staff member, Lab Manager, Instructional Designer, LMS Administrator, and Sound Engineer.

Debbie has been active since joining SIGUCCS in 2007. She has presented at Service & Support and Management Symposium conferences and served as a volunteer in several capacities such as reader, mail-room setup, Session Chair, Round Table facilitator, and Registration Desk. Debbie joined the Program Committee in 2014 as Volunteer Chair and served as Publicity Chair in 2015.

Naomi Fujimura is currently the Professor Emeritus in Information Infrastructure Initiative at Kyushu University. He is a resourceful leader working to introduce and improve the ICT (Information and Communications Technology) environment at the university for a long time. He earned the nickname "dozer" because he pushed through almost all technical and political problems to achieve the ideal ICT environment.

As the executive adviser to the president, Naomi has been instrumental in the introduction of BYOD at Kyushu University, which was realized in April 2013. For that purpose, he worked with Microsoft and anti-virus software vendors to offer campus agreements. He also introduced the firewall and implemented the high performance wireless LAN for education in most lecture rooms at the university.

Naomi joined ACM and SIGUCCS in 1978. He attended his first SIGUCCS conference in 2006 in Edmonton. Since then, he has been attending the SIGUCCS Service & Support conferences and has made 19 presentations. You can find Naomi’s many papers in ACM’s Digital Library.

Takashi Yamanoue is currently the chair of the SIGUCCS Tokyo Chapter in Japan and a professor at Fukuyama University. He has been active in the universities’ computing support since 1989. In the early days of his work, he supported users’ programming for mainframe computers by writing manuals and talking with customers while working at the help desk. After that, he played an active part in the movement of downsizing and networking not only at his university but also in the Kyushu region and all of Japan.

Takashi is also an active member of the Special Interest Group on the Internet and Operation Technology of the Information Processing Society of Japan (SIG-IOT of IPSJ), a group similar to SIGUCCS in Japan. He was the chair of the SIG-IOT from 2009 to 2012. After he introduced SIGUCCS to Japan, through a report on the SIGUCCS 2004 conference for SIG-IOT, Japanese have participated in SIGUCCS conferences every year.
EXCEPTIONAL EXHIBITORS

The 2016 SIGUCCS Conference 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 be 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 we appreciate your support.

– The 2016 SIGUCCS Conference Exhibitor Team –

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SAMANAGE
Silver Exhibitor
Congratulations to the 2016 SIGUCCS Mentoring Program Participants!

Chester Andrews, Oberlin College
Heather Brotherton, Purdue University
Keenan Carr, Oregon State University
Robby Crain, Purdue University
Michael Cyr, University of Maine System
Joe DeFilippis, Oregon State University
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Robert Fricke, Whitman College
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Scott Trimmer, Cuyahoga Community College
Rasool Tyler, Princeton University
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Nikolas Varrone, SUNY Geneseo
Thomas Wilk, Carnegie Mellon University

“Everyone has a transferable commodity-knowledge. Sharing your unique expertise and making introductions for someone creates a lasting legacy.” -Marsha Blackburn

MENTORING ADVISORY COMMITTEE

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Your passion and dedication have not gone unnoticed! “Mentoring is not a conversation but an intentional and collaborative approach to growing together.”

WHY JOIN?

The SIGUCCS Conference Committees are looking for volunteers. The success of each conference is largely due to the volunteers that make it all happen. There are many opportunities for everyone who would like to participate. Whether you know exactly what you’d like to do or you just want to get involved and meet people, you have to be a member to participate! A low fee of just $25 per year will open doors to professional development opportunities like this one as well as other benefits like access to the SIGUCCS resources in the ACM Digital Library. Don’t delay—2017 Conference planning is underway and we want you to be a part of it!
John H. (Jack) Esbin began his professional career in 1959 as a mathematics teacher in the public schools of Delaware, then in 1962 became an Instructor of Mathematics and (in 1964) the Assistant Director for Academic Support at the Computer Center of Illinois State University. He then moved to the University of Iowa, where he was the Associate Director of the Computer Center, and where he became a member of both ACM and SIGUCCS in January of 1968. In 1976, he became the Director of Computing at the University of Toledo (UT), then a year later became the Executive Director of the J. Preston Levis Regional Computer Center (JPLRCC), which served multiple public institutions, including UT, the City of Toledo, Bowling Green State University, the Northwest Ohio Regional Information System (an area criminal justice network), and several small colleges in the area. When the Regional Center was disbanded in 1990, Jack became the Director of Computing for the City of Toledo. He returned to the University of Toledo in 1995, from which he retired after serving as the Director of the Year 2000 (Y2K) Project, in 2000.

ACM Positions and Awards
- Chair, ACM Headquarters Location Committee, 1988–1990
- Liaison, ACM Executive Committee and ACM 50th Anniversary Committee, 1995–1997
- ACM Outstanding Contribution Award, 1993
- ACM Fellow Election, 1993

SIGUCCS Positions and Awards
- Editor, SIGUCCS Newsletter, 1970–1973
- Member, first SIGUCCS User Services Conference Committee, 1972–1973
- Chair, Vice Chair, and Treasurer of SIGUCCS, 1973–1981
- Chair and Site Visitor, SIGUCCS Peer Review Committee, 1980–1982
- Historian, SIGUCCS User Services Conference, 1982 (10th USC)
- Chair, SIGUCCS Computer Services Management Symposium (CSMS), 1981
- Chair, SIGUCCS User Services Conference Committee, 1985
- Historian, SIGUCCS User Services Conference Committee, 1992 (20th USC)
- Chair, SIGUCCS Awards Committee, 1999–2001 and 2003–2005
- Treasurer, SIGUCCS Computer Services Management Symposium, 2001–2008
- Co-Chair, SIGUCCS 50th Anniversary Committee & SIGUCCS 2013 Conference Committee Liaison, 2011–2013
- SIGUCCS Hall Of Fame Award, 2001
- SIGUCCS Penny Crane Award, 2001
COMPUTING SERVICES PUBLIC/MOBILE WEBSITE

WINNER
University of Colorado – Boulder
Accessible Technology
Office of Information Technology Services, Disability Services

COMPUTING NEWSLETTER (PRINT OR ELECTRONIC)

WINNER
Bucknell University
“The Next Page” from Library and Information Technology at Bucknell University
Jason Snyder, Deb Balducci, Param Bedi Bud Hiller, Debbie Hirsch, Tracy Hower, Carrie Johnston, Carrie Pirmann

WINNER
University of Michigan
Michigan IT Newsletter
Marc Brigolin, Phillip Cameron, Rita Girardi, Doug Heavrin-Brown, Nancy Herlocher, Stefanie Horvath, Peter Knoop, Michael Morabito, Glen Sard, Josh Simon, Matt Walters

PRINTED HOW-TO GUIDES

WINNER
University of Michigan
MiWorkspace Quick Start Guides
Lindsay Hendricks, Rachael Wojciechowski, Lauren Brott

ELECTRONIC HOW-TO GUIDES

WINNER
James Madison University
Which IT Training Classes Should I Take? Rob Morgan

ELECTRONIC HOW-TO GUIDES COLLECTION

WINNER
The George Washington University
Classroom Tech Guides
P.B. Garrett, Michelle Valadez, Quinn Baron, Matt Scaperoth, Kelly Chen, William Richter

INSTRUCTIONAL CLASSROOM MATERIALS

WINNER
University of Cape Town
How to use the new UCT classroom equipment
Steff Hughes, Yacoob Manjoo, UCT media team

QUICK REFERENCE GUIDES

WINNER
University of Arkansas
Tech Selector
Lane Roberts, Art Miller, Erin Griffin

GENERAL SERVICE PROMOTIONAL MATERIALS

WINNER
University of Colorado - Boulder
Diverse Learners Awareness Week
Alaina Beaver, Robert Schwander, Greg Stauffer, Courtney Fell, Sandra Sawaya, Disability Services, Residence Life

GENERAL SERVICE CAMPAIGN MATERIALS

WINNER
Texas A&M
The Game of Aggie LIFE
Lacey Baze, Allison Oslund, Julie Rogers, Morgan Hampton, Xavier Porter, Chris Siems, Tara Guin

AWARD OF EXCELLENCE
University of Michigan
Campus WiFi Upgrade Project
Patty Giorgio, Rachael Wojciechowski

AWARD OF EXCELLENCE
UMass Amherst
Selfie Information Security Campaign
Alyson Gill, Jake Cunningham, Matthew Dalton,
Matthew Mattingly, Eric Gendreau, Iris Chelaru, Zinj Guo, Allison Koss

6a
SHORT PROMOTIONAL VIDEO
WINNER
University of Notre Dame
Two-Step Login at Notre Dame
Sharon Hayward, Lenette Votava, Donna Thompson, Jason Williams, Katie Rose, Grassroots Media

AWARD OF EXCELLENCE
UMass Amherst
UMass Cybersecurity Project: Episode 2
Matthew Dalton, Tracy Mitrano, Steven Brewer, Ryan Wright, Greeley Kyle, Olga Kyle

6b
LONG PROMOTIONAL VIDEO
WINNER
Washington University in St. Louis
Welcome to the Warehouse: BIDW 101
Rebekah Cowin

7
USE OF SOCIAL MEDIA
WINNER
Texas A&M
Texas A&M Information Technology
Social Media
Lacey Baze, Allison Oslund, Julie Rogers, Rayanne DuChane, Morgan Hampton, Stephanie Hinze, Karlie Gaenzle, Madeline Richey, Xavier Porter, Jonathan Lee Gonzales

8
STUDENT-CREATED MATERIALS
WINNER
New York University, Steinhardt School
Steinhardt School of Culture, Education, and Human Development
Visual Service Design: Standardizing Service through Visual Identity
Xi Liu, Ilana Levinson, Ben Vien, Raymond Pfaff, Francesca Socolick, Kelsey Buttendorf, Claire Menegus

AWARD OF EXCELLENCE
University of Michigan
Information and Technology Services
Summer Internship Program Website
Piyush Goyal, Courtney Murphy, Kyle Cozad, Tanya Madhani, Zach Scott

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 #siguccs16
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 serving on conference organizing committees 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