For the most up-to-date schedule and information, use Sched from your laptop or mobile device:

https://siguccs2017.sched.com

See all the sessions with their abstracts and create a personalized agenda of events by creating your own login.
Welcome to Seattle - pull up a seat, grab a cup of coffee and let's talk!

Seattle is a perfect reflection of the SIGUCCS 2017 conference - it is a city of innovation, boldness, collaboration and inspiration. This is where Starbucks was first brewed, where Microsoft made its mark, and where Pike Place Fish Market, approaching bankruptcy, decided to become world famous and began throwing its product at its customers!

The core planning committee kicked off SIGUCCS 2017 by throwing our own fish at the General Session in Denver during SIGUCCS 2016. And we’ve since spent the past year hard at work to make this conference the best of what SIGUCCS does for its members. Special thanks go out to the team that helped shape this year’s conference—all the volunteers who are serving on the planning and conference committees, the presenters who are providing the content and offering new ways to Connect | Discover, and everyone who participates in SIGUCCS—not just at the conference but year round.

Connect | Discover is not just the theme, but the embodiment of this year’s conference. Opportunities abound for professional development and networking with your peers. I invite you to kick off each morning at breakfast to “Begin the Conversation” and share ideas about the day’s topics. Don’t miss the exciting and inspirational plenary and general sessions, drop by the poster session to grab some snacks and help determine the winner of a “major award,” and end each day by “Continuing the Conversation” in which you will have the opportunity to discuss the day’s topics with presenters and your peers.

This is YOUR conference—created by your peers, presented by your colleagues—and your engagement will power it. Connect with the other attendees and speakers and discover that next new technology, smart solution or growing trend. We are throwing a big fish at you - step up and catch it!

CATE LYON
2017 SIGUCCS Conference Chair

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As Program Co-Chairs, it is our great pleasure to welcome you to SIGUCCS 2017! We are thrilled to be here in Seattle and we look forward to sharing this year’s program with you.

Our conference begins with our Opening Plenary, where three current and former CIOs, Marty Ringle, Lois Brooks, and Chris Ferguson, will discuss “Apocalypse Deferred: Wreaking Order in the Service Environment Through Effective Leadership.” This session promises to be an engaging and fun discussion about the challenges of Higher Ed IT. Regardless of your role, it will get you thinking about how to address the challenges you face in your job. At the end of our conference, Amanda Messer from because I said I would delivers our Closing Plenary. In “Because I Said I Would,” Amanda will share her insights on the importance of accountability, fulfilling commitments, and doing what you say you will do.

One of the hallmarks of SIGUCCS is that we are a volunteer organization. As such, many individuals have contributed a great deal of hard work and dedication toward the success of this conference. We received 80 submissions to our Call for Proposals, and many quality proposals had to be turned away. We accepted a mix of sessions. Presentations and posters each required writing and publishing a paper, which are now available online in the ACM Digital Library. Other sessions we are offering this week include panels, lightning talks, and facilitated discussions. Our excellent authors and presenters developed strong papers, posters, and presentations, guided by our Readers and Track Chairs. All told, over 100 people were involved in writing, editing, and presenting the program content you are accessing here in Seattle. We could not have developed this year’s program without their efforts, and we thank them for volunteering their time.

From the very earliest stages of planning this conference back in June 2016, the conference committee reflected on SIGUCCS conferences, what they mean to us individually, and what we hope to achieve this year. Our conference theme Connect | Discover was developed as a result of our discussions. We are confident that over the next several days, you will connect with amazing colleagues from other institutions across the US and the world, and discover new ideas and solutions to bring back to your home institution.

KRISTEN DIETEKER & CHRIS WIESEMANN
2017 SIGUCCS Conference Program Co-Chairs
2017 SIGUCCS CONFERENCE COMMITTEE

Conference Chair  
CATE LYON  
Whitman College

Program Chair  
KRISTEN DIETIKER  
Menlo College

Program Chair  
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University of Oregon

Treasurer  
TERRY RUGER  
Ithaca College

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University of Colorado Boulder

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Baldwin Wallace University

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Washington University in St. Louis

Hospitality Room Coordinator  
ERIC HANDLER  
Macalester College

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NYU School of Law

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UNC - Charlotte

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KELLY WAINWRIGHT  
Lewis & Clark College

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Penn State University

Registration Chair & Mobile App Coordinator  
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Program Readers  
JULIO APPLING, Lewis & Clark College
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MICHAEL CYR, University of Maine
MARIANNA DOHERTY, Dickinson College
LAURIE FOX, SUNY Geneseo

KATE GILBREATH, The Ohio State University
BOB HARING-SMITH, Retired
CHERYL TARBOX, Binghamton University
DAN VANDER PLOEG, University of Illinois
RACHEL WEAVER, Macalester College
On behalf of the SIGUCCS Board, welcome to Seattle and the 45th annual SIGUCCS conference! Grab a mug of your favorite beverage and join your colleagues from around the world as we Connect | Discover.

The 2017-2020 board recently took office, and we are looking forward to working together for the next three years! We encourage your comments and ideas—please join us for an Open Board meeting on Tuesday at 7:30am in Emerald 2 or chat with us during any networking event.

Enjoy SIGUCCS 2017 and Seattle!

LAURIE FOX
Chair, SIGUCCS
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.

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

Apocalypse Deferred: Wreaking Order in the Service Environment Through Effective Leadership
Monday, October 2 • 9:00 am

Chris Ferguson will interview Marty Ringle and Lois Brooks regarding the challenges they face in their roles as CIOs, the ways they deal with those challenges, and the lessons they’ve learned from both their successes and their mistakes. This session will include questions from the audience.

Chris Ferguson retired from Pacific Lutheran University in 2012 as Associate Provost for Information & Technology Services, a merged organization of library, IT, and related services and operations. Prior to his 11 years with PLU, he held leadership positions at the University of Southern California and University of California/San Diego.

Since 2012, Chris has coordinated NorthWest Academic Computing Consortium’s (www.nwacc.org) leadership development program, designing the curriculum and administering three four-day institutes for each of three 20-person cohorts to date.

Chris received a Ph.D. in medieval and ancient history from Binghamton University, and a master’s degree in library and information science from the University of Texas, both in 1981.

Lois Brooks serves as Vice Provost for Information Services & CIO for Oregon State University. Prior to joining OSU in 2010, she was director of Academic Computing at Stanford University and Executive Director of the Sakai Foundation. She has been active in the higher education and technology communities, launching two multi-university initiatives (Sakai and Unizin), and serving in governance, faculty and engagement roles with NorthWest Academic Computing Consortium (www.nwacc.org), Unizin, EDUCAUSE, Internet2, Oracle, Ellucian and IMS Global. Brooks holds an MBA from Columbia University, an MBA from the University of California, Berkeley, and a BS from the University of San Francisco.

Marty Ringle is President of the NorthWest Academic Computing Consortium (www.nwacc.org) and Chief Information Officer at Reed College. During the past twenty-five years he has consulted on technology-related issues for more than a hundred and fifty colleges, universities, corporations, foundations, and government agencies. Prior to his arrival in the Northwest in 1989, he was chair of the computer science department and founder of the program in cognitive science at Vassar College. He holds a Ph.D. in Philosophy from Binghamton University, jointly sponsored by the T.J. Watson School of Engineering. Marty has chaired a number of boards including EDUCAUSE, REN-ISAC, and the Consortium of Liberal Arts Colleges, and has served on advisory groups for Apple, Microsoft, SCT, Addison-Wesley, the Fielding Graduate Institute, Marylhurst University, NITLE, and many other organizations. He is currently co-leader of the EDUCAUSE CIO Constituent Group, a member of the InCommon Steering Committee, and a member of the CyberSecurity sub-committee of the National Security Higher Education Advisory Board (NSHEAB).

Amanda Messer believes that every individual has the strength to become a person of their word. In this session, Amanda shares her insights and actionable ways to become better at fulfilling commitments. She inspires others to become more accountable to their promises through compelling and real-life examples from the “because I said I would” movement.

Amanda Messer is the Co-Founder and Chief Technology Officer at because I said I would, a social movement and nonprofit dedicated to the betterment of humanity through promises made and kept. At a young age Amanda learned the effect that promises broken have on relationships. Her father struggled with addiction and was not good with keeping his commitments to his little girl.

Amanda was drawn to helping start because I said I would knowing that there are other children whose lives are deeply affected by broken promises. In November of 2013, Amanda became because I said I would’s first full-time employee after over a year of volunteering her time to the cause.

As the youngest of five children, Amanda grew up in Lorain, OH. Prior to co-founding because I said I would, she worked at Hyland Software – one of Fortune magazine’s top 100 places to work in the United States. Amanda has also served as the Vice President for the Cleveland User Experience Professionals Association. She currently resides in Lakewood, OH with her son, Trent, and her dog, Miska (pronounced Meesh-ka).
# Schedule-at-a-Glance

This schedule is current as of September 1, 2017. For the most current schedule, please visit Sched at [https://siguccs2017.sched.com](https://siguccs2017.sched.com).

<table>
<thead>
<tr>
<th>Time</th>
<th>SEATTLE 1</th>
<th>SEATTLE 2</th>
<th>SEATTLE 3</th>
<th>BELLTOWN</th>
<th>EMERALD 3</th>
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<tr>
<td><strong>SUNDAY</strong></td>
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<tr>
<td>6:30–7:30 am</td>
<td>Morning Walk • Lobby • Come explore beautiful downtown Seattle with your fellow attendees</td>
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<tr>
<td>9:00 am–5:00 pm</td>
<td>Closed Board Meeting • Blue Mouse</td>
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<td>12:00–6:00 pm</td>
<td>Registration is Open • Pioneer</td>
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<tr>
<td>1:00–4:30 pm</td>
<td>Understanding Your Customer Service Experience and Journey Mapping and Data Collection Cara Giacomini Shea Jacobson</td>
<td>IT Governance: A Hands-On Approach to Defining Policies and Process Tom Gerace</td>
<td>Be a Leader Who Inspires Others: Transforming Yourself into the Leader You Are Meant to Be Joan Cheverie</td>
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<td>5:15–5:30 pm</td>
<td>Volunteer Orientation • Seattle 1</td>
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<td>5:30–6:00 pm</td>
<td>First-Timer Orientation • Seattle 2</td>
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<td>6:00–7:00 pm</td>
<td>Welcome Reception and Coffee Mug Exchange • Emerald 1 • Wear your school colors, bring a mug to exchange and Connect</td>
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<tr>
<td>7:00–9:00 pm</td>
<td>Dinner on your own • Grab a friend and head to one of the many amazing Seattle restaurants. Registration desk has a list of places to eat</td>
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<tr>
<td>9:00 pm–12:00 am</td>
<td>Hospitality Suite • Belltown • Join us for games, conversation and lots of laughs!</td>
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<td><strong>MONDAY</strong></td>
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<td>8:00–9:00 am</td>
<td>Breakfast • Emerald 1 • &quot;Begin the Conversation&quot; where today's program topics will be explored</td>
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<tr>
<td>9:00–10:30 am</td>
<td>Opening Plenary • Seattle Ballrooms • Apocalypse Deferred: Wreaking Order in the Service Environment Through Effective Leadership</td>
<td>Creating, implementing, and maintaining successful classroom design John Anderson Robert Bishop Adrian Peterson Washington College</td>
<td>The Power of PowerShell – Examples of how PowerShell Scripts can Supplement a Patch Management System to Solve Unusual Problems Timothy Palumbo Lehigh University Cord-Cutting on Campus: The Demise of Cable TV Service in the Residence Halls Tom Gerace Tulane University Building an In-house Leadership and Management Training Program Deyu Hu Virginia Tech</td>
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<tr>
<td>10:30 am–4:00 pm</td>
<td>Visit with Exhibitors • Seattle Foyer</td>
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<td>10:30–11:00 am</td>
<td>Networking Break • Seattle Foyer • Grab some snacks and some conversation</td>
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<tr>
<td>11:00 am –12:00 pm</td>
<td>Automated Patch Management and Inventory Reporting PDQ - Platinum Sponsor</td>
<td>Creating, implementing, and maintaining successful classroom design John Anderson Robert Bishop Adrian Peterson Washington College</td>
<td>The Power of PowerShell – Examples of how PowerShell Scripts can Supplement a Patch Management System to Solve Unusual Problems Timothy Palumbo Lehigh University Cord-Cutting on Campus: The Demise of Cable TV Service in the Residence Halls Tom Gerace Tulane University Building an In-house Leadership and Management Training Program Deyu Hu Virginia Tech</td>
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<td>12:00–1:15 pm</td>
<td>Lunch on your own • Grab a friend and grab some eats. See the registration desk for nearby restaurants</td>
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<tr>
<td>1:15–2:15 pm</td>
<td>Ink - Platinum Sponsor</td>
<td>Transitioning from Blackboard to Moodle amidst Natural Disaster: Faculty and Students’ Perceptions Jose Noguera Southern University and A &amp; M</td>
<td>Trying it out with College Library: the role of beta-testing and the pilot process in establishing successful services Jeremiah Ray Crague Cook University of Wisconsin Enhancing the Performance of Cross-Functional Teams Gale Fritsche Lehigh University Don't go it alone: Dedicated communications expert is critical to a successful IT shop Vicki Smith West Virginia University</td>
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### Tuesday

**8:00 am – 12:00 am**
- **TUESDAY**
- **10:00 am – 4:00 pm**
  - **Visit with Exhibitors • Seattle Foyer**
- **10:00 – 10:30 am**
  - **Networking Break • Seattle Foyer • Grab some snacks and some conversation**
- **10:30 – 11:45 am**
  - **General Session and Awards - Celebrate with SIGUCCS! • Seattle Ballrooms**
- **12:00 – 1:00 pm**
  - **Lunch • Emerald 1 & 2 • Plated**
- **1:15 – 2:15 pm**
  - **Software 2 - Platinum Sponsor**
  - **Leveraging the 24x7 Operations Center to Extend Help Desk Service Hours**
  - **William Stirling**
  - **Terrie Schrudder**
  - **University of Washington**
  - **You Know You Want to Read This - Communicating Effectively in Tech Support**
  - **Rob Guissanie**
  - **Bucknell University**
  - **Intentional Transparency - How to Develop One Service Catalog for All IT Services**
  - **Beth Rugg**
  - **UNC Charlotte**
- **2:30 – 3:50 pm**
  - **Poster Session • Emerald 1 & 2 • Dessert is provided and there will be a “Major Award” (Thanks Software2!)**
  - **4:00 – 5:00 pm**
    - **Lightning Talks #2**
    - **See page 13 for more information**
<table>
<thead>
<tr>
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<tr>
<td>5:00–6:15 pm</td>
<td>“Continuing the Conversation” Happy Hour • Seattle Foyer • Join the day’s presenters for further conversation and in-depth discussions</td>
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<td>7:30–8:30 pm</td>
<td>Awards Desert Reception • Invitation Only</td>
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<td>9:00 pm–12:00 am</td>
<td>Hospitality Suite • Belltown • Join us for games, conversation and lots of laughs!</td>
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<tr>
<td>9:00–10:00 am</td>
<td>Increasing security by focusing on the endpoints</td>
<td>Big IT projects and no staff - How UMD united the campus to get the job done</td>
<td>Ready, Set, GOOGLE! Phedra Henninger Muhlenberg College</td>
<td>Giving More Effective Feedback</td>
<td>Ella Tschopik University of Wisconsin - Madison</td>
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<td>Brandon Deleetuow Beth Rugg UNC Charlotte</td>
<td>Amanda Johnson Brennan Archison University of Minnesota Duluth</td>
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<tr>
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<td>10:30–11:30 am</td>
<td>Fostering Independence: Project Work for Student Techs</td>
<td>Get Started at the Institution – The Collaboration and Technology to Deliver Web Resources to New Employees</td>
<td>Monitoring Servers, With a Little Help from my Bots</td>
<td>You’re Not the Boss of Me: How to Enite Relucnt Faculty to Use a New LMS</td>
<td>Laurie Fox SUNY Geneseo</td>
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<td>Kendra Strode Carleton College</td>
<td>William Bettermann Cristina Koorie Lehigh University</td>
<td>Takashi Yamanoue Fukuyama University</td>
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<td>11:45 am–11:55 am</td>
<td>Lunch on your own • Grab a friend and grab some eats. See the registration desk for nearby restaurants</td>
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<td>1:15–2:15 pm</td>
<td>Is Imaging Down?: Developing and Supporting a Large-Scale Laptop Checkout Program</td>
<td>Developing an Emerging Leaders Professional Development Program</td>
<td>Client-Driven Change Management: Migrating from In-House Zimbra to Microsoft 365</td>
<td>What’s Your Story: Creating A Narrative for Training</td>
<td>Casey Davis Arizona State University</td>
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<td>Sean Griffin Alex Davis University of Wisconsin</td>
<td>Patricia Schneider Deborah Whitten Arizona State University</td>
<td>Juliana Perry Melissa Cresswell Bryn Mawr College</td>
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<td>2:30–3:30 pm</td>
<td>Connecting students to life beyond the campus walls - How I developed a training program to prepare students for work at school and in the “real world”</td>
<td>Building Tomorrow’s Workspace - Reimaging Application and Desktop Delivery Strategies</td>
<td>Creativity in the Face of Adversity: Implementing Cybersecurity Improvements with a Mandate but No Budget</td>
<td>Lightning Talks #3 See page 13 for more information</td>
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<td>Robert Fricke Whitman College</td>
<td>Nazar Ashraf Lehigh University</td>
<td>Kristen Dietiker Medu College</td>
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<td>3:30–4:00 pm</td>
<td>Networking Break • Seattle Foyer • Grab some snacks and some conversation</td>
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<td>4:00–5:15 pm</td>
<td>Closing Plenary • Because I Said I Would • Amanda Messer • Seattle Ballrooms</td>
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<tr>
<td>7:30 pm - ?</td>
<td>Taste of Seattle • Join us in travelling to some of our fave stops in Seattle for a last night on the town! (see page 20 for more information, food and beverage costs not covered by registration)</td>
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<tr>
<td>9:00 pm–12:00 am</td>
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</table>
Continuing the Conversation

Monday, Tuesday and Wednesday
5:00 - 6:15pm

Join the day’s presenters for further conversation and in-depth discussions.

Light refreshments will be served.

POSTER PRESENTATIONS

Tuesday • 2:30 pm - 3:50 pm • Emerald 1 & 2

Calling Up IT Prospectus
ANGEL WILLIAMS
Tulane University

Clinical Video in the Cloud: Utilizing Panopto for Counselor Observation
MIRANDA CARNEY-MORRIS
Lewis & Clark College

Conquering Student Printing
BRIAN YULKE
New York University School of Law

First Year's Efforts and Operational Results of BYOD Action in TUAT with New Style Virtual Computer Classroom
KAZUHIRO MISHIMA AND TAKESHI SAKURADA
Tokyo University of Agriculture and Technology

From eLearning to eScience: Building a Service-Oriented Architecture to Support Research
MARIUS POLITZE
RWTH Aachen University

Games: Facilitating Communication Training (and Fun)
ERIC HANDLER
Macalester College

Improving University Computing Service through Onboarding and Continuous Training Programs
DEYU HU
Virginia Tech

New Educational ICT Environment with Cloud in Kyushu University
NAOMI FUJIMARA
Kyushu University

Our Experience with Introducing Microsoft Office 365 in Kyushu University
YOSHIKI KASAHARA
Kyushu University

Producing Video Clips for Information Ethics and Security in Higher Education
TAKEO TATSUMI AND TOMOHITO WADA
National Institute of Fitness and Sports

Software2 is donating “a major award” to one poster presentation and attendees not only get to eat dessert but will also decide the winner!
Lightning Talks

Monday
4:00 - 5:00 pm
Emerald 3

Just Do It: 5 Tips to Defeat Procrastination
LAURIE FOX
SUNY Geneseo

Devops: what is it & why should I care?
SHAWN PLUMMER
SUNY Geneseo

Your job is more than just meetings
and emails! Improving your workplace
communication culture, starting with
yourself
JACOB MORRIS
University of Washington

Where’s the Remote?: Adventures in
Telemeeting
MO NISHIYAMA
Oregon Health & Science University

Helpdesk Culture Appetizer: Small Things
That Build Team Culture
KENDRA STRODE
Carleton College

Tuesday
4:00 - 5:00 pm
Emerald 3

Easy Like Sunday Morning: Plan Your Week
Like a Ninja
MO NISHIYAMA
Oregon Health & Science University

What Is IT Asset Management and Why
Should You Care?
DAN HERRICK
University of Colorado - Boulder

PaperCut For the Win - 3 Ws of PaperCut
Implementation
EDDIE VINYARATN
USC Suzanne Dworak-Peck School of Social
Work

Off-Label User Acceptance Testing
BECKY COWIN
Washington University

Wednesday
2:30 - 3:30 pm
Emerald 3

Determine action, affect change, and
measure success using analytics
ROBERT BRENNAN
University of Alberta, Augustana Campus

Onboarding New Faculty and Staff at The
USC Suzanne Dworak-Peck School of
Social Work
DAVID CHANG
USC Suzanne Dworak-Peck School of Social
Work

The Roles We Play: How Dungeons &
Dragons Helped Me Level Up in IT
Support
TRAVIS FREUDENBERG
Carleton College

WE NEED AN AUDIENCE!

Don’t miss the General Session on Tuesday at 10:30am to help us recognize our
award winners—plus get a sneak peek of SIGUCCS 2018!

“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.”

SIGUCCS 2017 • SIGUCCS.org • #siguccs17
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.

Dr. Timothy Foley

Dr. Timothy Foley is the Chief Information Officer of Library and Technology Services at Lehigh University. Tim has been at Lehigh for over thirty-five years holding various educational, technical and administrative positions including technical consultant, user services manager, associate director of computing, and director of client computing and library services. He has taught graduate courses in instructional programming as well as undergraduate courses in mathematics and computer science. His current position provides oversight responsibility for client services encompassing help desk, distributed computing, residential networking, computer repair, and distributed college support teams composed of librarians, instructional technologists, and computing consultants. He also has oversight responsibilities for Enterprise Systems and Technology Infrastructure and Operations. He has published and presented over forty papers at national and international conferences on the problems and issues of developing, implementing and managing university information systems. Tim attended his first SIGUCCS User Services Conference in 1983 in New Orleans. Tim’s SIGUCCS activities have included nine papers presented at the fall SIGUCCS conference starting in 1988, ten talks at the spring management symposium (SMS) starting in 1993, two SIGUCCS peer review committees, SIGUCCS Management Symposium (SMS) 2006 track chair, SMS 2007 program chair, SMS 2008 symposium chair, SIGUCCS Executive Board member 2008-2011, and SIGUCCS Awards Selection Committee 2013-2015, including chairing the committee in 2014. He holds BS and MS degrees in Mathematics and a doctorate in Educational Technology. His 1988 dissertation covered the design, implementation, and satisfaction of a campus-wide information system (CWIS) which was so popular that remnants of it still exist today in Lehigh’s campus portal.

Comments from Tim and some highlights from his nomination:

“I am honored to receive this award which is dedicated to Penny Crane, who was a fixture at every SIGUCCS conference I attended. Penny was always a welcoming face making sure she got to know you and you were always included in the variety of activities that occur throughout the conference. She also stressed that the most important aspects of the User Services conference were the people you met and interacted with outside of what was occurring in the conference program. She also understood the importance of having fun and enjoying the people and relationships you made by attending and participating in SIGUCCS.”

“It is obvious from working with Tim over the years that he has two priorities in his professional life: helping students prepare for the future by providing them with the most advanced technology and support, and enabling his staff to grow, contribute and advance the computing profession through participation in organizations such as SIGUCCS.”

“What sets Tim apart from other leaders is his enthusiastic approach to solving problems, his devotion to his staff and his unselfish attitude.”

“Lehigh attendees have made a significant contribution to SIGUCCS through their presentations, interactions with their peers, and enthusiastic volunteer efforts, all of which are largely due to Tim’s leadership and influence.”

“I have seen the ways Tim encourages people to participate, talking with them about the organization and listening to their comments. He was always welcoming to new participants, drawing them in with his contagious enthusiasm. And Tim has always been an ardent supporter of SIGUCCS and committed to continual improvement for the organization.”

“Tim understands that his people are his most valuable asset. He supports active participation in SIGUCCS, EDUCAUSE, and other such organizations.”

For fun Tim is actively involved in indoor/outdoor rowing, cycling, and racquetball. He and his wife are also quite busy keeping up with their 18 grandchildren.
<table>
<thead>
<tr>
<th>Category</th>
<th>Best of Category</th>
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<tbody>
<tr>
<td>1 COMPUTING SERVICES PUBLIC/MOBILE WEBSITE</td>
<td>New York University</td>
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<tr>
<td>2 COMPUTING NEWSLETTER (PRINT OR ELECTRONIC)</td>
<td>Southeast MO State University</td>
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<tr>
<td>3a PRINTED HOW-TO GUIDES</td>
<td>Texas A&amp;M University</td>
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<tr>
<td>3b ELECTRONIC HOW-TO GUIDES</td>
<td>Indiana University</td>
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<tr>
<td>4a INSTRUCTIONAL CLASSROOM MATERIALS</td>
<td>Indiana University</td>
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<tr>
<td>4b QUICK REFERENCE GUIDES</td>
<td>Mercer University</td>
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<tr>
<td>5a GENERAL SERVICE PROMOTIONAL MATERIALS</td>
<td>Texas A&amp;M University</td>
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<td>5b GENERAL SERVICE CAMPAIGN MATERIALS</td>
<td>Virginia Commonwealth University</td>
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<tr>
<td>6a SHORT PROMOTIONAL VIDEO</td>
<td>Texas A&amp;M University</td>
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<td>6b LONG PROMOTIONAL VIDEO</td>
<td>Indiana University</td>
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<tr>
<td>7 USE OF SOCIAL MEDIA</td>
<td>New York University</td>
</tr>
<tr>
<td>8 STUDENT-CREATED MATERIALS</td>
<td>Texas A&amp;M University</td>
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**New York University**

- Brenda Perez, Kate Monahan, Jayson Miller, Keith Allison, Bridgette Austin, Jen Sloan

**Southeast MO State University**

- Martha Henckell, Michelle Lee, Alexis Whitworth, Aaron Alter, Todd Williams, Floyd Davenport, Paul Belvin, Joe Marks, Jacob Hill, Robert Hendrix, guest faculty

**Texas A&M University**

- Lacey Baze, Karlie Gaenzle, Meghan Kincade, Maddy Richey, Julie Rogers

**Indiana University**

- Carol Rhodes, Beth Nolen, Denise Brown

**Mercer University**

- April Mills, Steve Ford, Denise Rogers

**The State of Security Report 2016**

- Lacey Baze, Allison Oslund, Hailey Yamada

**Two is Better than One**

- Bridget Guckin, Genaldri Tjahjadi, Gary Garbett

**Aggies Map 100 Miles of Campus Fiber Video**

- Lacey Baze, Julie Rogers, Hailey Yamada

**Computer Lab Poster Campaign**

- Lacey Baze, Jonathan Lee Gonzales, Bobby Bernshausen, Meghan Kincade, Karlie Gaenzle, Madeline Richey, Morgan Hampton
Melissa Bauer

Melissa Bauer is Director of IT Engagement at Baldwin Wallace University in Berea, Ohio, where she has held a succession of positions of increasing responsibility in the area of information technology user services since 1985, including Manager of User Services from 2000 to 2015. In her current position, Melissa works closely with senior administrators and oversees several major projects and campus-wide initiatives.

As her nominators noted, “Melissa has given tirelessly to the SIGUCCS organization for many years.” She attended her first SIGUCCS conference in 2002 and has been a volunteer at every conference since then. In 2005 and 2006, she organized the roosts for Birds of a Feather, then followed that with two years as conference treasurer. Melissa chaired the 2010 Service and Support Conference in Norfolk, Virginia. In 2011, Melissa was elected to the first of two terms on the SIGUCCS Board, serving for three years as the organization’s treasurer and then three years as its “exceptional” vice chair, with the important and demanding role of conference liaison. During her term, the two parts of the annual conference were more tightly integrated, with the revamped format rolled out for the 2016 conference.

Through all this effort, “Melissa has demonstrated a passion for the organization and the profession that SIGUCCS serves.” She engages others, listens to what they have to say, and encourages them to become more involved with SIGUCCS.

Allan Chen

Allan Chen is the Chief Information Officer for Muhlenberg College, in Allentown, PA. In this role, he is the chief strategist for technology decisions across the college. He has previously held positions at Menlo College, Santa Clara University School of Law, and Stanford University.

As CIO at Muhlenberg, Allan is responsible for the full breadth of information technology services. Along with handling traditional services such as user support, media services, instructional technology, telecommunications and administrative systems, the Office of Information Technology also works with other departments on business process management.

Allan’s first SIGUCCS was the fall 2005 conference in Monterey, CA, and his first of at least eight conference presentations occurred the next year in Edmonton, Alberta, Canada.

Allan’s nominators for the Hall of Fame agree that he “has given outstanding service to SIGUCCS as a board member (2014-2017), Conference Treasurer (2012 & 2013), Exhibitor Relations Coordinator, author, editor, track chair, and conference volunteer. He is active in the SIGUCCS community, sharing his expertise via the mailing list and various social media channels. Thanks to his hard work and success, exhibitor contributions to the SIGUCCS annual conference have increased every year, allowing conference committees the flexibility to add programming and special events beyond our attendance revenues.”

They “very much appreciated the insights that Allan has shared with [those] attending SIGUCCS conferences on the meaning of being a young CIO. He has shared his journey so that others can learn and be inspired,” “Allan is a SIGUCCS champion.”
Beth Rugg is currently the Assistant Vice Chancellor for Client Engagement at the University of North Carolina Charlotte. She began her IT career in 2001 working at Ithaca College as Student Employee and Computer Lab Coordinator. Prior to that she worked in the hospitality industry and in Student Affairs. She has a BS in Hotel Administration and is a certified Project Management Professional (PMP).

Beth champions service and support. She has extensive service management experience overseeing service desks, desktop support, labs, instructional support and design, digital media production, technology acquisition and renewal, training, documentation, and communication. She has led many administrative and academic initiatives including a network migration from Novell to Active Directory and several LMS and email implementations. She recently implemented the first “unified” service catalog at UNC Charlotte cataloging over 600 services offered by more than 50 departments at the university.

Beth first discovered SIGUCCS in 2004 in Baltimore. She found the content, the topics, the ideas and the relationships she formed to be invaluable to her career. Since then, she has served in numerous capacities including being a program reader, Newcomers Coordinator, and, in 2009, Program Chair for the conference in St Louis. As one of her nominators for the Hall of Fame described it, “Beth has done an amazing job for the past 6 years leading SIGUCCS’ professional development programs, first in an appointed position as Professional Development Chair from 2011-2014, and then continuing those duties as Board Secretary from 2014-2017.” The SIGUCCS mentoring program, which was established under Beth’s leadership, “is at the heart of SIGUCCS—connecting its members to provide professional development.”

Beth tends to be loud and gregarious; you’ll probably hear her before you see her coming!

Kelly Wainwright is the Senior Director of Client Engagement at Lewis & Clark College in Portland, Oregon. Over her twenty-five years at Lewis & Clark, Kelly has served in various roles with increasing responsibility. Currently, she oversees the Educational Technology department and the IT Service Desk, which allows her to meld her interests in technology in the classroom and customer service as she strives to enhance the technology experience for the entire campus community. Kelly has also had the opportunity to teach a graduate-level course, “Technology Tools for Teaching and Learning,” and be a co-leader for an overseas program in Vietnam.

Kelly’s first SIGUCCS was in 1993 in San Diego. She appreciated the opportunity to connect with colleagues from across the country and both share her experiences and learn from theirs. Since then, she has remained active in SIGUCCS in many roles including presenting, serving as a mentor, acting as Program Chair (and more) in 2001, serving as Conference Co-Chair in 2005 and 2015, and being the Vice Chair, Chair and then Past Chair (2008-2017) on the SIGUCCS board to name a few. One nominator described her as “an engaging and inclusive leader for SIGUCCS.”

Kelly is passionate about the SIGUCCS organization and the professional development and connections that it offers. She has been a go-to volunteer when illness or other circumstance has left a gap in the conference committee and has always been prepared to step into the breach, as she is doing this year in preparing conference publications. Like our other Hall-of-Fame inductees, Kelly is a role model for SIGUCCS participants.
THANKS TO OUR EXHIBITORS

The 2017 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 of which enhance the entire conference experience.

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

We hope you enjoy the experience and we appreciate your support.

— The 2017 SIGUCCS Conference Exhibitor Team —
CONGRATULATIONS TO THE 2017 SIGUCCS MENTORING PROGRAM PARTICIPANTS!

Mike Beccaria, Paul Smith’s College
Fred Brittain, University of Maine System
Angela Cook, University of Maine System
Sarah Curtis, Colgate University
Michael Cyr, University of Maine System
Terry Fernandez, American University
Kathryn Fletcher, West Virginia University
Robert Fricke, Whitman College
Brian Gardner, Columbia University, Business School
Jason Gray, Duke University
Bob Haring-Smith, Retired
Chris King, State of North Carolina
Michael Kohlman, Saint Joseph’s College
Steve Marra, West Virginia University
Skip McFarlane, University of Oregon
Karen McRitchie, Consultant
Andrea Mocko, UMBC
Trevor Murphy, Williams College
Chris Olance, Adams State University
Chris Porter, CSB/SJU
Gail Rankin, Salem State University
Denise Rogers, Mercer University
Beth Rugg, UNC Charlotte
Shawn Sheriff, Idaho State University
Robin Sherman, University of Maine System
Cassidy Smith, Paul Smith’s College
Vicki Smith, West Virginia University
Melisa Tanger-Brown, University of Rochester
Hannah Tatu, Lafayette College
Scott Trimmer, Cuyahoga Community College
Ella Tschopik, UW Madison - School of Education
Nikolas Varrone, SUNY Geneseo
Stan Waddell, University of New Hampshire
Kelly Wainwright, Lewis & Clark College
Rachel Weaver, Macalaster College
Andrew White, Bates College
Ilya Yakovlev, York College of PA

“It was interesting being hooked up with someone I didn’t deal with before but it is fantastic to make a new friend. To have someone who is intimately familiar with the work, the challenges and the stresses of the job is wonderful.”

-2017 SIGUCCS Mentee
Thank you for volunteering your time!

“Mentoring is not a conversation but an intentional and collaborative approach to growing together.”

Taste of Seattle

Join us for a night on the town once the conference is complete. Meet in the hotel lobby at 7:30 pm on Wednesday, October 4 as we head out as a group to unwind and celebrate another great conference!

Look for a map that includes the various stops and discounts at the Registration Desk.

Mentoring Advisory Committee!!

Beth Rugg, UNC Charlotte
Brian Gardner, Columbia Business School
Chris Olance, Adams State University
Gail Rankin, Salem State University
Michael Cyr, University of Maine System
Skipper McFarlane, University of Oregon Academic Extension
Terry Fernandez, American University

Thank you for volunteering your time!
NOVEMBER MENTORING PROGRAM SIGN-UPS

The 2018 SIGUCCS mentoring program will be starting in January 2018. Applications to be a mentor or a mentee will be taken during the month of November. The application will be available at http://tinyurl.com/siguccs-mentoring-application

If you would like someone to talk to, help you set goals, hold you accountable or just bounce ideas off – sign up to be a mentee!

If you have experience you want to share, are willing to help someone else set and achieve goals and are willing to listen, be a mentor!

We ask that you commit at least 1 hour a month to this program.

Applications available
Nov. 1-30, 2017
Notifications sent in December
Program runs from January – October 2018
Must be a SIGUCCS Member – only $25
Anyone can participate!

SIGUCCS
Send questions to:
secretary@docs.siguccs.org
Apply at:
http://tinyurl.com/siguccs-mentoring-application
ORLANDO, FLORIDA

SIGUCCS

2018

REACH FOR
THE STARS

OCTOBER 7-10, 2018
DISNEY CORONADO SPRINGS
RESORT

siguccs.org/Conference/2018