Reach for the STARS!

October 7-10, 2018 • Orlando, Florida
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SIGUCCS 2019 Conference • Back Cover

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

https://siguccs2018.sched.com

Create your Sched login to:
• See all the sessions with their abstracts
• Create a personalized agenda for the conference
• Complete evaluations of each event and/or presentation
Welcome to the 46th ACM SIGUCCS Annual Conference. We are looking forward to an event packed with exceptional speakers, informational sessions, and opportunities to learn from each other. The SIGUCCS conference provides a place for IT leaders and future leaders from colleges and universities to gather and discuss current challenges facing them and their institutions.

The Special Interest Group on University and College Computing Services (SIGUCCS) is a community of IT professionals from helpdesk employees to CIOs who help higher education institutions leverage current technology to foster discovery and learning. We encourage you to share with us what SIGUCCS means to you and welcome your participation in shaping the future of our community!

Thank you to the 2018 conference team, led by Miranda Carney-Morris. This dedicated group of volunteers has been working together for nearly 18 months to provide a wonderful program and many opportunities for us to share our knowledge, make new connections, and have some fun! We are also appreciative of the SIGUCCS 2018 presenters who offer ideas and solutions that we can apply at our own institution.

SIGUCCS online communities facilitate our collaboration beyond Orlando. Join our email list, Facebook group, and Twitter community (@SIGUCCS / #siguccs). Attend a webinar to learn something new or participate in the mentoring program. SIGUCCS is the place to connect with strong leaders who focus on technical excellence, future-oriented management, and positive customer experience throughout the year. Well known for the long-lasting relationships professionals develop with each other across the country and around the world, our organization inspires dialogue and innovation.

Enjoy your time in Orlando – learn something new, meet someone new, and return to your organization ready to reach the stars!

Laurie Fox, SIGUCCS Chair
SUNY Geneseo
Welcome to Orlando! I hope you’re ready to experience all “The City Beautiful” and SIGUCCS 2018 has to offer! Orlando is known for one-of-a kind experiences, inspiration, excellence, and constant invention. Over the next three days, I encourage you to embrace this year’s theme and “Reach for the Stars” as you become immersed in a program packed with engaging technical and professional development sessions, inspirational speakers, and opportunities to connect, share, and build relationships with peers from around the world.

A special thanks to the 2018 Conference Committee and other volunteers involved in a planning process that started in summer 2017. Your dedication, creativity, hard work, and willingness to take on new challenges has been an inspiration. I also want to thank our presenters, speakers, facilitators, and exhibitors for sharing their experiences and expertise. We all hope you will find your time here energizing and thought-provoking. SIGUCCS is a unique opportunity to meet colleagues in higher education IT and share ideas on how best to address common challenges and opportunities. It is the combination of technical content plus collaborative problem-solving with a welcoming community of peers that makes SIGUCCS special. I encourage you to make the most of it and return to your institution with a star or two in your sights and plans for how to reach them! I also hope you will become part of the SIGUCCS Community; there are year round opportunities to connect with colleagues who not only inspire, but support one another in the never-ending quest to reach that next star in our profession!

Miranda Carney-Morris
SIGUCCS 2018 Conference Chair
2018 SIGUCCS Conference Committee

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MIRANDA CARNEY-MORRIS
Lewis & Clark College

Program Chair
ALEXA SPIGELMYER
Penn State University

Program Chair
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University of Colorado Boulder

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University of Southern California

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West Virginia University

Exhibitor Chair
SHAWN PLUMMER
SUNY Geneseo

First Timers Coordinator
LISA BROWN
University of Rochester

First Timers Coordinator
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Washington College

Hospitality Room Coordinator
KEVIN CHAPMAN
Carleton College

Poster Session Chair
KENDRA STRODE
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Pre-Conference Seminars
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Muhlenberg College

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Washington University in St. Louis

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KARL OWENS
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MELISSA DOERNTE
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WINNIE LING LUPER
Rutgers University

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MO NISHIYAMA
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KELLY WAINWRIGHT

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TONY WHITE, West Virginia University
MATT PARKER, Princeton University
LAURIE FOX, SUNY Geneseo

RACHEL WEAVER, Macalester College
ANDREW CALVIN, Penn State University
PATRICIA PALCZEWSKA, Lewis and Clark College
DAN HERRICK, University of Colorado Boulder
As Program Co-Chairs, it is our great pleasure to welcome you to SIGUCCS 2018! We are thrilled to be here in Orlando and we look forward to sharing this year’s program with you.

Our conference begins with our Opening Plenary “2028: The Decade Ahead for Higher Education,” presented by best-selling author and award-winning columnist Jeff Selingo. This session will explore how, in the midst of a global transition from an analog industrial economy to a global digital information economy, we must rethink—rather than simply reform—higher education to revolutionize what, when, where, and how we learn. Joining us from TU Wien in Vienna Austria, Professor of Technology and Design Geraldine Fitzpatrick will deliver our Closing Plenary, “A Short History of Human Computer Interaction: A People-Centered Perspective.” As our jobs, lives, and relationships become increasingly dependent on technology, Dr. Fitzpatrick guides us in taking a critical look at how these relationships affect our health and well-being.

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 over 80 submissions to our Call for Proposals, and many quality proposals had to be turned away. Our accepted submissions include presentations and posters which required writing and publishing papers—now available online in the ACM Digital Library. Also among this week’s offerings are panels, facilitated discussions, and two(!) rounds of lightning talks. 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 this year’s program content. 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 2017, the conference committee reflected on past SIGUCCS conferences, what they mean to us individually, and what we hope to achieve this year. Our conference theme “Reach for the Stars” was inspired both by our proximity to Orlando’s historic Kennedy Space Center, but also by our goal of encouraging our attendees to always aim higher. We hope in the next several days your colleagues from other institutions across the US and the world will inspire you to raise your service, support, and leadership to the next level.
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
Jeff Selingo

2028: The Decade Ahead for Higher Education

Jeffrey J. Selingo is a best-selling author and award-winning columnist who helps higher-education leaders imagine the college and university of the future and how to succeed in a fast-changing economy. This session will explore how, in the midst of a global transition from an analog industrial economy to a global digital information economy, we must rethink—rather than simply reform—higher education to revolutionize what, when, where, and how we learn.

Jeff is a special advisor and professor of practice at Arizona State University and a visiting scholar at Georgia Tech’s Center for 21st Century Universities. He is the former top editor of the Chronicle of Higher Education, where he worked for 16 years in a variety of reporting and editing roles. Jeff is also the author of College (Un)Bound: The Future of Higher Education and What It Means for Students, a New York Times bestselling education book in 2013, and MOOC U: Who Is Getting the Most Out of Online Education and Why. His latest book, There Is Life After College (HarperCollins), explores how today’s young adults need to navigate school for the job market of tomorrow.

Jeff received a bachelor’s degree in journalism from Ithaca College and a master’s degree in government from the Johns Hopkins University. He lives with his wife and two daughters in Chevy Chase, Maryland.

Dr. Geraldine Fitzpatrick

A Short History of Human Computer Interaction: A People-Centered Perspective

Geraldine Fitzpatrick is a full Professor of Technology Design and Assessment and leads the Institute for Technology Design and Assessment and the Human Computer Interaction group at Vienna University of Technology (TU Wien). She was previously Director of the Interact Lab at the University of Sussex, a User Experience consultant at Sapiens London, a business and technology company, and a Senior Researcher at the Distributed Systems Technology Centre and Centre for Online Health in Australia. Prior to undertaking her Information Technology degree at the University of Queensland in Australia, she worked in various clinical settings as a nurse/midwife. Her research is at the intersection of social and computer sciences, using mobile, tangible and sensor-based technologies in everyday contexts.

Particular interest areas include how to support: collaboration and social interaction; social and emotional skills learning; health, selfcare and well-being; sustainability; and active engagement for older people.
## Schedule-at-a-Glance

This schedule is current as of September 1, 2018. For the most current schedule, please visit Sched at [https://siguccs2018.sched.com](https://siguccs2018.sched.com).

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td><strong>SUNDAY</strong></td>
<td></td>
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<tr>
<td>6:45–7:30 am</td>
<td>Morning Walk - Lobby Fountain - Start your day with a walk around Lago Dorado</td>
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<tr>
<td>9:00 am–5:00 pm</td>
<td>Closed Board Meeting - Fiesta 9</td>
</tr>
<tr>
<td>12:00–6:00 pm</td>
<td>Information &amp; Registration - South Registration</td>
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<tr>
<td>1:00–4:30 pm</td>
<td>Reaching for the Stars: Becoming an Inspirational Leader (FIESTA 1)</td>
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<td>Project Management for Non-Project Managers (FIESTA 2)</td>
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<td>Business Behind the Magic Seminar (FIESTA 3)</td>
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<td>The Diversity Bonus: Pursuing Diversity, Equity and Inclusion for Strategic Advantage (FIESTA 4)</td>
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<tr>
<td>5:15–5:30 pm</td>
<td>Volunteer Orientation and Training - Fiesta 3 &amp; 4</td>
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<tr>
<td>5:30–6:00 pm</td>
<td>First Timers Orientation - Fiesta 1 &amp; 2</td>
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<tr>
<td>6:00–7:00 pm</td>
<td>Welcome Reception and School “Flair” Exchange - Monterey 1, 2 &amp; 3, La Mesa Patio</td>
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<td>Wear your school colors, bring a souvenir from your school for our exchange!</td>
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<tr>
<td>9:00 pm–12:00 am</td>
<td>Hospitality Suite - Monterey 2 &amp; 3, La Mesa Patio</td>
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<tr>
<td></td>
<td>Join us for games, conversation and lots of laughs!</td>
</tr>
<tr>
<td>6:45–7:30am</td>
<td>Morning Walk - Lobby Fountain - Start your day with a walk around Lago Dorado</td>
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<tr>
<td>7:30 am–5:00 pm</td>
<td>Information &amp; Registration - South Registration</td>
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<tr>
<td>7:30–9:00 am</td>
<td>Breakfast - La Mesa Patio</td>
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<tr>
<td>9:00–10:30 am</td>
<td>Opening Plenary - Fiesta 5 2028: The Decade Ahead for Higher Education - Jeff Selingo</td>
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<tr>
<td>10:30 am–5:00 pm</td>
<td>Visit with Sponsors and Colleagues - Fiesta 6</td>
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<tr>
<td>10:30–11:00 am</td>
<td>Networking Break - Fiesta 6 - Grab some snacks and visit with sponsors and colleagues</td>
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<tr>
<td><strong>MONDAY</strong></td>
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<tr>
<td>11:00 am –12:00 pm</td>
<td>Best Practices for Small Group Communication and Efficiency - ELLA TSCHOPIK</td>
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<td>To Fee, Or Not To Fee? Asking The Right Questions - NICK PISTENTIS</td>
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<td>Taking Down Goliath: How numerous workflow optimizations can help small teams tackle big tasks</td>
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<td>EDWARD MORREALE</td>
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<td>Adapt Before Adopt - Confronting a Reality of LMS Adoption - YELENA LYUDMILOVA AND AMY ARSIWALA</td>
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<td>Demystifying IT Projects using the KISS Model - BETH RUGG</td>
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<tr>
<td>12:00–1:00 pm</td>
<td>Mentor Lunch (Invite only, location TBA)</td>
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<tr>
<td>12:00–1:00 pm</td>
<td>Lunch on your own - Grab some friends and explore what Coronado Springs has to offer!</td>
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<td>1:00–2:00 pm</td>
<td>Navigating Your Path to Leadership - DAVID WEIL, BETH RUGG AND TERRY RUGER</td>
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<td>How to ignite a rocket heading for the system update? : Workshop for training human resources</td>
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<td>toward updating the campus information system - MASARU OKUMURA</td>
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<td>Dr. InfoSec: How to Teach Your Community to Stop Worrying and Love 2-Factor Authentication</td>
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<td>JESSICA STOCKETT</td>
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<td>From a SharePoint-Based e-learning System to Moodle - BERND DECKER, MARIUS POLITZE AND SARAH</td>
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<td>GZREMSKI</td>
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<td>One Little Spark: Putting the Service Back in the Service Desk</td>
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<td>JASON PELLETIER</td>
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<td>Time</td>
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<tr>
<td>2:15–3:15 pm</td>
<td>Ask the Coach: Taking the Next Step in Your Career</td>
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<td>ALLAN CHEN</td>
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<tr>
<td>3:15–3:45 pm</td>
<td>Networking Break - Fiesta 6 - Grab some snacks and visit with sponsors and colleagues</td>
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<tr>
<td>3:45–4:45 pm</td>
<td>Lightning Talks #1 - Fiesta 5</td>
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<td>See page 13 for details</td>
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<tr>
<td>4:45–6:00 pm</td>
<td>&quot;Continuing the Conversation&quot; Happy Hour - Fiesta 6</td>
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<td></td>
<td>Join the day's presenters for further conversation and in-depth discussions</td>
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<tr>
<td>8:00 pm–12:00 am</td>
<td>Hospitality Suite - Monterey 2 &amp; 3, La Mesa Patio</td>
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<td></td>
<td>Join us for games, conversation and lots of laughs!</td>
</tr>
<tr>
<td>6:45–7:30 am</td>
<td>Morning Walk - Lobby Fountain - Start your day with a walk around Lago Dorado</td>
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<tr>
<td>7:30 am–5:00 pm</td>
<td>Information &amp; Registration - South Registration</td>
</tr>
<tr>
<td>7:30–9:00 am</td>
<td>Open Board Meeting - Fiesta 8 &amp; 9</td>
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<tr>
<td>7:30–9:00 am</td>
<td>Breakfast - La Mesa Patio</td>
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<tr>
<td>9:00 am–4:00 pm</td>
<td>Visit with Sponsors and Colleagues - Fiesta 6</td>
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<tr>
<td>9:00–10:00 am</td>
<td>So,.....Where do I go from here?: Strategies for developing your career</td>
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<td>MARK C.J. DAVIS JR AND AIXA I. POMALES</td>
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<tr>
<td>10:00–10:30 am</td>
<td>Networking Break - Fiesta 6 - Grab some snacks and visit with sponsors and colleagues</td>
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<tr>
<td>10:30–11:30 am</td>
<td>General Session and Awards - Fiesta 5 - Celebrate with SIGUCCS!</td>
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<tr>
<td>11:30–1:00 pm</td>
<td>Lunch - Convention Center Porte Cochere - Buffet</td>
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<td>1:00–2:00 pm</td>
<td>Developing Effective Scopes of Work (SOWs)</td>
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<td>JAKE SMITHWICK AND JUSTIN DODD</td>
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<tr>
<td>2:15–3:45 pm</td>
<td>Poster Session - Fiesta 6 - Dessert is provided. See page 12 for more information.</td>
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<tr>
<td>3:45–4:45 pm</td>
<td>Lightning Talks #2</td>
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<tr>
<td>4:00–5:00 pm</td>
<td>&quot;Continuing the Conversation&quot; Happy Hour - Fiesta 6</td>
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<tr>
<td></td>
<td>Join the day's presenters for further conversation and in-depth discussions</td>
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<tr>
<td>5:00–6:00 pm</td>
<td>Awards Dessert Reception (Invite Only)</td>
</tr>
<tr>
<td>8:00 pm–12:00 am</td>
<td>Hospitality Suite - Monterey 2 &amp; 3, La Mesa Patio</td>
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<td></td>
<td>Join us for games, conversation and lots of laughs!</td>
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<tr>
<td>TUESDAY</td>
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<td>Time</td>
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<tr>
<td>6:45–7:30 am</td>
<td>Morning Walk - Lobby Fountain - Start your day with a walk around Lago Dorado</td>
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<tr>
<td>8:00 am–4:00 pm</td>
<td>Information Desk - Fiesta 6</td>
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<tr>
<td>7:30–8:45 am</td>
<td>Breakfast - La Mesa Patio</td>
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<tr>
<td>8:45–9:45 am</td>
<td>New Leaders - Navigating the Waters of First Time Management</td>
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<tr>
<td>9:00 am–4:00 pm</td>
<td>Visit with Sponsors and Colleagues - Fiesta 6</td>
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<tr>
<td>9:45–10:15 am</td>
<td>Networking Break - Grab some snacks and do some networking!</td>
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<tr>
<td>10:15–11:15 am</td>
<td>Trading Places: An Exchange of (Human) Resources</td>
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<tr>
<td>11:30 am–12:30 pm</td>
<td>Goals + Planning + Ninjas = Success</td>
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<tr>
<td>12:30–1:30 pm</td>
<td>Lunch on your own - Grab some friends and check out the dining options here at Coronado Springs!</td>
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<tr>
<td>1:30–2:30 pm</td>
<td>The &quot;I&quot; in team: How developing individual strength builds a great team</td>
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<tr>
<td>2:30–2:45 pm</td>
<td>Networking Break - Fiesta 6 - Grab some snacks prior to the Closing Plenary</td>
</tr>
<tr>
<td>2:45–4:00 pm</td>
<td>Closing Plenary - Fiesta 5</td>
</tr>
<tr>
<td>4:00–5:15 pm</td>
<td>&quot;Continuing the Conversation&quot; Happy Hour - Fiesta 6</td>
</tr>
<tr>
<td>8:00 pm–12:00 am</td>
<td>Hospitality Suite - Monterey 2 &amp; 3, La Mesa Patio</td>
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</tbody>
</table>

Looking for dinner plans and other ways to connect? Be sure to check SCHED or stop by the Information Desk for details on social activities!

https://siguccs2018.sched.com
CONTINUING THE CONVERSATION

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

Monday, Tuesday, and Wednesday after sessions conclude
(times may vary, check Sched for the latest)
Drinks and light refreshments will be served.

POSTER PRESENTATIONS

Tuesday • 2:15 pm - 3:45 pm • Fiesta 6

Be a SAM Superhero, Save Money and Reduce Risk at Your School
LINDSEY STEWART | METROPOLITAN STATE UNIVERSITY OF DENVER

ITS Advanced Support Team: Swiss Army Knife or Ticket Dumpster?
KATHRYN FLETCHER | WEST VIRGINIA UNIVERSITY

If You Build It, Take It To Them: Faculty Door Hanger Campaign
NICOLE HILL | ST. EDWARD’S UNIVERSITY

Secure Campus Network System with Automatic Isolation of High Security Risk Device
KAZUHIRO MISHIMA | KYOTO UNIVERSITY OF AGRICULTURE AND TECHNOLOGY

Technology Road Maps For Students, Faculty & Staff
LEE TAYLOR, NICK PISTENTIS | METROPOLITAN STATE UNIVERSITY OF DENVER

DIY Tech
MIRANDA CARNEY-MORRIS | LEWIS & CLARK COLLEGE

Experience of our Video Conference System Mixing with WebEx and Polycom STB
TSUYOSHI AKIYAMA | KYOTO INSTITUTE OF TECHNOLOGY

The Past, Current, and Future of our Email Services in Kyushu University
YOSHIKI KASAHARA | KYUSHU UNIVERSITY

Data Center Quick Reference Guides
JENNY NELSON | TEXAS A&M UNIVERSITY

Keep “Tradition” Secure - Internet Security Awareness Campaign
JENNY NELSON | TEXAS A&M UNIVERSITY

Evolution of a Tech Desk: Providing Better Services Thru Upgraded Applications
MELISSA DOERNTE | STANFORD UNIVERSITY

Making a Smart Decision
LISA BROWN | UNIVERSITY OF ROCHESTER

The Great Migration: How IT Training Moved from Live Workshops to Online Courses
BETH LYNN NOLEN | INDIANA UNIVERSITY

Network Boot System with Cache Boost Mechanism vs Full Cache for Laboratory PCs
MASAYUKI MORI, HIDEO MASUDA, TAKAYUKI NAGAI | KYOTO INSTITUTE OF TECHNOLOGY

Customer Service Soft Skills for Student Employees
SHANNON PRETKO | CEDAR CREST COLLEGE

An ITSM for a New Era
JOHN ANDERSON, ROBERT BISHOP | WASHINGTON COLLEGE, SAMMAGE (GOLD SPONSOR)

Speed Dating with Learning Technologies
MICHELE KELMER | INDIANA UNIVERSITY

The Walking Dead: Top 10 Security Tips
MARGARITA RINCON | UNIVERSITY OF ROCHESTER
LIGHTNING TALKS

Monday
3:45 - 4:45 pm, Fiesta 5

Finding the North Star: Dozen Career Lessons Learned From the SIGUCCS Community
MO NISHIYAMA
OREGON HEALTH SCIENCES UNIVERSITY

Seven Minutes of Shame
TREVOR MURPHY & ALEXA SPIGELMYER
WILLIAMS COLLEGE, PENN STATE UNIVERSITY

Make Professional Time for Yourself
KATELIN MOUL
DICKINSON UNIVERSITY

Net Promoter Score: Using NPS to Measure IT Customer Support Satisfaction
SHAWN LEE
UNIVERSITY OF ILLINOIS, URBANA-CHAMPAIGN

Keep it Classy, IT Dancer: Dance Class Benefits for the IT Professional
KATHRYN FLETCHER
WEST VIRGINIA UNIVERSITY

Tuesday
4:00 - 5:00 pm, Fiesta 5

Saying ‘Yes’: Advice for Adventurers, Volunteers, and IT Employees
KATHRYN FLETCHER
WEST VIRGINIA UNIVERSITY

Introduction of OneDrive For Business for Faculty and Staff at the University of Southern California - Suzanne Dworak-Peck School of Social Work
DAVID CHANG
UNIVERSITY OF SOUTHERN CALIFORNIA

Destination Unknown: Embracing the Out-of-Box Experience
MO NISHIYAMA
OREGON HEALTH SCIENCES UNIVERSITY

“There is a time for many works, And there is also time for sleep.”
R. KEVIN CHAPMAN
CARLETON COLLEGE

You Will Loan Eternal, Shiny and Chromebook
TRAVIS FREUDENBERG
CARLETON COLLEGE

Celebrate the Stars of SIGUCCS!

Join us for the General Session on Tuesday at 10:30am to help us recognize our award winners.

Plus, get a sneak peek at SIGUCCS 2019!
The PENNY CRANE AWARD For Distinguished Service

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.

NANCY BAUER

Nancy began attending the ACM SIGUCCS conferences in the fall of 1985, where she met Penny Crane and many of Penny’s SIGUCCS colleagues. Penny and her colleagues inspired Nancy to get involved in SIGUCCS. Since that first conference, Nancy has attended nearly all fall and spring conferences until 2014.

She presented her first paper at the 1987 conference in Kansas City and began volunteering for SIGUCCS shortly thereafter; first serving as a Session Chair, then becoming the Session Chair Coordinator for several years. She served on the Program Committee and served as Program Chair for the 2002 Fall Conference. She has also conducted workshops and served as State Captain Chair for many years.

Nancy was elected to the Board of Directors in 2002 and served as Information Director. While in this position, she redesigned the SIGUCCS web pages, created a database to track conference attendees, and posted past conference information on the SIGUCCS website. In 2004 she began her role as vice-chair and conference liaison and was re-elected to the Board in July of 2005. She has worked with twelve conference committees in planning, preparing and facilitating the Fall and Spring conferences.

Nancy earned her B.S. degree from St. Mary-of-the-Woods College and her M.S. degree in Educational Technology from Indiana State University.

Nancy served over 20 years at Rose-Hulman Institute of Technology as Client Services Manager and Project Manager of the Digital Resource Center. She is the winner of the 2008 Rose-Hulman Rosie Award. She also served as a team leader in Rose-Hulman’s inaugural Leadership Academy which won the President’s Excellence in Service Award in 2009.

In 2009, Nancy accepted a contract position as Director of Instructional Technology at Ross University in Freeport, Grand Bahama.

Nancy is civic minded, having served on the Board of Directors of several community organizations, a member of Rotary International, and serves the children of her community as a Court Appointed Special Advocate.

Nancy has three sons who shared in her journey during her professional and SIGUCCS career. In retirement, Nancy is enjoying her family, which now includes a granddaughter and two grandsons. She also enjoys reading, gardening, painting and general “tinkering”.

Nancy encourages all SIGUCCS attendees to get involved in their conference as a way to experience personal and professional growth.
COMPUTING SERVICES PUBLIC/MOBILE WEBSITE

**BEST OF CATEGORY**
University of Alberta
Chief Information Security Officer Website (CISO)
Sheena Moore

COMPUTING NEWSLETTER (PRINT OR ELECTRONIC)

**BEST OF CATEGORY**
St. Edward’s University
Faculty Door Hangers
Nicole Hill

PRINTED HOW-TO GUIDES

**BEST OF CATEGORY**
Metropolitan State University of Denver
Student & Faculty/Staff Technology Road Map
Diane Watkins

ELECTRONIC HOW-TO GUIDES

**BEST OF CATEGORY**
Clemson University
How to Enroll in Two-Factor Authentication at Clemson University
Ryan Real

**AWARD OF EXCELLENCE**
SUNY Geneseo
CIT Self-Help
Laurie Fox

INSTRUCTIONAL CLASSROOM MATERIALS
(Combined with 3a for 2018)

QUICK REFERENCE GUIDES

**BEST OF CATEGORY**
Texas A&M University
IT Pros Booklet
Yamada Hailey

**AWARD OF EXCELLENCE**
University of Rochester
Box Flier
Margarita Rincon

GENERAL SERVICE PROMOTIONAL MATERIALS

**BEST OF CATEGORY**
Indiana University
Learning Technologies Speed Dating
Michele Kelmer

**AWARD OF EXCELLENCE**
Virginia Commonwealth University
Explore Lynda
Gary Garbett

GENERAL SERVICE CAMPAIGN MATERIALS

**BEST OF CATEGORY**
Texas A&M University
“Keep Tradition Secure” - Cyber Security Awareness Month 2017
Bobby Bernshausen

**AWARD OF EXCELLENCE**
University of Alberta
Tax Season
Lauren Sigvaldason

SHORT PROMOTIONAL VIDEO

**BEST OF CATEGORY**
St. Edward’s University
PSA: How to Write a Spam Email
Nicole Hill

**AWARD OF EXCELLENCE**
University of Rochester
The Walking Dead: Top 10 Security Tips
Margarita Rincon

USE OF SOCIAL MEDIA

**BEST OF CATEGORY**
University of Kansas
CyberSecurity Awareness Twitter Campaign
David Day

STUDENT-CREATED MATERIALS

**BEST OF CATEGORY**
University of Alabama at Birmingham
IT Annual Report Website
Kerry Bean

**AWARD OF EXCELLENCE**
University of Louisville
Card Box - Departmental Folders
Sara Northerner
Miranda has attended 11 SIGUCCS conferences and says that the 2009 conference (St. Louis) stands out as her first volunteer experience. She started out presenting and then volunteered as a session chair to connect with other program authors, then volunteering on the program committee as a reader and track chair as another way to stay connected.

Miranda is currently the Director of Educational Technology at Lewis & Clark College. She has led the department for the last four years and is responsible for implementing and promoting the effective use of educational technology and partnering with faculty to explore emerging technologies. She plans and implements faculty development programming, manages academic systems, supervises emerging technology pilots, and incorporates new technologies into standard offerings all with the goal of creating an environment that encourages the creative and independent use of educational technology at the college.

SIGUCCS has so many opportunities for professional growth at all levels. Write a paper, volunteer as a reader, sign up as a mentor or mentee, volunteer to help with the 2019 conference, even run for the Board! The possibilities and what you can learn from them are endless!

Gail Rankin has been active in SIGUCCS since 1999. While comfortable at the podium, you are more likely to find her at the volunteer table or assisting in the background. Her SIGUCCS passions are working on the marketing committee and serving in the mentorship program where she is also an advisory board member.

Outside of SIGUCCS, she is a Certified Blackboard Trainer who has served as a judge for Blackboard ECP Exemplary Course Awards, Quality Peer Reviewer, and presenter for NERCOMP, OLC, Instructure, and other higher education organizations.

Gail has contributed to the IT profession as a leader, and mentor for over 25 years. Currently the Director of Educational Technology, Faculty Support, and Training at Salem State University, she is responsible for Academic Technology initiatives including development and support for the LMS system, online learning, implementation of new e-learning products and tools, integrating technology into the curriculum, and faculty training. She is the author of articles on leadership, mentorship, and online learning. In her free time, Gail is an avid reader, kayaker and designs wedding gowns.

“I am incredibly proud and grateful for this award. I’m here due to the efforts of the Hall of Fame members who went before me and am proud to continue in their tradition of welcoming new Higher Education IT professionals and creating opportunities to gain experience and skill that will further their goals.”

“I am humbled to be nominated. SIGUCCS has been great for me personally and professionally. Through volunteering and trying new things, I have made great connections with people who are my professional partners and close friends.”
Trevor attended his first SIGUCCS conference in the fall of 2001 in Portland, Oregon. He made a courageous effort to be a detached observer by attending sessions and then hiding out in his hotel room to recharge. Longtime SIGUCCS members had seen such antisocial behavior before. Not to be outwitted, they intervened by learning his name and talking to him every time he made an appearance. They insisted that he be socially engaged and participate in networking and the exchange of ideas. Eventually worn down by their efforts, and with no place to hide, Trevor had little choice but to volunteer. He landed in the program committee.

From 2001 to 2016 he wrote 14 papers. He would often simultaneously juggle the positions of track chair, author, and reader. For three of those years he was the Communication Awards Chair and attended board meetings as a non-voting member. He was Program Co-Chair for the Norfolk, VA fall conference in 2010. His main contribution to the Norfolk conference was singing ballads about mermaids and ships that sunk at sea until the conference committee censored him.

“Trevor Murphy

“To be selected to be included in the SIGUCCS Hall of Fame is an honor. I was surprised to be nominated.

My advice is to let yourself be drawn into SIGUCCS, then write a paper and tell us what you have been working on.”

Mo attended his first SIGUCCS conference in Fall 2005 (Monterey, California). He first presented a poster session in Fall 2006 (Edmonton, Alberta, Canada), and has attended twelve SIGUCCS conferences (including 2018 Orlando). Since 2011, he has presented at least one session at SIGUCCS conferences, and contributed to bringing Lightning Talks presentation format to SIGUCCS conferences. Mo has served on the conference committees of 2017 Seattle and 2018 Orlando conferences.

Mo has worked in higher education information technology support for over 20 years, taking on several roles at OHSU, including Desktop Support Technician, Mac Support Technician, Help Desk Analyst, Field Technology Analyst, and now Technical Writer. He has long strived to bring “voice of the customer” to the IT organization, and works to make technology understandable and accessible to the organization’s customers. In his daily work, he takes great pleasure in working with—and bringing together—diverse teams within the IT organization, and promoting a close-knit, inclusive culture in the workplace. Mo has also mentored other technical writers. Mo is also active with Write the Docs technical writing community, and is currently a co-organizer of the community’s Portland Meetup chapter. In addition to SIGUCCS, Mo has presented at various conferences and events, including Write the Docs, World Domination Summit, PechaKucha Night Portland, and Ignite Portland.

“Mo NishiyaMa

“SIGUCCS has helped transform me from a somewhat disgruntled higher education IT employee into an energized and motivated individual contributor, and this would not have happened without the endless encouragement of the community members.”
Thanks to our Exhibitors

The 2018 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 2018 SIGUCCS Conference Exhibitor Team —
Congratulations to the 2018 SIGUCCS Mentoring Program Participants!

CHESTER ANDREWS
CASEY BABCOCK, SUNY GENESEO
BRITTANY BALO, KENYON COLLEGE
ROXANA CALLEJO GARCIA, FORDHAM UNIVERSITY
MIRANDA CARNEY-MORRIS, LEWIS & CLARK COLLEGE
ALLAN CHEN, MUYLENBERG COLLEGE
MAX COHEN, OREGON STATE UNIVERSITY
BECKY COWIN, WASHINGTON UNIVERSITY IN ST. LOUIS
MICHAEL CYR, UNIVERSITY OF MAINE SYSTEM
MARK DAVIS, SWARTHMORE COLLEGE
JUDITH FERRANTE, UNIVERSITY OF MAINE SYSTEM
NINA FOX, UNIVERSITY OF MAINE SYSTEM
LINDSEY FREER, PORTLAND STATE UNIVERSITY
KATHY GARRAMONE, UNIVERSITY OF MONTANA
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ANDREA MOCKO, UNIVERSITY OF MARYLAND BALTIMORE COUNTY
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KATELIN MOUL, DICKINSON COLLEGE
PHEDRA HENNINGER, MUHLENBERG COLLEGE
TREVOR MURPHY, WILLIAMS COLLEGE
CHRIS OLANE, ADAMS STATE UNIVERSITY
PATTI ORTIZ, ADAMS STATE UNIVERSITY
SHAWN PLUMMER, SUNY GENESEO
GAIL RANKIN, SALEM STATE UNIVERSITY
BETH RUGG, UNC CHARLOTTE
ROBIN SHERMAN, UNIVERSITY OF MAINE SYSTEM
GREG SMITH, ACCELERED/UMUC
ALEXA SPIGELMYER, PENN STATE UNIVERSITY
SCOTT TRIMMER, CUYAHOGA COMMUNITY COLLEGE
ELLA TSCHOPIK, UNIVERSITY OF WISCONSIN MADISON

“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, Volunteers!

Awards Committee

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Get Connected

ACM SIGUCCS is a 100% volunteer organization.

Our board-appointed committees serve the SIGUCCS community year-round, and are an excellent opportunity for members to get and stay involved a little or a lot, with or without attending the annual conferences.

Learn more and sign up to volunteer for a conference or a committee at https://tinyurl.com/siguccs-volunteer.

“Mentoring is not a conversation but an intentional and collaborative approach to growing together.”
The 2019 ACM SIGUCCS mentoring program will be starting in January 2019. If you want to participate as either a mentor or a mentee, sign up before November 15.

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!

This FREE program is open to all ACM SIGUCCS members.* The mentoring committee will match mentors with mentees based on their application material, including stated goals, areas of expertise, etc.

We ask that you commit at least one hour per month to this program.

* See page 7 for more information on ACM SIGUCCS membership, or visit siguccs.org
Rue de Défi

Today

47th Annual Conference
November 11-14, 2019  |  New Orleans, LA

IT Professionals Solving Tomorrow’s Challenges Today