



*Let the good talks roll!*

# ACM SIGUCCS 2019 Annual Conference

November 3-6, 2019 || New Orleans, LA



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SIGUCCS 2020 Conference • Back Cover

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

<https://siguccs2019.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







Chair  
**Laurie Fox**  
*SUNY Geneseo*



Vice-Chair  
(Conference Liaison)  
**Dan Herrick**  
*University of Colorado -  
Boulder*



Treasurer  
**Lisa Brown**  
*University of Rochester*



Secretary  
**Allan Chen**  
*California State University  
Northridge*



Information Director  
**Chester Andrews**



Past Chair  
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*Cleveland Institute of  
Art*

## Board-Appointed Positions

Communication Awards Chair:  
Kathy Fletcher, *West Virginia University*

Exhibitor Relations Chair:  
Shawn Plummer, *SUNY Geneseo*

Awards Selection Committee Chair:  
Melissa Bauer, *Baldwin-Wallace University*

Mentoring Program Coordinator:  
Beth Rugg, *UNC Charlotte*

# From the SIGUCCS Board

Welcome to the 47th 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 2019 conference team, led by Bob Haring-Smith. 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 2019 presenters who offer ideas and solutions that we can apply at our own institution.

SIGUCCS online communities facilitate our collaboration beyond New Orleans. Join our email list, Slack Channel, Facebook group, and Twitter community (@SIGUCCS / #siguccs). Participate in the mentoring program or attend a webinar to learn something new. 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.

We are seeking volunteers to lead the organization for the next three years. SIGUCCS Executive Committee elections will occur in spring 2020. If you are interested in serving our community in this capacity, please talk to a current EC member! We are happy to share our experiences and will encourage you to develop your leadership skills outside of your current role.

Enjoy your time in New Orleans – learn something new, meet someone new, and return to your organization ready to solve tomorrow's challenges!

**Laurie Fox**  
*SIGUCCS Chair*

# 2019 SIGUCCS Conference Committee



Conference Chair  
**Bob Haring-Smith**  
*West Virginia University (retired)*



Program Chair  
**Becky Lineberry**  
*Washington University in St. Louis*



Program Chair  
**Keith (Mac) McIntosh**  
*University of Richmond*



Treasurer  
Registration Chair  
**Melissa Bauer**  
*Baldwin Wallace University*



Board Liaison  
**Dan Herrick**  
*University of Colorado Boulder*



Communication Awards  
**Kathy Fletcher**  
*West Virginia University*



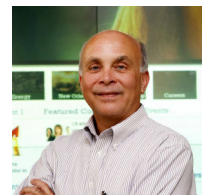
Exhibitor Chair  
**Shawn Plummer**  
*SUNY Geneseo*



Pre-conference Seminars  
**Allan Chen**  
*California State University Northridge*



Hospitality Room Coordinator  
Volunteer/Session Chair Coordinator  
**R Kevin Chapman**  
*Carleton College*



Local Arrangements  
Coordinator  
**Tom Gerace**  
*Tulane University*



Marketing/Publicity Chair  
**Karl Owens**  
*University of Oregon*



Mobile Apps Coordinator  
**Julio Appling**  
*Lewis & Clark College*



Newcomers/First Timers  
Coordinator  
**Lisa Brown**  
*University of Rochester*



Newcomers/First Timers  
Coordinator  
**Jenny Nelson**  
*Texas A&M University*



Photography Coordinator  
**Kristi Lenz**  
*Washington University in St. Louis*



Poster Session Coordinator  
**Eric Handler**  
*Macalester College*



Publications Chair  
**Beth Lynn Nolen**  
*Indiana University*



Registration Chair  
**Miranda Carney-Morris**  
*Lewis & Clark College*



Social Coordinator  
**Patti Mitch**  
*University of Wisconsin, Platteville*



Social Media Coordinator  
**Cristina Koorie**  
*Lehigh University*



Track Chair  
**Katelin Moul**  
*Dickinson College*



Track Chair  
Newcomers Coordinator  
**Ella Tschopik**  
*University of Wisconsin*



Track Chair  
**Ajayi Anwasedo**  
*Southern University A&M College*



Track Chair  
**Alexa Spigelmyer**  
*Penn State University*



Webmaster  
**Mo Nishiyama**  
*Oregon Health & Science University*



# Conference Chair Welcome

Welcome to New Orleans and to the 47th ACM SIGUCCS Annual Conference. We've come together in a city known for its romantics and rogues, its refugees and heroes, its sinners and Saints, its vibrant lifestyle and wind-driven mayhem. You may not be one of those sorts, but you are here with your people, those who get technology working and help their colleagues make the most of it at colleges and universities around the world.

We have come to share ideas and experiences (good and bad), learn from each other, and form or strengthen professional or personal friendships that will go on after the conference has ended. Whether you are attending your first SIGUCCS conference or your twentieth, you'll have much to take back to your home institution as well as excellent opportunities to enhance your professional development.

Start with conversation over breakfast, attend the sessions you've mapped out using the Sched app, and finish the conference day by sharing your thoughts at Continuing the Conversation. Then join new or old friends for dinner at one of the many restaurants in walking distance of the hotel before returning to the Hospitality Suite for relaxation and fun.

When you are in a technical session, look around. The people you see have some of the same technology concerns that you do. Use the breaks between sessions to find out how you can help each other, or catch up with them at Continuing the Conversation. Exchange cards so you can stay in touch once you return home.

Finally, consider volunteering to help plan next year's conference. This year's event is the culmination of the work of dozens of people over the past two years. I can't thank them enough for the time, care, and effort they put into ensuring that the conference is an informative, highly interactive, and fun experience for all of you. If you'd like to be part of just such a dedicated team of higher education information technology professionals, the SIGUCCS 2020 core committee is looking for you.

And now, let the good talks roll!

## Bob Haring-Smith

*SIGUCCS 2019 Conference Chair*

## Event Planners



Joanne Lateulere



John Lateulere

## Program Readers

**Lisa Brown**, University of Rochester

**Miranda Carney-Morris**, Lewis & Clark College

**Kathy Fletcher**, West Virginia University

**Laurie Fox**, SUNY Geneseo

**Kathy Frederick**, Lehigh University

**Bob Haring-Smith**, West Virginia University

**Dan Herrick**, University of Colorado Boulder

**Chris King**, NC Department of Information Technology

**Cristina Koorie**, Lehigh University

**Pedro Leite**, Donnelly College

**Cate Lyon**, Whitman College

**Marianna Schaffer**, Dickinson College

**Greg M Smith**

**Kendra Strode**, Carleton College

**Jason Vaughn**, Texas A&M University

**Tom Wilk**, Carnegie Mellon University

# Program Chairs' Welcome

As program co-chairs, it is our pleasure to welcome you to New Orleans for SIGUCCS 2019! After more than a year of preparation, we are excited to bring all the pieces together this week and share a fantastic few days with you.

When planning this year's program, the plenary speakers we selected sparked our interest with their energy, their edge, and their willingness to challenge the status quo in higher education and information technology. We are pleased to welcome author and *Hack Education* creator Audrey Watters for our opening plenary, "Cybernetic Education: The History of the Future of Teaching Machines." The days that follow are packed with activities from traditional breakout presentations to panels, workshops, and lightning talks. We'll celebrate our award winners at the General Session and evening reception, and connect with our poster presenters during the Tuesday afternoon poster session. Each day, we hope to see all of you at "Continuing the Conversation" for refreshment and networking.

This year's program could not be successful without our authors and our conference committee. SIGUCCS is 100% volunteer-driven, and the efforts and knowledge these individuals contribute to this conference are the heart and soul of our organization. Look for "conference committee" and "presenter" ribbons on people's badges this week and strike up a conversation about how you can get involved!

We'll wrap the conference on Wednesday with a closing plenary from Google education evangelist Jaime Casap, "The Speed of Learning," to energize and motivate you as you return to your schools and communities with fresh ideas and plans. We hope that your time here at SIGUCCS 2019 inspires you to think beyond your day-to-day work, in keeping with our theme of "solving tomorrow's problems today."



**Keith "Mac" McIntosh**

SIGUCCS 2019 Program Co-Chair  
*University of Richmond*



**Becky Lineberry**

SIGUCCS 2019 Program Co-Chair  
*Washington University in St. Louis*





# *Get connected with*

# ACM 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.



# *\$25 per year*

If you have questions regarding your SIGUCCS membership, e-mail: [ACMHelp@acm.org](mailto:ACMHelp@acm.org)

# Plenary Speakers



## Audrey Watters

*Cybernetic Education:*

*The History of the Future of Teaching Machines*

Audrey Watters is a writer and independent scholar who focuses on education technology – its politics and its pedagogical implications. Although she was two chapters into her Comparative Literature dissertation, she decided to abandon academia, and she now happily fulfills the one job recommended to her by a junior high aptitude test: freelance writer. She has written for The Baffler, The Atlantic, Vice, Edutopia, Hybrid Pedagogy, Inside Higher Ed, The School Library Journal, and elsewhere across the Web, but she is best known for her work on her own website Hack Education.

Audrey has given keynotes and presentations on education technology around the world and is the author of several books, including *The Monsters of Education Technology*, *The Revenge of the Monsters of Education Technology*, *The Curse of the Monsters of Education Technology*, *The Monsters of Education Technology 4*, and *Claim Your Domain*. She is currently at work on her next book, *Teaching Machines*, which will be published by MIT Press. Audrey was a recipient of the Spencer Education Journalism Fellowship at Columbia University for the 2017–2018 academic year.



## Jaime Casap

*The Speed of Learning*

Jaime Casap is the Education Evangelist at Google. Jaime evangelizes the power and potential of technology and the web as enabling and supporting tools in pursuit of promoting inquiry-driven learning models. Jaime collaborates with school systems, educational organizations, and leaders focused on building innovation and iteration into our education policies and practices. He speaks on diverse topics, such as education, technology, innovation, and Generation Z, at events around the world.

In addition to his role at Google, Jaime is an author and serves on a number of boards for organizations focused on education, innovation, and equity. Jaime teaches a 10th-grade communication class at the Phoenix Coding Academy in Phoenix and is an adjunct professor at Arizona State University, where he teaches classes on policy, innovation, and leadership.



# Schedule-at-a-Glance

This schedule is current as of September 20th, 2019. For the most current schedule, please visit Sched at <https://siguccs2019.sched.com>

Sunday	9:00 am - 1:00 pm	Closed Board Meeting				
	11:00 am - 4:00 pm	Blackboard: The Transformation of Student Support in the Age of Amazon (Frenchman 2)				
	12:00 - 6:00 pm	Registration is Open (La Salle Prefunction Area)				
	1:00 - 5:00 pm	Communication Styles in the Workplace: An Introduction to the DISC Model	Re-Thinking IT: Strategic Decision Making to Improve Efficiency	Creating Breakthrough Communication and Collaboration	Considerations and Tactics in Building Executive Presence	
	5:15 - 5:30 pm	Volunteer Orientation and Training				
	5:30 - 6:00 pm		First Timers Orientation			
	6:00 - 7:00 pm	Welcome Reception (La Salle A)				
	7:00 - 9:00 pm	Dinner on your own				
	9:00 pm - Midnight	Hospitality Suite (Gentilly)				
	<b>Time</b>	<b>Pelican 1</b>	<b>Pelican 2</b>	<b>Poydras</b>	<b>Acadian</b>	<b>La Salle C</b>
Monday	6:45 - 7:30 am	Morning Activity TBD - Watch your email for announcements!				
	8:00 am - 5:00 pm	Registration Is Open (La Salle Prefunction)				
	7:45 - 9:00 am	Continental Breakfast (La Salle A)				
	9:00 - 10:30 am	Opening Plenary: Cybernetic Education: The History of the Future of Teaching Machines - Audrey Watters (La Salle B & C)				
	10:30 am - 5:00 pm	Visit with Sponsors (La Salle A)				
	10:30 - 11:00 am	Morning Break (La Salle A)				
	11:00 am - 12:00 pm	Building a Professional Development Program from Scratch, Carol Currie Sobczak (University of Maine System)	Case Study of Building a High Performance Team: Endpoint Engineering Experiment, Muhammed Naazer Ashraf (Lehigh University)	Re-Planting All Your Trees in One Forest: Deploying an Enterprise Wide Active Directory at Penn State, Alexa Spigelmyer, Darren Hron (The Pennsylvania State University)	AR/VR Strategy Considerations for Academic Computing Services, Owen G. McGrath (Univ. of California-Berkeley)	Design Thinking Panel, Corin Walker, Tonika Nolen, Iris Du; Heather Davis (Texas Woman's University); Mo Nishiyama (Oregon Health & Science University)
	12:00 - 1:15 pm	Lunch on your own				
	12:00 - 1:15 pm	Mentoring Lunch (By invitation for mentoring program participants)				
	1:15 - 2:15 pm	Strategies for Career Resilience in the Face of Economic Uncertainty, Lindsey Freer (Mount Holyoke College)	Innovative Uses for an Online Survey Tool at WVU, Kathy Fletcher (West Virginia University)	Be Careful What You Wish For: ITS Involvement in the Design of a New Building, R Kevin Chapman (Carleton College)	Communication Skills and Teaming are a Project Manager's best tools, Kristi Lenz (Washington University in St. Louis)	Supporting Students and Technology at Stanford University, Melissa Doernite; Arik Broman; Tiffany Lieu (Stanford University)
					Apporto - Platinum Sponsor	Blackboard - Platinum Sponsor

Time	Pelican 1	Pelican 2	Poydras	Acadian	La Salle C	La Salle B
2:30 - 3:30 pm	A Student's Take on Training and Projects: From a "Just a Job" to a Career, Trevor Freeland; Kendra Strode (Carleton College)	Virtual Reality: Classroom Tool or Classroom Fool, Eric Handler (Macalester College)	How do you migrate your system to the cloud environment? An example of conversion from silo type to horizontal type, Masaru Okumura; Sho Fujimura (Fukuoka University)	Cook 'em Like Gumbo: Support Documents for Today and Tomorrow, Mo Nishiyama (Oregon Health & Science University)	Bringing Campus Experience to Online Classes, Karl Owens; Michael Suskin; Chris Wiesemann (University of Oregon)	ISS - Platinum Sponsor
3:30 - 4:00 pm	Afternoon Break (La Salle A)					
4:00 - 5:00 pm	Birds of a Feather Networking - Topic TBD	Birds of a Feather Networking - Topic TBD			Lightning Talks I: Personal Improvement	
5:00 - 6:00 pm	"Continuing the Conversation" Happy Hour - Join the day's presenters for further conversation and in-depth discussions (La Salle A)					
8:00 pm - Midnight	Hospitality Suite - Join us for games, conversation and lots of laughs! (Gentilly)					
Time	Pelican 1	Pelican 2	Poydras	Acadian	La Salle C	La Salle B
6:45 - 7:30 am	Morning Activity TBD - Watch your email for announcements!					
8:00 am - 5:00 pm	Registration Is Open (La Salle Prefunction)					
8:00 am - 5:00 pm	Visit with Sponsors (La Salle A)					
7:45 - 9:00 am	Continental Breakfast - "Begin the Conversation" where today's program topics will be explored (La Salle A)					
9:00 - 10:00 am	Improving Leadership Through Improv, Ella Tschopik (University of Wisconsin-Madison School of Education)	Solve and Evolve: Practical Applications for Knowledge-Centered Service, Rebekah Lineberry (Washington University in St. Louis)	Automating a Part of the Assessment of a University using Excel, Yoshitaka Kihira; Takashi Yamanoue; Motoo Tanaka; Eiji Sato; Yutaka Otsuka (Fukuyama University)	An A11Y-ance: Approaches for Transferring Expertise to Build Accessibility Liaisons in the Campus Community, Jeffrey Kontio (Princeton University); Preston Radtke (Rutgers University)	Digital Transformation from Day One: Onboarding New Employees, Iris Du; Heather Davis; Corin Walker; Tomeka Nolen (Texas Women's University)	Sassafras - Platinum Sponsor
10:00 - 10:30 am	Morning Break - Visit with Sponsors (La Salle A)					
10:30 - 11:30 am	General Session and Awards - Celebrate with SIGUCCS! (La Salle B & C)					
11:30 - 1:00 pm	Lunch (Melpomene & Treme, 2nd Floor)					
1:00 - 2:00 pm	How's your EQ? - Let's find out!, Mark C.J. Davis Jr. (Swarthmore College)	How Student Workers Saved the Day - Overhauling our PC Inventory System and More, Timothy Palumbo; Grant Hittinger (Lehigh University)	Challenges in IT Operations Management at a German University Chair - Ten Years in Retrospect, Martin Geier; Samarjit Chakraborty (Technical University of Munich)	Improvisation for the Rest of Us and Those Who Want to Be Better Communicators, Russell McMahon (University of Cincinnati)	Productivity Panel & Discussion, Laurie Fox (SUNY Geneseo); Dan Herrick (University of Colorado Boulder); Beth Lynn Nolen (Indiana University); Jason Vaughn (Texas A&M University); Kathy Fletcher (West Virginia University)	TOPDesk - Platinum Sponsor
2:15 - 3:45 pm	Poster Session - See page 12 for a complete list of posters (LaSalle A)					
4:00 - 5:00 pm	Birds of a Feather Networking - Topic TBD	Birds of a Feather Networking - Topic TBD			Lightning Talks II: Organizational Improvement	
5:00 - 6:00 pm	"Continuing the Conversation" Happy Hour - Join the day's presenters for further conversation and in-depth discussions (La Salle A)					
6:00 - 7:00 pm	Awards Reception - all attendees welcome (La Salle A)					
8:00 pm - Midnight	Hospitality Suite (Gentilly)					

Monday

Tuesday



Time	Pelican 1	Pelican 2	Poydras	Acadian	La Salle C	La Salle B
6:45 - 7:30 am	Morning Activity					
8:00 am - 4:00 pm	Information Desk (La Salle Prefunction)					
8:00 am - 1:30 pm	Visit with Sponsors (La Salle A)					
7:45 - 8:45 am	Continental Breakfast - "Begin the Conversation" where today's program topics will be explored (La Salle A)					
8:45 - 9:45 am	From patient to population: understanding cybersecurity through public health, Adam Mikeal (Texas A&M University)	Organizing Decentralized Helpdesks, Karl Owens (University of Oregon - Lundquist College of Business)	Intelligent Campus Environment Room Monitoring System(CampusEMonitor), Shamar Ward, Mechelle Gittens; Nicholas Rock; Keone James (University of the West Indies)	Catch the Big Bad Wolf: A Cybersecurity-themed Escape Room, Beth Lynn Nolen; Tom Mason (Indiana University)	Slaying the bad communication beast!, Mark C.J Davis Jr; Aixa I. Pomales (Swarthmore College)	Risk Management for Software License/Asset Managers, Holly Ives; Cornelius Bledsoe (Pima Community College)
9:45 - 10:15 am	Morning Break - Visit with Sponsors (La Salle A)					
10:15 - 11:15 am	Effect of Cloud based learning management system on the learning management system implementation process: Faculty and Student perspective, Ajayi Ekuase-Anwansedo; Akai Smith (Southern University and A&M College)	Teaching an Old Yellow Jacket New Tricks – Change Management at Georgia Tech, Vicki Rogers (Georgia Institute of Technology)	Labstats - Gold Sponsor		A Less Dangerous Ask Me Anything, Jessica Stockett; Joel Price (Swarthmore College)	Think Like a Scientist, Solve Like a Sleuth! An Introduction to Troubleshooting Theory, and How to Make it Accessible to Others, Edward Morreale; Marissa Foster (St. Lawrence University)
11:30 am - 12:30 pm	Draft Day: How Lessons from Fantasy Football Can Teach About Staffing, Mitchell Ochi; Judy Toma; Claire Chun (University of Hawaii System)	Access Service Unbound: A Customer-Focused Service Model for the 21st Century, Emy Decker (University of Alabama); Karen Glover (Georgia Tech Library)	Avoid Phishing Traps, Katelin Moul (Dickinson College)		It was never a dress; the Wonder Woman of IT, Sasha Calden (Duke University); Lisa Terrier (Middlebury College); Tammy Browning (University of Missouri-Columbia)	Mental Health in the IT Workplace, R Kevin Chapman (Carleton College); Rebekah Lineberry (Washington University in St. Louis)
12:30 - 1:30 pm	Lunch on your own					
1:30 - 2:30 pm	Jamf is a verb! Have you been jamfed?, Cristina Koorie; Devin Jayatlieke (Lehigh University)	Building Bridges to Outstanding Customer Service: Improving Help Desk Efficiencies through Student Training, Deb Meyer; Josh Savoy; Patti Mitch (University of Wisconsin, Platteville)	Creating a "Phoenix" Service Desk from the Ashes of a Student Helpdesk and a Desktop Support Team, Kirsten Petersen; Andrew Wheeler; Max Cohen (Oregon State University)		Training Faculty: Teaching Goals vs Tech Tools – Finding a Balance, Lisa Brown (University of Rochester); Laurie Fox (SUNY Geneseo); Miranda Carney-Morris (Lewis & Clark College); Beth Lynn Nolen (Indiana University)	Software2 - Gold Sponsor
2:30 - 2:45 pm	Afternoon Break (La Salle A)					
2:45 - 4:00 pm	Closing Plenary: The Speed of Learning - Jaime Casap (La Salle B & C)					
4:00 - 5:15 pm	"Continuing the Conversation" Happy Hour - Join the day's presenters for further conversation and in-depth discussions (La Salle A)					
	Dinner on your own					
8:00 pm - Midnight	Hospitality Suite (Gentilly)					

Wednesday

# Poster Presentations

2:15 - 3:45 PM | La Salle A

## **2019 Summer New Student Conference Brochure**

*Communication Award, Best of Category Winner for How-to Guides*  
Adam Mikeal (Texas A&M University)

## **Aggie LIFE – 2018 Cybersecurity Campaign**

*Communication Award, Best of Category Winner for General Service Promotional Materials*  
Adam Mikeal (Texas A&M University)

## **Audition: The Basics**

*Communication Award, Best of Category Winner for Instructional Materials*  
Beth Lynn Nolen (Indiana University)

## **The Benefits and Challenges of Regulating a Large Institution**

Samantha Peterson and Daniel Brown  
(University of South Carolina)

## **Case Study of Migration into IT Service Desk System from Unstructured Method at Small Computer Center**

Hiromi Yamaoka, Kazuki Yamamoto, Takayuki Nagai, and Hideo Masuda (Kyoto Institute of Technology)

## **Contemplating Public NTP Service Issues, How to Terminate Large-Scale Infrastructure Service**

Sho Fujimura (Fukuoka University), Fuminori Tanizaki (Nippon Telegraph and Telephone West Corporation) and Masaru Okumura (Fukuoka University)

## **Developing Technology Training Videos**

Beth Lynn Nolen (Indiana University)

## **Establishing Governance for Project and Service Management**

Jason Glenn and Kenneth Rose (Carnegie Mellon University)

## **First Year's Actual Operational Results of Efficient Security Measure System with Automatic Isolation in TUAT**

Kazuhiro Mishima, Takahiro Nemoto, Yoichi Hagiwara, and Takahiko Tsujisawa (Tokyo University of Agriculture and Technology)

## **Golf Cart Pedagogy – Episode 1 – “Here Be Dragons”**

*Communication Award, Best of Category Winner for Long Promotional Video*  
Thomas Sciarrino (Muhlenberg College)

## **How to Integrate On-Premise Authentication System into Cloud Services: Single Sign-On for Office 365**

Tsuyoshi Akiyama, Hiromi Yamaoka, Takayuki Nagai, and Hideo Masuda (Kyoto Institute of Technology)

## **If You Specialize It, They Will Attend: Lessons in Training**

Heather Davis, Corin Walker, Iris Du, and Tomeka Nolen (Texas Woman's University)

## **Migrate Legacy Email Services in Kyushu University to Exchange Online**

Yoshiaki Kasahara, Takao Shimayoshi, Tadayuki Miyaguchi, and Naomi Fujimura (Kyushu University)

## **No One Has Any Time: The Tech Talk Model**

Gina Donovan (Grinnell College)

## **It Takes an IT Village to Raise a Service Desk**

Kirsten Petersen (Oregon State University)

## **Renovation of the Office 365 Environment in Kyushu University: Integration of Account Management and Authentication**

Takao Shimayoshi, Yoshiaki Kasahara, and Naomi Fujimura (Kyushu University)

## **SIGUCCS Mentoring Program**

Katelin Moul (Dickinson College), Beth Rugg (UNC Charlotte) and Gail Rankin (Salem State University)

## **Think Before You Click**

*Communication Award, Best of Category Winner for General Service Campaign Materials*  
Tom Mason (Indiana University)

## **To the Cloud**

Jeremy Whisonant and Daniel Brown (USC)



# Lightning Talks

## Monday - Personal Improvement 3:45 - 4:45 PM | La Salle C

### **My SIGUCCS Book Report**

Laurie Fox (SUNY Geneseo)

### **SustainabilIT: Maximizing Surplus Equipment Viability with Community Engagement**

Dan R. Herrick (University of Colorado Boulder)

### **Productivity Pants: The Joys of Context**

Mo Nishiyama (Oregon Health & Science University)

### **You're (Probably) Not Bad at Your Job: Impostor Syndrome and IT Work**

Alexa Spigelmyer (The Pennsylvania State University); Julio Appling (Lewis & Clark College)

## Tuesday - Organizational Improvement 4:00 - 5:00 PM | La Salle C

### **5 Lessons From My First Big IT Project**

Ella Tschopik (University of Wisconsin-Madison School of Education)

### **In defense of the monolith: How standards are good news for innovation**

Dan R. Herrick (University of Colorado Boulder)

### **Badges: Do We Need to Show You Some Stinkin' Badges?**

Eric Handler (Macalester College)

### **Soft Skills and Building Relationships**

Arik Broman (Stanford University)

### **Barrels, Buggy Whips, And BASIC - A Historical And Personal Perspective On Skill Obsolescence**

Travis Freudenberg (Carleton College)



# *Come celebrate with us!*

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 2020!

# 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.



**Kelly Wainwright**

Kelly attended her first SIGUCCS in 1993 in San Diego. It was still early in her career as a User Support Specialist in the IT department at Lewis & Clark College in Portland, Oregon and the first conference she had ever attended. Kelly appreciated the opportunity to connect with colleagues from across the country to share common challenges and explore creative solutions. A few years later at the 1996 Fall User Services SIGUCCS conference, Kelly presented a paper for the first time. Her paper focused on Lewis & Clark's program to introduce students to the campus computing environment.

In 2001, Kelly served as the Program Chair for the Fall User Services conference in Portland Oregon. Her involvement in the conferences continued to grow from there and over time she served in many different roles including session chair, volunteer coordinator, publications chair, registrar and conference co-chair—twice! Kelly was elected to the SIGUCCS Executive Board in 2008 and served three consecutive three-year terms, first as Vice-Chair/Conference Liaison, then as Chair and finally as Past-Chair.

As Kelly remained active in SIGUCCS, she also progressed in her 25-year career at Lewis & Clark College, serving in various roles that culminated as the Senior Director of Client Engagement overseeing the Educational Technology department and the IT Service Desk. These roles allowed her to meld her interests in technology in the classroom and customer service as she strived to enhance the technology experience for the entire campus community. Kelly 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 received her Bachelor's degree in Foreign Languages with a minor in Communications from Lewis & Clark. She maintains that studying foreign languages helped her explain computers to non-technical people, since it is like a foreign language to many. Later, she continued on to earn her Master's degree in teaching.

In 2017 Kelly's position at Lewis & Clark was eliminated forcing a little soul searching resulting in the decision to leave higher education in order to stay near family in Portland. This also meant that she had to spend time re-developing her network. She is currently trying her hand in the corporate world as the Director of Customer Success at zeVez, a small accounts payable automation software company. She gets to continue cultivating her passion of helping individuals understand and use technology effectively.

All of this helps Kelly follow her true passion of traveling and exploring new places and cultures. From participating in an overseas program in Costa Rica and Guatemala, to living in Japan for a year teaching English, to co-leading an overseas program in Vietnam with Lewis & Clark to tasting wine in Argentina, Kelly has had the opportunity of visiting many countries. She looks forward to visiting many more!

## 1 *Computing Services Public/Mobile Website*

BEST OF CATEGORY

Texas A&M University

**Aggie LIFE – 2018 Cybersecurity Campaign**

Lacey Baze, Dion McInnis, Xavier Porter,  
Bobby Bernshausen, Madeline Richey

## 2 *Computing Newsletter (Print or Electronic)*

BEST OF CATEGORY

New York University

**Connect: Your Source for IT News at NYU**

Keith Allison, Victoria Lubas, Kate Monahan,  
Brenda Perez

## 3 *How-to Guides (Print or Electronic)*

BEST OF CATEGORY

Texas A&M University

**2019 Summer New Student Conference Brochure**

Hillary Gillin, Paige Rod, Courtney Laird,  
Melissa Menchaca, Aine Britton, Vernesha  
Hazel, Madeline Richey

AWARD OF EXCELLENCE

University of Alabama at Birmingham

**Don't Get Hooked - Phishing**

Curtis A. Carver Jr., Ph.D., Kerry Bean,  
Jessica Reed, Irasema Quezada Hammock

## 4a *Instructional Classroom Materials*

BEST OF CATEGORY

Indiana University

**Audition: The Basics**

Beth Lynn Nolen, Rachel Friend, Jason Fickel,  
April Law

## 4b *Quick Reference Guides*

BEST OF CATEGORY

University of Alabama at Birmingham

**VoIP Brochure**

Curtis A. Carver Jr., Ph.D., Kerry Bean,  
Jessica Reed, Irasema Quezada Hammock

## 5a *General Service Promotional Materials*

BEST OF CATEGORY

Texas A&M University

**Aggie LIFE – 2018 Cybersecurity Campaign**

Lacey Baze, Dion McInnis, Xavier Porter,  
Bobby Bernshausen, Madeline Richey

## 5b *General Service Campaign Materials*

BEST OF CATEGORY

Indiana University

**Think Before You Click**

Michele Kelmer, Tom Mason, Jessica  
Samuel, Keith Danielson, Vince Cannon, Alaa  
Fadag, Jen Bratton, Myriam Young, Sam  
Stalton, Jenn Robison

AWARD OF EXCELLENCE

University of Alabama at Birmingham

**VoIP Project**

Curtis A. Carver Jr., Ph.D., Kerry Bean,  
Jessika Reed, Irasema Quezada Hammock,  
Matt McAdam

## 6a *Short Promotional Video*

BEST OF CATEGORY

Indiana University

**NameCoach at IU**

Emily Hunt, Keith Danielson, Vince Cannon,  
Beth Lynn Nolen, Jenn Robison, Jen Bratton,  
Joe Stone

AWARD OF EXCELLENCE

NC State University

**Phishing and 2FA at NC State**

Louise Flinn

## 6b *Long Promotional Video*

BEST OF CATEGORY

Muhlenberg College

**Golf Cart Pedagogy - Episode 1 - "Here Be Dragons"**

Anthony Dalton, Alison Diefenderfer, Sean  
Miller, Thomas Sciarrino, Jeffrey Yorgey

## 7 *Use of Social Media*

BEST OF CATEGORY

Texas A&M University

**Division of IT Social Media Presence**

Madeline Richey, Aine Britton, Melissa  
Menchaca, Vernesha Hazel

## 8 *Student-Created Materials*

BEST OF CATEGORY

Lewis & Clark College

**Data Security Tips**

Sam Peers Nitzberg, Maya Winshell, Steven  
McCurry



# Thanks to our Exhibitors!

The 2019 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 2019 SIGUCCS Conference Exhibitor Team —



## *Platinum Exhibitors*

IT Help Desk Services  
by **Blackboard**



## *Gold Exhibitors*



**Software2**

## *Silver Exhibitors*



# Congratulations to the 2019 SIGUCCS Mentoring Program Participants!

Julio Appling, Lewis & Clark College  
Ann Bailey, Texas Christian University  
Jeff Berliner, Institute for Advanced Study  
Lisa Bridges, West Virginia University  
Max Cohen, Oregon State University  
Sarah Curtis, Colgate University  
Mark Davis Jr., Swarthmore College  
Tina Elwell, College of St. Benedict/St. John's University  
Kathryn Fletcher, West Virginia University  
Laurie Fox, SUNY Geneseo  
Frank Goldberg, Idaho State University  
Brandon Hopkins, Aims Community College  
Andrew Januszak, Lehigh University  
Becky Klein, Drake University  
Shawn Lee, University of Illinois  
Jamie Mastro, Springfield College  
James Monek, Lehigh University  
Katelin Moul, Dickinson College  
Jenny Nelson, Texas A&M University College of Architecture  
Carlos Nieves, Union College  
Kirsten Petersen, Oregon State University  
Nick Pistentis, Metropolitan State University of Denver  
Aixa Pomales, Swarthmore College  
Shannon Pretko, Cedar Crest College  
Jarrod Rahn, Washington University in St. Louis  
Bruce Sarte, Cedar Crest College  
Amy Schell, University of Michigan  
Greg Smithe, Lumin  
Rene Thatcher, St. Lawrence University  
Scott Trimmer, Cuyahoga Community College  
Ashley Turner, Swarthmore College  
Jason Vaughn, Texas A&M University  
Nikolas Varrone, SUNY Geneseo  
Diana Voss, Stony Brook University  
Rachel Weaver, Macalester College  
Tom Wilk, Carnegie Mellon University  
Ilya Yakovlev, York College of Pennsylvania

*"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



## 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 let the good talks roll - even after the conference!



SIGUCCS Community Group  
[facebook.com/groups/siguccsfolks](https://facebook.com/groups/siguccsfolks)



Join the ACM SIGUCCS group on  
LinkedIn.



Join the conversation on Twitter @  
SIGUCCS  
#siguccs

# Thank You, Volunteers!

## Awards Committee

Melissa Bauer, Chair  
Mat Felthousen, Past Chair of the Executive Committee  
Jacquelynn Gaines  
Tim Foley  
Gail Rankin  
Christine Vucinich

## Marketing Committee

Lisa Brown, Chair  
Miranda Carney-Morris  
Allan Chen  
Laurie Fox  
Bob Haring-Smith  
Nicole Hill  
Cristina Koorie  
Becky Lineberry  
Cate Lyon  
Jenny Nelson  
Mo Nishiyama  
Beth Lynn Nolen  
Karl Owens  
Gail Rankin  
Alexa Spigelmyer  
Kendra Strode  
Rene Thatcher

## Mentoring Advisory Committee

Max Cohen  
Brian Gardner  
Katelin Moul  
Chris Olance  
Gail Rankin  
Beth Rugg  
Scott Trimmer

## *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."*



# *Sign up for the 2020 SIGUCCS Mentoring Program!*

The 2020 ACM SIGUCCS mentoring program will be starting in January 2020. If you want to participate as either a mentor or a mentee, sign up before November 15th, 2019.

<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. Matching notifications will be sent in December, and the program runs from January – October 2020.

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

Questions? Email [secretary@docs.siguccs.org](mailto:secretary@docs.siguccs.org)

\* See page 7 for more information on ACM SIGUCCS membership, or visit [siguccs.org](http://siguccs.org)

## *Continuing the Conversation*

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

**Monday, Tuesday, and  
Wednesday**

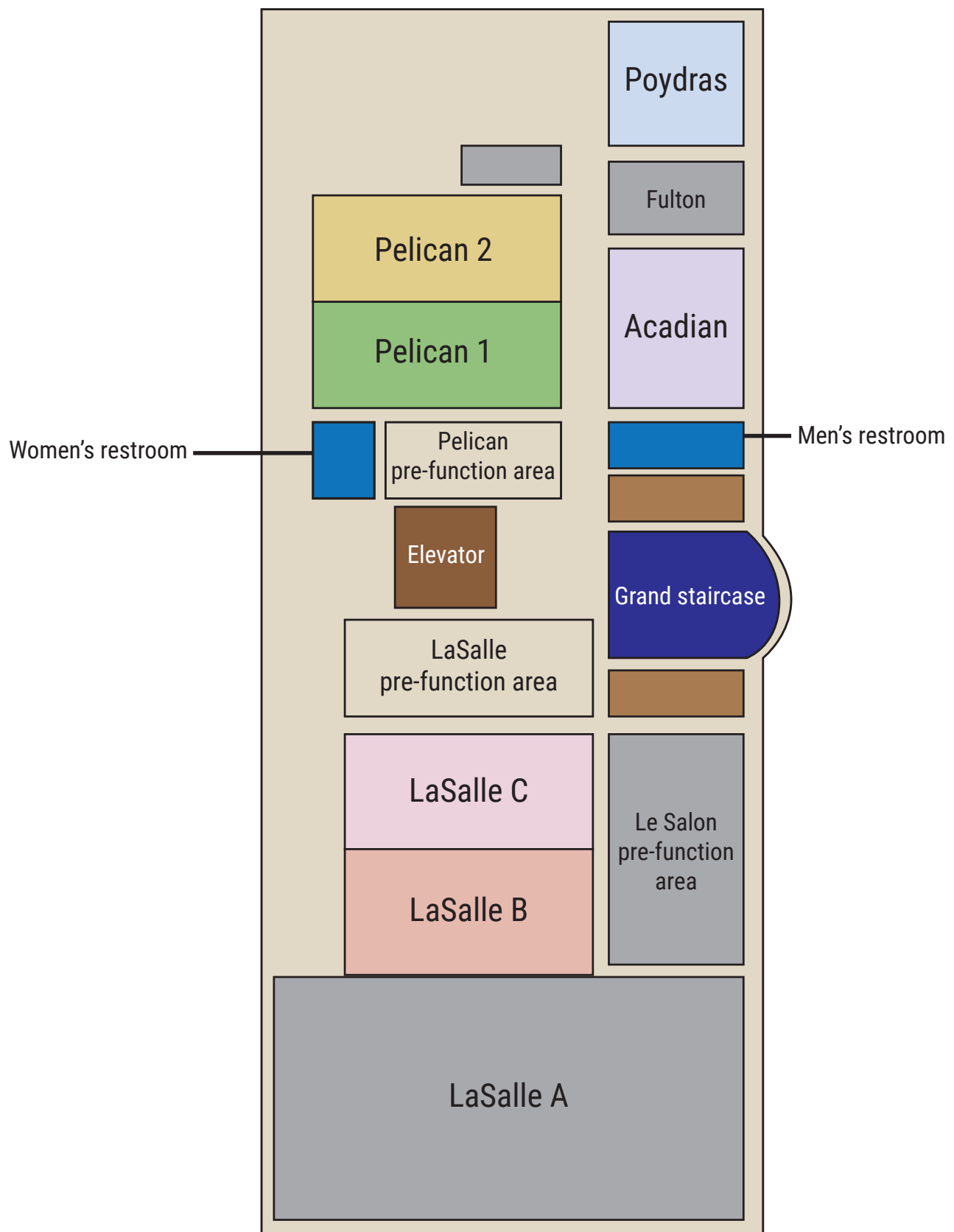
**after sessions conclude**

*(times may vary, check Sched for the latest)*

**Drinks and light refreshments  
will be served.**



# Meeting Space Map – InterContinental New Orleans (3rd Floor)



# Conference & Networking Notes





# SIGUCCS 2020

November 8-11, 2020 - San Diego, CA

*See what's possible*

