Let the good talks roll!

ACM SIGUCCS 2019 Annual Conference
November 3-6, 2019 || New Orleans, LA
Contents

SIGUCCS Board Welcome • 3
SIGUCCS 2019 Conference Team • 4, 5
Conference Chair Welcome • 5
Program Chairs Welcome • 6
Benefits of Membership • 7
Plenary Speakers • 8
Schedule at a Glance • 9
Poster Presentations • 12
Lightning Talks • 13
Penny Crane Award for Distinguished Service • 14
Communication Award Winners • 15
Conference Exhibitors • 16
Mentoring Program Participants • 17
Volunteer Committees • 18
Mentoring Program Info • 19
Hotel Maps • 20
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
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
Robert 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

Volunteer/Session Chair Coordinator
R Kevin Chapman
Carleton College

Social Coordinator
Patti Mitch
University of Wisconsin, Platteville

Newcomers Coordinator
Ella Tschopik
University of Wisconsin

Track Chair
Katelin Moul
Dickinson College

Track Chair
Newcomers Coordinator
Ayi Anwansedo
Southern University A&M College

Track Chair
Alexa Spigelmyer
Penn State University

Track Chair
Ella Tschopik
University of Wisconsin

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

Webmaster
Mo Nishiyama
Oregon Health & Science University
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
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
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.
## Sunday

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<th>Time</th>
<th>Pelican 1</th>
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<td>6:45 - 7:30 am</td>
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<td>9:00 am - 1:00 pm</td>
<td>Closed Board Meeting</td>
<td>Blackboard: The Transformation of Student Support in the Age of Amazon</td>
<td>Blackboard</td>
<td>Volunteer Orientation and Training</td>
<td>First Timer's Orientation</td>
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<td>1:00 - 5:00 pm</td>
<td>Communication Skills in the Workplace: An Introduction to the DISC Model</td>
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<td>Welcome Reception</td>
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<td>7:00 - 9:00 pm</td>
<td>Dinner on your own</td>
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<td>Welcome Reception</td>
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## Monday

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For the most current schedule, please visit Sched at [https://siguccs2019.sched.com](https://siguccs2019.sched.com)
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<tr>
<td>2:30 - 3:30 pm</td>
<td>A Student's Take on Training and Projects: From a &quot;Just a Job&quot; to a Career, Trevor Freeland, Kendra Strode (Carleton College)</td>
<td>Virtual Reality: Classroom Tool or Classroom Fool, Eric Handler (Macalester College)</td>
<td>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)</td>
<td>Cook 'em Like Gumbo: Support Documents for Today and Tomorrow, Mi Nishiyama (Oregon Health &amp; Science University)</td>
<td>Bringing Campus Experience to Online Classes, Karl Owens; Michael Suskin; Chris Wiesemann (University of Oregon)</td>
<td>ISS - Platinum Sponsor</td>
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<td>3:30 - 4:00 pm</td>
<td>Afternoon Break (La Salle A)</td>
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<td>4:00 - 5:00 pm</td>
<td>Birds of a Feather Networking - Topic TBD</td>
<td>Birds of a Feather Networking - Topic TBD</td>
<td>Lightning Talks I: Personal Improvement</td>
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<td>5:00 - 6:00 pm</td>
<td>“Continuing the Conversation” Happy Hour - Join the day’s presenters for further conversation and in-depth discussions (La Salle A)</td>
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<tr>
<td>8:00 pm - Midnight</td>
<td>Hospitality Suite - Join us for games, conversation and lots of laughs! (Gentilly)</td>
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**Monday**

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<td>8:00 am - 1:30 pm</td>
<td>Registration Is Open (La Salle Prefunction)</td>
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<td>8:00 am - 5:00 pm</td>
<td>Visit with Sponsors (La Salle A)</td>
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<td>7:45 - 9:00 am</td>
<td>Continental Breakfast - &quot;Begin the Conversation&quot; where today’s program topics will be explored (La Salle A)</td>
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<td>9:00 - 10:00 am</td>
<td>Improving Leadership Through Improv, Ella Tschochek (University of Wisconsin-Madison School of Education)</td>
<td>Solve and Evolve: Practical Applications for Knowledge-Centered Service, Rebekah Linebery (Washington University in St. Louis)</td>
<td>Automating a Part of the Assessment of a University using Excel, Yoshitaka Kihira; Takashi Yamanoue; Motso Tanaka; Eiji Sato; Yutaka Otsuka (Fukuyama University)</td>
<td>An AI1Y-ance: Approaches for Transferring Expertise to Build Accessibility Liaisons in the Campus Community, Jeffrey Kontio (Princeton University); Preston Radtke (Rutgers University)</td>
<td>Digital Transformation from Day One: Onboarding New Employees, Iris Du; Heather Davis; Corin Walker; Tomoka Nolen (Texas Women’s University)</td>
<td>Sasafas - Platinum Sponsor</td>
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<tr>
<td>10:00 - 10:30 am</td>
<td>Morning Break - Visit with Sponsors (La Salle A)</td>
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<tr>
<td>10:15 - 11:15 am</td>
<td>Effect of Cloud based learning on student experience, Jessica Stockett; Joel Price (Swarthmore College)</td>
<td>From patient to population: Understanding cybersecurity through public health, Adam Ives; Cornelius Bledsoe (Pima College); Tom Mason (Indiana University); Yukio Tanaka; Eiji Sato; Yutaka Otsuka (Fukuyama University)</td>
<td>How to Make it Accessible to Others, Edward Morreale; Rebekah Kontio (Princeton University); Rebekah Tanaka; Eiji Sato; Yutaka Otsuka (Fukuyama University)</td>
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<td>11:30 - 1:00 pm</td>
<td>Lunch (Melpomene &amp; Treme, 2nd Floor)</td>
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<td>1:00 - 2:00 pm</td>
<td>How's your EQ? - Let's find out, Mark CJ Davis Jr. (Swarthmore College)</td>
<td>How Student Workers Saved the Day - Overhauling our PC Inventory System and More, Timothy Palumbo; Grant Hittinger (Lehigh University)</td>
<td>Challenges in IT Operations Management at a German University Chair - Ten Years in Retrospect, Martin Geier; Samaaj Chakraborty (Technical University of Munich)</td>
<td>Improvisation for the Rest of Us and Those Who Want to Be Better Communicators, Russell McMahon (University of Cincinnati)</td>
<td>Productivity Panel &amp; Discussion, Laurie Fox (SUNY Geneseo); Dan Herrick (University of Colorado Boulder); Beth Lynn Nolen (Indiana University); Jason Vaughn (Texas A&amp;M University); Kathy Fletcher (West Virginia University)</td>
<td>TOPDesk - Platinum Sponsor</td>
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<td>2:15 - 3:45 pm</td>
<td>Poster Session - See page 12 for a complete list of posters (LaSalle A)</td>
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<td>Birds of a Feather Networking - Topic TBD</td>
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<td>Lightning Talks II: Organizational Improvement</td>
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<td>6:00 - 7:00 pm</td>
<td>Awards Reception - all attendees welcome (La Salle A)</td>
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**Tuesday**
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<td>8:45 - 9:45 am</td>
<td>From patient to population: understanding cybersecurity though public health, Adam Mikeal (Texas A&amp;M University)</td>
<td>Organizing Decentralized Helpdesks, Karl Owens (University of Oregon - Lundquist College of Business)</td>
<td>Intelligent Campus Environment Room Monitoring System (CampusEMonitor), Shamar Ward; Michelle Giffen; Nicholas Rock; Keene James (University of the West Indies)</td>
<td>Catch the Big Bad Wolf: A Cybersecurity themed Escape Room, Beth Lynn Nolen; Tom Mason (Indiana University)</td>
<td>Staying the bad communication beast!, Mark C.J Davis Jr; Aixa I. Pomales (Swarthmore College)</td>
<td>Risk Management for Software License/Asset Managers, Holly Ives; Cornelius Bledsoe (Pima Community College)</td>
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<td>Morning Break - Visit with Sponsors (La Salle A)</td>
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<td>10:15 - 11:15 am</td>
<td>Effect of Cloud based learning management system on the learning management system implementation process: Faculty and Student perspective, Ajayi Ekuasu-Anwansedo; Akai Smith (Southern University and A&amp;M College)</td>
<td>Teaching an Old Yellow Jacket New Tricks – Change Management at Georgia Tech, Vicki Rogers (Georgia Institute of Technology)</td>
<td>Labstats - Gold Sponsor</td>
<td>A Less Dangerous Ask Me Anything, Jessica Stockett; Joel Price (Swarthmore College)</td>
<td>Think Like a Scientist, Solve Like a Sleuth! An Introduction to Troubleshooting Theory, and How to Make it Accessible to Others, Edward Morreale; Mariissa Foster (St. Lawrence University)</td>
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<tr>
<td>11:30 am - 12:30 pm</td>
<td>Draft Day: How Lessons from Fantasy Football Can Teach About Staffing, Mitchell Ohi; Judy Toma; Claire Chun (University of Hawaii System)</td>
<td>Access Service Unbound: A Customer-Focused Service Model for the 21st Century, Emy Decker (University of Alabama); Karen Glover (Georgia Tech Library)</td>
<td>Avoid Phishing Traps, Katelin Moul (Dickinson College)</td>
<td>It was never a dress; the Wonder Woman of IT, Sasha Calder (Duke University); Lisa Terrier (Middlebury College); Tammy Browning (University of Missouri-Columbia)</td>
<td>Mental Health in the IT Workplace, R. Kevin Chapman (Carleton College); Rebekah Lineberry (Washington University in St. Louis)</td>
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<td>12:30 - 1:30 pm</td>
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<td>1:30 - 2:30 pm</td>
<td>Jam! is a verb! Have you been jammed? Cristina Koore; Devin Jayetileke (Lehigh University)</td>
<td>Building Bridges to Outstanding Customer Service: Improving Help Desk Efficiencies through Student Training, Deb Meyer; Josh Savoy; Patti Mitch (University of Wisconsin, Platteville)</td>
<td>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)</td>
<td>Training Faculty: Teaching Goals vs Tech Tools – Finding a Balance, Lisa Brown (University of Rochester); Laurie Fox (SUNY Geneseo); Miranda Carney-Morris (Lewis &amp; Clark College); Beth Lynn Nolen (Indiana University)</td>
<td>Software2 - Gold Sponsor</td>
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<td>2:30 - 2:45 pm</td>
<td>Afternoon Break (La Salle A)</td>
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<td>2:45 - 4:00 pm</td>
<td>Closing Plenary: The Speed of Learning - Jaime Casap (La Salle B &amp; C)</td>
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<td>4:00 - 5:15 pm</td>
<td>“Continuing the Conversation” Happy Hour - Join the day's presenters for further conversation and in-depth discussions (La Salle A)</td>
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<td>8:00 pm - Midnight</td>
<td>Hospitality Suite (Gentilly)</td>
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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 Tsujiisawa (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!
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

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

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

Instructional Classroom Materials
BEST OF CATEGORY
Indiana University
Audition: The Basics
Beth Lynn Nolen, Rachel Frend, Jason Fickel, April Law

Quick Reference Guides
BEST OF CATEGORY
University of Alabama at Birmingham
VoIP Brochure
Curtis A. Carver Jr., Ph.D., Kerry Bean, Jessika Reed, Irasema Quezada Hammock

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

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 Stalion, 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

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

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

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

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

TOPdesk

PARADIGM TECHNOLOGY CONSULTING
An ISS Solutions Business

Gold Exhibitors

LABSTATS

Silver Exhibitors

TRINITY3
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 Mastrio, 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

Join the ACM SIGUCCS group on LinkedIn.

Join the conversation on Twitter @ SIGUCCS #siguccs
Thank You, Volunteers!

Awards Committee
Melissa Bauer, Chair
Mat Felthouse, 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.”
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

*See page 7 for more information on ACM SIGUCCS membership, or visit siguccs.org
Meeting Space Map — InterContinental New Orleans (3rd Floor)
SIGUCCS 2020
November 8-11, 2020 - San Diego, CA
See what’s possible