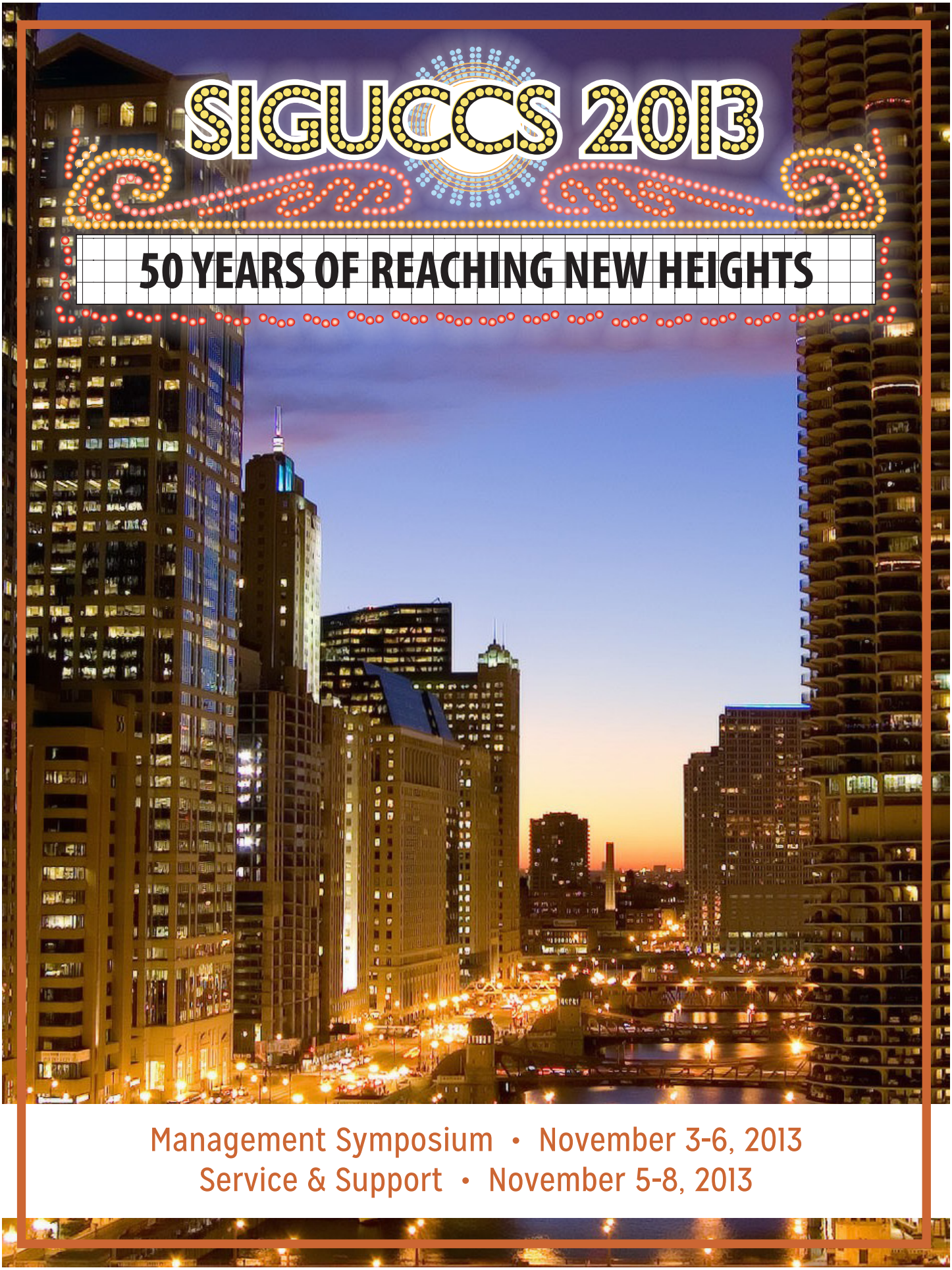


Management Symposium • November 3-6, 2013
Service & Support • November 5-8, 2013



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KELLY WAINWRIGHT

BOARD CHAIR WELCOME

Welcome to the Annual SIGUCCS Conference! Whether you are attending the Management Symposium, the Service & Support Conference, or both, I want to welcome you on behalf of the SIGUCCS Board!

I want to thank all of the volunteers who have given of their time and energy to make this conference what it is. A special thanks goes to the core committee—Lisa Brown, Allan Chen, Rob Paterson, Laurie Fox, Jean Tagliamonte and Parrish Nnambi—who have put in a tremendous amount of effort envisioning a conference and then bringing it to reality. Without dedicated volunteers like these six and the rest of the 2013 conference committee, our special interest group would not be able to accomplish all that it does in offering professional development and networking opportunities to our membership.

This is a special year for SIGUCCS as we celebrate our 50th Anniversary. It was in August of 1963 that SIGUCC (then the Special Interest Group on University Computing Centers) was formed in ACM. It is also the 40th anniversary of the "User Services" conference with the first having been held in Chicago in 1973. So being here in Chicago for this celebration is a bit of a homecoming. A special thanks to Jack Esbin for all his work in researching and documenting the history of SIGUCCS. I'd also like to thank Leila Lyons and Jack Esbin for their work in heading up our celebration.

Coming home to Chicago for this conference is also personally special for me. It was at the 1996 Fall User Services Conference held in Chicago where I presented my first paper to a conference—ever! That presentation was on introducing new students to the campus computing environment, a topic for which we continue to explore new approaches even today. It never ceases to amaze me how the technology changes, the people change, but the issues remain the same. We simply keep trying to find new and innovative ways to address them. That is why this year's theme of "50 Years of Reaching New Heights" especially resonates with our organization.

SIGUCCS continues to be a special organization even after all these years. What I love most about SIGUCCS are the people—peers, colleagues, friends and partners in crime. SIGUCCS members are a passionate group who want to share their ideas, learn new skills and develop a community dedicated to supporting each other in our professional endeavors. Please continue to contribute your ideas and experience to the SIGUCCS listservs. Consider becoming more involved by volunteering at a future SIGUCCS conference, and/or participate in some of our various professional development opportunities. We need you in order to keep SIGUCCS alive and well!

I hope that you all enjoy the conference and learn many new things. This is the place to connect with colleagues and share ideas! And while you are taking it all in, think about what heights we will be reaching in 50 more years!

Have a great conference!

Kelly Wainwright
SIGUCCS Chair

2013 BOARD OF DIRECTORS

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Behind the scenes of any SIGUCCS event or program there works a small group of dedicated volunteers known as the SIGUCCS Board. Now is your opportunity to help shape the future of SIGUCCS by helping us elect the group of people who will lead the organization for the next three years.

The term of office of the current SIGUCCS Executive Committee (EC), who are the elected members of the SIGUCCS Board, ends on June 30, 2014. Over the next few months, we will assemble a slate of candidates for the SIGUCCS EC elections that will take place in the spring of 2014. Those elected will take office on July 1, 2014.

I encourage each of you to participate, either as a candidate or a voter. To be a voter, you need only be a member of SIGUCCS on the yet-to-be-determined date of record in March or April. If you are now a member, respond to renewal reminders in a timely fashion to keep your membership current. If you are not a member, you can join through the SIGUCCS web site at www.siguccs.org.

To participate as a candidate, you must be a member of SIGUCCS and of ACM, and you must let Past Chair Bob Haring-Smith (Robert.Haring-Smith@mail.wvu.edu) or me (kelly@lclark.edu) know as soon as possible, but no later than November 22, of your interest in serving on the Board. EC members have typically demonstrated enthusiasm for SIGUCCS as active volunteers at SIGUCCS conferences or in other capacities, but we are also interested in hearing from anyone with ideas about how to keep SIGUCCS a vibrant and useful organization for its members and the profession.

Formulating a slate of candidates is governed by the SIGUCCS by-laws (see the Resources section of the SIGUCCS web site) and proceeds in two stages. Bob and I, as the Nominating Committee, will name at least two candidates for Chair of SIGUCCS and at least seven candidates for the other four positions on the Executive Committee. There is one slate for all of the latter positions, and the four candidates receiving the most votes are elected. The newly elected Chair works with the other elected members to determine who will fill each of the roles specified in the by-laws: Vice Chair/Conference Liaison, Secretary, Treasurer, and Information Director.

The Nominating Committee's slate will be announced to the membership in January. Anyone not nominated can petition for inclusion on the ballot by gathering the support of 1% of the membership (currently, that's at least 5 SIGUCCS members) and submitting the petition to Bob by March 15, 2014.

Candidates will have the opportunity to submit biographical information and a campaign statement that will be part of the material available to voters when the start of the election is announced by ACM sometime in April. The election continues until early June, and the results are announced later in June.

Please let your voice be heard during the upcoming elections.

Kelly Wainwright
SIGUCCS Chair

"SIGUCCS has been a fantastic experience in my few years in the IT field. I manage our campus help desk, and actually learned about SIGUCCS from a colleague who attended before me – he came back to campus, enthused about a way for our help desk to revolutionize the way we structured training that would help us address several issues we'd been struggling with. That enthusiasm continued as I attended SIGUCCS and took ideas and wove them into the fabric of our helpdesk and its training. Each year I look forward to going back to the conference, seeing friends from schools big and small, all around the country, and hopefully sharing my own ideas someday soon, to give back to the community that has given so much to me and to Carleton!"

– Kendra Strode
Submitted to the 50th Anniversary website (www.siguccs.org/conference/50)

"I have been very fortunate and honored to meet and work with some excellent client services individuals in institutions across North America, and in fact from other corners of the world. Personally SIGUCCS has helped me with my professional development and I encourage IT staff to become "actively" involved in SIGUCCS at all levels."

– Alex Nagorski, 2011 Hall of Fame Inductee
Submitted to the Hall of Fame website (www.siguccs.org/awards/halloffame)



LISA BROWN

CONFERENCE CHAIR WELCOME

Welcome to Chicago! Welcome to the 2013 SIGUCCS Management Symposium and Services & Support Conference! Welcome to the 50th anniversary of SIGUCCS!

It's hard not to be excited about this event. We have a lot to celebrate. The conference is located in a fantastic city—rich in art, architecture, music, and food. We are celebrating our third year as a combined conference. And, most importantly, we are making history as we celebrate the 50th anniversary of SIGUCCS.

SIGUCCS has meant so much to me and I am thrilled to have this opportunity to give back to this organization. When I attended my first SIGUCCS conference, I was a fresh-faced newcomer, just entering the world of user services. That first conference opened my eyes to new opportunities, new adventures, and new contacts. At that first conference, I made friends with people in similar positions to mine from all around the country and have kept those friendships going for sixteen years. And each time I attend a SIGUCCS conference, I add a dozen or so new SIGUCCS friends into that fold.

If this is your first (or second) SIGUCCS, take this opportunity to not only attend sessions, but to also meet people. Connections can be the most significant takeaway from this week. These are the people who you can email when you are having problems. These are the people who you can email to ask "How are you handling this situation?" We are all in the same boat in supporting information technology; we just work at different institutions. Our schools may be competing for students, but as IT professionals, we all want to make our campuses the best possible place for the students who end up there. We can all REACH NEW HEIGHTS by sharing our experiences, both formally and informally at this conference.

Putting this conference together is a team effort. I want to extend a special thanks to the SIGUCCS 2013 Core Committee, all of whom have been working on this together for over a year. I have enjoyed working with all of you and getting to know all of you a little better. I count each of you as very special SIGUCCS friends! I also want to thank the many who volunteered to help out in various ways throughout the planning stages; from the track chairs and readers who have made our program special, to those who coordinate some unique part of the conference. Each of you has done a fantastic job and I commend you. Next, I want to extend a deep gratitude to the presenters, without whom this conference would not be possible. And finally, I want to thank all the attendees. Each and every one of you is important to the makeup of the conference and has something to contribute.

And remember, even if you don't make it to the top of Willis Tower this week, we can all REACH NEW HEIGHTS right here at the conference.

Lisa Brown
SIGUCCS 2013 Conference Chair

Conference Chair
LISA BROWN
University of Rochester

Management Symposium Program Chair
ROB PATERSON
Molloy College

Services & Support Program Chairs
LAURIE FOX
State University of New York at Geneseo
JEAN TAGLIAMONTE
Vassar College

Treasurer
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Menlo College

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PARRISH NNAMBI
University of California, San Diego

50th Anniversary
LEILA LYONS
JACK ESBIN

Publications
JACQUELYNN HONGOSH
Oberlin College

Social Networking
BEN ARNOLD
University of Northern Iowa
LAURIE FOX
State University of New York at Geneseo

Webmaster
JIM YUCHA
Virginia Commonwealth University

Vendor Chairs
SCOTT SALUGA
Oberlin College
SCOTT TRIMMER
The University of Findlay

Local Arrangements
MELISSA DOERNTE
DePaul University

Registration Chair
KRISTIN DIETIKER
University of Washington

Communications and Publicity
JODY GARDEI
Ferris State University

Volunteer Coordinator
SUSAN PALMER
State University of New York at Geneseo

Session Chair Coordinator
SUSAN PALMER
State University of New York at Geneseo

Birds of a Feather Chair
JAMIE RICHARDSON
St. Lawrence University

First-Timers Coordinator
ASHLEY WEESE
Iowa State University

Newsletter Chair
KAREN MCRITCHIE

Photography Coordinator
KARL OWENS
University of Oregon

Management Symposium
KATHY KRAL
University of West Georgia
LEILA SHABENDER
Princeton University
TERRY LOCKARD

50th Anniversary Track Chair
JOHN BUCHER
Oberlin College

Service & Support Conference Technology Track Chair
BEN ARNOLD
University of Northern Iowa

Technology Track Readers
VIJAY ANAND
Southeast Missouri State University
DARIN PHELPS
New York University
STEVEN FIFE
University of Wisconsin-Madison

Customer Support Track Chair
BLAKE ADAMS
University of West Georgia

Customer Support Track Readers
PATTI MITCH
University of Wisconsin-Platteville
CHERYL STAHLER
Bloomsburg University of Pennsylvania

Training & Documenatation Track Chairs
KELLY MCLAUGHLIN
Hobart and William Smith Colleges
BRETT WILLIAMS
University of Wyoming

Training & Documenatation Track Readers
FRANCES CARR VERSACE
Rochester Institute of Technology
TREVOR MURPHY
Williams College

Career Development Track Chairs
ALLAN CHEN
Menlo College
JEAN ROSS
Vassar College

Career Development Track Readers
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Oregon State University
BOB HARING-SMITH
West Virginia University

Management Track Chair
MICHAEL COOPER
West Virginia University

Management Track Readers
KRISTI EVANS LENZ
Webster University
SANDRA BURY
Bradley University
KATHY FLETCHER
West Virginia University

Poster Chair
MIRANDA CARNEY-MORRIS
Lewis & Clark College

Poster Readers
CHAD FUST
Vassar College
LARRY FRENCH
Purdue University

PENNY CRANE AWARD FOR DISTINGUISHED SERVICE



"I can think of no one who better exemplifies Penny Crane's spirit of involvement and fun than Terris Wolff."

Terris Wolff, known by most as Terry, attended his first ACM SIGUCCS conference in 1989, making this his 25th year of participation in the annual conferences. During that time, he has served on the Board and on many conference committees.

Terry has spent his nearly 40-year career in higher education and the IT profession, starting at the University of Southern California School of Business in 1974, moving to Pomona College in Claremont in 1989, and returning to the University of Southern California School of Social Work in 2002, where he remains.

Terry started contributing to ACM SIGUCCS at his first conference, presenting a paper at the 1989 SIGUCCS User Services Conference in Bethesda, Maryland. Since that time Terry has contributed in many ways to SIGUCCS – serving on the board and board committees – and to the conferences – presenting more papers, as conference treasurer, as a tutorial instructor, as the conference registrar, as the co-chair of the conference, and as the Management Symposium Program co-chair. Terry has frequently been a session chair and he's hard to miss with his camera always in action.

In 2005 Terry was asked by the conference chair to take over the First Time Attendee orientation program. Aside from the normal, and valuable, information that is presented at this time, Terry felt it to be a great opportunity for people to meet and to start the networking process that is so valuable to all SIGUCCS conference attendees. Terry introduced us to "People Bingo". The game forced participants to meet, interact and get to know one another. Terry feels that one of the important opportunities presented by the annual conferences is to meet and interact with new people engaged in the same profession. People Bingo gave people this chance – the chance to meet and get to know people from around the country and the world.

In many ways, Terry epitomizes Penny Crane. Like Penny, Terry will approach the person standing alone and start a conversation, introduce them to others, and help to get them involved. He will encourage people from the same institution to break up, not sit with each other at sessions or events, to meet new people and make new contacts. When you run into Terry be sure to ask how to do the "cork trick" and how to make a paper napkin into a rose. He will encourage you to take your new found skills and use it as a way to approach others at the conference, and to put a face to their email address.

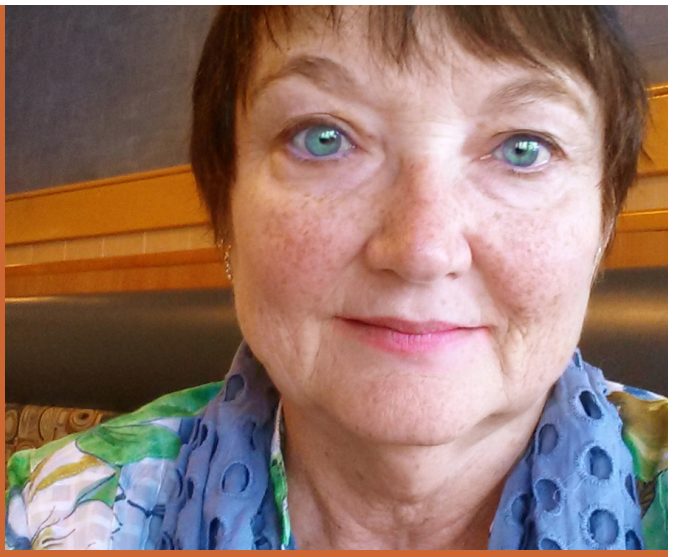
Here are a few more quotes from Terry's nomination which highlight why he was selected for this year's Penny Crane Award:

> "Terry loves SIGUCCS and SIGUCCS loves him. His enthusiasm and hard work for the organization has helped SIGUCCS to thrive."

"Terry epitomizes the values that Penny Crane contributed to SIGUCCS which makes him an ideal candidate for the award. "

"Terry pioneered "social networking" and I think the reception for First-Timers, the mentoring idea, and the bingo game were just super ideas that Terry dreamed up to enable the personal interactions that are such an essential part of SIGUCCS conferences, and the organization itself. "

"Terry is a perfect example of what the Penny Crane award is all about. His love and commitment to the ACM SIGUCCS organization is second to none."



CAROL RHODES

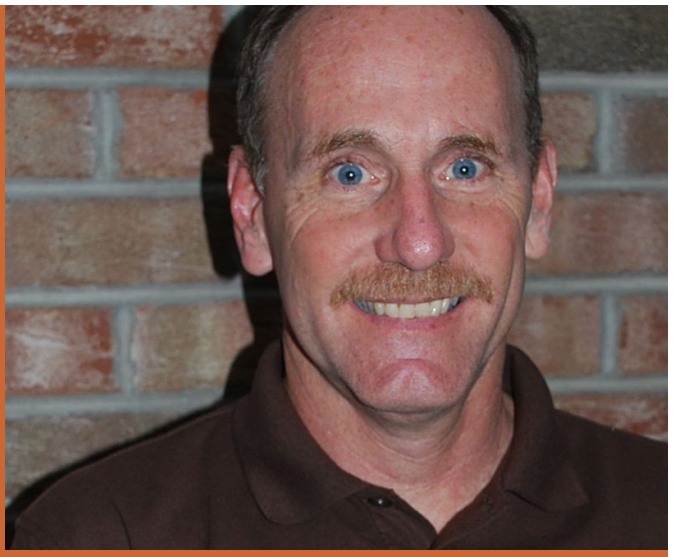
CAROL RHODES
Hall of Fame Award Winner

Carol Rhodes is Assistant Manager of IT Training at Indiana University, Bloomington, Indiana. In this position she is leader of statewide online IT training efforts, manager of daily operations, communications liaison, and mentor in the design, development, and delivery of campus-wide IT training services. She earned a BA from Indiana University with a double major in journalism and psychology.

Service to higher education and the computing profession:
Carol has served in various roles for Indiana University for the past 25 years, acting as university academic instructor, technical writer, local support provider and technology trainer. For the past 18 years, she has been developing and facilitating software training workshops. During that time, her classes and workshops have included: Electronic Publishing for IU School of Journalism; Photoshop for IU School of Education masters students; electronic art classes for IU Continuing Studies; and myriad graphics, layout, and communications software workshops for faculty, staff, and students. Her current projects focus on online IT training efforts at IU. In her spare time, she functions as President of the Bloomington Watercolor Society and as Vice President of Pets Alive, a not-for-profit spay/neuter business serving Southern Indiana.

Service to SIGUCCS:
Carol first attended SIGUCCS in 1998, when her home campus in Bloomington hosted it. She has attended all but two conferences since, with increasing involvement: she began as a presenter in 1999, then served as track chair three times, moving into program coordination twice. Carol's most important achievement with SIGUCCS was serving as Conference Chair in 2012. Carol has presented six papers and two posters for SIGUCCS.

Carol's comments:
"Helping SIGUCCS has always been a way for me to maintain global perspective and involvement in issues pertaining to the evolution of IT in higher education. I have been proud to work and associate with like-minded colleagues who influence their own institutions. Moreover, it is enlightening to hear people from the rest of the world share specifics about the development of IT strategies in their universities. Over the years of working with SIGUCCS teams, our planning teams have in fact familiarized me with developing technologies that have helped us to organize and work together. I enjoy working with others toward a worthy goal, and SIGUCCS has provided me with opportunities to do so. I am honored to receive this recognition from an organization that has had such a positive impact on my own professional life."



GALE FRITSCHE

GALE FRITSCHE
Hall of Fame Award Winner

Gale Fritsche is currently the Manager of Computing Support Services for Lehigh University. He holds an AS degree in Computer Science from Mesa College in San Diego CA, a BS Degree in Management from California State University and an MS Degree in Instructional Technology from Lehigh University.

Service to higher education and the computing profession:
After serving six years in the US Navy as an Assistant Chief Master at Arms (Military Police/Paralegal), Gale decided to change his career to something more technology related. He began his technology career in 1990 as a Junior System Analyst working for a government contractor in San Diego, CA. It didn't take him long to realize that programming in a confined workspace with little human interaction was the wrong career path for him. Therefore, he took a position as a Computer Literacy Instructor at California State University where he also continued his education. Since then, he has devoted his entire career to user support services and higher education. Prior to joining Lehigh, Gale worked as the Coordinator for Academic Computing and Adjunct Professor at Albright College. At Albright, he managed the helpdesk, computing labs, user support services and taught courses in computing and communications. Gale has been at Lehigh for seventeen years holding various positions including Senior Computing Consultant, Senior Instructional Technologist, Manager of Desktop and Scientific Computing and Manager of Computing Support Services. His current position provides oversight for two computing support areas, second level desktop computing support (eighteen computing consultants) and computer repair services (two hardware repair technicians) where both warranty and out of warranty computer hardware repairs are completed for faculty, staff and students.

Service to SIGUCCS:
Gale has been involved in SIGUCCS since 2005. He published and presented at the Fall User's conference five times and presented at the Management Symposium five times as well. He served on various SIGUCCS conference-planning committees including Treasurer for the Management Symposium (2009-2011), Vendor Chairperson for the Management Symposium (2010-2011), Program Chair for Management Symposium (2011) and Program Chair for the Management Symposium at the SIGUCCS Annual Conference (2012).


CHRISTINE VUCINICH

CHRISTINE L. VUCINICH
Hall of Fame Award Winner

Christine L. Vucinich, MA is the Technical Education & Outreach Coordinator at Duke University.

Service to SIGUCCS:
Christine became a member of SIGUCCS in 2003. She co-presented her first of four papers at the 2004 conference, conducted a pre-conference workshop at the 2010 conference and is a regular contributor to the new SIGUCCS Newsletter, "Plugged In." Christine is also an active volunteer. Her most significant contributions include serving as chair of the Marketing and Membership Committee (2008-2011), serving on the committee to redesign the SIGUCCS Website, the SIGUCCS Mentoring Program Advisory Committee and the SIGUCCS 50th Anniversary Committee. Her nominee said about her contributions to the marketing and membership committee, "Her enthusiasm and creative ideas quickly showed as well as her ability to see the big picture and propose a more holistic approach to our marketing efforts."

Service to higher education and the computing profession:
Christine has over 13 years experience in higher education. She was an IT Training Specialist at Penn State University from 2000 - 2007. Christine became Technical Education and Outreach Coordinator in the Office of Information Technology at Duke University in 2007. She is responsible for all aspects of the central IT Training program. She is also in the academic classroom regularly helping students using technology as part of their courses. In addition to SIGUCCS, Christine has presented at several conferences including a recent Educause Southeast Regional Conference and a New Media Consortium Summer Conference. She successfully completed the Educause Management Institute Program in February 2012.

Christine's Comments:
It is such an honor to be included among the SIGUCCS Hall of Fame. I am especially thrilled to be recognized during the 50th anniversary conference/celebration and am humbled by all of the great inductees that I follow. While it is difficult to put in words what this organization means to me, I will say that SIGUCCS has enabled me to meet so many wonderful people from many institutions throughout the world - some who are colleagues, some who became friends and some who have become mentors and all who have become great resources and sources of inspiration for me as I grow professionally and contribute to the Higher Education Community.



PATTI MITCH

PATTI MITCH
Hall of Fame Award Winner

Patti Mitch works at the University of Wisconsin-Platteville in the Office of Information Technology. In 2000, after 13 years in law enforcement, she began a new career at UW-Platteville serving as the Help Desk Manager and maintained that position until moving to her current position as Administrative Support Specialist in 2011.

Commitment to Students and Community

Patti continues to be very involved in the UW-Platteville community through volunteer and outside organizations. She co-chaired the local Relay for Life for 6 years, as well as working with Habitat for Humanity of Grant County. She volunteers for the athletic department and serves as the advisor for a campus sorority and Colleges against Cancer. Patti has also served as the Head Cheer and Stunt Coach at UW-Platteville for 8 years and recently helped implement the nation's first inclusive cheer team at the college level.

Commitment to SIGUCCS

San Antonio, in 2004, was Patti's first SIGUCCS conference and she expressed interest in becoming more involved in the organization. She worked with Leila Lyons to increase our marketing efforts and was asked to chair a committee for marketing and membership since the two areas were closely linked. She quickly took on the task of consolidating and cleaning up membership and conference attendee data. Patti also investigated other higher education IT mailing resources that could be used to publicize SIGUCCS.

In 2008, Patti was appointed to the SIGUCCS Board as Information Director. One responsibility of this position is the SIGUCCS web site and the Board decided that its re-design was long overdue. A team was formed consisting of Patti, Christine Vucinich and Leila Lyons. This team worked with a volunteer from the University of Delaware to complete the redesign of the web site.

Patti has been an active participant in SIGUCCS conferences since 2004 as a presenter, newsletter editor, photographer, volunteer coordinator, paper reviewer and conference help desk volunteer. She is always a welcoming presence for SIGUCCS newcomers and is always quick to extol the benefits of belonging to SIGUCCS and fully participating in all the activities that SIGUCCS has to offer.



CINDY SANDERS

CINDY SANDERS
Hall of Fame Award Winner

Cindy Sanders was the Director of Client Services in the Center for Information Technology (CIT) at Oberlin College for 14 years, retiring at the end of June 2013. She holds an MS in Computer Science from the Naval Postgraduate School in Monterey, California. Prior to her role at Oberlin College, Cindy spent 21 years in the United States Navy, retiring as a commander.

Service to higher education and the computing profession:
As the Director of Client Services, Cindy provided leadership to the Client Services team, responsible for operating the CIT Help Desk, providing computers to faculty and staff, maintaining open-use and departmental computer labs, managing software acquisition and licensing, providing written and online documentation and training, and communicating with clients. Among her many accomplishments at Oberlin, Cindy was key in development of Oberlin's Academic Commons, relocation of the Help Desk to a more user-friendly setting, adoption of Google Apps for Education, and acquisition of an advanced backup system for all administrators' office computers. She also established many positive initiatives for her staff, including annual off-site retreats, and a more effective performance appraisal process. Additionally, Cindy helped interest community youngsters in the computing profession by speaking to them about "Women in Computing" and mentoring them.
During her time in the Navy, Cindy served mainly in the computing field, working on vital administrative and shipboard computer systems. At the U.S. Naval Academy, she taught computer courses and managed the computer network, phone system, and administrative computing systems. She developed and used advanced technology in support of war-gaming at the Naval War College. A life lesson for Cindy came early in her career when she met the renowned Grace Hopper, who advised her to always remember, "It's easier to ask for forgiveness than permission."

Service to SIGUCCS:
Cindy has been very enthusiastic about, and active in, SIGUCCS. She authored and presented five papers, co-authored papers, and participated in two panel discussions, led a LeadIT discussion, and volunteered many times in various roles. In 2005, Cindy co-chaired the conference in Monterey, California, and filled in for presenters absent due to Hurricane Katrina. In 2009, she served as the lead Newsletter Editor for the conference held in St. Louis. Her staff is now very involved with conference activity, since Cindy always ensured half of them attended each year, and consistently encouraged them to present papers, serve on committees, and otherwise volunteer.



JIM YUCHA

JIM YUCHA
Hall of Fame Award Winner

Jim Yucha serves as the Deputy Director of Application Services and the Director of Web Services at Virginia Commonwealth University (VCU). He holds a bachelor's degree in computer science and master's degree in statistics.

Service to higher education and the computing profession:
Jim has worked in higher education at three different institutions for a total of 30 years. Prior to his time at VCU, he served as East Carolina University's first manager of Academic Computing and worked at Virginia Union University on the administrative computing side, primarily as a statistician. He started at VCU 27 years ago in academic computing and went on to begin the Web Services department, which currently supports the web, mobile, portal, directory services and many web-related applications.

While at VCU he helped develop WEAVEonline to handle the university's reaccreditation process. The application was subsequently commercialized to help other universities through the process and is currently used by nearly 200 universities across the globe.

Jim has also presented at more than a dozen national and international conferences on topics ranging from application development and management to customer service.

Service to SIGUCCS:
Jim has been involved with SIGUCCS since 1993 when he attended his first management symposium in St. Louis. In the fall of the same year, he presented at the conference in San Diego. He has served as the webmaster for the management symposium website (since 2003), the fall/combined conference website (since 2010) and the 50th anniversary website.



LEILA SHAHBENDER

LEILA SHAHBENDER
Hall of Fame Award Winner

Leila Shahbender is the Senior Manager of Customer Services for the Office of Information Technology at Princeton University. She has been with Princeton for twenty five years where she started as a consultant and trainer in their Information Center before advancing through the department with increasing levels of responsibility. Leila has worn many hats at Princeton, but has always been in the technology department, supporting end users. In addition, Leila is a long standing member of Princeton's Sustainability Committee, and this year has been elected to represent the staff on the Council of the Princeton University Community. Leila has a BA in Psychology from Syracuse and an MSIS from Drexel University.

Service to Higher Education IT and the Computing Profession:
Leila's entire technology career has been in higher education at Princeton University. Starting in the Information Center as a consultant and trainer, Leila quickly became a Lead Consultant, responsible for supervising staff and students . In addition, Leila coordinated a large series of hands-on training workshops and lectures for faculty, staff and students, and taught many of the classes. When Leila moved to part time work so she could stay home with her daughter, she moved to the documentation team, responsible for technical documentation for students. After a brief hiatus from Princeton, Leila returned to work in the Desktop Support group, where she assisted faculty and staff with their technology issues. Leila's next role as Manager of Student Computing involved responsibility for the campus computing clusters, student printing, the Residential Computing Consultants and the non-mandatory laptop purchase program. In 2006, the Help Desk and Telephone Support and Administration was added to her management portfolio. Leila led the conversion of the Help Desk into a 24x7x365 Support and Operations Center, and rolled out a mobile technology center. Leila's most recent assignment is the integration of Princeton's Media Services group into Customer Services, which includes a foray into classroom management. Leila's favorite part of her job is working with the fabulous people at Princeton and encouraging her staff to develop their skills and blossom in their careers.

Service to SIGUCCS:
Leila attended her first SIGUCCS in the Fall of 1989, followed by the next two fall conferences, and then after a pause, came back to the nest in 2004. Since then, she has served as track chair, co-program chair for the Management Symposium in 2010, co-conference chair for the Management Symposium in 2011, and most recently as session chair coordinator. In addition, Leila has presented at the conference as well as serving on panels and moderating sessions. Leila is a strong supporter of SIGUCCS because it provides technology staff with a strong community in which to learn and grow.



GREG HANEK

GREG HANEK
Hall of Fame Award Winner

Greg Hanek has been a staff member in Indiana University's University Information Technology Services IT Training team for more than 15 years. He holds a B.Sc., an A.A.S., and an M.Ed., earned in that order, and was lured away from his final semester of a Ph.D. program by the challenge of raising a family.

Service to higher education and the computing profession:
As part of Indiana University's UITS IT Training team, Greg has been dedicated to their mission of improving the IU's user education and training for students, faculty, staff, and the general public, across the entire iU system and its affiliates. By running the SIGUCCS Communication Awards program, Greg has contributed to the profession by raising the profile of, and recognizing excellence in, the communication publications of universities' IT departments internationally. In addition, he has taught undergraduate and graduate academic courses for Indiana University's School of Education and the Department of Computer Science. He is currently teaching an IT Management course for the IU Bloomington School of Public & Environmental Affairs, targeted at undergraduates who eventually will be the business managers overseeing the IT departments in organizations.

Service to SIGUCCS:
Greg has been active in SIGUCCS for many years, and chaired the Communication Awards program from 2004-2011. As Chair, he organized the judges and oversaw the adjudication process, arranged for production of the awards and their presentation, and provided due recognition of award winners at the annual conferences. As the types of university communications have evolved, and methods of delivery changed, Greg continually revised the submission categories and judging criteria to keep them relevant, and to recognize the skills required to produce these publications.

Beyond his support of SIGUCCS as Communication Awards Chair, Greg has been an active participant in SIGUCCS conferences since 2001, as an author and presenter, workshop presenter, Communication Awards judge, conference program committee member, willing volunteer, and collegial attendee.

He is most proud of stealing and implementing the following idea from a smarter SIGUCCS conference attendee: After the conference, the Communication Awards Chair would work with the SIGUCCS Chair to send a physical letter describing the award's significance to each awardee's supervisors, further recognizing that team's outstanding efforts.



Each year ACM SIGUCCS sponsors a competition to honor the best publications, websites and promotional material produced by university and college centers.

The competition recognizes excellence in developing useful and attractive publications in a variety of media categories and provides SIGUCCS conference participants with an opportunity to review publications that may help them enhance their own work. Winning entries are displayed during the conference for perusal by the conference participants.

1A · Computing Services Public Website

Best of Category
University of Arizona
"University of Arizona Chief Information Officer Website"

Kay Stevens Beasock
Lisa Stage
Kelly South
Deborah Andrysiak
Alexander Ganz

1B · Computing Services Mobile Website

No Awards

2A · Printed Computing Newsletter

No Awards

2B · Electronic Computing Newsletter

No Awards

3A · Printed How-To Guides

Best of Category
Valparaiso University
"YouTube Essentials Guide"

Kevin Steele

3B · Electronic How-To Guides (Individual)

Best of Category
Virginia Commonwealth University
"appsforVCU -getting started guide (version 5)"

Gary Garbett
Sheila Chandler
Marie Scott
Pam McGhee
Scott Davis
Sam Kennedy
Hope Adams

3C · Electronic How-To Guides (Collection)

Best of Category
Valparaiso University
"Valparaiso University AMS How-To Videos"

Matt Smith

3D · Instructional Classroom Materials

No Awards

4A · Printed Quick Reference Guides

Best of Category
University of Missouri
"Getting Started with Technology Resources"

Glenda Moum

Award of Excellence
Virginia Commonwealth University
"Information Security: A Collective Responsibility"

Gary Garbett
Dan Han
Sam Kennedy
Hope Adams

5A · General Service Promotional Materials

Best of Category
Texas A&M
"Texas A&M IT 2012 Annual Report"

Allison Oslund
Tara Guin
Gaurav Mandan
Xavier Porter
Laura Root
Ethel Vaught

Award of Excellence
University of Rochester
"Be Afraid" t-shirt

Will Graver

5B · General Service Campaign Materials

Best of Category
James Madison University
"Is It Real?"

Rob Morgan
Gary Flynn

Award of Excellence
University of Rochester
"Social Networking Supervillains"

Zachary Bokuniewicz
Will Graver
Shelly Rogers
Lori Havens

Award of Excellence
Virginia Commonwealth University
"Res Hall Door Hanger - we're IT/ Welcome Week Info"

Gary Garbett
Hope Adams
Sam Kennedy
Welcome Week Committee

5C · Student Created Promotional Material

Best of Category
University of Arizona
"University of Arizona UITS Student Services Posters"

Brittney Christie
Kay Stevens Beasock
Lisa Stage
Kelly South
Deborah Andrysiak

5D · Short Promotional Video/Audio

Best of Category
University of Rochester
"2011-2012 IT Annual Report Video"

Will Graver
Sara May
Samantha Singhal

Award of Excellence
Saint Joseph's University
"Technology Service Center at SJU"

Lauren Adams
Mike Gallagher
Dan Moretz
Olivia Ward

Award of Excellence
University of Rochester
"Antivirus Promotion: Sick Computers"

Will Graver
Lori Havens
Shelly Rogers

5E · Long Promotional Video/Audio

Best of Category
University of Rochester
"Center for Integrated Research Computing Promotional Video"

Sara May
Will Graver

5E · Software Distribution Physical Media

No Awards

"To me, SIGUCCS isn't just a word that you get printed on large buttons (yes, that was me who ordered those ASK ME WHY? buttons), it's a network of colleagues who I can count on at any time for ideas, suggestions and most importantly, inspiration. The takeaways, the renewed energy after each conference and the connections I have made over the years, keep me coming back."

– Christine L. Vucinich, 2013 Hall of Fame Inductee
Submitted to the 50th Anniversary website (www.siguccs.org/conference/50)



Dr. Jay Dominick, Vice President for Information Technology and CIO at Princeton University

Management Symposium Plenary

Monday, November 4, 2013

But it's Different Here!

Dr. Jay Dominick, Vice President for Information Technology and CIO at Princeton University, will give his perspective on the art and the science of delivering IT support across a range of different Higher Ed organizations. From Big Public to the Ivy League, successful IT service organizations share many of the same characteristics, but are all different in important ways. This talk will draw on Dr. Dominick's 20 year experience leading different types of IT organizations.

BIOGRAPHY: Jay Dominick is Vice President for Information Technology and CIO at Princeton University. He is responsible for information technology infrastructure, administrative computing, academic and research computing and he oversees IT planning for the University. Prior to joining Princeton in 2012, he was CIO at the University of North Carolina at Charlotte. His career in Higher Ed IT began at Wake Forest University where he started as the Network Manager in 1992, becoming the University's first CIO in 1996. He has particular interests in regional high speed networking, mobile computing and electronic textbook systems. Dr Dominick holds a Ph.D. in Information Science and a BS in Mathematical Sciences from UNC Chapel Hill, an MBA from Wake Forest University and an MA from Georgetown University.



David Zach, Internationally-recognized futurist

Joint Plenary

Wednesday, November 6, 2013

Strategic Futures

Strategic Futures is a talk to help you connect the bottom-line with the horizon. Whether you're an IT manager, an administrator, an educator or just somebody who every day has to think about the winds of change, this talk will help you know the difference between the passing fads, working trends – and even the enduring principles that have stood the test of time.

As an **internationally-recognized futurist, David Zach** can help you think about the future from a fairly down-to-earth point of view. He'll talk about fads and trends as well as traditions and time-honored principles. He'll explain how logistics and design are the two forces driving today's innovation – and what happens when those two learn to dance. From the rise of big data to the fall of national borders, from MOOCs to memes, and from the automation of things you've never thought possible to the enduring value of working with your hands, this talk is about making sense of the not-too-distant future. Bring your skepticism, your imagination, and your questions.

BIOGRAPHY: David Zach is one of the few professionally trained futurists on this planet, having earned a master's degree in Studies of the Future from the University of Houston-Clear Lake. Of course, this was way back in the 1980s, so it's pretty much history by now. Since then, Dave has worked with over 1400 associations, corporations and colleges offering insights on the personal and professional impact of strategic trends. In other words, he gives funny and thought-provoking keynote speeches on the future of technology, economics, business, education, demographics and society.

He reads a lot – and he reads a lot more about the past than he does about the future. He knows that change is vital but it's also overrated and in this time of tumultuous change, it's far more important that we find the things that don't change and shouldn't change. Tradition and change are really choices, and we are only prepared to choose wisely when we look far and wide for causes, implications and lasting value.

Dave has only had two real jobs; one with Northwestern Mutual and the other with Johnson Controls in the roles of environmental scanning and strategic planning. Along the way, he taught Future Studies in the School of Education at the University of

Wisconsin-Milwaukee. Since 1987, he mostly sits and read everything he can and then designs fascinating presentations that leave people either engaged in vivid conversations or quietly reflecting on what it all means. He gives talks about 50 times a year and really wishes he would write more. He is the author of two books, so far.

Dave is on the board of the American Institute of Architects and on the board of the American Chesterton Society. Past activities include: AIA-WI Board, Future Milwaukee Advisory Board, Community Advisory Board for NPR station WUWM, board member of eInnovate, member of the downtown Rotary Club of Milwaukee, and chairman of the Goals for Greater Milwaukee 2000 Education Committee.

His website is http://www.davidzach.com. You can follow him on Twitter: @DavidZach



Kirk Weisler, Chief Morale Officer

Service & Support Plenary
Friday, November 8, 2013
Story Warriors – Teller, Teacher, Warrior!

Since the beginning of time stories have been the most elemental means of communicating a civilization's culture, values, myths, legends, and traditions. The storytellers of ancient days were considered to be the sages, leaders, and gurus of their people, helping keep values alive, cultures strong, and commitment and connectedness to community high. Storytelling can be one of the most powerful culture building tools with your team.

During this fun-filled session, **Kirk Weisler, Chief Morale Officer**, will strengthen your storytelling skills, as it helps you use the power of stories to inspire your team, change direction, change minds, change attitudes, and even to change lives. You will learn how to tell better, teach better and lead better by becoming a Story Warrior!

BIOGRAPHY: In the low morale, high turnover world of outsourced call centres with their churn and burn approach to people management and an attrition rate that routinely averages 150 - 200%, a young man who believed that "work, all work, could matter" created his own job title, started his own revolution and began to make real his vision of what culture building could do to make a difference.

It was as a manager in this world that without a budget and without formal authority, Kirk began his personal cultural revolution to make work matter and make culture count. Kirk succeeded in creating an excellent leadership training program for all managers, pioneered the development of a full-scale corporate university featuring a two-year curriculum, built an award-winning customer service quality program and created an industry-leading employee recognition program. Kirk's efforts also contributed heavily to the creation of over 700 jobs. His role as Chief Morale Officer helped achieve an attrition rate that was five times less than the industry and a 97% referral rate for new hires.

The measurable results of Kirk's efforts and the curiosity generated by his Chief Morale Officer title got Kirk invited to share his philosophy and story at a national gathering of Contact Center and IT professionals five years ago. Since that day Kirk has been continually invited to share his evangelical message with corporate audiences around the world encouraging, inspiring and inviting them to create the culture the want, to take ownership of their environment and to stop having a job and start having a life.

Kirk is an expert on creating culture, change, community and connections in the workplace. His engaging, experiential and passionate presentation style connects with audiences around the globe and leaves them empowered with practical and doable techniques that they can take home and replicate with their employees. Audiences leave enthused and armed with the tools to take themselves and their culture to the next level.

Kirk has shared his engaging message with business leaders and corporations worldwide including People Soft, Lockheed Martin, Fossil and GE. Meeting planners love bringing Kirk back again and again. Kirk brings more than expertise and content, he brings energy and excitement that enhances the culture of the conference itself, accelerating connections and creating a sense of community that enriches every aspect of your event.



EventBoard is your free mobile conference companion for SIGUCCS 2013. It is available for iPhone, Android, and Windows Phone. To get it, visit your platform's app store, search for "EventBoard" and look for the blue travel organizer icon.

EventBoard has many fantastic features for keeping up with what's going on at SIGUCCS. After you select the SIGUCCS 2013 event from the main screen, browse the conference sessions by speaker, time, or track; create your own personal agenda (saved on your device); visit our sponsors; and receive announcements from the conference committee. EventBoard users can read conference-related tweets right from the app. Session attendees will also be able to submit feedback for our speakers.

SIGUCCS Community Group
facebook.com/groups/siguccsfolks

Join the conversation on Twitter @SIGUCCS #siguccs13

Join the ACM SIGUCCS group on LinkedIn.

We're also on Shutterfly! Visit https://siguccs.shutterfly.com/ and contribute photographs you take this week at the conference!

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The ACM Digital Library (DL) is the most comprehensive collection of full-text articles and bibliographic records in existence today covering the fields of computing and information technology. The full-text database includes the complete collection of ACM's publications, including journals, conference proceedings, magazines, newsletters, and multimedia titles.

- Access SIGUCCS papers through the ACM Digital Library
- Available to conference attendees for approximately 4 weeks
- Always available to SIGUCCS members

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#SIGUCCS 2014

http://www.siguccs.org

+Presentations to inspire!

+Collaboration opportunities with dynamic colleagues

+Build enduring relationships

+Develop strategies to keep pace with expanding technologies



+Conference Chair
Rene Thatcher, St. Lawrence University

+Management Symposium Program Chair
Cindy Dooling, Pima Community College

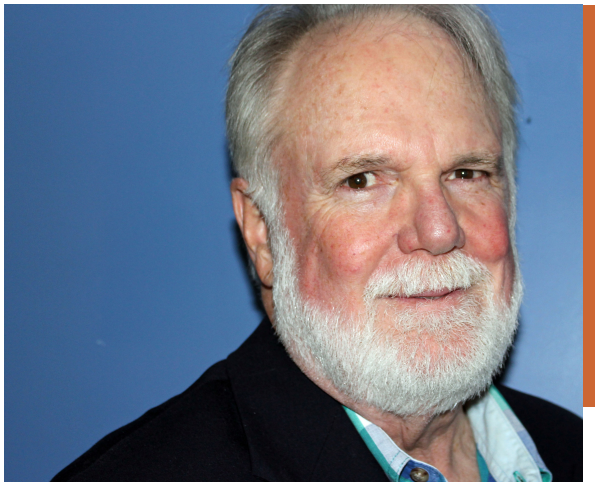
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ROBERT PATERSON

MANAGEMENT SYMPOSIUM WELCOME

As many of you know, this year we are celebrating 50 years of SIGUCCS and are including a 50th Anniversary Track on Wednesday.

The Management Symposium promises you a great experience. The program committee feels confident you will come away with new ideas, solid networking opportunities as well as an overall good time.

Here are some highlights of what you can expect:

To kick the symposium off, Jay Dominick, Vice President and CIO at Princeton University, will open the discussion (Monday) by speaking to a topic that is common to many of us – Managing technology organizations across institutional spectra, where: "ITs different here;" Same issues in different environments and a variety of solutions.

After the keynote, sessions will be presented along three broad tracks defined as:

- Leadership – Those interactions with the institution that are external to the organization
- Management - Those interactions within the organization dealing with staff, budget, planning and technology.
- Career Development – Those things one might do to grow from where you are at present to where you might want to be.

Each of the sessions in the Management Symposium is designed to be what we call "facilitated discussions." What we mean by that is: The presenter(s) introduces an idea or topic and leaves a significant amount of time for discussion with, and among, the audience. While, in the committee's experience, none of us are shy when it comes to discussing these topics, to get the most from the sessions it is incumbent upon the audience to enthusiastically contribute.

These three tracks continue throughout the conference.

The highlight on Tuesday will be a single, all attendee, session, from 10:30 to noon, entitled "Hot Topics in Higher Ed IT: a Round Robin Discussion" where attendees will actively discuss the most recent issues impacting higher education in small groups with your peers. Each discussion will last a designated amount of time and then you will move to a different topic so at the end of the time you have been involved in multiple discussions on relevant topics and have met people you may follow up with later for more in-depth discussions.

On Wednesday, as the Management Symposium winds down, there will be a specially added track celebrating SIGUCCS 50th year. In the morning, a panel will ask the question, "What Can Higher Education IT Do to Keep up with Changing Models of Higher Education?" The discussion will cover what we have accomplished in the past, what we are doing in the present and predict where we might be in the future. There are additional 50th Annversary track sessions in the afternoon.

The Management Symposium closing plenary also serves as the Service & Support Conferences kick-off with a Joint Plenary delivered by the futurist David Zach who will look at where we've been and paint a vision of where we might end up in another 50 years.

I would like to extend special thanks to the Management Symposium Program Committee: Terry Lockard, Leila Shahbender, Kathy Kral and John Bucher for their hard work in creating an outstanding program. Also John Bucher and I worked closely in developing the 50th Anniversary Track sessions.

The committee feels the diversity of keynotes, the session topics, as well as the networking opportunities at the Management Symposium will provide significant professional development and provide great resources to take back to campus. Be engaged.

Robert Paterson
Management Symposium Program Chair

SUNDAY, NOVEMBER 3

4:00–6:30 PM	REGISTRATION	14th Floor Foyer
4:00–6:30 PM	50TH ANNIVERSARY MUSEUM ROOM	14th Floor Foyer and Mansion
6:30–7:30 PM	MANAGEMENT GATHERING AND NEWCOMERS' WELCOME	LaSalle
9:00 PM - 12:00 AM	HOSPITALITY SUITE	LaSalle

MONDAY, NOVEMBER 4

7:30 AM–5:00 PM	REGISTRATION			14th Floor Foyer
7:30 AM–5:00 PM	50TH ANNIVERSARY MUSEUM ROOM			14th Floor Foyer and Mansion
8:00 AM–5:00 PM	SPEAKER READY ROOM			Bull's Head
7:30–8:30 AM	BREAKFAST (EXECUTIVE SEMINAR)			Merchants
8:30 AM–12:00 PM	EXECUTIVE SEMINAR (Registration Required)			Merchants
1:30–3:00 PM	MANAGEMENT SYMPOSIUM PLENARY Dr. Jay Dominick			Sauganash E
3:00–3:30 PM	BREAK			14th Floor Foyer and Columbian
3:30–5:00 PM	LEADERSHIP Leader or Manager? Qualities and being good at both. Patrick Gossman *Sauganash E*	MANAGEMENT The Gift that Keeps on Giving: Are Students Right for You? Chris King *Sauganash W*	CAREER DEVELOPMENT Mentorship - Connecting IT Learning Stephanie Ayers *Western*	
5:00–6:00 PM	BOF VENDOR BOF – Mozy			Sauganash E, Sauganash W, Western Merchants
9:00 PM–12:00 AM	HOSPITALITY SUITE			LaSalle

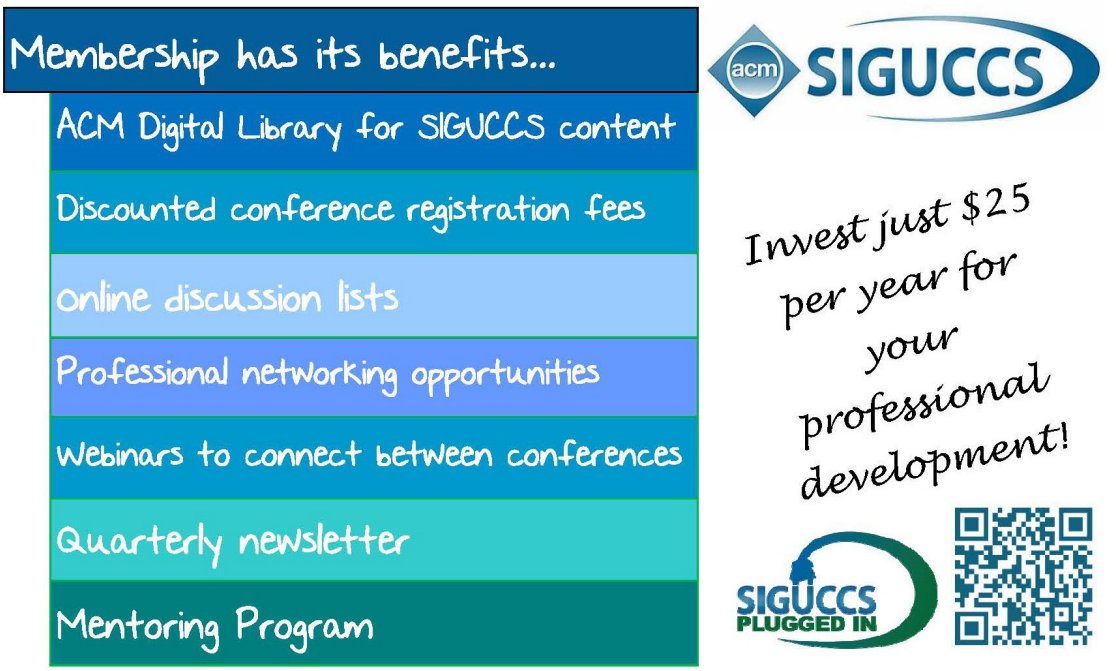
7:30 AM–7:00 PM	REGISTRATION	14th Floor Foyer	
7:30 AM–7:00 PM	50TH ANNIVERSARY MUSEUM ROOM	14th Floor Foyer and Mansion	
7:30–8:30 AM	BREAKFAST	Wolf Point	
8:00 AM–5:00 PM	SPEAKER READY ROOM	Bull's Head	
8:30–10:00 AM	**LEADERSHIP** Retreating to Reach New Heights Chris Koch, Courtney Bentley *Sauganash E*	**MANAGEMENT** Deploying and Managing Software, What Is the "Best Practice?" Gale Fritsche, Jeff Deschler *Sauganash W*	**CAREER DEVELOPMENT** Staff Professional Development and Team Building Cindy Dooling *Western*
10:00–10:30 AM	BREAK	14th Floor Foyer and Columbian	
10:30 AM–12:00 PM	HOT TOPICS IN IT: ROUND ROBIN DISCUSSION	Wolf Point	
12:00–1:30 PM	LUNCH ON YOUR OWN		
1:30–3:00 PM	**LEADERSHIP** Breaking Up Is Hard to Do Robert Howard, Shawn Ellis & Robert Black *Sauganash E*	**MANAGEMENT** Can I Have This Week's Allowance? - Managing a Budget at a Tuition-Based Institution Allan Chen *Sauganash W*	**CAREER DEVELOPMENT** Coaching to Inspire Theresa Rowe *Western*
3:00–3:30 PM	BREAK	14th Floor Foyer and Columbian	
3:30–5:00 PM	**LEADERSHIP** Communication and Collaboration – Building Trust, Delivering Quality Beth Rugg *Sauganash E*	**MANAGEMENT** Passing the Torch: New Skills and Needs for the Next Generation of Management Scott Saluga *Sauganash W*	**CAREER DEVELOPMENT** Thinking about advancing your career in IT leadership? There's no time like the present to start! Scott Emery *Western*

5:00–6:00 PM	BOF VENDOR BOF – Unidesk	Sauganash E, Sauganash W, Western Bull's Head
6:00–7:00 PM	RECEPTION AND NEWCOMERS' WELCOME	LaSalle
7:00–8:30 PM	2013 MENTORING PROGRAM CELEBRATION (By Invitation)	
9:00 PM–12:00 AM	HOSPITALITY SUITE	LaSalle

WEDNESDAY, NOVEMBER 6

7:30 AM–7:00 PM	REGISTRATION	14th Floor Foyer	
7:30 AM–7:00 PM	50TH ANNIVERSARY MUSEUM ROOM	14th Floor Foyer and Mansion	
8:00–10:00 AM	OPEN BOARD MEETING	Edgewater	
7:30–8:30 AM	BREAKFAST	Wolf Point	
8:00–10:00 AM	SPEAKER READY ROOM	Bull's Head	
8:30–10:00 AM	LEADERSHIP Staffing for Success Kristen Dietiker *Sauganash E*	MANAGEMENT Securing the Enterprise Timothy Foley, Richard Nelson, Keith Hartranft *Sauganash W*	MANAGEMENT Does your institution suffer from dissociative identity disorder? Sheri Prupis *Western*
10:00–10:30 AM	BREAK	14th Floor Foyer and Columbian	
10:30 AM–12:00 PM	LEADERSHIP Develop and maintain a culture of trust Lucas Friedrichsen, Jacob Morris, Allan Chen, Ben Arnold & Mo Nishiyama *Sauganash E*	MANAGEMENT Technology in Classrooms and Events Spaces: A Panel Discussion Mathew Felthousen, Lisa Barnett & Terry Ruger *Sauganash W*	50TH ANNIVERSARY What Can Higher Education IT Do to Keep Up with the Changing Models of Higher Education? Michael Sherer, Carol Smith *Bull's Head*
12:00–1:30 PM	LUNCH ON YOUR OWN		

1:30–3:00 PM	JOINT PLENARY David Zach	Sauganash EW
3:00–3:30 PM	BREAK	14th Floor Foyer and Columbian
3:30–4:30 PM	50TH ANNIVERSARY Meeting the Service Demands for the Next 50 Years Lisa Bazley, Harvard Townsend *Bull's Head*	
4:30–4:45 PM	TRANSIT BREAK	
4:45–5:45 PM	50TH ANNIVERSARY The Professional HEIT Staffer: Strategies for Future Success John Bucher, Patrick Gossman, Rob Paterson *Bull's Head*	
7:00–10:00 PM	GALA - 50TH ANNIVERSARY	Fulton's on the River
10:00 PM–12:00 PM	HOSPITALITY SUITE	LaSalle





INSPIRATION
Chicago Theatre taken by Daniel Schwen, 2009.

MONDAY • 3:30–5:00 PM

| CAREER DEVELOPMENT |

Mentorship - Connecting IT Learning
Stephanie Ayers, University of Georgia

At the University of Georgia (UGA), in 2008, when budgets became snug and then became tighter, training for staff development and for just keeping current became a challenge that had to be addressed. IT staff cannot remain effective very long in today's world without sufficient learning opportunity to sharpen their skills. In leadership circles we discussed ways to find cost effective and free training and without much success. We had an IT community of more than 600 staff that was distributed around the campus. We tried to build a voluntary knowledge database for common access to both management and to technology shared knowledge. That just wouldn't fly. Then, we were introduced to a mentorship program from the U.S. Army and we saw an opportunity to build trust and to share knowledge, one paired relationship at a time. We started with four pairs and a six month "season" within the central IT organization (220 of the 600+ IT staff at UGA). We have grown now, first to the wider UGA IT community, and now to the University System of Georgia (USG) and to other System Schools. This spring's class has thirty-nine pairs and represents the most diverse class of mentors and proteges to date. Four USG schools are now using the program template to implement their own program versions We'd like to share a little bit of how to and some lessons learned. The punch line? Except for some resource time, the program has cost the grand total of $0.00 to date.

| LEADERSHIP |

Leader or Manager? Qualities of each, and the challenge to be good at both
Patrick Gossman, Wayne State University

Early in my career, I was taught to be an IT manager. Later, as we went through early quality-of-service training, we were told that most staff failures were the fault of managers. The new thinking asserted that management was passé—we should all be leaders. We all felt quite lifted up until a large study came along purporting that "good leaders attracted good talent, but bad managers drove talent away." The report also stated that it wasn't possible to be both a good leader and a good manager. It's a wonder we all weren't overcome by guilt or schizophrenia. In this session, we'll start by laying out the stated qualities of a good manager and those of a good leader, and look to see if session participants agree. Then, we'll debate the questions: Must you be both? Can you be both? How do session participants see themselves and juggle the different demands associated with each function? Session participants should leave the session knowing they're not alone. This isn't easy, but they can expect to leave with a better understanding of the challenges associated with management and leadership, and some best practices for dealing with those challenges, so they can improve their performance and health and that of their teams.

| MANAGEMENT |

The Gift that Keeps on Giving: Are Students Right for You?
Chris King, North Carolina State University

To the outsider, it must seem like such an easy decision to hire student workers. A cheap, educated labor force that recycles itself every four years (or so) is an employer's dream, and workers with a vested interest in the success of the organization without the hassle of stock options is just icing on the cake. But, there is more to this issue than meets the eye. Student workers raise all sorts of concerns regarding information access and security, how their pay affects their financial aid, and how often you have to retrain the next hydra head when employees graduate

or find other jobs. This paper and presentation will discuss how North Carolina State University's central help desk made the decision to hire student workers, get rid of them for a few years, and then hire them back, and the ramifications of each decision.

TUESDAY • 8:30–10:00 AM

| CAREER DEVELOPMENT |

Staff Professional Development and Team Building
Cindy Dooling, Pima Community College

Pima Community College recently centralized IT services, bringing the IT employees from seven campuses under the District User Support Services umbrella. Many of the staff had never met their peers from the other campuses, many felt stagnated in their current roles and some skill sets were not on the same level as was needed. Join me in discussing approaches that have proven successful with Pima's IT crowd. Ideas include targeted professional development activities, lunchtime Brown Bag presentations, an IT book club, job shadowing, tech swap, peer panel presentations, ExploreIT and An Amazing IT Race. Developing unique and tantalizing activities to get staff participation as well as develop their skills can be daunting. Events, such as these, have been exceedingly successful with extraordinary levels of involvement and greater positivity in staff morale that has led to the most competent cross-institution teams.

| LEADERSHIP |

Retreating to Reach New Heights
Chris Koch, Lafayette College
Courtney Bentley, Lafayette College

Within many IT organizations, the annual departmental retreat has become as welcome as performance evaluations, department-wide meetings, and obligatory holiday celebrations. Over the past five years, the Information Technology Services management team at Lafayette College has refined the planning and execution of their retreat from a "feel good" day out of the office to a driver of change within the IT organization and to the services provided to the campus community. This presentation will map out the process that Lafayette has developed to deliver a department retreat that is focused on turning talking points and "blue sky" ideas into actionable items that are integrated into the ITS planning process.

| MANAGEMENT |

Deploying and Managing Software, What Is the "Best Practice?"
Gale Fritsche, Lehigh University
Jeff Deschler, Lehigh University

Lehigh University recently developed and implemented a web-based software distribution tool that is used to distribute native software installers to faculty and staff on campus. In order for a project of this size and complexity to be successful, numerous obstacles need to be crossed and various stakeholders need to be involved through the entire process. This discussion will focus on the journey through the development and implementation processes, specifically focussing on 5 key elements (in level of importance):

- Planning
- Communication
- Software Licensing
- Limitations (Technical and Non-Technical)
- Workflow Processes (Maintenance and Upgrades)

A brief demonstration of the product will be given, followed by a facilitated discussion that allow attendees to discuss software deployment solutions at his or her institutions, comparing the advantages and disadvantages of each method used.

TUESDAY • 1:30–3:00 PM

| LEADERSHIP |

Breaking Up Is Hard to Do
Robert Howard, Armstrong University
Shawn Ellis, University of Georga
Bob Black, Miami University

Even as we gain solid footing for planning the lifecycle for major technology services and infrastructure, there is always an undercurrent of disruption that continually threatens old business models and existing relationships. Most of the time there is a period of overlapping costs, vendors, and skills needed where your organization must continue providing an existing service even while investing in a new service or an existing service provided in a manner different than the current state (outsourcing infrastructure, SAAS, new vendor, etc). We are continually breaking up with our past selves, and this is hard! This presentation will cite examples and principles from three universities' experiences that will minimize that overlap, help you understand when you can eliminate that overlap, and how to ensure that you will minimize over investment in unproven technologies or services. We will focus on how to lead and organization through paradigm changes. We will discuss how to plan for emerging and disruptive technologies, and how that can lead to displacement of current vendors, infrastructure, and even staffing skill sets. We will work to help you get a plan in place based on our experiences: the good…the bad…and the ugly.

| MANAGEMENT |

Can I Have This Week's Allowance? – Managing a Budget at a Tuition-Based Institution
Allan Chen, Menlo College

Budget management is a fact of life for many staff, managers and directors. Regardless of the size of your institution, organization, department



2008 • Portland
Cindy Guerrazzi, Carol Jarom, and Kate Webster (University of Delaware)

or unit, one has to track expenses, allocate or reallocate as needed in responses to changes and/or new initiatives, and of course keep an eye on the bigger, strategic goals. At Menlo College, there is an additional twist. With a 95% dependency on tuition, understanding and working with cash flows is of paramount importance. This session will look at budgeting models on both annual as well as capital project perspectives.

| CAREER DEVELOPMENT |

Coaching to Inspire
Theresa Rowe, Oakland University

Inspired staff members are engaged, enthusiastic and excited about their jobs. When inspired, our staff members make significant contributions to our strategic plans. We are more likely to retain staff members who feel successful and who feel they are making positive contributions. Coaching is a time-proven technique to improve the performance of our staff members and our teams. To be most effective, coaching needs to go beyond saying what an individual did right or wrong. Coaching needs to inspire staff members to make the strongest possible contribution in any setting. In this session, I will describe the characteristics of inspired individuals and inspired teams. We will review coaching techniques that have shown to be useful when managing teams. Finally, I want to bring those ideas together, and suggest techniques to use coaching techniques to inspire staff members and teams. What approaches can we use to encourage engagement and enthusiasm in our work, beyond being the best technical teams? What value does an inspired staff provide to the university organization? Group discussion will focus on expanding and sharing our experiences in that context.

TUESDAY • 3:30–5:00 PM

| LEADERSHIP |

Communication and Collaboration – Building Trust, Delivering Quality
Beth Rugg, Ithaca College

The desktop environment is every changing. Budgets are flat and employees are being asked to do more with less. IT has moved from being a service provider to a commodity. Our users just expect the technology to work. IT providers are faced with rapidly changing environments and are being asked to deliver more with less. How can this been done successfully? Within the last several years, Ithaca College has changed almost everything related to the desktop: we implemented a new networking environment, a new VPN, outsourced email and calendar systems, released new operating systems, new versions of the Microsoft Office productivity suite, and required authentication to all desktops and moved from the Novell environment to a Windows environment. Despite all of these changes, our user community reports that, in general, they are "very satisfied" with the service and support they receive. How did we do it? In this session, we will give an overview of the internal and external practices and policies that are the foundation of our success. These practices include project management, change management, incident management, collaborative liaison programs and clear service and support standards and guidelines.

| MANAGEMENT |

Passing the Torch: New Skills and Needs for the Next Generation of Management
Scott Saluga, Oberlin College

As I progress in my career and attempt to move upward, I have witnessed traditional managers and administrators frown upon potential applicants that possess more diverse interpersonal skills than traditional technical skills. While understanding the technology that runs a department or section is incumbent upon anyone within IT management, today's world is less concerned about specific technical skills and more about personal interaction or customer service skills. As we outsource large parts of our infrastructure that we once housed within our departments, being able to deal with a differing set of issues and demands requires a different type of management. Our management ranks are graying and there is not enough attention paid to the care and grooming of the next generation of IT management. This facilitated discussion will attempt to bring to light the new demands and skill sets that will define management in the coming years.

| CAREER DEVELOPMENT |

Thinking about advancing your career in IT leadership? There's no time like the present to start!
Scott Emery, Oregon State University

Advancing your career as an IT leader often requires being pro-active and open to investing your time. Whether you get a job offer or not, the experience of going through an interview process can be a rewarding and valuable professionally. In this discussion session, I'll share some of the valuable lessons learned and experiences gained as I've applied and been recruited for job opportunities for IT leadership positions in higher ed. I plan to focus this talk around an air of encouragement. For anyone who is thinking of taking the next step in their careers, my hope through this session is to give them that nudge to push themselves and follow through with a recruiter or apply for a position of interest.

WEDNESDAY • 8:30–10:00 AM

| LEADERSHIP |

Staffing for Success
Kristen Dietiker, University of Washington

Have you ever regretted a hire you made? Wondered why the person who looked so good in the interview didn't later perform at the level you expected? Or wondered why the new employee with the slam-dunk skillset has fractured your team? Hiring the right staff is a crucial skill for all managers to master. Without the right team in place, many of our most important IT initiatives can stall, customer

satisfaction can decrease, and the morale of your best and brightest can suffer. This session will address a range of staffing subjects including recruitment, selection, and retention. We'll discuss best practices, new ideas, and lessons learned. Whether you're a new manager or a seasoned CIO, improving your skill around identifying and selecting the best IT talent can help your team and your institution reach new heights!

| MANAGEMENT |

Does your institution suffer from dissociative identity disorder?

Sheri Prupis, New Jersey Research & Educational Network

How many identities does your institution have in Facebook, Twitter, LinkedIn, and other public locations on the internet? Professors and students repeatedly create social media sites branded with logos and colors of their current institution. It may be for a class or for social reasons, but continually social media sites are created outside of institutional administrative and IT control. That faculty and students create in social media is a good thing in the era of the Read/Write Web. However, institutions must develop social media strategies and policies. Institutions are at risk when a professor sets up a class in Facebook (think ADA compliance!). The formal part of the presentation will review why an institutional social media strategy and policy is necessary and what basic elements comprise a good one. It is important to understand why faculty and students want to work outside the formal tools offered by the institution. Policies, procedures and consequences already exist in faculty and student handbooks, such as intellectual property rights and copyright, and appropriate behaviors, but it is not always stated explicitly with regard to social media. A strategic roadmap for social media creates a positive institutional approach to social media that offers guidance and assistance to faculty students so that the institution's image and liability are protected while allowing faculty and students to develop professional learning environments that go beyond the walls and student roster of the local institution. Social media has an important role in the educational ecosystem. Stacked with an LMS, email, and Google Docs, social media becomes a powerful way to engage a larger learning community. Participants will be encouraged to share their social media strategies and the steps taken to develop them.

| MANAGEMENT |

Securing the Enterprise

Timothy Foley, Lehigh University
Richard Nelson, The Citadel
Keith Hartranft, Lehigh University

Have phishing scams, Trojans, viruses, malware, and poor security practices placed your school at risk? What do you do when you discover a breach? How do you strengthen your environment to better respond to the current cyber security threats? This discussion will focus on the above questions while presenting case studies of some of the things that have been done at our schools to place a stronger emphasis on cyber security. We will cover the development of a security awareness program, a number of risks that we have found in our current environments and our efforts to mitigate them, as well as steps that one can take to implement a vulnerability assessment and penetration testing program. Everyone in the audience will be encouraged to share their concerns and methods of dealing with security at your institution.

WEDNESDAY • 10:30 AM–12:00 PM

| LEADERSHIP |

Develop and maintain a culture of trust

Lucas Friedrichsen, Oregon State University
Jacob Morris, University of Washington
Allan Chen, Menlo College
Ben Arnold, University of Northern Iowa
Mo Nishiyama, Oregon Health Sciences University

As a leader or a manager, the trust relationship you have with your staff, stakeholders, customers, donors and beyond can make or break your organization, particularly in higher education IT. Building a culture of trust takes time and effort, but provides benefits for many years to come. The departmental and, on a larger scale, organizational culture permeates all operations, groups, and units, and can have widespread effects, both good and bad. It is all the more important, therefore, to put in the time to develop this cultural component. During this collaborative presentation and discussion, we will explore methods to build and maintain a culture of trust that empowers your staff, informs your customers and benefits the entire university.

| MANAGEMENT |

Technology in Classrooms and Events Spaces: A Panel Discussion

Mathew Felthousen, Cleveland College of Art and Design
Lisa Barnett, New York University School of Law
Terry Ruger, Ithaca College

This panel discussion will explore how we all plan, build, and support technology in public spaces, classrooms, or event spaces. We will ask three questions: Does your school have a rational planning and budget process, or it is an example of renegade, heroic, one-off projects that can be typical of IT, or somewhere in between? When your campus added new teaching spaces or event spaces, how did it affect your support plan and services? How are you incorporating the changing demands for teaching and learning given the changing technology landscape? The panel will offer viewpoints on these questions from three different viewpoints: NYU School of Law, Ithaca College, and the University of Rochester.



LAUIRE FOX AND JEAN TAGLIAMONTE

SERVICE & SUPPORT WELCOME

As Service & Support Program Co-Chairs, it is our distinct pleasure to welcome you to SIGUCCS 2013 in downtown Chicago. This year's conference will draw attendance from Higher Education IT professionals across the nation and abroad.

This November, we will be afforded an excellent opportunity to meet with peers at formal and informal events, share experiences, and create an opportunity for networking and the building of relationships that remain valuable all year long. Our Service & Support conference program is rich with informative and inspiring sessions, engaging plenary speakers, and many opportunities to interact with seasoned professionals.

As you plan your session attendance, feel free to select topics from any of the tracks. Our newest track, Career Development, builds on enthusiasm present in some of the 2012 sessions regarding personal and professional development in our industry.

Don't miss the poster sessions on Thursday afternoon, featuring communication award winners, our conference vendors, SIGUCCS' program information, and selected authors. We would especially like to thank the authors, track chairs, and readers. Many hours of work have gone into each paper and presentation. The quality of our program depends upon the tireless efforts of these volunteers! The SIGUCCS Conferences have been invaluable and enriching for both of us and we hope to bring you the same experience at the 2013 Conference. Please take advantage of all that the conference and Chicago has to offer.

Laurie Fox and Jean Tagliamonte
Service & Support Program Co-Chairs

men·tor
/'men,tôr/
to advise or train (someone, especially a younger colleague).

men·tee
/men-'tē/
one who is being mentored: Protégé

Congratulations to the 2013 Class of SIGUCCS Mentoring Graduates!

Brian Allen, Hennepin Technical College
Tammy Browning, University of Missouri-Columbia
Allan Chen, Menlo College
Robby Crain, Purdue University
Michael Cyr, University of Maine System
Kristen Dietiker, University of Washington
Cindy Dooling, Pima Community College
Mathew Felthousen, Cleveland Institute of Art
Terry Fernandez, American University
Lucas Friedrichsen, Oregon State University
Dan Herrick, Colorado State University
Cathy Hubbs, District of Columbia
Matthew Maderos, Boston University
Karen McRitchie, SIGUCCS Board
Trevor Murphy, Williams College
Chris Olance, Adams State University
Patti Ortiz, Adams State University
Karl Owens, University of Oregon
Jacqueline Palumbo, American University
Dana Peiffer, University of Northern Iowa
Christine Vucinich, Duke University
Kelly Wainwright, Lewis & Clark College
Mark Zocher, University of San Diego

TUESDAY, NOVEMBER 5

7:30 AM–7:00 PM	REGISTRATION	14th Floor Foyer
7:30 AM–7:00 PM	50TH ANNIVERSARY MUSEUM ROOM	14th Floor Foyer and Mansion
8:00 AM–5:00 PM	SPEAKER READY ROOM	Bull's Head
5:00–6:00 PM	BOF VENDOR BOF – Unidesk	Sauganash E, Sauganash W, Western Bull's Head
6:00–7:00 PM	RECEPTION AND NEWCOMERS' WELCOME	LaSalle
7:00–8:30 PM	2013 MENTORING PROGRAM CELEBRATION (By Invitation)	
9:00 PM–12:00 AM	HOSPITALITY SUITE	LaSalle

WEDNESDAY, NOVEMBER 6

7:30 AM–7:00 PM	REGISTRATION	14th Floor Foyer
7:30 AM–7:00 PM	50TH ANNIVERSARY MUSEUM ROOM	14th Floor Foyer and Mansion
7:30–8:30 AM	BREAKFAST (WORKSHOP ATTENDEES)	Wolf Point
8:00–10:00 AM	OPEN BOARD MEETING	Edgewater
8:00–10:00 AM	SPEAKER READY ROOM	Bull's Head
8:30 AM–12:00 PM	S&S WORKSHOPS: (Registration Required)	
	Finding and Training Help Desk Staff and Students to Reach for New Heights *Jerry Martin*	Steamboat
	Leadership Lessons Learned: Tools for Success in Technical Management *Sandra Bury*	Merchants

10:30 AM–12:00 PM	50TH ANNIVERSARY What Can Higher Education IT Do to Keep Up with the Changing Models of Higher Education? Michael Sherer, Carol Smith *Bull's Head*		
12:00–1:30 PM	LUNCH ON YOUR OWN		
1:30–3:00 PM	JOINT PLENARY David Zach	Sauganash EW	
3:00–3:30 PM	BREAK	14th Floor Foyer and Columbian	
3:30–4:30 PM	TECHNOLOGY Ask the Futurist David Zach *Steamboat*	CUSTOMER SUPPORT Lion Taming: Desktop Management of Apple Devices Nikolas Varrone, Shawn Plummer *Sauganash E*	CAREER DEVELOPMENT Elevating Your Career and Making a Difference: The SIGUCCS Mentoring Program Beth Rugg *Sauganash W*
	50TH ANNIVERSARY Meeting the Service Demands for the Next 50 Years Lisa Bazley, Harvard Townsend *Bull's Head*	MANAGEMENT Strategification, Synergizing Efficiencies, and Meetinitis: What your bosses *really* do Robert Howard *Western*	TECHNOLOGY A Centralized Storage System with Automated Data Tiering for Private Cloud (Please see authors in abstract.) *Merchants*
4:30–4:45 PM	TRANSIT BREAK		

WEDNESDAY, NOVEMBER 6 (CONT'D)

4:45–5:45 PM	**TRAINING & DOCUMENTATION** Adventures in Change Management: Getting Everyone on the Same Page Greg Stauffer, Rochelle Scott *Steamboat*	**CUSTOMER SUPPORT** Customer Service: Then and Now Ashley Weese, Dana Peiffer *Sauganash E*	**CAREER DEVELOPMENT** App Development in User Services: Oxymoron or Incubator? Darin Phelps, Brian Yulke, Lisa Barnett *Merchants*
	50TH ANNIVERSARY The Professional HEIT Staffer: Strategies for Future Success John Bucher, Patrick Gossman, Rob Paterson *Bull's Head*	**MANAGEMENT** Innovate through Crowd Sourcing Thom Mattauch *Western*	**TECHNOLOGY** Slaying the Desktop Management Dragon with Configuration Manager 2012 Ben Arnold *Merchants*
7:00–10:00 PM	GALA - 50TH ANNIVERSARY	Fulton's on the River	
10:00 PM–12:00 PM	HOSPITALITY SUITE	LaSalle	

THURSDAY, NOVEMBER 7

7:30 AM–7:00 PM	REGISTRATION	14th Floor Foyer
7:30 AM–7:00 PM	50TH ANNIVERSARY MUSEUM ROOM	14th Floor Foyer and Mansion
7:30–8:30 AM	BREAKFAST	Wolf Point
8:00 AM–5:00 PM	SPEAKER READY ROOM	Bull's Head

"I've made my most valuable professional connections through SIGUCCS, and some of my dearest friends are among my SIGUCCS colleagues. ...my heartfelt thanks goes to the many talented and caring people for giving part of themselves to make SIGUCCS such a success."

– Linda J. Hutchison, 2003 Hall of Fame Inductee

Submitted to the Hall of Fame website (www.siguccs.org/awards/halloffame)

9:00–10:00 AM	TRAINING & DOCUMENTATION Migrating from Novell to Active Directory Jody Gardei, Ashley Barrigar (Stellard) *Merchants*	CUSTOMER SUPPORT The Dirty Hungarian Phrasebook of Tech Support Chris King *Sauganash E*	TRAINING & DOCUMENTATION It's Alive! It's Alive! We've Created a Monster! Implementing a New Test Hannah Pettit, Kendall Wylie Jr. *Sauganash W*
	TECHNOLOGY Energy Overhead of the Graphical User Interface in Server Operating Systems (Please see authors in abstract.) *Steamboat*	MANAGEMENT Bring Your Own Computers Project in Kyushu University Naomi Fujimura *Western*	
10:00–10:30 AM	BREAK	14th Floor Foyer and Columbian	
10:30–11:30 AM	TRAINING & DOCUMENTATION Meeting the Technology Needs of the Differently Abled Student Carol Sobczak *Merchants*	CUSTOMER SUPPORT Leverage Your Mac to Support Multiple OS Environments Kendal Wylie Jr., Thom Mattauch *Sauganash E*	TRAINING & DOCUMENTATION Scaling the Microsoft Mountain: Deploying Microsoft Solutions for Directory Services Beth Rugg *Sauganash W*
	MANAGEMENT We Have the Technology: Rebuilding a Department from the Ground Up Allan Chen *Western*		
11:30–1:00 PM	LUNCH ON YOUR OWN		
1:00–2:30 PM	POSTER AND VENDOR SHOWCASE	Wolf Point	

2:30–3:30 PM	**CAREER DEVELOPMENT** Creating Your Master Mind Ben Arnold, Lucas Friedrichsen, Mo Nishiyama *Merchants*	**CUSTOMER SUPPORT** Facebook: How we lost control and found empowerment Cate Lyon, Robert Fricke *Sauganash E*	**TRAINING & DOCUMENTATION** Office 365: Tips to avoid turbulence when moving faculty and staff to the cloud Beth Lyons *Sauganash W*
	TECHNOLOGY Implementation and Operation of the Kyushu University Authentication System Eisuke Ito, Yoshiaki Kasahara, Naomi Fujimura *Steamboat*	**MANAGEMENT** Mixing and Matching Usage Data: Techniques for Combining and Mining Owen McGrath *Western*	
3:30–3:45 PM	TRANSIT BREAK		
3:45–4:45 PM	**CAREER DEVELOPMENT** Parallel Reporting: The future of support Gursimran Koonjul, Kimberly Hennessey *Merchants*	**CUSTOMER SUPPORT** Social Media: Multiple Channels to Capture Multiple Audiences Katherine Derby *Sauganash E*	**TRAINING & DOCUMENTATION** Raising the Bar on Training at Valparaiso University Kevin Steele, Matthew Smith *Sauganash W*
	TECHNOLOGY Gulliver's Toss Yoshiaki Kasahara, Eisuke Ito, Naomi Fujimura *Steamboat*	**MANAGEMENT** Personality Inventories and Cognitive Frames Kenneth Janz, Robin Honken *Western*	
5:00–6:00 PM	BOF VENDOR BOF – Cherwell	Sauganash E, Sauganash W, Western Steamboat	
7:00–8:30 PM	AWARDS RECEPTION (By Invitation)	LaSalle	
9:00 PM–12:00 AM	HOSPITALITY SUITE	LaSalle	

7:30 AM–12:00 PM	REGISTRATION	14th Floor Foyer	
7:30 AM–12:00 PM	50TH ANNIVERSARY MUSEUM ROOM	14th Floor Foyer and Mansion	
7:30–8:30 AM	BREAKFAST COMMUNICATION AWARDS BREAKFAST	Wolf Point LaSalle	
8:30–9:30 AM	CAREER DEVELOPMENT The Art of Productive Meetings Laurie Fox, Lucas Friedrichsen, Mo Nishiyama *Merchants*	CUSTOMER SUPPORT The Path to Google: Selling Ice to Eskimos Chris King *Sauganash E*	TECHNOLOGY Education Goes the Distance with IPTV Robert Sobczak *Steamboat*
	TECHNOLOGY Sustainable Automated Software Deployment Practices Dan Herrick, John Tyndall, *Sauganash W*	MANAGEMENT Motivating Skill-Based Promotion with Badges Peter Wallis, Michelle Martinez *Western*	
9:30–10:30 AM	CAREER DEVELOPMENT Minimal Computing–Minimizing Technology to Maximize Work/Life Balance Scott Saluga *Merchants*	CUSTOMER SUPPORT Front Line Help Desk at Rice University Richard Roberts, Diane Yee *Steamboat*	MANAGEMENT You Can't Do It All! Using Student Leaders to Manage the Team! Karen McRitchie *Western*
10:45 AM–12:00 PM	SERVICE & SUPPORT PLENARY Kirk Weisler	Sauganash EW	
12:30–5:00 PM	S&S WORKSHOPS: (Registration Required)		
	Are You Your Best Self: Investing in Yourself and Your Talents *Karen McRitchie*	Steamboat	
	A "More Better" Workplace: Improve the People, Team, and Morale in your Organization *Kirk Weisler*	Merchants	



REFLECTION
Cloud Gate sculpture by Anish Kapoor, photo by Hamish Carpenter.

WEDNESDAY • 3:30–4:30 PM

| **SPECIAL SESSION** |

Ask the Futurist
David Zach

This session will be a follow-up to the keynote presentation given by David Zach.

| **TECHNOLOGY** |

A Centralized Storage System with Automated Data Tiering for Private Cloud Environment
Mikifumi Shikida, Japan Advanced Institute of Science and Technology
Hiroaki Nakano, Japan Advanced Institute of Science and Technology
Shuichi Kozaka, Japan Advanced Institute of Science and Technology
Masato Mato, Japan Advanced Institute of Science and Technology
Satoshi Uda, Japan Advanced Institute of Science and Technology

We implemented a private cloud environment with the aim to improve convenience for users and achieve lower cost, higher energy efficiency and more streamlined management by centralizing hardware resources. This year, we have replaced storage system for the private cloud environment to centralize the management of large research data sets created and accessed by individual students, researchers and teams. Since the system has automated data tiering feature for movement of data between SSD and SAS drives, we can provide a combination of both high performance and high capacity to manage a large volume of data.

| **CUSTOMER SUPPORT** |

Lion Taming: Desktop Management of Apple Devices
Nikolas Varrone, SUNY Geneseo
Shawn Plummer, SUNY Geneseo

As Apple devices have become more popular on our campus, management is a greater necessity. SUNY Geneseo's desktop management of Apple devices has evolved from treating them as individual, personal devices to deployment built, domain bound, remotely accessible, and profile manager controlled computers. We will demonstrate how we use Apple Profile Manager, Netinstall, and other tools to tame our Apple desktop deployment.

| **CAREER DEVELOPMENT** |

Elevating Your Career and Making a Difference: The SIGUCCS Mentoring Program
Beth Rugg, SIGUCCS, Professional Development Chair

Need help defining your goals, identifying strengths or just need sounding board for new ideas? Are you a seasoned member who can share resources and experience? Come to this session to learn about SIGUCCS newest membership benefit: a formal mentoring program. Established in fall 2012, this program gives SIGUCCS members the opportunity to define and achieve their personal professional development goals in a safe partnership. This presentation will discuss the program guidelines, implementation strategies such as forming an advisory committee and pairing interested mentees and mentors, outcomes from the first year such as success stories and lessons learned as well as how you can be get involved in the second round in 2014.

| **MANAGEMENT** |

Strategification, Synergizing Efficiencies, and Meetingitis: What your bosses *really* do.
Robert Howard, Armstrong University

Once upon a time, most people in a leadership role held some sort of functional IT expertise. Somewhere along the path to manager, director, or CIOs, many of us became meeting loving idiots along the way. Well, not really idiots, but losing touch with the daily realities of front line service could make it seem that way. Here is your opportunity to get a glimpse into the various checkpoints along the management path and the sort of

competencies that must be developed – by design or experience – and how that impacts everyone in the organization. What do you gain along the way? What do you lose? How can you stay connected with all levels of the organization and the institution? This will also give you a glimpse into how you can connect with your universities mission in whatever role you hold. We will talk plainly of what exactly is the point of strategy, missions, visions, and the challenges facing the modern university and how that impacts YOU. You can hear from someone who worked from the front lines to a CIO role across three universities, and we can talk of that path and you can feel free to ask questions relating to your own experiences and career goals.

WEDNESDAY • 4:45–5:45 PM

| CAREER DEVELOPMENT |

App Development in User Services: oxymoron or incubator?

Darin Phelps, NYU School of Law
Brian Yulke, NYU School of Law
Lisa Barnett, NYU School of Law

User Services attracts all types. This talent develops differently, and opportunity can knock on many doors. At NYU Law, we had a few help desk technicians who took a web development class. And when our new exam software came without robust administrative/management tools, opportunity did knock. We started off in PHP, scarfed some data from our database guys, and cobbled together a working web app in about 6 weeks. It wasn't pretty, but it got the job done. One year later, our next iteration implemented a framework (Zend), version control (Git), and staged environments (development/testing/production). Yet another year later, we added new features, satisfying both administrative and student clients. Today we now have a small, versatile team that handles lightweight projects, and fits them into a help desk schedule to accommodate an ever-growing demand for new web applications. Remarkably, we do this all without sacrificing our core mission of providing top notch user support. While it does require better time management, it's amazing to see how flexible your help desk can be with their time. Coming from the user services group, we have a solid relationship with the end users and consequently understand their needs better than traditional programmers. Working with the core development team allowed our help desk programmers to learn faster, and helped the real code-monkeys understand valuable user support fundamentals ... making them better, too! Finally, this created professional development opportunities within the organization ... while we found equilibrium in User Services, you could also have internal moves within your larger organization. Either way, you can keep organizational knowledge and make the entire IT department stronger. And while not for everyone in your group, you can reward individuals who take initiative, have an interest in learning new technologies, and show strong time management skills.

| CUSTOMER SUPPORT |

Customer Service: Then and Now

Ashley Weese, Iowa State University
Dana Peiffer, University of Northern Iowa

Technology changes on a more frequent basis then ever before, but what is often overlooked is how customer service demands are changing along with it. We've seen that, as the customers needs change, so does the expectation of support. In the not so distant past, we worked with customers who wanted us to "do it for them," however, the newer generations coming to campus have much different expectations. We see two new, but very distinct types of customer technology levels, those who know just enough to be dangerous and those who just want step-by-step instructions so they can do it themselves. Offering a different variety of support is also evolving. Customer service troubleshooting used to only involve face-to-face contact or over the phone. Now, we can offer email, chat, crowd sourcing, and even self-service via a knowledgebase. Being able to keep up with the technology is



2008 Fall Conference • Portland
Evelyne Roach (Princeton) and Others

one thing, but adjusting and renewing the customer service skills and training technicians on how they are offered, is a whole new ballgame. One of the greatest help desk challenges today is to be able to recognize the type of customer you are dealing with and adjust your Customer Service style very quickly in order to best assist that customer.

| TECHNOLOGY |

Slaying The Desktop Management Dragon With Configuration Manager 2012

Ben Arnold, University of Northern Iowa

Today's desktop computing environment is complex enough. Software eccentricities, security threats, demanding students and faculty members; why make your life harder than necessary as a desktop administator? A strong and flexible workstation management platform is an absolute must in these trying times. Microsoft's System Center 2012 Configuration Manager is about as robust a tool as they come. Deploy software and operating system images with ease. Another Java exploit is in the wild you say? Don't shudder--own that update process! Certain large software companies got you down with the threat of a software license audit? Sleep soundly knowing the asset intelligence built into ConfigMgr has your back. This session will seek to explore the ways ConfigMgr can make your life easier as a desktop admin (even cross-platform!). Even hardened desktop admins should come away with some new tricks for their bags!

| MANAGEMENT |

Innovate through Crowd Sourcing

Thom Mattauch, Virginia Commonwealth University

In March 2012, Virginia Commonwealth University's VP for Finance and Administration created a team of innovators called team IMPACT. The task for team IMPACT was to create a team that would then create a methodology for vetting innovative ideas and to brainstorm ideas to push through this methodology. One of the ideas that came out of this project was to implement a system by which the team could gather the ideas of the entire university community. The team began the task of procuring and implementing a crowd sourcing solution. In February of 2013, team IMPACT began piloting a program called VCU Ideas, powered by Idea Scale. Through this product team IMPACT can capture the ideas of the university as well as allow the university community to vote on the ideas. This crowd sourcing enables team IMPACT to keep their fingers on the pulse of the university.

| TRAINING & DOCUMENTATION |

Adventures in Change Management: Getting Everyone on the Same Page

Greg Stauffer, University of Colorado Boulder

Rochelle Scott, University of Colorado Boulder

Not so long ago at the University of Colorado Boulder the impacts of daily changes to enterprise services weren't understood by the Office of Information Technology's (OIT) own operations staff, much less the faculty, staff or students they affected. But a change process driven by ITIL processes, a website that gives visibility to changes within the organization, a comprehensive communication plan and regular change advisory board meetings have transformed the process of changing services and communicating their impacts. Now changes to enterprise services at CU-Boulder have visibility to the entire organization, impacts and dependencies are understood, communication to faculty, staff and students is coordinated and surprises and gotchas are minimized.

THURSDAY • 9:00–10:00 AM

| MANAGEMENT |

Bring Your Own Computers Project in Kyushu University

Naomi Fujimura, Kyushu University

We have been providing students with computer terminals for education of information processing since 1979 in Kyushu University. The computer terminals varied from general purpose computer terminals to personal computers (PCs). The number of PCs increased dramatically for thirty years. The number of lectures with PCs has also been increasing rapidly for information literacy, CALL (Computer Assisted Language Learning), and so on. We always tried to arrange the terminal rooms as many as possible to provide the good and comfortable ICT (Information and Communication Technology) environment for students. However, we never have the budget to arrange enough terminal rooms. On the other hand, the price of PCs hes been getting cheap. As a result, our students of 95% in first grade have their own PCs around when they enter the university. According to the above situation, we have changed our policy, and decided to abandon terminal rooms. We expect all students to bring their own PCs and use them in their classes. We are going to start the new ICT environment for education on this April 2013 after many discussions of meetings and committee. It took about two years to start up the Bring Your Own PCs project. The followings are the important point to begin the BYOP project in Kyushu University.

- Procedure to make the agreement in the university
- How to decide the PC model, Windows or Mac, in each department
- Software (windows, Office : EES contract with Microsoft)
- Anti-Virus software (Symantec Endpoint Protection)
- Wireless LAN (IEEE 802.11n, 80% of lecture rooms and so on)
- Firewall (P2P file exchange software)
- Seminar for all new comers (Software installs, network configuration and so on)

We will report the detail in the above points. It was a difficult and hard work. For example, I visited sixteen faculties and/or department to explain the new policy and how to proceed on the project in order to get the cooperation and help.

| TRAINING & DOCUMENTATION |

Migrating from Novell to Active Directory

Jody Gardei, Ferris State University

Ferris State University is currently in the process of migrating from Novell to Active Directory for file and print sharing. Myself and at least one other colleague would like to share our experience with this project from the initial planning stages to implementation, including breakthroughs made along the way that helped us to fine tune the migration, the selection of tools for workstation migration, web access to files, and password assistance, and customer communications. All of ITS at Ferris has had a part in making this transition a success.

| CUSTOMER SUPPORT |

The Dirty Hungarian Phrasebook of Tech Support

Chris King, NC State University

In tech support, the customer is rarely right. Customers have a tendency to approach problem resolution by coming to their support staff with a solution rather than just discussing the visible issues and letting the professionals do the rest. Customers don't necessarily know what they need, but they can be extremely vocal about what they don't know, and it is up to the support staff member to hear one thing and understand what it means down the line. In the 2012 SIGUCCS closing keynote, Brian Janz likened this to a patient demanding a type of surgery before the doctor has even heard the symptoms. This paper and presentation will discuss the dying art of translation, and discuss methods for communication, rapport, and technical association that will empower front-

line staff to hear what customers are saying and translate it into useful information for problem resolution.

| TRAINING & DOCUMENTATION |

"It's alive! It's alive! We've created a monster!": Implementing a New Test Scanning System at VCU

Hannah Pettit, Virginia Commonwealth University
Kendall Wylie Jr., Virginia Commonwealth University

"Nothing is so painful to the human mind as a great and sudden change." -Mary Shelley, Frankenstein (1818) These powerful words that Mary Shelley penned close to two hundred years ago still ring true in contemporary times. While advances in technology have benefitted society and institutions of higher learning, the threat of change still sends even the most tech-savvy individual running scared. Close to two years ago, the VCU helpIT Center began preparing for the "change of a century" by beginning the process of transitioning to a new test-scanning system at VCU. Every department at VCU, as well as the entire student body utilizes test-scanning services provided by our office. Thus, this change affected everyone. Come join us as we discuss our process of transition from our Legacy Scantron test scanning system, to our new gradeIT system (which utilizes Remark OMR). Our presentation will highlight our "plan of attack" we developed to prepare for the transition, the successes we celebrated, as well as the shortfalls we encountered in our attempt to provide a change in services to the VCU community.

| TECHNOLOGY |

Energy Overhead of the Grapical User Interface in Server Operating Systems

Heather Brotherton, Purdue University
J. Eric Dietz, Purdue University
Fredrick Mtenzi, Dublin Institue of Technology
John McGrory, Dublin Institue of Technology

Evidence of graphical user interface server operating system energy overhead is presented. It is posed that data centers would have substantial energy savings by eliminating graphical user interface operating systems.

THURSDAY • 10:30–11:30 AM

| MANAGEMENT |

We Have The Technology: Rebuilding a Department from the Ground Up

Allan Chen, Menlo College

It is always important for departments - at all levels, from staff to managers to directors - to constantly evaluate how well their structure matches the needs of the institution. Sometimes, changes are needed. And sometimes the transition from one model to the next can be less than smooth. We can just hope that lessons are learned and things end up better at the other end of the tunnel. At Menlo College, because of a number of staff changes - including departmental leadership - a strategic plan to increase specialization has had a ripple effect through the entire IT organization. Taking 2 of 3 Help Desk staff and diverting them to other operations and trying to lean on students for support has had its ups and downs. Bringing on board an Administrative Systems manager has resulted in knowledge transfer issues. This presentation will cover these programmatic and strategic planning that went into these changes and cover how the process has gone, is going, and what we hope to do as we move forward.

| TRAINING & DOCUMENTATION |

Meeting the Technology Needs of the Differently-abled Student

Carol Sobczak, University of Southern Maine

IT provides training with various software and hardware applications to students with a wide range of disabilities. With the elimination of an Assistive Technology Support Specialist, IT was faced with the continued collaboration with the students' with disabilities office to provide assistive technology training to students. USM has AT stations in various locations across a three campus array. Hardware/ software includes: Braille printer, scanners, Dragon NS, JAWS, Kurzweil, pdf to MP3 conversion… simplified documentation of training procedures… enhanced knowledge of software available; costs, training needs… All public institutions must comply with federal laws…Who should be interested? lab managers, IT trainers, help desk personnel, library staff…



1993 • San Diego
LtoR: Jerry Smith, Ellen Hoffman, Martha Fateman, John Cordani, Penny Crane



2004 · Baltimore

| CUSTOMER SUPPORT |

Leverage Your Mac to Support Multiple OS Environments

Kendall Wylie Jr., Virginia Commonwealth University
Thom Mattauch, Virginia Commonwealth University

Would you like to use a single machine to support multiple platforms? Would you like a single point of support for Windows, Mac, Chrome OS, Android and more? Then look no further. This session will demonstrate how the VCU helpIT Center is leveraging Virtual Box to provide a single point of support through the iMac. In this session we will demonstrate how to set up and use Virtual Box to load various environments and will demonstrate the use of the system to provide support to your users.

| TRAINING & DOCUMENTATION |

Scaling the Microsoft Mountain: Deploying Microsoft Solutions for Directory Services, Email and Calendar

Beth Rugg, Ithaca College

In 2010, Ithaca College began making significant changes to the desktop environment. Over the course of three years and four different projects, we moved email, calendar and directory authentication to Microsoft. This paper will discuss migrating our users from Novell to Active Directory, moving from a locally hosted email solution to Microsoft Live@edu, moving from Oracle Calendar to Microsoft Live@edu and finally migrating email and calendar to Microsoft Office 365. Each project was unique in scope, involved a separate timeline and implementation schedule and presented its own unique challenges. Some of the highlights of these projects include physically touching 4000 Macintosh and Windows computers as part of the Novell to Active Directory migration, determining what email clients to support for the Live email migration and teaching 1500 users a new way to schedule and manage meetings during final exam week! Once all that was done, we still faced one final migration from Microsoft Live@edu to Microsoft Office 365. This paper will provide a high level overview of these projects, key policy and implementation decisions and lessons learned all from a client services perspective.

THURSDAY · 2:30–3:30 PM PM

| MANAGEMENT |

Mixing and Matching Usage Data: Techniques for Combining and Mining Varied Activity Data Sources

Owen McGrath, UC Berkeley

Digital systems underlie a surprisingly wide range of teaching and learning activities in higher education today. While some pieces of the online digital infrastructure (e.g., learning management systems, digital libraries) are more obvious, the scope and reach of digital systems now increasingly extend to activities as they occur even inside lecture halls, classrooms, and other teaching facilities. Interactive student response systems, lecture capture systems, and digitally controlled smart classrooms are examples of technology trends that bring along with them an unprecedented amount of instrumentation quietly collecting lots of data about teacher and learner activities in and across various spaces. Individually, these usage data sources offer metrics that are important for understanding and supporting a particular service. If combined, the varied data sources potentially open windows onto even more interesting activity patterns and relations. However, these sorts of mosaics can be difficult to assemble due to the volume and variety of data involved. Data mining techniques can be useful for exploring and discovering user activity patterns that might be hidden in large and varied data sets. This paper surveys several basic data mining techniques that can be used to gather and analyze user activity information mixed and matched from varied sources. The techniques are demonstrated using examples drawn from academic computing scenarios where methods for mining combined data sets can prove insightful.

| CAREER DEVELOPMENT |

Creating Your Master Mind: Personal and Professional Development Through Master Mind Groups

Ben Arnold, University of Northern Iowa
Lucas Friedrichsen, Oregon State University
Mo Nishiyama, Oregon Health & Science University

Do you find it easier or more enjoyable to pursue your personal or professional goals in concert with other like-minded people? If so, a "mastermind group" might be just the resource you have been searching for. A mastermind group, as described by the renowned business author Napoleon Hill, is "The coordination of knowledge and effort of two or more people, who work toward a definite purpose, in the spirit of harmony." By gathering regularly with a like-minded set of people, one can find camaraderie, advice, differing points of view, and perhaps most importantly, accountability. The mastermind group stands in contrast to a mentor/mentee relationship because in the former, each participant stands to gain from the relationship equally.

This session will seek to explore the concept of the mastermind group through the experiences and success stories of one such group. Topics from initial formation of your group all the way through ensuring that everyone moves forward cohesively will be covered.

| CUSTOMER SUPPORT |

Facebook : How We Lost Control and Found Empowerment

Cate Lyon, Whitman College
Robert Fricke, Whitman College

Whitman College Technology Services (WCTS) constantly strives to find new and interesting ways to engage and connect with our student body as well as to empower our student staff. Additionally, social media engagement has been challenging; of the three separate Facebook pages associated with WCTS, the most recent update was several months ago. A marriage of problem and solution was discovered: we let go of control and let our student staff manage our Facebook presence. This solution not only allows us to better engage the student body but also gives our student staff more responsibility and "real world" experience.

| TRAINING & DOCUMENTATION |

Office 365: Tips to avoid turbulence while moving faculty and staff to the cloud

Beth Lyons, Cornell University

Moving more than 25,000 locally hosted Exchange email and calendar accounts to Microsoft's cloud-based Office 365, with almost no disruption to the work of Cornell University's faculty and staff, was a carefully choreographed, well-practiced yet dynamic dance. Key factors included:

- Close coordination, partnership, and collaboration with Microsoft to plan and implement the migration and to escalate and resolve issues
- Early and continuous involvement of IT leaders both within the central IT organization and throughout the campus
- Early campus awareness
- Early awareness and management of business-affecting changes
- Targeted email guiding individuals to complete specific to-do's at three weeks before their move date, two weeks, one week, the day of, and the day after.
- End-user support at the unit level and through the central IT Service Desk
- Local expertise with Exchange
- Extensive Cornell-provided web pages on preparing for Office 365 (before and after steps, differences, FAQs, known issues and troubleshooting)
- CIO periodic updates to the university leadership on plans and progress
- Weekly updates to the IT community on plans, progress, and known issues
- Daily conference call with the project team for IT directors to discuss status and issues
-

| TECHNOLOGY |

Implementation and Operation of the Kyushu University Authentication System

Eisuke Ito, Kyushu University
Yoshiaki Kasahara, Kyushu University
Naomi Fujimura, Kyushu University

Nowadays, a university needs to build and maintain a centric ID database and authentication system for better ICT services. In 2008, the headquarters of Kyushu University had defined medium-range policy of ICT infrastructure preparation, and the policy had indicated construction of a centric authentication system. According to the policy, the authors elaborated an installation plan of the Kyu(Q)shu University authentication system (QUAS, for short). Since 2009, Information Infrastructure Initiative of Kyushu University, to which the authors belong, has been issuing ID cards to all employees, and also operating LDAP servers. This paper introduces the action plan and outline of QUAS. This paper also describes two recent topics of QUAS. One is high load of LDAP servers because of rapid increase of mobile devices, and the other one is development of a multifactor authentication Shibboleth IdP.

THURSDAY • 3:45–4:45 PM

| MANAGEMENT |

Personality Inventories and Cognitive Frames: Understanding the Balance in Managing and Leading IT Organizations

Kenneth Janz, Winona State University
Robin Honken, Winona State University

With the complex dynamics of higher education and the ever-changing nature of information technology, leaders/managers find it difficult to effectively lead the effort to integrate technology into the academic and administrative culture of higher education institutions. Leadership and organizational literature is rich with ideas, theories, and models about viewing organizations. Because we work in complex organizations, these models provide tools that enable a leader/manager to understand environments and people. This presentation will combine the personality inventories of DISC with the cognitive frames of Bolman and Deal (1997) and Birnbaum (1998). This will create a platform for conversation for both current CIO's and staff aspiring to leadership positions.

| CAREER DEVELOPMENT |

Parallel Reporting: The Future of Support

Gursimran Koonjul, Carnegie Mellon University
Kimberly Hennessey, Carnegie Mellon University

Academic environments are evolving and require more cross-disciplinary relationships and cross-functional support. Collaborative learning spaces are more difficult to support with just isolated singular-departmental employees. As more and more institutions are compelled to do more with less, a niche for IT professionals with varying interests and skills sets could be multi-disciplinary and cross-departmental support. Moving forward, parallel-reporting employees may indeed play a vital role in supporting technology for teaching and learning environments. The parallel-reporting structure is often associated with the "matrix" management structure of the 1970's and 80's (employees with analogous skills from separate groups assembled for work assignments). The matrix model is considered difficult and outdated by most organizations due to the numerous structural and strategic traps. In a parallel-reporting model, there are several requirements from both management and from the employee to ensure efficient success. At Carnegie Mellon University, the collaboration of Computing Services and the College of Fine Arts requires a



2002 · Rhode Island

unique support model for technology services and academic technology spaces available to faculty, staff and students, including a 24/7 Multimedia Studio Computer Cluster, Sound Room, and Equipment Lending. The foundation of this model includes a parallel-reporting staff consultant cross-disciplined in both the arts and technology: a Multimedia Clusters Support Specialist. This position has a dual-reporting relationship with both Computing Services' Clusters Support Services team, and with the College of Fine Arts Dean's Office. How how this position developed? We highlight the challenges and lessons learned of our Multimedia Clusters Support Specialist position.

| CUSTOMER SUPPORT |

Social Media: Multiple Channels to Capture Multiple Audiences

Katherine Derby, University of New Hampshire

In a recent tweet, Entersys CMO Vala Afshar (@ValaAfshar) likened the phrase, "we use Facebook, we're a social business" to saying, "we have sneakers, we're ready for the NBA." Afshar's point hits home with those working in communications, marketing, and social media. In the real world, building and maintaining a social presence for a company or entity takes a lot of skill, talent, and resources; creating a Facebook page for your business or group doesn't mean you've effectively leveraged social media. Join me for a discussion and trips to maximize and target your audiences using the latest social media tools and find out how UNH Information Technology is leveraging social media to improve customer support.

| TRAINING & DOCUMENTATION |

Raising the Bar on Training at Valparaiso University

Kevin Steele, Valparaiso University
Matthew Smith, Valparaiso University

We have recently overhauled our IT training program that we offer to our students, faculty and staff. Users can now expect that training will be more than software use and how-to's. We have started looking at ways enhance our clients overall use of campus technology. We go beyond the software functionality and take our clients to the apex of relevance and application.

| TECHNOLOGY |

Gulliver's toss: Google's Chronic Big Load to University Mail Server and Its Sudden Resolution

Yoshiaki Kasahara, Kyushu University
Eisuke Ito, Kyushu University
Naomi Fujimura, Kyushu University

Traditionally, Kyushu University has been providing email service internally using its own domain name for staff members and students of the university. Around January 2012, we noticed that the high load of the university authentication server, and we realized that one of causes was the access from the mail server for students (called Student Primary Mail Service). Detailed analysis showed that there was chronic big load produced by Gmail's Mail Fetcher, especially toward nonexistent accounts removed due to graduation. In this paper, we explain the situation and reasons of the big load induced by Gmail, its possible countermeasures, and its sudden resolution by Gmail's silent change.

FRIDAY · 8:30–9:30 AM

| MANAGEMENT |

Motivating Skill-Based Promotion with Badges

Peter Wallis, University of Washington
Michelle Martinez, University of Washington

In response to a state-wide freeze on pay increases beginning in 2009, the Learning Technologies unit at the University of Washington moved from a seniority-based to a skill-based promotion system. We almost immediately encountered a problem of motivation, as busy students did not take action to develop necessary skills. In 2013, we are piloting a badges program to encourage skill development. We have already seen early success, and can provide an overview of the current badge landscape, detail our implementation, and valuable lessons learned. Though our focus is on student staff, our findings are applicable to professional development at all levels.

| CAREER DEVELOPMENT |

The Art of Productive Meetings

Laurie Fox, SUNY Geneseo
Lucas Friedrichsen, Oregon State University

Mo Nishiyama, Oregon Health & Science University

Meetings are a necessary part of working in higher education. This presentation will cover the fine points of planning, preparing, and participating in effective meetings. We will also discuss remote attendance, scheduling, formal vs. informal meetings, and etiquette.

| CUSTOMER SUPPORT |

The Path to Google: Selling Ice to Eskimos

Chris King, NC State University

Higher education conferences over the past few years have been full of presentations, papers, and panels on the processes involved in migrating a campus and its people to Google Apps for Education. While it is useful to hear about marketing tchotchkes, data validation, and the pros and cons of web clients, what seems to get ignored is the process that led to the decision to move to Google Apps in the first place. At North Carolina State University, where students were already using Google Apps, the decision to move employees involved almost as much time and effort and heartache as the technical migration. As the users saw it, they had a working system, even if that system only worked because of huge expenditures of time and money both on the backend server maintenance and the client need to implement terribly complex workarounds for simple functionality. The end result: a 94-page white paper and the realization that it's hard to sell ice to Eskimos, even if you show them that their ice has already melted. This paper and presentation will discuss the information gathering and needs assessment done by NC State prior to the decision to move employees to Google Apps, and the successes and difficulties involved.

| TECHNOLOGY |

Sustainable Automated Software Deployment Practices

Dan Herrick, Colorado State University
John Tyndall, The Pennsylvania State University

Many organizations follow the same error-prone, time-consuming, and redundant procedures to install software manually, whether as part of a master image or on individual computers. Usually this involves visiting a system, executing some sort of interface, selecting a subset of modules or configuring certain options, and waiting for the installer to complete. There is another way: automated software deployment, which affords greater efficiency, consistency, and ultimately, service. This paper discusses the organization and detailed implementation of automating software installations and updates using silent and unattended methods, with various levels of administrative intervention, from help desk to systems administrator. We also describe different approaches to creating such an environment for both "mass" devices (e.g., public computer lab systems) and individual devices (e.g., faculty/staff desktop systems). Key concepts include leveraging management software and resources you may already have (i.e., the "zero budget" approach) versus efficiency gains from third-party resources, high-level administrative toolkits along with low-level control methods, and developing a workflow for automated and semi-automated software installations.

| TECHNOLOGY |

Education Goes the Distance with IPTV

Robert Sobczak, University of Maine System

In the mid 80's, a study showed Maine being ranked the 48th state with students continuing to Higher Education. The major stumbling blocking: the distance from a student's home vs. the distance to a nearby college campus. In September 1989, the University of Maine System began using ITFS (Instructional Television Fixed Service-utilizing 2.5 Ghz Microwave, better known as Wireless Cable) to reach the entire state, and help to help close the distance gap between the student and campus locations. 40+ High School sites and 10 College Centers were established all over state. Starting with 2 channels, live interactive classes were presented from 7am to 10pm Monday thru Friday. 8am-2pm on Saturday. Classroom teaching originated from 12 Broadcast Classrooms at the seven Campuses of the UMS between a DS-3 Fiber Optic backbone. By 1994, the system was offering classes on 4 channels at over 100+ locations statewide. This included businesses who signed on to offer on-premises classes and a project called Classroom to the Home over a few cable companies. In 2006, the Portland region was converted to Digital ITFS (4 standard definition video channels occupying one 6 Mhz channel). Due to budget cuts, in Fall 2010, ITFS was switched over to IPTV (Internet Protocol Television). Using Standard Definition, digital TV signals now stream to a limited number of locations statewide. The session will be with Power Point, Video and Photos. I'll probably have a handout as well. The plan is to go over a short history, then introduce the new technologies and how they play a roll today. During the 23 years of ITV, UMS has used Fiber Optic Point to Point Conferencing, Polycom Video Conferencing, recently added Panopto class capturing for smaller classrooms, the use of Blackboard and Video Streaming.

FRIDAY · 9:40–10:40 AM

| MANAGEMENT |

You Can't Do It All! Using Student Leaders to Manage the Team!

Karen McRitchie, Grinnell College

Most student staffing models in Information Technology Services departments are managed by one staff member who coordinates schedules, training, payroll, team-building and all other things relating to a student staff team. Often this IT staff member has regular responsibilities as well as managing the students employed by his/her department, which limits the time that can be invested in the student staff. At Grinnell College, we have a team of 75-100 students who work for the Information Technology Services department. They provide services to the Audio-Visual Center, library, computer labs, help desk and other

technology areas. In order to manage such a large group effectively, students have been used as leaders/managers and they help in the operations of the student staff team. By utilizing a student leadership team, we have not only off loaded some of the operational tasks to them, but also have given them the opportunity to be mentored in a management position, which gives them experience in a supervisory role for future career opportunities. At Grinnell College, the student staff in IT provides service to the campus in supporting technology, but they are also given many opportunities which will contribute to the foundation that they have started in their career journey. Student leaders are a large part of this strategy.

| CAREER DEVELOPMENT |

Minimal Computing-Minimizing Technology to Maximize Work/Life Balance

Scott Saluga, Oberlin College

I have been in Higher Ed IT for almost 20 years. I have always followed the "KISS" Principle. Keep it Simple, Stupid has been my mantra for some time. It is easy in our modern world to throw money at a technology to do that one thing that helps us in our work. The problem is that those "one things" tend to accumulate over time to become an unwieldy mess. Over the last few years I have noticed that I use less and less individual software, tools and techniques than I have in the past and have honed my computing to a minimal level to get more and more completed. I have pruned my work life down to the bare essentials and found a level of contentment and peace in my work that allows me time to serve on staff committees while maintaining a high level of quality in my assigned tasks. Whether it be via laptop, tablet or phone, I find myself using the tools and skills that allow me to get what I need done with minimal effort and then focus on other duties. I find that other aspects of my work life have adapted as well. This paper or discussion will expand on my mantra of minimal computing to maximize work/life balance.

| CUSTOMER SUPPORT |

Front Line Help Desk at Rice University

Richard Roberts, Rice University
Diane Yee, Rice University

This paper is a description of work at the Rice University Help Desk, from the perspective of a staffer working in the cubicles. It includes a description of the range of Help Desk customers, individuals and organizations, at Rice and their needs. I discuss how the interaction with the customer is critical to the work and about my methods of customer interactions by telephone and text. The paper includes a limited discussion of volume and ticket processing statistics (my workload). The paper discusses recent evolution of services offered and changes we anticipate. The paper discusses the tools we use, and in are in the planning stages of implementing at Rice. I talk about the practical work at the phones and the keyboard. A slide presentation will accompany the paper.

"I have been in education my entire working life with one key goal: to effectively serve students and teachers as an information professional. I soon discovered that you can't do it alone. Professional development, networking, and mentoring are critical to success as we look for solutions to the future."

— Lida Larsen, 2010 Penny Crane Award recipient

Submitted to the Penny Crane website (www.siguccs.org/awards/pennycrane)

In celebration of the 50th anniversary of the founding of SIGUCC(S) as an ACM SIG, there are special events on the program. Those of you who have attended previous conferences will remember that some kind of gala event is always held, and this year the 50th Anniversary will be part of that event. It will be on Wednesday evening, November 6, which is the "bridge" day that overlaps between the two conferences. That will be a fun event, but there will also be three special breakout discussion sessions and a joint plenary session that same day, all of which are included in the registration for either conference.

While you might think the emphasis in the discussion sessions will be on looking back at the past fifty years, a glance at the titles and descriptions of these sessions in the program will indicate that they all will actually be focused on the future. Not just that, but only one of these sessions will be facilitated by SIGUCCS "old-timers". That is deliberate.We want to use these sessions as a vehicle for indicating how the past can and should point us towards new ideas and approaches for the future, not "do you remember when?". In fact, one of the facilitators has never even attended a SIGUCCS conference before, but all are CIO's with full and varied backgrounds in Higher Education Information Technology. You should find these sessions stimulating and well worth your time.

As you take come into the joint plenary session at mid-day on Wednesday, you'll see a great video composed of reflections on the impact of SIGUCCS, technology changes, and higher education trends in IT, from some of the many people who have been involved with SIGUCCS in the past fifty years. If you'd like to see it again or missed it for some reason, you can see it during both conferences in the 50th Anniversary Museum near the conference registration desk. The Museum will also contain artifacts from and displays about our history, and some "old-timers" who have returned for this conference will be available for a kind of informal "fireside chat" about careers and SIGUCCS at various times on Wednesday. We encourage you to visit the museum several times through the week to take advantage of those personalized chats and see all the materials it contains.

As an example of one of the kind of things you may see in the museum, the photo below shows some members of the conference committee for the tenth ACM/SIGUCCS User Services Conference in 1982, also held in Chicago. Lest you assumes that it displays a typical session and normal dress of the era, please note that it was taken during the gala event at that conference, which was a great success!

You can also visit and contribute to the "virtual museum" at www.siguccs.org/conference/50 during and after the conference.



IN RETROSPECT
1982 Conference Committee
LtoR: Tex Hull, Marcia Cooper, Hal Bloom, Eve Simonson, Fred Moszur



ATTRACTION
Navy Pier on the shoreline of Lake Michigan taken by Houston Green.

WEDNESDAY • 10:30–12:00 PM

| 50TH ANNIVERSARY SESSION |

What Can Higher Education IT Do to Keep Up With Changing Models of Higher Education?

Michael Sherer, Director of Information Technology, Goshen College
Carol Smith, Chief Information Officer, DePauw University

The role of managing technology at Colleges and Universities has been about developing and providing technical support services to the campus community. Over the past fifty years, the kinds of changes and rates of change, although accelerating, have been generally predicable. In the past five years, predictability has evaporated, so that at the beginning of each academic year we find ourselves scrambling to address unforeseen circumstances. This panel will discuss whether the current practices in Higher Education IT are robust and flexible enough to adapt to an uncertain future of if we are riding on a dinosaur. If the latter, what might the future look like?

WEDNESDAY • 3:30–4:30 PM

| 50TH ANNIVERSARY SESSION |

Meeting the Service Demands for the Next 50 years

Lisa Bazley, Chief Information Technology Officer and Director of ITS, Denison University
Harvard Townsend, Manager of Networking, Systems and Storage, Wheaton College

Unlike most other ACM special interest groups, SIGUCCS has been more about delivering current and future technologies, than creating the technologies themselves. We've always cared passionately about helping our users employ information technology to reach their educational, research, and service goals. Thus, we've spent a lot of energy and time on "helping users help themselves", with services such as programming help, consulting services (the early name of Help Desk), training, documentation, the procurement and configuration of educational and support infrastructures, student labs and related services, provision of software and licensing services, etc. Within both of our annual conferences, the formal and informal themes have always centered around the question "how can we better serve our users?" Even when we discuss career choices, hiring and managing students, software investigations, staff burn out, etc., we've been always focused on our deliverables to the faculty, staff, and students of our institutions. This session will be a discussion of today's service demands and the skills, strategies and products that will be necessarily employed by SIGUCCS professionals to get the job done. Some questions to discuss: How will the ever-evolving technologies shape our services? Will the Help Desk pretty much have to remain as it is today? In this crazy world of BYOD and consumerization (coincident with flat or decreasing resources), are we eventually destined for a decrease in services? Can we set expectations in this environment? Bottom line: can we still give good customer service?

WEDNESDAY • 4:45–5:45 PM

| 50TH ANNIVERSARY SESSION |

The Professional HEIT Staffer: Strategies for Future Success

John Bucher, Chief Technology Officer, Oberlin College
Patrick Gossman, Deputy Chief Information Officer, Wayne State University
Rob Paterson, Vice President - Information Technology, Planning and Research

As a professional association of individuals, rather than a grouping of institutions, SIGUCCS has played an important role in the professional

development of its members and conference attendees. Many of us can point to specific relationships, experiences and lessons from SIGUCCS activities that have had significant impact on our professional activities. These range from a contact that led us to some specialized knowledge of a technical skill, to a friendship that supports a mentoring path for long term career assistance. SIGUCCS has played a critical role for many. This discussion will offer examples of how HEIT careers have been influenced and shaped by association relationships, and it will describe specific examples of strategies used by SIGUCCS members in their careers.

> These experiences, which I am sure others can also relate to, demonstrate what is unique about SIGUCCS, namely its talented people and a supportive professional network that gives every individual the opportunity to grow professionally. Our lives and our profession are experiencing profound change and my hope is that the people of SIGUCCS will continually discover new ways for the organization to support the professional aspirations of its members and the institutions to which they belong."
>
> – Leila Lyons, 2011 Penny Crane Award recipient
> *Submitted to the Penny Crane website (www.siguccs.org/awards/pennycrane)*

men•tor /'men,tôr/
to advise or train (someone, especially a younger colleague).

men•tee /men-'tē/
one who is being mentored: Protégé

SIGUCCS Mentoring Program

- *Application available Nov. 1 - Nov. 25, 2013*
- *Notifications sent Dec. 2013*
- *Program runs from Jan. 2014 - Oct. 2014*

Must be a SIGUCCS member to participate
and commit at least 1 hour per month.
Questions? Stop by the Poster Session on Thursday Nov. 7th

To participate, complete the application form.
http://tinyurl.com/siguccsmentoring

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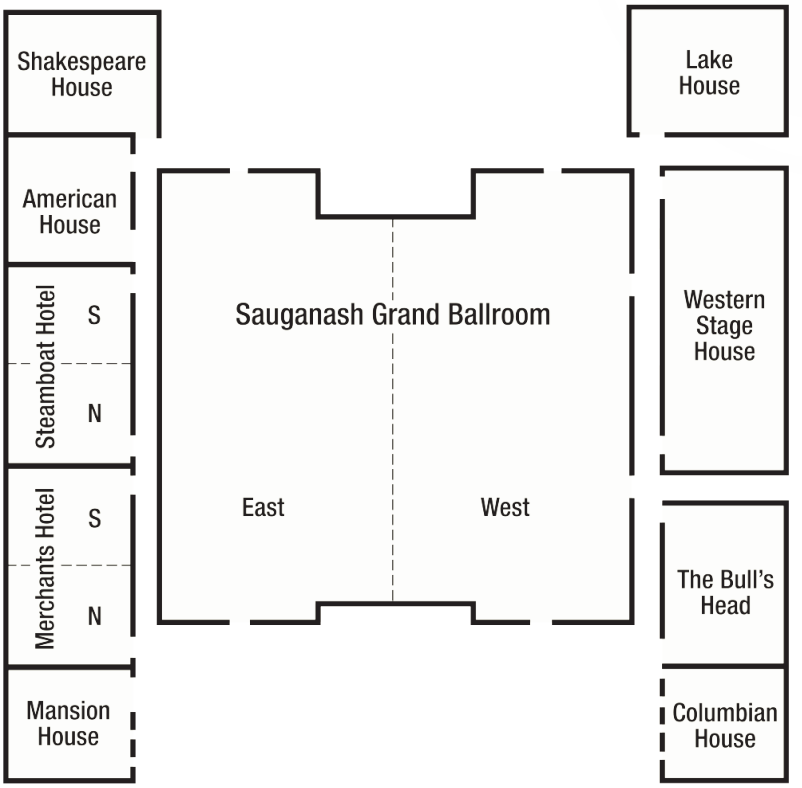
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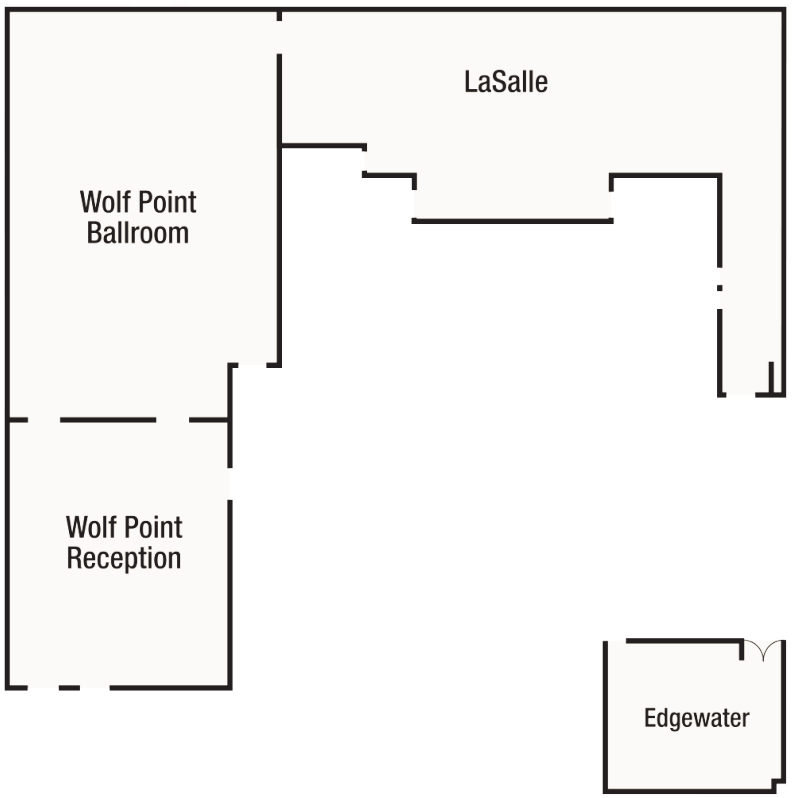
BRONZE CONTRIBUTORS

TOP HAT

14TH FLOOR



15TH FLOOR



"What a joyous time we had solving all the problems of our profession driving across much of Kansas and all of Missouri to reach St. Louis. It was probably on those trips that I realized just how important relationships were in our developing profession. Over the years we repeated that trek together more times than I can count."

– Jerry Niebaum, 2001 Hall Of Fame inductee

Submitted to the 50th Anniversary website (www.siguccs.org/conference/50)