



OCTOBER 1-4, 2017 · SEATTLE, WASHINGTON









Photos by Melissa Bauer

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



https://siguccs2017.sched.com

See all the sessions with their abstracts and create a personalized agenda of events by creating your own login.

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### **CONFERENCE CHAIR WELCOME**





Welcome to Seattle - pull up a seat, grab a cup of coffee and let's talk!

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

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

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

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

CATE LYON
2017 SIGUCCS Conference Chair

### PROGRAM CHAIRS WELCOME

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

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

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

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







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

### **2017 SIGUCCS CONFERENCE COMMITTEE**



Conference Chair CATE LYON Whitman College



Program Chair KRISTEN DIETIKER Menlo College



Program Chair CHRIS WIESEMANN University of Oregon



Treasurer TERRY RUGER Ithaca College



Incoming Board Liaison &
Track Chair
DAN HERRICK
University of Colorado Boulder



Outgoing Board Liaison & Photography Coordinator MELISSA BAUER Baldwin Wallace University



Communication Awards LISA BROWN University of Rochester



Exhibitor Chair ALLAN CHEN Muhlenberg College



First Timers Coordinator
DINAH LOGAN
Texas A&M University



Graphic Designer & Posters
BECKY COWIN
Washington University in St.
Louis



Hospitality Room Coordinator ERIC HANDLER Macalester College



Poster Session Chair LISA BARNETT NYU School of Law



Pre-Conference Seminars

BETH RUGG

UNC - Charlotte



Publications & Track Chair KELLY WAINWRIGHT Lewis & Clark College



Publicity Chair ALEXA SPIGELMYER Penn State University



Registration Chair & Mobile App Coordinator SHAWN PLUMMER SUNY Geneseo



Social Coordinator ROBERT FRICKE Whitman Collge



Social Networking Chair MO NISHIYAMA Oregon Health & Science University



Volunteer Coordinator KENDRA STRODE Carleton College



Webmaster & Reader MIRANDA CARNEY-MORRIS Lewis & Clark College



Track Chair MELISSA DOERNTE Stanford University



Track Chair CHRIS KING State of North Carolina



Track Chair MATTHEW MADEROS Boston University



Track Chair JOHN TYNDALL Penn State University

### **Program Readers**

JULIO APPLING, Lewis & Clark College
PATRICIA CIUFFO, Touro College and University System
MICHAEL CYR, University of Maine
MARIANNA DOHERTY, Dickinson College
LAURIE FOX, SUNY Geneseo

KATE GILBREATH, The Ohio State University BOB HARING-SMITH, Retired CHERYL TARBOX, Binghamton University DAN VANDER PLOEG, University of Illinois RACHEL WEAVER, Macalester College

### WELCOME

On behalf of the SIGUCCS Board, welcome to Seattle and the 45th annual SIGUCCS conference! Grab a mug of your favorite beverage and join your colleagues from around the world as we Connect | Discover.

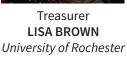
The 2017-2020 board recently took office, and we are looking forward to working together for the next three years! We encourage your comments and ideas—please join us for an Open Board meeting on Tuesday at 7:30am in Emerald 2 or chat with us during any networking event.

Enjoy SIGUCCS 2017 and Seattle!

LAURIE FOX Chair, SIGUCCS

## V U

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Chair

**LAURIE FOX** 

SUNY Geneseo



Vice-Chair (Conference Liaison) **DAN HERRICK** University of Colorado -Boulder



Secretary KRISTEN DIETIKER Menlo College

Discover Thank you to Cate Lyon and the 2017 conference planning committee for their hard work over the last 18 months!

### CONGRATULATIONS

Congratulations to our award recipients - the Penny Crane Award for Distinguished Service recipient Tim Foley; our recent Hall of Fame Inductees Melissa Bauer, Allan Chen, Beth Rugg, and Kelly Wainwright; and the Communications Awards winners. We will celebrate their contributions and achievements during the General Session on Tuesday at 10:30 am in the Seattle Ballroom.

Join us in 2018 at Disney's Coronado **Springs Resort on** October 7-10, 2018 See you there!

Extend your collaboration beyond the annual conferences by participating in one or more of our SIGUCCS online communities! Join the SIGUCCS-L email list, Slack channel or Facebook Community group. Watch for information about participating in the Mentoring Program and apcoming SIGUCCS Webinars. More information can be found on our website siguccs.org



Past Chair **MAT FELTHOUSEN** Cleveland Institute of Art

### VOLUNTEER

Please consider volunteering with SIGUCCS. It's a great way to give back to our community and an opportunity for professional and personal growth. Planning for the 2018 conference has already begun and there are many ways you can join the team! We also welcome volunteers in our marketing efforts, mentoring program, and award selection programs. Let a Board member know if you're interested!





### **ACM Digital Library Access**

Members have access to all SIGUCCS-generated content in the ACM Digital Library as well as discounts on SIGUCCS-related proceedings and CDs.

### **Discounted Conference Registration Fees**

SIGUCCS Members receive a discounted registration fee for the annual conference.

### **Online Discussions**

SIGUCCS provides e-mail discussion lists for ongoing communication and collaboration between people who are interested in discussing user services issues. Members are also encouraged to join the SIGUCCS online community to participate in forum discussions, and keep in touch with SIGUCCS members and ongoing events.

### **Professional Experience**

SIGUCCS members have the opportunity to gain valuable professional experience through volunteer opportunities such as serving on conference organizing committees and Board-appointed committees.

### **Interpersonal Networking**

Networking is vital in every profession. It stimulates new ideas, refines thinking, and leads to the exchange of ideas and mutual solutions to problems. SIGUCCS offers you the opportunity to network with colleagues to find solutions for the same challenges you face.









\$25<sup>per year</sup>

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



### PLENARY SPEAKERS

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

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



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

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

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



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



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

Because I Said I Would Amanda Messner Wednesday, October 4 • 4:00 pm

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

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

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

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

### **SCHEDULE-AT-A-GLANCE**

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

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

		SEATTLE 1	SEATTLE 2	SEATTLE 3	BELLTOWN	EMERALD 3		
	2:30-3:30 pm	The Help Center of the New American University, it's IT and Beyond  Eric Dover Deborah Whitten Arizona State University	A Touchless Gestural System for Extended Information Access Within a Campus  Salvatore Sorce Vito Gentile Cristina Enea Antonio Gentile Alessio Malizia Fabrizio Milazzo Universitá degli Studi di Palermo	Maintaining Effective Collaboration: Supporting a Shared Library System Across 39 Academic Institutions Ray Henry Orbis Cascade Alliance	Identifying IT Core Competencies Beth Rugg UNC Charlotte	A Leadership Framework Kelly Wainwright <i>Lewis &amp; Clark College</i>		
	3:30 –4:00 pm	Networking Break • Seattle Foyer • Grab some snacks and some conversation						
	4:00–5:00 pm	Organizing IT for Service Delivery  Jan Cooke Brian McCrary  University of West Georgia	Taking the guesswork out of lab management  Kenneth Drake-Sargent NYU  Brandon Bybee  Dustin Jones  Lab Stats	Augmented and Virtual Reality: Discovering Its Uses in Natural Science Classrooms and Beyond Austun Ables Whitman College		Lightning Talks #1  See page 13 for more information		
	5:00-6:15 pm	"Continuing the Conversation" Happy Hour • Seattle Foyer • Join the day's presenters for further conversation and in-depth discussions						
	6:15-7:45 pm	Mentor Dinner (Invitation Only) • TBD						
	9:00 pm-12:00 am	Hospitality Suite • Belltown • Join us for games, conversation and lots of laughs!						
	6:30-7:30am	Morning Walk • Lobby • Come explore beautiful downtown Seattle with your fellow attendees						
	7:30 am-5:00 pm	Registration Is Open • Pioneer						
	7:30-9:00 am	Open Board Meeting • En	nerald 2					
	8:00–9 :00 am	Breakfast • Emerald 1 • "Begin the Conversation" where today's program topics will be explored						
	9:00–10:00 am	HDI - Platinum Sponsor	Jetstream: A cloud system enabling learning in higher education communities Jeremy Fischer Indiana University	Scratching the Surface of Windows Server 2016 and System Center Configuration Manager 2016  Naazer Ashraf  Lehigh University		The Student Levels Project Kelly Wainwright Steve McCurry Lewis & Clark College		
	10:00 am-4:00 pm	Visit with Exhibitors • Seattle Foyer						
	10:00–10:30 am	Networking Break • Seattle Foyer • Grab some snacks and some conversation						
A	10:30-11:45 am	General Session and Awards - Celebrate with SIGUCCS! • Seattle Ballrooms						
TUESDAY	12:00-1:00 pm	Lunch • Emerald 1 & 2 • Plated						
TUE	1:15–2:15 pm	Software 2 - Platinum Sponsor	Leveraging the 24x7 Operations Center to Extend Help Desk Service Hours William Stirling Terrie Schrudder University of Washington	You Know You Want to Read This - Communicating Effectively in Tech Support Rob Guissanie Bucknell University		Intentional Transparency - How to Develop One Service Catalog for All IT Services Beth Rugg UNC Charlotte		
	2:30-3:50 pm	Poster Session • Emerald 1	& 2 • Dessert is provided as	nd there will be a "Major Aw	ward" (Thanks Software2!)			
	4:00-5:00 pm		Management of Carrying PC Terminals and Initial- ization of User Directory by Shifts for Students Masayuki Mori Hideo Masuda Takayuki Nagai	Making a Help Desk Board Game Casey Babcock SUNY Geneseo		Lightning Talks #2  See page 13 for more information		

		SEATTLE 1	SEATTLE 2	SEATTLE 3	BELLTOWN	EMERALD 3	
	5:00-6:15 pm						
	7.00.000	discussions					
	7:30-8:30 pm	Awards Dessert Reception • Invitation Only					
	9:00 pm-12:00 am	Hospitality Suite • Belltown • Join us for games, conversation and lots of laughs!					
	6:30–7:30am	Morning Walk • Lobby • Come explore beautiful downtown Seattle with your fellow attendees					
	7:30 am-4:00 pm	Registration Is Open • Pioneer					
	8:00–9 :00 am	Breakfast • Emerald 1 • "Begin the Conversation" where today's program topics will be explored					
	9:00 –10:00am	Increasing security by focusing on the endpoints  Brandon Deleeuw Beth Rugg UNC Charlotte	Big IT projects and no staff - How UMD united the campus to get the job done  Amanda Johnson Brennan Atchison University of Minnesota Duluth	Ready, Set, GOOGLE!  Phedra Henninger  Muhlenberg College		Giving More Effective Feedback Ella Tschopik University of Wisconsin - Madison	
	10:00 am-4:00 pm	Visit with Exhibitors • Seattle Foyer					
	10:00–10:30 am	Networking Break • Seatt	le Foyer • Grab some snack	s and some conversation			
AY	10:30–11:30 am	Fostering Independence: Project Work for Student Techs  Kendra Strode Carleton College	Get Started at the Institution – The Collaboration and Technology to Deliver Web Resources to New Employees  William Bettermann Cristina Koorie Lehigh University	Monitoring Servers, With a Little Help from my Bots  Takashi Yamanoue Fukuyama University		You're Not the Boss of Me: How to Entice Reluctant Faculty to Use a New LMS Laurie Fox SUNY Geneseo	
ES	11:45 am–1:15 pm	Lunch on your own • Gr	rab a friend and grab some e	eats. See the registration desl	s for nearby restaurants		
WEDNESDAY	1:15-2:15 pm	Is Imaging Down?: Developing and Supporting a Large-Scale Laptop Checkout Program  Sean Griffin Alex Davis University of Wisconsin	Developing an Emerging Leaders Professional Development Program Patricia Schneider Deborah Whitten Arizona State University	Client-Driven Change Management: Migrating from In-House Zimbra to Microsoft 365 Juliana Perry Melissa Cresswell Bryn Mawr College		What's Your Story: Creating A Narrative for Training  Casey Davis Arizona State University	
	2:30-3:30 pm	Connecting students to life beyond the campus walls - How I developed a training program to prepare students for work at school and in the "real world"  Robert Fricke  Whitman College	Building Tomorrow's Workspace - Reimagining Application and Desktop Delivery Strategies Naazer Ashraf Lehigh University	Creativity in the Face of Adversity: Implementing Cybersecurity Improvements with a Mandate but No Budget Kristen Dietiker Menlo College		Lightning Talks #3  See page 13 for more information	
	3:30-4:00 pm	Networking Break • Seattle Foyer • Grab some snacks and some converstation					
	4:00-5:15 pm	Closing Plenary • Because I Said I Would • Amanda Messer • Seattle Ballrooms					
	5:15-6:15 pm	"Continuing the Conversation" Happy Hour • Seattle Foyer • Join the day's presenters for further conversation and in-depth discussions					
	7:30 pm - ?	Taste of Seattle • Join us in travelling to some of our fave stops in Seattle for a last night on the town! (see page 20 for more information, food and beverage costs not covered by registration)					
	9:00 pm-12:00 am	Hospitality Suite • Belltown • Join us for games, conversation and lots of laughs!					



### **POSTER PRESENTATIONS**

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

Calling Up IT Prospectus ANGEL WILLIAMS Tulane University

Clinical Video in the Cloud: Utilizing Panopto for Counselor Observation

MIRANDA CARNEY-MORRIS

Lewis & Clark College

Conquering Student Printing

**BRIAN YULKE** 

New York University School of Law

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

From eLearning to eScience: Building a Service-Oriented Architecture to Support Research

MARIUS POLITZE

RWTH Aachen University

Games: Facilitating Communication Training (and Fun) ERIC HANDLER

Macalester College

Improving University Computing Service through Onboarding and Continuous Training Programs

DEYU HU

Virginia Tech

New Educational ICT Environment with Cloud in

Kyushu University NAOMI FUJIMARA Kyushu University

Our Experience with Introducing Microsoft Office 365 in

Kyushu University

YOSHIAKI KASAHARA

Kyushu University

Producing Video Clips for Information Ethics and Security in

Higher Education

TAKEO TATSUMI AND TOMOHITO WADA

National Institutue of Fitness and Sports

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



### LIGHTNING TALKS

### Monday 4:00 - 5:00 pm Emerald 3

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

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

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

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

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

### Tuesday 4:00 - 5:00 pm Emerald 3

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

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

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

Off-Label User Acceptance Testing BECKY COWIN
Washington University

Nobody Learns Without Getting It Wrong R. KEVIN CHAPMAN Carleton College

### Wednesday 2:30 - 3:30 pm Emerald 3

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

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

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

3 times the evaluations, 3 times the fun! RAYLENE DUFRESNE The Catholic University of America

"A lightning talk is a very short presentation lasting only a few minutes, given at a conference. Several lightning talks will usually be delivered by different speakers in a single session, sometimes called a data blitz."

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

### THE PENNY CRANE AWARD FOR DISTINGUISHED SERVICE

The Penny Crane Award for Distinguished Service recognizes individuals who have made significant contributions to information technology in higher education and to SIGUCCS over a period of many years.

### **Dr. Timothy Foley**

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

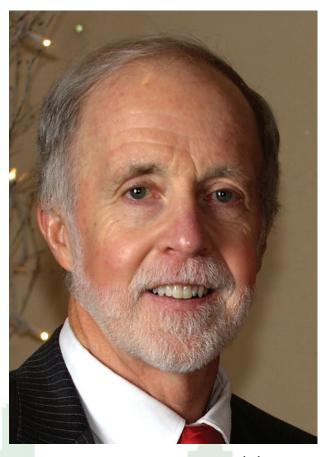
Comments from Tim and some highlights from his nomination:

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

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

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

"Lehigh attendees have made a significant contribution to SIGUCCS through their



presentations, interactions with their peers, and enthusiastic volunteer efforts, all of which are largely due to Tim's leadership and influence."

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

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

For fun Tim is actively involved in indoor/ outdoor rowing, cycling, and racquetball. He and his wife are also quite busy keeping up with their 18 grandchildren.

### 1

COMPUTING SERVICES PUBLIC/MOBILE WEBSITE

**BEST OF CATEGORY** 

**New York University** 

NYU Information Technology Brenda Perez, Kate Monahan, Jayson Miller, Keith Allison, Bridgette Austin, Jen Sloan

### 2

COMPUTING NEWSLETTER (PRINT OR ELECTRONIC)

**BEST OF CATEGORY** 

Southeast MO State University

Tech Talk Quarterly

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

AWARD OF EXCELLENCE

**New York University** 

Connect: Information Technology at NYU

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

### 3a

PRINTED HOW-TO GUIDES

**BEST OF CATEGORY** 

Texas A&M University

Texas A&M University: Welcome Home Brochure Lacey Baze, Karlie Gaenzle, Meghan Kincade, Maddy Richey, Julie Rogers

### 3b

**ELECTRONIC HOW-TO GUIDES** 

**BEST OF CATEGORY** 

**Indiana University** 

UITS IT Training – Creating Research Posters Online Course

Beth Nolen, Greg Hanek, Peter Ermey

### 4a

**INSTRUCTIONAL CLASSROOM MATERIALS** 

BEST OF CATEGORY

**Indiana University** 

UITS IT Training – Page Design and Layout Basics Carol Rhodes, Beth Nolen, Denise Brown

### 4b

**QUICK REFERENCE GUIDES** 

**BEST OF CATEGORY** 

Mercer University

AV Quick Reference Guide April Mills, Steve Ford, Denise Rogers

### 5a

GENERAL SERVICE PROMOTIONAL MATERIALS

**BEST OF CATEGORY** 

Texas A&M University

The State of Security Report 2016 Lacey Baze, Allison Oslund, Hailey Yamada

### 5b

GENERAL SERVICE CAMPAIGN MATERIALS

**BEST OF CATEGORY** 

Virginia Commonwealth University

Two is Better than One

Bridget Guckin, Genaldri Tjahjadi, Gary Garbett

### 6a

SHORT PROMOTIONAL VIDEO

**BEST OF CATEGORY** 

Texas A&M University

Aggies Map 100 Miles of Campus Fiber Video Lacey Baze, Julie Rogers, Hailey Yamada

### 6b

LONG PROMOTIONAL VIDEO

**BEST OF CATEGORY** 

**Indiana University** 

UITS IT Training – Security First Video Series: Use of Administrative Accounts

Alan Walsh, Robert De Roeck, Chris Payne, Andy Korty, Eric Cosens, Keith Danielson, Don Lorentz, Andrew Behringer, Jessica Samuel

### 7

**USE OF SOCIAL MEDIA** 

**BEST OF CATEGORY** 

**New York University** 

New York University Information Technology Facebook page and Twitter account Keith Allison, Bridgette Austin, Jayson Miller, Kate Monahan, Brenda Perez, Jen Sloan

### 8

STUDENT-CREATED MATERIALS

**BEST OF CATEGORY** 

Texas A&M University

Computer Lab Poster Campaign Lacey Baze, Jonathan Lee Gonzales, Bobby Bernshausen, Meghan Kincade, Karlie Gaenzle, Madeline Richey, Morgan Hampton

# O17 COMMUNICATION AWARD

### HALL OF FAME AWARD



### Melissa Bauer

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

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

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



### **Allan Chen**

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

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

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

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

They "very much appreciated the insights that Allan has shared with [those] attending SIGUCCS conferences on the meaning of being a young CIO. He has shared his journey so that others can learn and be inspired." "Allan is a SIGUCCS champion."

### HALL OF FAME AWARD

### **Beth Rugg**

Beth Rugg is currently the Assistant Vice Chancellor for Client Engagement at the University of North Carolina Charlotte. She began her IT career in 2001 working at Ithaca College as Student Employee and Computer Lab Coordinator. Prior to that she worked in the hospitality industry and in Student Affairs. She has a BS in Hotel Administration and is a certified Project Management Professional (PMP).

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

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

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



### **Kelly Wainwright**

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

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

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



### THANKS TO OUR EXHIBITORS

The 2017 SIGUCCS Conference is made possible largely due to the generous support of our exhibitors. On behalf of the conference, we would like to extend our sincere thanks for your support and presence, both of which enhance the entire conference experience.

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

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

The 2017 SIGUCCS Conference Exhibitor Team —

# NUM EXHIBITORS Software2









### CONGRATULATIONS TO THE 2017 SIGUCCS MENTORING PROGRAM PARTICIPANTS!

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

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

-2017 SIGUCCS Mentee



### JOIN THE CONVERSATION

The conversation continues long after the sessions are over and the conference ends. Connect with those you've met this week on social media and continue sharing the knowledge!



SIGUCCS Community Group facebook.com/groups/ siguccsfolks



Join the ACM SIGUCCS group on LinkedIn.



Join the conversation on Twitter @SIGUCCS #siguccs17

### Taste of Seattle

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

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



### MENTORING ADVISORY COMMITTEE!!

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

Thank you for volunteering your time!

"MENTORING IS NOT A CONVERSATION BUT AN INTENTIONAL AND COLLABORATIVE APPROACH TO GROWING TOGETHER."



# NOVEMBER MENTORING PROGRAM SIGN-UPS

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

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

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

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



Applications available

Nov. 1-30, 2017

Notifications sent in December

Program runs from January – October 2018

Must be a SIGUCCS Member – only \$25

Anyone can participate!

### **SIGUCCS**

Send questions to:

secretary@docs.siguccs.org

Apply at:

http://tinyurl.com/siguccsmentoring-application ORLANDO, FLORIDA

SIGUCCS

2018

REACH FOR THE STARS

OCTOBER 7-10, 2018
DISNEY CORONADO SPRINGS
RESORT

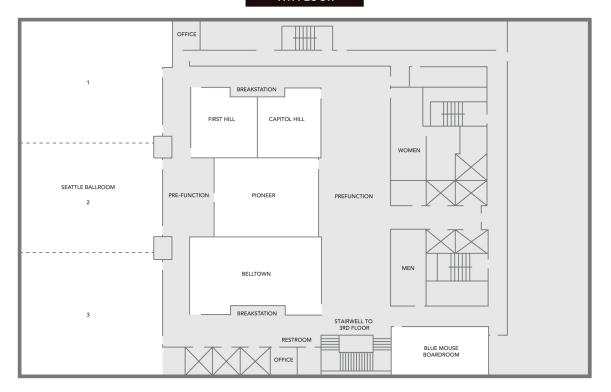


siguccs.org/Conference/2018





### 4TH FLOOR



### **3RD FLOOR**

