

SUNDAY, OCTOBER 13

7:30 a.m.—4:00 p.m.

EDUCAUSE Board of Directors Meeting

HYATT REGENCY MCCORMICK PLACE, CC20, LEVEL 2

Session Type: Meeting

Please note: This is an EDUCAUSE ancillary meeting, meaning it is offered by EDUCAUSE staff for the community, yet did not go through the process for curating educational content. For more information regarding this particular meeting, please contact the following EDUCAUSE staff directly:

Name: Nicole McWhirter

Email: nmcwhirter@educause.edu

Phone: 303-802-6730

12:00—2:30 p.m.

Registration Desk Open—sponsored by Jenzabar, Platinum Partner

W183A, LEVEL 1

Session Type: Service Desk

Your conference experience begins at the registration desk. All conference attendees (including exhibit hall staff) start at the registration kiosks. Check in, pick up your entry badge, and proceed to the information desk to get any questions answered, pick up your printed event “paper,” personalize your badge, and gather any other materials of interest.

12:00—7:00 p.m.

Satellite Registration Check-In—sponsored by Jenzabar, Platinum Partner

HYATT REGENCY MCCORMICK PLACE, LOBBY CONCOURSE

Session Type: Service Desk

EDUCAUSE is providing satellite check-in kiosks as a convenience for preregistered conference attendees. If you’ve already registered, you can scan your unique registration barcode at one of the kiosks to print your name badge. A printed event “paper” will be provided; you can pick up other conference materials at the information desk (W183a, Level 1, McCormick Place West).

Note: If you need to register or make changes to an existing registration, please go to the registration desk (W183a, Level 1, McCormick Place West).

2:00—5:30 p.m.

New IT Managers Program (separate registration is required)

W192C, LEVEL 1

Session Type: Meeting

Eric A. W. Behrens, Vice President for Library and Information Services, Widener University

Heather McCullough, Associate Director, Center for Teaching and Learning, University of North Carolina, Charlotte

Note: Separate registration and fee are required.

The New IT Managers Program focuses on providing first-time managers and those aspiring to management roles with the basic skills critical for managing and supervising projects, units, and people. The program provides a comprehensive view of the role of manager as well as specific skills development in several key management areas including interpersonal communication, time management, project management, and performance management. The program offers an invaluable opportunity to share information and experiences with peers and experienced IT practitioners in highly interactive sessions.

All sessions have been carefully designed for those just beginning to manage in a professional setting facilitated by a faculty of experienced IT leaders.

This program provides 11.5 hours of content and peer cohort networking for first-time managers and those aspiring to management roles and includes the following activities.

Sunday, October 13, 2:00 p.m.—5:30 p.m. (required half-day preconference workshop)

Monday, October 14, 8:00 a.m.—4:00 p.m. (required full-day preconference workshop)

Wednesday, October 16, 5:30 p.m.—6:30 p.m. (networking reception)

MONDAY, OCTOBER 14

7:00 a.m.–5:00 p.m.

Information

LOBBY, LEVEL 1

Session Type: Service Desk

Be informed! Pick up your complimentary event materials and ask your questions of the staff available to assist you. From navigating the venue to exploring the robust daily conference program to browsing posted jobs across the higher ed landscape to getting your housing or membership questions answered, we're here to help you.

Media Lounge

W476, Level 4

Session Type: Lounge

Media representatives attending EDUCAUSE 2019 have a quiet place this year to get away from the commotion of conference activities, charge devices, conduct interviews, and compose their stories. The room will not be formally scheduled, so we ask that you please use common courtesy in this shared space with your volume and time use of the area.

Registration Desk Open—sponsored by Jenzabar, Platinum Partner

W183A, LEVEL 1

Session Type: Service Desk

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Relax & Renew

RELAX AND RENEW, W375A, LEVEL 3

Session Type: Lounge

Take a break and reenergize your mind and body with complimentary relaxation activities.

Speaker Ready Room Open

W182, LEVEL 1

Session Type: Lounge

Presenters are encouraged to visit the Speaker Ready Room to test their equipment, prepare for their sessions, or make last-minute modifications.

Work & Chat

WORK AND CHAT, SKYLINE BALLROOM LOBBY, LEVEL 3

Session Type: Lounge

Find a quiet spot to work and reflect, meet with colleagues, or recharge your devices here.

7:30–11:30 a.m.

2020 Annual Conference Program Committee (by invitation only)

W175A, LEVEL 1

Session Type: Meeting

Please note: This is an EDUCAUSE ancillary meeting, meaning it is offered by EDUCAUSE staff for the community, yet did not go through the process for curating educational content. For more information regarding this particular meeting, please contact the following EDUCAUSE staff directly:

Name: Sean Kennedy

Email: skennedy@educause.edu

Phone: 720.406.6760

8:00–11:30 a.m.

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Advancing to the Cloud with Amazon Web Services (separate registration is required)

W183C, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Brian Beach, Solutions Architect, Amazon Web Services

Sarah J. Christen, Director of IT Infrastructure, Cornell University

Ryan Frazier, Director, System Engineering & Operations, Harvard Business School

Sharif Nijim, Assistant Teaching Professor, IT, Analytics, and Operations, University of Notre Dame

Building a Business Process Improvement Program at Your Institution (separate registration is required)

W184A, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Angela Chauncey, Associate Director, Kansas State University

Betsy Draper, Associate Vice Provost for IT, Kansas State University

This hands-on session will include guided discussions, examples, and exercises to learn and practice business process improvement tools and techniques, as well as how to develop and/or grow your institution's BPI program. A background in Lean Six Sigma and/or project management is helpful, but not required.

Outcomes: Learn fundamental BPI tools and techniques • Select tools to match deliverables and outcomes • Select the best BPI approach • Develop an action plan to begin or grow your BPI program

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Down the Rabbit Holes: Teaching and Learning Extended Reality Technologies (separate registration is required)

W187C, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Douglas Higgins, Instructional Designer, Hamilton College

Benjamin Salzman, Instructional Designer, Hamilton College

Nhora Lucia Serrano, Associate Director for Digital Learning & Research, Hamilton College

In a literature course, XR technologies revolutionized how Hamilton College students learned about fictional dreamscapes. You'll experience a hands-on introduction to Unity, try several XR experiences, engage in discussions about best practices of XR in higher education, and explore XR's pedagogical and technical potentials.

Outcomes: Explore the pedagogical and technical issues of XR technologies in the context of teaching and learning • Develop a list of best practices for the development of XR experiences in teaching and learning • Collaborate to outline a concept for an original XR experience that can be shared among institutions

LEADING AND PARTNERING ACROSS THE INSTITUTION

Creating a Digitally Accessible Campus: The Illinois Experience (separate registration is required)

W185D, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Lawrence Angrave, Teaching Professor, University of Illinois at Urbana-Champaign

Jon Gunderson, Coordinator Accessible IT Group, University of Illinois at Urbana-Champaign

Tim Offenstein, Campus Accessibility Liaison, University of Illinois at Urbana-Champaign

Marc Thompson, Assistant Director of Teaching & Learning Experiences, University of Illinois at Urbana-Champaign

This session is designed to help you identify next steps to take on your path to creating a more digitally accessible campus. We'll present the 20-year history of Illinois on its path to digital accessibility as a catalyst for institutions to identify their accessibility needs and priorities.

Outcomes: Identify policy needs, key stakeholders, and educational channels for developing a campus-wide accessibility policy • Understand relevant laws and standards for accessibility • Evaluate existing training efforts and practices for incorporating accessibility in online course design and delivery

Cultivating IT Communication Strategies That Engage and Inform (separate registration is required)

W187A, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Carla Herling, IT Communications Manager, Drake University

Stan North Martin, Senior Director, OIT Outreach, Communications & Consulting, North Carolina State University

Gregory Stauffer, Senior PR & Communication Professional, University of Colorado Boulder

Stephanie Stewart, Communications Officer, Simon Fraser University

This hands-on workshop, led by a group of experienced IT communication professionals, will show you how to use tried-and-true communication tactics, tools, and strategies to create communication plans that increase engagement, demonstrate value, and build partnerships.

Outcomes: Be able to communicate the value of IT to your campus community and engage in and develop partnerships • Create and be prepared to execute a communication plan • Turn your IT communications from reactive to proactive, regardless of your role within the organization

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Enrich Yourself and Your Career, Nourish Others, Repeat (separate registration is required)

W185BC, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Deborah Keyek-Franssen, Associate Vice President for Digital Education and Engagement, University of Colorado System

Beth Schaefer, Chief Operating Officer, University of Wisconsin-Milwaukee

Interactive learning design provided by Steelcase Education, Gold Partner

A rich and fulfilling career requires curiosity, eagerness, intention, self-care, and paying it forward. Create and evaluate your professional development plan using a set of strategies that can enrich your career, nourish your life, and encourage you to provide a rich environment for your team to succeed as well.

Outcomes: Discover resources and structure for a PD plan • Identify communities that will contribute to professional growth and support • Explore ways to expand and maintain professional networks • Describe and evaluate practices for supporting the professional development of others • Articulate concrete steps and commitments for long-term maintenance of PD practices

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

Balancing Privacy and Risk with Intelligence-Led Cybersecurity Strategies (separate registration is required)

W178A, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Monte Ratzlaff, Director, Cyber-Risk Program, University of California, Office of the President

Christian Schreiber, Global Cybersecurity Specialist, FireEye Inc.

Many cybersecurity vendors talk about threat intelligence. What exactly is cyberthreat intelligence? And how does it fit into an academic setting where balancing privacy and the open exchange of information are paramount? Learn about these topics and how to incorporate cyberthreat intelligence into your IT and security strategies.

Outcomes: Explore the inherent conflict and overlap between security and privacy domains • Learn about key cyberthreat intelligence concepts • Identify methods of incorporating threat intelligence into your cybersecurity and IT operations strategies while balancing privacy and security goals

SUPPORTING THE INSTITUTION

Create, Collaborate, and Transform Learning Spaces Hands On with FLEXspace (separate registration is required)

W178B, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

John Augeri, Paris Digital University, CSIESR**Kyle Bowen, Director, Teaching and Learning with Technology, The Pennsylvania State University****Rebecca V. Frazee, Faculty, San Diego State University****Lisa Andrae Stephens, Assistant Dean, UB School of Engineering, and Senior Strategist, SUNY Academic Innovation, University at Buffalo–SUNY**

FLEXspace 2.0 creates campus ROI through peer support of learning space projects. This workshop will include hands-on case examples with new features including thematic galleries of spaces, toolkit resources for research, idea boards for planning and collaboration, and an exercise to return home with an effective learning space plan.

Outcomes: Gain an understanding of efficiencies realized through the growing global FLEXspace community • Learn to use new features of the interactive portal with hands-on guided navigation • Engage in a fun exercise that documents a learning space plan to take back to campus

Developing IT Professional Staff to Keep the Leadership Pipeline Flowing (separate registration is required)

W184BC, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Michael Cato, Senior Vice President and Chief Information Officer, Bowdoin College**Debra Howell, Director of IT Operations, Cornell University****Melissa Woo, Senior Vice President for IT & Enterprise CIO, Stony Brook University**

We invite you to join us in a shared learning experience during which we will focus on usable approaches to staff development to keep the leadership pipeline flowing. We'll touch on topics such as delivering feedback, developing a talent management plan, and the benefits of diverse and inclusive workplace environments.

Outcomes: Learn how to use feedback as a coaching and mentoring tool • Learn how to develop a talent management plan for your organization, identifying high-potential employees • Understand the strategic benefits of diverse and inclusive teams, including multigenerational teams

8:00 a.m.–4:00 p.m.

Senior Directors Seminar (separate registration is required)

W192B, LEVEL 1

Session Type: Meeting

Damian Doyle, Assistant Vice President of Enterprise Infrastructure, University of Maryland, Baltimore County

Note: Separate registration and fee are required.

The Senior Directors Seminar is a professional development program for those serving in higher education IT as senior directors or those actively seeking senior director roles within the next year and who are attending the EDUCAUSE Annual Conference. Programming provides over eight hours of training, peer networking, and mentoring offered by highly experienced leaders.

Schedule:

Monday, October 14 | 8:00–4:00 p.m. (required full-day preconference workshop)

Tuesday, October 15 | 11:45–1:15 p.m. (seminar lunch)

Wednesday, October 16 | 6:00–7:30 p.m. (networking reception)

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING**A Thousand Words and a Picture: Telling Your Story with Data (separate registration is required)**

W190B, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Cara Giacomini, Director of Advancement Analytics, University of Washington**Kirk Kelly, Chief Information Officer, Portland State University****Juliana Kutch, Project Coordinator, Portland State University****Leah Lang, Director of Analytics Services, EDUCAUSE**

A picture is worth a thousand words, but developing a data picture worth a thousand words involves careful thought and planning.

Learn how to develop a data story with engaging visuals and a powerful message.

Outcomes: Develop a story that elicits a specific outcome • Identify and effectively use data elements to support a compelling story • Create your own infographic based on effective visualization principles • Tell your story in a clear and effective way

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT**Communications Infrastructure in a Cloudy World: Second Annual Update (separate registration is required)**

W190A, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Eric J. Alborn, Assistant Director, Network Services and Manager, Network Applications, University of Wisconsin–Madison**Ryan Bass, Associate CIO, Technology Infrastructure, Portland State University****JoDe Beitler, Senior IT Manager, University of Pennsylvania****Arthur Brant, Director, Enterprise Infrastructure, Abilene Christian University****Eric E. Breese, Associate CIO, Illinois Institute of Technology****Bryce Bregen, VP of Sales and Marketing, Connectivity Wireless Solutions****Adrienne Esposito, Director, Rutgers, The State University of New Jersey****Andrew Gallo, Principal IT Architect, The George Washington University****Scott Himes, Director, IT Network Operations, Biola University****Mark Katsourous, Director, Voice & Video, The Pennsylvania State University****Deborah McDaniel, Associate Director, IT, Rutgers, The State University of New Jersey****Edward Rae Rogers, Director–Engineering & Construction (ComTech), North Carolina State University****Neil Schroeder, Senior Director of Digital Infrastructure and User Services, University of the Incarnate Word****Geoffrey Tritsch, Vice President, Vantage Technology Consulting Group**

Jon Young, Associate Vice President, Vantage Technology Consulting Group

The world of communications technology has been experiencing rapid change for decades, with telephony exploding into networking and network-based services. The pace of change continues to accelerate. This interactive workshop will explore how network, communication, and collaboration systems and devices are evolving and project campus infrastructure implications.

Outcomes: Better understand the present state of these converging (and sometimes colliding) communication technologies, from various ecosystems to specific networking and communication modalities • Learn how such tools are enhancing, or have the potential to enhance, collaboration around teaching, research, and global problem solving

LEADING AND PARTNERING ACROSS THE INSTITUTION**Developing IT Governance and Portfolio Management Processes to Govern Projects (separate registration is required)**

W180, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Kelly Block, Associate Vice President for Administrative IT Services, University of Illinois Central Administration**Cynthia Cobb, Director, Portfolio and Process Management, University of Illinois at Urbana-Champaign****Michael Hites, Chief Information Officer, Southern Methodist University****Teena Newman, Director of PMO, Southern Methodist University****Sarah M Sage, IT Project Manager, Southern Methodist University**

Join this workshop focusing on the human and technical aspects, considerations, and barriers when implementing an IT governance process. Learn how to design a strategic governance process to fit your organization and to develop the processes and tools for portfolio and project management to support governance and successful project execution.

Outcomes: Understand the considerations, options, and barriers regarding implementing IT governance • Design IT governance to fit your organization • Understand the design and implementation of portfolio and project management

Fostering Meaningful Communication and Collaboration Between Individuals, Teams, and Organizations (separate registration is required)

W187B, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Stacy Boyles, IT Program Manager, University of Georgia**Jonathan B. Hardy, IT Director, University of Georgia**

You have a certain way you like to do things. Guess what? So does everyone else! You'll develop an increased awareness of the impact your behavior has on others, enabling you to cultivate more meaningful partnerships, improve communications, and modify your behavior to better work with and understand others.

Outcomes: Cultivate more meaningful communications and partnerships across the organization • Modify your behavior (intentionally and situationally) in order to better work with and understand others • Understand the difference between your intent and its impact, as well as how stress/tension can influence situations

Leveraging a Research IT Maturity Model for Strategic Decision-Making (separate registration is required)

W193, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Dana Brunson, Executive Director, Research Engagement, Internet2**Gail Krovitz, Community Engagement Manager, Internet2****Claire Mizumoto, Director, Research IT Services, University of California San Diego****Patrick Schmitz, Associate Director, Research IT, and Director, Berkeley Research Computing, University of California, Berkeley**

We present a new Maturity Model for Research IT (computing, data, and related infrastructure and services) for use by IT practitioners, researchers, and campus leadership. Participants will apply and evaluate the model for their institutions, provide feedback to improve the model, and discuss its use for strategic decision-making.

Outcomes: Explore the framework and principles of the maturity model and how it should be used • Learn how to apply the framework at your institution and understand its use for strategic decision-making • Provide feedback to improve the model

MAKING AN IMPACT WITH INNOVATIVE IDEAS**Subversive to Sanctioned: A Workshop to Promote Innovative Campus Cultures (separate registration is required)**

W184D, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Karen Harpp, Professor of Geology, Colgate University**Ahmad Khazae, Director of Engagement and Support, Colgate University****Peter Tschirhart, Associate Dean, Honors College, Texas State University**

Are you frustrated by a stagnant mindset on your campus? Are you convinced your innovative ideas will improve your institution, but unsure about next steps? Through dynamic, interactive human-centered design exercises, we'll help you develop and articulate a compelling proposal and kick-start a boldly innovative culture at your institution.

Outcomes: Use human-centered design to address a complex problem and develop innovative mindsets • Experience the value of failure within the creative process • Develop a personal network to support future idea generation and problem solving • Generate and refine an idea that can be implemented on your campus

NAVIGATING CHANGE**Itana | New2EA: Re/Launching Your Enterprise Architecture Practice (separate registration is required)**

W179A, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Christopher Eagle, IT Strategist and Enterprise Architect, University of Michigan–Ann Arbor**Louis E. King, Enterprise Architect, Yale University****Jacob A. Morris, Enterprise Business Architect, University of Washington**

Join us to compare EA practice re/launch approaches with peers, both new2EA and experienced. You'll be guided in developing an initial scope and learn about tools and methods to mature your practice in light of key success attributes. Network with peers and leave with a roadmap to re/launch your EA practice.

Outcomes: Apply Itana scoping methods to your EA practice re/launch • Apply lessons learned from other institutions to your own practice • Learn essential methods to re/launch and mature your practice • Develop an action plan to advance your practice • Build your personal professional network with other practitioners

New IT Managers Program (separate registration is required)

W192C, LEVEL 1

Session Type: Meeting

Eric A. W. Behrens, Vice President for Library and Information Services, Widener University

Heather McCullough, Associate Director, Center for Teaching and Learning, University of North Carolina, Charlotte

Note: Separate registration and fee are required.

The New IT Managers Program focuses on providing first-time managers and those aspiring to management roles with the basic skills critical for managing and supervising projects, units, and people. The program provides a comprehensive view of the role of manager as well as specific skills development in several key management areas including interpersonal communication, time management, project management, and performance management. The program offers an invaluable opportunity to share information and experiences with peers and experienced IT practitioners in highly interactive sessions.

All sessions have been carefully designed for those just beginning to manage in a professional setting facilitated by a faculty of experienced IT leaders.

This program provides 11.5 hours of content and peer cohort networking for first-time managers and those aspiring to management roles and includes the following activities.

Sunday, October 13, 2:00 p.m.–5:30 p.m. (required half-day preconference workshop)

Monday, October 14, 8:00 a.m.–4:00 p.m. (required full-day preconference workshop)

Wednesday, October 16, 5:30 p.m.–6:30 p.m. (networking reception)

9:00 a.m.–7:00 p.m.

Satellite Registration Check-In—sponsored by Jenzabar, Platinum Partner

HILTON CHICAGO, LOBBY

Session Type: Service Desk

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9:30–10:00 a.m.

Workshop Break

FOYERS, LEVEL 1

Session Type: Break

Engage with colleagues, reflect on what you've learned, and refresh with a beverage—make the most of the opportunities that surround you!

10:00–10:50 a.m.

Nominations Committee Meeting (committee members only)

W195, LEVEL 1

Session Type: Meeting

Please note: This is an EDUCAUSE ancillary meeting, meaning it is offered by EDUCAUSE staff for the community, yet did not go through the process for curating educational content. For more information regarding this particular meeting, please contact the following EDUCAUSE staff directly:

Name: Karen Mateer

Email: kmateer@educause.edu

Phone: 401-474-2144

11:30 a.m.–12:30 p.m.

Workshop Lunch

W375B, LEVEL 3

Session Type: Break

For those presenters and attendees who are either registered for a full-day workshop or both a morning and an afternoon workshop, don't worry...lunch is covered. Enjoy! (Lunch tickets will be issued accordingly.)

12:00–5:00 p.m.

CIO Lounge—sponsored by AccelerEd

W181, LEVEL 1

Session Type: Lounge

Higher education CIOs are invited to relax and meet with friends and colleagues in this community space, which provides light refreshments and a quiet, comfortable spot to charge devices, check e-mail, and watch live streams of the general session presentations.

12:30–4:00 p.m.

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Strategic Insights Into Immersive Learning: How XR Shapes the Future (separate registration is required)

W185BC, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Emory Craig, Director of eLearning, College of New Rochelle

Maya Georgieva, Director, Digital Learning/XReality Center, The New School

Interactive learning design provided by Steelcase Education, Gold Partner

This workshop will help you lead your institution into the new era of immersive technologies, as we move from experimental projects to widespread implementation. We will follow a Research-Vision-Strategy framework that offers insights into the latest immersive learning developments, strategic planning, and organizational roadmapping to ignite innovation on your campus.

Outcomes: Gain insights about the XR learning landscape and immersive learning developments • Lead organizational roadmapping, redefine space requirements, and engage stakeholders within the context of emerging technologies and the convergence of XR and AI • Identify strategies and use cases for the implementation of XR in the learning environment

LEADING AND PARTNERING ACROSS THE INSTITUTION

What's the Problem? Drilling to Root Causes and Refining Requirements (separate registration is required)

W184A, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Steve Athanas, Associate CIO, System Architecture, University of Massachusetts Lowell

Irene P Mauch, Business Improvement Facilitator, University of Massachusetts Central Office

This session is like a HIIT workout: effective for any level, fast-paced, invigorating/fun and great residual effects! Learn & practice at least half a dozen LEAN Six Sigma based techniques to: 1) conduct root cause analysis that frame effective problem statements 2) structure requirements statements and 3) define customer needs.

Outcomes: Identify several root cause techniques and create objective problem statements • Learn how to create requirement statements as foundations for deliverables (templates provided) • Define end users' needs and expectations

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Jump-Starting Your Institution's Badging Initiative (separate registration is required)

W183B, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Tara Baumgarten, Instructional Designer, Education Design Lab

Don Fraser, Jr., Education Designer, Director of 21st Century Skills Badging, Education Design Lab

Claire Sullivan, Associate Professor, University of Maine

Badges help students develop essential workplace skills and capture learning beyond the traditional transcript. In this session, experienced badging program leaders will help participants imagine and design how to leverage smaller and more nimble units of learning that cut across degrees and access more types of students at their institution.

Outcomes: Understand the value proposition of digital badges • Evaluate various approaches to implementing digital badges, including visualizing and articulating the student experience • Develop and sharpen strategies and plan for scale

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

Strategies for Streamlining Security Assessments Using the HECVAT (separate registration is required)

W184BC, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Joshua Callahan, Information Security Officer and CTO, Humboldt State University

Susan Coleman, Peer Assessment Program Manager/Lead Security Analyst, Indiana University Bloomington

Charles Escue, Extended Information Security Manager, Indiana University

Brian Kelly, Director of the Cybersecurity Program, EDUCAUSE

Nick Lewis, Program Manager, Security and Identity, Internet2

Campus IT environments are rapidly changing, and the speed of cloud service adoption is increasing. How are campuses managing the risk posed by these services? This workshop will focus on how information security teams can work with campus stakeholders to manage and assess risks surrounding the use of cloud services.

Outcomes: Explore best practices for managing vendor risk • Learn what the HECVAT is and how it can save time in assessing the security of cloud services • Discover how institutions are using the HECVAT to improve their vendor assessments and procurement processes

NAVIGATING CHANGE

Creating a Learning Space Strategic Plan (separate registration is required)

W178A, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Chris Alcock, Director, Six Ideas

Shirley Dugdale, Principal, Dugdale Strategy LLC

Adam B.A. Finkelstein, Associate Director, Learning Environments (Physical and Digital), McGill University

A learning space strategic plan (LSSP) links space planning to an institution's vision for learning. This workshop will share case studies of exemplary processes from different institutions and guidelines for planning as a tool for change. You'll discuss with colleagues ways to guide strategic learning space planning on your campus.

Outcomes: Explore elements of a LSSP and discuss the opportunities (and challenges) that it can provide • Explore case studies where institutional goals and desire for pedagogy change drove the space planning process • Develop a roadmap to apply these guidelines in your institutional context

The Only Constant Is Change: Strategies for Successful Leadership (separate registration is required)

W187C, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Andrew Roderick, Director of Technology Services, San Francisco State University**Jen Schwedler, Associate Chief Information Officer, California State University, Sacramento**

Join two integrative IT leaders from one of the largest and most diverse public University systems in the country as they share their experiences and strategies for navigating both technical and people change to provide excellent service delivery in an evolving environment.

Outcomes: Identify change management framework and strategies that support leading organizational change management • Evaluate a framework and related strategies that could be applied in practice to a project, initiative, or process • Synthesize information and develop a preliminary change management brief to present organizational leadership

Positioning IT to Lead Strategic Change (separate registration is required)

W178B, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Thomas Andriola, Vice President and CIO, University of California, Office of the President

Today's higher education environment has become a dynamic place of change. Savvy IT leaders use the opportunity to reposition IT to play a more strategic role in supporting, enhancing, and leading their institutions, thinking broadly about developing levers of change and expanding their sphere of influence across the campus community.

Outcomes: Get strategies for how to reposition IT to play an enhanced strategic role • Get frameworks for expanding the levers of change to drive the right conversations • Get useful examples of how to build a leadership culture and activist community

SUPPORTING THE INSTITUTION**Team Building for Improved Productivity and Innovation (separate registration is required)**

W187A, LEVEL 1

Session Type: Additional Fee Program | Delivery Format: Preconference Workshop

Christina Maimone, Research Data Services Lead, Research Computing Services, Northwestern University**Jackie Milhans, Manager, Research Computing and Data Support Services, Northwestern University****Becky Nelson, Student Support for Online and Hybrid Courses, University of Minnesota–Duluth**

Productivity, innovation, and results can be greatly improved through team building. In this workshop, you'll learn methods to work with direct reports and peers to build trusting relationships, encourage staff to raise risks and share new ideas, develop communication skills, give appropriate recognition, and encourage dialogue among team members.

Outcomes: Learn how to set expectations for an inclusive and respectful team culture • Develop your own communication skills • Analyze strategies to improve collaboration and contribution across the team

1:00–4:00 p.m.

Coalition of Higher Education IT Associations (CHEITA) Meeting (by invitation only)

W175C, LEVEL 1

Session Type: Meeting

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Name: Karen Mateer

Email: kmateer@educause.edu

Phone: 401-474-2144

2:00–2:30 p.m.

Workshop Break

FOYERS, LEVEL 1

Session Type: Break

Engage with colleagues, reflect on what you've learned, and refresh with a beverage—make the most of the opportunities that surround you!

2:00–5:00 p.m.

RUCC Meeting (members only)

W192A, LEVEL 1

Session Type: Meeting

Please note: This is an ancillary meeting, meaning the organization was approved to host the meeting for the EDUCAUSE community, yet did not go through the process for curating educational content. The content of this meeting is the sole responsibility of the host organization. For more information regarding this particular meeting, please contact the following person directly:

Host Organization: Research University CIO Conclave (RUCC)

Name: Scott Midkiff

Email: midkiff@vt.edu

Phone: 540-231-4227

3:00–3:50 p.m.

Enterprise IT Program Advisory Committee (by invitation only)

W175B, LEVEL 1

Session Type: Meeting

Please note: This is an EDUCAUSE ancillary meeting, meaning it is offered by EDUCAUSE staff for the community, yet did not go through the process for curating educational content. For more information regarding this particular meeting, please contact the following EDUCAUSE staff directly:

Name: Betsy Reinitz
Email: breinitz@educause.edu
Phone: 202-331-5348

3:00–5:00 p.m.

IT Procurement and Supplier Management (ITPSM) Community Group Session (open to all)

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Margaret H. Knox, Executive Director, University of Texas System

Thomas Trappler, Associate Director, IT Strategic Sourcing, University of California, Office of the President

Join us to discuss, collaborate, and learn about the challenges and opportunities associated with higher education sourcing and purchasing and the ongoing supplier management related to IT goods and services in all of its continually evolving categories (software, SaaS, cloud computing, hardware, services, etc.).

7:00–9:00 p.m.

EDUCAUSE Recognition Reception (by invitation only)—sponsored by Deloitte, Silver Partner

BUDDY GUY'S LEGENDS

Session Type: Meeting

Please note: This is an EDUCAUSE ancillary meeting, meaning it is offered by EDUCAUSE staff for the community, yet did not go through the process for curating educational content. For more information regarding this particular meeting, please contact the following EDUCAUSE staff directly:

Name: Susan Grajek
Email: sgrajek@educause.edu
Phone: (203) 314-6331

TUESDAY, OCTOBER 15

7:00–8:00 a.m.

Midwestern Higher Education Compact Networking Breakfast

HYATT REGENCY MCCORMICK PLACE, CC10B, LEVEL 1

Session Type: Meeting

Please note: This is an ancillary meeting, meaning the organization was approved to host the meeting for the EDUCAUSE community, yet did not go through the process for curating educational content. The content of this meeting is the sole responsibility of the host organization. For more information regarding this particular meeting, please contact the following person directly:

Host Organization: Midwestern Higher Education Compact

Name: Nathan Sorensen

Email: Nathans@mhec.org

Phone: 612-677-2767

Start your EDUCAUSE conference with a nutritious breakfast while networking with your peers. Learn about the technology initiatives the Midwestern Higher Education Compact (MHEC) is pursuing, examples of how institutions are leveraging the solutions, and provide feedback on how MHEC can make an impact regionally. MHEC is one of four regional compacts in the United States. The 12 Midwestern states that have enacted legislation to become members of the compact include Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin. Registration requested at <http://www.mhec.org/events>.

7:00–8:30 a.m.

Braindate—in partnership with Ellucian, Platinum Partner

BRAINDATE LOUNGE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Braindates are about sharing knowledge. They are one-on-one or group conversations that you book with other participants while you're at the 2019 EDUCAUSE Annual Conference.

7:00 a.m.–12:00 p.m.

Satellite Registration Check-In—sponsored by Jenzabar, Platinum Partner

HILTON CHICAGO, LOBBY

Session Type: Service Desk

EDUCAUSE is providing satellite check-in kiosks as a convenience for preregistered conference attendees. If you've already registered, you can scan your unique registration barcode at one of the kiosks to print your name badge. A printed event "paper" will be provided; you can pick up other conference materials at the information desk (W183a, Level 1, McCormick Place West).

Note: If you need to register or make changes to an existing registration, please go to the registration desk (W183a, Level 1, McCormick Place West).

7:00 a.m.–5:30 p.m.

CIO Lounge—sponsored by AccelerEd

W181, LEVEL 1

Session Type: Lounge

Higher education CIOs are invited to relax and meet with friends and colleagues in this community space, which provides light refreshments and a quiet, comfortable spot to charge devices, check e-mail, and watch live streams of the general session presentations.

Information

LOBBY, LEVEL 1

Session Type: Service Desk

Be informed! Pick up your complimentary event materials and ask your questions of the staff available to assist you. From navigating the venue to exploring the robust daily conference program to browsing posted jobs across the higher ed landscape to getting your housing or membership questions answered, we're here to help you.

Media Lounge

W476, Level 4

Session Type: Lounge

Media representatives attending EDUCAUSE 2019 have a quiet place this year to get away from the commotion of conference activities, charge devices, conduct interviews, and compose their stories. The room will not be formally scheduled, so we ask that you please use common courtesy in this shared space with your volume and time use of the area.

Registration Desk Open—sponsored by Jenzabar, Platinum Partner

W183A, LEVEL 1

Session Type: Service Desk

Your conference experience begins at the registration desk. All conference attendees (including exhibit hall staff) start at the registration kiosks. Check in, pick up your entry badge, and proceed to the information desk to get any questions answered, pick up your printed event "paper," personalize your badge, and gather any other materials of interest.

Speaker Ready Room Open

W182, LEVEL 1

Session Type: Lounge

Presenters are encouraged to visit the Speaker Ready Room to test their equipment, prepare for their sessions, or make last-minute modifications.

7:00 a.m.–6:30 p.m.

Braindate Lounge—in partnership with Ellucian, Platinum Partner

BRAINDATE LOUNGE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Braindates are about sharing knowledge. They are one-on-one or group conversations that you book with other participants while you're at the 2019 EDUCAUSE Annual Conference.

Relax & Renew

RELAX AND RENEW, W375A, LEVEL 3

Session Type: Lounge

Take a break and reenergize your mind and body with complimentary relaxation activities.

Work & Chat

WORK AND CHAT, SKYLINE BALLROOM LOBBY, LEVEL 3

Session Type: Lounge

Find a quiet spot to work and reflect, meet with colleagues, or recharge your devices here.

8:00–8:30 a.m.

Morning Refreshments—sponsored by Carahsoft Technology Corp

SKYLINE BALLROOM LOBBY, LEVEL 3

Session Type: Break

Start your morning right—plan your day and compare strategies with colleagues for how to get the most from the professional development and networking opportunities present. Coffee and tea will be available during this time.

8:30–9:45 a.m.

Where Good Ideas Come From—sponsored by CDW-G, Gold Partner

SKYLINE BALLROOM, W375C-E, LEVEL 3

Session Type: General Session | Delivery Format: General Session

Steven Johnson, Best-Selling Author and PBS Host

Building on his best-selling work on the history of innovation, author and PBS host Steven Johnson will share his insights on the environments, practices, and platforms that best support new ideas and creativity, and provide a glimpse of the coming tech revolutions that will transform tomorrow's educational landscape.

9:45–10:30 a.m.

Meet and Mingle | Quick Stop Q&A: Answers to Your Conference Questions

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Need help navigating the program? Want some tips on how to meet peers in your field while you're here? Swing by to get your questions answered. EDUCAUSE staff and program committee members will be available to help you find what you're looking for.

9:45–10:45 a.m.

Refreshment Break in the Exhibit Hall

GRAB AND GO, HALLS F1, F2, LEVEL 3

Session Type: Break

Take time to refuel and connect while you explore the exhibit hall. Engage with companies providing the latest advances in technology and reenergize with snacks and beverages to maximize your conference experience!

9:45 a.m.–6:30 p.m.

Exhibit Hall Open

HALLS F1, F2, LEVEL 3

Session Type: Exhibit Hall

Visit the exhibit hall to explore over 275 technology providers showcasing the latest campus technology solutions. While there, you can also:

- Learn about new and emerging innovations and solutions from start-up companies in Start-Up Alley
- Watch a select number of start-up companies deliver business pitches to a diversified panel of judges during the Under the Ed Radar Pitch Competition in the Learning Theater
- Learn from your peers about what's happening at their universities via over 75 poster sessions during lunch
- Experience what esports is all about and learn best practices for a successful campus esports program by visiting the Dell Technologies Esports Experience: Changing the Game
- Interact with EDUCAUSE data points that have been gathered and processed by a dedicated team of research professionals at the EDUCAUSE Research Data Center—here you'll see your community responses come to life, benchmark how your institution may be doing against others, and see what's trending in our field

- Enjoy refreshment breaks, lunch, and the Networking Reception

To find industry providers targeted to your needs, browse the directory (by company or products and services) through our mobile app.

Photo Station

Session Type: Lounge

Visit the photo station to get your professional headshot taken or have some fun posing in front of a background of your choice. Remember to share your photos on social media with #EDU19.

10:45–11:30 a.m.

Student Success Analytics (SSA) Community Group Session (open to all)

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Linda D. Feng, Software Architect, Unicon, Inc.

Lou Harrison, Director of Educational Technology Services, North Carolina State University

Interactive learning design provided by Steelcase Education, Gold Partner

Come hear about the progress our group has made this year on our five domains: engagement and communication, promotion, resource hub, webinar, and outreach. Also come share your ideas for how the CG can serve you better!

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

Leveraging Data-Driven Decision-Making to Drive Student Success, Retention, and Accessibility Initiatives

W196B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Brian Bourgon, Director, Enterprise Applications, College of Southern Nevada

Eric Kunnen, Associate Director of eLearning and Emerging Technologies, Grand Valley State University

Virginia W. Lacefield, Enterprise Architect, University of Kentucky

John Scott, Researcher & Instructor, University of California, Berkeley

Learn from four institutions that are using data-driven decision-making to streamline data collection, support student success and retention initiatives, scale accessibility, and increase campus-wide collaboration.

Outcomes: Gain insight from an unprecedented data set around content accessibility and UDL in the LMS • Complete an “Accessibility Strategizer” as a first step to catalyze a culture shift toward inclusion • Learn strategies in using data integration to support student success and retention initiatives • Discover ways to use student data not just for institutional reporting or service improvement but also to benefit individual students and increase campus collaboration

Unlocking Data’s Value: How Analytics Transform Information into Insight

W178B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Todd Britton, Chief Information Officer, University of La Verne

Henry Edward DeVries, A, Management Consultant, Ellucian

From course section distribution to instructional load assignment, advanced analytics are unlocking data’s power to drive smart decisions and make a positive impact on educational outcomes. In this session, learn how to build an analytics program, get best practices in data governance, and more.

Outcomes: Learn how the University of La Verne implemented an analytics program that won the buy-in of campus constituents • Learn the value of enterprise approaches that transform data from departmental property to institutional asset • Learn to maintain a “security first” mindset as campus constituents leverage data in new ways

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Customer-Centric Infrastructure

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Sarah J. Christen, Director of IT Infrastructure, Cornell University

Bill Wroblewski, Associate Vice President, Infrastructure, The Pennsylvania State University

Transformative change is coming to technology organizations, and it isn’t DevOps or cloud computing. Technical organizations are being reimaged through the eyes of their customers using a “customer first, customer last” mindset. Learn how leaders of two organizations are transforming their organizations’ cultures and services to create customer-centric infrastructure.

Outcomes: Be challenged to rethink your own organizational priorities • See how other universities are changing their organizational culture • Hear practical ideas on how to shift organizational culture

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Harnessing the Power of Podcasting

W185A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Meredith Critchfield, Professor, Grand Canyon University

Emily Elisa Pottinger, Faculty Chair/Assistant Professor, Grand Canyon University

Podcasting is not a new technology; however, there is ample opportunity for educators to tap into its rapid growth and emerging trends. Take part in this hands-on session to learn how podcasts can reach a larger education community and build new and powerful networks. Podcasting just might be your solution!

Outcomes: Identify how you can use podcasting and how it might impact your field • Engage in hands-on activities to define areas of need within your field that podcasting could support • Participate in discussions on podcasting with colleagues

Pedagogy and Practice: Balancing Evolution and Innovation for Learning Breakthroughs

W193, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Shuchi Nalepa, Manager, Information Technology, The Pennsylvania State University
James G. Ptaszynski, Vice President for Digital Learning, University of North Carolina System Office
Lydia Smyers, General Manager, Microsoft Corporation

Inspired by Dr. Kellermann at UNSW, down-under, institutions are rising-up to embrace modern teaching. They've gone beyond the rollout of products to focus on the evolution of teaching practice. Hear how your peers have transformed academic engagement for a single course, across an entire department, and preparing for system-wide deployment

Outcomes: Understand best practices for improving faculty adoption • Learn how increasing classroom collaboration and community-support improves engagement and outcomes • Understand how AI and bots drive better human connections and how to replicate the success of Dr. Kellermann at UNSW, popularized from his YouTube video

Stumbling Forward: Creating a Culture of Digital Inclusion and Accessibility

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Brian Klaas, Senior Technology Officer, The Johns Hopkins University

Follow the ongoing journey to create a culture of digital inclusion and learning accessibility at a large research University, including grand mistakes made along the way. Policy effectiveness, implementation scalability, and approaches focusing on Universal Design for Learning will be addressed, along with your own stories and solutions.

Outcomes: Learn how the inspiration pyramid can help shape initiatives around digital inclusion and accessibility • Learn about specific challenges to institution-wide digital accessibility initiatives • Compare the strengths of UDL against legal-focused compliance directives

LEADING AND PARTNERING ACROSS THE INSTITUTION

Empowering Faculty and Staff Through Choice with Apple

W179B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

William Adams, Facilities Information Services Manager, University of Kentucky

Institutions are evolving workspaces to support employees with the best tools for them to do their most productive, creative, and inspirational work. In this session, University of Kentucky will share how they've created an innovative work environment that empowers faculty and staff to be successful, and the positive impact they've seen.

Outcomes: Learn how providing choice of a Mac to faculty and staff can increase productivity, drive key efficiencies, and empower all staff to do their best work

It's Complicated: Leveraging Complexity Science to Support Large-Scale Initiatives

W183BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Gerard Au, Deputy CIO and CISO, California State University, San Bernardino
Raghu C. Chagarlamudi, Senior Director, Higher Education—Student Lifecycle Solutions, Huron Consulting Group
Stefan Fletcher, Director of Administrative Policies and Special Projects, University of Wisconsin System Administration
Felix Zuniga, Campus Engagement Partner, California State University, Office of the Chancellor

Learn how the California State University and the University of Wisconsin systems approached some of the largest initiatives in US higher education through fostering engagement on technology both at a system-wide and campus level by assessing strategies and opportunities through the lens of the complexity science framework.

Outcomes: Learn how to approach integrated planning and communication of complex initiatives using complexity science • Understand the 5 components of complexity science and how to apply them to your own initiatives • Benefit from our lessons learned to help you achieve success, overcome barriers, and foster collaboration

Let's Stop Talking About DEI and Take Action!

W190A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Keith McIntosh, Chief Information Officer, University of Richmond
Cheryl Washington, Chief Information Security Officer, University of California, Davis
Melissa Woo, Senior Vice President for IT & Enterprise CIO, Stony Brook University

Increasing DEI (diversity, equity, inclusion) is a priority for our institutions and EDUCAUSE. There's much talk about the need to address DEI, but how do we move beyond talk? We'll discuss current institutional and EDUCAUSE opportunities you can leverage to take action and help advance DEI.

Outcomes: Understand how to apply approaches being used to advance DEI at other higher education IT organizations at your institution • Learn about the activities planned by the new EDUCAUSE DEI Advisory Committee • Find out how you can get involved and help lead efforts to advance DEI in the IT profession

★ Winner of the 2019 EDUCAUSE DEI Leadership Award. Award sponsored by Moran Technology Consulting, Gold Partner.

MAKING AN IMPACT WITH INNOVATIVE IDEAS

The Citrix Journey: Using Citrix to Deliver Education

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Stephanie Marie Cox, Manager of Client Virtualization Platform Services, Indiana University
David Kahn, Technology Support Coordinator, SUNY College at Oswego
Todd Duncan Smith, Senior Sales Engineering Manager, Citrix

Every institution is facing different challenges with delivering educational services to their constituents. In this panel, multiple Citrix customers will share their journey and the outcomes they have realized. Innovation and experience have been critical success factors to ensure all constituents are served.

Outcomes: Hear what customers have done with Citrix to deliver services to constituents, across all locations and studies • Learn about their pitfalls and successes • Identify what challenges you may face and how to overcome them

Lightning Round Session: Making an Impact with Innovative Ideas

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Lightning Round

Peter Jonas, Professor, Doctoral Leadership Department and Senior Partner (consulting) for Capacity Unlimited, Cardinal Stritch University

Jason Kaetzel, Principal Solutions Analyst, Indiana University

Benjamin Motz, Research Scientist, Indiana University

Joshua Quick, Learning Data Analyst, Indiana University

Eric Tornoe, Associate Director of Research Computing, University of St. Thomas

This lightning round will pack as much information into one session as possible. Hear succinct, engaging presentations on a variety of topics. Each will be 10 minutes long, with a Q&A at the end of the session.

Lightning Round 1: Transforming Learning Through a Meta-Analysis on Humor

Presenter: Peter Jonas (Cardinal Stritch University)

Join us to explore research-based techniques to integrate learning, culture, and humor to improve the learning environment. Drawing on research and brain-based concepts, we will examine a theoretical model of humor, along with practical examples of its integration with teaching, leadership, and culture.

Outcomes: Explore the research behind humor and understand why it's such a powerful tool • Learn about the 9 areas humor has a significant effect on • Be able to develop your own plan of humor, or humor style, to improve in the 9 areas

Lightning Round 2: Overcoming the Obstacles of Machine Learning at an Institutional Scale

Presenters: Benjamin Motz, Joshua Quick, Jason Kaetzel

Sophisticated machine learning algorithms provide big opportunities for educational systems, but their increasing complexity also presents big obstacles, requiring specialized training and analytical toolkits. In this session, we will describe how Indiana University and Google are overcoming these obstacles, deploying advanced models at scale with a tool that makes modeling easy.

Outcomes: Discover examples of innovative applications of machine learning techniques at scale • Grasp the difficulty in implementing these increasingly sophisticated machine learning methods • Learn about how one University is leveraging cloud-based machine learning tools for overcoming these challenges

Lightning Round 3: Practical VR

Presenters: Eric Tornoe (University of St. Thomas)

You'll be guided through the process of creating an interactive virtual reality experience using 360-degree camera images and InstaVR authoring software. Attend this session to acquire a basic understanding of how to create interactive VR experiences for any subject matter.

Outcomes: Explore the basic tools and techniques of 360-degree photography and VR asset acquisition • Understand the basics of interactive VR authoring • Learn how to create an interactive VR experience for use at your institution

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

CIOs and CISOs Collaborate to Mitigate Cyberrisk: The OmniSOC

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Rick Haugerud, Asst Vice President, Info Security, University of Nebraska–Lincoln

Michele L Norin, Senior Vice President and Chief Information Officer, Rutgers, The State University of New Jersey

Sean Reynolds, Vice President and CIO, Northwestern University

Learn from the CIOs and CISOs at four universities who are collaborating to fight cyberthreats on their campuses. By sharing cybersecurity data, the members of the OmniSOC are able to lessen the time from first detection anywhere to mitigation everywhere among their institutions.

Outcomes: Ascertain how real-time data sharing can help mitigate cyberthreats among institutions • Understand the requirements for sharing SIEM data • Evaluate whether you should join a collaborative SOC like the OmniSOC

NAVIGATING CHANGE

Strategies to Drive Faculty Adoption of Student-Centered Technologies

W179A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Bryan Berrett, Center for Faculty Excellence, California State University, Fresno

Michelle Reed, Online Video Strategist, Cuyahoga Community College

Rudy J. Sanchez, Interim Associate Vice President for Academic and Institutional Effectiveness, California State University, Fresno

Explore strategies created as a result of large-scale technology deployments and a cultural shift to Universal Design for Learning (UDL) for instructional materials to include Americans with Disabilities Act (ADA) compliance that create a better learning environment for all students.

Outcomes: Receive a roadmap and strategies for innovation, deployment, and migration that you can adopt or modify for your institution • Learn about best practices for faculty development and training to promote technology adoption • Explore Ideas for continued adoption and training of the technology

SUPPORTING THE INSTITUTION

Taming Dragons: How to Win Over Reluctant Tech Users

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Anne Mikita Kolaczyk, Lead Technical Training Professional, University of Notre Dame

Annie Sauer, Tech Training & Change Management Professional, University of Notre Dame

Our quest: Tame the dragons that keep people from embracing new technologies. Our challenge: Collect proactive training and support methods from our fellow wizards. Our strategy: Use these methods to tame the dragons on our campus. Our reward: Move our IT group from just a service provider to campus partner.

Outcomes: Understand the value of a proactive relationship in building a climate of trust • Generate and share ideas for different ways to reach various campus segments • Create a strategy for implementing these ideas on your campus

TRANSFORMING THE STUDENT EXPERIENCE

“Alexa, What’s Due Tomorrow?” The Future of Student Information Access

LEARNING THEATER, HALLS F1, F2, LEVEL 3

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

The future of student information access - In the age of big-data, students have more information available to them than they know what to do with. Sometimes, this information overload can result in critical pieces of data falling through the cracks, which can harm student outcomes. This session will explore how Ed Tech’s including Learning Management Systems (LMS), Student Information Systems (SIS) and Massive Open Online Curriculum (MOOC) providers are using Amazon Alexa as they move to enable frictionless access to student information—getting the right information to students at the right time in order to help them execute towards achieving their goals.

The Essentials of Esports in Higher Education

W184BC, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Rob Bailey, Director of Student Affairs Information Technology, Illinois State University

Jackie Stampalia, Director, Client Information Services, Rensselaer Polytechnic Institute

Jeanne K Weber, Senior Strategist, Higher Education, Dell EMC Inc., Dell Technologies

Interested in learning what all the buzz around esports is about? Explore the components of a successful esports program with our panel of institutional leaders. We’ll discuss how to start a club/varsity team, curriculum, staff, partnerships, space, process, and more. You won’t want to miss this topic!

Outcomes: Apply our lesson learned when establishing your esports program • Explore IT infrastructure considerations for esports gaming environments • Learn how esports and game design can be integrated into your learning curriculum and research

Orienting Students to Learning Online: A Must for Student Success

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Megan Nichelle Eberhardt-Alstot, Learning Designer, California State University, Channel Islands

Jaimie Louise Hoffman, Director of Student Affairs and Learning, Noodle

Jill Leafstedt, Associate Vice Provost Innovation & Faculty Development, California State University, Channel Islands

How do you orient students to online learning? Come learn about the approach, challenges, and illustrated success experienced at CSU Channel Islands with our course, Learning Online 101. We’ll share what we learned from creating this learning experience that 93% of students reported helped increase their confidence for learning online.

Outcomes: Learn about key content necessary for an online orientation • Discuss challenges in approaches to building an online orientation • Review success data from the online orientation

Time for Class: Digital Courseware Adoption in Higher Ed

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

D. Christopher Brooks, Director of Research, EDUCAUSE

Gates Bryant, Partner, Tyton Partners

Kristen Fox, Director, Tyton Partners

Leah Lang, Director of Analytics Services, EDUCAUSE

We’ll provide an overview of strategies for effectively implementing and scaling the use of digital learning tools in service of improved student outcomes, drawing on findings from Time for Class, a longitudinal research study of 4,000+ faculty and administrators regarding digital learning, instructional practice, and courseware implementation.

Outcomes: Understand how faculty use of and satisfaction with courseware is evolving • Identify the characteristics of faculty and courses that may benefit from adaptive courseware and related instructional tools • Learn how to apply a framework to select the appropriate digital learning initiatives for your course, department, or institutional context

UCF Transforms the Digital Experience with a Next-Gen App

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Ryan Seilhamer, Program Director of Mobile Strategy & Innovation, University of Central Florida

The UCF Mobile app has become a central hub to campus and academic life by delivering timely services, communication, and events to engage UCF’s mobile-first users. Discover how UCF is minimizing its IT lift, accelerating adoption, and delivering a personalized next-gen app that fosters student success and transforms the campus experience.

Outcomes: Learn the key mobile strategies UCF has used to engage with their students • Understand the data analytics used by the University to benchmark their success • Discover how you can implement the same model to mobilize and transform your campus community

10:45 a.m.–12:15 p.m.

CIO Community Group Session (open to all)

W187A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Joanne M. Kossuth, Chief Innovation Officer, Mitchell College

Marty Ringle, Chief Information Officer, Reed College

This meeting will focus on the challenges facing CIOs, including funding strategies, partnerships, keeping pace with increasing expectations for services, and the CIO's evolving role. Members of the CIO CG will be polled prior to the meeting for specific topics of interest. BoF tables will be set up to accommodate a wide variety of topics after the plenary topics are addressed.

Health Sciences IT Community Group Session (open to all)

W187C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Michael O'Neill Driscoll, IT Director SMHS, The George Washington University
Jill Jemison, CIO, Health Sciences, University of Vermont

Join us to discuss the challenges of serving health-related institutions including medical, pharmacy, nursing, public health, or dental schools. Topics may include relationships between health school and central campus IT units and all aspects of technology services to support the education, clinical care, research, library, and outreach activities of these institutions.

IT Service Management (ITSM) Community Group Session (open to all)

W186C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Todd Jensen, Manager, IT Service Management, University of Nebraska–Lincoln
Mitchell Pautz, IT Service Management Analyst, University of Southern California

Join us for an interactive discussion about ITSM and ITIL in higher education. Be ready to share your plans, current issues, or achievements of your journey.

Research Computing Community Group Session (open to all)

W187B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Patrick Schmitz, Founder, Principal Consultant, Semper Cogito Consulting
Sandy Shew, Director of Research Consulting Services, The Ohio State University

Join a discussion about IT support for institutional research missions. We seek to leverage the existing network of groups supporting research activities and reach out to other relevant communities such as libraries, security groups, and institutional research administration.

NAVIGATING CHANGE

The Campus Digital Divide: Exploring How IT Policies Impact Equity, Access, and Privacy

W180, LEVEL 1

Session Type: Breakout Session

Robyn Bria Adams, Student, Michigan State University
Jill Dunlap, Director for Research and Practice, NASPA—Student Affairs Administrators in Higher Education
Bill Fitzgerald, Senior Privacy Officer, LearnPlatform Inc
Joseph A. Moreau, Vice Chancellor of Technology & CTO, Foothill-DeAnza Community College District

Information technology on college campuses has significantly influenced the ways in which campus communities connect, learn, and produce knowledge. Despite the positive impact IT has on college campuses, research suggests that when IT is not thoughtfully managed, resulting policies and execution can perpetuate and “reinforce existing class structures” (Gilliard, 2016). This panel will focus on digital redlining, its connection to the campus digital divide, and how IT leaders can implement strategies and policies that remove inequities and improve access.

This panel session connects the big ideas at the EDUCAUSE Annual Conference to people on our campuses. We seek to bring to the conference the voices of our non-IT colleagues, students, faculty and administrators to create a dialogue around a big idea, our campus communities, and technology. The focus is on how IT leaders can engage on the issue and how technology contributes to the challenge or can aid the solution.

11:45 a.m.–12:30 p.m.

The EDUCAUSE 2020 Top 10 IT Issues

W375B, LEVEL 3

Session Type: Featured Session

Susan Grajek, Vice President, Communities and Research, EDUCAUSE

Be the first to learn the 2020 Top 10 IT Issues, which won't be published until January. A reengineered process more clearly connects the top 10 issues with institutional priorities. Get the overview and then hear a lightning round of perspectives from four Top 10 IT Issues panelists.

Outcomes: Get a jump-start on 2020 planning • Get strategic directions to share with your institutional leadership • Get critical perspectives from your peers

Meet and Mingle | Making Better Decisions with Data, Research, and Analytics

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Join us for an informal opportunity to meet and mingle with EDUCAUSE staff and colleagues who are interested in data-driven decision making. Stop by for a coffee and learn how EDUCAUSE data, research, and analytics programs, including the Core Data Service (CDS), ECAR Research, and benchmarking services, can inform your decision-making. There will also be a short demonstration of the CDS and our ETRAC Portal, which gives you access to research on student and faculty IT needs.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

Analytics Driving Outcomes: Data as Strategic Catalyst

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Christopher Gill, Chief Information Technology Officer, Drake University

Kevin Saunders, Director of Institutional Research and Assessment, Drake University

Analytics cannot define an institution's strategy, but it can provide objective and relevant insights that can be used by decision makers to make the right choices for their organizations. This session will demonstrate ways in which analytics is being used to empower decision makers and catalyze change at one higher education institution.

Outcomes: Learn about strategies for launching and sustaining successful decision support initiatives • See actual decision support tools in action and correlate tools with outcomes • Consider methods to develop strong partnerships with key stakeholders

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Identity as a Service in Higher Ed: Is Cloud Identity Ready?

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Richard J Flees, IT Architect, University of California San Diego

Scott Weyandt, Director, IT Security, Moran Technology Consulting

Jeff Whitworth, Associate Vice Chancellor for Enterprise Infrastructure, University of North Carolina at Greensboro

Craig Williams, Director of Enterprise Applications, Wheaton College

The cloud presents new challenges and opportunities for identity and access management. Higher education has unique and diverse identity requirements and complexities. Representatives from three institutions (Tier 1 research university, midsize public University, and private liberal arts college) will discuss their unique cloud identity strategies to address critical identity and access requirements.

Outcomes: Understand how leading cloud identity vendors differ with regards to the core services they offer (and don't offer) • Identify how specific requirements and restrictions lead different institutions to very different identity strategies • Identify which of the identity strategies presented fits your institution's unique requirements

Lessons Learned: Engagement with Google to Shape the Future

W190A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Learning Theater

Steven Butschi, Head of Higher Education, Google Cloud, Google

Bob Flynn, Manager, Cloud Technology Support, Indiana University Bloomington

Klara Jelinkova, Vice President for International Operations and IT & Chief Information Officer, Rice University

Mr. Nick Young, Enterprise Analytics Architect, University of North Carolina at Greensboro

Google is one of the dominant cloud providers and a strategic partner for many campuses. Campuses may struggle with their engagement with such a large company and informing its direction. Join us for an in-depth discussion of what worked for different campuses in the Higher Education Advisory Board (HEAB) and help us shape the future of the Google–higher education relationship.

Outcomes: Learn about how campuses in the HEAB leverage Google • Learn how campuses engage with Google through the HEAB and shape its direction • Give the Google HEAB and Google ideas of what would be helpful to campuses going forward

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Classroom in the Cloud: Leveraging AWS for Virtual Learning Environments

W178B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

SCCC migrated their on-premises cybersecurity lab to the AWS cloud to reduce capital/operational expenses while improving the security of their campus network. This methodology is applicable to many learning scenarios (e.g., big data, machine learning) and allows institutions to pay only for the resources they use.

Outcomes: Create a virtual learning/lab environment that supports remote and local instructors and students • Decrease capital and operational expenses relative to traditional learning and lab environments • Decrease the administrative workload of in-house IT resources

Collaborative Tech and the Wicked Problem of “Open” Pedagogies

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Interactive learning design provided by Steelcase Education, Gold Partner

Karen Harpp, Professor of Geology, Colgate University

Ahmad Khazaei, Director of Engagement and Support, Colgate University

Peter Tschirhart, Associate Dean, Honors College, Texas State University

Problem-based pedagogy, including design thinking, has captured the imagination of teachers, students, and administrators. While it presents exciting opportunities for collaboration and innovation, it can also strain limited campus resources. This panel brings together diverse voices, from IT director to faculty, to explore what happens when new technology and trending pedagogy meet.

Outcomes: Examine emerging classroom pedagogies and consider their potential for promoting faculty and student engagement • Assess the potential utility and limitations of emerging collaborative technologies • Critique both institutional norms (which may no longer be appropriate, given shifting teaching and learning priorities) and common institutional practices and policies

HP, Yale, and UNL Team Up on Blended Reality

W184BC, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Megan Elliott, Founding Director, Johnny Carson Center for Emerging Media Arts

Randall Rode, Director of Campus IT Partner Relationships and Development, Yale University

An industry partnership is more than dual collaboration. The power in a partnership is its relationship to expand thinking and extend networks. In this session, we bring together a network and share expansive ideas of extended reality applied in media arts. UNL's Johnny Carson Center for Emerging Media Arts at the University of Nebraska–Lincoln, Yale University's Center for Collaborative Arts and Media, and the industry thought leaders of Jongsma + O'Neill have joined forces to discover new uses for virtual reality and mixed reality in art.

Outcomes: Learn how to conduct applied research partnerships • Learn how to link VR technology with next-gen teaching and learning • Learn how to drive thought leadership in higher education

LEADING AND PARTNERING ACROSS THE INSTITUTION

Ch-Ch-Changes: Navigating Change with Faculty at Scale

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Christopher Cummings, VP, Learning, Cengage Learning

Jennifer A Harrison, Professor Sociology, Cengage Learning

Marianne Van Deursen, Vice President of Academics Warren County Community College, Cengage Learning

Hear from Warren County Community College's administration and head of faculty senate as they share lessons learned from developing and implementing an all-inclusive course fee model institution-wide in less than six months. The team will discuss building consensus across faculty and key implementation best practices. Additionally, they'll address the importance of selecting quality, affordable digital solutions to meet a rural, mobile student population.

Outcomes: Review key lessons learned from peers implementing an affordability solution at scale • Understand best practices for building consensus across faculty and key stakeholders institution-wide • Explore the role of third-party partnerships in scaling digital solutions

Erasing the Organizational Dividing Lines in IT

W190B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Joe Horne, Associate Director, Instructional Technology Services, University of Nevada, Las Vegas

Who do you engage at your institution to move projects forward? How do you expand the social network in a way that brings new, diverse voices to the conversation? This session will give you tools to use in navigating conversations between diverse stakeholders.

Outcomes: Gain practical tools for improving project engagement • Uncover new approaches to overcoming institutional political barriers • Develop strategies for navigating challenging conversations

The Secret Sauce of Consortia: Community Action in Higher Ed

W183BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Samantha Becker, Strategic Communications Consultant, Arizona State University

Jill E Buban, Chief Academic Officer, Unizin, Ltd.

David A. Goodrum, Director of Academic Technology, Oregon State University

Jenn Stringer, Chief Academic Technology Officer and Assistant Vice Chancellor, Teaching & Learning, University of California, Berkeley

The future of teaching and learning innovation will be fueled by coalitions of the willing—formal and grassroots communities. As NGLEs, pedagogies, and analytics initiatives grow and converge, it's vital to prioritize, strategize, and act collaboratively. This panel session will provide insights into effective approaches for fostering community action.

Outcomes: Increase understanding of the potential for higher ed communities to drive innovation • Examine diverse examples of what leads to community engagement • Identify/share your personal "constellation" of collaborative groups you've found most effective and document big wins you've experienced as a result of your own participation

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Digital Transformation: Ideas Are Easy, Execution Is Hard

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Jennifer Casey, Director, Digital Transformation, Simon Fraser University

Josie DeBaere, Director of Technology Architecture, Boston University

Mark Roman, Chief Information Officer, Simon Fraser University

We've heard about the major challenges facing higher education institutions and the potential for digital transformation to deliver more value to the communities they serve. But how do we start? Hear from leaders from two different institutions about the Dx journey they have embarked on.

Outcomes: Explore the vision for DX that we brought to our initiative • Learn about the concrete steps we have taken to realize the DX vision (steps, challenges, and future roadmap) • Get advice for planning your own DX initiative

Innovate from Where You Are: Supporting, Celebrating, and Connecting Innovators

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Michael Berman, Chief Innovation Officer and Deputy CIO, California State University, Office of the Chancellor

Mihaela Popescu, Professor of Media Studies, California State University, San Bernardino

Mr. Berhanu Tadesse, Associate VP for IT/Infrastructure Services, California State University, Fullerton

Max J. Tsai, Coordinator of Digital Transformation and Innovation Architect, California State University, Fresno

Three years ago California State University determined that constant demand for operations, services, and projects was driving out innovation. By creating a small central program to support, celebrate, and connect innovators, CSU improved its culture of innovation. Join us to explore strategies that can help any institution be more innovative.

Outcomes: Understand how one university successfully promoted an improved culture of innovation • Learn specific tactics that can be applied at your institution to promote innovation • Reflect on how these tactics can be applied to develop an innovation program at your institution

Small Team, Big Impact: How UNCP Built a Security Culture

W193, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Don Bryant, Chief Information Security Officer, University of North Carolina, Pembroke

The two-person cybersecurity team at The University of North Carolina, Pembroke, is small but mighty. In just three years, they implemented an integrated, automated security portfolio, amplified with threat intelligence, to safeguard campus, slashing the number of serious incidents from 20 a day to just one or two a week.

Outcomes: Learn how CISO Don Bryant built a “culture of security,” including growing support for technology investments • Understand how integrated security capabilities prepare UNCP to combat an expansive threat landscape • Learn innovative ways UNCP augments its team, including the program that brings Wounded Warriors with cybersecurity expertise to campus

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

Cybersecurity Assessments: Leveraging Self- and Peer-Oriented Offerings

W196B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Mark Bruhn, Peer Assessment Engagement Manager, Indiana University

Susan Coleman, Peer Assessment Program Manager/Lead Security Analyst, Indiana University Bloomington

Cathy Hubbs, Chief Information Security Officer, American University

Deliberate assessment of a cybersecurity program is a key component in identifying areas to sustain and improve. Assessments provide understanding of how a campus compares with peers and standards. We'll start with experiences with the EDUCAUSE self-assessment and REN-ISAC peer assessment and then solicit input from participants about other successfully deployed offerings.

Outcomes: Explore at least two offerings that can help you assess your programs • Understand the value of these offerings and of other successful methods • Give feedback on the REN-ISAC and EDUCAUSE offerings and on other possible methods to support

NAVIGATING CHANGE

A Shared Vision for Change: Strategies, Approaches, and Techniques

W179A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Christopher Blaire Bundy, Service Lead for Strategic Learning Technology Consulting, University of Wisconsin–Madison

Ronald J. Cramer, Senior Learning Technology Consultant, University of Wisconsin–Madison

Rhian Davies, Head of PMO, University of Edinburgh

Kathleen O'Connell, Senior Learning Technology Consultant, University of Wisconsin–Madison

Change in higher education requires a shared vision and sustainable approaches to leading transformation. Representatives from two universities will share experiences for engaging stakeholders in a vision for change and corresponding strategies for identifying and developing people within organizations who possess critical abilities—*influence, empathy, and resilience*—for guiding others through uncertainty.

Outcomes: Understand how you can use images to develop a shared vision for change • Strategize how to develop and apply the capacity to influence, empathize, and be resilient when managing change • Explore how to develop abilities in others/existing staff who work on change management initiatives

SUPPORTING THE INSTITUTION

Thank You for Interrupting: Identifying and Interrupting Bias

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Deborah Keyek-Franssen, Associate Vice President for Digital Education and Engagement, University of Colorado System

Beth Schaefer, Chief Operating Officer, University of Wisconsin–Milwaukee

To develop and sustain interconnected, inclusive cultures, leaders must be prepared to address bias. We will explore inclusion and diversity concepts to help you recognize and analyze instances of bias, determine the best course of action when witnessing bias, and adapt and practice ways to interrupt bias.

Outcomes: Recognize, describe, and analyze instances of bias by evaluating problematic statements • Determine the best course of action for them and the situation when witnessing bias • Develop, adapt, and practice ways to have difficult conversations, especially interventions to interrupt bias

TRANSFORMING THE STUDENT EXPERIENCE

5 Enterprise IT Practices for Transforming the Student Experience

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Nishika Gupta, Manager, Documents & Records, Bergen Community College

Ronald Spaide, Chief Information Officer, Bergen Community College

Changing student demographics, disruptive business models, and tightening regulations around data and information management are just some of the latest challenges affecting higher education. Aligning enterprise IT initiatives with institutional goals to meet these challenges is a top priority for technology leaders everywhere. Learn how the largest community college in New Jersey incorporated top-level strategic goals into an enterprise process automation deployment to improve the student experience.

Outcomes: Discuss considerations for enterprise system deployment, and how to approach IT project planning • Learn best practices for implementing process automation initiatives to improve the student experience across campus • Explore methods to manage change and achieve rapid user adoption for new technology initiatives

From Disruption to Redesign: Reconceptualizing Education

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Diana Oblinger, President Emeritus, EDUCAUSE

Alina von Davier, Senior Vice President, ACT

Smart machines and systems are reconfiguring our roles as professionals, augmenting human capabilities, and creating a new division of labor between people and machines. As a result, we must transform both the delivery and substance of education, develop new systems of assessment and career navigation, and alter existing business models.

Outcomes: Develop a heightened sense of urgency regarding the discomfort with the ability of today's educational models to adapt rapidly/radically enough to meet society's needs • Explore alternative approaches • Prioritize the value and viability of alternatives • Consider that the course, degree, and institution may not be primary design elements for education in the future

Mobile Blueprint for Improving Student Engagement and Success

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Brian Davis, Director of Information and Learning Technologies, South Carolina Technical College System

Join this presentation on building an effective mobile strategy that drives student outcomes through a mobile application that facilitates collaboration on campus, drives student engagement, and provide easy access to academic and nonacademic services for students, faculty, and staff.

Outcomes: Develop an understanding of how an integrated mobile approach can connect campus constituents with campus initiatives related to enrollment and retention • Learn how to effectively manage a mobile application deployment project to achieve excellent adoption at your institution • Learn how to continue to increase value within your mobile platform

Virtual Reality: Engaging, Effective, and Affordable Learning

W185A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Timothy L Fuller, AFIT Director, Dept of Engineering Applications, Air University

Richard Kappel, Air University

Effective integration of virtual reality as part of the learner's experience results in an increase of student engagement. This session aims to inform participants of how to effectively incorporate VR into the learner experience as well as engage them by experiencing VR from the student perspective.

Outcomes: Select the appropriate tools and resources to successfully utilize virtual reality technology • Create an effective learning environment that promotes student engagement and smoothly integrates VR technology into course assignments and activities • Demonstrate knowledge of VR and student experience by testing activities from the student perspective

11:45 a.m.–1:15 p.m.

Hawkins Leadership Roundtable Lunch (separate registration is required)—sponsored by Wipro Ltd.

W192A, LEVEL 1

Session Type: Meal

Senior Directors Seminar Lunch (separate registration is required)

W192B, LEVEL 1

Session Type: Meal

12:15–2:15 p.m.

Braindate—in partnership with Ellucian, Platinum Partner

BRAINDATE LOUNGE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Braindates are about sharing knowledge. They are one-on-one or group conversations that you book with other participants while you're at the 2019 EDUCAUSE Annual Conference.

Lunch—sponsored by CDW-G, Gold Partner

LUNCH AREA, HALLS F1, F2, LEVEL 3

Session Type: Break

Thinking burns calories! Replenish yourself with a buffet style lunch while you get to know your peers. If you require a vegan, vegetarian, or gluten-free meal, you'll find appropriate options in the main buffet. If you identified on your registration form that you have other dietary restrictions, you can present your "Special Dietary Needs Meal Ticket" to a server at the Special Dietary Needs buffet where appropriate options will be provided.

1:15–2:00 p.m.

Meet and Mingle | Meet the President and Board Members

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Stop by for an informal opportunity to say hello to John O'Brien, president and CEO of EDUCAUSE, and share your ideas and insights to help shape our future.

1:15–2:15 p.m.

Dessert Stations

GRAB AND GO, HALLS F1, F2, LEVEL 3

Session Type: Break

After lunch, visit one of the "grab-and-go" dessert stations and pick up a sweet treat while you explore some of the unique areas of the exhibit hall including Start-Up Alley.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

The Adaptive Planning Framework: A New Process for Strategic Planning

Session Type: Poster Session | Delivery Format: Poster Session

Ona Halladay, Associate Director of Athletics/Co-chair of Strategic Planning Committee, D'Youville College

Leah MacVie, Director, Institute for Teaching Innovation, D'Youville College

Matthew Metz, AVP Enrollment Management, D'Youville College

Instead of a closed-door, infrequent planning process that is rarely revisited, D'Youville College evolved its strategic planning to be a living document and continuous input process from all college stakeholders. Learn more about the new Adaptive Planning Framework.

Outcomes: Understand the need for developing an inclusive and accountable strategic planning process • Be able to modify the framework for use on your campus • Identify the benefits of utilizing an accessible platform for strategic planning monitoring and tracking

Analyzing KPIs for Faculty and Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Kelly J Padilla, Executive Director, Grand Canyon University

Steve Peterson, M.Ed., MAIS, Faculty Manager, Grand Canyon University

A key performance indicator (KPI) is a performance measuring tool used to evaluate the organizational success. Analyzing critical performance measures through a KPI dashboard supports efficacious faculty coaching and effective operationalization of student success. Collaborative, operational approaches provide a synergy of effectiveness, leading to faculty retention, academic excellence, and student success.

Outcomes: Identify the operational benefit of the KPI dashboard • Understand the importance of analyzing KPI measures within your institution • Articulate the value of KPIs and their relevance to student success and academic excellence

Collecting Data to Define, Develop, and Evaluate Teaching Effectiveness

Session Type: Poster Session | Delivery Format: Poster Session

Tonya Buchan, Instructional Designer, Colorado State University

Paula Rodriguez, Director, Colorado State University

Jennifer Todd, Instructional Designer, Colorado State University

Student surveys are fraught with bias, inconsistencies, and data collection challenges. Colorado State University is revising the student survey and aligning it with our new Teaching Effectiveness Framework. The framework incorporates goal setting and faculty development, allowing instructors to use student feedback data to improve and/or evaluate teaching.

Outcomes: Analyze the framework and set a relevant teaching goal • Determine a link between goal setting, student feedback, and teaching practices • Analyze multiple sources of data to evaluate teaching for personal development, annual review, or promotion

Faculty Engagement, Learning Analytics, and the Complexity of Higher Ed

Session Type: Poster Session | Delivery Format: Poster Session

Ryan Nicholas Goodwin, Director, Center for Higher Education Innovation, University of Central Florida

Marco Molinaro, Asst Vice Provost for Undergraduate Education Innovation, Research, Analytics, University of California, Davis

George Rehrey, Director, Center for Learning Analytics and Student Success, Indiana University

Doug Ward, Associate professor, associate director, University of Kansas

Faculty engagement with learning analytics is becoming crucial to advancing a data-informed culture in higher education. In this panel discussion, representatives from four universities will use principles from complexity science to explain how their institutions are helping faculty use big data to improve student success, including underrepresented minority students in STEM.

Outcomes: Compare/contrast 4 different models for engaging faculty in LA • Identify the strategies and resources needed to further faculty use of LA in order to improve teaching, learning, and student success • Consider the 5 complexity principles in relationship to LA and student success programs

Improving Assessment of Technology

Session Type: Poster Session | Delivery Format: Poster Session

Allan Berry, Clinical Assistant Professor & Web Services Librarian, University of Illinois at Chicago

Jung Mi Scoulas, Clinical Assistant Professor and Assessment Coordinator, University of Illinois at Chicago

The purpose of this study is to assess the implemented value of a new technology (StackMap) by collecting data from library patrons and staff. The methodology employed in this study provides additional options for libraries as they apply new technologies and assess them for decision-making.

Outcomes: Reflect on the needs of assessment for new technologies • Learn various ways to assess the implementation of new technology • Learn how other technologies can be used within a library context

Optimizing Student Success: Performance Metrics and Communication Plans

Session Type: Poster Session | Delivery Format: Poster Session

Brian Philip Hinote, Professor & Associate Vice Provost, Middle Tennessee State University

Richard Sluder, Vice Provost for Student Success and Dean of University College, Middle Tennessee State University

Vincent Lorenzo Windrow, Assistant Vice Provost, Middle Tennessee State University

This session will explore the most significant elements of institutional student success portfolios, with a focus identifying/tracking performance metrics and designing effective communication plans. Properly tracking KPIs, and delivering actionable data across University divisions, is critically important in directing resources to opportunity areas at pivotal points in enrollment and retention cycles.

Outcomes: Develop strategies to establish a well-defined and thoughtfully considered framework for tracking/communicating performance data • Develop clearly articulated goals/objectives to develop actionable strategies for effectively designing, tracking, and communicating KPIs • Understand how to leverage data to address equity gaps and move the persistence/retention needle

The Sweet 16: Web Accessibility and Athletic Conferences

Session Type: Poster Session | Delivery Format: Poster Session

Jon Gunderson, Coordinator Accessible IT Group, University of Illinois at Urbana-Champaign

Everyone is keenly aware of the competitive nature of college sports and athletic rivalries. Let's see how over 220 universities in more than 12 basketball athletic conferences score in making their websites accessible to people with disabilities using open-source web accessibility tools that are freely available.

Outcomes: Understand how to measure the accessibility features and issues of campus websites and how your campus compares to peer institutions • Understand how you can use FAE technology to audit campus web resources • Identify what types of accessibility features need to be improved on your website

Technology Business Management: An Emerging Discipline in Higher Ed

Session Type: Poster Session | Delivery Format: Poster Session

Bill Kasenchar, Sr Director TBM office, University of Pennsylvania

Gerard Krawczyk, Director, Information Technology Services, The Pennsylvania State University

Technology business management (TBM) is emerging as a critical capability that provides IT leaders with standards and best practices to communicate the cost, quality, and value of IT investments to their business partners. This session will provide an overview of TBM, discuss its potential benefits, and present the TBM taxonomy for higher education.

Outcomes: Learn about TBM as an emerging discipline in higher ed • Learn how to bring awareness of IT and a mechanism for representing IT's value outside the IT organization • Give feedback on the TBM taxonomy standard for higher ed

Telecommuting Practices, Perceptions, and Perspectives in Higher Ed

Session Type: Poster Session | Delivery Format: Poster Session

Peter Mosinskis, Director of IT Strategy, California State University, Channel Islands

Telecommuting is embraced by many corporations as a way to improve productivity, retention, and work-life balance for employees. Scant data exists in higher ed organizations regarding remote work practices. Attendees will explore survey data and perceptions of higher ed CIOs and IT staff regarding telecommuting policies and advantages.

Outcomes: Identify the most common perceptions about telecommuting among higher education IT leadership and staff • Compare strategies, policies, and procedures for telecommuting across different higher ed organizations • Explore whether remote work would benefit your organization and understand best practices for a successful remote work culture

Using Activity-Based Costing to Identify the Cost of Delivering IT Services

Session Type: Poster Session | Delivery Format: Poster Session

Dean Oyama, Consultant, WTC Consulting, Inc.

Ron Rutherford, Director of Marketing, WTC Consulting, Inc.

Ginny Schroeder, Practice Director, WTC Consulting, Inc.

What is the best way to determine the cost of IT, generate forecasts, and benchmark against peers? The project leader will describe cost drivers, methodology, rate philosophies, campus engagement, and implementation challenges. The team used the results to allocate IT costs, evaluate outsourcing targets, identify cost-cutting goals, and more.

Outcomes: What is the best way to determine the cost of IT, generate forecasts, and benchmark against peers? The project leader will describe cost drivers, methodology, rate philosophies, campus engagement, and implementation challenges. The team used the results to allocate IT costs, evaluate outsourcing targets, identify cost-cutting goals, and more.

Visualizing Wireless Data to Better Understand Students' Needs and Habits

Session Type: Poster Session | Delivery Format: Poster Session

Damian Doyle, Assistant Vice President of Enterprise Infrastructure, University of Maryland, Baltimore County

Ray Soellner, Associate Director of Communications, University of Maryland, Baltimore County

Universities often collect more data than they can analyze. Wireless network infrastructure can be an untapped source of decision-making data. UMBC developed a tool to help highlight migratory patterns of our users. We will discuss the tool, its benefits, and the privacy concerns around utilizing this type of data.

Outcomes: Learn the value of the data available within their campus wireless infrastructure • Explore some examples of how that data can be applied to campus initiatives • Better understand the privacy issues related to utilizing this type of data and how they can be addressed

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

(Almost) Painless DAS Deployment on Campus

Session Type: Poster Session | Delivery Format: Poster Session

Edward Rae Rogers, Director—Engineering & Construction (ComTech), North Carolina State University

Resolving poor cellular coverage inside campus buildings is a common dilemma. Deployment of a distributed antenna systems (DAS) can prove long and arduous. NC State has partnered with Verizon on a cutting-edge, IP-based approach that is much less painful.

Outcomes: Learn about a new approach for inside-building DAS • Gather enough info to consider possible benefits of this or similar systems on your campus

Campus Transformation in the Cloud

Session Type: Poster Session | Delivery Format: Poster Session

Mara Hancock, CIO, Senior VP-Operations, California College of the Arts

Many colleges are developing plans to migrate core systems to the cloud yet struggle to understand the best path to success. Learn how California College of the Arts is transforming campus operations by moving from legacy, on-premises systems to Workday solutions in a thoughtful, phased approach.

Outcomes: Gain insight into the strategic planning and deployment of full suite cloud-based technologies, including considerations for change management and organizational shifts • Learn best practices from a Workday Student early adopter • Consider new opportunities posed by moving to a native cloud-based platform

Exploring Cloud Telephony at Portland State

Session Type: Poster Session | Delivery Format: Poster Session

Ryan Bass, Associate CIO, Technology Infrastructure, Portland State University

Juliana Maira Kutch, Project Coordinator, Portland State University

Alex Sanchez, Associate Dir Applications, Telecom & Data Center Operations, Portland State University

Gartner predicts that by 2022, four cloud-based unified communications as a service (UCaaS) licenses will be sold for every premises-based UC license. We'll reveal what we learned at Portland State University from our cloud-telephony pilot using Google Voice. Topics will include business drivers, capabilities, financial analysis, pilot process, and key lessons learned.

Outcomes: Learn about the strengths and weaknesses of cloud-based telephony • Better understand the financial implications of cloud-based telephony • Leave with the knowledge to effectively explore cloud-based telephony on your campus

More than Backups: Digital Preservation for Libraries, Concepts, and Challenges

Session Type: Poster Session | Delivery Format: Poster Session

Laura Wiegand McBrayer, Associate Director, Library Information Technology and Digital Strategies, University of North Carolina, Wilmington

Gain an overview of the concepts and challenges currently surrounding digital preservation from the perspective of a medium-sized academic library. In this session, aimed at both central and library IT professionals, we'll discuss the full scope of considerations, including assessment, planning, and implementation of best practices while taking into account practical limitations.

Outcomes: Explore key concepts related to digital preservation in academic libraries • Identify key challenges facing libraries in the area of digital preservation • Evaluate how the concepts and challenges presented apply to your institution

Next Generation Integration Scorecard

Session Type: Poster Session | Delivery Format: Poster Session

Jeff Merriman, Chief Technology Officer, DXtera Institute, Inc.

Francesc Santanach, eLearn Lab Team Lead, Universitat Oberta de Catalunya

Garret Yoshimi, VP for Information Technology and Chief Information Officer, University of Hawaii at Manoa

The Next Generation Integration Scorecard (NGIS) is an instrument designed to help consumers of enterprise systems and educational software to measure the readiness of candidate solutions to meet the needs of next generation software environments and to work together to building next generation information infrastructure. You'll also learn about next generation educational systems (NGESs) and their characteristics.

Outcomes: Learn about NGESs and their characteristics • Learn about the NGIS methodology • Identify your own NGES needs and figure out how NGIS methodology can help you throughout the process of change

Proactive Network Assessment: A Novel Approach

Session Type: Poster Session | Delivery Format: Poster Session

Ozioma John Nsaka, Graduate Instructional Assistant, University of Houston

This session will highlight a novel approach for carrying out an internal network assessment through data analysis, visualization, and modeling of network architecture and customer feedback. The case study occurred at the University of Houston with over 83,000 simultaneous unique peak network devices and 55,000 staff and students.

Outcomes: Evaluate key requirements for carrying out a network assessment in your organization • Develop the intuition for sourcing and analyzing data gathered during a network assessment that aligns with institutional vision and mission • Implement a priority-based action plan on completion of the assessment

Reimagining IT Communication: Moving Beyond IT as a Commodity

Session Type: Poster Session | Delivery Format: Poster Session

Jessica Abel, Project Coordinator, University of Texas at San Antonio

Vanessa Hammler Kenon, Associate Vice President Information Technology, University of Texas at San Antonio

Kendra Ketchum, Vice President for Information Management, University of Texas at San Antonio

Trevor Nash, Training and Marketing Manager, University of Texas at San Antonio

Members from the IT department at UTSA will describe the evolution of their annual IT Almanac into a Service Model Catalog. In this session, we will offer several perspectives on how we retooled our efforts, budget and team talent to focus more on a service model for our customers, utilizing a Business Relationship Management (BRM) model and how this change will move those almanacs to a stronger and customer centered resource with a Service Model Catalog. The Service Model Catalog transition sample and Almanac editions from 2012 to 2018 will be available as models for review.

Outcomes: Identify the value of solid communication change management in an IT department • Understanding the perspectives and needs of students, faculty, and staff when planning deliverables in the University environment • Examine multiple examples of successful communications service model documents as you work to create your own

Taming Contracts and Procurement for IT in the Cloud

Session Type: Poster Session | Delivery Format: Poster Session

Paul Erickson, Enterprise Architect, University of Nebraska–Lincoln

Sean O'Brien, Program Manager, Cloud Services, Internet2

Carrie Shumaker, Chief Information Officer, University of Michigan–Dearborn

As IT continues to move from on premises to the cloud, contracts with service providers become a key tool for managing risk and ensuring service availability. In this interactive panel discussion, we'll present fundamental contract issues to keep in mind, bringing expertise from schools and purchasing entities to help you address your challenges.

Outcomes: Identify basic issues to watch for in contracts • Get answers to questions related to IT procurement challenges • Connect with schools and organizations interested in addressing IT procurement • Access sample contract language • Get examples of how to partner with multiple stakeholders on campus

Using Elastic Search to Gain Insight into Your Enterprise

Session Type: Poster Session | Delivery Format: Poster Session

John Goodman, Manager, Identity and Access Management, University of Wisconsin–Milwaukee

Ben Seefeldt, IT Architecture and Infrastructure Team Lead, University of Wisconsin–Milwaukee

Chris Spadanuda, Associate Director, Enterprise Services, University of Wisconsin–Milwaukee

How do you collect distributed data and turn it into the information you need? We will show you flexible and agile methods to collect and use data from O365, PeopleSoft, Servers, network equipment, identity management systems, and others to make strategic and tactical decisions about enterprise services.

Outcomes: Explore distributed data collection and information creation to be used for strategic and tactical decisions • Identify the benefits of real-time data exploration and automation • Learn how to use machine learning to improve information analysis • Develop a strategy to enable distributed data collection and analysis

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

The 2019 ECAR Student and Faculty Technology Surveys

Session Type: Poster Session | Delivery Format: Poster Session

D. Christopher Brooks, Director of Research, EDUCAUSE

Joseph D. Galanek, Senior Researcher, EDUCAUSE

Dana C. Gierdowski, Researcher, EDUCAUSE

Students and faculty are arguably the most important end users of the efforts of IT units to provide effective and reliable technologies. We will offer insights and recommendations for data-driven decisions to support the teaching and learning missions of higher ed institutions gleaned from data from over 55,000 students and 10,000 faculty.

Outcomes: Learn about current student and faculty attitudes toward and usage of technology • Develop a better understanding of the needs of faculty and students to carry out their academic work • Get recommendations on how to better meet the technology needs of faculty and students

Are They Watching? 2 Years of a Flipped Health Science Curriculum

Session Type: Poster Session | Delivery Format: Poster Session

Max Anderson, Director of Instructional Design and Learner Innovation, University of Illinois at Chicago

Leslie Hammersmith, Assistant Dean, Technology Enhanced Instruction, University of Illinois at Chicago

This session will take a close look at two years of data spanning three campuses, more than 300 faculty-produced videos, and the use of a comprehensive health sciences study tool called Osmosis. This deep dive reveals how students are using faculty-produced videos and asks what these true viewing behaviors mean.

Outcomes: Gain an understanding of student use of faculty-produced videos in a flipped instructional model • Formulate future research questions to explore efficacy and use of videos in flipped instructional models • Apply models of analysis on your own datasets to increase value of video-based instructional materials

Bridging the Student-Faculty Divide for Future-Ready Teaching

Session Type: Poster Session | Delivery Format: Poster Session

Gillian Bell, Academic Technology Project Manager, Brown University

Melissa Kane, Instructional Designer, Brown University

Maggie Regan, Instructional Designer, Brown University

Student demographics are rapidly changing. Are faculty ready to teach the “Mobile Generation”? To ensure future-readiness in the higher ed classroom, faculty’s instructional growth must be explored from the inside out. The presenters will share the results of their study leveraging the voices of Brown University’s stakeholders to inform faculty development programming.

Outcomes: Explore successful ways to engage faculty and students • Analyze and use data to make informed decisions that benefit teaching and learning • Strategize faculty development programming to meet the needs of the Mobile Generation

Data- and Evidence-Based Online Course Quality Assurance

Session Type: Poster Session | Delivery Format: Poster Session

Angela Kae Jackson, Online Program Manager, The University of South Dakota

Eric James Mosterd, Assistant Director/e-Education Fellow, The University of South Dakota

This session will demonstrate how the University of South Dakota crafted its just-in-time training for instructors and our quality assurance (QA) process to ensure the successful delivery of online courses. Our training embraces data- and evidence-based best practices, using both institutional and national research (SE, IDEA, Quality Matters, etc.).

Outcomes: Learn about a number of pedagogical and administrative strategies that can be adopted into processes, irrespective of size • Get resources you can use to shape your own training processes • Discover simple student feedback strategies that will yield valuable feedback

Digital Student Journalism Through Community Engagement

Session Type: Poster Session | Delivery Format: Poster Session

Michael Griffith, Instructional Technology Leader, Tulane University

How do you build assignments that bring students’ academic work into the community and community voices into the classroom?

This session will detail the community partnership and pedagogical development between Tulane University and local magazine NOLA Vie that brought the ViaNolaVie archive and community platform to life.

Outcomes: Learn the process for building community publishing partnerships • Discuss the process of building archives as dynamic learning spaces • Develop strategies for engaging with students around the adaptation of academic work for popular consumption

Diversity, Equity, and Inclusion and Instructional Technologies

Session Type: Poster Session | Delivery Format: Poster Session

Shawndra T. Bowers, Lead Instructional Designer, Auburn University

Betsy Gilbertson, Instructional Designer, Auburn University

Wiebke Kuhn, Associate Director, Auburn University

Instructional technologies are powerful tools to improve students’ understanding and awareness of diversity, equity, and inclusion (DEI). We will explore strategies to use learning management systems, lecture capture and webinar tools, student response systems, and other communication and collaboration tools to increase DEI in F2F and online courses.

Outcomes: Understand the importance of using instructional technologies with an awareness toward DEI • Identify a couple of ways your faculty development opportunities can integrate DEI into specific tools • Create awareness around DEI in your instructional technologies support

EDUCAUSE Gamified in Chicago!

Session Type: Poster Session | Delivery Format: Poster Session

Shariq Ahmed, Director, Academic Computing and Instructional Technology Services, University of Redlands**Cheyne Murray, Associate Director—Instructional Technology, University of Redlands**

Your mission: You've just arrived in Chicago for the #EDU19 conference! You have only one day to explore the sights and sounds of Chicago. What exciting landmarks will you find? Can you survive the streets of Chicago, locate your favorite landmarks, and make it to the annual conference on time? Hone your computational thinking, innovative design, and digital learning skills through gamification.

Outcomes: Understand complex game-building structures by problem solving both individually and collaboratively • Use digital tools to progress through open-ended components of the challenge and deepen your knowledge of the design process • Consider applying certain components of gamification at your institution

Expanding the Circle of Trust: Supporting and Managing Remote Classes

Session Type: Poster Session | Delivery Format: Poster Session

Lutana Haan, Assistant Dean, Boise State University**Troy Haan, Director Development and BIRS, Boise State University****Melissa McConnell, Advanced Studies Coordinator/Teaching Faculty, University of Idaho****Rodney McConnell, Instructor, University of Idaho**

This interactive session invites the audience to share with a four person panel—two administrators and two faculty—experiences in planning, developing, and delivering online programs and courses.

Outcomes: Leave with 3 perspectives on the challenges of distance learning • Understand the evolution of distance learning • Learn how IT can assist in distance learning

Flipping the Office Hour: Using Videos to Give “Feedforward”

Session Type: Poster Session | Delivery Format: Poster Session

Berlin Fang, Director, Instructional Design, Adams Center, Abilene Christian University

Students often see grades and move on, ignoring detailed feedback professors have left. Instructional videos, often used for lecture broadcast, can be used to provide individualized, specific, and motivating feedback that students will incorporate to improve future work.

Outcomes: Develop awareness about an innovative way to give feedback • Learn technologies to produce video feedback • Share the “feedback” method with colleagues to spread the “meme” of “feedback for feedforward”

Ignite Innovation in Support of Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Orlando Leon, Chief Information Officer, California State University, Fresno**Max J. Tsai, Coordinator of Digital Transformation and Innovation Architect, California State University, Fresno**

Learn how to enhance teaching and learning through innovative programs, best practices, and HIPS that attract talented and diverse students and contribute to retention, extraordinary learning, development of the whole student, and lifelong success. Let's explore Project Ignite, an innovation and entrepreneurial framework to promote interdisciplinary student involvement from ideation to business success.

Outcomes: Learn about phase #2 of our Fresno State's strategic approach to innovation (from EDUCAUSE 2018) • Understand the connection between technology innovation and student success at Fresno State • Understand key ingredients needed to build partnerships across the University and industry to foster a culture of innovation

Inclusive Learning with Pressbooks: Student-Authored Content and Collaboration

Session Type: Poster Session | Delivery Format: Poster Session

John Gosney, Director, Faculty Engagement & Outreach—Learning Technologies, Indiana University-Purdue University Indianapolis (IUPUI)**Emily Hunt, Principal Unizin IT Consultant, Indiana University**

At Indiana University, faculty are using Pressbooks (a web-based authoring tool) to create more inclusive learning environments, as students collaborate in response to individual assignments and produce student-authored e-texts. This session will highlight specific faculty use cases and invite participants to collaboratively role-play as students in responding to a Pressbooks assignment.

Outcomes: Explore the Pressbooks authoring platform and how it has been implemented at IU • Learn about two IU faculty using Pressbooks to create an inclusive learning environment • Role-play collaboratively as students to understand the inclusive learning and other pedagogical implications of Pressbooks

Learning with Spatial Computing: Virtual Worlds, Avatars, and 3D Collaborative Workspaces

Session Type: Poster Session | Delivery Format: Poster Session

Emory Craig, Director of eLearning, College of New Rochelle**Maya Georgieva, Director, Digital Learning/XReality Center, The New School**

VR, AR, and mixed reality will lead to an era of spatial computing where technology blends into the world. In this workshop, we will demo cutting-edge developments in social VR, virtual avatars, and 3D collaborative workspaces. We will provide you with a blueprint and criteria on how to evaluate XR resources and platforms.

Outcomes: Demo and understand how spatial computing will transform both F2F and online learning environments • Explore how developments with life-like avatars in virtual worlds will drive new immersive and social opportunities for learning • Learn about cutting-edge XR resources and platforms and create a blueprint to introduce and leverage spatial computing

MOOC Completion Journeys

Session Type: Poster Session | Delivery Format: Poster Session

Charlotte Russell Cox, Instructional Technology Specialist, Campbell University

Professional development is critical within successful organizations. North Carolina State University developed the free of charge professional development initiative entitled Massive Open Online Course for Educators (MOOC-Ed). In this poster session, Coaching Digital Learning MOOC-Ed completers describe their drivers, barriers, and strategies associated with course completion in case study research.

Outcomes: Identify MOOC drivers and barriers to online course completion • Understand concrete MOOC completion strategies such as scheduling • Understand how participating in the Coaching Digital Learning MOOC-Ed impacted professional practice for research study participants

Mostla: Bringing Emerging Tech and Education Together

Session Type: Poster Session | Delivery Format: Poster Session

Javier Giese, Director of Educational Experience, Tecnologico de Monterrey (ITESM)

Irving Hidrogo, Director of Innovation with Educational Technology, Tecnologico de Monterrey (ITESM)

Carlos HN, Educational Technology, ITESM VITI

Is there a way to engage students and faculty using technology? What if there is an area inside the campus focused in orienting emerging technologies in teaching and learning? Learn how Mostla potentiates new learning strategies in higher education.

Outcomes: Identify how emerging tech can promote engagement to different learning experiences toward student success • Realize how an area that provides access to emerging tech may start up new experiences to different audiences (student candidates, students, faculty, and visitors)

Removing Barriers: Programming Outside Computer Science Courses

Session Type: Poster Session | Delivery Format: Poster Session

Maximilian King, High Performance Computing Application Scientist, Brown University

Catherine Zabriskie, Director, Academic Technology Services, Brown University

Programming is a skill needed to work in many disciplines, not just computer science. Instructors struggle to introduce programming without overwhelming students. Our community of practice developed a model to deliver programming modules based on the open-source web application Jupyter Notebook to make programming accessible for more students.

Outcomes: Assess access to programming on your campus • Understand how to begin working with instructors and colleagues to address your campus needs • Explore technical solutions like Jupyter Notebook

Scaling Up to an Active Learning Building

Session Type: Poster Session | Delivery Format: Poster Session

Eric Rupp, Planning & Operations Manager, Classroom Technologies, University of California, Irvine

Find out about UC Irvine's state-of-the-art, student-focused active learning classroom building, the Anteater Learning Pavilion. We'll share our story of what it took to bring this building to the campus—and the campus to the building—and explore the decision-making process, milestones, and key takeaways from the design and operation of the learning spaces. Learn about the high- and low-tech classroom elements we used, as well as how this building and the faculty development initiatives to support active learning are transforming the learning environment at UCI.

Outcomes: Explore the formal and informal learning spaces of UCI's Anteater Learning Pavilion • Get an inside view of key processes, decisions, and lessons learned from planning through the first year of operation • Explore the classroom technologies utilized • Learn about our strategies to encourage effective use of student-centered teaching practices and see some year 1 assessment outcomes

Supporting Faculty with a Teaching Development Seminar Series

Session Type: Poster Session | Delivery Format: Poster Session

Lisa Gestrine, Instructional Development Coordinator, Iowa State University of Science and Technology

Courtney Vengrin, Coordinator of Assessment and Faculty Development, Iowa State University of Science and Technology

Pedagogical training is critical for faculty in higher education, but often they start teaching requirements with little to no prior training. To support faculty in this area, Iowa State University College of Veterinary Medicine has implemented a teaching development seminar series that includes in-depth educational technology training every semester.

Outcomes: Learn about our current teaching development seminar series • Create a possible future strategy you could use to implement a similar series at your institution • Learn about our future plans for teaching development

Tackling Digital Fluency: A Recipe for First-Year Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Andy Morris, AVP Retention and Student Success, Nazareth College of Rochester

Jenna Sadue, Head of Teaching & Learning Technologies, Nazareth College of Rochester

Like many institutions, we wish to elicit meaningful student engagement with our teaching and student success technologies. Explore our redesign of a first-year experience course to integrate OER, asynchronous learning opportunities, and student success tools in the curriculum as an alternative approach to enhancing the digital student experience.

Outcomes: Identify strategies for successful collaboration between instructional designers and student success units • Discuss the benefits and challenges of infusing digital learning and student success technologies in curriculum to support adoption • Examine course evaluation data to repurpose or imagine successful course design and technology integration at your institution

Teaching, Doing, and Learning: Supporting Digital Scholarship at Ohio State

Session Type: Poster Session | Delivery Format: Poster Session

Meris Mandernach Longmeier, Head of Research Services, The Ohio State University

Joshua Sadvari, Geospatial Information Librarian, The Ohio State University

Digital scholarship specialists in academic libraries face challenges related to designing educational activities, engaging in research collaborations, and assessing impacts of their work. We will share strategies related to fostering deeper engagements with researchers, provide insights around scalable services, and review techniques for communicating our impacts on the research enterprise.

Outcomes: Develop techniques to build collaborations across campus to provide educational opportunities for researchers • Discuss the challenges faced by digital scholarship specialists in providing scalable and sustainable services • Identify strategies for capturing qualitative and quantitative data to assess the impact of library services

Using Virtual Reality to Teach Culture, Language, and Identity

Session Type: Poster Session | Delivery Format: Poster Session

Stephan Nicholas Caspar, Assistant Teaching Professor in Media Creation and Multicultural Studies, Carnegie Mellon University

Exploring the design and affordances of the Askwith Kenner Global Languages Room at Carnegie Mellon University, this talk will highlight the transition from the physical space to effective, innovative (foreign) language and culture pedagogy. What can we learn in bridging the real world and virtual reality?

Outcomes: Identify the role of VR in the teaching of global cultural competency • Assess the effective development of a pedagogy for VR • Adapt and create a strategy for adoption of VR as a tool for curriculum delivery

LEADING AND PARTNERING ACROSS THE INSTITUTION**A 2-University Implementation of Canvas Catalog Through Campus Partnerships**

Session Type: Poster Session | Delivery Format: Poster Session

David Long, IT Manager, The University of Iowa**Jessica Fine Sowalsky, Learning Systems and Courseware Manager, University of Maryland**

Representatives from the University of Iowa and the University of Maryland will discuss their implementation of Canvas Catalog for administering noncredit and continuing education courses. We will cover service design, consulting, and collaboration strategies, focusing on the process, people, tools, and data aspects involved when launching a central course storefront service.

Outcomes: Gain a deeper understanding of the challenges and opportunities pertaining to noncredit courses • Apply best practices for launching a course storefront at your institution • Learn about strategies for identifying and collaborating with groups that deliver noncredit courses

3 Autonomous Units + 1 Space = Collaboration Cubed

Session Type: Poster Session | Delivery Format: Poster Session

Martha H Allen, Chair, Research and Instruction Services, Saint Louis University**Kyle Collins, AVP–Technology Transformation, Saint Louis University**

In November 2017, Saint Louis University libraries and IT debuted an innovative service model where three independent University units work in tandem providing a one-stop “Ask SLU” help desk. Three independent managers maintain separate student workers and FT staff who work together. Successes abound, challenges exist, and the project continues to evolve.

Outcomes: Identify at least 2 strengths and 2 weaknesses of intrauniversity partnerships • Identify 3 concrete activities to build working partnerships with different units in a single space • Identify steps to construct timelines for management activities/policies

Applying the EDGE Leadership Model in IT

Session Type: Poster Session | Delivery Format: Poster Session

Michael T Callahan, Director of Information Systems, University of Central Florida**Bryce Jackson, IT Business Relationship Manager, University of Central Florida**

Visit our poster session on applying the explain, demonstrate, guide, and enable (EDGE) leadership technique and philosophy to University IT services. We will demonstrate how infusing EDGE into practices lead to increased IT engagement, stronger positive relationships, more technological-empowered people, and, ultimately, improved organizational alignment towards strategic initiatives and goals.

Outcomes: Explore the EDGE technique and philosophy • Explore EDGE in practice through examples • Learn methods used to help foster empowerment to effectively use technology and IT services • Learn how to apply EDGE through learning how to tie knots

BRM: Delivering the IT Investment Value to Faculty

Session Type: Poster Session | Delivery Format: Poster Session

Leanne McGiveron, Associate Director, Business Relationship Management, Purdue University**Patrick Smoker, Department Head and Senior Director–Colleges of Agriculture Veterinary Medicine, Purdue University**

Purdue’s College of Agriculture is one of the world’s leading colleges of agricultural, food, life, and natural resource sciences, making global-to-local impact in research while enhancing student educational opportunities. So, why business relationship management (BRM)? Today, agriculture, higher ed, and technology are converging at an unprecedented rate. Faculty are shifting their work into new and emerging technologies. To help solve a disconnect, the college recognized a need to bring the full potential of the IT investment value directly to faculty. As the BRM team matured and improved its understanding of its faculty and technology partners’ capabilities, we saw the “BRM potential.” Stop by to discuss our vision for the BRM initiative, key strategies that have been implemented, lessons learned, and successes as the team positioned itself for a strategic focus on cultivating relationships, facilitating partnerships, and delivering value.

Outcomes: Understand that BRM is a capability, discipline, and role that can be successfully introduced within different University organizations • Understand the potential for IT to become a strategic partner collaborating with business partners • Identify opportunities for a BRM program at your institution

Change Is Gonna Do Me Good: A Large-Scale LMS Pilot

Session Type: Poster Session | Delivery Format: Poster Session

Andrea Grace MacArgel, Director of Instructional Design Services, Binghamton University**Tamara Regulski, LMS Administrator, Binghamton University****Paula Russell, Senior Director, Center for Learning and Teach, Binghamton University**

When your campus needs to make a decision about technology adoption, how do you make that decision? What factors go into the process? Who gets invited to the table? We will discuss the process we are currently going through in making the decision to potentially adopt a new LMS.

Outcomes: Understand the importance of bringing together diverse representatives from across campus when making technological decisions • Learn about a pilot process for evaluating technological solutions

CIO Insights: Data-Driven Decision Making and the Student Experience

Session Type: Poster Session | Delivery Format: Poster Session

William M Rieth, Account Executive, TargetX**Mark Allen Staples, Senior Vice President/Chief Information Officer, College of Charleston**

Join us for an interactive conversation with a diverse panel of top CIOs from across the country. This Q&A style interactive session will feature a panel discussion on some of the most relevant IT issues facing higher ed leaders today.

Outcomes: Discover what other institutions are doing to support strategic IT initiatives in 2019 • Understand the importance of building student-centric campuses by making data-driven decisions and aligning technology to maximize efficiencies • Position your team for success by prioritizing the student experience and supporting staff to do the same with technology

Collaborative Analytics: IT, IR, and Finance Working in Sync

Session Type: Poster Session | Delivery Format: Poster Session

Betsy Tippens Reinitz, Director of Enterprise IT Programs, EDUCAUSE

Drawing on highlights from the NACUBO, EDUCAUSE, and AIR co-hosted 2019 Enterprise Summit on Analytics, this poster will present innovative ideas for institutional collaboration around data and analytics.

Outcomes: Understand the urgency of collaborative analytics • Identify the impact analytics is having on the higher education workforce • Identify ways to improve collaboration in analytics projects

Coordinating Campus Computer Purchases

Session Type: Poster Session | Delivery Format: Poster Session

David Greenfield, Director, Student Technologies, Illinois State University**Jason Link, TechZone Sales Manager, Illinois State University**

For standard PC purchases, departments at Illinois State University annually come together cooperatively to determine specifications and combine their buying power for additional discounts. This approach drives standards and IT staff knowledge without enforcing top-down schemes. The participation of the vendor community increases through this systematic approach to technology procurement.

Outcomes: Learn about collaborating with college and University department IT leadership with the goal of the best price • Learn how to collect information for vendor partner negotiations and present the opportunity • Learn how to partner with procurement officers and ensure the best price on quotes

Custom Support Solutions at Scale

Session Type: Poster Session | Delivery Format: Poster Session

Dush Fernando, Director, Technology Support Services, IT Services & Support, Northwestern University**Michael T. Satut, Senior Director of Information Technology, Weinberg College, Northwestern University**

In this session, we'll describe an effective approach to developing a shared service model capable of enhancing customer experience and optimizing resource utilization. We'll also address how you can customize a centralized service model to offer services tailored for students, faculty, and staff within a college.

Outcomes: Learn about shared service models, the pros and cons of each model, and what works best under which circumstances • Understand ways to work across organizational boundaries to build capacity, support community, and optimize resource utilization • Share methods deployed to build excitement and engagement among stakeholders • Discuss success factors and performance indicators for integration

Digital Transformation from Day One: Onboarding New Employees

Session Type: Poster Session | Delivery Format: Poster Session

Heather E Davis, Manager of IT Training & Development, Texas Woman's University

We redesigned our technology onboarding for new hires using UX and design thinking tools to engage new employees through just-in-time communication, while developing a personal relationship. Beyond welcoming new employees, these changes enabled us to encourage good tech habits and to promote digital transformation concepts from day one.

Outcomes: Consider strategies to engage new employees with technology • Get ideas for how to communicate with new employees • Be curious about how to strategically onboard new employees

Integrated Faculty Management: A Community-Building Approach

Session Type: Poster Session | Delivery Format: Poster Session

Eric Leung, Director, Faculty Information Technical Solutions, Simon Fraser University

eTRACS is an administrative system in development to support business process for academic units at Simon Fraser University. Its overarching mission is connecting academic units at the University together. This poster session will explore the vision and challenges of this initiative, from agile development to data governance and community building.

Outcomes: Understand the shortfalls of ERPs for academic units • Examine the challenges IT faces regarding data governance and data integration between faculties and central administration • Understand the benefits and challenges of developing in-house systems using the agile methodology

Internal Partnerships: The Key to Driving Large-Scale IT Projects

Session Type: Poster Session | Delivery Format: Poster Session

Michelle Loyet, Associate Dean of Military Campuses and Online Education, Webster University**Greg Malone, Senior Project Manager, Webster University**

IT can often feel distant from a University's academics, and moving large projects forward can be challenging when faculty, students, and staff must be mobilized. Partnering with departments that straddle IT and academics to serve as a conduit of information can be a useful strategy in moving these projects forward.

Outcomes: Understand how key partnerships across the institution can be leveraged to mobilize populations • Learn how agile methodologies can be leveraged in non-IT environments to generate buy-in through various institutional constituencies • Learn how more "academically adjacent" departments can be utilized to support IT messaging to staff, faculty, and students

Leading Backwards: Blueprint Modeling for Strategic Online Programs

Session Type: Poster Session | Delivery Format: Poster Session

Felicia Cruz, Director, Online Learning & Curriculum Innovation, St. Mary's University

Kevin Hearn, Instructional Designer, St. Mary's University

Jeff Schomburg, Executive Director of Academic Technology Services, St. Mary's University

Angel Tazzer, Director of Instructional Technology and Training, St. Mary's University

In recent years, most institutions have begun the transition to create offerings through online learning, but it is not an endeavor to enter without strategic planning, administrative and faculty support, and perhaps, most important, examples of success. This session will provide a holistic approach to blueprint modeling for online program success.

Outcomes: Investigate St. Mary's procedures and practices to transition historically residential degrees into successful online programs and certificates • Analyze institutional offerings to discern possible candidates for online transition using blueprint modeling • Create an institutional blueprint for online program development through backward design modeling between academic leadership, faculty, and curriculum innovation

Leverage Your Service Desk to Drive University-Wide Service Improvements

Session Type: Poster Session | Delivery Format: Poster Session

Dawn Anderson, Senior Director, Temple University

James C. Papacostas, Executive Director—Client Services, Temple University

Emilie Van Trieste, Temple University

Paul Joseph Zagarella, Director, Temple University

As IT is interwoven into every university business process, your service desk support model must evolve. Your ITSM database has valuable data and potential to drive change. Partnering with support teams inside and outside IT and adopting best-practice service management technology/standards improves customer service University-wide.

Outcomes: Learn how IT tools can help promote better customer service in non-IT administrative areas • Gain the ability to gather meaningful data and metrics to assist with business decisions • Transform the customer service experience for the modern, global University

New Academic Technology Department: Building Collaboration and Partnerships

Session Type: Poster Session | Delivery Format: Poster Session

Jamie Ackley (Cunningham), Senior Instructional Designer, Columbia College Chicago

Dolores Marek, Director, Academic Technology, Columbia College Chicago

As part of restructuring within IT at Columbia College Chicago, an Academic Technology area was formed in April 2017 to support the academic mission of the College. Let us show how this newly formed department provides support for our LMS, academic spaces, college meetings/events, and Technology Oversight Committee.

Outcomes: Identify partnership and collaboration needs when implementing change while continuing to meet the institution's academic strategic plan • Discuss key challenges to address when standardizing academic spaces technology and equipment • Summarize project plans and timelines required for a successful new IT department creation

Relationships Matter: Fostering a Healthy Relationship with Academic Partners

Session Type: Poster Session | Delivery Format: Poster Session

Bob Goeman, Executive Director, Client Services, University of Nebraska at Omaha

Rick Murch-Shafer, Assistant Director, Academic Technologies, University of Nebraska at Omaha

Jane Petersen, Director, Academic Technology and Client Services, University of Nebraska

Relationships are important—some might call them valuable currency. We have many relationships to maintain, but the most important ones might be how we interact with the “academic side of the house.” Come hear stories, challenges, and strategies as we converse about maintaining healthy relationships between IT and academics.

Outcomes: Learn about differences in campus cultures and how that can impact working with academic units • Leave this session with strategies for maintaining healthy relationships between IT and academics • Learn how to identify key stakeholders on your campus and get tips for working with them in a successful manner

To ITSM and Beyond!

Session Type: Poster Session | Delivery Format: Poster Session

Brandon Sierra, Information Technology Consultant, California State University, San Bernardino

Mark Anthony Takahashi, Information Technology Consultant, California State University, San Bernardino

During this poster session, we will present a summary of our journey from a simple ticketing system to a fully fledged IT service management platform, and our introduction to enterprise service management (ESM). We'll identify the methods we used, our approach to building partnerships across campus, and the development process.

Outcomes: Discover our approach to building an ITSM platform capable of maturing into an ESM tool • Learn about our engagement strategy with our campus community • Explore our product roadmap as we dive into future ESM opportunities

Understanding and Interpreting the Needs of the Centralized/Decentralized Help Desk

Session Type: Poster Session | Delivery Format: Poster Session

Srinidhi Parshi, Instructional Assistant, University of Houston

Our aim is to demonstrate an IT help desk system for the entire University of Houston system that's easy to use, cost-effective, scalable, adaptable, and integrable with SharePoint and Microsoft Office 365 for the centralized/decentralized IT model of the University system.

Outcomes: Identify the unique support needs of a centralized/decentralized IT structure • Understand the complications that a decentralized model places on IT support in a major University and how this can be addressed to the benefit of the customers • Identify the financial benefits of implementing an economically viable software

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Building a Digital University: Lessons from Global Leaders

Session Type: Poster Session | Delivery Format: Poster Session

Scott M Winslow, Practice Manager, EAB

Digital transformation is ascending institutional agendas, putting IT leaders at the heart of campus innovation efforts. This session will delineate EAB's digital transformation framework for higher education, introduce a range of best-in-class exemplars from the international community, and provide self-assessment tools to determine campus digital readiness and plan IT's next steps.

Outcomes: Develop a structured understanding of digital transformation opportunities in higher ed • Learn key lessons from international exemplars leading the pack in digital innovation • Assess your own campus digital readiness and prepare an individualized plan of action

The Connected Campus: How IoT Is Transforming Education

Session Type: Poster Session | Delivery Format: Poster Session

Steven C Burrell, VPIT & CIO, Northern Arizona University

Leo Donnelly, Senior Technical Analyst, Harvard University

By 2020, Gartner estimates 20 billion devices will be connected. Higher education is embracing e-books, sensors, smart systems, sign language translation, and other tools to spur efficiency. This session will look at how IoT is revolutionizing today's connected campus by increasing student performance, enhancing security, increasing energy efficiency, and more.

Outcomes: Gain insight into the current state of technologies used to harness machine learning and AI • Get perspective on how data, when extracted from the physical dimensions of delivering education, reveal inefficiencies used to improve resource utilization • Learn about the development of a tech-oriented curriculum to help students learn and support infrastructure

Designing Active Learning for STEM Courses

Session Type: Poster Session | Delivery Format: Poster Session

George Bradford, Director, Instructional Design & Development, Keck Graduate Institute

Swati Ramani, Instructional Designer, The College of New Jersey

Overheard: "I'm an expert at using active learning. My students tell me so in my course evaluations." We'll straighten this out with an active learning building block approach. Come ready to participate and leave with strategies, resources, and suggestions for tools.

Outcomes: Clarify an operational definition of active learning • Recognize when a course design is not fully leveraging an active learning approach • Integrate easily available educational technology tools in active learning scenarios

Digital Transformation to Support Security Policy at USP

Session Type: Poster Session | Delivery Format: Poster Session

Mauro Cesar Bernardes, Technical Assistant, Office of Information Technology, Universidade de Sao Paulo

Joao Eduardo Ferreira, Professor/CIO, University of Sao Paulo

Adriano Arantes Paterlini, Chief Infrastructure Division, University of Sao Paulo

This poster will present how campus security policy was included as part of digital transformation in the largest Brazilian public University. We'll reveal the strategies and results of the integration of an electronic monitoring system based on AI surveillance and locally developed mobile applications.

Outcomes: Identify how digital transformation must take campus security into consideration • Understand how a system based on AI surveillance can increase electronic monitoring systems' results • Experience mobile applications that contribute to increased campus security

Discovering Research IT Resources Across Campuses: Collaboration Is Key

Session Type: Poster Session | Delivery Format: Poster Session

Amy Hovious, Lead Research IT Support Coordinator, University of Illinois at Urbana-Champaign

John-Paul Navarro, Principal Distributed HPC Systems Administration Specialist, Argonne National Laboratory

The Illinois Research IT Portal enables discovery of resources (beyond central IT) from across a decentralized campus. We'll discuss the key collaborations and work that made this possible. We'll also discuss how Research IT and XSEDE partnered on a future-thinking cloud infrastructure that will extend beyond the Illinois campus.

Outcomes: Explore the challenges of gathering resources from across a decentralized campus and sharing in a unified way • Discover the impact on local and global communities and how building relationships is essential • Learn about the underlying cloud-based infrastructure, how it was designed, and future plans to grow beyond campus

Forget the Alt Text: When Accessible Does Not Equal Usable

Session Type: Poster Session | Delivery Format: Poster Session

Jinhee Choo, Senior eLearning and ADA Specialist, University of Illinois at Urbana-Champaign

Norma I. Scagnoli, Senior Director of eLearning, University of Illinois at Urbana-Champaign

John Paul Tubbs, Director of Digital Media for eLearning, University of Illinois at Urbana-Champaign

This poster probes equal access questions surrounding the transition from targeted individual accommodations to at-scale accommodations in MOOC learning environments. The stories and strategies displayed are based on three core points: (1) differences between accessibility and usability, (2) accommodation development based on basic and universal principles for all audiences, and (3) innovation in campus accessibility/disability services to meet new industry demands. These three tenets, while stand-alone, are inter-related when an institution's approach to providing disability services is considered. We will present Gies College of Business's journey to reframe how accommodation is approached when accessibility at scale becomes an imperative. Our aim is to open discussion of these three tenets with attendees and set the stage for them to engage and share their own path to innovating the accessibility and usability practices.

Outcomes: Differentiate between real-world implementation of usable and accessible instructional materials • Identify differences between accessibility practices between on-campus and MOOC courses • Understand that disability accommodations are a moving target and that campus accessibility teams likely need to restructure their approach to cope with enormous capacity demands

Iterative Product Design: Applications for Curriculum

Session Type: Poster Session | Delivery Format: Poster Session

Jennifer Brock, Associate Provost Curriculum Design and Instructional Technology, University of Phoenix

Lisa Mitchell, Director of Assessment, University of Phoenix

A centralized course design model requires a level of standardization. To achieve standardization without losing innovation, a unique process for course design is needed. We have developed an iterative product design approach for rapid course feature releases to address this need, resulting in continuous quality improvement in curriculum design.

Outcomes: Apply the Plan, Do, Check, Act cycle to your curricular or course design • Identify key stakeholders who should be involved in continuous quality improvement • Create a plan for design at your own organization

May I Have Your Attention, Please? There's an App for That

Session Type: Poster Session | Delivery Format: Poster Session

Rens van der Vorst, Technophilosopher, Fontys Hogescholen

It's not easy being a student in times of attention merchants. Why give attention to your study when you can check your phone? We help students cope. We educate them and fight fire with fire with the Attention app, which we created and designed for students to help them manage their scarce attention.

Outcomes: Understand the way attention merchants try to grab our attention and the attention of our students • Learn how to educate students about balancing their attention between their phones and study • Discuss policies for students and employees for managing attention and discuss the implementation of a study attention app

Partnerships: How the Sharing Economy Helped Us Get a Makerspace

Session Type: Poster Session | Delivery Format: Poster Session

David Burns, Director, Learning Spaces & Media Services, Baylor University

Andrew Telep, Assistant Director, Learning Spaces & Media Services, Baylor University

Faced with no public makerspace for campus, a library technology team that manages labs and software licensing and has recently grown to provide media studios, attempts to bridge the gap. But how, in the absence of capital, staff, space, and other significant limitations? Partnership off campus!

Outcomes: Understand the challenges to partnerships with off-campus creative spaces • Identify key University stakeholders, their requirements, and realistic timelines for each milestone • Articulate the value of creative off-campus partnerships to mitigate risk and limitations and scale up new labs and services

Using Simulation and Gamification to Optimize Business Process

Session Type: Poster Session | Delivery Format: Poster Session

Robert Brennan, Organizational Change Management Specialist (IST), University of Alberta

Discover how Technology and Learning Services (TLS) at the University of Alberta (UofA) uses an innovative approach of simulation and gamification to expose pain points and inefficiencies in current business practice and how those efforts lead to business transformation. First, we will explore the three common methods of solutioning a problem between TLS and their clients. Clients approach IT with a solution to a problem already in mind. IT service providers would often suggest a pre-existing product or service as a solution even if it did not necessarily fill all of the criteria. IT consults the client at the top level where there is a disconnect from the operations of frontline staff to create a scope document and then build or buy a solution. Next, we will discuss the boots-on-the-ground, bottom-up approach that was used on a recent project that spans all student recruiting, advising and housing at the UofA Augustana Campus. We will explain the simulation and gamification process used with the clients to help them rethink their perceptions and remove even more potential bottlenecks and unneeded steps in their business processes. This technique helps determine what the true needs of the stakeholders are while exposing all of the pain points and inefficiencies in the business practice. Finally, participants will be able to see how easy it becomes to implement the best solution because of the efforts spent simulating in the early stages of the project. In Augustana's case, you will see how this methodology facilitated collaboration to examine the problem with a different lens, giving the stakeholders the product they needed and not necessarily the product they originally wanted.

Outcomes: Understand how the methodology works so you can replicate the benefits • Explore the methodology's value when investigating business process improvements and IT solutions at your organization • Analyze how using the methodology can create a deeper relationship between IT and its clients

Utilizing VR for Enrollment without Breaking the Bank

Session Type: Poster Session | Delivery Format: Poster Session

Melissa Crabtree, Senior Director, IT Customer Services, Wayne State University

Daren Hubbard, CIO and AVP for Computing and Information Technology, Wayne State University

Dawn S Medley, Associate Vice President of Enrollment Management, Wayne State University

WSU implemented a "skunkworks" virtual reality campus experience by partnering with University departments and leveraging our best programming asset: students! We were able to deliver this project with almost no budget and in less than four months. Let us show you how you can make this a "reality" at your University.

Outcomes: Identify what technology is needed to implement a VR project • Identify what resources exist on campus and maximize partnerships • See how moving forward with a VR project will positively impact enrollment and recruitment

Why Backchannels Should Be Required in Survey Courses

Session Type: Poster Session | Delivery Format: Poster Session

Perry J. Samson, Professor, University of Michigan–Ann Arbor

Many students are uncomfortable verbalizing questions during class and especially in larger classes. This presentation will present evidence that a backchannel eliminates gender biases in inquiry in a large-lecture environment and shows that students exposed to a backchannel in introductory courses are more likely to participate verbally in subsequent courses.

Outcomes: Learn why students are uncomfortable asking verbal questions and how female students are systematically less likely to participate verbally • Learn how the availability of a backchannel virtually eliminates gender biases • Learn how the availability of a backchannel promotes more verbal inquiry in subsequent courses

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

AccessNow: Automating User Access at U-M

Session Type: Poster Session | Delivery Format: Poster Session

Victoria Green, Business Systems Analyst, University of Michigan–Ann Arbor
Aimee Lahann, Senior Business Systems Analyst, University of Michigan–Ann Arbor

Learn how the University of Michigan is working to transform user system access. With the new AccessNow service, some users gain and lose access in response to real-time data changes. Through automation, U-M has reduced the number of access requests, decreased elapsed time and effort, and improved our risk profile by timely deprovisioning.

Outcomes: Learn how we implemented identity governance from MicroFocus to automate and improve access management at U-M • Learn what factors were critical for our success • Learn what challenges we overcame and which still lie ahead of us • Learn how academic unit partners responded to the changes • Learn how we automated access to both digital and physical resources

Digital Cities Campus Testbed

Session Type: Poster Session | Delivery Format: Poster Session

William Garrick, Research Computing Manager and Architect, Portland State University

University campuses are ideal test-beds for smart and connected communities, forward-thinking places where integrated information and communication technologies are used to improve operational efficiency and sustainability and enhance the quality of life for inhabitants. We will discuss the information security challenges to be addressed to ensure the success of this work.

Outcomes: Explore the concept of the campus as test-bed for smart and connected cities • Learn about the range of technology involved • Receive a sample controls matrix for evaluating compliance

Information Security or Regulation Compliance: What's the Best Response?

Session Type: Poster Session | Delivery Format: Poster Session

Andrea Childress, Executive Director ITS, University of Nebraska
Ron King, President, CampusGuard

Compliance is one of the most challenging set of responsibilities for any campus. The limitation of regulations (e.g., PCI DSS, HIPAA, GDPR) is that they distill security into a static set of requirements, focusing concerns on compliance and leading to a false sense of security, while hackers aren't restricted to rigidly defined methods.

Outcomes: Discern the difference between compliance and security • Understand that regulations are a minimum set of processes and controls as a starting point toward a security program • Realize that nothing precludes organizations from implementing more stringent processes and controls than what are defined in regulations

ITAR in the Cloud: It Can Be Done

Session Type: Poster Session | Delivery Format: Poster Session

Bryan S. Fitzgerald, Manager, Infrastructure Applications Services, University of Nebraska
Bryan Kinnan, Director, University of Nebraska–Lincoln

We'll discuss how the University of Nebraska partnered with Microsoft to become the first R1 institution to meet compliance with ITAR, CUI, NIS 800-171, and NIST 800-53 standards in the cloud, in a way that is more efficient, scalable, and cost-efficient than the on-prem solutions we looked at.

Outcomes: Understand the steps necessary to obtain a GCC High environment • Explore the options available through the cloud provider (Microsoft) • Understand our objectives achieved through the cloud and how the cloud can be applied to your situation

MANRS: 4 Simple Steps to Improve Cybersecurity for R&E

Session Type: Poster Session | Delivery Format: Poster Session

Andrew Gallo, Principal IT Architect, The George Washington University
Adair Adair Thaxton, Cyberinfrastructure Security Engineer, Internet2
Steven Wallace, Enterprise Network Architect, Indiana University Bloomington

Mutually Agreed Norms for Routing Security (MANRS) consists of four actions every campus can take to improve the security of the R&E cyberinfrastructure ecosystem. Internet2 and other R&E organizations have joined MANRS: why not your campus? This session will focus on MANRS implementation practices and address questions from attendees.

Outcomes: Understand why MANRS is important • Understand the simplicity of the actions • Obtain a concrete plan of action for implementation

The Path to Campus-Wide Federated IT

Session Type: Poster Session | Delivery Format: Poster Session

Melinda Colby, Senior Director, University of Texas at Dallas
Frank Feagans, VP/Chief Information Officer, University of Texas at Dallas

A campus-wide federated IT model offers many benefits, yet remains challenging to achieve. Hear the approach taken by the University of Texas at Dallas to achieve this model, including the efforts and individuals involved, the current governance model in place, and the next steps for enforcing standards and practices.

Outcomes: Explore why a federated IT model is valuable in a distributed IT culture • Learn how UT Dallas has implemented this model • Hear next steps for continuing the momentum and deriving greater benefits than just reducing risk

Reducing Risk and Redundancy, Vetting Software and Services Procurement

Session Type: Poster Session | Delivery Format: Poster Session

James E Russell, Director of Leveraged Resources, College IT Office, Indiana University
Ian Washburn, Systems Risk Mitigation Manager, Indiana University Bloomington

The Software and Services Selection Process (SSSP) at Indiana University seeks to appropriately manage the need for a diverse set of software and services, while (1) reducing duplication, (2) employing controls around institutional data in play, and (3) fully understanding the variety of software use cases and needs.

Outcomes: Understand the importance of managing, tracking, and understanding the institutional impact of software services procurement • Identify a set of institutional workflows for managing the purchase of software and cloud services • Learn how to create and manage a SaaS white list while still allowing for unique needs

Risk Mitigation and Data Analytics: Privacy, Equity, Infrastructure

Session Type: Poster Session | Delivery Format: Poster Session

Nicole Allen, Director of Open Education, SPARC Scholarly Publishing and Academic Resources Coalition**Patrick J. Feehan, Information Security & Privacy Director, Montgomery College**

Data analytics is spreading fast on campus, affecting both teaching and research. Vendors, particularly commercial ones, have been advertising the possibilities posed by the adoption of data analytics in academic institutions, from early warning systems that identify students in need to adaptive learning that can improve outcomes. However, there has been limited discussion of the possible downsides and—most importantly, strategies for minimizing the manifold risks to privacy, equity, and control over critical infrastructure.

Outcomes: Examine the risks that come with the rapid rise of data analytics • Develop concrete ideas for minimizing risk that can be applied immediately • Explore ideas for structural or collective strategies to address these challenges long term

Using a Capability Maturity Model to Drive Campus Accessibility Compliance

Session Type: Poster Session | Delivery Format: Poster Session

Leslie Kennedy, Interim Assistant Vice Chancellor, California State University, Office of the Chancellor**Cheryl Pruitt, Director, Accessible Technology Initiative, California State University, Office of the Chancellor**

Learn how to apply strategic planning, implementation, and assessment techniques for accessibility compliance on your campus and how to avoid a complaint from OCR/DOJ using the ATI Capability Maturity Model framework. This model outlines the necessary steps to drive sustainable business processes and implementation of an accessibility compliance policy on your campus.

Outcomes: Apply campus prioritization strategies using an impact matrix within a compliance framework • Understand the importance of assessment data collection and accessibility compliance evidence in support of sustainable business process improvement • Identify the necessary next steps to move a campus towards full implementation of ATI CMM

The Woolsey Fire: IT Planning for the Unimaginable

Session Type: Poster Session | Delivery Format: Poster Session

Gerard Flynn, Senior Director of IT Administration and Client Services, Pepperdine University**Rita Schnepf, Director, IT Project Management Office, Pepperdine University**

Pepperdine University's IT division performs disaster recovery drills regularly, but the 2018 Woolsey fire damaged IT infrastructure, made the Malibu campus inaccessible for two weeks, required staff to work remotely, and resulted in classes being taught remotely. We'll share emergency practices that worked, those that did not, and lessons learned.

Outcomes: Identify effective strategies for disaster planning • Get recommendations about the feasibility of employing these strategies at your institutions for the 2020–21 academic year • Learn about communications challenges in the midst of emergencies and how to overcome them

NAVIGATING CHANGE**Building a Culture of Successful Failure**

Session Type: Poster Session | Delivery Format: Poster Session

Brett Morrill, Director of System Development, Wichita State University

We'll explore building a culture of successful failure to drive innovation and positive risk taking to transform and invigorate your IT organization. Learn how to transform your culture from one of cautiousness and conservative engagement to deliver more value to the university.

Outcomes: Understand the concept of successful failure • Understand how to build a culture of successful failure • Learn how to promote and defend a culture of successful failure

Excelling at Change Management, IT Project Implementation, and Adoption Success

Session Type: Poster Session | Delivery Format: Poster Session

Bao Johri, Senior Director of Planning & Strategic Projects, California State University, Sacramento

Join this session to focus on the people side of change when implementing IT projects. The key is to scale and customize your change management approach to fit the organization.

Outcomes: Learn and share strategies and experience on implementing a change management program • Share structured process to help IT prepare for, manage, and reinforce change

From Identification to Realization: Managing Benefits to Deliver Successful Change

Session Type: Poster Session | Delivery Format: Poster Session

Rhian Davies, Head of PMO, University of Edinburgh

Benefits are used to justify investment in a business case, but then are often forgotten about. Learn about how you can keep the focus on benefits throughout your change initiative by adopting the benefits management model, thereby increasing your chances for delivering successful change.

Outcomes: Learn about benefits and benefits realization • Understand the importance of managing benefits • Explore the different stages of the managing benefits cycle and their key activities

From PMO to PCMO: Building Change Management in the CSU

Session Type: Poster Session | Delivery Format: Poster Session

Bridget Wikidal, Senior Director, Project & Change Management, California State University, Office of the Chancellor

In 2013 the CSU's Project Management Office added change management as a service and in 2017 became a Project and Change Management Office. We will share the vision, strategy, plans, techniques, tools, and lessons learned from the evolution of a PMO to a PCMO in the nation's largest university system.

Outcomes: Learn how the CSU system built a change management practice and grew a PMO into a PCMO • Learn strategies, techniques, and tools used to build change management expertise in an IT department and consider lessons learned • Learn strategies and techniques to integrate CM and PM methodologies, resources, and roles

Managing Curriculum and Change with Data Visualization and Dashboards

Session Type: Poster Session | Delivery Format: Poster Session

Elissa Hall, Associate Director of Curriculum & Education Technology, Mayo Clinic College of Medicine

Jennifer Kallay, Manager—Education Technology, Mayo Clinic College of Medicine

Aaron Pendl, Business Intelligence Manager—Edu, Mayo Clinic College of Medicine

Transitioning from time-based apprenticeship approach requires health profession education to navigate change in culture, curriculum, and evaluation. Institutions seek strategies to manage curriculum by making data accessible, visual, and interactive. An interprofessional team created curricular systems and dashboards to facilitate continuous quality improvement and cultivate a college-wide growth mindset.

Outcomes: Describe a 3-step approach to navigate curriculum change in an individual context • Identify tools and frameworks to facilitate data-informed change and continuous quality improvement

Strategic Communication During Change

Session Type: Poster Session | Delivery Format: Poster Session

Tina McMechen, EdD, Capella University

Communicating across multiple silos has been reported as a major challenge for academic leaders. Join us to learn how to develop a strategic communication plan for leading change.

Outcomes: Create a customized strategic communication plan based on a current or upcoming change initiative at your institution

Supporting People Through Change: Navigating Change Management to the Future

Session Type: Poster Session | Delivery Format: Poster Session

Robert Cottier, Change Manager, University of Chicago

Arin Komins, Product Manager for Collaboration Services, University of Chicago

Change management is a vital discipline in higher education IT, as the pace of change isn't getting any slower and as change fatigue abounds. Join the University of Chicago to discuss the good, the bad, and the ugly—and learn a few tricks along the way.

Outcomes: Share lessons learned with change management • Learn tips and tricks to lead change management engagements at your campus • Register interest in a potential new EDUCAUSE community group for change management to network and make contacts

Using a Cross-Staff Design Approach to Navigate Change

Session Type: Poster Session | Delivery Format: Poster Session

Alexandra Miller, Instructional Designer, Arizona State University

Derek Thurber, Senior Instructional Designer, Arizona State University

By embracing design approaches to build a culture of principled innovation and intrapreneurship, ASU Teachers College staff see they are actors in a larger matrix organization. We build meaningful relationships to shape the future for ourselves and students, and prototype innovative ways to support the communities in which we serve.

Outcomes: Understand the value of using design thinking to address challenges with your organization • Apply our approach to your own context • Be inspired by our staff (in our setting) who have responded so positively to taking on the challenge of being changemakers

We're Listening: Transforming IT Services Through Organizational Change

Session Type: Poster Session | Delivery Format: Poster Session

Rebecca M. Marrall, Director of Technology & Discovery Services, Associate Professor, Western Washington University

Western Washington University Libraries consolidated two previously separate IT units into one division. This poster session will provide a brief chronology of the events, strategies, and communications used to manage the transition and build an organizational roadmap for a new IT division within an academic library.

Outcomes: Get an overview of the strategies used to manage the transition • Understand how one environment required specific and unique strategies for implementing change and get ideas for your own organizational context • Gain ideas and strategies for increasing stakeholder participation in IT activities within an academic library

SUPPORTING THE INSTITUTION

Slaying the Bad Communication Beast!

Session Type: Poster Session | Delivery Format: Poster Session

Mark CJ Davis, D, Manager of Desktop Systems, Swarthmore College

Aixa Pomaes, Director of Support Services, Swarthmore College

Studies show those who leverage EQ (emotional intelligence) have a good indicator of their ability to influence, persuade, and connect with others, which ultimately is all about how we communicate. This session will discuss the pitfalls, methods and strategies to help us embrace thoughtful, effective, and diverse communication at all levels.

Outcomes: Learn how to cultivate more meaningful communications and partnerships across the organization • Learn how to modify behavior to better work with and understand others • Learn how to leverage EQ to become a more effective communicator

Student Workers: A Guaranteed Winning Investment

Session Type: Poster Session | Delivery Format: Poster Session

Marc Fleischner, Director of Operations, Rowan University

Tyler Grace Higgins, Asset Specialist, Rowan University

Charles Lafferty, Director, Technology Services, Rowan University

Rowan University IRT has developed a successful student worker program that has paid dividends. In this session, we will discuss the importance of a program as opposed to a position. We'll share the details of our program, including the successes and pitfalls of working with students.

Outcomes: Learn about the importance of an overall student worker program vs. a student worker position • Understand the importance of documentation in running an effective program • Understand the importance of using failures to create success

TRANSFORMING THE STUDENT EXPERIENCE**Blending Human and Tech Solutions to Support Student Success**

Session Type: Poster Session | Delivery Format: Poster Session

Robin Delaloye, Associate Dean of Communications and Student Success, The George Washington University
Jared Johnson, Associate Dean for Academic Technologies, The George Washington University
Matthew Mihalik, Director, Scholarly Technology, The George Washington University

When the provost tasks your team with a high-profile project, how do you satisfy all of your stakeholders? Explore how user research and testing were used to design services, build a website, and adopt technological tools to create Academic Commons, the George Washington University's one-stop learning assistance center.

Outcomes: Learn about methods used by GW Libraries and Academic Innovation to conduct user research and testing • Learn how user feedback informed service design, including in-person delivery, website creation, furniture purchases, and marketing strategies • Learn how technological tools were evaluated and chosen

Closing the Work Skills Gap

Session Type: Poster Session | Delivery Format: Poster Session

Charles Edamala, Associate Vice President for Administrative Technologies and Chief Technology Officer, Illinois State University
Barton James Lytel, Endpoint Support Manager, Illinois State University

The central IT department at Illinois State University was having challenges filling entry-level positions. In addition to a real lack in technical skills, most applicants also lacked basic workplace skills. We designed a program to target the students' ability to think critically, communicate effectively, and operate in professional environments.

Outcomes: Understand time commitment required to launch a similar program Understand the potential return on investment for this program, (new talent, new methods) Understand how this program can be used in multiple Higher Education fields of study

Design Thinking to Transform Campus Learning Spaces

Session Type: Poster Session | Delivery Format: Poster Session

Jim Russell, CIO and VP for Digital Strategy and Planning, Manhattanville College

This session will briefly cover the basic framework of design thinking, followed by three hands-on exercises (empathy, ideation, and assessment) to illustrate how this methodology can improve space planning, design, and evaluation at your college.

Outcomes: Understand the basic structure of design thinking • Apply that structure to a common problem in higher ed around learning space management • Develop a new paradigm that should improve student and faculty satisfaction

Enhancing Student Learning with Immersive Technologies

Session Type: Poster Session | Delivery Format: Poster Session

Allison Hopkins, Assistant Technical Lead, Purdue University
George Takahashi, Technical Lead, Purdue University

We're creating virtual labs that will be incorporated into the current curriculum to allow off-campus students to participate where they previously were not be able to. We want distance learning students to have the same experience in the labs as their on campus counterparts, thus increasing the accessibility of education.

Outcomes: Observe current learning-based projects completed by the Envision Center • Understand the importance of virtual labs and what we are doing to help drive-off campus learning forward • Discuss with the members of the Envision Center any questions about past or future work

IT: Transforming the Student Experience Through an Equity Lens

Session Type: Poster Session | Delivery Format: Poster Session

Laurie Tripp Heacock, Vice President, Data, Technology and Analytics, Achieving the Dream, Inc
Celeste M. Schwartz, VP for Info Tech & Chief Digital Officer, Montgomery County Community College

IT influences campus culture. Student success should be at the core of every decision about technology challenges or potential investments. Transforming the student experience requires a systems-thinking approach with cross-functional collaboration across the institution—students, faculty, staff, and other key stakeholders—through a lens of people, process, and technology.

Outcomes: Participants will learn: • Topics and areas to consider prior to investing in technology • Tips for technology integration • Strategies on how to use technology to optimize the student experience through alignment with pathways • Examples of how colleges have implemented student-centered solutions • Valuable resources

Journey Through a Mobile App

Session Type: Poster Session | Delivery Format: Poster Session

Robert Bircline, Manager of Web Technology, University of Houston
Diane M. Trippel, Director of Web & Communication Services, University of Houston

Explore paths along the journey through a mobile app implementation. We'll share experiences from the perspective of organizational leadership as well as consideration for software development. From conception to engaging stakeholders to end-user adoption, we'll address many unanswered questions as we examine the "why" and "how" of mobile.

Outcomes: See the value and process of strategic planning, building relationships, and understanding your options in your journey ahead based on firsthand experience from our key team members • Receive a downloadable journey guide, which covers our journey from past to present

Launching Into Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Malcolm Brown, Director of Learning Initiatives, EDUCAUSE
Kathe Pelletier, Director of Student Success Community Programs, EDUCAUSE

In 2019, EDUCAUSE convened a group of 10 higher ed leaders to discuss the definitions, structures, technologies, and capabilities required to impact student success and the role EDUCAUSE might play in that endeavor. Join us as the panel unveils its recommendations.

Outcomes: Explore key institutional capabilities necessary to impact student success • Hear from expert panelists about student success initiatives on their campuses • Find out how to engage with the EDUCAUSE student success community

Major Institutional IT Projects Led by an Undergrad Student Team

Session Type: Poster Session | Delivery Format: Poster Session

Eric Adams, Program Manager, Purdue University

Carolyn A. Ellis, Program Manager, Purdue University

It once was enough to have a completed college degree to land into a career path, but the bar has been raised and employers are expecting hands-on experience. Three current projects have put teams of undergraduate students at the helm of university-level research and implementation efforts.

Outcomes: See large projects at different stages run largely by undergraduates • Understand the various benefits of sharing the leadership on complex projects

Maximizing Microcredentials: Leveling the Playing Field for Underserved Learners

Session Type: Poster Session | Delivery Format: Poster Session

Tara Baumgarten, Instructional Designer, Education Design Lab

Don Fraser, Jr., Education Designer, Director of 21st Century Skills Badging, Education Design Lab

Join experts on design thinking, workforce partnerships, and curriculum redesign for a practical discussion on how to maximize microcredentials with an eye toward how they can improve equity and career opportunity for underserved learners.

Outcomes: Discuss how the latest insights from the field of digital badging and microcredentials. Learn about how academic leaders can stand up new microcredential programs that are aligned to workforce needs. Discuss strategies for applying design thinking, workforce partnerships, and curriculum redesign to create microcredentials.

One University's Journey to a More Personalized Campus Portal

Session Type: Poster Session | Delivery Format: Poster Session

Katherine Farley, Web Developer, North Carolina Central University

Damond L. Nollan, IT Director, North Carolina Central University

Faced with aging web technology, low student engagement, and a fragmented list of cloud-based services, North Carolina Central University changed its web infrastructure to better serve the campus community. In this session, members of NCCU's Web Services will demo the new campus portal and share how it was done.

Outcomes: Understand how to leverage analytics and personalization to improve the student's journey • Identify ways to eliminate fragmentation of data and resources • Recognize opportunities to extend existing service offerings through APIs

Starfish Story: "We Helped These Students"

Session Type: Poster Session | Delivery Format: Poster Session

Gretchen Kopmanis, Desktop Support Specialist Senior, University of Michigan–Ann Arbor

Susan Perreault, Director, Student Recruitment; College of Literature, Science, and the Arts, University of Michigan–Ann Arbor

The University of Michigan (College of LS&A) has been running a four-year pilot program to loan university-owned laptops to low socioeconomic status (SES) students. In an effort to bridge the digital divide, the students get to keep the laptops for the course of their academic career.

Outcomes: Learn how to increase recruitment of low-SES students • Learn how to avoid communication mistakes with low-SES students • Learn what to consider when keeping track of a long-term loaner pool of laptops

Students' Evaluations of Online Scientific Resources

Session Type: Poster Session | Delivery Format: Poster Session

Randy Graff, Director of Educational Technology, University of Florida

BYOD and join us to engage with results from a four-year research study on students' online information evaluation. We will look at the choices students (and you, if you play along in an interactive simulation!) make while evaluating Google results for helpfulness, citability, and credibility when grades are on the line.

Outcomes: Gain insight into the value of simulations to study students' online information evaluation behaviors • Connect research evidence to teaching practice to inform and improve instruction around online information evaluation • Analyze the decision-making process that occurs as students interact with search engine results pages

Transforming Instructional Materials for Greater Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Bryan Berrett, Center for Faculty Excellence, California State University, Fresno

James P. Frazee, Chief Academic Technology Officer, San Diego State University

The CSU 23-campus system-wide implementation of Ally gives students more options to engage with course materials in multiple formats. Students can listen to and read documents at the same time on their phone, increasing comprehension and the likelihood of spending time studying those materials.

Outcomes: Learn about Ally implementation approaches at 3 campuses • Hear about and share student successes

Using Challenge-Based Learning: The iOS Design Lab

Session Type: Poster Session | Delivery Format: Poster Session

Scott Schopieray, Assistant Dean for Academic and Research Technology, Michigan State University

Daniel Trego, Educational Media Design Specialist, Michigan State University

Come and see how Michigan State University has been working with Apple to launch the first iOS Design Lab in the United States. We will share student stories and provide insight into learning Apple's Swift language through a challenge-based learning framework focused on creative problem-solving, design thinking, and collaborative work.

Outcomes: Learn about the creative process behind the iOS Design Lab initiative • Understand how the framing process used in the iOS Design Lab redefines student learning experiences • Participate firsthand in a minichallenge that can be applied immediately in your current context

Using Technology to Tackle the Campus Mental Health Issue

Session Type: Poster Session | Delivery Format: Poster Session

Scott Compton, Associate Professor in Psychiatry and Behavioral Sciences, Duke University

In this session, representatives from Duke University Medical Center and Ready Education will examine the role of mobile technology in connecting students to support services, on-campus networks, and information that can help proactively address issues of physical and mental health.

Outcomes: Examine why college transition can be the most challenging periods in students' lives • Explore how mobile technology is connecting students to specific resources and personalized notifications • Discuss how access to these resources can help students grappling with threats to mental health and college success

Virtual Reality on the Bayou

Session Type: Poster Session | Delivery Format: Poster Session

Thomas Steven Hoover, Chief Information Officer and Dean of the Library, University of Louisiana at Monroe

The University of Louisiana Monroe has created the region's first Virtual Reality Center, which comprises a classroom with 28 VR headsets, a 3D printer, and two immersive virtual reality rooms. Selected faculty from computer science, education, and biology are integrating VR into their courses to enhance the learning experience.

Outcomes: Identify specific examples of VR integration into university curriculum • Identify classroom designs that complement the inclusion of VR • Appreciate how a VR classroom can be utilized for University engagement with the local K–12 community

Visualizing Possibility: Transforming How We Create and Share Knowledge Online

Session Type: Poster Session | Delivery Format: Poster Session

Patrick Dempsey, Director of the Office of Digital Teaching & Learning, Loyola University Maryland

Veena Radhakrishnan, Instructional Design, The Johns Hopkins University

The linear nature of traditional discussion boards discourages parallel development of ideas and makes it challenging to decipher the visual relationship between ideas, resulting in fragmentary engagements. This session will showcase a cloud-based discussion platform that leverages social and educational elements to create authentic collaboration and meaningful learning experiences.

Outcomes: Understand the importance of visualization in the success of online discussions • Engage in online collaborative discussions with participants and other users • Utilize text, video, and images to create engaging online content

2:15–3:00 p.m.

Communications Infrastructure and Applications Community Group Session (open to all)

W187A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Eric J. Alborn, Assistant Director, Network Services and Manager, Network Applications, University of Wisconsin–Madison

Adrienne Esposito, Director, Rutgers, The State University of New Jersey

Participate in this opportunity for organizational decision makers (senior IT managers, CIOs, CTOs, COOs, CFOs, provosts, etc.) to discuss important communication and collaboration technology issues, including telecommunications, unified communications, collaborative communications, and communication in the cloud. In addition, we may discuss specific technologies, interoperability challenges, regulations, staffing, benchmarking, and other topics related to communication and collaboration technologies.

Enterprise, Business, and Technical Architects (Itana) Community Group Session (open to all)

W187C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

ITANA is a professional group for IT, business, and enterprise architects in higher ed. Learn about ITANA and how you can engage.

Join in a “hot topics on your campus” discussion and preview the year to come. For more information, see our website

(www.itana.org).

How to Induce Game-Changing Innovation

W375B, LEVEL 3

Session Type: Featured Session

Sunnie Giles, President, Quantum Leadership Group

Digital transformation is all the rage, but it's not about technology or products. It's about specific leadership competencies that induce as opposed to inhibit innovation. The unprecedented change in the business environment has resulted in a situation where what worked in the past will no longer work.

Outcomes: Learn how innovation really comes about • Learn how to produce radical innovation • Learn what you need to start and stop doing today as a leader

IT Support Services Community Group Session (open to all)

W186C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Gary Albaugh, Deputy, CIO/G6, US Military Academy at West Point

Harold Hoang, Chief Information Officer, US Air Force Academy

Ryan Wellar, Interim IT Director, The Pennsylvania State University

The United States Military Academy at West Point and the United States Air Force Academy are two of the premier public educational institutions in the United States. The academies will share some major movements related to their implementation plan to step away from the Department of Defense military network and conduct their academic mission on a commercial, educational network. The two academies believe they have some major movements in the planning, integration and implementation of Tier 0 and Tier 1

helpdesk, ERP, CRM, cybersecurity and cloud services that they can share and have an open discussion with the higher education community on their plans and its progress.

Meet and Mingle | Digital Transformation

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Join us for an informal opportunity to meet and mingle with EDUCAUSE staff and colleagues who are interested in digital transformation. Stop by for a drink, say hello and share your insights to help shape future discussions.

Microcredentials and Badges Community Group Session (open to all)

W187B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Join your peers in a lively discussion on the current state of microcredentials and badges in higher education. This meeting will focus on identifying specific examples of success and impact in higher ed and ways institutions can prepare for the implementation of microcredentials, badges, and related activities. We will also discuss ways this group can contribute to current and future directions of microcredentials in higher education.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

Driving Effective Data Governance: Leadership, Data Models, Collaboration, and Culture

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

August R. Freda, D, Campus Data Steward, University of Notre Dame

Rachel Groenhout, Director of Institutional Data Management, University of Maine System

To foster and support a culture of data-informed decision-making across an institution requires effective and sustainable data governance. This requires changing institutional culture to understand how data is an institutional asset as well as a resource. We will share approaches to using data models to foster conversations about data governance issues and drive data-governance activities. Learn a bottom-up executed approach to change your institution's culture and perspective from "my data" to "institutional data" and, along the way, facilitate collaboration, consensus, understanding, and trust across your campus.

Outcomes: Learn about the importance of, and strategies to, establish and demonstrate commitment and participation by senior institutional leaders • Learn strategies and tools to engage a broad spectrum of stakeholders and potential stakeholders to build ownership • Learn how using conceptual data models can set an institutional perspective on data instead of silos of departmental or unit perspectives

Making Decisions with Confidence: Using Analytics for Strategic Insights

W178B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Kimberlee Shaheen, Director of Enterprise Application Services, Baker College System

Meghan Turjanica, Product Manager, Jenzabar Inc

Baker College knew there were better ways to spot trends, make accurate projections, and discover hidden opportunities in finance and across campus. Using Jenzabar's solution, Baker now makes decisions based on data, not guesswork. Hear how Baker is using analytics to tackle challenges and address new opportunities.

Outcomes: Learn how to eliminate your reliance on guesswork and enable true data-driven decision-making • Uncover new and emerging challenges on campus and how to address them using cutting-edge technology • Hear how your higher ed peers are using analytics today and get their ideal roadmap for the future

Unlocking the True Potential of Data in Education

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Martin Bariff, Associate Professor of IM, Illinois Institute of Technology

John Norton, Systems Engineer, SPSS an IBM Company

This session will address both challenges and opportunities with recommendations for successful adoption of evidence-based and data-driven approach to decision-making. Get to know the use cases and the insights on how results from predictive analytics using big data analytics modeling can improve university effectiveness, efficiency, productivity, and innovation.

Outcomes: Learn about adoption techniques for a data-driven approach • Learn how to improve university performance using big data analytics applications • Learn how to build University-wide data governance and quality policy

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Give The People What They Want: Managing an Evolving Portfolio of Integrated Applications

W193, LEVEL 1

Session Type: Breakout Session | Delivery Format: Panel Presentation

During this session, you'll hear from campus leaders regarding updated strategies for managing multiple tools designed to accomplish similar objectives. The panel will discuss challenges associated with meeting the dynamic needs of various groups on campus and evaluating ROI for previously sanctioned solutions. We'll discuss decision-making criteria for implementing new solutions and deprecating old platforms. Finally, you'll hear different visions for the future of "best of breed" deployments and the opportunities presented by an increasingly integrated app landscape.

Outcomes: Discover the current landscape of applications most commonly requested by users and drivers for deployment • Learn about the decision-making criteria and analytics used to determine what apps to continue or start supporting • Examine the opportunities associated with integrating new apps more deeply into your existing ecosystem

"Punching Above Our Weight": Small-College Enterprise IT Stories

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

John Eggleston, IT Manager, Davidson College

Nick Roberts, Director Enterprise Solutions and Analytics, Davidson College

Small colleges are challenged with meeting the same technical expectations as larger institutions. Learn how we use a mix of modern open-source tools and consolidated platforms to accelerate the transformation of key technologies like integration and infrastructure without adding expert staff and without increasing technical debt.

Outcomes: Discover tools and methods for infrastructure-as-code and data integration • Learn how we are implementing the “Davidson API” leveraging an IPaaS solution • Understand how we are transforming our staff historically made up of individual heroes into truly collaborative teams • Meet small-college colleagues experiencing similar challenges

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Learning Spaces Around the World: International Design Trends and Challenges

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

John Augeri, Paris Digital University, CSIESR

Interactive learning design provided by Steelcase Education, Gold Partner

In this session, we will present and discuss the results of an ongoing international comparative study (Europe, Japan, Singapore, Australia, New Zealand, USA, and Canada) of learning spaces trends, especially regarding their design principles.

Outcomes: Identify the differences and commonalities among learning spaces around the world • Identify the best practices abroad and evaluate their potential relevance to your context • Receive the forthcoming study results and learn how to get engaged

XR on Campus: Vanguard Applications in Teaching and Learning

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Malcolm Brown, Director of Learning Initiatives, EDUCAUSE

Jeffrey Pomerantz, Associate Professor of Practice, Simmons College

Virtual reality, augmented reality, and 3D scanning and printing technologies—collectively called mixed reality (XR) tools—are being adopted across higher education in service to the teaching and learning mission. In this session, we will present findings from the second year of the HP/EDUCAUSE Campus of the Future research project. We'll also include selected case studies of leading XR projects in higher education, serving as illustrations of the potential for these technologies to further the postsecondary teaching and learning mission.

Outcomes: Learn about how the variety of XR technologies can best support applications in various disciplines • Learn about XR technologies that could be effective for achieving learning objectives for a course at your institution • Understand the challenges and opportunities for deploying XR technologies in a course

LEADING AND PARTNERING ACROSS THE INSTITUTION

Building a Diverse Pipeline of Student Workers in IT

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Damian Doyle, Assistant Vice President of Enterprise Infrastructure, University of Maryland, Baltimore County

Deborah Keyek-Franssen, Associate Vice President for Digital Education and Engagement, University of Colorado System

John J. Suess, Vice President of IT & CIO, University of Maryland, Baltimore County

Increasing diversity of IT staff is a strategic IT priority. Student employees are the seedcorn of university IT; however, rarely do IT organizations think strategically about student hiring. UMBC revamped our student hiring process, paying special attention to diversity. The result has helped increase our pool of diverse candidates.

Outcomes: Learn how to partner with campus organizations to build student pipelines of diverse students to apply for student IT positions • Learn how these diversity initiatives can include community college transfers through graduate students • Encourage diverse students to apply for full-time positions in the division

Integrity in Online Testing: Challenges and Solutions

W192C, LEVEL 1

Session Type: Facilitated Discussion Session

Jeremy Thomas Bond, Interim Director of the Center for Excellence in Teaching and Learning, Central Michigan University

Arie Sowers, Senior Product Specialist, Respondus

Online testing comes with institution-wide challenges from a technology, policy, and budget standpoint. Hear how several universities are approaching these challenges in terms of exam integrity for online courses. This discussion will focus on how to establish proctoring policies, select cost-effective technology, train faculty, and support students.

Outcomes: Understand the key challenges of online testing • Get best practices from other institutions on how to maintain the integrity of online testing • Learn how to introduce policy and technology for effective online testing

Lightning Round Session: Leading and Partnering Across the Institution

W183BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Lightning Round

Mike Carlin, Vice Chancellor for Information Technology & CIO, University of North Carolina, Charlotte

Maria Croft, Director, Contact Center, Lone Star College System

Cathleen Curley, Chief Information Officer, College of LSA, University of Michigan–Ann Arbor

Tucker Cutter, Manager, BerryDunn

James Kent Dudek, Senior Organizational Strategist, University of California, Berkeley

Stefanie Horvath, Assistant Director of Communications, University of Michigan–Ann Arbor

Butch Juelg, Associate Vice Chancellor, Technology Services, Lone Star College System

Jeremy Simons, Director, Campus Technology Services, Lone Star College System

This lightning round will pack as much information into one session as possible. Hear succinct, engaging presentations on a variety of topics. Each will be 10 minutes long, with a Q&A at the end of the session.

Lightning Round 1: Organizational Silos: Don't Break Them, Connect Them

Presenters: Maria Croft, Butch Juelg, Jeremy Simons (Lone Star College System)

Organizational silos are not your institution's enemy—being disconnected is! The key is connecting silos, rather than fruitlessly working to break them down. By using enterprise service management at Lone Star College, we effectively united what had previously been seen as isolated silos and transformed them into high-performing units.

Outcomes: Understand the function and benefits of organizational silos • Understand the principles and benefits of connecting organizational silos • Identify how examples shared by both the presenters and others can benefit and be used within your own organization

Lightning Round 2: Organizational Change: Not a Perfect Science

Presenters: Mike Carlin (University of North Carolina, Charlotte), Tucker Cutter (BerryDunn)

This interactive presentation offers one university's journey from a significantly distributed IT service organization to an entirely new organizational structure. We will share challenges, tools, and successes and discuss our approach to redesigning the IT organization, actively engaging key sponsors and the campus community, and navigating change.

Outcomes: Identify shared challenges and innovative solutions to IT service delivery and organization change • Understand the skills, behaviors, and competencies needed to successfully manage IT culture and organization change • Identify how the process, techniques, and design ideas we employed can be applied to your institution

Lightning Round 3: Journeys to Cultivate a “One IT” Culture

Presenters: Cathleen Curley, Jennifer Herron and Stefanie Horvath (University of Michigan–Ann Arbor); James Dudek (University of California, Berkeley)

How do you create, sustain, and reenergize a “one IT” model across a distributed campus? Join us for an interactive session about how we've built community across our campuses—from engaging our communities, to piloting and implementing programs, to adapting along the way—and brainstorm new ideas for strengthening your own IT community.

Outcomes: Learn how to organize a community program to build relationships, develop skills, and encourage innovation across technology units on your campus • Explore the benefits, outcomes, and challenges of implementing these programs • Determine a starting point to help refresh your campus vision

Mentoring and Sponsorship: Game Changers for Building Your Career

W190B, LEVEL 1

Session Type: E-Track

Shana L Campbell, Manager, Professional Learning, EDUCAUSE

Joseph D. Galanek, Senior Researcher, EDUCAUSE

Join us for an interactive discussion exploring the impact of mentorship and sponsorship on career success.

Outcomes: Discern the differences between mentoring and sponsorship • Review key findings from the EDUCAUSE workforce study to get an overview of the state of mentoring in higher ed IT • Explore the best mentoring or sponsorship strategy to enhance your career

Partnering Effectively with IT: A Provost's Perspective

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Mark Askren, Senior Advisor to the President, University of Nebraska

Susan Fritz, Interim President, University of Nebraska

Building an effective partnership with senior academic leadership is a critical success factor for IT effectiveness on campus. Get an overview of the lessons learned and the strategic impact of the partnership between the provost and the CIO and their organizations at the University of Nebraska.

Outcomes: Get lessons learned from building an effective partnership with the provost and her senior leadership team • Get an overview of driving innovation system-wide while significantly reducing operational costs • Get leadership examples of implementing institutional change

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK**Epic Transformation! Convincing Campus to Secure Their Devices**

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Barbara Friedman, Director, Customer Service and Support, Cornell University

Tom Horton, Acting CISO, Cornell University

Until recently, Cornell has not seen broad application of its endpoint device security policy across campus. The Certified Desktop program has changed that, and the results have been truly impressive.

Outcomes: Understand the cultural, political, financial, and technical aspects of a successful campus-wide security project • Create a roadmap for campus-wide change management • Learn how to make policy compliance attractive to campus

The Fog of Cyberwar: Lessons for Managing Cyberrisk

W196B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Thomas Andriola, Vice President and CIO, University of California, Office of the President

David Rusting, Chief Information Security Officer, University of California, Office of the President

Cybersecurity has evolved into a seemingly never-ending “war” of threats, protections, regulations, and cultural change. Join us as we explore the lessons learned by the University of California in managing cyberrisk, and learn how history informs our current and future direction and efforts.

Outcomes: Explore the challenges of managing cyberrisk at scale • Understand the pillars of UC's approach that could be applicable to your organization • Identify 2 key near-term action items you can take back to your organization

NAVIGATING CHANGE**Campus 2025: Preparing for Tomorrow's Student Today**

W185A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Bryan Alexander, President, Bryan Alexander Consulting, LLC

Higher ed institutions are at a crossroads, and many are finding it harder to stay open. Bryan Alexander, renowned futurist, speaker, and author has been predicting these disturbing trends for years. He'll look ahead at the higher ed industry to examine what institutions need to do to survive and prosper.

Outcomes: Explore the technological advances that are driving digital transformation • Examine the demographic changes on campus and how they are transforming labor expectations • Discuss what campuses need to do to adjust to this changing landscape

Digital Transformation: Critical for Higher Ed, or Just Hype?

W179A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Vince Kellen, Chief Information Officer (CIO), University of California San Diego**Orlando Leon, Chief Information Officer, California State University, Fresno****Helen Norris, Vice President & Chief Information Officer, Chapman University****Phillip Ventimiglia, Chief Innovation Officer, Georgia State University**

Adopt digital or die! That's the message we hear loud and clear. But there are skeptics among us who think it's overhyped. But digital advocates, don't clutch your pearls just yet. Join us for a spirited discussion about this topic.

Outcomes: Hear differing perspectives on digital transformation • Learn about digital initiatives at 4 universities • Explore the role of innovation in higher ed IT

Improving Service and Innovation Through Decentralization: Fact or Fiction?

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Tara Hughes, Interim Manager of Administrative Services, California State University, Channel Islands**Jill Leafstedt, Associate Vice Provost Innovation & Faculty Development, California State University, Channel Islands****Peter Mosinskis, Director of IT Strategy, California State University, Channel Islands**

Campus leadership commonly perceive value in centralizing IT resources to save money, eliminate redundancies, and reduce waste. Can decentralization of IT provide similar benefits for efficiency and collaboration? Come learn three perspectives on how to successfully tackle a complex reorganization of IT, academic technology, and shared support center functions.

Outcomes: Understand the tangible and intangible benefits and potential pitfalls of an IT decentralization effort • Compare strategies for building collaboration and measuring success of federation efforts • Identify a list of opportunities for collaboration and efficiency between IT, academic technology, and shared services functions

SUPPORTING THE INSTITUTION**Driving Impact: Strategies to Strengthen Diversity, Talent and Team Performance**

W180, LEVEL 1

Session Type: Breakout Session | Delivery Format: Presentation Pair

William Bettermann, Manager, Lehigh University**Margaret Dias, Executive Director, IT Service, University of Massachusetts Dartmouth****Cindy J Etherington, Vice President, Dell Technologies****Gale D Fritsche, Assistant Director, Computing and Distributed Support Services, Lehigh University****Nishita Roy-Pope, Senior Consultant, Dell Technologies**

This paired session features two presentations with unique perspectives on a closely related topic.

Session 1: A Model Engaging Diverse Students**Presenters: Margaret Dias (University of Massachusetts Dartmouth); Cindy Etherington and Nishita Roy-Pope (Dell EMC)**

Learn how a leading global company (Dell Technologies) collaborated with a large public University (University of Massachusetts Dartmouth) to "change the face of tech" by engaging and recruiting students of color. The presenters will share how they built a unique, scalable, and cost-effective model that empowered students and introduced them to high-tech job possibilities that resulted in internship and full-time hires.

Outcomes: Get a framework used to recruit, engage, mentor, and successfully hire students of color that you can apply to your own institutions • Learn how diverse leadership teams collaborated to drive successful outcomes for all stakeholders • Hear authentic video testimonials of students impacted by this innovative model and why they now feel empowered to "change the face of tech"

Session 2: Enhancing the Performance of Cross Functional Teams**Presenters: William Bettermann and Gale Fritsche (Lehigh University)**

Due to the diverse nature of higher education IT environments, project teams should consist of individual members with complementary personalities and skills. This session will explore the development of cross-functional teams and how to enhance team performance through optimizing personal and professional traits of team members.

Outcomes: Discuss strategies and identify elements for developing high-functioning teams • Identify personal and professional characteristics in forming cross-functional teams • Compare data across groups and discuss the recommendations and why they were chosen

TRANSFORMING THE STUDENT EXPERIENCE**Implementing a University-Wide E-Textbook Initiative**

W190A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Marc Drumm, Senior Instructional Designer, West Chester University of Pennsylvania**Rui Li, Executive Director-Distance Education, West Chester University of Pennsylvania**

We will discuss a university-wide initiative intending to enhance the undergraduate and graduate teaching and learning experience through the use of faculty-developed electronic textbooks. By replacing traditional, third-party textbooks, these e-textbooks save students financial resources and provide additional types of content, interactivity, learning experiences, and assessments.

Outcomes: Identify important steps in developing and implementing a university-wide e-textbook initiative • Identify essential technical skills that faculty need to learn to develop your own e-textbooks • Understand how e-textbooks can have a positive financial impact while enhancing student learning experiences

Leveraging a Common Learning Platform for Student Success with Apple

W179B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Jessica Phillips, Associate Director of Student Experience, Digital Flagship, The Ohio State University

Students are more mobile, connected and global than ever—and the technology they use is part of their daily life. In this session, The Ohio State University will share their student success initiative called Digital Flagship that they've developed to empower the next generation of curious, innovative problem solvers and meet students where they are.

Outcomes: Learn how technology can positively impact the student experience, student success, and prepare students for the modern workplace they will graduate into.

Student-First Initiatives: The Institutional Strategy Perspective

W184BC, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Renata S. Engel, Vice Provost for Online Programs, The Pennsylvania State University

Steve Hahn, Vice Provost for Enrollment Management, University of Wisconsin–Madison

Rob McCurdy, CIO, Michigan State University

Michele L Norin, Senior Vice President and Chief Information Officer, Rutgers, The State University of New Jersey

Institutional leaders from MSU, Penn State, Rutgers, and the UW-Madison will discuss the strategic and technical implications of simply providing an exceptional student experience versus transforming the institution to cultivate a lifelong learning relationship with students. To be sure, a modern, frictionless experience and richer engagement tools are sine qua non to harnessing technology for a student-first initiative, but it is only one facet of a larger strategy that likely includes actions such as reimagining pedagogy and the teaching and learning event, rethinking that IT infrastructure and architecture, discerning between commodity and differentiating functions, engaging departmental partners in new ways, and ultimately building stronger capacity for institutional innovation.

Outcomes: Learn how 4 Big Ten schools are grappling with the challenges of university-wide initiatives centered on creating a student-first environment • Identify the important early decisions that will determine whether initiatives move from pilot to pervasive • Understand how student-first initiatives require a comprehensive IT strategy (student experience technology is just one piece of the larger puzzle)

2:15–4:00 p.m.

TRANSFORMING THE STUDENT EXPERIENCE

Under the Ed Radar: An Edtech Business Pitch Competition—sponsored by Amazon Web Services, Gold Partner

LEARNING THEATER, HALLS F1, F2, LEVEL 3

Session Type: Industry Led | Delivery Format: Learning Theater

Vikram Agarwal, Co-Founder, EdifyOnline

Patrick Dempsey, Director of the Office of Digital Teaching & Learning, Loyola University Maryland

Masoud Douzan, CEO, Inkerz

Eric Goldreyer, CEO & Co-Founder, bulb Digital Portfolios

Reetu Gupta, President and CEO, Cirkled In

Benjamin Motz, Research Scientist, Indiana University

Richard Peacock, CEO (Owner), Liftoff Academics

Pramod Vadrevu, Founder & President, Dynos.io

Innovators in edtech help your institution deliver more effective, efficient, and valuable services. Join us for a dynamic and engaging experience as eight of our Start-Up Alley companies pitch their individual business plans and service offerings before a judging panel. Feedback from the panel and the audience follows each business leader's pitch. The winner will be announced in the Learning Theater at the conclusion of the presentations.

Outcomes: Learn about the latest solutions addressing issues of access, retention, and student success, among others • Network with edtech leaders and offer input to advance their business offerings • Identify potential new solutions applicable to your institution

3:00–4:30 p.m.

What Should Higher Ed Be Doing About IoT?

W176B, LEVEL 1

Session Type: Meeting

Please note: This is an EDUCAUSE ancillary meeting, meaning it is offered by EDUCAUSE staff for the community, yet did not go through the process for curating educational content. For more information regarding this particular meeting, please contact the following EDUCAUSE staff directly:

Name: Brian Kelly

Email: bkelly@edUCAUSE.edu

Phone: 202-872-4200

The internet of things (IoT) has the potential to bring big value to higher education institutions. Colleges and universities can benefit from IoT systems such as traditional building automation systems. Without a thoughtful implementation plan, that value of these new system will not be realized. Well beyond many of the problems created by BYOD, IoT brings now many new security and performance challenges to higher ed IT staff, from classifying IoT devices to managing performance, from baselining IoT operations to identifying behavioral abnormalities to ensuring the highest level of network security. The speakers will provide their unique perspectives on IoT innovation, examine the current state of IoT within higher ed, and identify the key performance and security challenges now being faced by higher ed IT staff.

3:15–4:00 p.m.

Games and Learning Community Group Session (open to all)

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Chas Grundy, Manager, Service Management, University of Notre Dame*Interactive learning design provided by Steelcase Education, Gold Partner*

Games stimulate learning by blending creativity, academic tasks, fun, and often technology. Could your students use a bit more of this? Ready to get started? Join us for a few lightning talks, meet others who have traveled this journey, and engage in active game-play yourself.

IT Communications Community Group Session (open to all)

W187C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Stan North Martin, Senior Director, OIT Outreach, Communications & Consulting, North Carolina State University

Join this conversation on challenges that IT professionals and organizations face in communicating strategically and clearly to user communities, to internal and external constituencies, to campus leadership, and within the IT organization itself. Topics for discussion range from best practices to lessons learned.

LGBTQIA in IT Community Group Session (open to all)

W187B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Ronald Ardizzone, Director, Student Systems, Bentley University

Join a discussion of career issues of interest to the LGBTQIA (lesbian, gay, bisexual, transgender, queer, intersex, and allies) communities and their allies who are working in higher ed IT, providing valuable networking opportunities and allowing for coalition building toward the common interest of furthering inclusive work environments.

Meet and Mingle | Advancing in Your Career

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Stop by for an informal opportunity to grab a drink and meet with the EDUCAUSE Professional Learning team to find out about the face-to-face and online events we offer. Staff will be available to discuss our popular Institute Management and Leadership programs, share information about our upcoming webinars and courses, and help you find ways to support professional learning in our community by becoming a presenter or volunteering.

Wireless-LAN and Network Management Community Groups Session (Part 1)

W187A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Mike Ferguson, Network Manager, Chapman University**Ryan Turner, Senior Manager of Networking, University of North Carolina at Chapel Hill**

We will host brief 10-minute presentations from various participants, which will lead to topics for open discussion in the follow-up Wireless-LAN Community Group session. Topics to be presented will be related not only to wireless networking but also to the campus LAN, the SD-WAN, the data center network, and cloud networking. Recent topics on the NetMan list have included cabling, network convergence, bandwidth management, network design philosophies, systems, security, vendor/product selection, IP management, VoIP deployment, and IoT. Join us for interactive presentations on the challenges of designing, implementing, and supporting enterprise networks in the diverse environments of higher education.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING**Lightning Round Session: Creating a Culture of Data-Informed Decision-Making**

W190A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Lightning Round

Sean M. DeMonner, Executive Director of Teaching, Learning and Knowledge, University of Michigan–Ann Arbor**John Fritz, Associate VP, Instructional Technology, University of Maryland, Baltimore County****Jason Kaetzel, Principal Solutions Analyst, Indiana University****Thomas Penniston, Analytics Specialist, Instructional Technology, University of Maryland, Baltimore County****Jae-Eun Russell, Associate Director, The University of Iowa****Nick Seedorff, Graduate Research Assistant, The University of Iowa****Anna Marie Smith, Research Associate, The University of Iowa**

This lightning round will pack as much information into one session as possible. Hear succinct, engaging presentations on a variety of topics. Each will be 10 minutes long, with a Q&A at the end of the session.

Lightning Round 1: Course Design as Learning Analytics Variable—and Intervention**Presenters: John Fritz, Thomas Penniston (University of Maryland, Baltimore County)**

By focusing on digital tool usage as a proxy for student engagement and an expression of instructor pedagogy, this presentation will focus on how LMS course design has been conceptualized as a plausible learning analytics variable and realized as one of the most scalable, transformative forms of intervention any institution can pursue.

Outcomes: Better understand how course design can be a learning analytics variable worthy of further study • Obtain practical examples that demonstrate these developments in an institutional context • Be able to assess potential applications of learning analytics for your institution

Lightning Round 2: Increase Faculty Adoption of Learning Analytics in Teaching and Learning**Presenters: Sean DeMonner (University of Michigan–Ann Arbor), Jason Kaetzel (Indiana University, Bloomington), Jae-Eun Russell (The University of Iowa)**

Learning analytics promotes faculty reflective practice in teaching and learning. We will discuss various institutional efforts to support faculty adoption of learning analytics in the pursuit of excellence in teaching and explore specific programs, services, and communication strategies to increase faculty adoption in your own courses to help students.

Outcomes: Explore various learning analytics resources for faculty in teaching and learning • Identify key elements and players in faculty adoption of learning analytics • Develop communication strategies to promote faculty adoption of learning analytics

Lightning Round 3: Predictive Models for Students: Ethical and Practical Considerations

Presenters: Nick Seedorff, Anna Smith (The University of Iowa)

Machine learning algorithms are capable of accurately predicting student outcomes. However, ethical and practical decisions must be made about what variables should be included in these models. In this session, we will compare the accuracy and impact of predictive models using different feature sets and explore how institutions might best leverage these predictions.

Outcomes: Understand the differences in accuracy across the semester of predictive models using different feature sets and the different ways models can be “wrong” • Identify the potential benefits and consequences of including certain features • Explore when and how predictions might best be shared with students

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Stronger Together: How Shared Tech Environments Open New Possibilities

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Kari Branjord, SVP, Strategy and Product Management, Banner, Ellucian

Joseph A. Moreau, Vice Chancellor of Technology & CTO, Foothill-DeAnza Community College District

Julie Ouska, Chief Information Officer-Vice President, Colorado Community College System

Joseph R. Tolisano, Chief Information Officer, Connecticut State Colleges & Universities Board of Regents for Higher Education

Digital transformation is a priority, but resources are scarce. Against this backdrop, see how a panel of statewide system CIOs are leveraging best practices to build shared technology environments and pool resources in ways that empower their member institutions to innovate, scale, and mitigate risk.

Outcomes: Learn how three statewide systems built shared technology environments that are empowering their institutions in new ways. • Learn how different approaches align to the needs of different statewide systems • Learn how standardized business processes across systems of schools enhance efficiency and enrich the student experience

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Adopting Inclusive Teaching Strategies Through Video-Based Case Studies

W185A, LEVEL 1

Session Type: Breakout Session

Michael Reese, D, Associate Dean & Director, Center for Educational Resources, The Johns Hopkins University

This breakout session will describe a professional development model to help instructors adopt inclusive pedagogical strategies using video-based case studies and guided discussions. The approach can be facilitated face-to-face or online. The presenter will demonstrate a case study and share resources to help institutions adopt the model.

Outcomes: Learn about a professional development model to encourage faculty adoption of inclusive pedagogical strategies • Obtain resources available to implement this model • Explore best practices in facilitating this model

Going Virtual: VR in Higher Education

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Virginia Eaton, Professor, University of Louisiana at Monroe

Thomas Steven Hoover, Chief Information Officer and Dean of the Library, University of Louisiana at Monroe

Kim Taylor, Instructor, University of Louisiana at Monroe

University faculty will present experiences from integrating virtual reality lessons into the curriculum and conducting student research in the recently established VR Center, which includes a classroom with 28 stations equipped with Oculus GO headsets and computer workstations. Attendees will experience a student-created app firsthand.

Outcomes: Identify specific examples of integrating VR into higher education curriculum • Identify the benefits of utilizing VR in the classroom • Identify opportunities in VR for student research

LEADING AND PARTNERING ACROSS THE INSTITUTION

Libraries, Research, and IT: Optimizing Research Support Together

W190B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Karen Estlund, Associate Dean for Technology and Digital Strategies, Libraries, The Pennsylvania State University

Jill Sexton, Associate Director for the Digital Library, North Carolina State University

Hannah Sommers, Associate Dean, The George Washington University

Collaborations between libraries, research offices, and IT organizations deliver value to institutions by bringing shared staffing, infrastructure, and outreach efforts to bear on institutional priorities. Join representatives from university libraries to learn about successful partnerships that advance the research missions of their institutions and build trusting partnerships along the way.

Outcomes: Explore elements of successful partnerships between libraries, research offices, and IT organizations • Match use cases to concrete solutions of collaboration for research support • Consider ways to rebuild trust where it has been eroded

Partners in Reducing Risk and Cost: Collaboration Between Procurement and CIOs

W183BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Thomas Andriola, Vice President and CIO, University of California, Office of the President

Meg B Harpster, Strategic Purchasing Manager, The Pennsylvania State University

Talytha Thrasher, Executive Director, Purchasing, Indiana University

Thomas Trappler, Associate Director, IT Strategic Sourcing, University of California, Office of the President
Donald J. Welch, Interim Vice President for Information Technology and Chief Information Officer, The Pennsylvania State University
Brad Wheeler, Vice President for IT and CIO, Indiana University

Join us for an interactive discussion regarding effective strategic partnerships between campus procurement and CIOs that can help your institution identify ways to better collaborate in this area to establish strategic supplier partnerships, identify and implement innovative solutions, mitigate risk, and reduce costs.

Outcomes: Discover approaches to strengthening the relationship between procurement and CIOs, and identifying opportunities for collaboration • Understand current issues requiring higher levels of interaction between CIOs and procurement • Understand how a strong partnership between procurement and IT can lead to strategic supplier partnerships, innovation, risk mitigation, and cost reduction

Planning Your Career: What Data Says About IT Career Pathways

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Ana Borray, Senior Director Professional Learning and Development, EDUCAUSE
Veronica Diaz, Director, Professional Learning, EDUCAUSE

EDUCAUSE conducted a comprehensive review of its leadership and management programs, which included focus groups with program graduates and faculty, results of workforce and IT research, and curriculum analysis against industry needs. We'll share top competencies and career pathways, and encourage participants to reflect on career pathways and professional development.

Outcomes: Better understand the research available to benchmark IT skills needed to progress professionally • Understand the skill and abilities higher ed professionals need to succeed in their careers • Learn about the types of professional development opportunities that will help you meet your career goals

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Digital Transformation: How to Know It When You See It

W179A, LEVEL 1

Session Type: E-Track

Malcolm Brown, Director of Learning Initiatives, EDUCAUSE
Josie DeBaere, Director of Technology Architecture, Boston University
Betsy Tippens Reinitz, Director of Enterprise IT Programs, EDUCAUSE
David Weil, Associate Vice President and Chief Information Officer, Ithaca College
Karen A. Wetzel, Director, Community and Working Groups, EDUCAUSE

Does a new CRM lead to digital transformation (Dx)? It depends. Do online classes result in Dx? Maybe. Come to this session to hear from the EDUCAUSE Task Force on Dx about what makes a project transformational and how to move Dx work forward at your institution.

Outcomes: Explore the EDUCAUSE definition of Dx • Familiarize yourself with the criteria for Dx • Develop ideas for moving Dx forward at your institution

IT Strategic Planning: Storytelling the University's Digital Future

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Gayleen Gray, Assistant Vice President and Chief Technology Officer, McMaster University
Bo Wandschneider, Chief Information Officer, University of Toronto

This session will discuss and demonstrate Digital Moments as a tool for storytelling the future of IT at your campus and will provide two examples of how this approach has resulted in IT Visions and IT Strategic Plans at the University of Toronto and McMaster University.

Outcomes: Learn how storytelling can be a tool for creating IT strategic plans • Experience your own Digital Moments activity to see how this tool works • Understand how to incorporate campus-wide engagement activities into successful IT strategic planning processes

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

How HCC Reduced Its IdM Burden with Modern IAM

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Discover how Houston Community College, the nation's fourth-largest community college, tackled its identity management burden with modern IAM. Learn how modern IAM automated the full identity life cycle of HCC's dynamic and fluid population of 140,000 users, streamlined ad hoc access requests, and enabled deep integration with PeopleSoft.

Outcomes: Learn how higher ed peers are tackling IdM challenges to increase security and IT efficiency • Identify use cases and best practices for managing ad hoc access requests with workflows • Understand how modern IAM meets the needs of SIS, HR, and IT infrastructure teams when integrating with PeopleSoft

You're Legally Required to Caption Videos: Where Do You Start?

W196B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Jen Bellenger, Change & Engagement Lead, University of California, Berkeley
Lucy Greco, Web Accessibility Evangelist, University of California, Berkeley

Universities have a legal obligation to accommodate individuals with disabilities, including those who are deaf and hard of hearing who require captions, or are blind and visually impaired and might require descriptive video. But how do you keep your potentially overwhelming costs of accommodation under control? This interactive workshop will help to ensure you have the right tools to accomplish this, and meet your legal obligations. We will offer a strategy to help your institution determine where to start on your captioning journey. We will also share the results of a multi-campus survey regarding institutional video captioning, to illustrate how to prioritize your content. Lastly, we will provide an overview of free tools for captioning and description.

Outcomes: Leave with a plan to approach captioning large amounts of video • Understand best times to use descriptions with video and how to caption them • Learn about affordable plans and tools to make campus videos more accessible for everyone

NAVIGATING CHANGE**Adaptive Staffing for Ever-Changing Needs**

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Janet Scannell, Chief Technology Officer, Carleton College**Wendy Woodward, Chief Information & Campus Services Officer, Wheaton College**

How do we prepare to support technologies that don't even exist now? In this session, we will review the shift in staffing responsibilities and creative options for thriving within rapid change and do a group exercise to predict staffing needs in 5 and 10 years.

Outcomes: Recognize the importance of staff management in a time of great technology change • Learn about creative solutions we have devised • Be inspired to plan proactive steps to prepare for coming change

SUPPORTING THE INSTITUTION**How Are You Using AI to Scale Student Support? Let's Get Solving with Google Cloud**

W193, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

By building virtual assistants to automate routine interactions, Strayer and Penn State have transformed how they support their students. Learn more about their work with Google Cloud Platform and how machine learning and AI are revolutionizing teaching and learning in higher education.

Organizational Partnerships: Finding Innovation and Efficiencies by Working Together

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Trey F. Arrington, VP For Operations, Spartanburg Methodist College**Penny Evans-Plants, Chief Information Officer, Berry College****Keith Fowlkes, Vice President, Technology Contracts, Educational & Institutional Cooperative Services Inc (E&I)**

This interactive session will help attendees explore a new model for collaborative associations and give examples of how the HESS Consortium, E&I Cooperative Services, and enterprise solution and service providers are working together. We will examine how these new alliances are helping institutions innovate, evaluate, and fund their technology operations.

Outcomes: Explore a new model for collaborative associations • Examine how these new alliances are helping institutions with their technology operations

TRANSFORMING THE STUDENT EXPERIENCE**Advising Success Network: An Orientation**

W186C, LEVEL 1

Session Type: Breakout Session

Susan Grajek, Vice President, Communities and Research, EDUCAUSE**Elise Newkirk-Kotfila, Director of Advising Initiatives, NASPA—Student Affairs Administrators in Higher Education****Kathe Pelletier, Director of Student Success Community Programs, EDUCAUSE**

Learn about the work of the Advising Success Network, a group of five partner organizations led by NASPA, with the mission of scaling the adoption of advising solutions to ensure equitable outcomes for institutions and students.

Outcomes: Learn about the structure of the Advising Success Network and EDUCAUSE's role within it • Explore the capacity areas identified as critical for integrated advising services • Consider how a holistic and integrated approach to advising services can help close persistent equity gaps

Best Practices in Evidence-Based Online Career Guidance Systems

W194B, LEVEL 1

Session Type: Breakout Session

Bryan Dik, Professor of Psychology, Colorado State University**Kurt Kraiger, Department Chair, The University of Memphis**

In this presentation, we summarize the best empirically supported strategies for career development, illustrate how online career guidance systems support these strategies to optimize student success, and present illustrative case studies. After this brief foundation, we will collect and discuss challenges and success stories from session attendees regarding online career guidance.

Outcomes: Define what is meant by evidence-based practice applied to career development interventions • Understand how well-designed online career guidance systems support student success initiatives • Leave with enhanced knowledge of strategies for helping students find careers with meaning and purpose at various stages in their college experience

Day in the Life: A Student's Journey to Success on Campus with Apple

W179B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Students are no longer limited by physical spaces to learn, work, and play, and technology helps them create their own unique experiences in each of these areas. In this session, two students from Full Sail University will share how Apple technology creates a modern campus experience for their daily lives.

Outcomes: Learn how students, from a student perspective, are utilizing technology in all aspects of their lives on campus

Experience Active Learning: Inclusivity in Action

W178B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

The speaker will demonstrate how to eliminate your limited boundaries of inclusivity in this extremely interactive session. This whirlwind 45-minute intensely engaging session will take you through experiences ranging from delivering interactive evaluations to creating student-centered community. She will help you understand why you should be using Nearpod versus other programs. Join this interactive learning experience to see why Nearpod should be included within your curricula and used at your university.

Outcomes: Understand how the transformation of student populations impacts instruction • Experience extreme engagement with seamless digital integration with a variety of content types and formative assessments interwoven • Become aware of how your personal biases impact instruction while gaining strategies for engaging a widely diverse student population

Speak Their Minds: Using Student Mindsets to Drive Personalized Engagement

W184BC, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Kurt Ewen, Vice Chancellor, Planning and Institutional Effectiveness, Houston Community College

Sidney Fernandes, Vice President Information Technology, CIO, University of South Florida

Elizabeth Stovall, Higher Education Strategy Leader, Microsoft Corporation

TRACY WOODS, Senior Vice President & CTO, AccelerEd

Mindsets matter, and student success hinges on institutions engaging students based on who they are, not what they are. Learn from you peers who are transforming their offerings by using student journey mapping and persona-based research to improve their institutional outcomes through personalization.

Outcomes: Unify business and IT around the concept of deploying products vs. evolving practice • Understand how engagement based on student personas and mindsets is more impactful than demographics • Use student journeys to prioritize initiatives that connect students with their goals and aspirations

Utilizing Student-Centered Technology to Engage Online Learners in Service Learning

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Sarah Laux, Associate Director, Southern Illinois University Edwardsville

Jaci Lindburg, Director of Digital Learning, University of Nebraska at Omaha

High-impact educational practices like collaborative projects and service learning are noted by researchers and practitioners as game-changing for learners. As students continue to choose online courses, an integrated technology strategy is critical in helping institutions respond to the changing expectations of students while continuing to engage in proven high-impact practices.

Outcomes: Explore the value of high-impact practices in higher education • Learn about strategies to extend service learning to virtual, online courses, and programs • Brainstorm opportunities and barriers for introducing service learning into online courses at your institution

4:15–5:00 p.m.

Business Relationship Management (BRM) Community Group Session (open to all)

W186C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Shari Kearl, Assistant Director, Business Relationship Management, Cornell University

Michael Morris, IT Client Relationship Manager, University of Pennsylvania

West Phinney, IT Technical Director, University of Pennsylvania

Sarah Spaulding, Senior IT Director, University of Pennsylvania

This meeting will include “lightning chats”: 15-minute roundtable discussions on specific BRM questions/challenges, followed by facilitated group discussion. This is an opportunity to network with peers and learn what other institutions are doing vis-à-vis business relationship management.

IT Accessibility Community Group Session (open to all)

W187C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Kyle Shachmut, Manager, Digital Accessibility, Harvard University

Join this conversation on current and emerging issues related to IT accessibility, especially focusing on policy, law, institutional accessibility, and best practices. We'll discuss implications and share strategies and best practices for ensuring our institutions' technologies are accessible to all learners. Both practitioners and IT leaders are encouraged to participate.

Wireless-LAN and Network Management Community Group Session (Part 2)

W187A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Mike Ferguson, Network Manager, Chapman University

Eric Kenny, Network Architect, Harvard University

Ian Lyons, Sr WiFi Engineer, Rollins College

Our CG is your source for discussions on all things wireless networking. This session, a continuation of the brief presentations in the Network Management Community Group, will focus on wireless technology. Our open discussion will be based on topics presented in the Network Management session along with recent hot topics discussed on the Wireless-LAN discussion list, such as 5G+ Wi-Fi interoperability; Wi-Fi 6 and 802.11ax; policy enforcement; Wi-Fi surveying and planning; wireless and network design philosophies; endpoint security; vendor/product selection; IP management; Wi-Fi calling; and managing your residence halls, data needs, and the Internet of Things. Join us for in-depth conversations on the challenges of designing, implementing, and supporting enterprise wireless networks in the diverse environments of higher education.

Young Professionals Community Group Session (open to all)

W187B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Jonathan B. Hardy, IT Director, University of Georgia

Tina Pappas, Associate Director, Rutgers, The State University of New Jersey

Join us for our CG meeting, where young professionals have an opportunity to build professional networks across institutions, seek advice, discuss career matters, and learn about EDUCAUSE offerings. The meeting and community group are intended to provide a

forum for open dialogue, collaboration, and engagement on topics of interest around young professionals in higher education work environments. Participants are encouraged to share their experiences, questions, and ideas.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

Educational Intelligence: From “Limitless” Data to Powerful Insights

W178B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Matt Bartel, President, Digital Measures, Watermark

Beena George, Dean, Cameron School of Business, University of St. Thomas

Caroline L Hilk, Assistant Director for Student Success and Faculty Development, Hamline University

Whitten Smart, Special Assistant to the Vice President for Information Technology, Texas State University

Institutions collect terabytes of data hoping to generate powerful insights to inform decision-making. But surfacing insights can be challenging, especially when data is captured in multiple systems. In this discussion, institutional leaders will share their experiences encountering data barriers and the potential for educational intelligence to improve outcomes for every student.

Outcomes: Understand how data technology can be used to answer essential questions about student learning outcomes and institutional effectiveness through examples • Identify core challenges to analyzing data captured in multiple, disconnected systems • Explore the concept of educational intelligence and its role in connecting data to make deeper analysis and insight possible

How Analytics 3.0 Will Subvert the Dominant Paradigm

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Susan Grajek, Vice President, Communities and Research, EDUCAUSE

Vince Kellen, Chief Information Officer (CIO), University of California San Diego

Jenn Stringer, Chief Academic Technology Officer and Assistant Vice Chancellor, Teaching & Learning, University of California, Berkeley

John J. Suess, Vice President of IT & CIO, University of Maryland, Baltimore County

New cloud technologies are enabling radically different ways of analyzing data. Real-time streaming methods, super high-speed analytic platforms, low-cost big data tools, and AI are upending all the old rules of analytics. A panel of noted experts will discuss these new rules and what your institutions need to do to change.

Outcomes: Understand how new technologies are upending the current approach to analytics • Recognize how your current approach might utilize the new technologies • Be able to develop appropriate plans for preparing your organization for change

Supporting Student Success Through Data-Informed Decision-Making

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Amir Dabirian, Vice President for IT-CIO, California State University, Fullerton

Su Swarat, Director of Assessment and Educational Effectiveness, California State University, Fullerton

Mr. Berhanu Tadesse, Associate VP for IT/Infrastructure Services, California State University, Fullerton

Graduation Initiative 2025 is California State University's ambitious initiative to increase graduation rates for all CSU students while eliminating opportunity and achievement gaps. To achieve this objective, CSU Fullerton has created a culture of using data to identify needs and implement change in key areas to help promote student success.

Outcomes: Learn about the collaboration effort between academic affairs and IT to develop solutions that support student success • Learn how CSUF implemented an effective data analytics life cycle • Learn how to develop insight from data and implement cultural change at your institution

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Case Study: Building the Campus AI Network of the Future

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Mitchel W. Davis, Vice President and Chief Information Officer, Dartmouth College

Universities are under intense pressure to meet ever-growing expectations among students, faculty, and staff for easy, fast, and reliable access to the applications they need, anytime, anywhere. At Dartmouth College, this effort to create the best service experience possible is getting a huge assist from artificial intelligence.

Outcomes: Understand how AI and analytics are being applied to the more than 150 variables that impact wireless user experience • Learn specifically how machine learning supplements vs. supplants IT talent • Get a sneak peek into future apps

Higher Ed Automation Use Cases Bridging People, Process, and Technology

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Jeffrey Battaglino, Senior Technical Marketing Engineer, Cherwell Software

Taj Wolff, Director IT Service Management and Operations, Vanderbilt University

Join us in looking at ITSM automation and how it can provide students, faculty, and administrators with faster, more efficient service by eliminating manual processes and their time-consuming, costly burdens on your organization. We will discuss three different automation use cases and their benefits across the organization.

Outcomes: Learn what automation can do • Learn why automation is essential in ITSM evolution • See automation examples and how they can benefit your organization

Leveraging Best Practices and Infrastructure to Support Cloud Computing

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Sara Jeanes, Program Manager, Internet2

George K Loftus, Associate Vice President, Network Services, Internet2

Sean O'Brien, Program Manager, Cloud Services, Internet2

Linda Roos, Director, State and Regional Networks, Internet2

In this session, Internet2 staff along with community members will provide an overview of how institutions can leverage network capabilities, identity architecture, and community contracts and programs to access and make the greatest use of cloud services.

Outcomes: Learn about engagement with commercial cloud services • Learn about grants and credits available from major cloud providers and work with grant funding agencies • Learn about Internet2 Peering Exchange and Cloud Connect • Explore InCommon in a cloud context • Tap community resources for cloud offerings

Platform for Innovation: Modern Deployment Practices with Apple

W179B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Jeannine Marie Bestine, Endpoint System Administrator, Harvard University

Deployment, management, and support are extremely important to IT teams—and Apple's zero-touch deployment makes this seamless for institutions. In this session, learn how Harvard University is utilizing Apple's products, services, and tools to create a great user experience for faculty, staff, and students.

Outcomes: Learn how modern deployment best practices can create a best-in-class user experience and, through efficiencies, save the institution time and investment

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Learner-Centered Instructional Development

W180, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Shannon Dunn, Assistant Director, University of Florida

Phillip J. Herr-Klepacki, Director of Distance Education, College of the Arts, University of Florida

Chris Pinkoson, Instructional Designer, University of Florida

To better support the teaching and learning mission, UFIT expanded the reach and impact of instructional development through diversified delivery methods. In the first four semesters, over 600 faculty have participated, with 40% completing and earning a credential. Session participants will develop a plan to diversify their offerings.

Outcomes: Explore instructional development processes to improve teaching experiences and learner engagement, including faculty perspectives • Begin a plan to expand the reach and influence of instructional development programs • Collaborate with colleagues to identify challenges and define goals • Access resources to launch a diversified program that supports teaching

LEADING AND PARTNERING ACROSS THE INSTITUTION

Approaching IT Solutions from the Student Perspective

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

With a focus on enhancing the student experience, learn how Central New Mexico Community College leveraged VMware solutions to drive application and data center consistency to benefit students, faculty, and the community college system.

A Conversation with African-American CIOs: Provocative, Authentic, Inclusive, Changing Dynamics

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Yvette Brown, VP for Technology & CIO, Barry University

Michael Cato, Senior Vice President and Chief Information Officer, Bowdoin College

Keith McIntosh, Chief Information Officer, University of Richmond

Stan Waddell, Chief Information Officer, Carnegie Mellon University

This facilitated session is geared toward those on the path to senior leadership within the higher education community. This panel will explore the paths that the panelists took to senior leadership. The conversation is extensible to all participants regardless of race and may have special relevance to minorities contemplating the leap to technology leadership.

Outcomes: Dialogue with the panelists on their experiences navigating broad and varied careers as African-American CIOs • Explore lessons from the panelists' experiences and consider how these might inform their efforts to develop inclusive organizations • Recognize the advantages of IT organizations that honor difference and explore actions to advance DEI

Earning Public Trust: A Modern Approach to Proving Your Value

W193, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Michelle Clifton, Director of Strategic Enrollment Management and Technology, Blackbaud Inc.

Brandon Phipps, Vice President of Sales and Market Development, Higher Education, Blackbaud Inc.

Athletics and national rankings are no longer the cornerstones for building public trust in higher education. Today's students, alumni, and supporters equate your institution's value to the impact it's having on your community—and the world. Telling a meaningful impact story begins with your technology.

Outcomes: Differentiate your brand with a compelling impact story • Drive student retention and outcomes with more effective engagement • Cultivate long-term support throughout the student life cycle, from prospective student to engaged alumni

Getting Past No: Negotiating to Clear Roadblocks and Build Partnerships

W190B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Patricia Aceves, Assistant Vice President, Stony Brook University

Michael Ospitale, Assistant Vice President of Customer Engagement and Support, Stony Brook University

Getting to yes is a four-part strategy that is uncommon in campus IT. The process will be explained and practiced using real scenarios. Participants will deconstruct a conflict/negotiation and learn how to work successfully on projects by understanding others' perspectives and put personalities aside to tackle the problem at hand.

Outcomes: Learn about and practice the 4-step negotiation process • Recognize opportunities to use the negotiation process • Reflect on how to strengthen your own IT campus relationships

Our Leadership Journeys: Becoming Bold and Connected

W375B, LEVEL 3

Session Type: Featured Session

Linda A. Jorn, Associate Vice Provost for Learning Technologies & DoIT Director of Academic Technology, University of Wisconsin–Madison

Becoming a leader is a journey. Leadership requires you to identify and align your knowledge, experiences, skills, and passions. A personal leadership philosophy gives you the intellectual, emotional, and physical energy to lead. In this session, learn about one leader's journey in developing her leadership philosophy and reflect on your own leadership philosophy.

Outcomes: Learn about the journey of creating a leadership philosophy • Reflect on and share current principles that guide your leadership activities • Learn how a leadership philosophy can help you balance your emotional, physical, and intellectual health

★ Winner of the 2019 EDUCAUSE Leadership Award. Award sponsored by Moran Technology Consulting, Gold Partner.

Transformation at Scale: The Gates Foundation's Approach to Institutional Partnerships

W183BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Nazeema Alli, Associate Program Officer, Bill & Melinda Gates Foundation

Francesca Mazzola, Program Officer, Bill & Melinda Gates Foundation

Alexander Nicholas, Program Officer, Bill & Melinda Gates Foundation

Travis Reindl, Senior Communications Officer, Bill & Melinda Gates Foundation

Over the past several years, the Bill & Melinda Gates Foundation has worked to build intensive partnerships with diverse colleges and universities and support networks in areas such as digital learning to help transform these institutions. This session will recap the progress of those efforts and preview the work ahead.

Outcomes: Understand the foundation's strategy for creating more student-centered colleges and universities • Learn how efforts to promote innovation in areas such as digital learning fit into an overall strategy for institutional transformation • Identify opportunities for learning and potential collaboration with foundation grantees and partners

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Teaching Analytics, Machine Learning, and Sustainability...with a Fish Farm

W179A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Jonathan A Moore, MIS Academic Director, University of Connecticut

Ryan O'Connor, Senior Advisory Engineer, University of Connecticut

Discover how business analytics can teach students to use data to solve real-world problems like climate change. UConn professors and students turned an aquaponics farm into a classroom and created a sustainable food supply for their campus. Moreover, students learned valuable IT skills that will prepare them for future careers.

Outcomes: Learn how to innovate within business/technology curriculums to give students a tangible way to understand how data solves problems • Discover how cutting-edge AR capabilities can be taught and implemented in the classroom • Review an unconventional use case and understand how to bring it back to your institution

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

Legal Update: Data Privacy and Cybersecurity

W185A, LEVEL 1

Session Type: Breakout Session

Elizabeth Lim Brooks, Associate University Counsel, Virginia Commonwealth University

Chris J. Melcher, Vice President of Legal Affairs/General Counsel, Augusta University

Francisco Pardo, Assistant Director of Legal Resources, National Association of College and University Attorneys (NACUA)

This session will feature two higher education legal experts in data privacy and cybersecurity. They will provide an update on the current state of the law, discuss changes on the horizon, and offer advice on what academic IT professionals need to know to navigate the legal and regulatory landscape.

Outcomes: Identify the myriad federal and state data privacy laws and regulations—and new developments in those areas—that affect college and university IT • Recognize emerging issues in data use and data privacy—and the new threats in cybersecurity—that are created through new IT applications and technologies • Understand the complex data privacy and cybersecurity issues that can arise in the overlap between research, education, and health care activities

Risky Relationship? How Audit and Information Security Can Work Together

W196B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Lanita Collette, Chief Information Security Officer, The University of Arizona

Sean Hagan, Chief Information Security Officer, Yavapai College

Mark P. Ruppert, Chief Auditor, Northern Arizona University

Tina Thorstenson, Deputy CIO & CISO, Arizona State University

Michael Zimmer, Director of Information Security, Northern Arizona University

As an R1, R2, community college, or other type of institution you have to manage risks. See how four different institutions have approached this and how establishing a relationship between audit and IT can help. Need to build or grow your risk management program? Join us!

Outcomes: Identify several approaches to risk assessment and management • Understand how establishing a relationship between audit and IT benefits the institution • Identify possible next steps to build or grow your risk management program

NAVIGATING CHANGE

"But We've Always...": Helping Teams Navigate New Waters

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Presentation Pair

Peg Checchi, Instructional Designer, Rush University

Patti A Havlicek, Network Services Manager, University of Wisconsin–Madison
Nathan A Royko Maurer, IT Manager, University of Wisconsin–Madison

This paired session features two presentations with unique perspectives on a closely related topic.

Session 1: Rock in the Stream: Finding Educationally Sound Footing

Presenter: Peg Checchi (Rush University)

Universities everywhere are currently undergoing rapid change, which is tumultuous to faculty, students, and staff. While bringing on new initiatives and paving the way for the future, we must find ways to be the stability for those around us.

Outcomes: Categorize how change is impacting you on multiple levels (self, department, program, institution) • Develop strategies to help anchor your own work/departments/programs • Compile concrete ideas on how to ensure a smooth transition and, more realistically, how to “flex” when things go wrong

Session 2: Hey, Let’s Do IT Together!

Presenters: Patti Havlicek and Nathan Royko Maurer (University of Wisconsin–Madison)

Navigating organizational change can be challenging. Find out how UW-Madison Operational Support teams approached new leadership, new expectations, and the challenge to overcome historically embedded culture.

Outcomes: Learn how to approach managing change no matter what the organization’s size • Learn how to identify and break through embedded organizational cultural barriers • Get strategies to assist with the change process

SUPPORTING THE INSTITUTION

DNA of an In-House Communications Team

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Linda Ong, Director, IT Communications, The University of British Columbia

When an IT department’s communication needs mature to the degree that an in-house communication experts is needed, the result can be mixed. Explore how to build and grow an IT communications team with other colleagues in this informal, engaging workshop. Bring copies of your job descriptions and org charts.

Outcomes: Learn how to scale your IT communications team to meet organizational needs • Understand the different stages of readiness to build and sustain your team • Share and review different IT communication team models

TRANSFORMING THE STUDENT EXPERIENCE

Transforming the Student Experience a Sprint at a Time

W190A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Paul J. Dosal, Vice President for Student Success, University of South Florida

Sidney Fernandes, Vice President Information Technology, CIO, University of South Florida

Alice Wei, Director of Digital Innovations, University of South Florida

USF IT and Student Success have been engaged in a thought partnership on technology and process with the goal of making sure we get the “right service to the right student at the right time.” This session will focus on how we did it and the results achieved.

Outcomes: Learn strategies for digital transformation in short increments (sprints) • Learn mechanisms to enable student success professionals to quickly adapt to new tools • Get strategies to engage students when creating tools for student success • Explore technology platforms that enable transformation

What Tomorrow’s Students Need Us to Change, Together

W184BC, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Bridget Burns, Executive Director, University Innovation Alliance

Jeff Selingo, Contributor, Arizona State University

Learn about cutting-edge lessons and insights gleaned from the University Innovation Alliance’s five years of groundbreaking work (including what they would do differently and how your institution can be part of this movement). What steps do institutions need to take now to not only catch up to the realities of today’s students, but design new solutions for the student demographics of the future? Join this engaging session for insights and inspiration from the front lines of innovation and change in higher ed.

Outcomes: Learn why the student-success movement is at a turning point, and why institutions need to make success as much of a priority as access • Understand how innovation requires the appropriate conditions and how to build the needed infrastructure • Discover how colleges in the UIA experiment with interventions and test tools

5:00–5:45 p.m.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

The Adaptive Planning Framework: A New Process for Strategic Planning

Session Type: Poster Session | Delivery Format: Poster Session

Ona Halladay, Associate Director of Athletics/Co-chair of Strategic Planning Committee, D’Youville College

Leah MacVie, Director, Institute for Teaching Innovation, D’Youville College

Matthew Metz, AVP Enrollment Management, D’Youville College

Instead of a closed-door, infrequent planning process that is rarely revisited, D’Youville College evolved its strategic planning to be a living document and continuous input process from all college stakeholders. Learn more about the new Adaptive Planning Framework.

Outcomes: Understand the need for developing an inclusive and accountable strategic planning process • Be able to modify the framework for use on your campus • Identify the benefits of utilizing an accessible platform for strategic planning monitoring and tracking

Analyzing KPIs for Faculty and Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Kelly J Padilla, Executive Director, Grand Canyon University
Steve Peterson, M.Ed., MAIS, Faculty Manager, Grand Canyon University

A key performance indicator (KPI) is a performance measuring tool used to evaluate the organizational success. Analyzing critical performance measures through a KPI dashboard supports efficacious faculty coaching and effective operationalization of student success. Collaborative, operational approaches provide a synergy of effectiveness, leading to faculty retention, academic excellence, and student success.

Outcomes: Identify the operational benefit of the KPI dashboard • Understand the importance of analyzing KPI measures within your institution • Articulate the value of KPIs and their relevance to student success and academic excellence

Collecting Data to Define, Develop, and Evaluate Teaching Effectiveness

Session Type: Poster Session | Delivery Format: Poster Session

Tonya Buchan, Instructional Designer, Colorado State University
Paula Rodriguez, Director, Colorado State University
Jennifer Todd, Instructional Designer, Colorado State University

Student surveys are fraught with bias, inconsistencies, and data collection challenges. Colorado State University is revising the student survey and aligning it with our new Teaching Effectiveness Framework. The framework incorporates goal setting and faculty development, allowing instructors to use student feedback data to improve and/or evaluate teaching.

Outcomes: Analyze the framework and set a relevant teaching goal • Determine a link between goal setting, student feedback, and teaching practices • Analyze multiple sources of data to evaluate teaching for personal development, annual review, or promotion

Faculty Engagement, Learning Analytics, and the Complexity of Higher Ed

Session Type: Poster Session | Delivery Format: Poster Session

Ryan Nicholas Goodwin, Director, Center for Higher Education Innovation, University of Central Florida
Marco Molinaro, Asst Vice Provost for Undergraduate Education Innovation, Research, Analytics, University of California, Davis
George Rehrey, Director, Center for Learning Analytics and Student Success, Indiana University
Doug Ward, Associate professor, associate director, University of Kansas

Faculty engagement with learning analytics is becoming crucial to advancing a data-informed culture in higher education. In this panel discussion, representatives from four universities will use principles from complexity science to explain how their institutions are helping faculty use big data to improve student success, including underrepresented minority students in STEM.

Outcomes: Compare/contrast 4 different models for engaging faculty in LA • Identify the strategies and resources needed to further faculty use of LA in order to improve teaching, learning, and student success • Consider the 5 complexity principles in relationship to LA and student success programs

Improving Assessment of Technology

Session Type: Poster Session | Delivery Format: Poster Session

Allan Berry, Clinical Assistant Professor & Web Services Librarian, University of Illinois at Chicago
Jung Mi Scoulas, Clinical Assistant Professor and Assessment Coordinator, University of Illinois at Chicago

The purpose of this study is to assess the implemented value of a new technology (StackMap) by collecting data from library patrons and staff. The methodology employed in this study provides additional options for libraries as they apply new technologies and assess them for decision-making.

Outcomes: Reflect on the needs of assessment for new technologies • Learn various ways to assess the implementation of new technology • Learn how other technologies can be used within a library context

Optimizing Student Success: Performance Metrics and Communication Plans

Session Type: Poster Session | Delivery Format: Poster Session

Brian Philip Hinote, Professor & Associate Vice Provost, Middle Tennessee State University
Richard Sluder, Vice Provost for Student Success and Dean of University College, Middle Tennessee State University
Vincent Lorenzo Windrow, Assistant Vice Provost, Middle Tennessee State University

This session will explore the most significant elements of institutional student success portfolios, with a focus identifying/tracking performance metrics and designing effective communication plans. Properly tracking KPIs, and delivering actionable data across university divisions, is critically important in directing resources to opportunity areas at pivotal points in enrollment and retention cycles.

Outcomes: Develop strategies to establish a well-defined and thoughtfully considered framework for tracking/communicating performance data • Develop clearly articulated goals/objectives to develop actionable strategies for effectively designing, tracking, and communicating KPIs • Understand how to leverage data to address equity gaps and move the persistence/retention needle

The Sweet 16: Web Accessibility and Athletic Conferences

Session Type: Poster Session | Delivery Format: Poster Session

Jon Gunderson, Coordinator Accessible IT Group, University of Illinois at Urbana-Champaign

Everyone is keenly aware of the competitive nature of college sports and athletic rivalries. Let's see how over 220 universities in more than 12 basketball athletic conferences score in making their websites accessible to people with disabilities using open-source web accessibility tools that are freely available.

Outcomes: Understand how to measure the accessibility features and issues of campus websites and how your campus compares to peer institutions • Understand how you can use FAE technology to audit campus web resources • Identify what types of accessibility features need to be improved on your website

Technology Business Management: An Emerging Discipline in Higher Ed

Session Type: Poster Session | Delivery Format: Poster Session

Bill Kasenchar, Sr Director TBM office, University of Pennsylvania
Gerard Krawczyk, Director, Information Technology Services, The Pennsylvania State University

Technology business management (TBM) is emerging as a critical capability that provides IT leaders with standards and best practices to communicate the cost, quality, and value of IT investments to their business partners. This session will provide an overview of TBM, discuss its potential benefits, and present the TBM taxonomy for higher education.

Outcomes: Learn about TBM as an emerging discipline in higher ed • Learn how to bring awareness of IT and a mechanism for representing IT's value outside the IT organization • Give feedback on the TBM taxonomy standard for higher ed

Telecommuting Practices, Perceptions, and Perspectives in Higher Ed

Session Type: Poster Session | Delivery Format: Poster Session

Peter Mosinskis, Director of IT Strategy, California State University, Channel Islands

Telecommuting is embraced by many corporations as a way to improve productivity, retention, and work-life balance for employees. Scant data exists in higher ed organizations regarding remote work practices. Attendees will explore survey data and perceptions of higher ed CIOs and IT staff regarding telecommuting policies and advantages.

Outcomes: Identify the most common perceptions about telecommuting among higher education IT leadership and staff • Compare strategies, policies, and procedures for telecommuting across different higher ed organizations • Explore whether remote work would benefit your organization and understand best practices for a successful remote work culture

Using Activity-Based Costing to Identify the Cost of Delivering IT Services

Session Type: Poster Session | Delivery Format: Poster Session

Dean Oyama, Consultant, WTC Consulting, Inc.

Ron Rutherford, Director of Marketing, WTC Consulting, Inc.

Ginny Schroeder, Practice Director, WTC Consulting, Inc.

What is the best way to determine the cost of IT, generate forecasts, and benchmark against peers? The project leader will describe cost drivers, methodology, rate philosophies, campus engagement, and implementation challenges. The team used the results to allocate IT costs, evaluate outsourcing targets, identify cost-cutting goals, and more.

Outcomes: What is the best way to determine the cost of IT, generate forecasts, and benchmark against peers? The project leader will describe cost drivers, methodology, rate philosophies, campus engagement, and implementation challenges. The team used the results to allocate IT costs, evaluate outsourcing targets, identify cost-cutting goals, and more.

Visualizing Wireless Data to Better Understand Students' Needs and Habits

Session Type: Poster Session | Delivery Format: Poster Session

Damian Doyle, Assistant Vice President of Enterprise Infrastructure, University of Maryland, Baltimore County

Ray Soellner, Associate Director of Communications, University of Maryland, Baltimore County

Universities often collect more data than they can analyze. Wireless network infrastructure can be an untapped source of decision-making data. UMBC developed a tool to help highlight migratory patterns of our users. We will discuss the tool, its benefits, and the privacy concerns around utilizing this type of data.

Outcomes: Learn the value of the data available within their campus wireless infrastructure • Explore some examples of how that data can be applied to campus initiatives • Better understand the privacy issues related to utilizing this type of data and how they can be addressed

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

(Almost) Painless DAS Deployment on Campus

Session Type: Poster Session | Delivery Format: Poster Session

Edward Rae Rogers, Director—Engineering & Construction (ComTech), North Carolina State University

Resolving poor cellular coverage inside campus buildings is a common dilemma. Deployment of a distributed antenna systems (DAS) can prove long and arduous. NC State has partnered with Verizon on a cutting-edge, IP-based approach that is much less painful.

Outcomes: Learn about a new approach for inside-building DAS • Gather enough info to consider possible benefits of this or similar systems on your campus

Campus Transformation in the Cloud

Session Type: Poster Session | Delivery Format: Poster Session

Mara Hancock, CIO, Senior VP-Operations, California College of the Arts

Many colleges are developing plans to migrate core systems to the cloud yet struggle to understand the best path to success. Learn how California College of the Arts is transforming campus operations by moving from legacy, on-premises systems to Workday solutions in a thoughtful, phased approach.

Outcomes: Gain insight into the strategic planning and deployment of full suite cloud-based technologies, including considerations for change management and organizational shifts • Learn best practices from a Workday Student early adopter • Consider new opportunities posed by moving to a native cloud-based platform

Exploring Cloud Telephony at Portland State

Session Type: Poster Session | Delivery Format: Poster Session

Ryan Bass, Associate CIO, Technology Infrastructure, Portland State University

Juliana Maira Kutch, Project Coordinator, Portland State University

Alex Sanchez, Associate Dir Applications, Telecom & Data Center Operations, Portland State University

Gartner predicts that by 2022, four cloud-based unified communications as a service (UCaaS) licenses will be sold for every premises-based UC license. We'll reveal what we learned at Portland State University from our cloud-telephony pilot using Google Voice. Topics will include business drivers, capabilities, financial analysis, pilot process, and key lessons learned.

Outcomes: Learn about the strengths and weaknesses of cloud-based telephony • Better understand the financial implications of cloud-based telephony • Leave with the knowledge to effectively explore cloud-based telephony on your campus

More than Backups: Digital Preservation for Libraries, Concepts, and Challenges

Session Type: Poster Session | Delivery Format: Poster Session

Laura Wiegand McBrayer, Associate Director, Library Information Technology and Digital Strategies, University of North Carolina, Wilmington

Gain an overview of the concepts and challenges currently surrounding digital preservation from the perspective of a medium-sized academic library. In this session, aimed at both central and library IT professionals, we'll discuss the full scope of considerations, including assessment, planning, and implementation of best practices while taking into account practical limitations.

Outcomes: Explore key concepts related to digital preservation in academic libraries • Identify key challenges facing libraries in the area of digital preservation • Evaluate how the concepts and challenges presented apply to your institution

Next Generation Integration Scorecard

Session Type: Poster Session | Delivery Format: Poster Session

Jeff Merriman, Chief Technology Officer, DXtera Institute, Inc.

Francesc Santanach, eLearn Lab Team Lead, Universitat Oberta de Catalunya

Garret Yoshimi, VP for Information Technology and Chief Information Officer, University of Hawaii at Manoa

The Next Generation Integration Scorecard (NGIS) is an instrument designed to help consumers of enterprise systems and educational software to measure the readiness of candidate solutions to meet the needs of next generation software environments and to work together to building next generation information infrastructure. You'll also learn about next generation educational systems (NGESs) and their characteristics.

Outcomes: Learn about NGESs and their characteristics • Learn about the NGIS methodology • Identify your own NGES needs and figure out how NGIS methodology can help you throughout the process of change

Proactive Network Assessment: A Novel Approach

Session Type: Poster Session | Delivery Format: Poster Session

Ozioma John Nsaka, Graduate Instructional Assistant, University of Houston

This session will highlight a novel approach for carrying out an internal network assessment through data analysis, visualization, and modeling of network architecture and customer feedback. The case study occurred at the University of Houston with over 83,000 simultaneous unique peak network devices and 55,000 staff and students.

Outcomes: Evaluate key requirements for carrying out a network assessment in your organization • Develop the intuition for sourcing and analyzing data gathered during a network assessment that aligns with institutional vision and mission • Implement a priority-based action plan on completion of the assessment

Reimagining IT Communication: Moving Beyond IT as a Commodity

Session Type: Poster Session | Delivery Format: Poster Session

Jessica Abel, Project Coordinator, University of Texas at San Antonio

Vanessa Hammler Kenon, Associate Vice President Information Technology, University of Texas at San Antonio

Kendra Ketchum, Vice President for Information Management, University of Texas at San Antonio

Trevor Nash, Training and Marketing Manager, University of Texas at San Antonio

Members from the IT department at UTSA will describe the evolution of their annual IT Almanac into a Service Model Catalog. In this session, we will offer several perspectives on how we retooled our efforts, budget and team talent to focus more on a service model for our customers, utilizing a Business Relationship Management (BRM) model and how this change will move those almanacs to a stronger and customer centered resource with a Service Model Catalog. The Service Model Catalog transition sample and Almanac editions from 2012 to 2018 will be available as models for review.

Outcomes: Identify the value of solid communication change management in an IT department • Understanding the perspectives and needs of students, faculty, and staff when planning deliverables in the University environment • Examine multiple examples of successful communications service model documents as you work to create your own

Taming Contracts and Procurement for IT in the Cloud

Session Type: Poster Session | Delivery Format: Poster Session

Paul Erickson, Enterprise Architect, University of Nebraska–Lincoln

Sean O'Brien, Program Manager, Cloud Services, Internet2

Carrie Shumaker, Chief Information Officer, University of Michigan–Dearborn

As IT continues to move from on premises to the cloud, contracts with service providers become a key tool for managing risk and ensuring service availability. In this interactive panel discussion, we'll present fundamental contract issues to keep in mind, bringing expertise from schools and purchasing entities to help you address your challenges.

Outcomes: Identify basic issues to watch for in contracts • Get answers to questions related to IT procurement challenges • Connect with schools and organizations interested in addressing IT procurement • Access sample contract language • Get examples of how to partner with multiple stakeholders on campus

Using Elastic Search to Gain Insight into Your Enterprise

Session Type: Poster Session | Delivery Format: Poster Session

John Goodman, Manager, Identity and Access Management, University of Wisconsin–Milwaukee

Ben Seefeldt, IT Architecture and Infrastructure Team Lead, University of Wisconsin–Milwaukee

Chris Spadanuda, Associate Director, Enterprise Services, University of Wisconsin–Milwaukee

How do you collect distributed data and turn it into the information you need? We will show you flexible and agile methods to collect and use data from O365, PeopleSoft, Servers, network equipment, identity management systems, and others to make strategic and tactical decisions about enterprise services.

Outcomes: Explore distributed data collection and information creation to be used for strategic and tactical decisions • Identify the benefits of real-time data exploration and automation • Learn how to use machine learning to improve information analysis • Develop a strategy to enable distributed data collection and analysis

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

The 2019 ECAR Student and Faculty Technology Surveys

Session Type: Poster Session | Delivery Format: Poster Session

D. Christopher Brooks, Director of Research, EDUCAUSE

Joseph D. Galanek, Senior Researcher, EDUCAUSE
Dana C. Gierdowski, Researcher, EDUCAUSE

Students and faculty are arguably the most important end users of the efforts of IT units to provide effective and reliable technologies. We will offer insights and recommendations for data-driven decisions to support the teaching and learning missions of higher ed institutions gleaned from data from over 55,000 students and 10,000 faculty.

Outcomes: Learn about current student and faculty attitudes toward and usage of technology • Develop a better understanding of the needs of faculty and students to carry out their academic work • Get recommendations on how to better meet the technology needs of faculty and students

Are They Watching? 2 Years of a Flipped Health Science Curriculum

Session Type: Poster Session | Delivery Format: Poster Session

Max Anderson, Director of Instructional Design and Learner Innovation, University of Illinois at Chicago
Leslie Hammersmith, Assistant Dean, Technology Enhanced Instruction, University of Illinois at Chicago

This session will take a close look at two years of data spanning three campuses, more than 300 faculty-produced videos, and the use of a comprehensive health sciences study tool called Osmosis. This deep dive reveals how students are using faculty-produced videos and asks what these true viewing behaviors mean.

Outcomes: Gain an understanding of student use of faculty-produced videos in a flipped instructional model • Formulate future research questions to explore efficacy and use of videos in flipped instructional models • Apply models of analysis on your own datasets to increase value of video-based instructional materials

Bridging the Student-Faculty Divide for Future-Ready Teaching

Session Type: Poster Session | Delivery Format: Poster Session

Gillian Bell, Academic Technology Project Manager, Brown University
Melissa Kane, Instructional Designer, Brown University
Maggie Regan, Instructional Designer, Brown University

Student demographics are rapidly changing. Are faculty ready to teach the “Mobile Generation”? To ensure future-readiness in the higher ed classroom, faculty’s instructional growth must be explored from the inside out. The presenters will share the results of their study leveraging the voices of Brown University’s stakeholders to inform faculty development programming.

Outcomes: Explore successful ways to engage faculty and students • Analyze and use data to make informed decisions that benefit teaching and learning • Strategize faculty development programming to meet the needs of the Mobile Generation

Data- and Evidence-Based Online Course Quality Assurance

Session Type: Poster Session | Delivery Format: Poster Session

Angela Kae Jackson, Online Program Manager, The University of South Dakota
Eric James Mosterd, Assistant Director/e-Education Fellow, The University of South Dakota

This session will demonstrate how the University of South Dakota crafted its just-in-time training for instructors and our quality assurance (QA) process to ensure the successful delivery of online courses. Our training embraces data- and evidence-based best practices, using both institutional and national research (SE, IDEA, Quality Matters, etc.).

Outcomes: Learn about a number of pedagogical and administrative strategies that can be adopted into processes, irrespective of size • Get resources you can use to shape your own training processes • Discover simple student feedback strategies that will yield valuable feedback

Digital Student Journalism Through Community Engagement

Session Type: Poster Session | Delivery Format: Poster Session

Michael Griffith, Instructional Technology Leader, Tulane University

How do you build assignments that bring students’ academic work into the community and community voices into the classroom? This session will detail the community partnership and pedagogical development between Tulane University and local magazine NOLA Vie that brought the ViaNolaVie archive and community platform to life.

Outcomes: Learn the process for building community publishing partnerships • Discuss the process of building archives as dynamic learning spaces • Develop strategies for engaging with students around the adaptation of academic work for popular consumption

Diversity, Equity, and Inclusion and Instructional Technologies

Session Type: Poster Session | Delivery Format: Poster Session

Shawndra T. Bowers, Lead Instructional Designer, Auburn University
Betsy Gilbertson, Instructional Designer, Auburn University
Wiebke Kuhn, Associate Director, Auburn University

Instructional technologies are powerful tools to improve students’ understanding and awareness of diversity, equity, and inclusion (DEI). We will explore strategies to use learning management systems, lecture capture and webinar tools, student response systems, and other communication and collaboration tools to increase DEI in F2F and online courses.

Outcomes: Understand the importance of using instructional technologies with an awareness toward DEI • Identify a couple of ways your faculty development opportunities can integrate DEI into specific tools • Create awareness around DEI in your instructional technologies support

EDUCAUSE Gamified in Chicago!

Session Type: Poster Session | Delivery Format: Poster Session

Shariq Ahmed, Director, Academic Computing and Instructional Technology Services, University of Redlands
Cheyne Murray, Associate Director—Instructional Technology, University of Redlands

Your mission: You’ve just arrived in Chicago for the #EDU19 conference! You have only one day to explore the sights and sounds of Chicago. What exciting landmarks will you find? Can you survive the streets of Chicago, locate your favorite landmarks, and make it to the annual conference on time? Hone your computational thinking, innovative design, and digital learning skills through gamification.

Outcomes: Understand complex game-building structures by problem solving both individually and collaboratively • Use digital tools to progress through open-ended components of the challenge and deepen your knowledge of the design process • Consider applying certain components of gamification at your institution

Expanding the Circle of Trust: Supporting and Managing Remote Classes

Session Type: Poster Session | Delivery Format: Poster Session

Lutana Haan, Assistant Dean, Boise State University

Troy Haan, Director Development and BIRS, Boise State University

Melissa McConnell, Advanced Studies Coordinator/Teaching Faculty, University of Idaho

Rodney McConnell, Instructor, University of Idaho

This interactive session invites the audience to share with a four person panel—two administrators and two faculty—experiences in planning, developing, and delivering online programs and courses.

Outcomes: Leave with 3 perspectives on the challenges of distance learning • Understand the evolution of distance learning • Learn how IT can assist in distance learning

Flipping the Office Hour: Using Videos to Give “Feedforward”

Session Type: Poster Session | Delivery Format: Poster Session

Berlin Fang, Director, Instructional Design, Adams Center, Abilene Christian University

Students often see grades and move on, ignoring detailed feedback professors have left. Instructional videos, often used for lecture broadcast, can be used to provide individualized, specific, and motivating feedback that students will incorporate to improve future work.

Outcomes: Develop awareness about an innovative way to give feedback • Learn technologies to produce video feedback • Share the “veedback” method with colleagues to spread the “meme” of “veedback for feedforward”

Ignite Innovation in Support of Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Orlando Leon, Chief Information Officer, California State University, Fresno

Max J. Tsai, Coordinator of Digital Transformation and Innovation Architect, California State University, Fresno

Learn how to enhance teaching and learning through innovative programs, best practices, and HIPS that attract talented and diverse students and contribute to retention, extraordinary learning, development of the whole student, and lifelong success. Let’s explore Project Ignite, an innovation and entrepreneurial framework to promote interdisciplinary student involvement from ideation to business success.

Outcomes: Learn about phase #2 of our Fresno State’s strategic approach to innovation (from EDUCAUSE 2018) • Understand the connection between technology innovation and student success at Fresno State • Understand key ingredients needed to build partnerships across the University and industry to foster a culture of innovation

Inclusive Learning with Pressbooks: Student-Authored Content and Collaboration

Session Type: Poster Session | Delivery Format: Poster Session

John Gosney, Director, Faculty Engagement & Outreach—Learning Technologies, Indiana University-Purdue University Indianapolis (IUPUI)

Emily Hunt, Principal Unizin IT Consultant, Indiana University

At Indiana University, faculty are using Pressbooks (a web-based authoring tool) to create more inclusive learning environments, as students collaborate in response to individual assignments and produce student-authored e-texts. This session will highlight specific faculty use cases and invite participants to collaboratively role-play as students in responding to a Pressbooks assignment.

Outcomes: Explore the Pressbooks authoring platform and how it has been implemented at IU • Learn about two IU faculty using Pressbooks to create an inclusive learning environment • Role-play collaboratively as students to understand the inclusive learning and other pedagogical implications of Pressbooks

Learning with Spatial Computing: Virtual Worlds, Avatars, and 3D Collaborative Workspaces

Session Type: Poster Session | Delivery Format: Poster Session

Emory Craig, Director of eLearning, College of New Rochelle

Maya Georgieva, Director, Digital Learning/XReality Center, The New School

VR, AR, and mixed reality will lead to an era of spatial computing where technology blends into the world. In this workshop, we will demo cutting-edge developments in social VR, virtual avatars, and 3D collaborative workspaces. We will provide you with a blueprint and criteria on how to evaluate XR resources and platforms.

Outcomes: Demo and understand how spatial computing will transform both F2F and online learning environments • Explore how developments with life-like avatars in virtual worlds will drive new immersive and social opportunities for learning • Learn about cutting-edge XR resources and platforms and create a blueprint to introduce and leverage spatial computing

MOOC Completion Journeys

Session Type: Poster Session | Delivery Format: Poster Session

Charlotte Russell Cox, Instructional Technology Specialist, Campbell University

Professional development is critical within successful organizations. North Carolina State University developed the free of charge professional development initiative entitled Massive Open Online Course for Educators (MOOC-Ed). In this poster session, Coaching Digital Learning MOOC-Ed completers describe their drivers, barriers, and strategies associated with course completion in case study research.

Outcomes: Identify MOOC drivers and barriers to online course completion • Understand concrete MOOC completion strategies such as scheduling • Understand how participating in the Coaching Digital Learning MOOC-Ed impacted professional practice for research study participants

Mostla: Bringing Emerging Tech and Education Together

Session Type: Poster Session | Delivery Format: Poster Session

Javier Giese, Director of Educational Experience, Tecnológico de Monterrey (ITESM)

Irving Hidrogo, Director of Innovation with Educational Technology, Tecnológico de Monterrey (ITESM)
Carlos HN, Educational Technology, ITESM VTI

Is there a way to engage students and faculty using technology? What if there is an area inside the campus focused in orienting emerging technologies in teaching and learning? Learn how Mostla potentiates new learning strategies in higher education.

Outcomes: Identify how emerging tech can promote engagement to different learning experiences toward student success • Realize how an area that provides access to emerging tech may start up new experiences to different audiences (student candidates, students, faculty, and visitors)

Removing Barriers: Programming Outside Computer Science Courses

Session Type: Poster Session | Delivery Format: Poster Session

Maximilian King, High Performance Computing Application Scientist, Brown University
Catherine Zabriskie, Director, Academic Technology Services, Brown University

Programming is a skill needed to work in many disciplines, not just computer science. Instructors struggle to introduce programming without overwhelming students. Our community of practice developed a model to deliver programming modules based on the open-source web application Jupyter Notebook to make programming accessible for more students.

Outcomes: Assess access to programming on your campus • Understand how to begin working with instructors and colleagues to address your campus needs • Explore technical solutions like Jupyter Notebook

Scaling Up to an Active Learning Building

Session Type: Poster Session | Delivery Format: Poster Session

Eric Rupp, Planning & Operations Manager, Classroom Technologies, University of California, Irvine

Find out about UC Irvine's state-of-the-art, student-focused active learning classroom building, the Anteater Learning Pavilion. We'll share our story of what it took to bring this building to the campus—and the campus to the building—and explore the decision-making process, milestones, and key takeaways from the design and operation of the learning spaces. Learn about the high- and low-tech classroom elements we used, as well as how this building and the faculty development initiatives to support active learning are transforming the learning environment at UCI.

Outcomes: Explore the formal and informal learning spaces of UCI's Anteater Learning Pavilion • Get an inside view of key processes, decisions, and lessons learned from planning through the first year of operation • Explore the classroom technologies utilized • Learn about our strategies to encourage effective use of student-centered teaching practices and see some year 1 assessment outcomes

Supporting Faculty with a Teaching Development Seminar Series

Session Type: Poster Session | Delivery Format: Poster Session

Lisa Gestrine, Instructional Development Coordinator, Iowa State University of Science and Technology
Courtney Vengrin, Coordinator of Assessment and Faculty Development, Iowa State University of Science and Technology

Pedagogical training is critical for faculty in higher education, but often they start teaching requirements with little to no prior training. To support faculty in this area, Iowa State University College of Veterinary Medicine has implemented a teaching development seminar series that includes in-depth educational technology training every semester.

Outcomes: Learn about our current teaching development seminar series • Create a possible future strategy you could use to implement a similar series at your institution • Learn about our future plans for teaching development

Tackling Digital Fluency: A Recipe for First-Year Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Andy Morris, AVP Retention and Student Success, Nazareth College of Rochester
Jenna Sadue, Head of Teaching & Learning Technologies, Nazareth College of Rochester

Like many institutions, we wish to elicit meaningful student engagement with our teaching and student success technologies. Explore our redesign of a first-year experience course to integrate OER, asynchronous learning opportunities, and student success tools in the curriculum as an alternative approach to enhancing the digital student experience.

Outcomes: Identify strategies for successful collaboration between instructional designers and student success units • Discuss the benefits and challenges of infusing digital learning and student success technologies in curriculum to support adoption • Examine course evaluation data to repurpose or imagine successful course design and technology integration at your institution

Teaching, Doing, and Learning: Supporting Digital Scholarship at Ohio State

Session Type: Poster Session | Delivery Format: Poster Session

Meris Mandernach Longmeier, Head of Research Services, The Ohio State University
Joshua Sadvari, Geospatial Information Librarian, The Ohio State University

Digital scholarship specialists in academic libraries face challenges related to designing educational activities, engaging in research collaborations, and assessing impacts of their work. We will share strategies related to fostering deeper engagements with researchers, provide insights around scalable services, and review techniques for communicating our impacts on the research enterprise.

Outcomes: Develop techniques to build collaborations across campus to provide educational opportunities for researchers • Discuss the challenges faced by digital scholarship specialists in providing scalable and sustainable services • Identify strategies for capturing qualitative and quantitative data to assess the impact of library services

Using Virtual Reality to Teach Culture, Language, and Identity

Session Type: Poster Session | Delivery Format: Poster Session

Stephan Nicholas Caspar, Assistant Teaching Professor in Media Creation and Multicultural Studies, Carnegie Mellon University

Exploring the design and affordances of the Askwith Kenner Global Languages Room at Carnegie Mellon University, this talk will highlight the transition from the physical space to effective, innovative (foreign) language and culture pedagogy. What can we learn in bridging the real world and virtual reality?

Outcomes: Identify the role of VR in the teaching of global cultural competency • Assess the effective development of a pedagogy for VR • Adapt and create a strategy for adoption of VR as a tool for curriculum delivery

LEADING AND PARTNERING ACROSS THE INSTITUTION**3 Autonomous Units + 1 Space = Collaboration Cubed**

Session Type: Poster Session | Delivery Format: Poster Session

Martha H Allen, Chair, Research and Instruction Services, Saint Louis University**Kyle Collins, AVP–Technology Transformation, Saint Louis University**

In November 2017, Saint Louis University libraries and IT debuted an innovative service model where three independent University units work in tandem providing a one-stop “Ask SLU” help desk. Three independent managers maintain separate student workers and FT staff who work together. Successes abound, challenges exist, and the project continues to evolve.

Outcomes: Identify at least 2 strengths and 2 weaknesses of intrauniversity partnerships • Identify 3 concrete activities to build working partnerships with different units in a single space • Identify steps to construct timelines for management activities/policies

A 2-University Implementation of Canvas Catalog Through Campus Partnerships

Session Type: Poster Session | Delivery Format: Poster Session

David Long, IT Manager, The University of Iowa**Jessica Fine Sowalsky, Learning Systems and Courseware Manager, University of Maryland**

Representatives from the University of Iowa and the University of Maryland will discuss their implementation of Canvas Catalog for administering noncredit and continuing education courses. We will cover service design, consulting, and collaboration strategies, focusing on the process, people, tools, and data aspects involved when launching a central course storefront service.

Outcomes: Gain a deeper understanding of the challenges and opportunities pertaining to noncredit courses • Apply best practices for launching a course storefront at your institution • Learn about strategies for identifying and collaborating with groups that deliver noncredit courses

Applying the EDGE Leadership Model in IT

Session Type: Poster Session | Delivery Format: Poster Session

Michael T Callahan, Director of Information Systems, University of Central Florida**Bryce Jackson, IT Business Relationship Manager, University of Central Florida**

Visit our poster session on applying the explain, demonstrate, guide, and enable (EDGE) leadership technique and philosophy to university IT services. We will demonstrate how infusing EDGE into practices lead to increased IT engagement, stronger positive relationships, more technological-empowered people, and, ultimately, improved organizational alignment towards strategic initiatives and goals.

Outcomes: Explore the EDGE technique and philosophy • Explore EDGE in practice through examples • Learn methods used to help foster empowerment to effectively use technology and IT services • Learn how to apply EDGE through learning how to tie knots

BRM: Delivering the IT Investment Value to Faculty

Session Type: Poster Session | Delivery Format: Poster Session

Leanne McGiveron, Associate Director, Business Relationship Management, Purdue University**Patrick r, Department Head and Senior Director–Colleges of Agriculture Veterinary Medicine, Purdue University**

Purdue’s College of Agriculture is one of the world’s leading colleges of agricultural, food, life, and natural resource sciences, making global-to-local impact in research while enhancing student educational opportunities. So, why business relationship management (BRM)? Today, agriculture, higher ed, and technology are converging at an unprecedented rate. Faculty are shifting their work into new and emerging technologies. To help solve a disconnect, the college recognized a need to bring the full potential of the IT investment value directly to faculty. As the BRM team matured and improved its understanding of its faculty and technology partners’ capabilities, we saw the “BRM potential.” Stop by to discuss our vision for the BRM initiative, key strategies that have been implemented, lessons learned, and successes as the team positioned itself for a strategic focus on cultivating relationships, facilitating partnerships, and delivering value.

Outcomes: Understand that BRM is a capability, discipline, and role that can be successfully introduced within different University organizations • Understand the potential for IT to become a strategic partner collaborating with business partners • Identify opportunities for a BRM program at your institution

Change Is Gonna Do Me Good: A Large-Scale LMS Pilot

Session Type: Poster Session | Delivery Format: Poster Session

Andrea Grace MacArgel, Director of Instructional Design Services, Binghamton University**Tamara Regulski, LMS Administrator, Binghamton University****Paula Russell, Senior Director, Center for Learning and Teaching, Binghamton University**

When your campus needs to make a decision about technology adoption, how do you make that decision? What factors go into the process? Who gets invited to the table? We will discuss the process we are currently going through in making the decision to potentially adopt a new LMS.

Outcomes: Understand the importance of bringing together diverse representatives from across campus when making technological decisions • Learn about a pilot process for evaluating technological solutions

CIO Insights: Data-Driven Decision Making and the Student Experience

Session Type: Poster Session | Delivery Format: Poster Session

William M Rieth, Account Executive, TargetX**Mark Allen Staples, Senior Vice President/Chief Information Officer, College of Charleston**

Join us for an interactive conversation with a diverse panel of top CIOs from across the country. This Q&A style interactive session will feature a panel discussion on some of the most relevant IT issues facing higher ed leaders today.

Outcomes: Discover what other institutions are doing to support strategic IT initiatives in 2019 • Understand the importance of building student-centric campuses by making data-driven decisions and aligning technology to maximize efficiencies • Position your team for success by prioritizing the student experience and supporting staff to do the same with technology

Collaborative Analytics: IT, IR, and Finance Working in Sync

Session Type: Poster Session | Delivery Format: Poster Session

Betsy Tippens Reinitz, Director of Enterprise IT Programs, EDUCAUSE

Drawing on highlights from the NACUBO, EDUCAUSE, and AIR co-hosted 2019 Enterprise Summit on Analytics, this poster will present innovative ideas for institutional collaboration around data and analytics.

Outcomes: Understand the urgency of collaborative analytics • Identify the impact analytics is having on the higher education workforce • Identify ways to improve collaboration in analytics projects

Coordinating Campus Computer Purchases

Session Type: Poster Session | Delivery Format: Poster Session

David Greenfield, Director, Student Technologies, Illinois State University**Jason Link, TechZone Sales Manager, Illinois State University**

For standard PC purchases, departments at Illinois State University annually come together cooperatively to determine specifications and combine their buying power for additional discounts. This approach drives standards and IT staff knowledge without enforcing top-down schemes. The participation of the vendor community increases through this systematic approach to technology procurement.

Outcomes: Learn about collaborating with college and university department IT leadership with the goal of the best price • Learn how to collect information for vendor partner negotiations and present the opportunity • Learn how to partner with procurement officers and ensure the best price on quotes

Custom Support Solutions at Scale

Session Type: Poster Session | Delivery Format: Poster Session

Dush Fernando, Director, Technology Support Services, IT Services & Support, Northwestern University**Michael T. Satut, Senior Director of Information Technology, Weinberg College, Northwestern University**

In this session, we'll describe an effective approach to developing a shared service model capable of enhancing customer experience and optimizing resource utilization. We'll also address how you can customize a centralized service model to offer services tailored for students, faculty, and staff within a college.

Outcomes: Learn about shared service models, the pros and cons of each model, and what works best under which circumstances • Understand ways to work across organizational boundaries to build capacity, support community, and optimize resource utilization • Share methods deployed to build excitement and engagement among stakeholders • Discuss success factors and performance indicators for integration

Digital Transformation from Day One: Onboarding New Employees

Session Type: Poster Session | Delivery Format: Poster Session

Heather E Davis, Manager of IT Training & Development, Texas Woman's University

We redesigned our technology onboarding for new hires using UX and design thinking tools to engage new employees through just-in-time communication, while developing a personal relationship. Beyond welcoming new employees, these changes enabled us to encourage good tech habits and to promote digital transformation concepts from day one.

Outcomes: Consider strategies to engage new employees with technology • Get ideas for how to communicate with new employees • Be curious about how to strategically onboard new employees

Integrated Faculty Management: A Community-Building Approach

Session Type: Poster Session | Delivery Format: Poster Session

Eric Leung, Director, Faculty Information Technical Solutions, Simon Fraser University

eTRACS is an administrative system in development to support business process for academic units at Simon Fraser University. Its overarching mission is connecting academic units at the university together. This poster session will explore the vision and challenges of this initiative, from agile development to data governance and community building.

Outcomes: Understand the shortfalls of ERPs for academic units • Examine the challenges IT faces regarding data governance and data integration between faculties and central administration • Understand the benefits and challenges of developing in-house systems using the agile methodology

Internal Partnerships: The Key to Driving Large-Scale IT Projects

Session Type: Poster Session | Delivery Format: Poster Session

Michelle Loyet, Associate Dean of Military Campuses and Online Education, Webster University**Greg Malone, Senior Project Manager, Webster University**

IT can often feel distant from a university's academics, and moving large projects forward can be challenging when faculty, students, and staff must be mobilized. Partnering with departments that straddle IT and academics to serve as a conduit of information can be a useful strategy in moving these projects forward.

Outcomes: Understand how key partnerships across the institution can be leveraged to mobilize populations • Learn how agile methodologies can be leveraged in non-IT environments to generate buy-in through various institutional constituencies • Learn how more "academically adjacent" departments can be utilized to support IT messaging to staff, faculty, and students

Leading Backwards: Blueprint Modeling for Strategic Online Programs

Session Type: Poster Session | Delivery Format: Poster Session

Felicia Cruz, Director, Online Learning & Curriculum Innovation, St. Mary's University**Kevin Hearn, Instructional Designer, St. Mary's University****Jeff Schomburg, Executive Director of Academic Technology Services, St. Mary's University****Angel Tazzer, Director of Instructional Technology and Training, St. Mary's University**

In recent years, most institutions have begun the transition to create offerings through online learning, but it is not an endeavor to enter without strategic planning, administrative and faculty support, and perhaps, most important, examples of success. This session will provide a holistic approach to blueprint modeling for online program success.

Outcomes: Investigate St. Mary's procedures and practices to transition historically residential degrees into successful online programs and certificates • Analyze institutional offerings to discern possible candidates for online transition using blueprint modeling • Create an institutional blueprint for online program development through backward design modeling between academic leadership, faculty, and curriculum innovation

Leverage Your Service Desk to Drive University-Wide Service Improvements

Session Type: Poster Session | Delivery Format: Poster Session

Dawn Anderson, Senior Director, Temple University

James C. Papacostas, Executive Director—Client Services, Temple University

Emilie Van Trieste, Temple University

Paul Joseph Zagarella, Director, Temple University

As IT is interwoven into every University business process, your service desk support model must evolve. Your ITSM database has valuable data and potential to drive change. Partnering with support teams inside and outside IT and adopting best-practice service management technology/standards improves customer service university-wide.

Outcomes: Learn how IT tools can help promote better customer service in non-IT administrative areas • Gain the ability to gather meaningful data and metrics to assist with business decisions • Transform the customer service experience for the modern, global university

New Academic Technology Department: Building Collaboration and Partnerships

Session Type: Poster Session | Delivery Format: Poster Session

Jamie Ackley (Cunningham), Senior Instructional Designer, Columbia College Chicago

Dolores Marek, Director, Academic Technology, Columbia College Chicago

As part of restructuring within IT at Columbia College Chicago, an Academic Technology area was formed in April 2017 to support the academic mission of the college. Let us show how this newly formed department provides support for our LMS, academic spaces, college meetings/events, and Technology Oversight Committee.

Outcomes: Identify partnership and collaboration needs when implementing change while continuing to meet the institution's academic strategic plan • Discuss key challenges to address when standardizing academic spaces technology and equipment • Summarize project plans and timelines required for a successful new IT department creation

Relationships Matter: Fostering a Healthy Relationship with Academic Partners

Session Type: Poster Session | Delivery Format: Poster Session

Bob Goeman, Executive Director, Client Services, University of Nebraska at Omaha

Rick Murch-Shafer, Assistant Director, Academic Technologies, University of Nebraska at Omaha

Jane Petersen, Director, Academic Technology and Client Services, University of Nebraska

Relationships are important—some might call them valuable currency. We have many relationships to maintain, but the most important ones might be how we interact with the “academic side of the house.” Come hear stories, challenges, and strategies as we converse about maintaining healthy relationships between IT and academics.

Outcomes: Learn about differences in campus cultures and how that can impact working with academic units • Leave this session with strategies for maintaining healthy relationships between IT and academics • Learn how to identify key stakeholders on your campus and get tips for working with them in a successful manner

To ITSM and Beyond!

Session Type: Poster Session | Delivery Format: Poster Session

Brandon Sierra, Information Technology Consultant, California State University, San Bernardino

Mark Anthony Takahashi, Information Technology Consultant, California State University, San Bernardino

During this poster session, we will present a summary of our journey from a simple ticketing system to a fully fledged IT service management platform, and our introduction to enterprise service management (ESM). We'll identify the methods we used, our approach to building partnerships across campus, and the development process.

Outcomes: Discover our approach to building an ITSM platform capable of maturing into an ESM tool • Learn about our engagement strategy with our campus community • Explore our product roadmap as we dive into future ESM opportunities

Understanding and Interpreting the Needs of the Centralized/Decentralized Help Desk

Session Type: Poster Session | Delivery Format: Poster Session

Srinidhi Parshi, Instructional Assistant, University of Houston

Our aim is to demonstrate an IT help desk system for the entire University of Houston system that's easy to use, cost-effective, scalable, adaptable, and integrable with SharePoint and Microsoft Office 365 for the centralized/decentralized IT model of the university system.

Outcomes: Identify the unique support needs of a centralized/decentralized IT structure • Understand the complications that a decentralized model places on IT support in a major university and how this can be addressed to the benefit of the customers • Identify the financial benefits of implementing an economically viable software

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Building a Digital University: Lessons from Global Leaders

Session Type: Poster Session | Delivery Format: Poster Session

Scott M Winslow, Practice Manager, EAB

Digital transformation is ascending institutional agendas, putting IT leaders at the heart of campus innovation efforts. This session will delineate EAB's digital transformation framework for higher education, introduce a range of best-in-class exemplars from the international community, and provide self-assessment tools to determine campus digital readiness and plan IT's next steps.

Outcomes: Develop a structured understanding of digital transformation opportunities in higher ed • Learn key lessons from international exemplars leading the pack in digital innovation • Assess your own campus digital readiness and prepare an individualized plan of action

The Connected Campus: How IoT Is Transforming Education

Session Type: Poster Session | Delivery Format: Poster Session

Steven C Burrell, VPIT & CIO, Northern Arizona University
Leo Donnelly, Senior Technical Analyst, Harvard University

By 2020, Gartner estimates 20 billion devices will be connected. Higher education is embracing e-books, sensors, smart systems, sign language translation, and other tools to spur efficiency. This session will look at how IoT is revolutionizing today's connected campus by increasing student performance, enhancing security, increasing energy efficiency, and more.

Outcomes: Gain insight into the current state of technologies used to harness machine learning and AI • Get perspective on how data, when extracted from the physical dimensions of delivering education, reveal inefficiencies used to improve resource utilization • Learn about the development of a tech-oriented curriculum to help students learn and support infrastructure

Designing Active Learning for STEM Courses

Session Type: Poster Session | Delivery Format: Poster Session

George Bradford, Director, Instructional Design & Development, Keck Graduate Institute
Swati Ramani, Instructional Designer, The College of New Jersey

Overheard: "I'm an expert at using active learning. My students tell me so in my course evaluations." We'll straighten this out with an active learning building block approach. Come ready to participate and leave with strategies, resources, and suggestions for tools.

Outcomes: Clarify an operational definition of active learning • Recognize when a course design is not fully leveraging an active learning approach • Integrate easily available educational technology tools in active learning scenarios

Digital Transformation to Support Security Policy at USP

Session Type: Poster Session | Delivery Format: Poster Session

Mauro Cesar Bernardes, Technical Assistant, Office of Information Technology, Universidade de Sao Paulo
Joao Eduardo Ferreira, Professor/CIO, University of Sao Paulo
Adriano Arantes Paterlini, Chief Infrastructure Division, University of Sao Paulo

This poster will present how campus security policy was included as part of digital transformation in the largest Brazilian public university. We'll reveal the strategies and results of the integration of an electronic monitoring system based on AI surveillance and locally developed mobile applications.

Outcomes: Identify how digital transformation must take campus security into consideration • Understand how a system based on AI surveillance can increase electronic monitoring systems' results • Experience mobile applications that contribute to increased campus security

Discovering Research IT Resources Across Campuses: Collaboration Is Key

Session Type: Poster Session | Delivery Format: Poster Session

Amy Hovious, Lead Research IT Support Coordinator, University of Illinois at Urbana-Champaign
John-Paul Navarro, Principal Distributed HPC Systems Administration Specialist, Argonne National Laboratory

The Illinois Research IT Portal enables discovery of resources (beyond central IT) from across a decentralized campus. We'll discuss the key collaborations and work that made this possible. We'll also discuss how Research IT and XSEDE partnered on a future-thinking cloud infrastructure that will extend beyond the Illinois campus.

Outcomes: Explore the challenges of gathering resources from across a decentralized campus and sharing in a unified way • Discover the impact on local and global communities and how building relationships is essential • Learn about the underlying cloud-based infrastructure, how it was designed, and future plans to grow beyond campus

Forget the Alt Text: When Accessible Does Not Equal Usable

Session Type: Poster Session | Delivery Format: Poster Session

Jinhee Choo, Senior eLearning and ADA Specialist, University of Illinois at Urbana-Champaign
Norma I. Scagnoli, Senior Director of eLearning, University of Illinois at Urbana-Champaign
John Paul Tubbs, Director of Digital Media for eLearning, University of Illinois at Urbana-Champaign

This poster probes equal access questions surrounding the transition from targeted individual accommodations to at-scale accommodations in MOOC learning environments. The stories and strategies displayed are based on three core points: (1) differences between accessibility and usability, (2) accommodation development based on basic and universal principles for all audiences, and (3) innovation in campus accessibility/disability services to meet new industry demands. These three tenets, while stand-alone, are inter-related when an institution's approach to providing disability services is considered. We will present Gies College of Business's journey to reframe how accommodation is approached when accessibility at scale becomes an imperative. Our aim is to open discussion of these three tenets with attendees and set the stage for them to engage and share their own path to innovating the accessibility and usability practices.

Outcomes: Differentiate between real-world implementation of usable and accessible instructional materials • Identify differences between accessibility practices between on-campus and MOOC courses • Understand that disability accommodations are a moving target and that campus accessibility teams likely need to restructure their approach to cope with enormous capacity demands

Iterative Product Design: Applications for Curriculum

Session Type: Poster Session | Delivery Format: Poster Session

Jennifer Brock, Associate Provost Curriculum Design and Instructional Technology, University of Phoenix
Lisa Mitchell, Director of Assessment, University of Phoenix

A centralized course design model requires a level of standardization. To achieve standardization without losing innovation, a unique process for course design is needed. We have developed an iterative product design approach for rapid course feature releases to address this need, resulting in continuous quality improvement in curriculum design.

Outcomes: Apply the Plan, Do, Check, Act cycle to your curricular or course design • Identify key stakeholders who should be involved in continuous quality improvement • Create a plan for design at your own organization

May I Have Your Attention, Please? There's an App for That

Session Type: Poster Session | Delivery Format: Poster Session

Rens van der Vorst, Technophilosopher, Fontys Hogescholen

It's not easy being a student in times of attention merchants. Why give attention to your study when you can check your phone? We help students cope. We educate them and fight fire with fire with the Attention app, which we created and designed for students to help them manage their scarce attention.

Outcomes: Understand the way attention merchants try to grab our attention and the attention of our students • Learn how to educate students about balancing their attention between their phones and study • Discuss policies for students and employees for managing attention and discuss the implementation of a study attention app

Partnerships: How the Sharing Economy Helped Us Get a Makerspace

Session Type: Poster Session | Delivery Format: Poster Session

David Burns, Director, Learning Spaces & Media Services, Baylor University

Andrew Telep, Assistant Director, Learning Spaces & Media Services, Baylor University

Faced with no public makerspace for campus, a library technology team that manages labs and software licensing and has recently grown to provide media studios, attempts to bridge the gap. But how, in the absence of capital, staff, space, and other significant limitations? Partnership off campus!

Outcomes: Understand the challenges to partnerships with off-campus creative spaces • Identify key university stakeholders, their requirements, and realistic timelines for each milestone • Articulate the value of creative off-campus partnerships to mitigate risk and limitations and scale up new labs and services

Using Simulation and Gamification to Optimize Business Process

Session Type: Poster Session | Delivery Format: Poster Session

Robert Brennan, Organizational Change Management Specialist (IST), University of Alberta

Discover how Technology and Learning Services (TLS) at the University of Alberta (UofA) uses an innovative approach of simulation and gamification to expose pain points and inefficiencies in current business practice and how those efforts lead to business transformation. First, we will explore the three common methods of solutioning a problem between TLS and their clients. Clients approach IT with a solution to a problem already in mind. IT service providers would often suggest a pre-existing product or service as a solution even if it did not necessarily fill all of the criteria. IT consults the client at the top level where there is a disconnect from the operations of frontline staff to create a scope document and then build or buy a solution. Next, we will discuss the boots-on-the-ground, bottom-up approach that was used on a recent project that spans all student recruiting, advising and housing at the UofA Augustana Campus. We will explain the simulation and gamification process used with the clients to help them rethink their perceptions and remove even more potential bottlenecks and unneeded steps in their business processes. This technique helps determine what the true needs of the stakeholders are while exposing all of the pain points and inefficiencies in the business practice. Finally, participants will be able to see how easy it becomes to implement the best solution because of the efforts spent simulating in the early stages of the project. In Augustana's case, you will see how this methodology facilitated collaboration to examine the problem with a different lens, giving the stakeholders the product they needed and not necessarily the product they originally wanted.

Outcomes: Understand how the methodology works so you can replicate the benefits • Explore the methodology's value when investigating business process improvements and IT solutions at your organization • Analyze how using the methodology can create a deeper relationship between IT and its clients

Utilizing VR for Enrollment without Breaking the Bank

Session Type: Poster Session | Delivery Format: Poster Session

Melissa Crabtree, Senior Director, IT Customer Services, Wayne State University

Daren Hubbard, CIO and AVP for Computing and Information Technology, Wayne State University

Dawn S. Medley, Associate Vice President of Enrollment Management, Wayne State University

WSU implemented a "skunkworks" virtual reality campus experience by partnering with university departments and leveraging our best programming asset: students! We were able to deliver this project with almost no budget and in less than four months. Let us show you how you can make this a "reality" at your university.

Outcomes: Identify what technology is needed to implement a VR project • Identify what resources exist on campus and maximize partnerships • See how moving forward with a VR project will positively impact enrollment and recruitment

Why Backchannels Should Be Required in Survey Courses

Session Type: Poster Session | Delivery Format: Poster Session

Perry J. Samson, Professor, University of Michigan–Ann Arbor

Many students are uncomfortable verbalizing questions during class and especially in larger classes. This presentation will present evidence that a backchannel eliminates gender biases in inquiry in a large-lecture environment and shows that students exposed to a backchannel in introductory courses are more likely to participate verbally in subsequent courses.

Outcomes: Learn why students are uncomfortable asking verbal questions and how female students are systematically less likely to participate verbally • Learn how the availability of a backchannel virtually eliminates gender biases • Learn how the availability of a backchannel promotes more verbal inquiry in subsequent courses

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

AccessNow: Automating User Access at U-M

Session Type: Poster Session | Delivery Format: Poster Session

Victoria Green, Business Systems Analyst, University of Michigan–Ann Arbor

Aimee Lahann, Senior Business Systems Analyst, University of Michigan–Ann Arbor

Learn how the University of Michigan is working to transform user system access. With the new AccessNow service, some users gain and lose access in response to real-time data changes. Through automation, U-M has reduced the number of access requests, decreased elapsed time and effort, and improved our risk profile by timely deprovisioning.

Outcomes: Learn how we implemented identity governance from MicroFocus to automate and improve access management at U-M • Learn what factors were critical for our success • Learn what challenges we overcame and which still lie ahead of us • Learn how academic unit partners responded to the changes • Learn how we automated access to both digital and physical resources

Digital Cities Campus Testbed

Session Type: Poster Session | Delivery Format: Poster Session

William Garrick, Research Computing Manager and Architect, Portland State University

University campuses are ideal test-beds for smart and connected communities, forward-thinking places where integrated information and communication technologies are used to improve operational efficiency and sustainability and enhance the quality of life for inhabitants. We will discuss the information security challenges to be addressed to ensure the success of this work.

Outcomes: Explore the concept of the campus as test-bed for smart and connected cities • Learn about the range of technology involved • Receive a sample controls matrix for evaluating compliance

Information Security or Regulation Compliance: What's the Best Response?

Session Type: Poster Session | Delivery Format: Poster Session

Andrea Childress, Executive Director ITS, University of Nebraska**Ron King, President, CampusGuard**

Compliance is one of the most challenging set of responsibilities for any campus. The limitation of regulations (e.g., PCI DSS, HIPAA, GDPR) is that they distill security into a static set of requirements, focusing concerns on compliance and leading to a false sense of security, while hackers aren't restricted to rigidly defined methods.

Outcomes: Discern the difference between compliance and security • Understand that regulations are a minimum set of processes and controls as a starting point toward a security program • Realize that nothing precludes organizations from implementing more stringent processes and controls than what are defined in regulations

ITAR in the Cloud: It Can Be Done

Session Type: Poster Session | Delivery Format: Poster Session

Bryan S Fitzgerald, Manager, Infrastructure Applications Services, University of Nebraska**Bryan Kinnan, Director, University of Nebraska–Lincoln**

We'll discuss how the University of Nebraska partnered with Microsoft to become the first R1 institution to meet compliance with ITAR, CUI, NIS 800-171, and NIST 800-53 standards in the cloud, in a way that is more efficient, scalable, and cost-efficient than the on-prem solutions we looked at.

Outcomes: Understand the steps necessary to obtain a GCC High environment • Explore the options available through the cloud provider (Microsoft) • Understand our objectives achieved through the cloud and how the cloud can be applied to your situation

MANRS: 4 Simple Steps to Improve Cybersecurity for R&E

Session Type: Poster Session | Delivery Format: Poster Session

Andrew Gallo, Principal IT Architect, The George Washington University**Adair Adair Thaxton, Cyberinfrastructure Security Engineer, Internet2****Steven Wallace, Enterprise Network Architect, Indiana University Bloomington**

Mutually Agreed Norms for Routing Security (MANRS) consists of four actions every campus can take to improve the security of the R&E cyberinfrastructure ecosystem. Internet2 and other R&E organizations have joined MANRS: why not your campus? This session will focus on MANRS implementation practices and address questions from attendees.

Outcomes: Understand why MANRS is important • Understand the simplicity of the actions • Obtain a concrete plan of action for implementation

The Path to Campus-Wide Federated IT

Session Type: Poster Session | Delivery Format: Poster Session

Melinda Colby, Senior Director, University of Texas at Dallas**Frank Feagans, VP/Chief Information Officer, University of Texas at Dallas**

A campus-wide federated IT model offers many benefits, yet remains challenging to achieve. Hear the approach taken by the University of Texas at Dallas to achieve this model, including the efforts and individuals involved, the current governance model in place, and the next steps for enforcing standards and practices.

Outcomes: Explore why a federated IT model is valuable in a distributed IT culture • Learn how UT Dallas has implemented this model • Hear next steps for continuing the momentum and deriving greater benefits than just reducing risk

Reducing Risk and Redundancy, Vetting Software and Services Procurement

Session Type: Poster Session | Delivery Format: Poster Session

James E Russell, Director of Leveraged Resources, College IT Office, Indiana University**Ian Washburn, Systems Risk Mitigation Manager, Indiana University Bloomington**

The Software and Services Selection Process (SSSP) at Indiana University seeks to appropriately manage the need for a diverse set of software and services, while (1) reducing duplication, (2) employing controls around institutional data in play, and (3) fully understanding the variety of software use cases and needs.

Outcomes: Understand the importance of managing, tracking, and understanding the institutional impact of software services procurement • Identify a set of institutional workflows for managing the purchase of software and cloud services • Learn how to create and manage a SaaS white list while still allowing for unique needs

Risk Mitigation and Data Analytics: Privacy, Equity, Infrastructure

Session Type: Poster Session | Delivery Format: Poster Session

Nicole Allen, Director of Open Education, SPARC Scholarly Publishing and Academic Resources Coalition**Patrick J. Feehan, Information Security & Privacy Director, Montgomery College**

Data analytics is spreading fast on campus, affecting both teaching and research. Vendors, particularly commercial ones, have been advertising the possibilities posed by the adoption of data analytics in academic institutions, from early warning systems that identify students in need to adaptive learning that can improve outcomes. However, there has been limited discussion of the possible downsides and—most importantly, strategies for minimizing the manifold risks to privacy, equity, and control over critical infrastructure.

Outcomes: Examine the risks that come with the rapid rise of data analytics • Develop concrete ideas for minimizing risk that can be applied immediately • Explore ideas for structural or collective strategies to address these challenges long term

Using a Capability Maturity Model to Drive Campus Accessibility Compliance

Session Type: Poster Session | Delivery Format: Poster Session

Leslie Kennedy, Interim Assistant Vice Chancellor, California State University, Office of the Chancellor

Cheryl Pruitt, Director, Accessible Technology Initiative, California State University, Office of the Chancellor

Learn how to apply strategic planning, implementation, and assessment techniques for accessibility compliance on your campus and how to avoid a complaint from OCR/DOJ using the ATI Capability Maturity Model framework. This model outlines the necessary steps to drive sustainable business processes and implementation of an accessibility compliance policy on your campus.

Outcomes: Apply campus prioritization strategies using an impact matrix within a compliance framework • Understand the importance of assessment data collection and accessibility compliance evidence in support of sustainable business process improvement • Identify the necessary next steps to move a campus towards full implementation of ATI CMM

The Woolsey Fire: IT Planning for the Unimaginable

Session Type: Poster Session | Delivery Format: Poster Session

Gerard Flynn, Senior Director of IT Administration and Client Services, Pepperdine University

Rita Schnepf, Director, IT Project Management Office, Pepperdine University

Pepperdine University's IT division performs disaster recovery drills regularly, but the 2018 Woolsey fire damaged IT infrastructure, made the Malibu campus inaccessible for two weeks, required staff to work remotely, and resulted in classes being taught remotely. We'll share emergency practices that worked, those that did not, and lessons learned.

Outcomes: Identify effective strategies for disaster planning • Get recommendations about the feasibility of employing these strategies at your institutions for the 2020–21 academic year • Learn about communications challenges in the midst of emergencies and how to overcome them

NAVIGATING CHANGE

Building a Culture of Successful Failure

Session Type: Poster Session | Delivery Format: Poster Session

Brett Morrill, Director of System Development, Wichita State University

We'll explore building a culture of successful failure to drive innovation and positive risk taking to transform and invigorate your IT organization. Learn how to transform your culture from one of cautiousness and conservative engagement to deliver more value to the university.

Outcomes: Understand the concept of successful failure • Understand how to build a culture of successful failure • Learn how to promote and defend a culture of successful failure

Excelling at Change Management, IT Project Implementation, and Adoption Success

Session Type: Poster Session | Delivery Format: Poster Session

Bao Johri, Senior Director of Planning & Strategic Projects, California State University, Sacramento

Join this session to focus on the people side of change when implementing IT projects. The key is to scale and customize your change management approach to fit the organization.

Outcomes: Learn and share strategies and experience on implementing a change management program • Share structured process to help IT prepare for, manage, and reinforce change

From Identification to Realization: Managing Benefits to Deliver Successful Change

Session Type: Poster Session | Delivery Format: Poster Session

Rhian Davies, Head of PMO, University of Edinburgh

Benefits are used to justify investment in a business case, but then are often forgotten about. Learn about how you can keep the focus on benefits throughout your change initiative by adopting the benefits management model, thereby increasing your chances for delivering successful change.

Outcomes: Learn about benefits and benefits realization • Understand the importance of managing benefits • Explore the different stages of the managing benefits cycle and their key activities

From PMO to PCMO: Building Change Management in the CSU

Session Type: Poster Session | Delivery Format: Poster Session

Bridget Wikidal, Senior Director, Project & Change Management, California State University, Office of the Chancellor

In 2013 the CSU's Project Management Office added change management as a service and in 2017 became a Project and Change Management Office. We will share the vision, strategy, plans, techniques, tools, and lessons learned from the evolution of a PMO to a PCMO in the nation's largest University system.

Outcomes: Learn how the CSU system built a change management practice and grew a PMO into a PCMO • Learn strategies, techniques, and tools used to build change management expertise in an IT department and consider lessons learned • Learn strategies and techniques to integrate CM and PM methodologies, resources, and roles

Managing Curriculum and Change with Data Visualization and Dashboards

Session Type: Poster Session | Delivery Format: Poster Session

Elissa Hall, Associate Director of Curriculum & Education Technology, Mayo Clinic College of Medicine

Jennifer Kallay, Manager—Education Technology, Mayo Clinic College of Medicine

Aaron Pendl, Business Intelligence Manager—Edu, Mayo Clinic College of Medicine

Transitioning from time-based apprenticeship approach requires health profession education to navigate change in culture, curriculum, and evaluation. Institutions seek strategies to manage curriculum by making data accessible, visual, and interactive. An interprofessional team created curricular systems and dashboards to facilitate continuous quality improvement and cultivate a college-wide growth mindset.

Outcomes: Describe a 3-step approach to navigate curriculum change in an individual context • Identify tools and frameworks to facilitate data-informed change and continuous quality improvement

Strategic Communication During Change

Session Type: Poster Session | Delivery Format: Poster Session

Tina McMechen, EdD, Capella University

Communicating across multiple silos has been reported as a major challenge for academic leaders. Join us to learn how to develop a strategic communication plan for leading change.

Outcomes: Create a customized strategic communication plan based on a current or upcoming change initiative at your institution

Supporting People through Change: Navigating Change Management to the Future

Session Type: Poster Session | Delivery Format: Poster Session

Robert Cottier, Change Manager, University of Chicago

Arin Komins, Product Manager for Collaboration Services, University of Chicago

Change management is a vital discipline in higher education IT, as the pace of change isn't getting any slower and as change fatigue abounds. Join the University of Chicago to discuss the good, the bad, and the ugly—and learn a few tricks along the way.

Outcomes: Share lessons learned with change management • Learn tips and tricks to lead change management engagements at your campus • Register interest in a potential new EDUCAUSE community group for change management to network and make contacts

Using a Cross-Staff Design Approach to Navigate Change

Session Type: Poster Session | Delivery Format: Poster Session

Alexandra Miller, Instructional Designer, Arizona State University

Derek Thurber, Senior Instructional Designer, Arizona State University

By embracing design approaches to build a culture of principled innovation and intrapreneurship, ASU Teachers College staff see they are actors in a larger matrix organization. We build meaningful relationships to shape the future for ourselves and students, and prototype innovative ways to support the communities in which we serve.

Outcomes: Understand the value of using design thinking to address challenges with your organization • Apply our approach to your own context • Be inspired by our staff (in our setting) who have responded so positively to taking on the challenge of being changemakers

We're Listening: Transforming IT Services Through Organizational Change

Session Type: Poster Session | Delivery Format: Poster Session

Rebecca M. Marrall, Director of Technology & Discovery Services, Associate Professor, Western Washington University

Western Washington University Libraries consolidated two previously separate IT units into one division. This poster session will provide a brief chronology of the events, strategies, and communications used to manage the transition and build an organizational roadmap for a new IT division within an academic library.

Outcomes: Get an overview of the strategies used to manage the transition • Understand how one environment required specific and unique strategies for implementing change and get ideas for your own organizational context • Gain ideas and strategies for increasing stakeholder participation in IT activities within an academic library

SUPPORTING THE INSTITUTION

Slaying the Bad Communication Beast!

Session Type: Poster Session | Delivery Format: Poster Session

Mark CJ Davis, D, Manager of Desktop Systems, Swarthmore College

Aixa Pomaes, Director of Support Services, Swarthmore College

Studies show those who leverage EQ (emotional intelligence) have a good indicator of their ability to influence, persuade, and connect with others, which ultimately is all about how we communicate. This session will discuss the pitfalls, methods and strategies to help us embrace thoughtful, effective, and diverse communication at all levels.

Outcomes: Learn how to cultivate more meaningful communications and partnerships across the organization • Learn how to modify behavior to better work with and understand others • Learn how to leverage EQ to become a more effective communicator

Student Workers: A Guaranteed Winning Investment

Session Type: Poster Session | Delivery Format: Poster Session

Marc Fleischner, Director of Operations, Rowan University

Tyler Grace Higgins, Asset Specialist, Rowan University

Charles Lafferty, Director, Technology Services, Rowan University

Rowan University IRT has developed a successful student worker program that has paid dividends. In this session, we will discuss the importance of a program as opposed to a position. We'll share the details of our program, including the successes and pitfalls of working with students.

Outcomes: Learn about the importance of an overall student worker program vs. a student worker position • Understand the importance of documentation in running an effective program • Understand the importance of using failures to create success

TRANSFORMING THE STUDENT EXPERIENCE

Blending Human and Tech Solutions to Support Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Robin Delaloye, Associate Dean of Communications and Student Success, The George Washington University

Jared Johnson, Associate Dean for Academic Technologies, The George Washington University

Matthew Mihalik, Director, Scholarly Technology, The George Washington University

When the provost tasks your team with a high-profile project, how do you satisfy all of your stakeholders? Explore how user research and testing were used to design services, build a website, and adopt technological tools to create Academic Commons, the George Washington University's one-stop learning assistance center.

Outcomes: Learn about methods used by GW Libraries and Academic Innovation to conduct user research and testing • Learn how user feedback informed service design, including in-person delivery, website creation, furniture purchases, and marketing strategies • Learn how technological tools were evaluated and chosen

Closing the Work Skills Gap

Session Type: Poster Session | Delivery Format: Poster Session

Charles Edamala, Associate Vice President for Administrative Technologies and Chief Technology Officer, Illinois State University
Barton James Lytel, Endpoint Support Manager, Illinois State University

The central IT department at Illinois State University was having challenges filling entry-level positions. In addition to a real lack in technical skills, most applicants also lacked basic workplace skills. We designed a program to target the students' ability to think critically, communicate effectively, and operate in professional environments.

Outcomes: Understand time commitment required to launch a similar program Understand the potential return on investment for this program, (new talent, new methods) Understand how this program can be used in multiple Higher Education fields of study

Design Thinking to Transform Campus Learning Spaces

Session Type: Poster Session | Delivery Format: Poster Session

Jim Russell, CIO and VP for Digital Strategy and Planning, Manhattanville College

This session will briefly cover the basic framework of design thinking, followed by three hands-on exercises (empathy, ideation, and assessment) to illustrate how this methodology can improve space planning, design, and evaluation at your college.

Outcomes: Understand the basic structure of design thinking • Apply that structure to a common problem in higher ed around learning space management • Develop a new paradigm that should improve student and faculty satisfaction

Enhancing Student Learning with Immersive Technologies

Session Type: Poster Session | Delivery Format: Poster Session

Allison Hopkins, Assistant Technical Lead, Purdue University
George Takahashi, Technical Lead, Purdue University

We're creating virtual labs that will be incorporated into the current curriculum to allow off-campus students to participate where they previously were not be able to. We want distance learning students to have the same experience in the labs as their on campus counterparts, thus increasing the accessibility of education.

Outcomes: Observe current learning-based projects completed by the Envision Center • Understand the importance of virtual labs and what we are doing to help drive-off campus learning forward • Discuss with the members of the Envision Center any questions about past or future work

IT: Transforming the Student Experience Through an Equity Lens

Session Type: Poster Session | Delivery Format: Poster Session

Laurie Tripp Heacock, Vice President, Data, Technology and Analytics, Achieving the Dream, Inc
Celeste M. Schwartz, VP for Info Tech & Chief Digital Officer, Montgomery County Community College

IT influences campus culture. Student success should be at the core of every decision about technology challenges or potential investments. Transforming the student experience requires a systems-thinking approach with cross-functional collaboration across the institution—students, faculty, staff, and other key stakeholders—through a lens of people, process, and technology.

Outcomes: Participants will learn: • Topics and areas to consider prior to investing in technology • Tips for technology integration • Strategies on how to use technology to optimize the student experience through alignment with pathways • Examples of how colleges have implemented student-centered solutions • Valuable resources

Journey Through a Mobile App

Session Type: Poster Session | Delivery Format: Poster Session

Robert Birklene, Manager of Web Technology, University of Houston
Diane M. Trippel, Director of Web & Communication Services, University of Houston

Explore paths along the journey through a mobile app implementation. We'll share experiences from the perspective of organizational leadership as well as consideration for software development. From conception to engaging stakeholders to end-user adoption, we'll address many unanswered questions as we examine the "why" and "how" of mobile.

Outcomes: See the value and process of strategic planning, building relationships, and understanding your options in your journey ahead based on firsthand experience from our key team members • Receive a downloadable journey guide, which covers our journey from past to present

Launching Into Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Malcolm Brown, Director of Learning Initiatives, EDUCAUSE
Kathe Pelletier, Director of Student Success Community Programs, EDUCAUSE

In 2019, EDUCAUSE convened a group of 10 higher ed leaders to discuss the definitions, structures, technologies, and capabilities required to impact student success and the role EDUCAUSE might play in that endeavor. Join us as the panel unveils its recommendations.

Outcomes: Explore key institutional capabilities necessary to impact student success • Hear from expert panelists about student success initiatives on their campuses • Find out how to engage with the EDUCAUSE student success community

Major Institutional IT Projects Led by an Undergrad Student Team

Session Type: Poster Session | Delivery Format: Poster Session

Eric Adams, Program Manager, Purdue University
Carolyn A. Ellis, Program Manager, Purdue University

It once was enough to have a completed college degree to land into a career path, but the bar has been raised and employers are expecting hands-on experience. Three current projects have put teams of undergraduate students at the helm of University-level research and implementation efforts.

Outcomes: See large projects at different stages run largely by undergraduates • Understand the various benefits of sharing the leadership on complex projects

Maximizing Microcredentials: Leveling the Playing Field for Underserved Learners

Session Type: Poster Session | Delivery Format: Poster Session

Tara Baumgarten, Instructional Designer, Education Design Lab

Don Fraser, Jr., Education Designer, Director of 21st Century Skills Badging, Education Design Lab

Join experts on design thinking, workforce partnerships, and curriculum redesign for a practical discussion on how to maximize microcredentials with an eye toward how they can improve equity and career opportunity for underserved learners.

Outcomes: Discuss how the latest insights from the field of digital badging and microcredentials. Learn about how academic leaders can stand up new microcredential programs that are aligned to workforce needs. Discuss strategies for applying design thinking, workforce partnerships, and curriculum redesign to create microcredentials.

One University's Journey to a More Personalized Campus Portal

Session Type: Poster Session | Delivery Format: Poster Session

Katherine Farley, Web Developer, North Carolina Central University

Damond L. Nollan, IT Director, North Carolina Central University

Faced with aging web technology, low student engagement, and a fragmented list of cloud-based services, North Carolina Central University changed its web infrastructure to better serve the campus community. In this session, members of NCCU's Web Services will demo the new campus portal and share how it was done.

Outcomes: Understand how to leverage analytics and personalization to improve the student's journey • Identify ways to eliminate fragmentation of data and resources • Recognize opportunities to extend existing service offerings through APIs

Starfish Story: "We Helped These Students"

Session Type: Poster Session | Delivery Format: Poster Session

Gretchen Kopmanis, Desktop Support Specialist Senior, University of Michigan–Ann Arbor

Susan Perreault, Director, Student Recruitment; College of Literature, Science, and the Arts, University of Michigan–Ann Arbor

The University of Michigan (College of LS&A) has been running a four-year pilot program to loan University-owned laptops to low socioeconomic status (SES) students. In an effort to bridge the digital divide, the students get to keep the laptops for the course of their academic career.

Outcomes: Learn how to increase recruitment of low-SES students • Learn how to avoid communication mistakes with low-SES students • Learn what to consider when keeping track of a long-term loaner pool of laptops

Students' Evaluations of Online Scientific Resources

Session Type: Poster Session | Delivery Format: Poster Session

Randy Graff, Director of Educational Technology, University of Florida

BYOD and join us to engage with results from a four-year research study on students' online information evaluation. We will look at the choices students (and you, if you play along in an interactive simulation!) make while evaluating Google results for helpfulness, citability, and credibility when grades are on the line.

Outcomes: Gain insight into the value of simulations to study students' online information evaluation behaviors • Connect research evidence to teaching practice to inform and improve instruction around online information evaluation • Analyze the decision-making process that occurs as students interact with search engine results pages

Transforming Instructional Materials for Greater Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Bryan Berrett, Center for Faculty Excellence, California State University, Fresno

James P. Frazee, Chief Academic Technology Officer, San Diego State University

The CSU 23-campus system-wide implementation of Ally gives students more options to engage with course materials in multiple formats. Students can listen to and read documents at the same time on their phone, increasing comprehension and the likelihood of spending time studying those materials.

Outcomes: Learn about Ally implementation approaches at 3 campuses • Hear about and share student successes

Using Challenge-Based Learning: The iOS Design Lab

Session Type: Poster Session | Delivery Format: Poster Session

Scott Schopieray, Assistant Dean for Academic and Research Technology, Michigan State University

Daniel Trego, Educational Media Design Specialist, Michigan State University

Come and see how Michigan State University has been working with Apple to launch the first iOS Design Lab in the United States. We will share student stories and provide insight into learning Apple's Swift language through a challenge-based learning framework focused on creative problem-solving, design thinking, and collaborative work.

Outcomes: Learn about the creative process behind the iOS Design Lab initiative • Understand how the framing process used in the iOS Design Lab redefines student learning experiences • Participate firsthand in a minichallenge that can be applied immediately in your current context

Using Technology to Tackle the Campus Mental Health Issue

Session Type: Poster Session | Delivery Format: Poster Session

Scott Compton, Associate Professor in Psychiatry and Behavioral Sciences, Duke University

In this session, representatives from Duke University Medical Center and Ready Education will examine the role of mobile technology in connecting students to support services, on-campus networks, and information that can help proactively address issues of physical and mental health.

Outcomes: Examine why college transition can be the most challenging periods in students' lives • Explore how mobile technology is connecting students to specific resources and personalized notifications • Discuss how access to these resources can help students grappling with threats to mental health and college success

Virtual Reality on the Bayou

Session Type: Poster Session | Delivery Format: Poster Session

Thomas Steven Hoover, Chief Information Officer and Dean of the Library, University of Louisiana at Monroe

The University of Louisiana Monroe has created the region's first Virtual Reality Center, which comprises a classroom with 28 VR headsets, a 3D printer, and two immersive virtual reality rooms. Selected faculty from computer science, education, and biology are integrating VR into their courses to enhance the learning experience.

Outcomes: Identify specific examples of VR integration into university curriculum • Identify classroom designs that complement the inclusion of VR • Appreciate how a VR classroom can be utilized for university engagement with the local K–12 community

Visualizing Possibility: Transforming How We Create and Share Knowledge Online

Session Type: Poster Session | Delivery Format: Poster Session

Patrick Dempsey, Director of the Office of Digital Teaching & Learning, Loyola University Maryland

Veena Radhakrishnan, Instructional Design, The Johns Hopkins University

The linear nature of traditional discussion boards discourages parallel development of ideas and makes it challenging to decipher the visual relationship between ideas, resulting in fragmentary engagements. This session will showcase a cloud-based discussion platform that leverages social and educational elements to create authentic collaboration and meaningful learning experiences.

Outcomes: Understand the importance of visualization in the success of online discussions • Engage in online collaborative discussions with participants and other users • Utilize text, video, and images to create engaging online content

5:00–6:30 p.m.

Braindate—in partnership with Ellucian, Platinum Partner

BRAINDATE LOUNGE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Braindates are about sharing knowledge. They are one-on-one or group conversations that you book with other participants while you're at the 2019 EDUCAUSE Annual Conference.

Networking Reception in the Exhibit Hall

HALLS F1, F2, LEVEL 3

Session Type: Reception

Support of this evening is provided by our sponsor Fischer Identity, Silver Partner, Booth #1007

Join your colleagues for an informal gathering with drinks and hors d'oeuvres in the exhibit hall. You will have the chance to learn about exciting technology solutions for your campus from more than 275 companies. Don't forget to scan your badge at the reception sponsor booths for a chance to win one of three complimentary registrations to EDUCAUSE 2020 in Boston, Massachusetts. Winners will be announced on Wednesday.

5:15–5:45 p.m.

Meet and Mingle | DEI

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Join us for an informal opportunity to grab a drink and meet with EDUCAUSE staff and colleagues who promote diversity in higher ed IT. Meet members of the EDUCAUSE community who share your interests, including participants from the Diversity in IT, Women in IT, and LGBTQIA constituent groups. You can also share your thoughts with EDUCAUSE staff on how we can best support your career and further develop inclusive work environments.

WEDNESDAY, OCTOBER 16

7:00–8:30 a.m.

Braindate—in partnership with Ellucian, Platinum Partner

BRAINDATE LOUNGE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Braindates are about sharing knowledge. They are one-on-one or group conversations that you book with other participants while you're at the 2019 EDUCAUSE Annual Conference.

7:00 a.m.–5:30 p.m.

CIO Lounge—sponsored by AccelerEd

W181, LEVEL 1

Session Type: Lounge

Higher education CIOs are invited to relax and meet with friends and colleagues in this community space, which provides light refreshments and a quiet, comfortable spot to charge devices, check e-mail, and watch live streams of the general session presentations.

Information

LOBBY, LEVEL 1

Session Type: Service Desk

Be informed! Pick up your complimentary event materials and ask your questions of the staff available to assist you. From navigating the venue to exploring the robust daily conference program to browsing posted jobs across the higher ed landscape to getting your housing or membership questions answered, we're here to help you.

Media Lounge

W476, Level 4

Session Type: Lounge

Media representatives attending EDUCAUSE 2019 have a quiet place this year to get away from the commotion of conference activities, charge devices, conduct interviews, and compose their stories. The room will not be formally scheduled, so we ask that you please use common courtesy in this shared space with your volume and time use of the area.

Registration Desk Open—sponsored by Jenzabar, Platinum Partner

W183A, LEVEL 1

Session Type: Service Desk

Your conference experience begins at the registration desk. All conference attendees (including exhibit hall staff) start at the registration kiosks. Check in, pick up your entry badge, and proceed to the information desk to get any questions answered, pick up your printed event "paper," personalize your badge, and gather any other materials of interest.

Speaker Ready Room Open

W182, LEVEL 1

Session Type: Lounge

Presenters are encouraged to visit the Speaker Ready Room to test their equipment, prepare for their sessions, or make last-minute modifications.

7:00 a.m.–6:00 p.m.

Braindate Lounge—in partnership with Ellucian, Platinum Partner

BRAINDATE LOUNGE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Braindates are about sharing knowledge. They are one-on-one or group conversations that you book with other participants while you're at the 2019 EDUCAUSE Annual Conference.

Relax & Renew

RELAX AND RENEW, W375A, LEVEL 3

Session Type: Lounge

Take a break and reenergize your mind and body with complimentary relaxation activities.

Work & Chat

WORK AND CHAT, SKYLINE BALLROOM LOBBY, LEVEL 3

Session Type: Lounge

Find a quiet spot to work and reflect, meet with colleagues, or recharge your devices here.

8:00–8:30 a.m.

Morning Refreshments—sponsored by Carahsoft Technology Corp

FOYERS

Session Type: Break

Start your morning right—plan your day and compare strategies with colleagues for how to get the most from the professional development and networking opportunities present. Coffee and tea will be available during this time.

8:30–9:30 a.m.

Digital Redlining

W190A, LEVEL 1

Session Type: Featured Session

Christopher S. Gilliard, Professor, Macomb Community College

How can we understand equal access to technology and information in the digital age? Chris Gilliard's talk will look at how technology policies, practices, and investment decisions create differential access and outcomes in colleges and universities. These processes, collectively understood as "digital redlining," need to be understood and countered in order to create a more equitable educational structure. As institutions rush to adopt the practices, tactics, and behaviors (and missteps) of platforms like Facebook, YouTube, Google, and Amazon, the need for caution and critique is more important than ever. Educational institutions need to understand that a necessary first step in tech initiatives is considering the harm that may be caused and taking measures to prevent it.

Outcomes: Question the impacts of educational technology on issues of equity • Explore responsibilities to students when edtech is used • Unsettle ideas of educational technology as a solution

Make Way for Gen Z

W375B, LEVEL 3

Session Type: Featured Session | Delivery Format: Featured Session

David Stillman, Co-Founder, GenZGuru**Jonah Stillman, Co-Founder, GenZGuru**

Believe it or not...there's life after the Millennial generation. A new generation is impacting higher education, as a majority of today's students are Gen Z. In addition, Gen Zers aren't all students. In fact, many have already graduated and entered the workforce. That means IT teams have to make room for yet another generation with all new traits. Are you ready for Gen Z? Don't be surprised when you find out they are nothing like the Millennials. The time to get to know them is today. If you treat Gen Z like the Millennials, it will backfire. In this dynamic session, you'll learn the key events and conditions that shape Gen Z; Gen Z's key traits and how they play out in the workplace; how Gen Z is similar to and different from the other generations and where they are likely to click and clash; and what it will take to recruit, retain, manage, and motivate Gen Z.

LEADING AND PARTNERING ACROSS THE INSTITUTION**The Better Allies Approach: Everyday Actions to Create Inclusive Workplaces**

W183BC, LEVEL 1

Session Type: Featured Session | Delivery Format: Featured Session

Karen Catlin, Advocate for Inclusive Workplaces, Karen Catlin Consulting

Have you ever thought, "I care about creating a more diverse and inclusive workplace, but what can I do?" If so, you're not alone. Knowing how to be a better ally for underrepresented colleagues is unfamiliar territory for many of us. In this talk, Karen Catlin will cover key points from her book *Better Allies: Everyday Actions to Create Inclusive, Engaging Workplaces*. Come discover how you can make a difference!

Outcomes: Learn how to amplify and advocate for others in meetings • Learn how to use more inclusive language • Learn how to provide equitable and effective feedback • Learn how to disrupt office housework

9:45–10:30 a.m.

Meet and Mingle | Security and Privacy

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Stop by for an informal opportunity to grab a coffee and meet with EDUCAUSE Security and Privacy program staff. Learn about EDUCAUSE activities in IT security and privacy, including the Higher Education Information Security Council (HEISC), and resources to support IT governance, risk, and compliance. You'll also get a taste of the EDUCAUSE Core Data Service and what information security benchmarking data is available to you.

9:45–10:45 a.m.

Refreshment Break in the Exhibit Hall

GRAB AND GO, HALLS F1, F2, LEVEL 3

Session Type: Break

Take time to refuel and connect while you explore the exhibit hall. Engage with companies providing the latest advances in technology and reenergize with snacks and beverages to maximize your conference experience!

9:45 a.m.–5:00 p.m.

Exhibit Hall Open

HALLS F1, F2, LEVEL 3

Session Type: Exhibit Hall

Visit the exhibit hall to explore over 275 technology providers showcasing the latest campus technology solutions. While there, you can also:

- Learn about new and emerging innovations and solutions from start-up companies in Start-Up Alley
- Attend sessions around digital transformation and collaborations in the Learning Theater
- Learn from your peers about what's happening at their universities via over 75 poster sessions during lunch
- Experience what esports is all about and learn best practices for a successful campus esports program by visiting the Dell Technologies Esports Experience: Changing the Game

- Interact with EDUCAUSE data points that have been gathered and processed by a dedicated team of research professionals at the EDUCAUSE Research Data Center—here you'll see your community responses come to life, benchmark how your institution may be doing against others, and see what's trending in our field
- Enjoy refreshment breaks and lunch

To find industry providers targeted to your needs, browse the directory (by company or products and services) through our mobile app.

Photo Station

Session Type: Lounge

Visit the photo station to get your professional headshot taken or have some fun posing in front of a background of your choice. Remember to share your photos on social media with #EDU19.

10:45–11:30 a.m.

Learning Space Design Community Group Session (open to all)

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Adam B.A. Finkelstein, Associate Director, Learning Environments (Physical and Digital), McGill University

Julie Johnston, Director of Learning Spaces, Indiana University

Interactive learning design provided by Steelcase Education, Gold Partner

Join our discussion on topics from what makes a physical space conducive to learning to the principles and processes of effective learning space design. Share your ideas and experiences on how formal/informal spaces impact teaching practices, learning activities, student interactions, and a campus's sense of community. Explore how we measure/assess the effectiveness of new or redesigned learning spaces.

Meet and Mingle | IT's Role in Student Success Initiatives

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Stop by for an informal opportunity to grab a coffee and learn how you can engage in EDUCAUSE student success initiatives. Meet with EDUCAUSE staff to learn about our Integrated Planning and Advising for Student Success (iPASS) initiative, which supports new approaches to advising and degree planning services, and Leading Academic Transformation (LAT), a community of practice where campus leaders can collaborate and innovate. Come chat with us and other colleagues interested in student success!

Mergers and Acquisitions: Leading Central IT Organizations and Subsidiaries

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Curt Herridge, Executive Director of Applications, Southern Methodist University

Mergers and acquisitions are becoming a common part of the education landscape. In some cases, it is through IT centralization projects. In other cases, institutions are acquiring external entities. Hear from an institution that helped merge a research center with an external SaaS company soon after completing a university-wide shared services centralization effort.

Outcomes: Discuss common themes of due diligence, culture, and culture within a culture • Demonstrate multiple levels of geographic considerations for IT workers • Learn how to overcome the "many bosses" dilemma

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

Breaking Down Data Silos with Data and Application Integration

W193, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

John T. Parker, Identity Management Project Manager, Cornell University

Scott Szajna, Principle Applications Specialist, University of Massachusetts Amherst

Christopher W. Wessells, Senior Higher Education Strategist, Dell Technologies

Data and application integration is giving rise to exciting ways to break down data silos in higher education institutions, which is leading to improved services throughout the campus and fostering a means for data-informed decision-making. Join us to learn best practices from our panel of institutional leaders.

Outcomes: Learn about integration platform as a service (IPaaS) • Understand how low code development accelerates integration efforts • Learn how a master data hub can help synchronize data across enterprise systems

Leveraging AI to Support Data-Empowered Learning

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

David Benjamin Hellar, Research & Development Engineer, The Pennsylvania State University

Barton K. Pursel, Assistant Director, Teaching and Learning with Technology Innovation, The Pennsylvania State University

Francis Wham, Data Scientist, The Pennsylvania State University

In this session, we will explore early prototypes of AI applications and discuss challenges related to ethics and privacy in higher education IT. These prototypes leverage machine learning in a way that empowers content discovery, course design and assessment, reflective teaching practices, and predictive analytics.

Outcomes: Learn how AI will shape the future of teaching and learning • Discover new example of applied AI technologies • Learn about an effective data science pipeline for higher education IT • Reflect on the ethical and privacy challenges related to AI applications

Making Banner Mobile-Ready to Deliver a Hyperpersonalized Campus App

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Flecia Flack, Assistant VP–Information Services, Northern Michigan University
Chris Lewis, Director of LMS, Northern Michigan University

Northern Michigan University is transforming its mobile campus app by integrating it with Banner and Moodle to facilitate a personalized student experience. Leveraging student information systems, the NMU communication strategy is targeted and personalized—putting students on a path for success—and they have the data to back it up!

Outcomes: Discover how easy it was for NMU to integrate their campus resources, such as the LMS and the SIS, into their campus app • Learn how a unified and personalized mobile experience can increase student engagement and success • Understand the requirements behind delivering a hyperpersonalized campus experience

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Balancing Art and Science in IT Service Delivery

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Matt Carmichael, Director, Support Services and Engagement, Monash University
Martina Holubcova, Head of IT Service Management, Manchester Metropolitan University
Kurt Weideling, Director of Information Systems and Digital Services, Manchester Metropolitan University

In university IT departments, a battle rages for the soul of service delivery. A desire for corporate efficiency and metric-based assessment of effectiveness often clashes with the desire for a more responsive, creative approach that aligns with academic culture and practices. How can university IT departments reconcile these competing demands?

Outcomes: Increase your understanding of how competing demands for corporate efficiency and academic creativity and responsiveness are influencing IT departments • Share ideas about potential organizational approaches to balance these competing demands • Consider the opportunities for staff development and progression presented by the different models

Digital Transformation: Revolutionizing the Way Education Is Delivered, for Students and Faculty

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Kurt Roemer, Chief Security Strategist, Citrix
Carisa Stringer, Senior Director, Citrix

Context switching between applications and resources consumes valuable instruction time, impacting overall education efficiency. Citrix Workspace intelligence extracts relevant tasks from all your apps for a personalized interface to user actions, applications, and data. Discover how to enhance student and staff productivity with the power of digital workspace intelligence.

Outcomes: Learn how a digital workspace can centralize and personalize all your applications, desktops and files across all platforms and clouds • Digitize the classroom experience and empower any student on any device to have access to their personalized workspace • Witness Citrix intelligent workspace technology in action with on-stage product demos

Map Your Journey to Cloud

W178B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Higher education is experiencing unprecedented challenges including new fiscal realities, evolving business models, increasing student expectations, and a changing workforce. To help organizations outpace change and be future-ready, institutions need a practical path to cloud. Learn from institutions that have adopted cloud applications, platform, and infrastructure services—and understand how the move to cloud is helping them be more agile and transform their organizations.

Outcomes: Obtain strategic directions to share with your institutional leadership • Gain insights into considerations to cloud adoption • See what a practical path to cloud looks like

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

The 2019 ECAR Student and Faculty Technology Surveys

W180, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

D. Christopher Brooks, Director of Research, EDUCAUSE
Joseph D. Galanek, Senior Researcher, EDUCAUSE
Dana C. Gierdowski, Researcher, EDUCAUSE

Students and faculty are arguably the most important end users of the efforts of IT units to provide effective and reliable technologies. We will offer insights and recommendations for data-driven decisions to support the teaching and learning missions of higher ed institutions gleaned from data from over 55,000 students and 10,000 faculty.

Outcomes: Learn about current student and faculty attitudes toward and usage of technology • Develop a better understanding of the needs of faculty and students to carry out their academic work • Get recommendations on how to better meet the technology needs of faculty and students

HP and Carnegie Mellon Make Quantum Leaps in Data Science

W184BC, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Justin Khim, postdoctoral researcher, Carnegie Mellon University
Gus Schmedlen, Vice President, Worldwide Education, HP Inc

Professors and postdoctoral researchers at Carnegie Mellon University, including from the School of Art and the School of Computer Science, are researching electronic and time-based media, automated machine learning, and explainable AI. On-premises GPU-accelerated workstations are being used to test workflow improvements and simulation responsiveness.

Outcomes: Learn how to conduct applied research partnerships • Learn how to link data science technology with next-gen teaching, research, and learning workflows • Learn how to drive thought leadership in higher education

Supporting OER Programs at Scale at Your Institution

W190B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Francesca Ila Carpenter, Associate Director, OER Degree Initiative, Achieving the Dream, Inc

Donna Desrochers, Associate, rpkgROUP

Rebecca Griffiths, Principal Education Research, SRI International

Richard A Sebastian, Director, OER Degree Initiative, Achieving the Dream, Inc

The OER Degree Initiative enabled 38 US community colleges to lower costs and improve educational experiences for students by building pathways of courses using freely available, openly licensed instructional materials. Achieving the Dream and evaluation partners SRI and rpkgROUP will share the academic and financial outcomes of this ambitious project.

Outcomes: Gain insight into the potential benefits and challenges of OER degree implementation • Identify effective strategies for implementing these programs • Understand the overall costs and ROI of OER degree programs

Virtual Teaching Space

LEARNING THEATER, HALLS F1, F2, LEVEL 3

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

In this session, we will share how institutions are leveraging AWS Educate and the Vocareum virtual environment—classrooms—to teach some of the most in-demand AWS cloud tech skills in the workplace today. With AWS Educate Classrooms educators can select from prebuilt classrooms in our most in-demand topics, including building scalable architectures using AWS, cloud basics, AWS Cloud9, big data and analytics, machine learning and artificial intelligence (including Amazon SageMaker), and serverless applications. Educators can then invite students to join the classroom, monitor usage, and view activity.

LEADING AND PARTNERING ACROSS THE INSTITUTION

The Evolving Relationship Between IT and Online Learning Leadership

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Eric E. Fredericksen, Associate Vice President, University of Rochester

Richard Garrett, Chief Research Officer, Eduventures, National Research Center for College & University Admissions

Ronald Legon, Executive Director Emeritus, Quality Matters

Results will be presented from a series of CHLOE Surveys of Chief Online Officers (most of whom are academic affairs staff) regarding their relationship with the CIO and IT infrastructure at their institutions. The discussion will focus on the CIO perspective and ways to strengthen collaboration between these organizations.

Outcomes: Gain and understanding of evolving online learning leadership and how it intersects with IT • Become sensitive to the challenges of developing and sustaining a mutually supportive relationship between IT and online learning infrastructure and leadership

From Silo to Social: A Guide to Building Communities in the Workplace

W190A, LEVEL 1

Session Type: Breakout Session

Tina Pappas, Associate Director, Rutgers, The State University of New Jersey

Workplace silos can exist in organizations of any size for any number of reasons, and “breaking them down” is often easier said than done. In this session, attendees are invited to share stories and strategies for building communities. The speaker will share examples of the efforts that helped connect the Rutgers University IT workforce of over a thousand people in dozens of organizations spread across multiple campuses and cities.

Outcomes: Develop strategies to build and/or strengthen communities in the workplace • Understand how to leverage your role, interests, and/or personality to create engagement opportunities • Learn about tools and activities that foster socialization, collaboration, and discussion

★ Winner of the 2019 EDUCAUSE Rising Star Award. Award sponsored by Moran Technology Consulting, Gold Partner.

MAKING AN IMPACT WITH INNOVATIVE IDEAS

The Universal Learner Record: More than a Life Transcript

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Lev Gonick, Chief Information Officer, Arizona State University

Phillip D. Long, Senior Scholar–CNDLS, Georgetown University

This conversational presentation will describe the universal learner record (ULR) representing retrospective (what a student has achieved) and prospective (what a student may be able to achieve) college experiences. We will demonstrate computable ULRs based on blockchains coupled to decentralized storage to show high school and college learner experiences they control.

Outcomes: Challenge and discuss the proposed ULR and its utility as a life-long learner record • Explore the ULR’s strengths and weaknesses • Discuss types of student experiences at your institution that are worth permanently capturing

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

Lightning Round Session: Managing and Reducing IT Risk

W196B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Lightning Round

Jacob Edward Abbott, PhD Student, Indiana University Bloomington

Brad Barker, Senior Director of Cloud Strategies, Infrastructure and Technology Support, California State University, Fresno

Daniel Calarco, Chief of Staff, Indiana University Bloomington

Kyle Cozad, Business Analyst Senior, University of Michigan–Ann Arbor

Dana Fair, Senior Marketing Communications Specialist, University of Michigan–Ann Arbor

Orlando Leon, Chief Information Officer, California State University, Fresno

This lightning round will pack as much information into one session as possible. Hear succinct, engaging presentations on a variety of topics. Each will be 10 minutes long, with a Q&A at the end of the session.

Lightning Round 1: Partnerships for Successful MFA and Data-Loss Prevention Implementations

Presenters: Brad Barker, Orlando Leon (California State University, Fresno)

Fostering a culture of security has been a key campus priority. Implementations of Duo for multifactor authentication (MFA) and Spion for data-loss prevention (DLP) have been adventurous, to say the least. Come learn about the selection process, change management practices, design and implementation challenges, resistance and complaints, preliminary results, and next steps.

Outcomes: Learn why Fresno State implemented MFA together with DLP • Obtain lessons learned and strategies to anticipate and address potential resistance • Get key ingredients for success and a recipe for how to apply them to your campus

Lightning Round 2: Most Password Rules Are Useless: A Natural Experiment

Presenters: Jacob Abbott, Daniel Calarco (Indiana University)

A public credential dump enabled a collaboration between researchers and security practitioners at Indiana University to test the effectiveness of password requirements on preventing password reuse. The authors have published their results and will share advice for other security practitioners on how to reduce the risk of password reuse at universities.

Outcomes: Evaluate your own password requirements • Better understand how your requirements prevent (or enable) password reuse on third-party sites • Adjust your password requirements to better prevent reuse

Lightning Round 3: Getting 100,000 University Community Members to Use 2FA

Presenters: Kyle Cozad, Dana Fair (University of Michigan–Ann Arbor)

Have you ever been challenged with getting faculty, staff, students, and others to collectively change direction and work toward a common goal? Join these U-M IT leaders as they tell their tale of getting disparate groups with differing needs to help keep the institution's data and digital assets safe.

Outcomes: Learn how to effectively segment your audiences and respond to their valid needs • Learn how to get buy-in from institutional leadership as well as school, college, and unit leaders • Learn how to manage an institution's culture related to change

Privacy in the Age of Disinformation

W183BC, LEVEL 1

Session Type: Breakout Session

Cathy Hubbs, Chief Information Security Officer, American University

Ann Nagel, University Privacy Officer, University of Washington

Mark Roman, Chief Information Officer, Simon Fraser University

Scott Schafer, University Privacy Officer, University of Pennsylvania

Celeste M. Schwartz, VP for Info Tech & Chief Digital Officer, Montgomery County Community College

With scandals such as Cambridge Analytica, many people believe we are entering the Age of Disinformation. Explosive distrust of technology is happening at the same moment organizations are moving their systems into the cloud. Reacting to public distrust, governments are enacting stricter privacy legislation, making cloud solutions increasingly challenging.

Outcomes: Increase your awareness of the challenges around cloud computing in a strong privacy environment • Learn how to assess IT risk in world of privacy • Understand the processes needed to prepare for managing privacy

NAVIGATING CHANGE

Sprint! Applying Agile Methodologies Across the Changing University Environment

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Michael Cottam, Dean & Associate Vice President, Webster University

Michelle Loyet, Associate Dean of Military Campuses and Online Education, Webster University

We have all experienced disaster group projects that are unfocused and lead us nowhere. Come discover and practice a cross-functional project framework based on Agile Sprint methodologies that persistently leads to strategic solutions. Bring your questions and scenarios to this workshop to explore how you might solve your stickiest challenges.

Outcomes: Explore an agile project management framework adapted to higher education • Brainstorm and select sample projects to prototype • Create a comprehensive project plan to solve sample projects

SUPPORTING THE INSTITUTION

Allying with Vendors to Drive Accessibility Futures

W179A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Lucy Greco, Web Accessibility Evangelist, University of California, Berkeley

John Paul Spirko, Advisory Solution Consultant, ServiceNow

Lucy Greco, a blind staff member at the University of California, will share one of her latest projects that is helping to improve a key digital platform used by universities around the world.

Outcomes: Understand some of the challenges with modern software and accessibility for blind people • View a demonstration of accessibility features and functions • Learn how to create alliances with vendors to help them advance their sustainability feature programs

TRANSFORMING THE STUDENT EXPERIENCE

Advising Office of the Future: Producing Technology-Enhanced Student Success Centers

W185A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Christina Hubbard, Director, Community College Strategic Research, EAB

Jammie Wilbanks, Associate Vice President for Academic Success, Wiregrass Georgia Technical College

The rapid evolution of technology in higher education started monumental innovation in academic advising. Advising has moved beyond course registration toward the vision of a true "student success office." Join the discussion with Wiregrass and EAB to explore advising approaches, technology policies, and accountability practices to build best-in-class advising offices.

Outcomes: Compare and contrast technology-infused advising models • Leave with specific strategies to implement technology to better outreach to students, address noncurricular barriers, and how bolster student confidence about their academic choices • Learn how to build teams committed to student success through robust training, consistency, and leadership

10:45–11:45 a.m.

EDUCAUSE Policy Advisory Committee Q4 Meeting (committee members only)

W195, LEVEL 1

Session Type: Meeting

Please note: This is an EDUCAUSE ancillary meeting, meaning it is offered by EDUCAUSE staff for the community, yet did not go through the process for curating educational content. For more information regarding this particular meeting, please contact the following EDUCAUSE staff directly:

Name: Jarret S. Cummings

Email: jcumings@educause.edu

Phone: 202-331-5372

The EDUCAUSE Policy Advisory Committee (EPAC) will conduct its regular quarterly meeting. Committee members will review the status of federal policy issues already under consideration and look ahead to potential developments in 2020.

10:45 a.m.–12:15 p.m.

Cloud Computing Community Group Session (open to all)

W187B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Jody Couch, Executive Director, Enterprise Applications, University of California, Santa Cruz**Bob Flynn, Manager, Cloud Technology Support, Indiana University Bloomington****Bill Wroblewski, Associate Vice President, Infrastructure, The Pennsylvania State University**

Join this discussion on the challenges and opportunities associated with cloud computing. Topics will include contract negotiations, vendor relationship management, compliance and legal issues, data privacy and security considerations, identity and access management, service integration, skills and staffing implications, and cloud use cases that enable institutional agility, efficiency, and innovation.

Project Management Community Group Session (open to all)

W187A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Kindra Locklear, IT Project Portfolio Manager, University of North Carolina, Pembroke**John F Prette, Senior IT Portfolio and Project Manager, George Mason University**

Projects, portfolios, resources, governance, PMOs, tools, and more—spend time with your peers and share expertise and proven methods leading to projects and PMOs becoming effective value-added partners in education.

Small Colleges Community Group Session (open to all)

W187C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Kevin Davis, Chief Information Officer, Davidson College

This meeting will foster the discussion of IT issues specific and possibly unique to small colleges, allowing participants to share challenges, solutions, and successful techniques employed in the planning and management of technology-related resources.

Women in IT Community Group Session (open to all)

W186C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Marcia Dority Baker, Assistant Director, Academic Technologies, University of Nebraska–Lincoln**Precious McKoy, Web Developer, Guilford College**

Join WIT for a lively discussion on the recruitment, retention, and advancement of women in higher education IT, including salary negotiation. Explore face-to-face networking opportunities for addressing a wide range of issues affecting women IT professionals in colleges and universities, including action items to take back and apply locally.

11:45 a.m.–12:30 p.m.

Keeping Hackers Out and Your Data Secure: A Proactive Approach to Security with G Suite for Education

W184BC, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Join expert peers and the G Suite Higher Ed team to learn about proactive approaches to security in higher education. Learn best practices around administering G Suite, security configurations, and how to take action around malicious behavior.

Meet and Mingle | First-Time Attendees

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Join us for an informal opportunity to grab a coffee and learn how to make the most of your conference experience. EDUCAUSE staff and program committee members will be available to answer questions, help you find what you're looking for, and offer pro tips.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING**Challenge Accepted: Tackling Short-Term Institutional Goals with Data and Technology**

W183BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

David Kowalski, Executive Director of Institutional Research, Montgomery County Community College**Philip Needles, VP of Student Services, Montgomery County Community College****Kevin Pollock, President, Montgomery County Community College****Celeste M. Schwartz, VP for Info Tech & Chief Digital Officer, Montgomery County Community College**

Five student success goals. Nine months to achieve them. This session will highlight the data, technologies, and processes used in attempting to achieve a series of student success “reach goals.” We will provide complete transparency about our efforts (successful and unsuccessful) and outcomes.

Outcomes: Understand how data can be mined to identify meaningful goals • Recognize how technologies can be effectively implemented to improve student success and achieve institutional enrollment goals • Identify the people and processes necessary to support technology and “data heavy” initiatives

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Increasing Student Success with High-Density Wi-Fi

W178B, LEVEL 1

Session Type: Breakout Session

Barry Arnold, Director of Network & Data Center Operation, Georgetown University

Peter E. Williams, CIO, Butler University

From move-in to graduation day, students require reliable connectivity to be successful. With the emergence of Wi-Fi 6, it is even more important to ensure that students can use devices everywhere on campus. Learn how higher education leaders tackle density and device challenges while creating unique experiences, all through Wi-Fi.

Outcomes: Understand best practices for identifying and deploying campus-wide Wi-Fi • Learn how to use Wi-Fi and connected technologies to improve student experiences • Hear how 3 cutting-edge institutions approach their Wi-Fi strategies

Teaching Elephants to Dance: Edu-API Will Unlock the SIS

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Michael Berman, Chief Innovation Officer and Deputy CIO, California State University, Office of the Chancellor

Linda D. Feng, Software Architect, Unicon, Inc.

Jared Kosanovic, Software Developer, University of Wisconsin–Madison

This year, we will share the rapid progress in the development of Edu-API, including the details of an MVP specification; the plans for rapid, agile iteration of the specification to encompass additional use cases; and updates on planned implementations and deployments. The panel will present and discuss the impetus and strategy behind the development of Edu-API, as well as the long-term vision of the continued evolution of Edu-API, to include additional enterprise resources and entities. The presentation portion will take 35 minutes, with the final 10 minutes devoted to Q&A.

Outcomes: Understand the critical role of interoperability standards in higher ed systems • Be able to conceptualize the high-level structure of Edu-API v1 and how it fits into your campus ecosystem • Learn how to access Edu-API resources and contribute to its continued evolution

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Harsh Reality to Virtual Reality: Getting Ahead with Immersive Tech

W185A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Josh Byrd, Instructional Production Specialist, The Pennsylvania State University

Howard Ings, Multimedia Specialist, The Pennsylvania State University

Thomas Christopher Lawrence, Director of Online Education/Associate Teaching Professor, The Pennsylvania State University

Virtual reality and 360° video can increase student engagement through presence and immersion, but there is little guidance in the literature to show educators how to get started with these technologies. We will share our process and demonstrate how easy it can be to get started with feasible, low-cost options.

Outcomes: Identify beginner and advanced technology options for developing 3D models and learn about the affordances and limitations of each • Experience a 360° virtual tour using a low-cost VR headset • Adapt our process to explore VR/360° options and align them to the pedagogical needs of your own courses

LEADING AND PARTNERING ACROSS THE INSTITUTION

Expanded Reach and Impact of Land Grants: Extensibility and Partnerships

W193, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Nicholas Bonora, Director, Purdue University

Michael Dietrich, Senior Director, Platform Marketing, Cvent Inc

Kyle Flinn, Director of Enterprise Program Management for Extension, University of Missouri

Mary Seaton, Assistant Director of College Relations, The Pennsylvania State University

A land-grant university’s campus and alumni network spans across all counties of its state. Leaders turned to creative partnerships to extend the reach and impact of their programs for all their constituents. Learn how multiplatform integrations deliver seamless experiences for citizens and alumni to access university programs statewide.

Outcomes: Identify core systems and interoperability options to support e-commerce and online program delivery at scale • Learn best practices for extending the reach and impact of extension and alumni engagement programs across land-grant institutions • Gain access to practice leaders in forging strategic technology and services partnerships across internal and external entities

Managing Without Authority: Leading Cross-Functional Teams

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Miranda Carney-Morris, Director of Educational Technology, Lewis & Clark College

Llew Richards, Project Manager, Lewis & Clark College

Elizabeth Anne Young, Director of Project Management, Lewis & Clark College

IT professionals often find themselves leading teams of people who are not their direct reports, all of whom have other priorities and performance expectations beyond the team’s objective. This session aims to provide some ideas and best practices for managing these teams while fostering professional partnerships across the campus.

Outcomes: Get buy-in from various campus constituents on multiple aspects of the assignment/project • Learn how to set clear expectations in a respectful, consensus-driven way • Understand intrinsic and extrinsic motivations and how to use those wisely • Apply appropriate methodologies for celebrating achievements throughout

Using the AIR-EDUCAUSE-NACUBO Analytics Statement to Inspire Urgency

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Elizabeth Clune-Kneuer, Director of Analytics and Reporting, Prince George's Community College

Keith McIntosh, Chief Information Officer, University of Richmond

Robinson S Neidhardt, Strategy Director of Technology, Association for Institutional Research (AIR)

Betsy Tippens Reinitz, Director of Enterprise IT Programs, EDUCAUSE

Lindsay Wayt, Director, Analytics, NACUBO

EDUCAUSE, AIR, and NACUBO created a Statement on Analytics that describes the urgency of a cross-enterprise approach and outlines actionable recommendations for heightening analytics' role in an institution's strategic efforts. We'll present the statement and help you develop ideas for collaboratively moving analytics forward at your institution.

Outcomes: Learn about the urgency around analytics deployment and some principles to help with successful work in this area • Understand the importance of a cross-institutional approach to analytics • Identify ways you can use the statement to advance analytics efforts at your institution

You're All a Bunch of Phonies! Imposter Syndrome and Information Security

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Tara Hughes, Interim Manager of Administrative Services, California State University, Channel Islands

Imposter syndrome can cause outwardly successful individuals to be riddled with self-doubt. In the fast-paced world of information security, it can be easy for individuals to second-guess their abilities and attribute success to sheer luck. The consequences for imposter syndrome are severe, hurting employees' ability to grow, collaborate, and experience enjoyment in their career. The speaker will provide insight into imposter syndrome and its impact on InfoSec as well as steps to help attendees identify and mitigate imposter syndrome in themselves and their team.

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Adopting a Culture of Innovation: A Case Study

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Taran Lent, Principal Technical Project Manager, Transact

Don Smith, VP, Payments Product Management, Transact

The rapid pace of change in technology has created a different set of expectations for the speed of innovation. Over the past three years, Transact has embarked on a journey to optimize our people and processes. Learn from our trials and tribulations so you can change your campus culture.

Outcomes: Learn how we structured teams and promoted cross-departmental collaboration • Understand how we developed KPIs and the channels through which to report progress to leadership • Discover best practices for changing culture, working with outside partners, identifying early adopters, and bringing the product to market

Experiential Learning to Develop Diverse Future Digital Professionals

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Tiffany Green-Abdullah, Assistant Director, Learning Community Development, Georgia State University

Aafreen Kaur, Digital Literacy Ambassador, Georgia State University

Phillip Ventimiglia, Chief Innovation Officer, Georgia State University

Explore and connect around experiential learning strategies to ensure students across majors and backgrounds are ready to flourish in today's swiftly changing and increasingly digital professional landscape. Discover how students are using the Internet of Things and connections between higher education and industry to gain real-world professional and digital experience.

Outcomes: Identify ways higher ed can prepare students for the changing and increasingly digital professional landscape • Obtain a framework for engaging students in project-based, mentor-guided, and peer-led learning that leads to obtaining the professional experiences and skillsets needed in the evolving workforce • Develop ideas for expanding experiential learning for digital literacy

Industry Innovation Models Really Do Work in Education!

LEARNING THEATER, HALLS F1, F2, LEVEL 3

Session Type: Breakout Session | Delivery Format: Learning Theater

Paul Jurasin, Director, Digital Transformation Hub, California Polytechnic State University, San Luis Obispo

The Cal Poly Digital Transformation Hub was created to help education and the public sector develop a more innovative culture and to solve challenges in new ways using proven, customer-driven methods used in industry. This session will provide concrete steps for applying these methods to solve your most important challenges.

Outcomes: Understand how industry innovation processes work and how they can be applied to education • Determine how student engagement in real-world problem solving provides value in the educational environment • Take away tools and processes to apply to your challenges at your organization

The Innovative Public: How States Are Leading Through Technology-Enabled Practice

W375B, LEVEL 3

Session Type: Featured Session | Delivery Format: Featured Session

Terah Amsel Crews, Partner, Entangled Solutions

Carey Hatch, B, Interim Senior Associate Provost for Academic Services, SUNY System Administration

Andrew Kelly, Senior Vice President for Strategy and Policy, University of North Carolina System Office

Ajita Menon, Senior Advisor to the Chancellor, California Community Colleges, Chancellor's Office

Public colleges and universities are fast becoming the most enthusiastic advocates for change and innovation in higher education management. Join a panel of experts and leaders from California and New York for a look at the rise of the innovative public and the next wave of innovative practice.

Outcomes: Engage in a lively conversation about the rise of the innovative public • Reflect on pitfalls and successes of recent innovation experiments in public higher education • Learn about new ways that states are harnessing innovative methods of teaching, learning, and student support to accomplish goals

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

Strength in Numbers: Exploring the Viability of a Shared SOC

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Gayleen Gray, Assistant Vice President and Chief Technology Officer, McMaster University

Jill Kowalchuk, NREN Coordination Manager, CANARIE, Inc.

Brian Stewart, Deputy CIO, University of Alberta

Bo Wandschneider, Chief Information Officer, University of Toronto

Higher education's shared security operations center (SOC) initiatives are challenging the way we think about and source our cybersecurity services. CanSSOC is a POC that is developing a "for higher education by higher education" approach to creating proactive cybersecurity capabilities and cross-institutional protections.

Outcomes: Understand what a SSOC is and how it can assist with cyber security and threat analysis • Better understand cross-institutional partnership projects and their potential • Develop clarity on CanSSOC and its lessons learned • Understand how CanSSOC might align with other international/national initiatives

NAVIGATING CHANGE

Cloud Communication: The Catalyst for Digital Transformation

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Naveed Husain, VP, Public Sector & Education, RingCentral, Inc.

CIOs face a seemingly contradictory challenge: reduce costs while delivering greater innovation. Cloud technologies have certainly helped, but genuine transformation goes beyond simply moving apps to the cloud. This is particularly true for higher education, especially with regard to cloud communication and collaboration. Advancements in this area are changing the way students engage with faculty and each other—across any device, anywhere, at any time. Cloud communication and collaboration technologies are also helping eliminate silos within organizations. Ultimately, these new technologies can make communication more secure, reliable, and frictionless—even in the event of a disaster. Of course, success depends on identifying a solution that adapts to and scales to your business. In this session, our panelists will discuss their cloud communication strategies and the impact these technologies have had on how they teach, build community, and improve productivity and efficiency.

Outcomes: Learn how UCaaS can change the pedagogical dynamic through lecture capture and remote learning • Increase inclusion through videoconferencing and collaboration • Boost efficiency and productivity by reducing switching between applications • Enable business continuity and compliance • Help rationalize capital and operational spending

Redefining Advising Through Performance-Based Funding at Broward

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Christina Hubbard, Director, Community College Strategic Research, EAB

Broward College had a graduation rate of 30% when the state adopted performance-based funding. BC committed to increasing success rates and closing achievement gaps using student success technology to deliver holistic and coordinated care. Join us to learn proven practices for technology implementation at a large institution as well as how to secure widespread adoption.

Outcomes: Evaluate the strengths and challenges of performance-based funding through small and large group discussion • Use our case study to gain strategies for scaling case management across large, multicampus institutions, including standardization and ongoing effectiveness evaluation • Learn specific strategies for promoting and optimizing new technology for students

SUPPORTING THE INSTITUTION

The 2019 Campus Computing Survey

W190A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Steven C Burrell, VPIT & CIO, Northern Arizona University

Cynthia Golden, Associate Vice Provost and Executive Director, University Center for Teaching and Learning, University of Pittsburgh

Kenneth C. Green, Founding Director, The Campus Computing Project

Launched in 1990, Campus Computing is the largest continuing study of e-learning and information technology in US higher education. This session will present the results of the 2019 survey, focusing on IT priorities, cloud computing, digital pedagogy, outsourcing instructional services, ERP expenditures, and other critical IT planning and policy issues.

Outcomes: Understand trend data on key IT planning and policy issues • Hear colleagues discuss the implications of these data, which are disaggregated by sector and segment • Participate in a town hall discussion about what the survey data mean for participants' institutions

Search Firms: Shedding Light on the Search Process

W179A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Mary Beth Baker, Managing Partner, Next Generation Executive Search

Thomas Phillips, Vice President, Koya Leadership Partners

Craig Smith, Partner, Opus Search Partners

Melissa Woo, Senior Vice President for IT & Enterprise CIO, Stony Brook University

You've just been contacted by a search firm. However, you're in the dark about the search process and how best to engage with the search consultant. Our panel of search consultants will share what they want you as a potential candidate to know during the different phases of your career.

Outcomes: Increase your "visibility" to search firms • Engage effectively with search firms and consultants at each stage of the recruitment process, including early-career preparation • Leverage search firms through the transition to the interview and offer stages

TRANSFORMING THE STUDENT EXPERIENCE

How to Reach Every Learner: The Science of Student Success

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Interactive learning design provided by Steelcase Education, Gold Partner

Thomas J. Tobin, Program Area Director, Distance Teaching & Learning, University of Wisconsin–Madison

You've heard about Universal Design for Learning (UDL) and the neuroscience behind it. This highly interactive session will show you how to unleash UDL expert practices by aligning four common IT tools to the UDL framework: personal file space, calendars, collaboration software, and mobile-communication channels. You'll leave with specific IT changes that unlock access and empowerment that drive learner persistence, retention, and satisfaction.

Outcomes: Explore 4 IT tools that support learner engagement • Analyze your own campus IT systems for UDL openings • Plan at least 2 specific IT changes to expand adoption of the UDL framework

Lightning Round Session: Transforming the Student Experience

W190B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Lightning Round

Frank Feagans, VP/Chief Information Officer, University of Texas at Dallas

William D. Koffenberger, Director, Service and Contract Management, The George Washington University

John Marshall, Lead Systems Administrator, The George Washington University

Lyle Spencer, Data Architect, Gonzaga University

Kishore Thakur, Senior Director, Innovation, Cloud and Platform Services, University of Texas at Dallas

Borre Ulrichsen, CIO, Gonzaga University

Diego Ventura, CEO, noHold Inc

This lightning round will pack as much information into one session as possible. Hear succinct, engaging presentations on a variety of topics. Each will be 10 minutes long, with a Q&A at the end of the session.

Lightning Round 1: Alexa Has Taken Over Our Campus!

Presenters: Frank Feagans, Kishore Thakur (University of Texas at Dallas)

Voice is the next disruptive technology. Voice-enabled devices are proliferating across society. Your students arrive on campus expecting it. Hear how the UT Dallas is implementing Alexa across campus. We will share our vision, implementation approaches, value received, best practices, and roadmap.

Outcomes: Learn how UT Dallas is leveraging Alexa for students, faculty, and staff • Learn about the UT Dallas vision and roadmap for voice-enabled services • Get best practices and lessons learned in implementing voice-response

Lightning Round 2: Martha: Bringing AI to Life

Presenters: John Marshall, William Koffenberger (The George Washington University)

Meet Martha, George Washington University's virtual solutions AI agent, in an interactive implementation journey presentation. We will share our lessons learned and decision process, give demos, and entertain in-depth conversations about enhancing the student experience on campus through AI.

Outcomes: See how critical lessons learned were applied in our implementation journey • Learn about the strategic, logistical and operational planning considerations for moving to a virtual agent/AI solution on campus • Share your own institution's efforts and questions around campus AI initiatives

Lightning Round 3: AI-Based Virtual Assistants Improve Campus Life on Through Dx

Presenters: Lyle Spencer, Borre Ulrichsen (Gonzaga University); Diego Ventura (noHold Inc.)

AI-based virtual assistants (VAs) are growing in popularity. Join Gonzaga University and noHold Inc. in a conversation about the role artificial intelligence is playing in higher education. Learn about implementing, deploying, and adopting AI technology to help your students and faculty help themselves.

Outcomes: Learn about implementing a VA (creating one, when it makes sense, and what is involved) • Learn about deploying a VA (logistics, potential pitfalls, and generating adoption) • Learn about the maintenance aspects of a VA (utilizing analytics and creating a financial map)

Transforming Career Services at Johns Hopkins

W180, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Farouk Dey, Vice Provost, Integrative Learning & Life Design, The Johns Hopkins University

Peter Fritz, Senior Manager, Higher Education Practice, Deloitte

Rachel Vessey Gibson, Senior Program Manager, The Johns Hopkins University

Alison Kotin, Senior Interaction Designer, EPAM Continuum

Ed OBrien, VP, Program Development, EPAM Continuum

Johns Hopkins University is transforming career services across nine academic divisions by changing culture, fostering university-wide collaboration and shared services, developing strategic alumni and employer engagement plans, and implementing new technologies to support key stakeholders. This session will summarize JHU's groundbreaking approach to student services excellence in the area of career services.

Outcomes: Learn how JHU worked across its 9 schools to develop strategies for better serving and engaging students, alumni, and employers • Learn how to establish shared technology in a highly decentralized operating environment • Learn about leading career-focused technologies and methods of successfully selecting and implementing solutions

11:45 a.m.–1:15 p.m.

Hawkins Leadership Roundtable Lunch (separate registration is required)—sponsored by Wipro Ltd.

W192A, LEVEL 1

Session Type: Meal

12:15–2:15 p.m.

Braindate—in partnership with Ellucian, Platinum Partner

BRAINDATE LOUNGE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Braindates are about sharing knowledge. They are one-on-one or group conversations that you book with other participants while you're at the 2019 EDUCAUSE Annual Conference.

Lunch

LUNCH AREA, HALLS F1, F2, LEVEL 3

Session Type: Break

Thinking burns calories! Replenish yourself with a buffet style lunch while you get to know your peers.

If you require a vegan, vegetarian, or gluten-free meal, you'll find appropriate options in the main buffet.

If you identified on your registration form that you have other dietary restrictions, you can present your Special Dietary Needs Meal Ticket to a server at the Special Dietary Needs buffet where appropriate options will be provided.

1:15–2:00 p.m.

Meet and Mingle | International

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Join us for an informal opportunity to grab a coffee and meet EDUCAUSE staff and participants from around the world. Stop by to say hello and share your areas of interest and the IT challenges you face.

1:15–2:15 p.m.

Dessert Stations

GRAB AND GO, HALLS F1, F2, LEVEL 3

Session Type: Break

After lunch, visit one of the "grab-and-go" dessert stations and pick up a sweet treat while you explore some of the unique areas of the exhibit hall including Start-Up Alley.

Join us LIVE for #HETechChat on Twitter

W181, LEVEL 1

Session Type: Meeting

Stephen DiFilipo, Chief Technology Officer, Millersville University of Pennsylvania

Kyle Johnson, Principal Consultant, CI-uhoh Consulting

Whether it be shadow data, data governance, student access to data, privacy, location data or data migration, there is no doubt that "Data is Still a Thing" in higher ed IT. Join us LIVE or on Twitter at #HETechChat for a conversation with your peers and experts on all things data!

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

Great Power, Great Responsibility: Grappling with Predictive Analytics and Ethics

Session Type: Poster Session | Delivery Format: Poster Session

Alejandra Acosta, Policy Analyst, New America Foundation

Iris Palmer, Senior Policy Analyst, New America Foundation

As colleges learn how to do more with less, predictive analytics is becoming a powerful tool for fostering student and institutional success. But with great power comes great responsibility. This session will explore what it means to use predictive analytics ethically, highlighting potential challenges and equipping participants with best practices.

Outcomes: Learn about how colleges are using predictive analytics to foster student and institutional success • Learn about the ethical pitfalls that come with using predictive analytics • Be able to reference New America's 5 guiding practices for effective and ethical use

Increased Online Interaction: Does It Positively Affect Course Quality?

Session Type: Poster Session | Delivery Format: Poster Session

Brayden Ross, Data Analyst, Southern Utah University

Online education is increasing as a solution to manage increasing enrollment numbers at higher ed institutions. Intentionally and thoughtfully constructed courses allow students to improve performance through practice and self-assessment, and instructors benefit from improving consistency in providing content and assessing process, performance, and progress.

Outcomes: Identify elements of a thoughtfully designed online • List multiple methods of interaction • Apply the study findings to your own objectives

Learning Analytics for Inclusive STEM Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Kevin Abbott, Lead Teaching, Learning, and Technology Consultant, University of Notre Dame

How do we use multicourse learning analytics to ensure that all students with high interest and lower ability/preparation can survive the bell curve in key gateway courses to persist in STEM fields? This poster will share our campus's analytics strategy, boosting student success results, and lessons learned.

Outcomes: Appreciate the value of identifying opportunities for early boosts that maximize the likelihood a student will leave STEM based on discernment choice • Understand the strategy and application of analytics across multiple courses • Transfer ideas to your own institution

Let the Data Guide You to a Harmonized Process

Session Type: Poster Session | Delivery Format: Poster Session

Meghna Kanakagiri, Client Services Manager, The University of British Columbia
Shirley Tanoto, Senior Client Services Manager, The University of British Columbia

It is very easy to jump into solutions before fully understanding a problem. At UBC, we applied a different approach for process improvement using data as our guide. Through a series of workshops with multiple departmental stakeholders, we developed a harmonized incident management process for privacy, cybersecurity, and information technology.

Outcomes: Learn how to use data to support process improvement and quickly build consensus with a large group • Understand that the data doesn't have to be perfect • Learn to use visual guides help the data tell a story

Leveraging a Usability Study to Impact Institutional Inclusivity and Accessibility

Session Type: Poster Session | Delivery Format: Poster Session

Alexander Deeke, Digital Learning Librarian, University of Michigan–Ann Arbor

This poster will present a usability study that found that decorative images and page length in online modules have no statistically significant impact on student learning. The presenters will also demonstrate how the study results significantly impacted institutional e-learning policies and contributed to accessibility and inclusivity guidelines.

Outcomes: Learn that online content presentation length and decorative images have no significant impact on student performance • Understand how usability studies data is used to impact an institution's best practices and procedures • Understand how data can support a culture of accessibility and diversity at large universities

Leveraging AI/Data Visualization to Enhance Student Resilience and Success

Session Type: Poster Session | Delivery Format: Poster Session

Travis Averett, Senior Academic Technology Specialist, duplicate (60021443) DeVry University–Naperville Center
Michelle Bradford, Professor/National Faculty Chair, DeVry University–Chicago Campus
Lynn Marie Burks, Dean of Faculty, DeVry University–Chicago Campus

Using analytics, heat maps, and a faculty driven approach, we'll evaluate a use case on how to impact student success. You'll gain a deeper understanding how analytics can drive purposeful student resilience via social physiological approaches and leave with an action plan to tackle student success gaps embracing predictive analytics.

Outcomes: Gain an appreciation of how predictive analytics and data visualization can be a vital tool to drive student success • Learn about the power of "nudging" to promote social physiological resilience as an approach to student success • Leave with a plan to address your student success gaps

Modeling the Depth of Use of an Enterprise LMS

Session Type: Poster Session | Delivery Format: Poster Session

Bob Edmison, Director of Software Development, TLOS, Virginia Tech

Measuring the degree of adoption of LMS resources is critical to evaluating and improving the design, management, and delivery of academic course content. In this poster, we discuss a metric we have developed called "depth-of-use", which is a fine-grained, resource-specific view of LMS utilization. We have validated this model against two semesters of courses that have been offered in our enterprise LMS. This metric is a more accurate indicator of how an LMS is being used by students and instructors, and can also provide insights into adoption across disciplines. We discuss the background and construction of the depth-of-use metric. Also, we describe an anonymized dataset we are creating to validate the depth-of-use metric. Additionally, we will also present visualizations based on the depth-of-use metric to show that existing metrics such as user access counts do not paint a complete picture of user activity.

Outcomes: Understand the construction of the depth-of-use metric • Be able to adapt the depth-of-use metric to your own LMS • Understand the limitations of the current depth-of-use metric

Using Activity-Based Costing to Identify the Cost of Delivering IT Services

Session Type: Poster Session | Delivery Format: Poster Session

Dean Oyama, Consultant, WTC Consulting, Inc.
Ron Rutherford, Director of Marketing, WTC Consulting, Inc.
Ginny Schroeder, Practice Director, WTC Consulting, Inc.

What is the best way to determine the cost of IT, generate forecasts, and benchmark against peers? The project leader will describe cost drivers, methodology, rate philosophies, campus engagement, and implementation challenges. The team used the results to allocate IT costs, evaluate outsourcing targets, identify cost-cutting goals, and more.

Outcomes: What is the best way to determine the cost of IT, generate forecasts, and benchmark against peers? The project leader will describe cost drivers, methodology, rate philosophies, campus engagement, and implementation challenges. The team used the results to allocate IT costs, evaluate outsourcing targets, identify cost-cutting goals, and more.

Using Data to Inspire and Support Learning Improvement Initiatives

Session Type: Poster Session | Delivery Format: Poster Session

Julian O. Allen, Senior Director of Learning Innovations, Georgia State University
Justin Lonsbury, Director of New Learning Models, Georgia State University
Chad Marchong, Manager, Learning Analytics, Georgia State University

In this interactive session, we will explore the promise and pitfalls of two approaches Georgia State University's Center for Excellence in Teaching and Learning has used to spark a culture of data-minded continuous improvement among faculty: data dashboards and learning improvement pilots.

Outcomes: Experience and assess concrete strategies for developing a culture of data-minded continuous improvement among faculty • Develop communication strategies that encourage faculty to engage with student-outcomes data • Assess the promise of proposed learning improvement pilots and offer ideas for improvement

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Automating the Management of User Groups for BI and Beyond

Session Type: Poster Session | Delivery Format: Poster Session

Julie Parmenter, Manager, Enterprise Decision Support Services, Indiana University

Indiana University has developed an automated mechanism for securing BI objects that ensures users in groups are active, educated, and approved for viewing, with removal when they fall out of compliance. This solution has been expanded to include groups in many other areas including Active Directory and Google groups.

Outcomes: Gain an understanding of IU's implementation and how you might also solve the same issues at your institution

Building Scale and Flexibility into the Enterprise

Session Type: Poster Session | Delivery Format: Poster Session

Thomas Andriola, Vice President and CIO, University of California, Office of the President

Kian Colestock, Assistant CIO, University of California, Irvine

While there is no uniform approach that will serve all needs in a diverse campus environment, this session will cover some of the underlying universal levers that can be employed to increase the value of enterprise IT.

Outcomes: Learn about key organizational flex points that should be focused on to improve organizational agility • Understand what the University of California is doing to improve workforce skills, talent acquisition, and retention • Identify the integral components of a cloud-migration strategy and key drivers

Deploying a Student-Centered Enterprise Content Services Platform

Session Type: Poster Session | Delivery Format: Poster Session

Nishika Gupta, Manager, Documents & Records, Bergen Community College

Ronald Spaide, Chief Information Officer, Bergen Community College

Successfully implementing an enterprise system on campus requires skillful management not just of technology, but also of people and processes. Learn how the largest community college in New Jersey replaced multiple legacy systems with a single content services platform to drive operational efficiency and improve the student experience.

Outcomes: Discuss considerations for enterprise system deployment and how to approach IT project planning • Learn best practices for implementing process automation initiatives to improve the student experience across campus • Explore methods to manage change and achieve rapid user adoption for new technology initiatives

Leveraging Evolving Infrastructure to Meet Federal Information Security Controls (CUI)

Session Type: Poster Session | Delivery Format: Poster Session

Chad Currier, Chief Information Security Officer, Kansas State University

Ian Czarnecki, Director of Operations, Kansas State University

Dan Sewell, System Administrator, Kansas State University

Like most higher education institutions, K-State was presented with a unique dilemma as the US government began implementing requirements for safeguarding Controlled Unclassified Information (CUI). Simply put, how we can ensure the security of research data while effectively meeting CUI controls? Join us to learn how K-State solved the "CUI dilemma."

Outcomes: Examine the pros and cons of a cloud solution to CUI • Gain an understanding of NIST 800-171/CUI controls • Learn why scalable enterprise solutions are more effective than build your own

Moving from Mainframe to Linux: Are We Web Scale Yet?

Session Type: Poster Session | Delivery Format: Poster Session

Sarosh Jamal, Project Manager, Senior Systems Analyst, University of Toronto

Haroon Rafique, Manager DevOps, University of Toronto

University of Toronto's successful migration away from a single mainframe was accomplished with extensive planning, thorough analysis, and meticulous execution. This talk will address the steps taken to migrate our SIS and its associated applications from a mainframe into an n-tiered, securely architected enterprise systems supplemented by cloud services (for monitoring/scheduling).

Outcomes: Leverage our lessons learned from engaging in a large multidisciplinary transformation project • Better understand strategies for breaking down a large project into smaller pieces • Learn about the major technologies used to replace functionality on the mainframe

Next-Generation DNS, DHCP, and IP Address Management

Session Type: Poster Session | Delivery Format: Poster Session

Joseph Karam, Associate Director, Network and Monitoring Services, Princeton University

Princeton transitioned from a 30 year custom-built, unsupported, host database environment to a modern, secure, and user-friendly network registration service. This interactive discussion will provide an overview of our requirements, implementation plans, rollout challenges, and stakeholder involvement as we moved to a modern network registration environment.

Outcomes: Explore the benefits of moving to a modern network registration environment • Learn why dedicating the resources to make the transition a reality will improve overall service delivery

Shifting to a Data Focus

Session Type: Poster Session | Delivery Format: Poster Session

Andrew Browning, Web Services Manager, University of California, Los Angeles (UCLA)

Will the winners of today win tomorrow? In this session, you will learn to maximize opportunity by moving away from traditional academic technology services models and toward cloud-based approaches, leveraging APIs, focusing on data sharing, and enabling collaboration to create new knowledge, positioning yourself to become a winner tomorrow.

Outcomes: Understand how to maximize opportunity by moving away from a data-presentation focus and toward a data-sharing focus • Learn how to enable collaboration through data • Understand how to create new knowledge and get ROI from your data-sharing strategy

Strategies for Negotiating Academic Software Site Licenses

Session Type: Poster Session | Delivery Format: Poster Session

Robert Anthony Muenchen, Manager, Research Computing Support, The University of Tennessee

Software vendors occasionally attempt sharp increases in their pricing. These increases are often seen as inevitable due to the monopolistic hold vendors have on their markets. This talk will present over 20 negotiating strategies that have been demonstrated as effective in keeping large price increases at bay.

Outcomes: Learn how to lower prices by balancing the 6 main site license attributes • Learn how to avoid vendors' potentially expensive license expansion traps • Understand the importance of measuring demand and know how that knowledge enters into price negotiations

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Adaptive Learning: Charting Nonlinear Pathways Toward Learning

Session Type: Poster Session | Delivery Format: Poster Session

Matthew Vick, Associate Dean, University of Wisconsin–Whitewater

Adaptive learning platforms allow for self-paced, flexible, and responsive course design. Redesigning a course to be adaptive requires a new mindset and flexibility on the part of instructors and designers. We will describe the redesign of a pilot course, collaborative strategies with designers, and evaluation process.

Outcomes: Define adaptive learning • Be able to conceptualize redesigning a course to include adaptive elements • Discuss and evaluate the uses of adaptive learning

AR Chemistry: A Multiyear Undergrad Research Experience

Session Type: Poster Session | Delivery Format: Poster Session

Derek Behmke, Assistant Professor of Chemistry, Georgia Gwinnett College

Evelyn Brannock, Assistant Professor, Georgia Gwinnett College

Robert Lutz, Chair of Studies, Information Technologies, Georgia Gwinnett College

This interactive poster presentation will showcase an interdisciplinary, multiyear undergraduate research experience focused on developing AR and XR molecule viewing apps to enhance the teaching and learning of chemistry. In addition to learning about the researcher experience, participants will engage in hands-on demos of the apps developed by our students.

Outcomes: Learn about a model for an interdisciplinary undergrad research experience that focuses on developing instructional technology • Engage with AR and XR technology through interactive app demos • Understand the challenges associated with maintaining an undergrad research experience that incorporates cutting-edge technologies

Assessing the Accessibility of Web 2.0 Tools

Session Type: Poster Session | Delivery Format: Poster Session

Wendy Torres, Senior Instructional Technologist, Coppin State University

Not all Web 2.0 tools are accessible to people with disabilities. In this poster session, we'll discuss and illustrate what to look for when you are evaluating Web 2.0 tools. You'll get concrete examples of what to look for as well as a scoring template you can use for evaluation.

Outcomes: Identify 6 elements to look for when assessing Web 2.0 tools for accessibility • Learn how to use the Web 2.0 scorecard • Examine the potential and limitations of the Web 2.0 tools assessed

Build It and They Will Continue to Come...but Why?

Session Type: Poster Session | Delivery Format: Poster Session

Angela Atwell, Faculty Developer, Embry-Riddle Aeronautical University-Worldwide

Juliet Cassidy-Floyd, Faculty Developer, Embry-Riddle Aeronautical University-Worldwide

Virtual, collaborative opportunities are a trend in faculty development. It's exciting that faculty engage in virtual faculty learning communities (V-FLCs), but why don't they engage in other offerings? Come talk about why faculty return to V-FLCs but don't go back to other offerings. Leave with a framework for starting a V-FLC and discuss ideas on attracting faculty to other offerings.

Outcomes: Identify the steps necessary to create a V-FLC • Reflect on faculty comments regarding professional development opportunities • Analyze why faculty don't come to other kinds of offerings

Building a Diverse Learning Community Through Active Learning Space Design

Session Type: Poster Session | Delivery Format: Poster Session

Ronald J. Cramer, Senior Learning Technology Consultant, University of Wisconsin–Madison

Suzanne Dove, Bentley University

Any university can build classrooms, but it takes special effort to build environments that serve and reflect the diversity of its "learning community." Join us to learn strategies that push beyond the faculty-student relationship, creating value for your learning community and leveraging spaces to impact learning.

Outcomes: Identify groups/influencers within your organization's "learning community" who must engage in the collaborative development of learning spaces • Explore strategies to address diverse needs within this community while staying true to the organization's core teaching and learning principles • Visualize pathways to create value for those groups/influencers

Collaborating for a Collaborative Classroom

Session Type: Poster Session | Delivery Format: Poster Session

Catherine Dutton, Assistant Professor, Texas Woman's University

Sharla Lynn Snider, Professor, Texas Woman's University

Learn about the design, implementation, support, and use of a faculty and IT collaborative, innovative classroom design.

Outcomes: Be inspired to engage in future collaboration opportunities • Identify the support needs of an innovative classroom space • Understand ways to balance pedagogy practice needs with IT infrastructure needs

Course Engagement with Immersive Visualization

Session Type: Poster Session | Delivery Format: Poster Session

Terence William O'Neill, Head, Digital Scholarship and Makerspace Services, Michigan State University

This presentation will focus on how to integrate immersive visualization technology into coursework across the curriculum. With the appropriate conditions in place, this technology can provide transformative opportunities for students to create visualization experiences.

Outcomes: Learn about the transformative possibilities that immersive visualization technologies present • Develop an understanding of the content-development processes for creating engaging content • Consider the different personnel needed to facilitate a successful immersive visualization technology implementation

The Course Incubator: Academic Transformation in Large Enrollment Courses

Session Type: Poster Session | Delivery Format: Poster Session

Lorna Richey Kearns, Director of Next Generation Learning, University of Pittsburgh

The Course Incubator is a University of Pittsburgh initiative to redesign high-enrollment classes. This poster session will describe the different paths each of the three project teams (Biology, Chemistry, and Economics) has taken to increase student engagement and improve learning gains in their high-enrollment introductory courses.

Outcomes: Learn a variety of strategies and assessments for use in transforming high-enrollment courses • Review outcomes of selected course transformations • Consider how to implement course transformation strategies in other classrooms and other institutions

Debunking Neuromyths: Transform Learning with Neuroscience Applications

Session Type: Poster Session | Delivery Format: Poster Session

Cyndie McCarley**Tianhong Shi, Instructional Designer, Oregon State University**

In this session, we will debunk popular neuromyths about learning styles, intelligence, emotions, memory, attention, sleep, and creativity with neuroscience facts as well as brainstorm instructional strategies for transforming learning experiences using such neuroscience knowledge.

Outcomes: Identify a handful of neuromyths • Articulate neuroscience findings/facts related to listed neuromyths • Understand how the online learning application of such neuroscience knowledge can transform the learning experiences of our students

Drone on Drone: Promoting Faculty Innovation and Partnerships

Session Type: Poster Session | Delivery Format: Poster Session

Ryan Carter, Visiting Assistant Professor, Hamilton College**Ella Gant, Chair, Art Dept, Hamilton College****Douglas Higgins, Instructional Designer, Hamilton College****Bret Olsen, Educational Technologist, Hamilton College**

Learn how Hamilton College's Library and IT Services has developed a strategic and innovative system of structural support services that allows faculty from diverse disciplines, in this case Art and Music, to think beyond the ordinary collaborations and create an interdisciplinary learning experience with multiple technologies (including drones).

Outcomes: Learn how faculty members partnered across disciplines to create a unique learning experience combining drones with both contemporary and traditional art-related technologies. Explore how IT organizations can manage their position, resources, and services to support the academic mission. Engage with IT professionals to share ideas/projects that promote the academic mission.

Engaging Students Anywhere: Annotating the Open Web with Interactive Content

Session Type: Poster Session | Delivery Format: Poster Session

Jeremy Dean, Director of Education, Hypothes.is**Steel Wagstaff, Instructional Technology Consultant, University of Wisconsin-Madison**

Learn how easy-to-use open source tools can help you foster deeper student engagement by adding your own customized interactive activities on top of any web-based learning material. Publish open educational resources with Pressbooks, add social annotation layers with Hypothesis, and drop in further interactivity with H5P.

Outcomes: See how open learning resources can be created, cloned, and remixed with Pressbooks • Understand how to create accessible, media-rich interactive content with H5P • Learn how to annotate and add interactive layers to any web content with Hypothesis • Explore techniques for creating engaging learning experiences across the open web

Innovation by Design: An Approach for Designing and Developing Courses

Session Type: Poster Session | Delivery Format: Poster Session

Ilana Bayer, Assistant Professor, Learning Technologies, McMaster University

Looking to explore new boundaries in your course? Want to try new approaches or activities but not sure where to start? In this session, we will discuss how design thinking can be used to guide course design and engage with practical tools and techniques used in the process.

Outcomes: Understand how design thinking can be used to identify challenges and explore innovative solutions • Identify opportunities where the principles of design thinking can be applied to your work • Use tools and techniques for design thinking

Learning Spaces/IT Strategic Plan: Engaging Faculty and Students

Session Type: Poster Session | Delivery Format: Poster Session

Charles J. Haberle, Assistant VP for Academic Affairs, Academic Facilities and Technology Planning, Providence College

Hear about one institution's approach to engaging faculty and students in the process for developing a comprehensive learning spaces and instructional technology strategic plan. Special emphasis will be focused on a series of faculty/student conversations, led by an external facilitator, on the topic of the "future classroom."

Outcomes: Consider the roles of faculty/students in the development of a learning spaces/IT strategic plan • Obtain sample questions for engaging community discussion on learning spaces, instructional technology, and 21st-century pedagogy • Initiate or enhance your own faculty/student forum discussions to inform strategic planning

Makerspaces: A Collaborative Experiential Learning Initiative

Session Type: Poster Session | Delivery Format: Poster Session

Shariq Ahmed, Director, Academic Computing and Instructional Technology Services, University of Redlands
Cheyne Murray, Associate Director—Instructional Technology, University of Redlands
Iyan Sandri, Computer Lab Supervisor, University of Redlands

Do you offer students and faculty a space to engage in immersive and experiential learning? Join the University of Redlands team in exploring key strategies, nuances, challenges, and potential advantages of establishing a makerspace on your campus. Topics discussed will include securing campus buy-in, funding, and cross-departmental collaboration as well as technology selection and setup.

Outcomes: Explore key factors involved in the planning and set up of a makerspace • Develop a strategy to collaborate among various departments and stakeholders to participate and support the project • Brainstorm ideas on how to promote a makerspace among students • Discuss ideas on how to connect the makerspace to instructional outcomes

The Mosaic Blog: A Resource for Active Learning Classrooms

Session Type: Poster Session | Delivery Format: Poster Session

Tracey Birdwell, Program Director—Mosaic Initiative, Indiana University

Indiana University's Mosaic blog (<https://blogs.iu.edu/mosaicciu/>) gives our growing active learning classroom community a platform to share their experiences with and contributions to Mosaic classrooms. The blog features faculty, student, and staff submissions and operates as a living repository of examples for teaching in our active learning classrooms (ALCs).

Outcomes: Learn how IU requisitioned multiple stakeholders to create a community blog • Learn how to leverage a blog to create a repository of examples for teaching in an ALC • Identify how to create your own blog to support ALCs

On-Site Lecture Support Tools Using a Digital Learning Environment

Session Type: Poster Session | Delivery Format: Poster Session

Atsushi Shimada, Associate Professor, Kyushu University
Rin-ichiro Taniguchi, Professor, Kyushu University

We will present advanced tools for supporting learning and teaching in face-to-face lectures. A summarization method generates a short summary of lecture material, which is helpful for students' preview. A real-time analytics provides the latest student activities, helps teachers control the speed of the lecture.

Outcomes: Explore how the digital textbook is used in face-to-face lectures • Learn how a short summary enhances previewing • Understand how real-time analytics contributes to teaching support

Scaling Discipline Support in an IT Organization for Academic Success

Session Type: Poster Session | Delivery Format: Poster Session

Andrew Roderick, Director of Technology Services, San Francisco State University

Specialized IT needs are critical for ensuring curriculum is current. As IT organizations have scaled through standardization and automation, a gap in service has been left downstream in departments and among faculty. Higher education IT cannot call itself a business partner if they cannot address this gap.

Outcomes: Gain perspectives for broader and deeper academic IT needs and impacts on student success and workforce preparation • Evaluate methods for scaling central IT support for specialized academic needs as applied to service design or practice • Compare and contrast other methods with your institution's service and organizational model

Supporting Student Success Through Scaling the Use of Adaptive Courseware

Session Type: Poster Session | Delivery Format: Poster Session

Tonya Buchan, Instructional Designer, Colorado State University
Stanley Kruse, Instructional Designer, Colorado State University
Jennifer Todd, Instructional Designer, Colorado State University

In support of student success initiatives, Colorado State University scaled the use of adaptive courseware in selected core curriculum courses. This session will present an overview of the implementation process along with the results of a student survey on the application and usefulness of adaptive courseware to their learning.

Outcomes: Identify personalized and adaptive courseware by its key features • Examine student perceptions of adaptive courseware as it pertains to their learning • Discover strategies for scaling the use of adaptive courseware at your institutions using the implementation guide developed by the grant cohort

Technology Hacks to Cement Learning

Session Type: Poster Session | Delivery Format: Poster Session

Emily Baxter, Instructional Designer, The Pennsylvania State University
Jane Elizabeth Sutterlin, Learning Designer, The Pennsylvania State University

Cognitive science research is established and has much to tell us about supporting learning and maximizing knowledge retention. However, there remains much to learn about the best ways to implement it online. In this session, we'll explore the research and creative ways to apply it in the online classroom.

Outcomes: Identify requirements for effective retrieval and spaced practice • Explore engaging activities, based on cognitive science research, to provide significant learning experiences for students • Learn about durable and metacognitive learning opportunities using easily available technology in any classroom

Technology-Enabled Active Learning: Catalyst for Innovation and Conflict

Session Type: Poster Session | Delivery Format: Poster Session

Scott Kimball, Manager, Instructional Development Center, University of New Hampshire**Marshall White, Manager, Customer and Classroom Support Services, University of New Hampshire**

Campuses face limited funding for classroom improvement amid growing interest in active learning. At UNH, this created an unmet need for active learning classrooms. We'll consider organizational structure, data, classroom assets/attributes, faculty development and assessment capacity, and develop actionable ideas for converting conventional classrooms into cost-effective active learning spaces.

Outcomes: Assess/align your school's committee structure, data, classroom assets/attributes, and faculty development and assessment activities to advance active learning spaces • Identify actionable ideas for engaging leadership and converting traditional classrooms to cost-effective, active learning classrooms • Discuss assessment findings and identify new collaboration opportunities on your campus

A Toolkit for an Immersive VR/AR Experience: The Verb Collective

Session Type: Poster Session | Delivery Format: Poster Session

Randall Rode, Director of Campus IT Partner Relationships and Development, Yale University

The Verb Collective is an open set of VR/AR assets built on Unity and designed to help nonprogrammers (arts and humanities students) that quickly transform ideas into 3D experiences. Learn how the Verb Collective is used in the classroom and explore templates to create your own action assets.

Outcomes: Help new VR/AR users quickly create their own 3D experiences using the Verb Collective framework • Access and install the framework • Add to the framework by using a simple verb-based template to outline new actions

Virtual Art: Making You a Better Teacher

Session Type: Poster Session | Delivery Format: Poster Session

Briony Supple, Lecturer, University College Cork

This interactive poster session will offer an introduction to virtual artwork and integrative learning in higher education. You'll "visit" a gallery using smartphones and Google Cardboard glasses (provided). If desired, you can also work with other participants in responding to discussion prompts during the poster session and reflect on how the artworks help articulate teaching and learning challenges.

Outcomes: Experiment with techniques for working with virtual artworks as part of an integrative learning approach • Be prompted to think about how arts in education might be best utilized in your own teaching settings

Visualizing Possibilities for Virtual Reality in Education

Session Type: Poster Session | Delivery Format: Poster Session

Michael Cuares, Creative Director, Online and Distance Education, North Carolina State University**Rebekah Davis, Digital Learning Graduate Assistant, PhD Student, North Carolina State University**

Picture the possibilities for your organization available through immersive VR technology. Learn about the NSF USIgnite grant, through which live streaming VR was used to bring real-world STEM learning to students. Add to the experience with a dive into virtual reality by trying out an Oculus Go.

Outcomes: Learn how VR can be utilized to increase engagement • Think about ways VR can instigate deeper learning • Engage with VR technology and learn how accessible this technology is to the everyday consumer

What If Attendance Was Optional?

Session Type: Poster Session | Delivery Format: Poster Session

Kona Jones, Director, Online Learning, Richland Community College

What happens when attending class becomes optional for hybrid and online students? Does anyone show up to class? What does learning look like? What about student retention and success? This session will provide the answer to these questions and raise a few about the importance of attending class.

Outcomes: Learn about the benefits of going to an "attendance optional" format for online and hybrid courses • Learn about the impact of an "attendance optional" format on student retention and success • Question your own beliefs about the importance of attending class

LEADING AND PARTNERING ACROSS THE INSTITUTION**Adapting University IT to Thrive in Organized Anarchy**

Session Type: Poster Session | Delivery Format: Poster Session

Christopher Eagle, IT Strategist and Enterprise Architect, University of Michigan–Ann Arbor**Matthew House, Enterprise IT Architect, Washington University in St. Louis**

Is your organization more of an "organized anarchy" than a hierarchy? Most large universities are. This session will explore what it means to be an organized anarchy and provide some approaches and best practices for adapting traditional IT processes to take advantage of such an environment.

Outcomes: Learn how universities/organized anarchies behave differently from traditional organizations • Understand why these cultural differences exist in universities and why traditional IT processes must adapt • Learn strategies and tactics for effectively partnering across the institution and managing IT amidst these challenges

Centralized vs. Decentralized Support: Try a Different Approach

Session Type: Poster Session | Delivery Format: Poster Session

Chris S. Anderson, Desktop Support Manager, York College of Pennsylvania**Karen Bumbaugh, Instructor of Information Technology Management, York College of Pennsylvania**

Unrealized cost savings can be hidden within dated support structures, which hinders efficient workflows. Your IT department should consider modeling its support to fit your unique institutional needs. Learn what works for York College and see models from other universities to spark ideas to realign your structure and take advantage of efficiencies.

Outcomes: Understand how hybrid structures can benefit institutions by increasing efficiencies and utilizing staff as subject matter experts aligned with academic departments • Learn how other institutions have designed their support structures and the pros and cons of each model • Recognize opportunities to create positive shifts in your institution's support structure

Creating a Culture of Expertise through Cross-School Partnerships

Session Type: Poster Session | Delivery Format: Poster Session

Anne M. Trumbore, Senior Director, Wharton Online, University of Pennsylvania

Develop a knowledge-sharing strategy for your institution and create an inclusive culture of expertise using the case study of Wharton Online's partnerships with four different schools across Penn.

Outcomes: Develop a knowledge-sharing strategy for your institution • Create an inclusive culture of expertise using the case study of Wharton Online's partnerships with four different schools across Penn

Fostering Harmony and Productivity: UCF IT's EQ Journey

Session Type: Poster Session | Delivery Format: Poster Session

JP Peters, Associate Director, IT Support Services, University of Central Florida

As IT evolves into a service team-oriented workplace, fostering trust and empathy to eliminate friction and solve problems is more important than ever. Improving Emotional Intelligence (or EQ) is the goal of an annual program at UCF IT to address this challenge.

Outcomes: Understand the core components of EQ • Understand how "high EQ" in an organization eliminates friction and leads to more productive teams • Learn ways to implement an EQ program in your organization

Fundraising 101: Advancing Goals Through Relationship Building

Session Type: Poster Session | Delivery Format: Poster Session

Jared Johnson, Associate Dean for Academic Technologies, The George Washington University

Hannah Sommers, Associate Dean, The George Washington University

Tracy Sullivan, Director of Development, Central Initiatives, The George Washington University

Relationship building through fundraising can help institutions transform the student experience. We will help you identify how to build relationships with internal and external partners to foster support for your institution, connect your day-to-day activity to larger divisional or institutional priorities, and think through an elevator pitch.

Outcomes: Develop a better understanding of how you can partner with offices across your institution to foster philanthropic support • Learn to articulate day-to-day activity in terms of shared values and institutional priorities for internal and external applications • Identify ways to strategically engage external audiences in support of the institution's goals

Growing Pains of Becoming a Strategic Partner

Session Type: Poster Session | Delivery Format: Poster Session

Nikki Knight (Nazneen), Assistant Director—Office of Information Technology, University of Texas at Arlington

Tung Le, IT Specialist II, University of Texas at Arlington

Hear UTA's story about partnering with campus. We'll share lessons learned, things to do, and things to avoid to make this partnership a success.

Outcomes: Learn how to find potential opportunities across campus • Acquire the basic set of tools needed to initiate partnerships • Apply our lessons learned

Hitchhiker's Guide to the Modern LMS and Accessibility

Session Type: Poster Session | Delivery Format: Poster Session

LouAnne Erin Boyd, Assistant Professor, Chapman University

Sheryl Narahara Hathaway, Director, Instructional Technology Support Services, California State University, Long Beach

Ramiro Landeros, Manager of Web and Mobile Development, Chapman University

Discover how two universities (Chapman University & California State University, Long Beach) are approaching accessibility with an agile LMS communication campaign. See what was achieved through a conversation between instructional designers, an LMS administrators, an accessible technology analysts, and a faculty members. Through collaborative efforts, they sparked a campus-wide communication plan that included surveys (student/faculty), interviews (deans, chairs, faculty), case studies (instructors, students), and a "flipped" faculty engagement strategy.

Outcomes: Identify 2 or 3 opportunities for collaboration at your institution • List 2 or 3 personal connections you can make that help transcend roles and facilitate academic transformation • Leave with an infographic of the campus-wide stakeholders, communication framework, and implementation examples

How to Apply Design Thinking to Facilitate Successful IT Projects

Session Type: Poster Session | Delivery Format: Poster Session

Ray Vadnais, User Experience Architect, University of California, Irvine

Briandy Walden, Associate Director Student & Academic Services, University of California, Irvine

Using design thinking processes and harnessing business intelligence software, University of California, Irvine was able to rapidly build tools that not only allow advisors to spend less time wrangling spreadsheets and more time working with students but also let faculty get to know their students before they even get to the classroom.

Outcomes: Understand how design thinking can be applied to create user-centered solutions • Learn how to build cross-functional partnerships around an IT initiative • Explore how to collaborate in a heterogeneous data environment

Prototyping a Learning Analytic Platform: From Concept to Production

Session Type: Poster Session | Delivery Format: Poster Session

Martyn Clark, Data Scientist, University of Maryland

Alia Lancaster, Senior Research Analyst, University of Maryland

Megan Christina Masters, Director, Academic Technology Experience, University of Maryland

Phillip Scott Moses, Senior Lecturer, University of Maryland

Sheila Zellner-Jenkins, Senior Research Technology Analyst, University of Maryland

During this panel discussion, we will present our experience prototyping a data pipeline for our enterprise learning management system (ELMS) data. Panelists will discuss their distinct role in the development and lessons learned, as well as how the collaboration has benefited their understanding of supporting an enterprise-wide system for learning analytics.

Outcomes: Recognize that collaboration is required when building scalable solutions • Understand the links between network operations and research environments • Consider technical and institutional perspective when architecting data pipelines at your institution

Safeguarding Your University by Building Bridges

Session Type: Poster Session | Delivery Format: Poster Session

Madhavi Marasinghe, Chief Information Officer, University of North Dakota

Eric S. Plummer, Associate Vice President for Public Safety and Chief of Police, University of North Dakota

Donna Smith, Director, Equal Opportunity & Title IX, University of North Dakota

This session will examine how UND addressed an ever-widening gap between physical security and cybersecurity in crisis management and planning. The Safeguarding UND initiative bridged this gap by breaking down silos and forging collaborations with unlikely partners, which allowed the University to be proactive in improving its security posture.

Outcomes: Explore why physical security and cybersecurity must be included in the same conversation • Learn how IT can help build strategic partnerships • Learn how to get the buy-in of leadership and campus community • Learn about collaborative projects under Safeguarding UND initiative

Striking Out or Hitting Homeruns with Campus Relationships?

Session Type: Poster Session | Delivery Format: Poster Session

Annette Beck, Director, Enterprise Instructional Technology, The University of Iowa

Marcia Dority Baker, Assistant Director, Academic Technologies, University of Nebraska–Lincoln

Bethany Gordy, Enterprise Learning Technology Architect, University of Wisconsin–Madison

David Long, IT Manager, The University of Iowa

Are you striking out or hitting homeruns with campus relationships and sharing the workload? Does your workload keep piling up, but you aren't getting any more players or relief? This session will highlight ideas to get through the game. There might be relief pitchers or pinch hitters all over campus.

Outcomes: Learn how to identify and engage players/stakeholders across campus • Learn how to effectively communicate service offerings to campus and request input from the "fans" • Learn how to build an inclusive team with players who are not necessarily members of your organization

Taking Care of Business: Aligning IT with Institutional Priorities

Session Type: Poster Session | Delivery Format: Poster Session

David J. Baird, VP/CIO, Wesleyan University

Karen Warren, Deputy CIO, Wesleyan University

Does your staff struggle with annual goal setting? Do your constituents all believe that their areas and projects are the highest priority? Join us for an interactive session that will help you align campus leadership on mission-critical priorities, empowering your people to focus their time and energy on fewer objectives.

Outcomes: Learn the value of defining objectives that address your present, past, and future challenges • Develop the ability to align your IT and institutional leaders on a limited number of mission-critical priorities • Transform an existing IT goal into an objective with key results

Using Business Architecture to Create a Common Enterprise Vision

Session Type: Poster Session | Delivery Format: Poster Session

Betsy Draper, Associate Vice Provost for IT, Kansas State University

Ladan Heit, Enterprise Architect, Wilfrid Laurier University

Dana P. Miller, Business Analyst, Miami University

The emerging discipline of business architecture creates an opportunity for institutions to develop a common visual language of partnership. Learn how multiple institutions are using a developing, world standard Higher Education Business Reference Model (BRM) to create a common organizing principle based on business capabilities that support digital transformation efforts.

Outcomes: Get acquainted with the BRM • Understand the direct line of sight from a business capability to the technology assets which support the capability • Understand how the BRM creates a common visual language for partnership and change across the enterprise

What Do Institutions Want from Consultants, and Vice Versa?

Session Type: Poster Session | Delivery Format: Poster Session

Brian Philip Hinote, Professor & Associate Vice Provost, Middle Tennessee State University

Richard Sluder, Vice Provost for Student Success and Dean of University College, Middle Tennessee State University

External partnerships can play a vital role in achieving many institutional goals, but higher ed leaders are often left to figure out for themselves how to best leverage these collaborations. This session will bring these processes to life in order to share insights on leveraging partnerships to the greatest extent possible.

Outcomes: Articulate the value of external partnerships within the contexts of unique institutional goals • Identify opportunities for external collaboration at your institution, tied to specific institutional objectives/initiatives • Discuss concrete strategies intended to leverage external partnerships to the greatest extent possible, thereby facilitating successful collaboration

The Wild Midwest: How Northwestern Built Organizational Capacity for ITSM

Session Type: Poster Session | Delivery Format: Poster Session

Dush Fernando, Director, Technology Support Services, IT Services & Support, Northwestern University

Joseph Kurtin, Manager, IT Service Management Office, Northwestern University

We will describe organizational change efforts that led to the development of the IT Service Management initiative. We'll also discuss strategies that allowed us to establish buy-in across the University and how we maximized our capacity to lead change, despite a reduction in workforce and budget.

Outcomes: Gain insight into strategies used to obtain broad-based buy-in necessary to lead organizational change efforts • Learn how to establish a grassroots effort that will, in turn, build a coalition for change • Learn how to use ITSM as a lever for improving the customer experience

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Accelerating Innovation in Higher Ed IT Organizations

Session Type: Poster Session | Delivery Format: Poster Session

Shohreh Bozorgmehri, Divisional Director of Student and Academic Services Division, University of California, Irvine

Eric Taggart, Associate Director, Enterprise Applications, University of California, Irvine

This session is designed for IT leaders seeking to advance a culture of innovation in the workplace. A variety of practical methods and processes will be presented to empower you with useful insights and approaches for building new organizational innovation centers.

Outcomes: Establish new or examine existing innovation programs with appropriate scope and depth • Recognize variety of processes, methods, and tools involved in administering an innovation program • Think strategically and intentionally to enable innovative cultures • Engage in collaborative opportunities with others with similar interest

Breaking Free from the IT Tower and Uncovering Instructors' Needs

Session Type: Poster Session | Delivery Format: Poster Session

Leah Miller, Instructional Designer, Purdue University

Debora M Steffen, Educational Technologist, Purdue University

Casey Wright, Senior Application Developer, Purdue University

Ever ask instructors what they need? Are you stuck in your IT tower? Join us as we plan our escape. We'll figure out how to get instructors to the table, target that conversation, and distill responses down into the highest priority and most commonly encountered needs.

Outcomes: Strategize a game plan for uncovering instructors' needs at your institution • Distill needs from a wealth of information • Rank instructor needs based on frequency and priority

Building a Community of Innovation Through an Open Innovation Challenge

Session Type: Poster Session | Delivery Format: Poster Session

Zach Lonsinger, Learning Experiences Designer, The Pennsylvania State University

Come learn how Penn State is driving innovation through an Open Innovation Challenge (OIC), an annual event that allows Penn State faculty, staff, and students the opportunity to present their ideas to over 500 of their peers. The twist? The audience votes on which idea becomes a reality.

Outcomes: Learn how to create and foster an environment of innovation • Identify the dos and don'ts of hosting a higher education-themed Shark Tank-style event • Explore how the OIC can be adapted to fit your institution

Campus Transformation: Old Campus, Big Change

Session Type: Poster Session | Delivery Format: Poster Session

Ona Halladay, Associate Director of Athletics/Co-chair of Strategic Planning Committee, D'Youville College

Leah MacVie, Director, Institute for Teaching Innovation, D'Youville College

Matthew Metz, AVP Enrollment Management, D'Youville College

What can it mean for employees when students are truly at the heart of space redesign? In 2018, D'Youville College, a 100-year-old institution, redesigned eight key spaces on campus. Join us for a discussion of the culture shifts, challenges, and obstacles brought about by these renovations.

Outcomes: Understand what it can mean for employees when students are truly at the heart of space redesign • Identify possible culture shifts, challenges, and obstacles in college space renovations • Explore what's involved in the implementation and adoption of interactive technology

Disrupting Reality: Virtual and Augmented Reality in the Interior Design Curriculum

Session Type: Poster Session | Delivery Format: Poster Session

Ruben Duran, Senior Media Developer, Adjunct Faculty, Houston Community College

Muddassir Siddiqi, President, Central College, Houston Community College

Virtual reality has gone from speculative to ubiquitous. Now in the hands of architects and designers, it has the potential to revolutionize the design process. This interactive session will explore the uses of virtual reality in interior design and architecture. You'll be able to immerse in student designs using VR goggles.

Outcomes: Hear how VR is driving far more effective design presentations for ID students • Understand how this technology was supported by IT • Understand how VR is preparing HCC students for the job market • Learn what equipment is available in the VR lab and studio

Engaging the University and Ourselves

Session Type: Poster Session | Delivery Format: Poster Session

Steph Avalos-Bock, Assistant Director, Educational Programming, University of Chicago

Tom Kompare, Manager of Application Development, University of Chicago

Gabriel McElwain, Products and Operations Lead, University of Chicago

IT staff are a valuable pool of experts in the increasingly in-demand field of computer science. We will explore the uncommon ways University of Chicago IT staff engage faculty and students and present our grassroots effort to develop each other through an IT Academy and IT Mentors program.

Outcomes: Identify new ways to engage faculty and students • Learn ways to co-create professional development for each other • Make connections with colleagues doing uncommon IT staff engagements

Enhancing Support with AI: Building a Canvas Chatbot

Session Type: Poster Session | Delivery Format: Poster Session

Jonathan Diehl, Senior Blended Learning Specialist, Northwestern University

Patricia Goldweic, Senior Software Developer, Northwestern University

Erin Green, Learning Technologist Lead, Northwestern University

Learn how we created a support chatbot to answer Northwestern users' most frequently asked LMS (Canvas) questions, perform targeted searches for help documentation when the bot doesn't know the answer, escalate concerns to a human support agent as needed, and more, all while providing a first point of contact during off-hours.

Outcomes: Gain a basic understanding of what a chatbot can do for your support team • Understand the work required to create a chatbot at your institution • Identify common pitfalls in developing a chatbot

Evolving High-Performance Computing with Interactive Research Desktops

Session Type: Poster Session | Delivery Format: Poster Session

Robert Henschel, Director, Research Software and Solutions, Indiana University

Indiana University is offering remote research desktops to all faculty, students, and staff, with the goal of broadening access to centrally provided high-performance computing and storage environments. These Linux desktops provide the ability to run interactive graphical software packages as well as serial or moderately parallel scientific applications.

Outcomes: Learn about providing interactive research computing desktops in a high-performance computing environment

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

Session Type: Poster Session | Delivery Format: Poster Session

Heather E Davis, Manager of IT Training & Development, Texas Woman's University

Our annual School of Tech applies best practices in adult learning and grows in popularity each year. Participants engage in active learning in a computer classroom where they grow skills and build relationships. This model provides the opportunity to build digital dexterity and transform our workforce.

Outcomes: Explore technology training ideas for your campus community • Consider technology training needs specific to your campus • Be curious about ways to apply our lessons learned to your technology training strategy

Increasing Access and Maximizing Impact: Video Content Management That Scales

Session Type: Poster Session | Delivery Format: Poster Session

Jaci Lindburg, Director of Digital Learning, University of Nebraska at Omaha**Jane Petersen, Director, Academic Technology and Client Services, University of Nebraska****Heath V. Tuttle, Chief Information Officer, University of Nebraska-Lincoln & Assistant Vice President for ITS, University of Nebraska-Lincoln**

Video is a proven strategy for increasing student engagement in online, hybrid, and face-to-face courses, yet many video content management strategies are not successful and differ greatly between institutions. This presentation will include a case study overview comparing the 2016 environment versus the 2019 environment at the University of Nebraska.

Outcomes: Identify opportunities for system-wide scale in academic technologies • Discuss strategies for strengthening campus-level relationships and increasing accessibility in partnership with faculty and departments • Develop an action plan to broaden collaboration and heightened efficiency at your institution and identify barriers/obstacles to accessible video implementation

The Internet Is Down, Where Did the Cloud Go?

Session Type: Poster Session | Delivery Format: Poster Session

Daniel Calarco, Chief of Staff, Indiana University Bloomington**Caleb Garrett, Principal Engineer, Indiana University****Cinda K. Haff, OVPIT Emergency Management and Continuity Program Director, Indiana University Bloomington****Steven Wallace, Enterprise Network Architect, Indiana University Bloomington**

We'll explore approaches to maintaining access to critical services (e.g., LMS, file storage, ERP, telecom, etc.) that often require users access both their campus network for authentication and the cloud-based service provider that hosts the service (e.g., AWS for Canvas) during a campus internet outage.

Outcomes: Understand how a campus internet outage can affect off-campus student access to cloud-based services • Identify options to mitigate the impact of campus internet outages • Leverage tabletop exercises as a way to prepare for infrequent but impactful events

Next-Gen Predictive Models for Student Support and Policy

Session Type: Poster Session | Delivery Format: Poster Session

Loraine Manuela Devos, Director of Institutional Effectiveness, Ashford University**Stephen Nettles, AVP of Assessment and Evaluation, Ashford University**

This presentation will focus on a novel approach consisting of identifying composite student behavioral profiles that capture actual performance and attendance patterns, which are then used in predictive models to forecast behavioral profiles of new students. A discussion of the benefits and limitations of this approach will follow.

Outcomes: Understand the limitation of predictive models forecasting binary outcomes • Review how cluster analysis can be used to first develop a rich understanding of the actual performance and life cycle of students • Learn how membership in these behavioral profiles can be forecast for entering students

Streamlining Software Distribution with Grouper and Google App Maker

Session Type: Poster Session | Delivery Format: Poster Session

Ian Crew, Solutions Architect, bConnected Service, University of California, Berkeley

Learn how UC Berkeley is using Google App Maker and Grouper to simplify licensed software distribution. More generally, this session will demonstrate how to use App Maker and its ability to talk to RESTful services like Grouper to build useful tools with modest amounts of coding.

Outcomes: Learn how to leverage App Maker and Grouper to build small, simple apps that result in large efficiency gains for processes like licensed software distribution

Training for a Hackathon

Session Type: Poster Session | Delivery Format: Poster Session

Todd Blakemore, Associate Director for Solutions Architecture, Ithaca College
Jenna Linskens, Associate Director of Teaching and Learning with Technology, Ithaca College
Michael Sprague, Cloud DevOps & Security Engineer, Cornell University
John H White, Associate Director for Enterprise Application Architecture, Ithaca College

Hackathons have become a very popular competition among 18–25-year-olds focused on computer science, information technology, and entrepreneurship. Hear how Ithaca College faculty and staff worked together to hold a community hackathon. You'll experience a simple hacking exercise and have the opportunity for Q&A.

Outcomes: Understand what a hackathon is and the value of hosting one • Identify the tasks needed to host a hackathon no matter what size college/university • Explore the benefits of including multiple skill levels, talents, and ideas in the development of projects • Experience a hands-on hacking exercise

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

The 10 Commandments of System Administration Ethics

Session Type: Poster Session | Delivery Format: Poster Session

Thomas Litterer, Associate Director of OIT, Portland State University

A strong foundation in ethics creates a secure environment for IT professionals and simplifies meeting new compliance requirements. Learn how applying the 10 Commandments of System Administration Ethics could have prevented many recent newsworthy data breaches and privacy issues. Real-life examples will be part of this interactive discussion.

Outcomes: System administrators will gain an understanding of a common language around ethical behavior and learn best-practices to protect themselves, their employer, and their customers from potential harm. CIOs and IT managers will learn a framework of ten ethical areas upon which they can build and define expectations for system administrators with privileged access. Through examples, managers will learn how to build a culture of ethics.

Closing an Institution: Lesson Learned, Opportunities Realized

Session Type: Poster Session | Delivery Format: Poster Session

Michael Edward Kohlman, Chief Information Officer, Saint Joseph's College
Nathan Phillips, CIO, American College of Healthcare Sciences

Closures of institutions, particularly small ones, are on the rise. Could we be in a paradigm shift? During this session, hear from two CIOs who have been through the closure process. Even if your institution is not in peril, what we've learned may provide you with an opportunity for reflection and reevaluation.

Outcomes: Gain an inside view and understanding of the role and impact of IT during closure • Develop strategies to prepare for a closure • Identify opportunities at your own campus to be better prepared for any future, including one that, however remote, might include a dramatic change

Get a Recipe to Make Accessible Lemonade from Lemons

Session Type: Poster Session | Delivery Format: Poster Session

Travis Lee, Disabilities and Computing Program Coordinator, University of California, Los Angeles (UCLA)
Rosemary A. Rocchio, Director of Mobile & Web Strategy, University of California, Los Angeles (UCLA)

Many of us in higher education are dealing with the same overwhelming issue of campus web accessibility. This session will allow for an informal discussion of accessibility strategy to most effectively facilitate the sharing of our successes and failures.

Outcomes: Learn how others are managing the unfunded accessibility mandate • Learn strategies to increase awareness with faculty • Learn how partnering across the institution can help form a coalition

We Apologize for the Inconvenience: The Essentials of Outage Communications

Session Type: Poster Session | Delivery Format: Poster Session

Kathryn Hash, Chief of Staff & Interim Assistant Vice Chancellor for User Support & Engagement, University of North Carolina at Chapel Hill

Outages happen—it's how we troubleshoot and communicate during the worst moments of them that often heavily influence the reputation of our IT organizations among faculty, staff, and students. Hear how we've revamped our outage communications at UNC-Chapel Hill and discuss best practices with others.

Outcomes: Hear how UNC-Chapel Hill handles outages (both cloud and on premises) • Share experiences on your campus for providing strong outage communications • Return home with ideas for how to improve your outage communications

NAVIGATING CHANGE

Classroom Technology: Changing Culture from Within

Session Type: Poster Session | Delivery Format: Poster Session

Angela D. Cook, Director of Classroom Technology, University of Southern Maine
Jeremiah Z. Gould, Media Services Manager, University of Maine System

We will discuss the role the classroom technology team played in helping campuses embrace a centralized shared service when our university system transitioned from seven distributed IT departments to a centralized IT organization. Participants will gain perspective into managing a cultural change.

Outcomes: Understand the cultural impact centrally upgrading classrooms had on the organization and the campuses • Understand the importance of developing metrics to continually measure and report outcomes • Learn how to identify, engage, and communicate with project stakeholders

Culture Eats Strategy for Lunch, Vision Eats Culture for Dinner

Session Type: Poster Session | Delivery Format: Poster Session

Jennifer Casey, Director, Digital Transformation, Simon Fraser University
Keith Fong, Director, Application Services, Simon Fraser University
Mark Roman, Chief Information Officer, Simon Fraser University
Sandeep Grewal Sidhu, Director, IT Client Services, Simon Fraser University

The SFU IT leadership team will take you on our journey to implement a vision of One IS, where all information systems work together in a seamless fashion and everyone who supports those systems works together in seamless fashion.

Outcomes: Examine the strategic process changes required to implement One IS • Explore what leadership means in the relationship-driven model of One IS • Identify realistic solutions to nontrivial challenges on the path to success

Educational Developers: Leading Change from the Middle

Session Type: Poster Session | Delivery Format: Poster Session

Shiladitya Chaudhury, Executive Director, Innovation in Learning Center, University of South Alabama

Learn about five research-supported strategies for managing change from the “middle”—the unique role many of us occupy in higher education between the faculty and administration. By working through case studies in collaborative groups, you will leave this session with tools to reflect on your own change management challenges.

Outcomes: Learn about 5 research-supported strategies for navigating change • Engage with case studies in collaborative groups to explore the change framework • Leave with ideas for leading change processes on your campus

Journey Maps | Design Thinking | Change Management

Session Type: Poster Session | Delivery Format: Poster Session

Chelsy Pham, Director, Information Technology, San Joaquin Delta College

Change can be overwhelming: where do we start? Service design focuses on the people side of the process through personas. We will create journey maps from a persona’s viewpoint to serve as a framework for change management. We will also design stakeholder maps to help us understand connections and influences.

Outcomes: Learn about personas (what a persona is, what value it provides, and how to create one) • Learn the basics of journey mapping (what a journey map is, what value it provides, and how to create one) • Understand the basic aspects of a stakeholder map

Leading Teams You Inherit During Transformative Change

Session Type: Poster Session | Delivery Format: Poster Session

Chris Lucas, Interim Senior Director of Enterprise Service Management, The Pennsylvania State University

Zach Przybilla, Director of Application Infrastructure, The Pennsylvania State University

This poster session will dive into concepts and principles around building and developing a team you inherit while combining fundamental principles of organizational change management. Learn how we sought to apply this knowledge with the teams we have inherited and reflect on what worked well and what didn’t through these times of transformative change at Penn State IT.

Outcomes: Learn how to assess, reshape, and accelerate your team development • Understand how to do this in times of rapid and disruptive change • Learn when this worked and didn’t work at Penn State and why

Making Digital Strategy Relevant: Engage Your Staff and Grow

Session Type: Poster Session | Delivery Format: Poster Session

Tori Brown, IT Portfolio Manager, Manchester Metropolitan University

The emphasis on taking external stakeholders on a change journey to effectively embed digital strategic changes can often leave operational and technical staff feeling neglected and disconnected from the strategy they are working to deliver. Hear about a toolkit and behaviors to help engage staff and make strategy relevant.

Outcomes: Obtain a clear understanding of the toolkit to run sessions to bring operational staff into the change loop • Get an overview of different barriers to getting buy-in to the strategy from operational staff • Be able to interpret staff engagement survey data as result of this exercise

New Systems Training Reticence: Using Situated Learning and an Apprenticeship Model

Session Type: Poster Session | Delivery Format: Poster Session

Lynn Lundy Evans, Instructional Designer—PhD Student, Iowa State University of Science and Technology

Implementation of new ERPs in higher education affects day-to-day business processes. Employees can experience “use error” and display reticence in training as a result of job uncertainty. Allowing users to experience the implementation process at different planning stages might empower employees and help promote effective change management.

Outcomes: Understand how major system changes can affect end-users’ roles and day-to-day activities --Develop tools to engage end-users in implementation planning to positively impact successful system implementation --Learn to use an apprenticeship model that may empower employees and help manage organizational change

OLC Quality Scorecard Suite: Online/Blended Program Performance Management

Session Type: Poster Session | Delivery Format: Poster Session

Matt Norsworthy, Director of Strategic Partnerships, Online Learning Consortium

Are you interested in understanding the foundations of a quality online or blended program? Then come join me to learn about the Online Learning Consortium Quality Scorecard Suite. This session will focus on the importance of measuring quality at the course, program, and department levels.

Outcomes: Understand the Quality Scorecard Suite and Quality Scorecard Review Process for online and blended courses and programs • Identify the benefits of the Quality Scorecard and a Quality Scorecard Review • Learn how to implement the Quality Scorecard as a tool

Perspectives from IT Leaders: Reducing Academic Costs in Small Colleges

Session Type: Poster Session | Delivery Format: Poster Session

Kellie Campbell, Chief Technology Officer, Saint Michael’s College

A recent research study examined how IT leaders understand the use of technology as a strategy for reducing academic costs in small, private liberal arts colleges. Major themes emerged, including assessing the position of IT, building out a data strategy on a campus, thinking through alternative delivery, and considering consortium/institutional partnerships.

Outcomes: Prioritize a broader community of thinkers around tackling challenges facing small colleges • Obtain research-informed implications for practice to bring back to your campus • Ask tough questions (e.g., How do we create change on the academic side, not just business side?)

TechFinder: Delivering Just-in-Time Classroom Support

Session Type: Poster Session | Delivery Format: Poster Session

Gillian Bell, Academic Technology Project Manager, Brown University

Ryan Conlin, Media Services Specialist, Brown University

Brown's media services staff developed a system with responsive design and location tracking, streamlining the process for in-person customer support. TechFinder reduces wait time and monitors problem status and resolution. "Missions" are assigned to professional and student staff based on location and availability. As our campus grows, so do support models!

Outcomes: Consider how responsive design and location tracking can improve problem resolution Learn about the challenges and benefits of implementing a new support model Understand the value of changing the model of professional and student staff management

SUPPORTING THE INSTITUTION

Be a PM Mind Reader with Statistical Project Management

Session Type: Poster Session | Delivery Format: Poster Session

Matthew Bellino, Chief of Staff, University of California San Diego

Vince Kellen, Chief Information Officer (CIO), University of California San Diego

Our statistical project management methodology breaks down projects into fundamental components, deliverables, and tasks. Don't let the simplicity fool you—a mountain of valuable data is generated along the way. One look at these metrics and you'll have a clear picture of the project, making you a PM mind reader.

Outcomes: Learn about a new customer-centric, data-driven PM methodology • Witness analytics views of project data to predict outcomes • Take home templates and references for project management

Centralizing IT Training: A Model for Impact and Efficacy

Session Type: Poster Session | Delivery Format: Poster Session

Anchalee Phataraloaha, Education/Training Specialist II, University of Florida

Jose Lorenzo Silva-Lugo, Data Analyst & IT Training Specialist Senior, University of Florida

Elliot John Tordoff, Education Training Specialist, University of Florida

In this engaging poster session, learn how to implement an impactful and effective centralized IT training program. The University of Florida IT training team will share best practices, lessons learned, outcomes, and templates that you can customize to your environment to increase the reach and impact of your IT training.

Outcomes: Describe PIE and identify stakeholders and resources for centralized IT training • Customize PIE to your working environment • Identify evaluation instruments required to measure training program effectiveness • Learn how to evaluate a descriptive analysis of a data set to decide whether the program was effective

Oracle Student Financial Planning: Moving Financial Aid to Cloud

Session Type: Poster Session | Delivery Format: Poster Session

Melissa Smurdon, Director of Financial Aid, Butler University

Michele Thibodeau, Senior Information Systems Analyst, Butler University

Moving systems to the cloud is a strategic goal at Butler. As an Oracle SFP early adopter, we'll share our implementation experiences and lessons learned, discuss how SFP changes the way we do business, and examine how SFP enhances the student experience with complete financial aid information.

Outcomes: Learn about moving applications to the cloud • Identify questions to ask and pitfalls to avoid • Explore SFP and its positive effect on staff workload and the student experience

Supporting Research Software and Research Software Engineers

Session Type: Poster Session | Delivery Format: Poster Session

Christina Maimone, Research Data Services Lead, Research Computing Services, Northwestern University

Research software is used and created by everyone and in all fields. Supporting research software development should be a University-wide endeavor, and understanding what partnerships IT organizations need to successfully support this activity is critical. Research software engineers also need support to develop their careers in this growing field, receive proper recognition for the research outcomes their work makes possible, and maintain stable employment in positions that recognize their unique skill sets. The US Research Software Engineering Community (us-rse.org) provides opportunities to connect and collaborate with others in the field.

Outcomes: Learn about the impact of research software and research software engineers on research • Understand the institutional imperative to better support research software development • Learn about the US-RSE organization as a resource for research software engineers at your institution

TRANSFORMING THE STUDENT EXPERIENCE

Communication Redefined: How Mobile Is Fixing the Campus Communication Problem

Session Type: Poster Session | Delivery Format: Poster Session

Eddie Huebsch, Interim Chief Information Officer, University of Oklahoma

Raymond Lefebvre, Vice President of Information Technology and CIO, Bridgewater State University

Representatives from two institutions will examine why campus communication is broken and how a strong mobile strategy can be used to fix it. They will share lessons learned and successful strategies. They will also examine the future of mobile and how it will impact higher education going forward.

Outcomes: Examine how campus communication is broken and why students are tuning out from e-mails • Examine your experience in implementing a mobile communication strategy on campus • Share lessons learned and successful strategies and learn how our strategy has helped improve the communication of important information to students

Decoding Design: Building Accessibility Solutions for Scale

Session Type: Poster Session | Delivery Format: Poster Session

Ali Kokulu, Partial Load Professor, George Brown College

Our team took on a challenge: create a fully accessible learning environment using human-centered design and our own accessible design standard, fully gamified. This poster will highlight the framework we followed to achieve our project goals.

Outcomes: Identify accessibility tools/technologies at your institution that can be scaled • Learn about successful design-thinking activities to discern learner accessibility and literacy levels that lead to project success • Review a framework created to gain institutional consensus for accessibility innovation

Developing and Implementing a Student Success Mobile App

Session Type: Poster Session | Delivery Format: Poster Session

Brian Lee Adler, ESL Center Supervisor, Northern Virginia Community College

Sarah Bogdewicz, Coordinator, Academic Support Services, Northern Virginia Community College

Emily Anne Miller, Writing Center Director and English Instructor, Northern Virginia Community College

NOVA Soars responds to student engagement and persistence challenges. This application for mobile devices leverages the appeal of game achievement, offering rewards with a record of supporting success. NOVA Soars was assessed using persistence and engagement data and usability surveys. We will introduce the app's features and explore program findings.

Outcomes: Learn about the key features of the app and how it addresses persistence and engagement challenges at a large, public community college • Learn how to create and implement an assessment plan for a student success app • Learn how to create and implement a similar project at a similar institution

Discussion Hero: Saving Students from Boring Discussions

Session Type: Poster Session | Delivery Format: Poster Session

Jacob Collins, Senior Software Developer, Northwestern University

Jacob Martinez, Learning Designer, Northwestern University

David Sharrard Noffs, Lecturer & Learning Designer, Northwestern University

Discussion boards in online courses can be hit or miss, even when instructors design carefully worded prompts. As a result, learning designers at Northwestern University explored various ways to improve discussion boards. The result is Discussion Hero, a gamified discussion board that focuses on the debate aspects of discussion boards.

Outcomes: Define the difference between gamification and game-based learning • Identify elements of your courses that might benefit from gamification • Brainstorm ways Discussion Hero can be used in your courses

Empowering Students: Let the Progress Meter Begin!

Session Type: Poster Session | Delivery Format: Poster Session

Cynthia Blanco, Registrar, South Texas College

Rodolfo E. Roman Velasco, Applications Analyst III, South Texas College

From the time a student first matriculates, a degree audit, which includes a progress meter, is generated. It's intended to help students monitor their progress and achieve their academic goals. The degree audit improves curriculum planning, enhances retention and advising services, promotes self-advising, and increases attainment and graduation rates.

Outcomes: Understand the importance of degree audits • Understand the benefits that degree progress brings when the information is reachable and presented as soon as possible • Recognize that complicated IT problems can be solved if they are dissected in components (divide and conquer)

Engaging the Digital Native: Reshaping the Student Experience for Gen Z

Session Type: Poster Session | Delivery Format: Poster Session

Brad D Christianson, OIT Manager/Application Development and Support, University of Texas at San Antonio

Jayashree Iyengar, Director, Application Development & Support, University of Texas at San Antonio

Vanessa Hammler Kenon, Associate Vice President Information Technology, University of Texas at San Antonio

Gen Z is a mobile-first generation that is challenging traditional methods of engagement. This session will highlight how two institutions have used mobile to reshape the student experience by personalizing the campus for this diverse generation. The tailored experience includes unifying campus resources, using real-time communication, and increasing a sense of belonging.

Outcomes: Examine why Gen Z student require a new approach to communication and engagement • Learn about our successful strategies and lessons learned and how mobile has allowed us to engage with our students • Explore the future of mobile engagement on your campus

Everyday Learning Analytics for Students with Unizin

Session Type: Poster Session | Delivery Format: Poster Session

John Johnston, IT Program Manager—ITS Teaching & Learning, University of Michigan—Ann Arbor

Jason Kaetzel, Principal Solutions Analyst, Indiana University

Jae-Eun Russell, Associate Director, The University of Iowa

Students are increasingly aware of their role in generating data. How can that awareness be leveraged to make their learning more data-informed? A panel of Unizin members will discuss the tools they have built to expose students to analytics about their learning. We'll invite session participants to experience those tools themselves.

Outcomes: Learn how some institutions are building problem-oriented, data-informed experiences and measuring their impact on outcomes • Understand the fundamental problems solved by an enterprise learning analytics to power those student experiences

Heavy Cloud, No Rain

Session Type: Poster Session | Delivery Format: Poster Session

Manjit Trehan, Manager, Web Studio, VPCM, IU, Indiana University-Purdue University Indianapolis (IUPUI)

As user content gets pushed out to the cloud, there is a feeling of getting disconnected from the content. Indiana University has developed Kumo as a solution where the cloud essentially follows the user. Learn more about Kumo (the Japanese word for "cloud").

Outcomes: Learn about IU's experiences with deploying cloud-storage solutions • Learn about Kumo, XenApp, and XenDesktop and the relationship between ICA and RDS/RDP protocols • Learn how to deploy Kumo at your school

Helping Students Get the Right Technology Before Starting College

Session Type: Poster Session | Delivery Format: Poster Session

Liam Doherty, Assistant Director, TechZone and Student Technologies, Illinois State University

David Greenfield, Director, Student Technologies, Illinois State University

Central IT at Illinois State University, through its computer store, the TechZone, travels each spring to host technology open house events for admitted students. This effort, which is part of a larger strategy in partnership with Illinois State admissions, has been successful in preparing and transforming a students' personal technology experience.

Outcomes: Understand the value of guiding students to the right technology for their needs • Understand how TechZone partners with admissions • Understand how off-campus events are planned and executed

iOn: Reimagining Textbook Use in a Traditional Classroom

Session Type: Poster Session | Delivery Format: Poster Session

Patrick M Dudas, Data Visualization Software Engineer, The Pennsylvania State University

Jenay Robert, Research Project Manager, The Pennsylvania State University

This session will explore reimagining the traditional use of textbooks in a classroom. Project iOn will develop, test, and implement an interactive open educational resources notebook (iOn) that provides (1) replacement of traditional static imaging and text used in a classroom and (2) digital fluency training to undergraduate students through the development of content-based modules.

Outcomes: Identify code competency and programming fluencies as necessary undergrad skills • Learn about the concept of Project iOn and its significance with the broader higher ed IT community • Discuss potential rewards and risks associated with Project iOn

Learning with Videos in Face-to-Face and Online Classes

Session Type: Poster Session | Delivery Format: Poster Session

Warren Goetzel, Senior Digital Learning Manager, Georgia Institute of Technology

Chaohua Ou, Assistant Director, Learning & Technology Initiatives, Georgia Institute of Technology

This session will present findings from a campus-wide student survey that investigated how video-based learning transformed student experience. We will discuss student perceptions of how videos affected their learning in face-to-face and online environments, as the practical implications of the findings to instructors and IT professionals in higher education.

Outcomes: Understand student perceptions of how the use of videos impact learning in face-to-face and online classes • Understand student perceptions of how having students create videos impacts their learning • Identify best practices for implementing and supporting video-based learning

One School's Adventures in Storytelling and Gaming

Session Type: Poster Session | Delivery Format: Poster Session

KuangChen Hsu, Learning Designer, University of Notre Dame

Laurie Kirkner, Director, Sr Learning Designer, University of Notre Dame

From conception to creation, we'll walk through our highly collaborative approach to making an educational game derived from instructional objectives to help students learn and apply their knowledge. We'll also give a live demo of the final product and discuss the status of "success."

Outcomes: Investigate a sample workflow and set of resources and understand the benefits of prototyping • Review scenarios when games can help learning (it's not a universal solution) • Suggest needed conversations and partnerships (gamification doesn't happen in a bubble)

The Pegasus Path: Academic Planning Reimagined

Session Type: Poster Session | Delivery Format: Poster Session

Teresa Dorman, Associate Dean, University of Central Florida

Harrison Ntabo Oonge, Assistant Dean of Academic Planning, University of Central Florida

In a campus with over 56,000 undergraduate students, implementing an academic planning tool is critical, due to high advisor to student ratio. This presentation is intended to share initial data on tool adoption and lessons ("insights") we have learned from this project.

Outcomes: Learn about challenges we encountered during technology implementation • Be aware of critical steps involved in academic planning tool implementation • Brainstorm innovative ways of reimagining degree planning for 21st-century students

Student Personas: Making It Personal

Session Type: Poster Session | Delivery Format: Poster Session

Stephanie McClelland, Director, Instructional Design and Learning, Boise State University

Understanding nontraditional students is at the core of developing successful online courses and programs. In this session, we'll analyze four personas and how they guide in the development of courses and programs that lead to student success and retention.

Outcomes: Explore the different personas for nontraditional students • Discuss what you currently have in place at your institution to take into account the characteristics of nontraditional students • Develop a plan for ways to implement the use of personas when developing online courses and programs

Students as Technology Facilitators

Session Type: Poster Session | Delivery Format: Poster Session

Dan Majchrzak, Director Research Computing, University of South Florida

A new program is being developed that allows students to become technology facilitators under the guidance of more senior personnel. These paid positions provide invaluable real-life experiences for technologically advanced students. The current program includes positions in modeling and simulation, game programming, AR, VR, data science, and 3D modeling and printing.

Outcomes: Learn about a developing program aimed at empowering student technology facilitators • Discuss with other participants approaches to student-powered access to advanced technologies • Discuss potential issues surrounding this type of program and how to overcome them

What ERP? Seamlessly Transitioning Students to a SIS with UX

Session Type: Poster Session | Delivery Format: Poster Session

Brandon Vega, Associate Director, University of Florida

Like many other institutions, we were not happy with the user experience (UX) our ERP system provided. What did we do about it? We built our own! The University of Florida set out to build a custom, self-service portal for its constituents in order to deliver valuable experiences based on their current needs and to develop a platform that provides the flexibility and freedom to deliver on the needs

in the future. This session will take you through our process and some of the lessons we learned along the way. We'll start by explaining our decision to build versus buy a UX platform then take you through our journey and how we got where we are today. We'll show ten of the key lessons learned with the hope that they can help other institutions considering the same endeavor. Lastly, we will show our current roadmap and our plans for the next version of our UX platform. As part of the presentation, we will present the methods we have used to solicit feedback from our users and how we have applied these to improve the UX. We will also describe some of the challenges we faced while working on an agile project in a waterfall environment. This session is intended to showcase our successes as well as our failures and what we have learned from both.

Outcomes: Learn why we chose to build our own self-service UX platform • Get an overview of the lessons we learned as we went through the process of designing and building this platform • Learn about the technical design we used and how we were able to achieve real-time integration with our ERP system

Work Here! How Innovative Student Recruitment Techniques Increased Diversity

Session Type: Poster Session | Delivery Format: Poster Session

Ryan Lal Gorkhalee, Student Programs Manager, Virginia Tech

Joyce R. Landreth, Deputy Executive Director, IT Experience and Engagement, Virginia Tech

We recently revamped our student wage hiring process at Virginia Tech's 4Help support desk, placing an emphasis on key values in our strategic plan. The hiring plan focuses on finding diverse candidates as well as marketing techniques that bring in a more diverse pool of applicants that better mirrors our student population.

Outcomes: Understand the importance of carefully crafting wording in a student wage position description to recruit for diversity • Define the tangible benefits of a diverse student workforce • Get materials and ideas that can be used at your home institution

2:00–3:45 p.m.

Working on the Workforce: Professional Development and Changing Work

W180, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Mark I. Berman, Chief Information Officer, Siena College

Andy Brantley, President and CEO, CUPA-HR

Mitchel W. Davis, Vice President and Chief Information Officer, Dartmouth College

James Phelps, Director, Enterprise Architecture and Strategy, University of Washington

Melissa Woo, Senior Vice President for IT & Enterprise CIO, Stony Brook University

What happens when you bring together HR leaders, CIOs, and futurists to talk about professional development? Join our panel discussion to find out. We will discuss the aging workforce; succession planning; the expectations of young workers; diversity, equity, and inclusion (DEI); and much more. Ask your questions here.

Outcomes: Understand what professional development and workforce development are and how to plan for the future • Learn how to meet the needs of both workers and the institution while grappling with the sometimes conflicting needs of DEI and the need to develop a high-functioning team of technically skilled workers • Learn different ways to think about professional development and team building

2:15–3:00 p.m.

5 Ways to Create a Fail-Proof Data Warehouse for Student Success

W184BC, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

How can you make meaningful use of your data to better support student success? Hear from our panel of experts using Google Cloud Platform to derive actionable insights and drive digital transformation at their institutions. They will share their approach and future-proof strategies for creating a data warehouse.

Community Colleges Community Group Session (open to all)

W187B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

David Kowalski, Executive Director of Institutional Research, Montgomery County Community College

Joe Mancini, Executive Director, IT, Montgomery County Community College

What are the top challenges facing community colleges today? Join community college members in a moderated discussion focusing on how others are managing today's IT challenges. Discussion topics to be shaped by the interest of the CG as well as session attendees.

The Equity Equation: Student Perceptions and Expectations

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

This panel will feature a diverse group of students with differing perspectives and backgrounds discussing the challenges and expectations they face in obtaining their college degree. In this session, you'll get a bird's-eye view of the students point of view across a wide range of topics, including student engagement, academic success, technology use, college affordability, and more.

Outcomes: Hear firsthand from a panel of students on their educational challenges and goals • Explore students' perspectives on college affordability, balancing work and school, fears and stressors, time management, learning style preferences, and more • Learn more about what students really think of technology's place in the classroom

Evidence of Impact Community Group Session (open to all)

W187A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Tanya Joosten, Director, Digital Learning R&D, DETA Center, University of Wisconsin–Milwaukee

Patsy Moskal, Director, RITE, University of Central Florida

With the innovative use of instructional technologies and practices, measuring evidence of their impact is critical to determining how best to use these tools to improve instruction. Join our discussion of issues surrounding the design and implementation of meaningful research at your institution. Bring your questions and success stories to share!

Meet and Mingle | Meet EDUCAUSE Leadership

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Stop by for an informal opportunity to say hello to EDUCAUSE's Executive Leadership team, and share your ideas and insights to help shape our future.

Reinventing the Computer Lab

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Antony Awaida, CEO, Apporto

Denys Lu, Chief Technology Officer, Emory University

Elizabeth Rugg, Assistant Vice Chancellor, Client Engagement, University of North Carolina, Charlotte

Eric Rupp, Planning & Operations Manager, Classroom Technologies, University of California, Irvine

This audience-driven panel discussion will have you "Reinventing the Computer Lab." In this "flipped class" we will introduce some of the common challenges: cost, maintenance, under-utilization, support for online classes, collaboration, and more.

SharePoint and O365 Community Group Session (open to all)

W187C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Tim Crean, Senior Messaging and Collaboration System Administrator, University of Colorado Boulder

Diane M. Kennedy, IT Client Services Analyst, The University of Scranton

Corey Seliger, Director, Software Services, Purdue University

It seems we all have more questions than answers about Microsoft SharePoint, Teams, Groups, and O365. Join us to discuss bringing these services together, using governance strategies, and driving user adoption.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

Understanding Analytics: A Crash Course for Leaders

W184B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Jay Eckles, Director of Business Intelligence, The University of Tennessee

This fast-paced seminar is for leaders who work in data-driven environments but who have little formal grounding in business analytics. In this crash course, we will review the basic statistical concepts that underlie analytics and introduce the principles of data visualization. This session is appropriate for those who must intelligently consume data analyses.

Outcomes: Gain familiarity with the statistics that drive common analytics used in data-driven decision-making • Understand that all analytical techniques have capabilities, assumptions, and limitations • Learn how to utilize analytical reports to make informed decisions

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

The 3 New Ss of IT: Sectoral Shared Services

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Dean Crawford, Director, Shared Systems and Technology, BCNET

Devon Keys, Business Analyst, BCNET

Managing services across institutions can be challenging. BCNET, a consortium of higher education institutions, will discuss the processes it went through to offer shared services to the entire province of British Columbia, offering over 24 services, serving 300,000 unique IDs, and embracing institutional diversity. Join a discussion on how BCNET has successfully united BC.

Outcomes: Learn how BCNET constructed broad shared services to benefit BC higher learning • Learn about multiple models for crafting and delivering shared services across departments and institutions • Understand how shared service models can be created for nontraditionally shared services

Lightning Round Session: Evolving Infrastructure and Enterprise IT

W179A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Lightning Round

David Creamer, CTO, St. Petersburg College

David Norman, Cloud Program Director, Bentley University

Angela M. Svoboda, Associate Vice President for Digital Effectiveness, St. Edward's University

Helen Winner, Director, Enterprise and Cloud Technology, Sierra-Cedar

This lightning round will pack as much information into one session as possible. Hear succinct, engaging presentations on a variety of topics. Each will be 10 minutes long, with a Q&A at the end of the session.

Lightning Round 1: Building a Cloud-Support Model: Redefining Roles and Responsibilities

Presenters: Angela Svoboda (St. Edward's University)

Whether or not your campus has a defined cloud strategy, it is very likely that you've already implemented many cloud software applications. This session will review how to redefine roles and responsibilities of technical staff in a nonthreatening manner, focusing on new and old roles/gaps resulting from cloud software implementations.

Outcomes: Learn about one institution's journey to better support cloud software • Understand the cultural shifts an institution (not just IT) must make to successfully manage cloud software • Review a small bit of research on the topic of cloud software support models

Lightning Round 2: Lessons Learned: Moving from PeopleSoft to Oracle Cloud

Presenters: David Creamer (St. Petersburg College), Helen Winner (Sierra-Cedar)

Colleges and universities are reviewing cloud strategies for their enterprise applications. Do you want a more flexible, scalable, and cost-effective infrastructure that will provide more efficient development operations and disaster recovery strategies? The session will focus on St. Petersburg College's journey to reimplement PeopleSoft Enterprise Applications on Oracle Cloud infrastructure.

Outcomes: Better understand the process of migrating from PeopleSoft to Oracle Cloud through lessons learned from our recent cloud migration project • Gain insight into how a cloud migration project can be planned and managed • Identify some of the critical technical considerations when migrating PeopleSoft enterprise applications to cloud

Lightning Round 3: Leveraging Cloud Services: Starting Small, then Going All In

Presenters: David Norman (Bentley University)

Can cloud migrations really reduce costs and free up resources? How do you plan for and implement a cloud migration strategy with your existing staff and budget? Bentley University went "all in" with the cloud. We'll describe how we responded to the challenges of migrating to the cloud and our lessons learned along the way.

Outcomes: Learn about key cloud strategy steps and decisions that reduce costs and free up IT resources • Learn about cloud migration implementation challenges and setbacks and what can be done to overcome them • Leave with strategies and techniques for planning cloud migrations

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Bridging the Gap: Prioritizing Connection and Flexibility in Online Education

W185A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Christian J Franco, Manager of Live Interactive Learning Technology, Harvard University

Adrienne Phelps-Coco, Associate Director of Online Pedagogy, Harvard University

Christian Wisecarver, Manager of Online Course Production, Harvard University

Online learning often creates gaps in space and time between students and gaps between course development and delivery. We'll showcase our attempts to bridge these gaps at Harvard Extension through a course format we call HELIX, which allows students to choose whether to participate in person, live online, or on demand.

Outcomes: Envision alternative course formats that blend in-person, synchronous, and asynchronous learners into a single course community • Identify common challenges in online learning and discuss ideas for how to overcome them • Get ideas for adapting HELIX methods at your institution

Leveraging Faculty and Students to Lead Academic Technology Innovation

W178B, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Michael Griffith, Instructional Technology Leader, Tulane University

Faculty feel that technology is being pushed upon them. Students feel that their opinions are being ignored. We brought them together and established an Innovation Council of faculty, students, and staff to design the future of technology at Tulane as they envision it. Come hear what we learned.

Outcomes: Explore the process of creating and maintaining an Innovation Council • Discuss similar issues around innovation at your institution • Learn about the results of our council proceedings and how they are driving change

Scaling XR Teaching and Learning: Development, Delivery, and Assessment Strategies

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Kyle Bowen, Director, Teaching and Learning with Technology, The Pennsylvania State University

James P. Frazee, Chief Academic Technology Officer, San Diego State University

Sean Hauze, Instructional Media Developer, San Diego State University

David Woodbury, Department Head, Learning Spaces & Services, North Carolina State University

Interactive learning design provided by Steelcase Education, Gold Partner

While standards for design, assessment, development, and deployment of XR are largely undefined, faculty and technology leaders at North Carolina State, Penn State, San Diego State, and Sonoma State universities have made strides in developing and refining effective practices. Come hear the panelists' strategies for scaling the use of XR.

Outcomes: Learn how institutions are identifying and developing XR content for teaching and learning • Explore strategies for evaluating the educational effectiveness of XR technologies • Consider examples of XR implementation at four educational institutions across the United States

LEADING AND PARTNERING ACROSS THE INSTITUTION

Breaking Boundaries: Forging a Multi-Institutional Women in IT Group

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Marcia Dority Baker, Assistant Director, Academic Technologies, University of Nebraska–Lincoln

Amy Metzger, Assistant Director of Strategic Technology Sourcing, University of Nebraska–Lincoln

Sandee Seiberlich, Senior IT Consultant/Project Manager, University of Wisconsin–Madison

Brenda Spychalla, Co-CIO/Co-Director, School of Education/MERIT, University of Wisconsin–Madison

How are other campuses supporting gender diversity in IT? How can you connect with similar institutions about women in IT activities? Join leaders of the Big Ten Academic Alliance Women in IT Peer Group to refine and adapt an actionable framework that fits your campus and multi-institutional affiliations.

Outcomes: Articulate the value of building gender diversity in their IT workforce • Identify and collaborate with similar institutions on building more effective practices for the recruitment, retention, and advancement of women in IT • Adapt practices that best align with your campus culture

Expanding Exeter Online Postgraduate Program Offerings through Collaborative Partnership

LEARNING THEATER, HALLS F1, F2, LEVEL 3

Session Type: Breakout Session | Delivery Format: Learning Theater

Emma King, Director of Instructional Design, Keypath Education

Christine D Lewinski, Director, Keypath Education

Matthew Newcombe, Head of e-Learning, University of Exeter

Universities increasingly look to extend their reach through online learning. How do most institutions start this process? The interactive session will explore a range of challenges, and potential solutions, and compare these with the experiences of the University of Exeter and Keypath Education as they report on lessons learned and successes.

Outcomes: Identify technological, operational, cultural, and design strategies central to effectively deliver online program • Brainstorm approaches that encourage a shift from academic autonomy to shared ownership of teaching and learning • Explore solutions to providing operational support for academics developing content and teaching online

Higher Ed and IT Policy, 2019: Developments and Directions

W185D, LEVEL 1

Session Type: E-Track

Kathryn Branson, Outside Consultant, Ulman Public Policy & Federal Relations

Jarret S Cummings, Senior Advisor for Policy and Government Relations, EDUCAUSE

Beyond this year's headlines about investigations and the 2020 election, we'll discuss federal policy developments with significant implications for information security, data privacy, net neutrality, and other issues of concern to our community continued to move forward. Come explore their current impact and likely future directions with the EDUCAUSE Policy Team.

Outcomes: Understand major federal policy issues impacting IT in higher education, both operationally and strategically • Increase your awareness of the policy context, which spans Congress, federal agencies, and the courts • Share your perspectives on institutional interests as they relate to federal policy developments

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Building a 21-Century Campus with 21st-Century Partnerships

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Michael Sink, Associate Vice President, University of Central Florida

Patricia Smith, Chief Information Officer, Valencia College

UCF Downtown, in partnership with Valencia College, will bring students to live, learn, and work in downtown Orlando. Opening in fall 2019, this transformational project will increase access for students, provide pathways into high-demand career fields, foster collaboration with the community, and improve countless lives through the power of education.

Outcomes: Recognize that focusing on the student success outcomes is key to a collaboration of this nature • Get a framework for working together to achieve an outcome when traveling uncharted territory • Learn how to guide your institution through the technical side of such an endeavor, adjusting expectations while working to meet stakeholders' needs

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

REN-ISAC and FBI Threat Briefing: Pervasive Threats

W183BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Kim Milford, Executive Director, REN-ISAC, Indiana University

Everything old is new again. Ransomware, phishing, and business e-mail compromise still threaten information and resources. Bad actors scan system vulnerabilities and exploit them. Targets grow as new systems are implemented; new users establish their network accounts. Cyberattacks have grown into a 24/7 sophisticated, lucrative operation.

Outcomes: Better understand current incidents and risks to cybersecurity • Obtain salient metrics on incidents impacting research and education • Receive a high-level roadmap of risk management strategies and their effectiveness in mitigating current risks

NAVIGATING CHANGE

Leadership Opportunities for CIOs in a Decade of Accelerating Overcapacity and Innovation

W190A, LEVEL 1

Session Type: Breakout Session

Bryan Alexander, President, Bryan Alexander Consulting, LLC

Tracy A Schroeder, Vice President, Information Services & Technology and Chief Data Officer, Boston University

Brad Wheeler, Vice President for IT and CIO, Indiana University

By 2030, strong economic forces will likely cause a restructuring of (a) the number of colleges and universities, (b) their educational offerings, and (c) the price and costs of educational programs. This session will explain those forces and discuss the leadership opportunities in an era of industry consolidation and innovation.

Outcomes: Understand the economic forces that are reshaping higher education, their timing, and the likely effects on different types of institutions • Explore how strategic choices for IT can affect the cost and innovation capabilities of institutions during change • Be able to speak with greater confidence in institutional and multi-institutional discussions of economic trends and what to do

See, Feel, Change: Navigating the Stages of Acceptance

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Joanna Iturbe, Director of CRM, University of Colorado Boulder

You have the product. You may have the process(es). But what about the people? As a technologist who embraces change, my lessons learned have been around networking, user adoption, and change management when rolling out a new product. Come learn my top 10 best practices in driving successful user adoption.

Outcomes: Understand the historical pitfalls of change management • Explore the psychological research around how people adopt (or don't adopt) new technology • Get the top 10 best practices compiled over my 12 years of implementing technology for successful user adoption and satisfaction

SUPPORTING THE INSTITUTION

IDEAL IT: Innovating to Increase Diversity and Inclusion at Stanford

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Daniela A. Aivazian, Organizational Effectiveness Specialist, Stanford University

In 2018, Stanford IT launched the IDEAL IT initiative. IDEAL stands for Inclusion, Diversity, Equity, and Access in a Learning Community and is a cornerstone of Stanford-wide diversity initiatives. This session will focus on how we are measuring impact, diversifying recruitment, and increasing cultural awareness and belonging across Stanford IT.

Outcomes: Learn how Stanford IT's DEI programs support recruiting, retaining, and developing a diverse community • Take away lessons learned from launching a DEI initiative of Stanford IT-wide breadth and scale • Understand how you can create and support belonging, engagement, and shared respect in your own organization

TRANSFORMING THE STUDENT EXPERIENCE

Designing Flexible Degree Pathways to Meet 21st-Century Needs

W196D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Kerri Laryea, Curriculum Director, Western Governors University

Elke Meyo Leeds, Dean and Academic Vice President, College of Information Technology, Western Governors University

This session will explore ways the online student experience can be personalized to better serve the needs of today's students. We will highlight best practices for embedding industry-driven credentialing and skill-certification options into the curriculum to enhance graduate job mobility.

Outcomes: Discuss best practices for meeting 21st-century student and workforce needs • Cultivate knowledge regarding IT curriculum design and how to keep pace with job market demands • Learn how student data can inform degree pathway development leading to improved graduate success rates

Keeping Students on the Path to Success

W193, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Kari Branjord, SVP, Strategy and Product Management, Banner, Ellucian

Hear from students themselves as they offer their perspectives on the results of a nationwide survey that explores how they choose majors, how their institutions provide guidance, and which practices they find most helpful in keeping them on the path to completion and successful careers.

Outcomes: Learn the reasons why Guided Pathways and other new approaches to student success are gaining traction around the world • Learn how students view the effectiveness of these efforts and how institutions can strengthen them moving forward • Learn how to ensure students feel prepared to enter the workforce

Where to Start with Student Success Initiatives

W190B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

D. Christopher Brooks, Director of Research, EDUCAUSE

Leah Lang, Director of Analytics Services, EDUCAUSE

Kathe Pelletier, Director of Student Success Community Programs, EDUCAUSE

Degree planning, early alert, analytics dashboards, oh my! When you are swimming in student success technology options, how do you know where to start and whether your institution is ready? Data on student preferences and IT service maturity from EDUCAUSE can help you develop a roadmap for success.

Outcomes: Understand student priorities for student success tools • Learn about institutional maturity for providing student success technologies • Discuss challenge areas with student success initiatives and how to overcome them

2:15–4:00 p.m.

EDUCAUSE Institute Program Faculty Meeting (by invitation only)

W176A, LEVEL 1

Session Type: Meeting

Please note: This is an EDUCAUSE ancillary meeting, meaning it is offered by EDUCAUSE staff for the community, yet did not go through the process for curating educational content. For more information regarding this particular meeting, please contact the following EDUCAUSE staff directly:

Name: Veronica Diaz

Email: vdiaz@educeuse.edu

Phone: 520-975-4977

Planning meeting for all EDUCAUSE Institute program faculty (by invitation only).

3:15–4:00 p.m.

Diversity in IT Community Group Session (open to all)

W187B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Lamont Eddins, Senior Instructional Designer, Berkeley College

Aisha Hamilton, IT Communications Manager, Washington University in St. Louis

Can community outreach from higher ed institutions expand IT diversity? What types of impact can it have? Will certain challenges stand in the way? We will discuss if and how community outreach from higher ed institutions could positively influence IT diversity.

Google G Suite Community Group Session (open to all)

W186C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Ian Crew, Solutions Architect, bConnected Service, University of California, Berkeley

This discussion will provide a forum for higher ed professionals to ask questions, get answers, and share thoughts/experiences about G Suite including Gmail, Calendar, Drive, Meet, Chat, Vault, Sites, and other included in collaborative Google services.

Meet and Mingle | Enterprise IT

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Stop by for an informal opportunity to grab a drink and mingle with EDUCAUSE staff and other attendees who are interested in enterprise IT. Learn more about the EDUCAUSE Enterprise IT Program, which is designed to help colleges and universities support institutional strategy by defining and maximizing the value of enterprise systems and services. There will also be time to ask questions and learn about enterprise-related data in the EDUCAUSE Core Data Service. Drop by to connect with the enterprise IT community!

Mobile Technologies Community Group Session (open to all)

W187C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Ernest Penland, Director, Document Management Services, Virginia Tech**Rosemary A. Rocchio, Director of Mobile & Web Strategy, University of California, Los Angeles (UCLA)**

Join our CG meeting, where you'll learn about the results of our annual mobile technologies survey that show the trends over the last several years and engage in roundtable discussions about them (modern messaging, beacons, and wearable). We'll finish up with 3–5 lightning rounds highlighting unique mobile apps built specifically for higher education.

Student Affairs IT Community Group Session (open to all)

W187A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Paul Schantz, Director, Web and Technology Services, California State University, Northridge

This CG will discuss issues related to providing IT services to areas within student affairs. Areas of concentration include student organization management, campus housing, recreation center management, events management, student orientation, student conflict and judicial services, dean of students, Greeks, student union management, counseling services and health services, outreach and recruitment, and more.

Why the Dog Drools: Understanding What Drives Higher Education

W375B, LEVEL 3

Session Type: Featured Session | Delivery Format: Featured Session

Stephen Ludwig, President, Varus Insights

Your institution or department desperately needs to move forward but is stuck because of cultural and administrative roadblocks. This workshop explores lessons learned from the successes and failures of an online advocate at the senior leadership level of an institution—the board of regents—which helped make the development of new online degrees possible.

Outcomes: Understand the major factors that drive behavior in higher education for faculty, staff, administration, and boards • Gain insights into how to use proven levers for short-term and long-term change • Learn three proven strategies to gain support for your change efforts

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING**Achieving the Promise of Learning Analytics: Where We Are, Where We're Going**

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Carroll Brown, Higher Education Programs Director, IMS Global Learning Consortium**John Johnston, IT Program Manager—ITS Teaching & Learning, University of Michigan—Ann Arbor****Jason Paluck, Enterprise Architect, University of Maryland, Baltimore County****Jeff Rubenstein, VP Product Strategy, Kaltura Inc**

Actionable analytics has been a goal in higher education for more than a decade. While progress has been made, including the increasing adoption of standards like IMS Caliper, many institutions still struggle with how to even get started. This session will present an overview of the state of learning analytics from the perspective of the University as a consumer of data useful to analytics. We will describe the IMS Caliper specification, show analytics in action with the U-M's MYLA project, and share technical details of a real-world analytics infrastructure. We'll also suggest ways that existing organizations and emerging standards can be coordinated to provide an integrated analytics ecosystem that can help institutions of all sizes start to implement meaningful analytics solutions.

Outcomes: Understand University systems designed to support learning analytics and the technology and standards that support them • Explore the topics and issues informing the progress and constraints of useable learning data analytics in the current higher ed landscape • Be able to partake in internal discussions on your institution's analytics strategy

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING**Mythbusters: Teaching and Learning Edition**

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

*Interactive learning design provided by Steelcase Education, Gold Partner***Adam B.A. Finkelstein, Associate Director, Learning Environments (Physical and Digital), McGill University**

In higher education we pride ourselves on making evidenced-informed decisions in our practice. But how well informed are we on the science of teaching and learning? This session will bust common myths about teaching and learning to ensure that the evidenced-informed decisions we are making are actually informed by evidence.

Outcomes: Examine myths about learning and their lack of evidence in the literature • Explore and discuss the impact that these myths have on higher ed • Examine how to debunk these myths and replace them with what we do know about teaching and learning

Steering a Course for the NGDLE: Projects and Prospects

W185A, LEVEL 1

Session Type: Breakout Session

Malcolm Brown, Director of Learning Initiatives, EDUCAUSE**Jessica Phillips, Associate Director of Student Experience, Digital Flagship, The Ohio State University****Matthew Zev Rascoff, Associate Vice Provost, Duke University**

It has been four years since EDUCAUSE released its report about the next-generation digital learning environment (NGDLE). “NGDLE” has become a part of the community lexicon, but what is happening in this space? We’ll present implementations of the NGDLE concept and offer discussion of its future prospects.

Outcomes: Gain familiarity with the key points concerning the NGDLE concept • Learn about leading projects based on NGDLE ideas and goals • Participate in Q&A about future prospects for open and flexible learning ecosystems

LEADING AND PARTNERING ACROSS THE INSTITUTION

First-Year Surveys as Drivers of Early Interventions with At-Risk Students

W190B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Virginia W. Laceyfield, Enterprise Architect, University of Kentucky

Technical data integration is only the beginning: the practical impact of the data depends on how you use it. Learn how we strategically leveraged integrations between data collection, sharing, and reporting tools at the University of Kentucky to facilitate meaningful early interventions with at-risk first-year students to improve their success and retention.

Outcomes: Learn how to transform existing surveys into operational questionnaires that can identify at-risk students and refer them to support services • Learn how data integration can dramatically increase the value of existing software tools to institutional initiatives • Understand the importance of close collaboration between IT, IR, and other academic and administrative units

Fueling Human Connections to Elevate Campus Digital Experience with CRM

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Janet McIllece, Business Innovation Consultant, World Wide Technology

Darcy Van Patten, Executive Director, Student and Academic Technologies, The University of Arizona

University of Arizona’s strategic plan is about improving outcomes through human relationships. Constituent relationship management (CRM) is a flagship initiative. The key to success is understanding the right questions to ask and investing in a self-propelling, sustainable innovation engine that focuses on vision, talent, culture, adaptive methodologies, and technology.

Outcomes: Understand that technology is often the easiest part of the equation • Learn about the design and start-up of UA’s Trellis CRM program and how it is leading beyond technology to enable UA to achieve its strategic goals at speed and scale

Getting Things Done: What Will Your Leadership Legacy Be?

W190A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Mark Askren, Senior Advisor to the President, University of Nebraska

Did we really make a difference? This is perhaps the most important career question. In this session, we’ll share what some of our peers have self-identified as their legacies. And we’ll also discuss the value of being mindful throughout your career in order to focus on what matters in the end.

Outcomes: Learn what current and former Higher Ed IT leaders have self-identified as their career legacies • Discuss observations and lessons learned from leadership failures • Consider an increased focus on self-awareness to assess if your career is on track to meet your legacy goals

★ Winner of the 2019 EDUCAUSE Community Leadership Award. Award sponsored by Moran Technology Consulting, Gold Partner.

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Campus Reimagined for Humans: Propelling Students to Self-Actualization

W184BC, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Richard R. Burnette III, Associate Vice President for Academic Affairs, Florida State University

Robert Curtin, Director Higher Education, Worldwide Public Sector, Microsoft Corporation

Robert A. Hillhouse, Associate CIO—Chief Information Security Officer, The University of Tennessee

William Huang, Deputy Chief Information Officer, University of Texas System

The wired campus once obsessed with technology is being reimagined to focus on (wait for it) humans! As Maslow taught us centuries ago, the hierarchy of needs range from physical to self-actualization. The hierarchy is still applicable today, and campuses are applying cloud technologies to leverage their data to propel their students to self-actualization.

Outcomes: Learn how peers are reimagining campus experiences for the needs of the class of 2030 • Understand the role of data, AI, and IoT as it relates to your campus environment and mission • Recognize some of the challenges related to data governance, security, and privacy

Digitalization Needs a Change in the IT Mindset

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Swapna Chackravathy, AVP Business Intelligence and Analytics, University of South Florida

Sidney Fernandes, Vice President Information Technology, CIO, University of South Florida

Patrick Gall, Chief Technology Officer, University of South Florida

Alice Wei, Director of Digital Innovations, University of South Florida

Digitalization requires technology teams to rethink traditional silos and mechanisms for delivering projects, which requires IT to focus creating products for digitalization versus delivering projects. This session will cover the complexities and pitfalls of a transition to a product-driven mindset as well as strategies and examples of how to deal with those complexities.

Outcomes: Learn what a modern digital ecosystem can look like • Learn how these ecosystems will consistently change • Learn how to organize teams in IT to keep up with the change • Learn how USF has leveraged agile practices as a framework for the transformation

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

Shared Cloud Security Assessments Working Group Update 2019

W193, LEVEL 1

Session Type: Breakout Session

Joshua Callahan, Information Security Officer and CTO, Humboldt State University

Susan Coleman, Peer Assessment Program Manager/Lead Security Analyst, Indiana University Bloomington
Charles Escue, Extended Information Security Manager, Indiana University
Daphne T. Ireland, Senior Information Security Analyst, Princeton University
Nick Lewis, Program Manager, Security and Identity, Internet2

Cloud vendor security assessments continue to be a hot topic for security programs. The HECVAT initiative is working to build more efficient and consistent cloud vendor assessments in higher education. Come hear about the latest project updates and use cases and give feedback to the working group.

Outcomes: Explore the usage of the HECVAT and its advantages • Hear how institutions are using the HECVAT to improve their vendor assessments • Give feedback to the working group on how the HECVAT would work best on your campus

You've Been Hacked! A Data Breach Response Exercise

W196B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Matthew R. Johnson, Attorney, Cooley LLP

This session will provide attendees with a simulated data breach incident to collaboratively develop a response from various institutional stakeholders: IT, administration, public relations, and student relations.

Outcomes: Return to your organizations with concrete action steps to develop and implement a plan • Understand applicable legal obligations for data security • Develop an understanding of the key stakeholders in an incident response

NAVIGATING CHANGE

Change Management: It's Not Just for Project People Anymore

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Marc Booker, Associate Provost, University of Phoenix

Justin Hallock, Senior Director, Change Management, University of Phoenix

Sometimes the difference in results isn't about how things operate but rather how hearts and minds embrace what is happening.

Learn why University of Phoenix chose to double down on change management to jump-start a large and complex LMS implementation, and why change management at all levels is essential.

Outcomes: Understand the importance of instilling change management principles across an organization • Identify the different channels and stakeholders needed to effectively implement change • Explore strategies and principles to help overcome resistance to change

IT Reimagined and Revitalized Through Talent and Technology

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Charles Bartel, Vice President for Information Technology and CIO, Duquesne University

Dan Roberts, CEO & President, Ouellette & Associates Consulting, Inc.

Celeste M. Schwartz, VP for Info Tech & Chief Digital Officer, Montgomery County Community College

Donald J. Welch, Chief Information Security Officer, The Pennsylvania State University

The demands on IT have never been greater, addressing information security & privacy issues while opening up institutional data to enable student success. The cloud requires IT teams to develop new skills while maintaining legacy systems. Hear how these issues are being addressed by CIOs serving a spectrum of institutions.

Outcomes: Explore the similarities and differences in how different institutions deal with the common issues facing higher ed IT • Learn about the "7 Cs of customer" (culture, cultivating talent, courage, change, communication, collaboration, and celebrating wins) • Identify strategies and approaches you can take back to your institutions

Special Topics in the 2019 Higher Ed IT Workforce

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Sherry Amos, Managing Director, Education and Government Industry Strategy, Workday

D. Christopher Brooks, Director of Research, EDUCAUSE

Joseph D. Galanek, Senior Researcher, EDUCAUSE

Dana C. Gierdowski, Researcher, EDUCAUSE

Benjamin Shulman, Statistician, EDUCAUSE

EDUCAUSE researchers will present the results from four special reports on the higher education IT workforce. Using data collected from nearly 1,600 IT staff, managers, and leaders, we will offer insights and recommendations on several topics related to the higher education IT workforce, including mentoring, DEI, salary, and the CIO.

Outcomes: Understand who engages in mentoring and how it benefits them • Learn about how DEI training makes a difference in IT employees attitudes • Identify key determinants of higher ed IT salary for CIOs, managers, and staff • Recognize how holding a cabinet position is a game changer for the CIO

TRANSFORMING THE STUDENT EXPERIENCE

A Boring Back-Office Transformation's Effect on the Student Experience

W178B, LEVEL 1

Session Type: Industry Led

Linda D. Feng, Software Architect, Unicon, Inc.

Keith Fowlkes, Vice President, Technology Contracts, Educational & Institutional Cooperative Services Inc (E&I)

Austin Laird, Product Director Higher Education, Unit4

Vaughn Ravenscroft, VP, Strategy & CIO, Bow Valley College

With rising student expectations, technology innovations, and changing regulatory environments, institutions must focus on seamless experiences, accurate data, and demonstrating results to grow and succeed. Join our panel of industry experts to discuss how boring back-office upgrades of enterprise and student systems trickle down to transform the student experience.

Outcomes: Hear industry perspectives on what administrative system transformation means for the student experience • Learn how modern technology can enable robust handling of key areas, including privacy and security • Discuss what the future may hold and how to limber up to meet coming industry challenges

Make CBE, or Any Transformation, Attainable and Successful

W179A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Josh Greenberg, Business Analysis Manager, AccelerEd

Sheane Robinson, Lead Senior Business Analyst, University of Maryland University College

The presenters, experts in student-focused analysis, will present an eight-step methodology that will teach you how to implement competency-based education within your organization, tailored to fit your unique constraints and goals. Interactive, engaging activities will get you out of your seat and learning how to focus CBE implementations on the student experience.

Outcomes: Learn how to implement CBE in the context of your students' experience • Learn how to tailor a CBE implementation to your organization's unique goals and constraints • Learn how to identify, and fix, pain points within your students' experience

Navigating the Changing Landscape of Student Support in the Age of Amazon

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Daniel Woodcock, Director, Help Desk Solutions, Blackboard Inc

We live in a world where we are used to getting what we want, when we want it. How does your campus keep up with this demand from students? There's an ever-widening gap between student expectations and the resources you have to support those expectations. Join us for a discussion of research-based trends, technology shifts, and best practices we've found in providing support to hundreds of institutions. We'll give practical examples you can employ to delight both students and campus leadership—ultimately leading to satisfied students and increased retention.

Outcomes: Discover trends and solutions for student self-help • Understand the importance of removing barriers to improve retention

Transform Your Campus with Student-Centered IT

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Robert Bramucci, Vice Chancellor, Technology and Learning Services, South Orange County Community College District

Sandra Pope, SIS Support Manager, South Orange County Community College District

How do we keep students at the heart of IT in higher education? By hiring students to be intimately involved in every step of our processes. Join us to discuss this approach and see a demonstration of SmartSchedule, the latest product of our IT/student collaboration.

Outcomes: Understand the strategic importance of having students directly involved in IT decision-making • Identify ways students can be incorporated into decision-making process on your campus • Understand the potential of a system like SmartSchedule to promote students success

4:00–4:45 p.m.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

Great Power, Great Responsibility: Grappling with Predictive Analytics and Ethics

Session Type: Poster Session | Delivery Format: Poster Session

Alejandra Acosta, Policy Analyst, New America Foundation

Iris Palmer, Senior Policy Analyst, New America Foundation

As colleges learn how to do more with less, predictive analytics is becoming a powerful tool for fostering student and institutional success. But with great power comes great responsibility. This session will explore what it means to use predictive analytics ethically, highlighting potential challenges and equipping participants with best practices.

Outcomes: Learn about how colleges are using predictive analytics to foster student and institutional success • Learn about the ethical pitfalls that come with using predictive analytics • Be able to reference New America's 5 guiding practices for effective and ethical use

Increased Online Interaction: Does It Positively Affect Course Quality?

Session Type: Poster Session | Delivery Format: Poster Session

Brayden Ross, Data Analyst, Southern Utah University

Online education is increasing as a solution to manage increasing enrollment numbers at higher ed institutions. Intentionally and thoughtfully constructed courses allow students to improve performance through practice and self-assessment, and instructors benefit from improving consistency in providing content and assessing process, performance, and progress.

Outcomes: Identify elements of a thoughtfully designed online • List multiple methods of interaction • Apply the study findings to your own objectives

Learning Analytics for Inclusive STEM Student Success

Session Type: Poster Session | Delivery Format: Poster Session

Kevin Abbott, Lead Teaching, Learning, and Technology Consultant, University of Notre Dame

How do we use multicourse learning analytics to ensure that all students with high interest and lower ability/preparation can survive the bell curve in key gateway courses to persist in STEM fields? This poster will share our campus's analytics strategy, boosting student success results, and lessons learned.

Outcomes: Appreciate the value of identifying opportunities for early boosts that maximize the likelihood a student will leave STEM based on discernment choice • Understand the strategy and application of analytics across multiple courses • Transfer ideas to your own institution

Let the Data Guide You to a Harmonized Process

Session Type: Poster Session | Delivery Format: Poster Session

Meghna Kanakagiri, Client Services Manager, The University of British Columbia

Shirley Tanoto, Senior Client Services Manager, The University of British Columbia

It is very easy to jump into solutions before fully understanding a problem. At UBC, we applied a different approach for process improvement using data as our guide. Through a series of workshops with multiple departmental stakeholders, we developed a harmonized incident management process for privacy, cybersecurity, and information technology.

Outcomes: Learn how to use data to support process improvement and quickly build consensus with a large group • Understand that the data doesn't have to be perfect • Learn to use visual guides help the data tell a story

Leveraging a Usability Study to Impact Institutional Inclusivity and Accessibility

Session Type: Poster Session | Delivery Format: Poster Session

Alexander Deeke, Digital Learning Librarian, University of Michigan–Ann Arbor

This poster will present a usability study that found that decorative images and page length in online modules have no statistically significant impact on student learning. The presenters will also demonstrate how the study results significantly impacted institutional e-learning policies and contributed to accessibility and inclusivity guidelines.

Outcomes: Learn that online content presentation length and decorative images have no significant impact on student performance • Understand how usability studies data is used to impact an institution's best practices and procedures • Understand how data can support a culture of accessibility and diversity at large universities

Leveraging AI/Data Visualization to Enhance Student Resilience and Success

Session Type: Poster Session | Delivery Format: Poster Session

Travis Averett, Senior Academic Technology Specialist, duplicate (60021443) DeVry University–Naperville Center

Michelle Bradford, Professor/National Faculty Chair, DeVry University–Chicago Campus

Lynn Marie Burks, Dean of Faculty, DeVry University–Chicago Campus

Using analytics, heat maps, and a faculty driven approach, we'll evaluate a use case on how to impact student success. You'll gain a deeper understanding how analytics can drive purposeful student resilience via social physiological approaches and leave with an action plan to tackle student success gaps embracing predictive analytics.

Outcomes: Gain an appreciation of how predictive analytics and data visualization can be a vital tool to drive student success • Learn about the power of "nudging" to promote social physiological resilience as an approach to student success • Leave with a plan to address your student success gaps

Modeling the Depth of Use of an Enterprise LMS

Session Type: Poster Session | Delivery Format: Poster Session

Bob Edmison, Director of Software Development, TLOS, Virginia Tech

Measuring the degree of adoption of LMS resources is critical to evaluating and improving the design, management, and delivery of academic course content. In this poster, we discuss a metric we have developed called "depth-of-use", which is a fine-grained, resource-specific view of LMS utilization. We have validated this model against two semesters of courses that have been offered in our enterprise LMS. This metric is a more accurate indicator of how an LMS is being used by students and instructors, and can also provide insights into adoption across disciplines. We discuss the background and construction of the depth-of-use metric. Also, we describe an anonymized dataset we are creating to validate the depth-of-use metric. Additionally, we will also present visualizations based on the depth-of-use metric to show that existing metrics such as user access counts do not paint a complete picture of user activity.

Outcomes: Understand the construction of the depth-of-use metric • Be able to adapt the depth-of-use metric to your own LMS • Understand the limitations of the current depth-of-use metric

Using Activity-Based Costing to Identify the Cost of Delivering IT Services

Session Type: Poster Session | Delivery Format: Poster Session

Dean Oyama, Consultant, WTC Consulting, Inc.

Ron Rutherford, Director of Marketing, WTC Consulting, Inc.

Ginny Schroeder, Practice Director, WTC Consulting, Inc.

What is the best way to determine the cost of IT, generate forecasts, and benchmark against peers? The project leader will describe cost drivers, methodology, rate philosophies, campus engagement, and implementation challenges. The team used the results to allocate IT costs, evaluate outsourcing targets, identify cost-cutting goals, and more.

Outcomes: What is the best way to determine the cost of IT, generate forecasts, and benchmark against peers? The project leader will describe cost drivers, methodology, rate philosophies, campus engagement, and implementation challenges. The team used the results to allocate IT costs, evaluate outsourcing targets, identify cost-cutting goals, and more.

Using Data to Inspire and Support Learning Improvement Initiatives

Session Type: Poster Session | Delivery Format: Poster Session

Julian O. Allen, Senior Director of Learning Innovations, Georgia State University

Justin Lonsbury, Director of New Learning Models, Georgia State University

Chad Marchong, Manager, Learning Analytics, Georgia State University

In this interactive session, we will explore the promise and pitfalls of two approaches Georgia State University's Center for Excellence in Teaching and Learning has used to spark a culture of data-minded continuous improvement among faculty: data dashboards and learning improvement pilots.

Outcomes: Experience and assess concrete strategies for developing a culture of data-minded continuous improvement among faculty • Develop communication strategies that encourage faculty to engage with student-outcomes data • Assess the promise of proposed learning improvement pilots and offer ideas for improvement

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Automating the Management of User Groups for BI and Beyond

Session Type: Poster Session | Delivery Format: Poster Session

Julie Parmenter, Manager, Enterprise Decision Support Services, Indiana University

Indiana University has developed an automated mechanism for securing BI objects that ensures users in groups are active, educated, and approved for viewing, with removal when they fall out of compliance. This solution has been expanded to include groups in many other areas including Active Directory and Google groups.

Outcomes: Gain an understanding of IU's implementation and how you might also solve the same issues at your institution

Building Scale and Flexibility into the Enterprise

Session Type: Poster Session | Delivery Format: Poster Session

Thomas Andriola, Vice President and CIO, University of California, Office of the President

Kian Colestock, Assistant CIO, University of California, Irvine

While there is no uniform approach that will serve all needs in a diverse campus environment, this session will cover some of the underlying universal levers that can be employed to increase the value of enterprise IT.

Outcomes: Learn about key organizational flex points that should be focused on to improve organizational agility • Understand what the University of California is doing to improve workforce skills, talent acquisition, and retention • Identify the integral components of a cloud-migration strategy and key drivers

Deploying a Student-Centered Enterprise Content Services Platform

Session Type: Poster Session | Delivery Format: Poster Session

Nishika Gupta, Manager, Documents & Records, Bergen Community College

Ronald Spaide, Chief Information Officer, Bergen Community College

Successfully implementing an enterprise system on campus requires skillful management not just of technology, but also of people and processes. Learn how the largest community college in New Jersey replaced multiple legacy systems with a single content services platform to drive operational efficiency and improve the student experience.

Outcomes: Discuss considerations for enterprise system deployment and how to approach IT project planning • Learn best practices for implementing process automation initiatives to improve the student experience across campus • Explore methods to manage change and achieve rapid user adoption for new technology initiatives

Leveraging Evolving Infrastructure to Meet Federal Information Security Controls (CUI)

Session Type: Poster Session | Delivery Format: Poster Session

Chad Carrier, Chief Information Security Officer, Kansas State University

Ian Czarnecki, Director of Operations, Kansas State University

Dan Sewell, System Administrator, Kansas State University

Like most higher education institutions, K-State was presented with a unique dilemma as the US government began implementing requirements for safeguarding Controlled Unclassified Information (CUI). Simply put, how can we ensure the security of research data while effectively meeting CUI controls? Join us to learn how K-State solved the "CUI dilemma."

Outcomes: Examine the pros and cons of a cloud solution to CUI • Gain an understanding of NIST 800-171/CUI controls • Learn why scalable enterprise solutions are more effective than build your own

Moving from Mainframe to Linux: Are We Web Scale Yet?

Session Type: Poster Session | Delivery Format: Poster Session

Sarosh Jamal, Project Manager, Senior Systems Analyst, University of Toronto

Haroon Rafique, Manager DevOps, University of Toronto

University of Toronto's successful migration away from a single mainframe was accomplished with extensive planning, thorough analysis, and meticulous execution. This talk will address the steps taken to migrate our SIS and its associated applications from a mainframe into an n-tiered, securely architected enterprise systems supplemented by cloud services (for monitoring/scheduling).

Outcomes: Leverage our lessons learned from engaging in a large multidisciplinary transformation project • Better understand strategies for breaking down a large project into smaller pieces • Learn about the major technologies used to replace functionality on the mainframe

Next-Generation DNS, DHCP, and IP Address Management

Session Type: Poster Session | Delivery Format: Poster Session

Joseph Karam, Associate Director, Network and Monitoring Services, Princeton University

Princeton transitioned from a 30 year custom-built, unsupported, host database environment to a modern, secure, and user-friendly network registration service. This interactive discussion will provide an overview of our requirements, implementation plans, rollout challenges, and stakeholder involvement as we moved to a modern network registration environment.

Outcomes: Explore the benefits of moving to a modern network registration environment • Learn why dedicating the resources to make the transition a reality will improve overall service delivery

Shifting to a Data Focus

Session Type: Poster Session | Delivery Format: Poster Session

Andrew Browning, Web Services Manager, University of California, Los Angeles (UCLA)

Will the winners of today win tomorrow? In this session, you will learn to maximize opportunity by moving away from traditional academic technology services models and toward cloud-based approaches, leveraging APIs, focusing on data sharing, and enabling collaboration to create new knowledge, positioning yourself to become a winner tomorrow.

Outcomes: Understand how to maximize opportunity by moving away from a data-presentation focus and toward a data-sharing focus • Learn how to enable collaboration through data • Understand how to create new knowledge and get ROI from your data-sharing strategy

Strategies for Negotiating Academic Software Site Licenses

Session Type: Poster Session | Delivery Format: Poster Session

Robert Anthony Muenchen, Manager, Research Computing Support, The University of Tennessee

Software vendors occasionally attempt sharp increases in their pricing. These increases are often seen as inevitable due to the monopolistic hold vendors have on their markets. This talk will present over 20 negotiating strategies that have been demonstrated as effective in keeping large price increases at bay.

Outcomes: Learn how to lower prices by balancing the 6 main site license attributes • Learn how to avoid vendors' potentially expensive license expansion traps • Understand the importance of measuring demand and know how that knowledge enters into price negotiations

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Adaptive Learning: Charting Nonlinear Pathways Toward Learning

Session Type: Poster Session | Delivery Format: Poster Session

Matthew Vick, Associate Dean, University of Wisconsin–Whitewater

Adaptive learning platforms allow for self-paced, flexible, and responsive course design. Redesigning a course to be adaptive requires a new mindset and flexibility on the part of instructors and designers. We will describe the redesign of a pilot course, collaborative strategies with designers, and evaluation process.

Outcomes: Define adaptive learning • Be able to conceptualize redesigning a course to include adaptive elements • Discuss and evaluate the uses of adaptive learning

AR Chemistry: A Multiyear Undergrad Research Experience

Session Type: Poster Session | Delivery Format: Poster Session

Derek Behmke, Assistant Professor of Chemistry, Georgia Gwinnett College

Evelyn Brannock, Assistant Professor, Georgia Gwinnett College

Robert Lutz, Chair of Studies, Information Technologies, Georgia Gwinnett College

This interactive poster presentation will showcase an interdisciplinary, multiyear undergraduate research experience focused on developing AR and XR molecule viewing apps to enhance the teaching and learning of chemistry. In addition to learning about the researcher experience, participants will engage in hands-on demos of the apps developed by our students.

Outcomes: Learn about a model for an interdisciplinary undergrad research experience that focuses on developing instructional technology • Engage with AR and XR technology through interactive app demos • Understand the challenges associated with maintaining an undergrad research experience that incorporates cutting-edge technologies

Assessing the Accessibility of Web 2.0 Tools

Session Type: Poster Session | Delivery Format: Poster Session

Wendy Torres, Senior Instructional Technologist, Coppin State University

Not all Web 2.0 tools are accessible to people with disabilities. In this poster session, we'll discuss and illustrate what to look for when you are evaluating Web 2.0 tools. You'll get concrete examples of what to look for as well as a scoring template you can use for evaluation.

Outcomes: Identify 6 elements to look for when assessing Web 2.0 tools for accessibility • Learn how to use the Web 2.0 scorecard • Examine the potential and limitations of the Web 2.0 tools assessed

Build It and They Will Continue to Come...but Why?

Session Type: Poster Session | Delivery Format: Poster Session

Angela Atwell, Faculty Developer, Embry-Riddle Aeronautical University-Worldwide

Juliet Cassidy-Floyd, Faculty Developer, Embry-Riddle Aeronautical University-Worldwide

Virtual, collaborative opportunities are a trend in faculty development. It's exciting that faculty engage in virtual faculty learning communities (V-FLCs), but why don't they engage in other offerings? Come talk about why faculty return to V-FLCs but don't go back to other offerings. Leave with a framework for starting a V-FLC and discuss ideas on attracting faculty to other offerings.

Outcomes: Identify the steps necessary to create a V-FLC • Reflect on faculty comments regarding professional development opportunities • Analyze why faculty don't come to other kinds of offerings

Building a Diverse Learning Community Through Active Learning Space Design

Session Type: Poster Session | Delivery Format: Poster Session

Ronald J. Cramer, Senior Learning Technology Consultant, University of Wisconsin–Madison

Suzanne Dove, Bentley University

Any University can build classrooms, but it takes special effort to build environments that serve and reflect the diversity of its "learning community." Join us to learn strategies that push beyond the faculty-student relationship, creating value for your learning community and leveraging spaces to impact learning.

Outcomes: Identify groups/influencers within your organization's "learning community" who must engage in the collaborative development of learning spaces • Explore strategies to address diverse needs within this community while staying true to the organization's core teaching and learning principles • Visualize pathways to create value for those groups/influencers

Collaborating for a Collaborative Classroom

Session Type: Poster Session | Delivery Format: Poster Session

Catherine Dutton, Assistant Professor, Texas Woman's University

Sharla Lynn Snider, Professor, Texas Woman's University

Learn about the design, implementation, support, and use of a faculty and IT collaborative, innovative classroom design.

Outcomes: Be inspired to engage in future collaboration opportunities • Identify the support needs of an innovative classroom space • Understand ways to balance pedagogy practice needs with IT infrastructure needs

Course Engagement with Immersive Visualization

Session Type: Poster Session | Delivery Format: Poster Session

Terence William O'Neill, Head, Digital Scholarship and Makerspace Services, Michigan State University

This presentation will focus on how to integrate immersive visualization technology into coursework across the curriculum. With the appropriate conditions in place, this technology can provide transformative opportunities for students to create visualization experiences.

Outcomes: Learn about the transformative possibilities that immersive visualization technologies present • Develop an understanding of the content-development processes for creating engaging content • Consider the different personnel needed to facilitate a successful immersive visualization technology implementation

The Course Incubator: Academic Transformation in Large Enrollment Courses

Session Type: Poster Session | Delivery Format: Poster Session

Lorna Richey Kearns, Director of Next Generation Learning, University of Pittsburgh

The Course Incubator is a University of Pittsburgh initiative to redesign high-enrollment classes. This poster session will describe the different paths each of the three project teams (Biology, Chemistry, and Economics) has taken to increase student engagement and improve learning gains in their high-enrollment introductory courses.

Outcomes: Learn a variety of strategies and assessments for use in transforming high-enrollment courses • Review outcomes of selected course transformations • Consider how to implement course transformation strategies in other classrooms and other institutions

Debunking Neuromyths: Transform Learning with Neuroscience Applications

Session Type: Poster Session | Delivery Format: Poster Session

Cyndie McCarley

Tianhong Shi, Instructional Designer, Oregon State University

In this session, we will debunk popular neuromyths about learning styles, intelligence, emotions, memory, attention, sleep, and creativity with neuroscience facts as well as brainstorm instructional strategies for transforming learning experiences using such neuroscience knowledge.

Outcomes: Identify a handful of neuromyths • Articulate neuroscience findings/facts related to listed neuromyths • Understand how the online learning application of such neuroscience knowledge can transform the learning experiences of our students

Drone on Drone: Promoting Faculty Innovation and Partnerships

Session Type: Poster Session | Delivery Format: Poster Session

Ryan Carter, Visiting Assistant Professor, Hamilton College

Ella Gant, Chair, Art Dept, Hamilton College

Douglas Higgins, Instructional Designer, Hamilton College

Bret Olsen, Educational Technologist, Hamilton College

Learn how Hamilton College's Library and IT Services has developed a strategic and innovative system of structural support services that allows faculty from diverse disciplines, in this case Art and Music, to think beyond the ordinary collaborations and create an interdisciplinary learning experience with multiple technologies (including drones).

Outcomes: Learn how faculty members partnered across disciplines to create a unique learning experience combining drones with both contemporary and traditional art-related technologies. Explore how IT organizations can manage their position, resources, and services to support the academic mission. Engage with IT professionals to share ideas/projects that promote the academic mission.

Engaging Students Anywhere: Annotating the Open Web with Interactive Content

Session Type: Poster Session | Delivery Format: Poster Session

Jeremy Dean, Director of Education, Hypothes.is

Steel Wagstaff, Pressbooks

Learn how easy-to-use open source tools can help you foster deeper student engagement by adding your own customized interactive activities on top of any web-based learning material. Publish open educational resources with Pressbooks, add social annotation layers with Hypothesis, and drop in further interactivity with H5P.

Outcomes: See how open learning resources can be created, cloned, and remixed with Pressbooks • Understand how to create accessible, media-rich interactive content with H5P • Learn how to annotate and add interactive layers to any web content with Hypothesis • Explore techniques for creating engaging learning experiences across the open web

Innovation by Design: An Approach for Designing and Developing Courses

Session Type: Poster Session | Delivery Format: Poster Session

Ilana Bayer, Assistant Professor, Learning Technologies, McMaster University

Looking to explore new boundaries in your course? Want to try new approaches or activities but not sure where to start? In this session, we will discuss how design thinking can be used to guide course design and engage with practical tools and techniques used in the process.

Outcomes: Understand how design thinking can be used to identify challenges and explore innovative solutions • Identify opportunities where the principles of design thinking can be applied to your work • Use tools and techniques for design thinking

Learning Spaces/IT Strategic Plan: Engaging Faculty and Students

Session Type: Poster Session | Delivery Format: Poster Session

Charles J Haberle, Assistant VP for Academic Affairs, Academic Facilities and Technology Planning, Providence College

Hear about one institution's approach to engaging faculty and students in the process for developing a comprehensive learning spaces and instructional technology strategic plan. Special emphasis will be focused on a series of faculty/student conversations, led by an external facilitator, on the topic of the "future classroom."

Outcomes: Consider the roles of faculty/students in the development of a learning spaces/IT strategic plan • Obtain sample questions for engaging community discussion on learning spaces, instructional technology, and 21st-century pedagogy • Initiate or enhance your own faculty/student forum discussions to inform strategic planning

Makerspaces: A Collaborative Experiential Learning Initiative

Session Type: Poster Session | Delivery Format: Poster Session

Shariq Ahmed, Director, Academic Computing and Instructional Technology Services, University of Redlands
Cheyne Murray, Associate Director–Instructional Technology, University of Redlands
Iyan Sandri, Computer Lab Supervisor, University of Redlands

Do you offer students and faculty a space to engage in immersive and experiential learning? Join the University of Redlands team in exploring key strategies, nuances, challenges, and potential advantages of establishing a makerspace on your campus. Topics discussed will include securing campus buy-in, funding, and cross-departmental collaboration as well as technology selection and setup.

Outcomes: Explore key factors involved in the planning and set up of a makerspace • Develop a strategy to collaborate among various departments and stakeholders to participate and support the project • Brainstorm ideas on how to promote a makerspace among students • Discuss ideas on how to connect the makerspace to instructional outcomes

The Mosaic Blog: A Resource for Active Learning Classrooms

Session Type: Poster Session | Delivery Format: Poster Session

Tracey Birdwell, Program Director–Mosaic Initiative, Indiana University

Indiana University's Mosaic blog (<https://blogs.iu.edu/mosaiciu/>) gives our growing active learning classroom community a platform to share their experiences with and contributions to Mosaic classrooms. The blog features faculty, student, and staff submissions and operates as a living repository of examples for teaching in our active learning classrooms (ALCs).

Outcomes: Learn how IU requisitioned multiple stakeholders to create a community blog • Learn how to leverage a blog to create a repository of examples for teaching in an ALC • Identify how to create your own blog to support ALCs

On-Site Lecture Support Tools Using a Digital Learning Environment

Session Type: Poster Session | Delivery Format: Poster Session

Atsushi Shimada, Associate Professor, Kyushu University

Rin-ichiro Taniguchi, Professor, Kyushu University

We will present advanced tools for supporting learning and teaching in face-to-face lectures. A summarization method generates a short summary of lecture material, which is helpful for students' preview. A real-time analytics provides the latest student activities, helps teachers control the speed of the lecture.

Outcomes: Explore how the digital textbook is used in face-to-face lectures • Learn how a short summary enhances previewing • Understand how real-time analytics contributes to teaching support

Scaling Discipline Support in an IT Organization for Academic Success

Session Type: Poster Session | Delivery Format: Poster Session

Andrew Roderick, Director of Technology Services, San Francisco State University

Specialized IT needs are critical for ensuring curriculum is current. As IT organizations have scaled through standardization and automation, a gap in service has been left downstream in departments and among faculty. Higher education IT cannot call itself a business partner if they cannot address this gap.

Outcomes: Gain perspectives for broader and deeper academic IT needs and impacts on student success and workforce preparation • Evaluate methods for scaling central IT support for specialized academic needs as applied to service design or practice • Compare and contrast other methods with your institution's service and organizational model

Supporting Student Success Through Scaling the Use of Adaptive Courseware

Session Type: Poster Session | Delivery Format: Poster Session

Tonya Buchan, Instructional Designer, Colorado State University

Stanley Kruse, Instructional Designer, Colorado State University

Jennifer Todd, Instructional Designer, Colorado State University

In support of student success initiatives, Colorado State University scaled the use of adaptive courseware in selected core curriculum courses. This session will present an overview of the implementation process along with the results of a student survey on the application and usefulness of adaptive courseware to their learning.

Outcomes: Identify personalized and adaptive courseware by its key features • Examine student perceptions of adaptive courseware as it pertains to their learning • Discover strategies for scaling the use of adaptive courseware at your institutions using the implementation guide developed by the grant cohort

Technology Hacks to Cement Learning

Session Type: Poster Session | Delivery Format: Poster Session

Emily Baxter, Instructional Designer, The Pennsylvania State University

Jane Elizabeth Sutterlin, Learning Designer, The Pennsylvania State University

Cognitive science research is established and has much to tell us about supporting learning and maximizing knowledge retention. However, there remains much to learn about the best ways to implement it online. In this session, we'll explore the research and creative ways to apply it in the online classroom.

Outcomes: Identify requirements for effective retrieval and spaced practice • Explore engaging activities, based on cognitive science research, to provide significant learning experiences for students • Learn about durable and metacognitive learning opportunities using easily available technology in any classroom

Technology-Enabled Active Learning: Catalyst for Innovation and Conflict

Session Type: Poster Session | Delivery Format: Poster Session

Scott Kimball, Manager, Instructional Development Center, University of New Hampshire

Marshall White, Manager, Customer and Classroom Support Services, University of New Hampshire

Campuses face limited funding for classroom improvement amid growing interest in active learning. At UNH, this created an unmet need for active learning classrooms. We'll consider organizational structure, data, classroom assets/attributes, faculty development and assessment capacity, and develop actionable ideas for converting conventional classrooms into cost-effective active learning spaces.

Outcomes: Assess/align your school's committee structure, data, classroom assets/attributes, and faculty development and assessment activities to advance active learning spaces • Identify actionable ideas for engaging leadership and converting traditional classrooms to cost-effective, active learning classrooms • Discuss assessment findings and identify new collaboration opportunities on your campus

A Toolkit for an Immersive VR/AR Experience: The Verb Collective

Session Type: Poster Session | Delivery Format: Poster Session

Randall Rode, Director of Campus IT Partner Relationships and Development, Yale University

The Verb Collective is an open set of VR/AR assets built on Unity and designed to help nonprogrammers (arts and humanities students) that quickly transform ideas into 3D experiences. Learn how the Verb Collective is used in the classroom and explore templates to create your own action assets.

Outcomes: Help new VR/AR users quickly create their own 3D experiences using the Verb Collective framework • Access and install the framework • Add to the framework by using a simple verb-based template to outline new actions

Virtual Art: Making You a Better Teacher

Session Type: Poster Session | Delivery Format: Poster Session

Briony Supple, Lecturer, University College Cork

This interactive poster session will offer an introduction to virtual artwork and integrative learning in higher education. You'll "visit" a gallery using smartphones and Google Cardboard glasses (provided). If desired, you can also work with other participants in responding to discussion prompts during the poster session and reflect on how the artworks help articulate teaching and learning challenges.

Outcomes: Experiment with techniques for working with virtual artworks as part of an integrative learning approach • Be prompted to think about how arts in education might be best utilized in your own teaching settings

Visualizing Possibilities for Virtual Reality in Education

Session Type: Poster Session | Delivery Format: Poster Session

Michael Cuares, Creative Director, Online and Distance Education, North Carolina State University

Rebekah Davis, Digital Learning Graduate Assistant, PhD Student, North Carolina State University

Picture the possibilities for your organization available through immersive VR technology. Learn about the NSF USIgnite grant, through which live streaming VR was used to bring real-world STEM learning to students. Add to the experience with a dive into virtual reality by trying out an Oculus Go.

Outcomes: Learn how VR can be utilized to increase engagement • Think about ways VR can instigate deeper learning • Engage with VR technology and learn how accessible this technology is to the everyday consumer

What If Attendance Was Optional?

Session Type: Poster Session | Delivery Format: Poster Session

Kona Jones, Director, Online Learning, Richland Community College

What happens when attending class becomes optional for hybrid and online students? Does anyone show up to class? What does learning look like? What about student retention and success? This session will provide the answer to these questions and raise a few about the importance of attending class.

Outcomes: Learn about the benefits of going to an "attendance optional" format for online and hybrid courses • Learn about the impact of an "attendance optional" format on student retention and success • Question your own beliefs about the importance of attending class

LEADING AND PARTNERING ACROSS THE INSTITUTION

Adapting University IT to Thrive in Organized Anarchy

Session Type: Poster Session | Delivery Format: Poster Session

Christopher Eagle, IT Strategist and Enterprise Architect, University of Michigan--Ann Arbor

Matthew House, Enterprise IT Architect, Washington University in St. Louis

Is your organization more of an "organized anarchy" than a hierarchy? Most large universities are. This session will explore what it means to be an organized anarchy and provide some approaches and best practices for adapting traditional IT processes to take advantage of such an environment.

Outcomes: Learn how universities/organized anarchies behave differently from traditional organizations • Understand why these cultural differences exist in universities and why traditional IT processes must adapt • Learn strategies and tactics for effectively partnering across the institution and managing IT amidst these challenges

Centralized vs. Decentralized Support: Try a Different Approach

Session Type: Poster Session | Delivery Format: Poster Session

Chris S Anderson, Desktop Support Manager, York College of Pennsylvania

Karen Bumbaugh, Instructor of Information Technology Management, York College of Pennsylvania

Unrealized cost savings can be hidden within dated support structures, which hinders efficient workflows. Your IT department should consider modeling its support to fit your unique institutional needs. Learn what works for York College and see models from other universities to spark ideas to realign your structure and take advantage of efficiencies.

Outcomes: Understand how hybrid structures can benefit institutions by increasing efficiencies and utilizing staff as subject matter experts aligned with academic departments • Learn how other institutions have designed their support structures and the pros and cons of each model • Recognize opportunities to create positive shifts in your institution's support structure

Creating a Culture of Expertise through Cross-School Partnerships

Session Type: Poster Session | Delivery Format: Poster Session

Anne M Trumbore, Senior Director, Wharton Online, University of Pennsylvania

Develop a knowledge-sharing strategy for your institution and create an inclusive culture of expertise using the case study of Wharton Online's partnerships with four different schools across Penn.

Outcomes: Develop a knowledge-sharing strategy for your institution • Create an inclusive culture of expertise using the case study of Wharton Online's partnerships with four different schools across Penn

Fostering Harmony and Productivity: UCF IT's EQ Journey

Session Type: Poster Session | Delivery Format: Poster Session

JP Peters, Associate Director, IT Support Services, University of Central Florida

As IT evolves into a service team-oriented workplace, fostering trust and empathy to eliminate friction and solve problems is more important than ever. Improving Emotional Intelligence (or EQ) is the goal of an annual program at UCF IT to address this challenge.

Outcomes: Understand the core components of EQ • Understand how "high EQ" in an organization eliminates friction and leads to more productive teams • Learn ways to implement an EQ program in your organization

Fundraising 101: Advancing Goals Through Relationship Building

Session Type: Poster Session | Delivery Format: Poster Session

Jared Johnson, Associate Dean for Academic Technologies, The George Washington University

Hannah Sommers, Associate Dean, The George Washington University

Tracy Sullivan, Director of Development, Central Initiatives, The George Washington University

Relationship building through fundraising can help institutions transform the student experience. We will help you identify how to build relationships with internal and external partners to foster support for your institution, connect your day-to-day activity to larger divisional or institutional priorities, and think through an elevator pitch.

Outcomes: Develop a better understanding of how you can partner with offices across your institution to foster philanthropic support • Learn to articulate day-to-day activity in terms of shared values and institutional priorities for internal and external applications • Identify ways to strategically engage external audiences in support of the institution's goals

Growing Pains of Becoming a Strategic Partner

Session Type: Poster Session | Delivery Format: Poster Session

Nikki Knight (Nazneen), Assistant Director—Office of Information Technology, University of Texas at Arlington

Tung Le, IT Specialist II, University of Texas at Arlington

Hear UTA's story about partnering with campus. We'll share lessons learned, things to do, and things to avoid to make this partnership a success.

Outcomes: Learn how to find potential opportunities across campus • Acquire the basic set of tools needed to initiate partnerships • Apply our lessons learned

Hitchhiker's Guide to the Modern LMS and Accessibility

Session Type: Poster Session | Delivery Format: Poster Session

LouAnne Erin Boyd, Assistant Professor, Chapman University

Sheryl Narahara Hathaway, Director, Instructional Technology Support Services, California State University, Long Beach

Ramiro Landeros, Manager of Web and Mobile Development, Chapman University

Discover how two universities (Chapman University & California State University, Long Beach) are approaching accessibility with an agile LMS communication campaign. See what was achieved through a conversation between instructional designers, an LMS administrators, an accessible technology analysts, and a faculty members. Through collaborative efforts, they sparked a campus-wide communication plan that included surveys (student/faculty), interviews (deans, chairs, faculty), case studies (instructors, students), and a "flipped" faculty engagement strategy.

Outcomes: Identify 2 or 3 opportunities for collaboration at your institution • List 2 or 3 personal connections you can make that help transcend roles and facilitate academic transformation • Leave with an infographic of the campus-wide stakeholders, communication framework, and implementation examples

How to Apply Design Thinking to Facilitate Successful IT Projects

Session Type: Poster Session | Delivery Format: Poster Session

Ray Vadnais, User Experience Architect, University of California, Irvine

Briandy Walden, Associate Director Student & Academic Services, University of California, Irvine

Using design thinking processes and harnessing business intelligence software, University of California, Irvine was able to rapidly build tools that not only allow advisors to spend less time wrangling spreadsheets and more time working with students but also let faculty get to know their students before they even get to the classroom.

Outcomes: Understand how design thinking can be applied to create user-centered solutions • Learn how to build cross-functional partnerships around an IT initiative • Explore how to collaborate in a heterogeneous data environment

Prototyping a Learning Analytic Platform: From Concept to Production

Session Type: Poster Session | Delivery Format: Poster Session

Martyn Clark, Data Scientist, University of Maryland

Alia Lancaster, Senior Research Analyst, University of Maryland

Megan Christina Masters, Director, Academic Technology Experience, University of Maryland

Phillip Scott Moses, Senior Lecturer, University of Maryland

Sheila Zellner-Jenkins, Senior Research Technology Analyst, University of Maryland

During this panel discussion, we will present our experience prototyping a data pipeline for our enterprise learning management system (ELMS) data. Panelists will discuss their distinct role in the development and lessons learned, as well as how the collaboration has benefited their understanding of supporting an enterprise-wide system for learning analytics.

Outcomes: Recognize that collaboration is required when building scalable solutions • Understand the links between network operations and research environments • Consider technical and institutional perspective when architecting data pipelines at your institution

Safeguarding Your University by Building Bridges

Session Type: Poster Session | Delivery Format: Poster Session

Madhavi Marasinghe, Chief Information Officer, University of North Dakota
Eric S. Plummer, Associate Vice President for Public Safety and Chief of Police, University of North Dakota
Donna Smith, Director, Equal Opportunity & Title IX, University of North Dakota

This session will examine how UND addressed an ever-widening gap between physical security and cybersecurity in crisis management and planning. The Safeguarding UND initiative bridged this gap by breaking down silos and forging collaborations with unlikely partners, which allowed the university to be proactive in improving its security posture.

Outcomes: Explore why physical security and cybersecurity must be included in the same conversation • Learn how IT can help build strategic partnerships • Learn how to get the buy-in of leadership and campus community • Learn about collaborative projects under Safeguarding UND initiative

Striking Out or Hitting Homeruns with Campus Relationships?

Session Type: Poster Session | Delivery Format: Poster Session

Annette Beck, Director, Enterprise Instructional Technology, The University of Iowa
Marcia Dority Baker, Assistant Director, Academic Technologies, University of Nebraska–Lincoln
Bethany Gordy, Enterprise Learning Technology Architect, University of Wisconsin–Madison
David Long, IT Manager, The University of Iowa

Are you striking out or hitting homeruns with campus relationships and sharing the workload? Does your workload keep piling up, but you aren't getting any more players or relief? This session will highlight ideas to get through the game. There might be relief pitchers or pinch hitters all over campus.

Outcomes: Learn how to identify and engage players/stakeholders across campus • Learn how to effectively communicate service offerings to campus and request input from the "fans" • Learn how to build an inclusive team with players who are not necessarily members of your organization

Taking Care of Business: Aligning IT with Institutional Priorities

Session Type: Poster Session | Delivery Format: Poster Session

David J. Baird, VP/CIO, Wesleyan University
Karen Warren, Deputy CIO, Wesleyan University

Does your staff struggle with annual goal setting? Do your constituents all believe that their areas and projects are the highest priority? Join us for an interactive session that will help you align campus leadership on mission-critical priorities, empowering your people to focus their time and energy on fewer objectives.

Outcomes: Learn the value of defining objectives that address your present, past, and future challenges • Develop the ability to align your IT and institutional leaders on a limited number of mission-critical priorities • Transform an existing IT goal into an objective with key results

Using Business Architecture to Create a Common Enterprise Vision

Session Type: Poster Session | Delivery Format: Poster Session

Betsy Draper, Associate Vice Provost for IT, Kansas State University
Ladan Heit, Enterprise Architect, Wilfrid Laurier University
Dana P. Miller, Business Analyst, Miami University

The emerging discipline of business architecture creates an opportunity for institutions to develop a common visual language of partnership. Learn how multiple institutions are using a developing, world standard Higher Education Business Reference Model (BRM) to create a common organizing principle based on business capabilities that support digital transformation efforts.

Outcomes: Get acquainted with the BRM • Understand the direct line of sight from a business capability to the technology assets which support the capability • Understand how the BRM creates a common visual language for partnership and change across the enterprise

What Do Institutions Want from Consultants, and Vice Versa?

Session Type: Poster Session | Delivery Format: Poster Session

Brian Philip Hinote, Professor & Associate Vice Provost, Middle Tennessee State University
Richard Sluder, Vice Provost for Student Success and Dean of University College, Middle Tennessee State University

External partnerships can play a vital role in achieving many institutional goals, but higher ed leaders are often left to figure out for themselves how to best leverage these collaborations. This session will bring these processes to life in order to share insights on leveraging partnerships to the greatest extent possible.

Outcomes: Articulate the value of external partnerships within the contexts of unique institutional goals • Identify opportunities for external collaboration at your institution, tied to specific institutional objectives/initiatives • Discuss concrete strategies intended to leverage external partnerships to the greatest extent possible, thereby facilitating successful collaboration

The Wild Midwest: How Northwestern Built Organizational Capacity for ITSM

Session Type: Poster Session | Delivery Format: Poster Session

Dush Fernando, Director, Technology Support Services, IT Services & Support, Northwestern University
Joseph Kurtin, Manager, IT Service Management Office, Northwestern University

We will describe organizational change efforts that led to the development of the IT Service Management initiative. We'll also discuss strategies that allowed us to establish buy-in across the university and how we maximized our capacity to lead change, despite a reduction in workforce and budget.

Outcomes: Gain insight into strategies used to obtain broad-based buy-in necessary to lead organizational change efforts • Learn how to establish a grassroots effort that will, in turn, build a coalition for change • Learn how to use ITSM as a lever for improving the customer experience

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Accelerating Innovation in Higher Ed IT Organizations

Session Type: Poster Session | Delivery Format: Poster Session

Shohreh Bozorgmehri, Divisional Director of Student and Academic Services Division, University of California, Irvine
Eric Taggart, Associate Director, Enterprise Applications, University of California, Irvine

This session is designed for IT leaders seeking to advance a culture of innovation in the workplace. A variety of practical methods and processes will be presented to empower you with useful insights and approaches for building new organizational innovation centers.

Outcomes: Establish new or examine existing innovation programs with appropriate scope and depth • Recognize variety of processes, methods, and tools involved in administering an innovation program • Think strategically and intentionally to enable innovative cultures • Engage in collaborative opportunities with others with similar interest

Breaking Free from the IT Tower and Uncovering Instructors' Needs

Session Type: Poster Session | Delivery Format: Poster Session

Leah Miller, Instructional Designer, Purdue University
Debora M Steffen, Educational Technologist, Purdue University
Casey Wright, Senior Application Developer, Purdue University

Ever ask instructors what they need? Are you stuck in your IT tower? Join us as we plan our escape. We'll figure out how to get instructors to the table, target that conversation, and distill responses down into the highest priority and most commonly encountered needs.

Outcomes: Strategize a game plan for uncovering instructors' needs at your institution • Distill needs from a wealth of information • Rank instructor needs based on frequency and priority

Building a Community of Innovation Through an Open Innovation Challenge

Session Type: Poster Session | Delivery Format: Poster Session

Zach Lonsinger, Learning Experiences Designer, The Pennsylvania State University

Come learn how Penn State is driving innovation through an Open Innovation Challenge (OIC), an annual event that allows Penn State faculty, staff, and students the opportunity to present their ideas to over 500 of their peers. The twist? The audience votes on which idea becomes a reality.

Outcomes: Learn how to create and foster an environment of innovation • Identify the dos and don'ts of hosting a higher education-themed Shark Tank -style event • Explore how the OIC can be adapted to fit your institution

Campus Transformation: Old Campus, Big Change

Session Type: Poster Session | Delivery Format: Poster Session

Ona Halladay, Associate Director of Athletics/Co-chair of Strategic Planning Committee, D'Youville College
Leah MacVie, Director, Institute for Teaching Innovation, D'Youville College
Matthew Metz, AVP Enrollment Management, D'Youville College

What can it mean for employees when students are truly at the heart of space redesign? In 2018, D'Youville College, a 100-year old institution, redesigned eight key spaces on campus. Join us for a discussion of the culture shifts, challenges, and obstacles brought about by these renovations.

Outcomes: Understand what it can mean for employees when students are truly at the heart of space redesign • Identify possible culture shifts, challenges, and obstacles in college space renovations • Explore what's involved in the implementation and adoption of interactive technology

Disrupting Reality: Virtual and Augmented Reality in the Interior Design Curriculum

Session Type: Poster Session | Delivery Format: Poster Session

Ruben Duran, Senior Media Developer, Adjunct Faculty, Houston Community College
Muddassar Siddiqi, President, Central College, Houston Community College

Virtual reality has gone from speculative to ubiquitous. Now in the hands of architects and designers, it has the potential to revolutionize the design process. This interactive session will explore the uses of virtual reality in interior design and architecture. You'll be able to immerse in student designs using VR goggles.

Outcomes: Hear how VR is driving far more effective design presentations for ID students • Understand how this technology was supported by IT • Understand how VR is preparing HCC students for the job market • Learn what equipment is available in the VR lab and studio

Engaging the University and Ourselves

Session Type: Poster Session | Delivery Format: Poster Session

Steph Avalos-Bock, Assistant Director, Educational Programming, University of Chicago
Tom Kompare, Manager of Application Development, University of Chicago
Gabriel McElwain, Products and Operations Lead, University of Chicago

IT staff are a valuable pool of experts in the increasingly in-demand field of computer science. We will explore the uncommon ways University of Chicago IT staff engage faculty and students and present our grassroots effort to develop each other through an IT Academy and IT Mentors program.

Outcomes: Identify new ways to engage faculty and students • Learn ways to co-create professional development for each other • Make connections with colleagues doing uncommon IT staff engagements

Enhancing Support with AI: Building a Canvas Chatbot

Session Type: Poster Session | Delivery Format: Poster Session

Jonathan Diehl, Senior Blended Learning Specialist, Northwestern University
Patricia Goldweic, Senior Software Developer, Northwestern University
Erin Green, Learning Technologist Lead, Northwestern University

Learn how we created a support chatbot to answer Northwestern users' most frequently asked LMS (Canvas) questions, perform targeted searches for help documentation when the bot doesn't know the answer, escalate concerns to a human support agent as needed, and more, all while providing a first point of contact during off-hours.

Outcomes: Gain a basic understanding of what a chatbot can do for your support team • Understand the work required to create a chatbot at your institution • Identify common pitfalls in developing a chatbot

Evolving High-Performance Computing with Interactive Research Desktops

Session Type: Poster Session | Delivery Format: Poster Session

Robert Henschel, Director, Research Software and Solutions, Indiana University

Indiana University is offering remote research desktops to all faculty, students, and staff, with the goal of broadening access to centrally provided high-performance computing and storage environments. These Linux desktops provide the ability to run interactive graphical software packages as well as serial or moderately parallel scientific applications.

Outcomes: Learn about providing interactive research computing desktops in a high-performance computing environment

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

Session Type: Poster Session | Delivery Format: Poster Session

Heather E Davis, Manager of IT Training & Development, Texas Woman's University

Our annual School of Tech applies best practices in adult learning and grows in popularity each year. Participants engage in active learning in a computer classroom where they grow skills and build relationships. This model provides the opportunity to build digital dexterity and transform our workforce.

Outcomes: Explore technology training ideas for your campus community • Consider technology training needs specific to your campus • Be curious about ways to apply our lessons learned to your technology training strategy

Increasing Access and Maximizing Impact: Video Content Management That Scales

Session Type: Poster Session | Delivery Format: Poster Session

Jaci Lindburg, Director of Digital Learning, University of Nebraska at Omaha

Jane Petersen, Director, Academic Technology and Client Services, University of Nebraska

Heath V. Tuttle, Chief Information Officer, University of Nebraska–Lincoln & Assistant Vice President for ITS, University of Nebraska, University of Nebraska–Lincoln

Video is a proven strategy for increasing student engagement in online, hybrid, and face-to-face courses, yet many video content management strategies are not successful and differ greatly between institutions. This presentation will include a case study overview comparing the 2016 environment versus the 2019 environment at the University of Nebraska.

Outcomes: Identify opportunities for system-wide scale in academic technologies • Discuss strategies for strengthening campus-level relationships and increasing accessibility in partnership with faculty and departments • Develop an action plan to broaden collaboration and heightened efficiency at your institution and identify barriers/obstacles to accessible video implementation

The Internet Is Down, Where Did the Cloud Go?

Session Type: Poster Session | Delivery Format: Poster Session

Daniel Calarco, Chief of Staff, Indiana University Bloomington

Caleb Garrett, Principal Engineer, Indiana University

Cinda K. Haff, OVPIT Emergency Management and Continuity Program Director, Indiana University Bloomington

Steven Wallace, Enterprise Network Architect, Indiana University Bloomington

We'll explore approaches to maintaining access to critical services (e.g., LMS, file storage, ERP, telecom, etc.) that often require users access both their campus network for authentication and the cloud-based service provider that hosts the service (e.g., AWS for Canvas) during a campus internet outage.

Outcomes: Understand how a campus internet outage can affect off-campus student access to cloud-based services • Identify options to mitigate the impact of campus internet outages • Leverage tabletop exercises as a way to prepare for infrequent but impactful events

Next-Gen Predictive Models for Student Support and Policy

Session Type: Poster Session | Delivery Format: Poster Session

Loraine Manuela Devos, Director of Institutional Effectiveness, Ashford University

Stephen Nettles, AVP of Assessment and Evaluation, Ashford University

This presentation will focus on a novel approach consisting of identifying composite student behavioral profiles that capture actual performance and attendance patterns, which are then used in predictive models to forecast behavioral profiles of new students. A discussion of the benefits and limitations of this approach will follow.

Outcomes: Understand the limitation of predictive models forecasting binary outcomes • Review how cluster analysis can be used to first develop a rich understanding of the actual performance and life cycle of students • Learn how membership in these behavioral profiles can be forecast for entering students

Streamlining Software Distribution with Grouper and Google App Maker

Session Type: Poster Session | Delivery Format: Poster Session

Ian Crew, Solutions Architect, bConnected Service, University of California, Berkeley

Learn how UC Berkeley is using Google App Maker and Grouper to simplify licensed software distribution. More generally, this session will demonstrate how to use App Maker and its ability to talk to RESTful services like Grouper to build useful tools with modest amounts of coding.

Outcomes: Learn how to leverage App Maker and Grouper to build small, simple apps that result in large efficiency gains for processes like licensed software distribution

Training for a Hackathon

Session Type: Poster Session | Delivery Format: Poster Session

Todd Blakemore, Associate Director for Solutions Architecture, Ithaca College

Jenna Linskens, Associate Director of Teaching and Learning with Technology, Ithaca College

Michael Sprague, Cloud DevOps & Security Engineer, Cornell University

John H. White, Associate Director for Enterprise Application Architecture, Ithaca College

Hackathons have become a very popular competition among 18–25-year-olds focused on computer science, information technology, and entrepreneurship. Hear how Ithaca College faculty and staff worked together to hold a community hackathon. You'll experience a simple hacking exercise and have the opportunity for Q&A.

Outcomes: Understand what a hackathon is and the value of hosting one • Identify the tasks needed to host a hackathon no matter what size college/University • Explore the benefits of including multiple skill levels, talents, and ideas in the development of projects • Experience a hands-on hacking exercise

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

The 10 Commandments of System Administration Ethics

Session Type: Poster Session | Delivery Format: Poster Session

Thomas Litterer, Associate Director of OIT, Portland State University

A strong foundation in ethics creates a secure environment for IT professionals and simplifies meeting new compliance requirements. Learn how applying the 10 Commandments of System Administration Ethics could have prevented many recent newsworthy data breaches and privacy issues. Real-life examples will be part of this interactive discussion.

Outcomes: System administrators will gain an understanding of a common language around ethical behavior and learn best-practices to protect themselves, their employer, and their customers from potential harm. CIOs and IT managers will learn a framework of ten ethical areas upon which they can build and define expectations for system administrators with privileged access. Through examples, managers will learn how to build a culture of ethics.

Closing an Institution: Lesson Learned, Opportunities Realized

Session Type: Poster Session | Delivery Format: Poster Session

Michael Edward Kohlman, Chief Information Officer, Saint Joseph's College

Nathan Phillips, CIO, American College of Healthcare Sciences

Closures of institutions, particularly small ones, are on the rise. Could we be in a paradigm shift? During this session, hear from two CIOs who have been through the closure process. Even if your institution is not in peril, what we've learned may provide you with an opportunity for reflection and reevaluation.

Outcomes: Gain an inside view and understanding of the role and impact of IT during closure • Develop strategies to prepare for a closure • Identify opportunities at your own campus to be better prepared for any future, including one that, however remote, might include a dramatic change

Get a Recipe to Make Accessible Lemonade from Lemons

Session Type: Poster Session | Delivery Format: Poster Session

Travis Lee, Disabilities and Computing Program Coordinator, University of California, Los Angeles (UCLA)

Rosemary A. Rocchio, Director of Mobile & Web Strategy, University of California, Los Angeles (UCLA)

Many of us in higher education are dealing with the same overwhelming issue of campus web accessibility. This session will allow for an informal discussion of accessibility strategy to most effectively facilitate the sharing of our successes and failures.

Outcomes: Learn how others are managing the unfunded accessibility mandate • Learn strategies to increase awareness with faculty • Learn how partnering across the institution can help form a coalition

We Apologize for the Inconvenience: The Essentials of Outage Communications

Session Type: Poster Session | Delivery Format: Poster Session

Kathryn Hash, Chief of Staff & Interim Assistant Vice Chancellor for User Support & Engagement, University of North Carolina at Chapel Hill

Outages happen—it's how we troubleshoot and communicate during the worst moments of them that often heavily influence the reputation of our IT organizations among faculty, staff, and students. Hear how we've revamped our outage communications at UNC-Chapel Hill and discuss best practices with others.

Outcomes: Hear how UNC-Chapel Hill handles outages (both cloud and on premises) • Share experiences on your campus for providing strong outage communications • Return home with ideas for how to improve your outage communications

NAVIGATING CHANGE

Classroom Technology: Changing Culture from Within

Session Type: Poster Session | Delivery Format: Poster Session

Angela D Cook, Director of Classroom Technology, University of Southern Maine

Jeremiah Z Gould, Media Services Manager, University of Maine System

We will discuss the role the classroom technology team played in helping campuses embrace a centralized shared service when our university system transitioned from seven distributed IT departments to a centralized IT organization. Participants will gain perspective into managing a cultural change.

Outcomes: Understand the cultural impact centrally upgrading classrooms had on the organization and the campuses • Understand the importance of developing metrics to continually measure and report outcomes • Learn how to identify, engage, and communicate with project stakeholders

Culture Eats Strategy for Lunch, Vision Eats Culture for Dinner

Session Type: Poster Session | Delivery Format: Poster Session

Jennifer Casey, Director, Digital Transformation, Simon Fraser University

Keith Fong, Director, Application Services, Simon Fraser University

Mark Roman, Chief Information Officer, Simon Fraser University

Sandeep Grewal Sidhu, Director, IT Client Services, Simon Fraser University

The SFU IT leadership team will take you on our journey to implement a vision of One IS, where all information systems work together in a seamless fashion and everyone who supports those systems works together in seamless fashion.

Outcomes: Examine the strategic process changes required to implement One IS • Explore what leadership means in the relationship-driven model of One IS • Identify realistic solutions to nontrivial challenges on the path to success

Educational Developers: Leading Change from the Middle

Session Type: Poster Session | Delivery Format: Poster Session

Shiladitya Chaudhury, Executive Director, Innovation in Learning Center, University of South Alabama

Learn about five research-supported strategies for managing change from the “middle”—the unique role many of us occupy in higher education between the faculty and administration. By working through case studies in collaborative groups, you will leave this session with tools to reflect on your own change management challenges.

Outcomes: Learn about 5 research-supported strategies for navigating change • Engage with case studies in collaborative groups to explore the change framework • Leave with ideas for leading change processes on your campus

Journey Maps | Design Thinking | Change Management

Session Type: Poster Session | Delivery Format: Poster Session

Chelsy Pham, Director, Information Technology, San Joaquin Delta College

Change can be overwhelming: where do we start? Service design focuses on the people side of the process through personas. We will create journey maps from a persona’s viewpoint to serve as a framework for change management. We will also design stakeholder maps to help us understand connections and influences.

Outcomes: Learn about personas (what a persona is, what value it provides, and how to create one) • Learn the basics of journey mapping (what a journey map is, what value it provides, and how to create one) • Understand the basic aspects of a stakeholder map

Leading Teams You Inherit During Transformative Change

Session Type: Poster Session | Delivery Format: Poster Session

Chris Lucas, Interim Senior Director of Enterprise Service Management, The Pennsylvania State University**Zach Przybilla, Director of Application Infrastructure, The Pennsylvania State University**

This poster session will dive into concepts and principles around building and developing a team you inherit while combining fundamental principles of organizational change management. Learn how we sought to apply this knowledge with the teams we have inherited and reflect on what worked well and what didn’t through these times of transformative change at Penn State IT.

Outcomes: Learn how to assess, reshape, and accelerate your team development • Understand how to do this in times of rapid and disruptive change • Learn when this worked and didn’t work at Penn State and why

Making Digital Strategy Relevant: Engage Your Staff and Grow

Session Type: Poster Session | Delivery Format: Poster Session

Tori Brown, IT Portfolio Manager, Manchester Metropolitan University

The emphasis on taking external stakeholders on a change journey to effectively embed digital strategic changes can often leave operational and technical staff feeling neglected and disconnected from the strategy they are working to deliver. Hear about a toolkit and behaviors to help engage staff and make strategy relevant.

Outcomes: Obtain a clear understanding of the toolkit to run sessions to bring operational staff into the change loop • Get an overview of different barriers to getting buy-in to the strategy from operational staff • Be able to interpret staff engagement survey data as result of this exercise

New Systems Training Reticence: Using Situated Learning and an Apprenticeship Model

Session Type: Poster Session | Delivery Format: Poster Session

Lynn Lundy Evans, Instructional Designer—PhD Student, Iowa State University of Science and Technology

Implementation of new ERPs in higher education affects day-to-day business processes. Employees can experience “use error” and display reticence in training as a result of job uncertainty. Allowing users to experience the implementation process at different planning stages might empower employees and help promote effective change management.

Outcomes: Understand how major system changes can affect end-users’ roles and day-to-day activities --Develop tools to engage end-users in implementation planning to positively impact successful system implementation --Learn to use an apprenticeship model that may empower employees and help manage organizational change

OLC Quality Scorecard Suite: Online/Blended Program Performance Management

Session Type: Poster Session | Delivery Format: Poster Session

Matt Norsworthy, Director of Strategic Partnerships, Online Learning Consortium

Are you interested in understanding the foundations of a quality online or blended program? Then come join me to learn about the Online Learning Consortium Quality Scorecard Suite. This session will focus on the importance of measuring quality at the course, program, and department levels.

Outcomes: Understand the Quality Scorecard Suite and Quality Scorecard Review Process for online and blended courses and programs • Identify the benefits of the Quality Scorecard and a Quality Scorecard Review • Learn how to implement the Quality Scorecard as a tool

Perspectives from IT Leaders: Reducing Academic Costs in Small Colleges

Session Type: Poster Session | Delivery Format: Poster Session

Kellie Campbell, Chief Technology Officer, Vermont Technical College

A recent research study examined how IT leaders understand the use of technology as a strategy for reducing academic costs in small, private liberal arts colleges. Major themes emerged, including assessing the position of IT, building out a data strategy on a campus, thinking through alternative delivery, and considering consortium/institutional partnerships.

Outcomes: Prioritize a broader community of thinkers around tackling challenges facing small colleges • Obtain research-informed implications for practice to bring back to your campus • Ask tough questions (e.g., How do we create change on the academic side, not just business side?)

TechFinder: Delivering Just-in-Time Classroom Support

Session Type: Poster Session | Delivery Format: Poster Session

Gillian Bell, Academic Technology Project Manager, Brown University**Ryan Conlin, Media Services Specialist, Brown University**

Brown’s media services staff developed a system with responsive design and location tracking, streamlining the process for in-person customer support. TechFinder reduces wait time and monitors problem status and resolution. “Missions” are assigned to professional and student staff based on location and availability. As our campus grows, so do support models!

Outcomes: Consider how responsive design and location tracking can improve problem resolution Learn about the challenges and benefits of implementing a new support model Understand the value of changing the model of professional and student staff management

SUPPORTING THE INSTITUTION

Be a PM Mind Reader with Statistical Project Management

Session Type: Poster Session | Delivery Format: Poster Session

Matthew Bellino, Chief of Staff, University of California San Diego

Vince Kellen, Chief Information Officer (CIO), University of California San Diego

Our statistical project management methodology breaks down projects into fundamental components, deliverables, and tasks. Don't let the simplicity fool you—a mountain of valuable data is generated along the way. One look at these metrics and you'll have a clear picture of the project, making you a PM mind reader.

Outcomes: Learn about a new customer-centric, data-driven PM methodology • Witness analytics views of project data to predict outcomes • Take home templates and references for project management

Centralizing IT Training: A Model for Impact and Efficacy

Session Type: Poster Session | Delivery Format: Poster Session

Anchalee Phataralaoha, Education/Training Specialist II, University of Florida

Jose Lorenzo Silva-Lugo, Data Analyst & IT Training Specialist Senior, University of Florida

Elliot John Tordoff, Education Training Specialist, University of Florida

In this engaging poster session, learn how to implement an impactful and effective centralized IT training program. The University of Florida IT training team will share best practices, lessons learned, outcomes, and templates that you can customize to your environment to increase the reach and impact of your IT training.

Outcomes: Describe PIE and identify stakeholders and resources for centralized IT training • Customize PIE to your working environment • Identify evaluation instruments required to measure training program effectiveness • Learn how to evaluate a descriptive analysis of a data set to decide whether the program was effective

Oracle Student Financial Planning: Moving Financial Aid to Cloud

Session Type: Poster Session | Delivery Format: Poster Session

Melissa Smurdon, Director of Financial Aid, Butler University

Michele Thibodeau, Senior Information Systems Analyst, Butler University

Moving systems to the cloud is a strategic goal at Butler. As an Oracle SFP early adopter, we'll share our implementation experiences and lessons learned, discuss how SFP changes the way we do business, and examine how SFP enhances the student experience with complete financial aid information.

Outcomes: Learn about moving applications to the cloud • Identify questions to ask and pitfalls to avoid • Explore SFP and its positive effect on staff workload and the student experience

Supporting Research Software and Research Software Engineers

Session Type: Poster Session | Delivery Format: Poster Session

Christina Maimone, Research Data Services Lead, Research Computing Services, Northwestern University

Research software is used and created by everyone and in all fields. Supporting research software development should be a university-wide endeavor, and understanding what partnerships IT organizations need to successfully support this activity is critical. Research software engineers also need support to develop their careers in this growing field, receive proper recognition for the research outcomes their work makes possible, and maintain stable employment in positions that recognize their unique skill sets. The US Research Software Engineering Community (us-rse.org) provides opportunities to connect and collaborate with others in the field.

Outcomes: Learn about the impact of research software and research software engineers on research • Understand the institutional imperative to better support research software development • Learn about the US-RSE organization as a resource for research software engineers at your institution

TRANSFORMING THE STUDENT EXPERIENCE

Communication Redefined: How Mobile Is Fixing the Campus Communication Problem

Session Type: Poster Session | Delivery Format: Poster Session

Eddie Huebsch

Raymond Lefebvre

Representatives from two institutions will examine why campus communication is broken and how a strong mobile strategy can be used to fix it. They will share lessons learned and successful strategies. They will also examine the future of mobile and how it will impact higher education going forward.

Outcomes: Examine how campus communication is broken and why students are tuning out from e-mails • Examine your experience in implementing a mobile communication strategy on campus • Share lessons learned and successful strategies and learn how our strategy has helped improve the communication of important information to students

Decoding Design: Building Accessibility Solutions for Scale

Session Type: Poster Session | Delivery Format: Poster Session

Ali Kokulu, Partial Load Professor, George Brown College

Our team took on a challenge: create a fully accessible learning environment using human-centered design and our own accessible design standard, fully gamified. This poster will highlight the framework we followed to achieve our project goals.

Outcomes: Identify accessibility tools/technologies at your institution that can be scaled • Learn about successful design-thinking activities to discern learner accessibility and literacy levels that lead to project success • Review a framework created to gain institutional consensus for accessibility innovation

Developing and Implementing a Student Success Mobile App

Session Type: Poster Session | Delivery Format: Poster Session

Brian Lee Adler, ESL Center Supervisor, Northern Virginia Community College
Sarah Bogdewicz, Coordinator, Academic Support Services, Northern Virginia Community College
Emily Anne Miller, Writing Center Director and English Instructor, Northern Virginia Community College

NOVA Soars responds to student engagement and persistence challenges. This application for mobile devices leverages the appeal of game achievement, offering rewards with a record of supporting success. NOVA Soars was assessed using persistence and engagement data and usability surveys. We will introduce the app's features and explore program findings.

Outcomes: Learn about the key features of the app and how it addresses persistence and engagement challenges at a large, public community college • Learn how to create and implement an assessment plan for a student success app • Learn how to create and implement a similar project at a similar institution

Discussion Hero: Saving Students from Boring Discussions

Session Type: Poster Session | Delivery Format: Poster Session

Jacob Collins, Senior Software Developer, Northwestern University
Jacob Martinez, Learning Designer, Northwestern University
David Sharrard Noffs, Lecturer & Learning Designer, Northwestern University

Discussion boards in online courses can be hit or miss, even when instructors design carefully worded prompts. As a result, learning designers at Northwestern University explored various ways to improve discussion boards. The result is Discussion Hero, a gamified discussion board that focuses on the debate aspects of discussion boards.

Outcomes: Define the difference between gamification and game-based learning • Identify elements of your courses that might benefit from gamification • Brainstorm ways Discussion Hero can be used in your courses

Empowering Students: Let the Progress Meter Begin!

Session Type: Poster Session | Delivery Format: Poster Session

Cynthia Blanco, Registrar, South Texas College
Rodolfo E. Roman Velasco, Applications Analyst III, South Texas College

From the time a student first matriculates, a degree audit, which includes a progress meter, is generated. It's intended to help students monitor their progress and achieve their academic goals. The degree audit improves curriculum planning, enhances retention and advising services, promotes self-advising, and increases attainment and graduation rates.

Outcomes: Understand the importance of degree audits • Understand the benefits that degree progress brings when the information is reachable and presented as soon as possible • Recognize that complicated IT problems can be solved if they are dissected in components (divide and conquer)

Engaging the Digital Native: Reshaping the Student Experience for Gen Z

Session Type: Poster Session | Delivery Format: Poster Session

Brad D Christianson, OIT Manager/Application Development and Support, University of Texas at San Antonio
Jayashree Iyengar, Director, Application Development & Support, University of Texas at San Antonio
Vanessa Hammler Kenon, Associate Vice President Information Technology, University of Texas at San Antonio

Gen Z is a mobile-first generation that is challenging traditional methods of engagement. This session will highlight how two institutions have used mobile to reshape the student experience by personalizing the campus for this diverse generation. The tailored experience includes unifying campus resources, using real-time communication, and increasing a sense of belonging.

Outcomes: Examine why Gen Z student require a new approach to communication and engagement • Learn about our successful strategies and lessons learned and how mobile has allowed us to engage with our students • Explore the future of mobile engagement on your campus

Everyday Learning Analytics for Students with Unizin

Session Type: Poster Session | Delivery Format: Poster Session

John Johnston, IT Program Manager-ITS Teaching & Learning, University of Michigan-Ann Arbor
Jason Kaetzel, Principal Solutions Analyst, Indiana University
Jae-Eun Russell, Associate Director, The University of Iowa

Students are increasingly aware of their role in generating data. How can that awareness be leveraged to make their learning more data-informed? A panel of Unizin members will discuss the tools they have built to expose students to analytics about their learning. We'll invite session participants to experience those tools themselves.

Outcomes: Learn how some institutions are building problem-oriented, data-informed experiences and measuring their impact on outcomes • Understand the fundamental problems solved by an enterprise learning analytics to power those student experiences

Heavy Cloud, No Rain

Session Type: Poster Session | Delivery Format: Poster Session

Manjit Trehan, Manager, Web Studio, VPCM, IU, Indiana University-Purdue University Indianapolis (IUPUI)

As user content gets pushed out to the cloud, there is a feeling of getting disconnected from the content. Indiana University has developed Kumo as a solution where the cloud essentially follows the user. Learn more about Kumo (the Japanese word for "cloud").

Outcomes: Learn about IU's experiences with deploying cloud-storage solutions • Learn about Kumo, XenApp, and XenDesktop and the relationship between ICA and RDS/RDP protocols • Learn how to deploy Kumo at your school

Helping Students Get the Right Technology Before Starting College

Session Type: Poster Session | Delivery Format: Poster Session

Liam Doherty, Assistant Director, TechZone and Student Technologies, Illinois State University
David Greenfield, Director, Student Technologies, Illinois State University

Central IT at Illinois State University, through its computer store, the TechZone, travels each spring to host technology open house events for admitted students. This effort, which is part of a larger strategy in partnership with Illinois State admissions, has been successful in preparing and transforming a students' personal technology experience.

Outcomes: Understand the value of guiding students to the right technology for their needs • Understand how TechZone partners with admissions • Understand how off-campus events are planned and executed

iOn: Reimagining Textbook Use in a Traditional Classroom

Session Type: Poster Session | Delivery Format: Poster Session

Patrick M Dudas, Data Visualization Software Engineer, The Pennsylvania State University**Jenay Robert, Research Project Manager, The Pennsylvania State University**

This session will explore reimagining the traditional use of textbooks in a classroom. Project iOn will develop, test, and implement an interactive open educational resources notebook (iOn) that provides (1) replacement of traditional static imaging and text used in a classroom and (2) digital fluency training to undergraduate students through the development of content-based modules.

Outcomes: Identify code competency and programming fluencies as necessary undergrad skills • Learn about the concept of Project iOn and its significance with the broader higher ed IT community • Discuss potential rewards and risks associated with Project iOn

Learning with Videos in Face-to-Face and Online Classes

Session Type: Poster Session | Delivery Format: Poster Session

Warren Goetzel, Senior Digital Learning Manager, Georgia Institute of Technology**Chaohua Ou, Assistant Director, Learning & Technology Initiatives, Georgia Institute of Technology**

This session will present findings from a campus-wide student survey that investigated how video-based learning transformed student experience. We will discuss student perceptions of how videos affected their learning in face-to-face and online environments, as the practical implications of the findings to instructors and IT professionals in higher education.

Outcomes: Understand student perceptions of how the use of videos impact learning in face-to-face and online classes • Understand student perceptions of how having students create videos impacts their learning • Identify best practices for implementing and supporting video-based learning

One School's Adventures in Storytelling and Gaming

Session Type: Poster Session | Delivery Format: Poster Session

KuangChen Hsu, Learning Designer, University of Notre Dame**Laurie Kirkner, Director, Sr Learning Designer, University of Notre Dame**

From conception to creation, we'll walk through our highly collaborative approach to making an educational game derived from instructional objectives to help students learn and apply their knowledge. We'll also give a live demo of the final product and discuss the status of "success."

Outcomes: Investigate a sample workflow and set of resources and understand the benefits of prototyping • Review scenarios when games can help learning (it's not a universal solution) • Suggest needed conversations and partnerships (gamification doesn't happen in a bubble)

The Pegasus Path: Academic Planning Reimagined

Session Type: Poster Session | Delivery Format: Poster Session

Teresa Dorman, Associate Dean, University of Central Florida**Harrison Ntabo Oonge, Assistant Dean of Academic Planning, University of Central Florida**

In a campus with over 56,000 undergraduate students, implementing an academic planning tool is critical, due to high advisor to student ratio. This presentation is intended to share initial data on tool adoption and lessons ("insights") we have learned from this project.

Outcomes: Learn about challenges we encountered during technology implementation • Be aware of critical steps involved in academic planning tool implementation • Brainstorm innovative ways of reimagining degree planning for 21st-century students

Student Personas: Making It Personal

Session Type: Poster Session | Delivery Format: Poster Session

Stephanie McClelland, Director, Instructional Design and Learning, Boise State University

Understanding nontraditional students is at the core of developing successful online courses and programs. In this session, we'll analyze four personas and how they guide in the development of courses and programs that lead to student success and retention.

Outcomes: Explore the different personas for nontraditional students • Discuss what you currently have in place at your institution to take into account the characteristics of nontraditional students • Develop a plan for ways to implement the use of personas when developing online courses and programs

Students as Technology Facilitators

Session Type: Poster Session | Delivery Format: Poster Session

Dan Majchrzak, Director Research Computing, University of South Florida

A new program is being developed that allows students to become technology facilitators under the guidance of more senior personnel. These paid positions provide invaluable real-life experiences for technologically advanced students. The current program includes positions in modeling and simulation, game programming, AR, VR, data science, and 3D modeling and printing.

Outcomes: Learn about a developing program aimed at empowering student technology facilitators • Discuss with other participants approaches to student-powered access to advanced technologies • Discuss potential issues surrounding this type of program and how to overcome them

What ERP? Seamlessly Transitioning Students to a SIS with UX

Session Type: Poster Session | Delivery Format: Poster Session

Brandon Vega, Associate Director, University of Florida

Like many other institutions, we were not happy with the user experience (UX) our ERP system provided. What did we do about it? We built our own! The University of Florida set out to build a custom, self-service portal for its constituents in order to deliver valuable experiences based on their current needs and to develop a platform that provides the flexibility and freedom to deliver on the needs in the future. This session will take you through our process and some of the lessons we learned along the way. We'll start by explaining our decision to build versus buy a UX platform then take you through our journey and how we got where we are today. We'll show ten of the key lessons learned with the hope that they can help other institutions considering the same endeavor. Lastly, we will show our current roadmap and our plans for the next version of our UX platform. As part of the presentation, we will present the methods we have used to solicit feedback from our users and how we have applied these to improve the UX. We will also describe

some of the challenges we faced while working on an agile project in a waterfall environment. This session is intended to showcase our successes as well as our failures and what we have learned from both.

Outcomes: Learn why we chose to build our own self-service UX platform • Get an overview of the lessons we learned as we went through the process of designing and building this platform • Learn about the technical design we used and how we were able to achieve real-time integration with our ERP system

Work Here! How Innovative Student Recruitment Techniques Increased Diversity

Session Type: Poster Session | Delivery Format: Poster Session

Ryan Lal Gorkhalee, Student Programs Manager, Virginia Tech

Joyce R. Landreth, Deputy Executive Director, IT Experience and Engagement, Virginia Tech

We recently revamped our student wage hiring process at Virginia Tech's 4Help support desk, placing an emphasis on key values in our strategic plan. The hiring plan focuses on finding diverse candidates as well as marketing techniques that bring in a more diverse pool of applicants that better mirrors our student population.

Outcomes: Understand the importance of carefully crafting wording in a student wage position description to recruit for diversity • Define the tangible benefits of a diverse student workforce • Get materials and ideas that can be used at your home institution

4:00–5:00 p.m.

Refreshment Break in the Exhibit Hall

GRAB AND GO, HALLS F1, F2, LEVEL 3

Session Type: Break

Grab snacks and beverages in the exhibit hall. This is your last chance, during the conference, to engage with companies providing the latest advances in technology solutions!

4:15–5:00 p.m.

Meet and Mingle | A&R Power Users

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Stop by for an informal opportunity to grab a drink and mingle with EDUCAUSE staff and other EDUCAUSE Data and Research Power Users. Have you used the Core Data Service, the EDUCAUSE Student and Faculty studies, or ECAR Research to inform your decision-making? Come share your use cases with the EDUCAUSE staff and other data users. Learn about how users like you are getting the most out of their access to EDUCAUSE Analytics and Research.

4:15–5:15 p.m.

2019 Annual Conference Planning Committee Debrief (by invitation only)

W194A, LEVEL 1

Session Type: Meeting

Please note: This is an EDUCAUSE ancillary meeting, meaning it is offered by EDUCAUSE staff for the community, yet did not go through the process for curating educational content. For more information regarding this particular meeting, please contact the following EDUCAUSE staff directly:

Name: Sean Kennedy

Email: skennedy@educause.edu

Phone: 720.406.6760

5:00–5:45 p.m.

Instructional Design Community Group Session (open to all)

W186C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Melody Buckner, Senior Director of Digital Learning, The University of Arizona

Are you an instructional designer? Come together with other instructional designers to exchange ideas and discuss challenges or opportunities in the field of online education. In this meeting, we will also partner with the ID2ID Peer Mentoring Program, which is offered through a collaboration with Penn State and EDUCAUSE, to discuss the specifics of this program. Please join us for a lively chat.

Practical Ways to Accelerate and Sustain Innovation in Edtech

W190A, LEVEL 1

Session Type: Breakout Session

Rob Abel, CEO, IMS Global Learning Consortium

Let's have a real discussion about how higher education leaders and supplier partners can work together to accelerate innovative and accessible, adaptive, and data-rich learning technology—now and in the future. This session aims to uncover exemplary practices and models for driving digital transformation to improve teaching and learning. Panelists will discuss the role of open standards and new community developments that are helping to shape the next generation of education.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING

Creating Data Superstars: The Secrets of Successful Influence

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Kinga N Jacobson, Director, Institutional Strategy and Effectiveness, University of Wisconsin–Green Bay

Rodger Patience, Director and Faculty Member, EAB

Having access to data is one thing; using data to influence and drive change is another. Learn how UW-Green Bay cultivated a group of “data super stars,” paving the way toward a more data-informed culture. In partnership with EAB, we will share key principles of effective influence.

Outcomes: Gain a practical framework for holistic analytics implementation • Improve your ability to select the right influence strategy for the right situation • Reflect on opportunities to strengthen your network of influence • Understand the importance of optimizing cost and quality in academic affairs

Unlearning Decision-Making

W193, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Kubra Chambers, Director Institutional Analytics and Planning (IAP), The University of Sydney

The University of Sydney is focused on developing a data-driven decision-making culture and is developing new capabilities for user-based reporting and self-service analytics that recognize the importance of the power of integration and the collective expertise of the University, combined with the right processes, technology, and data governance, to enable the University to leverage these insights and translate them into action.

Outcomes: Learn about the implementation approach of reporting and analytics at the University of Sydney • Understand the cultural change required to enable persona and self-service analytics • Explore how data governance was implemented to enable data-driven decisions

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Embrace Evolving Infrastructure and Enterprise IT with Zero-Trust Architectures

W184BC, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Ram Cholan, Solutions Engineer, Akamai Technologies, Inc.

Higher education institutions and businesses of all types are pursuing digital transformation. The proliferation of cloud applications and an increasingly mobile workforce have fundamentally reduced the effectiveness of the network perimeter. This session will cover a security paradigm—and your options—for today’s evolving infrastructure and enterprise IT: zero trust.

Outcomes: Discuss key components of zero-trust architectures to enable digital transformation • Learn how to enable better services, personalize interactions, and provide a superior customer experience with zero trust • Demystify architecting a zero-trust environment (e.g., user and application authentication, device authentication, network models, and where to begin)

Making Connections: How to Reduce the Burden of Information Sharing

W187C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Frances A. Dykstra, AVC for Enterprise Applications, University of North Carolina at Chapel Hill

Traditional point-to-point interfaces, old technologies, and web services do not scale to the meet exploding demand on campuses for data-exchange services. Attend this session to learn how UNC-Chapel Hill began tackling the burden of information sharing, and the challenges and successes that came with adopting a solution.

Outcomes: Understand what is driving the demand for data services • Learn how to evaluate potential solutions • Recognize implementation successes and challenges

Rebuild Your Institution’s IT Culture into an Adaptable Powerhouse

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Wayne Geils, Technology Evangelist, ServerCentral

Sam Kann, CIO, Northeastern Illinois University

In this talk, NEIU will show you how to rebuild a University’s IT culture to be more organic and adapt to anything the future holds.

Learn how to evaluate which technologies are ready for the cloud from a 2018 E&I Cloud Leadership Award winner (see <https://www.cloudleadershipawards.com/winners/>).

Outcomes: Learn methods for evolving the IT culture (strategic and tactical) • Learn how to transition IT from a University utility to a University partner • Get a clear framework for evaluating which technologies are ready for the cloud • Get tips for navigating complex vendor relationships and when to lock in

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Interstitial Spaces, Liminal Places: The Academic Library as Change Agent

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Meagan Bowler, Dean, University Library, Mount Royal University

Carol Shepstone, Chief Librarian, Ryerson University

Interactive learning design provided by Steelcase Education, Gold Partner

Explore the transformative potential of new academic library design through the experiences of two new library design projects. Focusing on academic libraries as interstitial learning, teaching, and research spaces, explore how leveraging technology, expertise, interdisciplinarity, and creativity can position the library to shape, influence, and lead change across campus.

Outcomes: Articulate how teaching, learning, and research innovation can be uniquely fostered and advanced through the library • Understand how building design and vision have significant influence • Identify how to position academic libraries as drivers of innovation

Launching a Digital Citizenship Badge Program

W185A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Ken Graetz, Director, Teaching, Learning, and Technology Services, Winona State University

Kenneth D. Janz, Associate Vice President for Academic Affairs, Dean of the Library, and CIO, Winona State University

Are your students good digital citizens? Come learn about the Winona State University Digital Citizenship Badge Program, launched in fall 2018. Strategies, content, and activities will be shared, and you will leave better able to facilitate your own campus program.

Outcomes: Learn how WSU designed, delivered, and assessed its new Digital Citizenship Badge Program • Evaluate WSU digital citizenship course content and activities • Acquire new ideas for similar programming on your campus

LEADING AND PARTNERING ACROSS THE INSTITUTION

Education 4.0 Revolutionizing Higher Ed, a View from the UK

W180, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Paul Barrie Feldman, Chief Executive, JISC

The fourth industrial revolution is changing many industries, and education is no exception. Jisc, the UK's higher education digital body, has formed visions on how these technologies can fundamentally change higher education in exciting ways over the next 10 to 20 years to substantially enhance the student, lecturer, and researcher experience. This talk will explain our thinking, perceived opportunities, and the ways you can start to make a difference now.

Outcomes: Explore a technology-driven vision on the future of higher education • Develop your thinking on your institution's options for the future • Determine how you can move forward and engage within your institution if you aren't already doing so

Improving Classroom Delivery by Supporting Nonclassroom Personnel

W183BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Howard Fooksman, Educational Technology Consultant, Purdue University

Adam B Hagen, Educational Technologist, Purdue University

Amy Haston, Educational Technology Consultant, Purdue University

Ben Holmes, Senior Educational Technologist, Purdue University

The successful implementation of technology in the classroom relies on both the classroom faculty and a full team of academic support staff. In this session, we will discuss how our team refocused our approach to training and outreach to include more than just faculty.

Outcomes: Better understand the training needs of nonclassroom academic support staff • Learn new approaches to training academic support staff • Be able to leverage existing relationships to improve technology assessment

Rules of Engagement: When Your Customers Are Telling Your Story

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Blake Cooper, IT Communications Specialist, University at Buffalo–SUNY

Tracy Gale, Communications Manager, University of Florida

Jeannine Sato, Communications Strategist, Duke University

Diana Tuorto, IT Communications Officer, University at Buffalo–SUNY

Imagine that your customers are actively involved in your operational strategy: every step, they're there helping lead the way. When your customers are telling your story for you, you're doing it right. Learn how to identify your most engaged customers and leverage their perspectives to develop momentum toward your most challenging projects.

Outcomes: Learn how to leverage students as experts who can engage other students in two-way communication • Learn how "faculty-IT liaisons" give everybody a greater stake in faculty-IT success • Learn about interdepartmental engagement groups, using a sample of Duke's engagement group charters and outcomes for possible replication

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Anywhere but in the Lab: Exploring Applications for VR

W179A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Jessica Abel, Project Coordinator, University of Texas at San Antonio

Vanessa Hammler Kenon, Associate Vice President Information Technology, University of Texas at San Antonio

Kendra Ketchum, Vice President for Information Management, University of Texas at San Antonio

Trevor Nash, Training and Marketing Manager, University of Texas at San Antonio

In this interactive presentation, we will discuss how UTSA OIT has addressed the challenges of integrating VR technology into pedagogy since 2009, how universities can mitigate hardware and content cost, and the impact of the VR educational experience on student engagement, success and, ultimately, competitiveness on the global market.

Outcomes: Learn about mitigating hardware and software costs for VR technology in the classroom • Explore the potential for VR content in STEM to improve student success and hirability • Identify options for purchasing and creating VR content and evaluating its pedagogical impact

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

How We Increased Data Availability, Cut Cost, and Reduced Complexity

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Mark Penny, System Specialist (Infrastructure), University of Leicester

Matt Piccirilli, Senior Sales Engineer, Commvault

Jon Toor, Marketing, Cloudian

The University of Leicester needed a new backup architecture that would increase data availability and reduce complexity. Join this session and discover how the University met these needs and reduced cost with on-premises object storage. Learn about the alternatives considered, why a next-gen S3-compatible platform was selected, and best practices gained through the implementation.

Outcomes: Hear firsthand the process University of Leicester when through in selecting a backup architecture and best practices applied throughout

Lessons Learned and Action Items for Managing Human Risk

W375B, LEVEL 3

Session Type: Featured Session | Delivery Format: Featured Session

Lance Spitzner, Director, The SANS Technology Institute

Managing human risk is one of the fastest growing challenges for institutions, yet there is little data on how to best address it. The annual SANS Security Awareness Report provides data-driven action items and lessons learned from thousands of awareness programs around the world. Learn the tricks and the steps the most effective and mature awareness programs have taken to be successful.

Outcomes: Learn about and how to leverage the Security Awareness Maturity Model • Identify and benchmark your security awareness program • List the top 5 action items for maturing your awareness program

Meeting Halfway: Cloud Platform Security Through On-Prem Controls

W196B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Bob Flynn, Manager, Cloud Technology Support, Indiana University Bloomington

Andrew Korty, CISO, Indiana University

Steven Wallace, Enterprise Network Architect, Indiana University Bloomington

Before the use of public cloud platforms can grow from developer curiosity to enterprise applications involving institutional data, you want to ensure those environments align with your school's security controls and practices. Join Indiana University to hear what we learned as we systematically identified and closed our controls gaps.

Outcomes: Hear about an important and instantly relatable challenge • Learn from the mistakes and successes of a peer institution and receive a practical roadmap for tackling this challenge at your institution • Get tips and resources they can leverage to strengthen your cloud posture

NAVIGATING CHANGE

Delivering a Unicorn: 2 Paths to Real Organizational Change

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Eleanor Hart, Academic and Business Application Services Manager, Portland State University

Bobby Jo Morse, Associate Director, IT Professional Services, University of Wisconsin–Milwaukee

Beth Schaefer, Chief Operating Officer, University of Wisconsin–Milwaukee

Jerrold Thomas, Senior Director–Academic & Technology Services, Portland State University

Join a discussion on how two institutions challenged institutional norms with an array of change management techniques that led to successful outcomes. Learn about and discuss strategies for developing the skills and competencies needed to deliver change in today's rapid-paced environment, while keeping everyone excited, engaged, and happy about it.

Outcomes: Identify opportunities for establishing diverse work groups to better deliver change in your organization • Discuss the challenges of managing change and techniques for maintaining engagement and momentum • Understand lessons learned in organizational change management practices at 2 similar institutions

Rising to the Challenges During Periods of Change

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Gregory Stoup, Board President, The RP Group

Colleges are having to adapt to a rapidly changing landscape. The forces driving change are technological, structural, societal, and political. This environment offers an opportunity for colleges to excel. This session will provide attendees an opportunity to discuss your challenges and see them reframed as actionable opportunities.

Outcomes: Share the challenges your institution is facing and reframe them have within an actionable model • See how those challenges can be leveraged to drive positive dialogue and improvement

Why Do We Still Have So Many Computer Labs?

W187A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Luecitra Haraugthy, Project Coordinator, Pittsburg State University

Angela Neria, Chief Information Officer, Pittsburg State University

Learn how a midsized university with an oversized number of computer labs is cutting costs, gaining space back, and meeting student and faculty needs through carefully examining usage data and centralizing the delivery of applications. Most importantly, find out how we built buy-in through careful planning and data analysis.

Outcomes: A detailed plan of the process used to reduce the number of labs on the campus of Pittsburg State University. An understanding of the two application delivery methods used at Pittsburg State University: Software2 and Desktop Virtualization. A breakdown of the "lessons learned" on our journey to fewer computer labs.

TRANSFORMING THE STUDENT EXPERIENCE

Blockchain in Action! Microcredentialing/Digital Badging the "Bitcoin" Way

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Mary Bennett, Instructional Designer, California State University, Fresno

Max J. Tsai, Coordinator of Digital Transformation and Innovation Architect, California State University, Fresno

Let's explore Fresno State's strategy of supporting digital certification and badging that can be the pathway to macrorewards! Come and learn how Fresno State developed a campus-wide microcredential solution to streamline and catalog the acquisition of achievements and learning, without having to have knowledge of blockchain.

Outcomes: Leave with a single institutional-wide solution for digital badging management • Learn how blockchain technology can be used to catalog the acquisition of achievements and learning • Understand key ingredients of microcredentials needed to build competency-based recognition

Increasing Technology Literacy within a Liberal Arts Education

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Michael Boyles, Director, Tenzer Technology Center, DePauw University

Carol L. Smith, Chief Information Officer, DePauw University

DePauw's recently established Tenzer Technology Center offers new opportunities for experiential learning. We will share stories of student, faculty, and community collaborations that incorporate technology into the liberal arts curriculum and co-curriculum in support of DePauw's goal of preparing successful, technologically adept graduates who can also think critically and lead their organizations.

Outcomes: Participants will leave this session inspired and with tangible ideas for incorporating relatively inexpensive and easy-to-use digital technologies into existing curriculum and/or for creating new co-curricular learning opportunities for students.

5:00–6:00 p.m.

Braindate—in partnership with Ellucian, Platinum Partner

BRAINDATE LOUNGE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Braindates are about sharing knowledge. They are one-on-one or group conversations that you book with other participants while you're at the 2019 EDUCAUSE Annual Conference.

5:15–5:45 p.m.

Meet and Mingle | Young Professionals

MEET AND MINGLE, CENTRAL CONCOURSE, LEVEL 3

Session Type: Lounge

Join us for an informal opportunity to grab a drink and mingle with young professionals in our community. Stop by to meet new people and say hello to EDUCAUSE staff to share your ideas and interests with us. Members of the Young Professionals Constituent Group and Young Professionals Advisory Council will be available to answer questions.

5:30–6:30 p.m.

Institute Reception—sponsored by iDesign

HYATT REGENCY MCCORMICK PLACE, PRAIRIE, LEVEL 2

Session Type: Reception

This event is for all graduates of the EDUCAUSE Institute: the Leading Change Institute, the Leadership Program, the Management Program, the Learning Technology Leadership Program, the New IT Managers Program, the Senior Directors Program, and Management Boot Camp. Graduates of all cohorts are welcome to attend this reception. Reconnect with members of your class, make new connections, and explore common interests with other higher education leaders.

6:00–7:30 p.m.

Hawkins Leadership Roundtable Reception (separate registration is required)—sponsored by Wipro Ltd.

W190 LOBBY, LEVEL 1

Session Type: Reception

Senior Directors Seminar Reception (separate registration is required)

Session Type: Reception

6:00–9:00 p.m.

E&I Cloud Leadership Awards—a National Award Ceremony

HYATT REGENCY MCCORMICK PLACE, CC10A, LEVEL 1

Session Type: Meeting

Sponsored by D2L, Unit4, and Workday

Please note: This is an ancillary meeting, meaning the organization was approved to host the meeting for the EDUCAUSE community, yet did not go through the process for curating educational content. The content of this meeting is the sole responsibility of the host organization. For more information regarding this particular meeting, please contact the following person directly:

Host Organization: E&I Cooperative Services

Name: Michelle Nettuno

Email: mnettuno@eandi.org

Phone: 631-630-8206

E&I Cooperative Services hosts nominated CIOs and IT leadership teams from member institutions across the country at the third annual E&I Cloud Leadership Awards. Nominees are evaluated by a panel of judges based on certain criteria across six categories:

- Innovation
- Collaboration
- Backup/Disaster Recovery
- Cloud Storage
- Public/Private Cloud Security
- Hybrid IaaS/PaaS

Cloud computing enables students, teachers, administrators and staff to reliably access information, collaborate, and create & deliver content from anywhere, anytime, on any device. Submit your nominations by Friday, August 30, 2019. Light hors d'oeuvres and beverages will be served. Questions? Please contact: kfowlkes@eandi.org. The event is by invitation only. All nominated institutions will receive an invitation.

THURSDAY, OCTOBER 17

7:00–10:30 a.m.

Registration Desk Open—sponsored by Jenzabar, Platinum Partner

W183A, LEVEL 1

Session Type: Service Desk

Your conference experience begins at the registration desk. All conference attendees (including exhibit hall staff) start at the registration kiosks. Check in, pick up your entry badge, and proceed to the information desk to get any questions answered, pick up your printed event “paper,” personalize your badge, and gather any other materials of interest.

Information

LOBBY, LEVEL 1

Session Type: Service Desk

Be informed! Pick up your complimentary event materials and ask your questions of the staff available to assist you. From navigating the venue to exploring the robust daily conference program to browsing posted jobs across the higher ed landscape to getting your housing or membership questions answered, we're here to help you.

Speaker Ready Room Open

W182, LEVEL 1

Session Type: Lounge

Presenters are encouraged to visit the Speaker Ready Room to test their equipment, prepare for their sessions, or make last-minute modifications.

7:00–11:30 a.m.

CIO Lounge—sponsored by AccelerEd

W181, LEVEL 1

Session Type: Lounge

Higher education CIOs are invited to relax and meet with friends and colleagues in this community space, which provides light refreshments and a quiet, comfortable spot to charge devices, check e-mail, and watch live streams of the general session presentations.

Media Lounge

W476, Level 4

Session Type: Lounge

Media representatives attending EDUCAUSE 2019 have a quiet place this year to get away from the commotion of conference activities, charge devices, conduct interviews, and compose their stories. The room will not be formally scheduled, so we ask that you please use common courtesy in this shared space with your volume and time use of the area.

Relax & Renew

RELAX AND RENEW, W375A, LEVEL 3

Session Type: Lounge

Take a break and reenergize your mind and body with complimentary relaxation activities.

Work & Chat

WORK AND CHAT, SKYLINE BALLROOM LOBBY, LEVEL 3

Session Type: Lounge

Find a quiet spot to work and reflect, meet with colleagues, or recharge your devices here.

7:30–9:00 a.m.

Hawkins Leadership Roundtable Breakfast (separate registration is required)—sponsored by Wipro Ltd.

W192A, LEVEL 1

Session Type: Meal

8:00–8:30 a.m.

Morning Refreshments—sponsored by Carahsoft Technology Corp

FOYERS, LEVEL 1

Session Type: Break

Start your morning right—plan your day and compare strategies with colleagues for how to get the most from the professional development and networking opportunities present.

Coffee and tea will be available during this time.

8:30–9:15 a.m.

Extended Reality (XR) Community Group Session (open to all)

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

William McCreary, Vice President CIO-CTO, The University of Toledo

Art Sprecher, Vice President for Technology-CIO, University of the Pacific

Interactive learning design provided by Steelcase Education, Gold Partner

Please join us to discuss extended reality and its many applications in higher ed. We will review the results of the candidate subgroup survey, form subgroups per community interest, and share success stories.

Instructional Technology Community Group Session (open to all)

W186C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Patricia Aceves, Assistant Vice President, Stony Brook University
Matthew L. Aron, Blended Curriculum Lead, Northwestern University**Sherri Nicole Braxton, Senior Director, Instructional Technology, University of Maryland, Baltimore County**

Join your instructional technology peers in a focused discussion on hot topics in instructional technologies, including identifying your professional development needs, integrating learner-centered principles into the use and selection of technology, and enhancing teaching and learning. Instructional technologists are a diverse group encompassing faculty, staff, students, and education/learning theorists.

PDF Accessibility 101

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

DeeDee Kato, Senior Director of Marketing, Foxit Software Inc

How many PDFs do you have on your website? Are all of them tagged for Section 508? What about online course documents and PDF forms for class registrations? Health records? In this session, you will learn where to start and important aspects to consider. We will also demonstrate ways to automate tagging of mass quantities of untagged documents and how to add final touch-ups to make them fully Section 508 compliant and readable by screen readers.

Outcomes: Learn the basics of tagging and best practices on how to remediate PDFs (e.g., scanned documents, forms, complex tables, etc.)

The State of Digital Ethics in 2019: Excitement, Caution, and Hope

SKYLINE BALLROOM, W375C-E, LEVEL 3

Session Type: Featured Session | Delivery Format: Featured Session

John O'Brien, President & CEO, EDUCAUSE

Ethical concerns related to technology are hardly new. Today, however, the hype around technology innovation often masks nuanced, powerful, and sometimes grave ethical entanglements, and these concerns are likely to intensify. In this keynote, EDUCAUSE President John O'Brien will make the case for excitement, caution, and hope in this exceedingly challenging landscape.

Strategic Planning Community Group Session (open to all)

W187A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

James N. Bradley, Chief Information Officer, Trinity University**Joshua Kisse, Director of Information Technology for Texas A&M—Health Science Center, Texas A&M University**

In 2019, three strategic planning webinars were delivered from institutions dedicated to strategic planning for IT. In this panel session, each webinar presenter will offer lessons learned in order to provide a holistic view of strategic planning insights from the institutions.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING**Answering the Call for Better Student Data**

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Michelle Blackwell, Manager Data Partnerships, National Student Clearinghouse**Eric Godin, Associate Vice President, SHEEO****Laurie Tripp Heacock, Vice President, Data, Technology and Analytics, Achieving the Dream, Inc**

Institutions, systems, and states want postsecondary data with comprehensive outcomes for all students. The Postsecondary Data Partnership (PDP) streamlines and enhances data gathering, reporting, and research to support a data-enabled institution. Learn about the role of IT in this national effort to help institutions gain a fuller picture of student success.

Outcomes: Learn about the importance of collaboration between IT and IR staff for PDP data submission, analysis, and visualizations • Understand the significance of the PDP in supporting institutional decision-making for student success • Explore opportunities for future PDP technology innovations

Lightning Round Session: Creating a Culture of Data-Informed Decision-Making

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Lightning Round

Lois Harrison, Manager of Project Management, Cengage Learning**Zixin Mao, Associate Director of Information and Faculty Technology, Fordham University****George Rehrey, Director, Center for Learning Analytics and Student Success, Indiana University****Lisa Trumble, Supervisor, Project Management, Cengage Learning**

This lightning round will pack as much information into one session as possible. Hear succinct, engaging presentations on a variety of topics. Each will be 10 minutes long, with a Q&A at the end of the session.

Lightning Round 1: Engaging Faculty in Learning Analytics: Evaluating Culture Change**Presenters: George Rehrey, Linda Shepard, Carol Hostetter, and Amberly Reynolds (Indiana University)**

We will present a top-down, bottom-up, middle-out strategy for establishing a data-informed citizenry on campus. We'll provide initial assessments that measure progress toward this long-term goal and will engage the audience in dialogue about developing assessments that capture evidence of emerging culture change at our institutions.

Outcomes: Reflect on strategies for mitigating known barriers to institutional change • Learn about an increasingly popular approach for establishing a data-informed citizenry • Discuss and develop plans for evaluating long-forming culture shifts

Lightning Round 2: Changing Team Culture to Get Solid Data**Presenters: Lois Harrison and Lisa Trumble (Cengage Learning Inc.)**

You've tried it before. You collect tons of data...and still you don't have the necessary information to gain business insights. What does it take? Join a discussion focusing on the team culture and management expectations that drive the collection of clean, consistent, and useful data to inform decisions and projects.

Outcomes: Identify team and business conditions that need to be addressed in order to make data collection trusted and usable • Explore gaps in processes and culture to drive better data collection and reporting relevance • Examine the team culture and manager expectations that relate to data gathering and the growth of curiosity

Lightning Round 3: Toward an Accountable Data Culture from Middle Management

Presenter: Zixin Mao (Fordham University)

Middle managers hold a key position in developing an organization's data culture. Skilled managers introduce data thinking and integrate it into the cultural DNA of the organization. Through a case study and examples, we gained insights into developing metrics that are actionable and accountable.

Outcomes: Understand the key role that middle managers play in developing a data culture • Apply Schein's 3-layered culture theory to identify culture roadblocks • Create an actionable data plan to tackle the roadblocks

EVOLVING INFRASTRUCTURE AND ENTERPRISE IT

Rising Through the Cloud: Transitioning from Experimentation to Maturation

W184BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Sarah J. Christen, Director of IT Infrastructure, Cornell University

Damian Doyle, Assistant Vice President of Enterprise Infrastructure, University of Maryland, Baltimore County

Bob Flynn, Manager, Cloud Technology Support, Indiana University Bloomington

Gerard Shockley, Enterprise Architecture and Systems, Boston University

Wouldn't it be great to understand upcoming challenges and hurdles before moving into the cloud? There are stages to this process, and understanding them can ease concerns for both staff and leadership. This talk will use 20/20 hindsight, EDUCAUSE research, and community input to help schools through this process.

Outcomes: Understand the stages of transitioning infrastructure to the cloud • Be empowered to discuss the complexities, benefits, and challenges with your leadership in a productive way. • Learn from the failures and achievements of other schools to help advance your IT organization

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING

Bold New Boundaries: Reimagining Musical Education for the Digital Age

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Margaret Ricci, Principal Online Instructional Technologist, Indiana University

Julia Sanders, Manager, Online Instructional Design, Indiana University Bloomington

Indiana University invites learners to engage with the Jacobs School of Music virtually. From hands-on education in audio engineering to instrument ensemble performance and dance instruction, we have partnered to create innovative, unique, fully online student learning experiences that reach beyond geographical barriers.

Outcomes: Explore innovative ways to combine the arts and technology for immersive and hands-on learning • Identify components of hands-on arts learning that can be flipped • Engage as learners with samples of IU's engineering, dance, and ensemble activities

Curating a Bilateral Immersive Learning Experience: Our France-Singapore Story

W185A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Etienne B. Blanc, Associate Professor, Universite Paris Descartes–Sorbonne Paris Cite

Xavier Coumoul, Professor (University Paris), Universite Paris Descartes–Sorbonne Paris Cite

Thierry Koscielniak, CSIESR President, Chief Digital Officer, Le Cnam, CSIESR

With joint France-Singapore institutional support, we created a cross-continental, intercultural platform of immersive pedagogy via the application of VR/MR 360° immersive simulations to improve student visualization and interaction in the learning of toxicology. We will share tips to facilitate bilateral collaboration in innovative education projects.

Outcomes: Identify the challenges and opportunities in curating a cross-continental immersive learning experience • Understand the merits of VR immersive learning using 360° devices • Explore methods to apply a free VR immersive learning platform to engage your students more

Hacking Your Way to Student Success

W193, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Orlando Leon, Chief Information Officer, California State University, Fresno

Hackathons support high-impact practices that promote student success through experiential, group-based, interdisciplinary learning. Universities that do not have large computer science programs can still benefit greatly. Come learn about our journey at Fresno State to create a sustainable hackathon program that encourages a culture of innovation to better support our demographic of low-socioeconomic-status students.

Outcomes: Explore the concept of a hackathon and how it supports student success and a culture of innovation • Apply lessons learned in starting a hackathon from scratch • Get key ingredients for success and how to apply them to your campus

LEADING AND PARTNERING ACROSS THE INSTITUTION

CAOs and CIOs: Collaborating for Success

W183BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Andrew Shean, Chief Academic Officer System, National University

Vernon C Smith, Provost, American Public University System

Constance St. Germain, Provost & Chief Academic Officer, Capella University

Lori Werth, Provost, University of Pikeville

This panel will provide the perspective of several chief academic officers about their work with chief information officers. The panelists will outline successes and challenges in working with the technology needs of student and for faculty, including strategies for implementing digital tools in the classroom.

Outcomes: Explore case studies of CAOs working with CIOs • Discuss strategies for the successful implementation of digital tools in the classroom • Obtain insights about effective strategic planning processes for classroom and faculty technology needs

Transforming IT Governance from Operational to Strategic

W190B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Cole Clark, Managing Director, Higher Education, Deloitte

Kimberly Eve Lawrence, IT Planning Analyst & Program Manager, Virginia Community College System

Michael L. Russell, CIO, Virginia Community College System

Ram Srinivasan, Senior Consultant, Deloitte

Institutional success is enabled by IT as a strategic partner. However, securing leadership support for IT requires CIOs to cultivate strong partnerships across the institution to effectively drive change. Join us to learn how to create the foundation for effective change leadership by building a coalition of functional leaders.

Outcomes: Understand the benefit of governance comprised of cross-functional leadership • Learn how the CIO at VCCS gained leadership buy-in to radically restructure the system-wide governance structure • Take time to reflect on next steps to develop the stakeholder support needed to move initiatives forward on your campus

MAKING AN IMPACT WITH INNOVATIVE IDEAS

Building AI-Aided Culture with an Enterprise Intelligent Bot

W180, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Andy Lathrop, Principal Consultant, BlueGranite, Inc

Yongxin Ma, Director, Data Warehouse, New York Institute of Technology

Vikas Dattaram More, Systems Architect, New York Institute of Technology

Pooja Mysore Vijayaraj, Account Technology Strategist, Microsoft Corporation

Pennie S. Turgeon, Vice President for IT and CIO, New York Institute of Technology

NYIT, in partnership with Microsoft and BlueGranite, has built an enterprise intelligent bot named NYIT Ask Bear, which provides a unified starting place for searching diverse knowledge bases of frequently asked questions. Initially imagined for unlimited business areas, the ease and flexibility of maintaining the bot's knowledge bases has attracted attention across the enterprise. A flexible architecture allows business stakeholders to help manage the bot, becoming active partners with IT keeping FAQs and business work flows up to date. The bot is a "one-stop shopping" for answers about the school, not only for current students but prospects, faculty, staff, alumni, and the general public. It is one part of an aggressive AI strategy at the University to extend and improve student outreach and boost enrollment. In this session we'll discuss various aspects of NYIT's journey using AI-powered bots. We'll talk about the technology involved, the problems they solve, and how it improves the University's relationship with diverse user populations.

Outcomes: Understand real-time experiences of bot features, comparison, development, implementation, best practices, and lesson learned while experiencing a live bot • Learn about IT strategy, culture change, and campus impact from NYIT • Learn about methodology and technology from Microsoft • Learn about bot architecture and the DevOps life cycle from BlueGranite

Research Forecast: Cloudy, with a Chance to Scale

W187B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Hilary J. Baker, Vice President for IT & CIO, California State University, Northridge

Michael Berman, Chief Innovator Officer and Deputy CIO, California State University, Office of the Chancellor

Sanjay Padhi, Head of AWS Research, US Education, Amazon Web Services

Advances in cloud computing allow unprecedented access to high-end computing resources for researchers at every type of institution, creating a more level-playing field for experimentation than has ever existed before. Join Cal State University leaders to learn how they enable faculty and students to perform research using Amazon Web Services.

Outcomes: Understand how AWS cloud enables researchers and educators to access high-end computing resources • Learn how public cloud helps nonresearch-oriented universities create a more level playing field for experimentation • Be inspired to use AWS cloud computing to take research and education to a new level

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK

Because No One Reads Privacy Statements: Scaling the App-Vetting Process

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Linda D. Feng, Software Architect, Unicon, Inc.

Dale X Johnson, Digital Learning Environment (DLE) functional analyst, University of Wisconsin System Administration

Kevin Lewis, Project Manager, IMS Global Learning Consortium

Nick Thompson, Assistant Director, Office of Instructional Development, University of California, Los Angeles (UCLA)

Find out what your institution needs to ask when "vetting" a learning application for data use and privacy considerations. Learn how to scale your app-vetting process and minimize institutional risk by performing a more accurate review of the application using on a rubric based on years of edtech experience.

Outcomes: Understand the increasingly critical role of app-vetting procedures for institutions and vendors alike • Be prepared to contribute to the community conversation of the continued evolution of the app-vetting process • Be able to better evaluate a more accurate app-vetting process using a rubric

Navigating the Sea of FLSA, ACA, and DOL Compliance Regulations

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Mike Bowman, National Account Executive, TimeClock Plus

Increased federal and state labor regulations, coupled with restrictive departmental budgets, have made employee labor management and compliance particularly challenging for colleges and universities. Gain valuable insight on how an automated time and attendance solution can act as a “compliance compass” to avoid the dangerous waters of higher ed labor management.

Outcomes: Identify common areas of noncompliance with DoL for higher ed admin and staff • Measure the effects of noncompliance and discuss common approaches • Develop a solid workforce management action plan that will ensure state and federal compliance

Understanding Web Accessibility Standards and Open-Source Tools

W196B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Jon Gunderson, Coordinator Accessible IT Group, University of Illinois at Urbana-Champaign

This hands-on workshop is for anyone who wants to learn about W3C and Section 508 web accessibility standards and open-source tools to audit and inspect web resources for accessibility features and issues. Tools will include browser plug-ins and extension and server-based tools for auditing websites and entire organizations.

Outcomes: Learn about W3C Web Content Accessibility Guidelines 2.1 Level A and AA requirements • Understand the strengths and weaknesses of automated tools to evaluate accessibility • Learn about W3C ARIA Authoring Practices for accessible design practices • Explore the capabilities of open-source tools in auditing and inspecting web accessibility

NAVIGATING CHANGE**Changing the Lead: The Art and Impact of Moving On**

W187C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Raechelle Clemmons, Associate Vice President for Technology & Chief Information Officer, Texas Woman's University**Paige Francis, Vice President for Information Technology and CIO, University of Arkansas****Kyle Johnson, Dean for Information Technology & Services, Chaminade University of Honolulu****Melissa Woo, Senior Vice President for IT & Enterprise CIO, Stony Brook University**

Join a diverse group of CIOs as they share their thoughts on transitioning to the next step—how to know when the time is right, when to start developing successors to ensure talent coverage for your current institution, and how to manage the change overall.

Outcomes: Understand the signs of when it's time to make a change • Understand why leadership change is important and beneficial in higher education • Take away actionable development ideas for self and teams

Reimagining IT: A Study in IT Transformation

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Adam Caimi, Exec Dir Outreach Information Technology, The Pennsylvania State University**Donald J. Welch, Chief Information Security Officer, The Pennsylvania State University**

Penn State University is currently engaged in a university-wide IT transformation impacting over 80 independent IT units and nearly 2,000 IT professionals across 24 campuses. This session will share strategies, stories, and lessons learned during the first 24 months of this critical initiative.

Outcomes: Understand the importance of developing an intentional and strategic approach to a listening and learning tour • Develop insights into methods for understanding organizational strengths and weaknesses • Learn how to navigate institutional politics, establish trust, and build a network of supportive and collaborative relationships

Strategies for Effectively Communicating About Campus Change

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Jeffrey L. Overholtzer, (Retired) Manager Strategic Planning, Communication, ITS, Washington and Lee University**Joel F. W. Price, Technology Outreach Team Lead, Swarthmore College****Susan M. Zaslav, Strategic IT Consultant, Princeton University**

Change is ubiquitous. What are best practices for communicating about change with different stakeholder audiences in higher ed? Learn how effective communication can better support campus change efforts and help you gain new ideas from colleagues to maximize the impact of your communications.

Outcomes: Understand the important role that communication plays in managing campus change • Identify key campus partners who can help your messages have the desired impact • Harness the communications knowledge, tools, and techniques of your peers to increase your institution's readiness and willingness to change

SUPPORTING THE INSTITUTION**Women and Minorities in Technology**

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Sara Laird, Chief Technology Officer, Mount Saint Mary's University**Sarah Meadows, IT Project Manager, University of Delaware****Sowmya Shankar, Java Applications Programmer, University of Delaware****Jamie M Summerfield, Educational Technology Consultant, University of Delaware**

Being an advocate for yourself or ally for someone else starts with speaking up. In this session, you will learn some simple strategies you can implement to reinforce diversity, equity, and inclusion within your workplace to help give a voice to other colleagues and strengthen your own voice in the process. While the session content is focused on elevating women in technology, it can also be applied to elevating other minority groups. This session will be especially beneficial to anyone interested in becoming an ally for others.

Outcomes: Understand the DEI challenges that apply to institutions of all sizes • Explore how individuals can make a difference as an army of one, actionable strategies for making an impact on a larger scale, and how to start an advocacy organization for women or other minorities in tech with little or no budget • Discuss and share experiences, ideas, and feedback and develop potential partnerships, allies, and companions at other institutions

TRANSFORMING THE STUDENT EXPERIENCE**DukeCard: Mobile Credentials for Access and Payment**

W190A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Deborah DeYulia, Director, Program Management & DukeCard, Duke University**Charles Kneifel, Duke University****Barton Lawyer, Assistant Director, IT, Duke University****Jeannine Sato, Communications Strategist, Duke University**

The mobile DukeCard credential for iOS launched in 2018 and was adopted by 70% of first-year Duke students. See a demonstration of the mobile credential and student experience. We'll review the multiyear technology and communications plans behind the successful project, as well as outcomes and next steps for student IDs on NFC-enabled smartphones.

Outcomes: Understand the scope of technology changes required to support the complex rollout of mobile credentials with corporate partners • Learn about communications messaging, support, and launch events to produce an exclusive student experience during the initial launch • Examine success measures using adoption and usage rates and student satisfaction surveys

9:30–10:15 a.m.

Professional Development Community Group Session (open to all)

W187B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Jamie Daniel, Director, Information Technology, Auburn University**Meggan Levitt, Asst Vice Provost & Associate CIO, University of California, Davis**

Join us as we examine issues concerning recruiting, training, and managing staff, including finding creative professional development opportunities, developing career paths, and building strong teams. Managers and aspiring managers at all levels are welcome.

User Experience and Service Design Practice Community Group Session (open to all)

W186C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Discussion Session

Mark Johnston, Manager, User Experience and Process Design, University of Toronto**Douglas Allen Peterson, Associate Professor of Psychology, The University of South Dakota**

Join a discussion of current UX issues in this open meeting, such as leveraging best practices and tools, promoting the user experience in project and team management, designing interfaces, and institutionalizing the user experience.

CREATING A CULTURE OF DATA-INFORMED DECISION-MAKING**Leveraging Analytics to Manage Admissions and Enrollment**

W187C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Robert Thomas Gutman, Associate Vice President, Enrollment Analytics, Drexel University**Brian Philip Hinote, Professor & Associate Vice Provost, Middle Tennessee State University**

This session will introduce data analytics as an essential decision-making tool in admissions and enrollment management. The presenters will discuss the rise and significance of data analytics and explore new and emerging business models emanating from these processes before unpacking several practical considerations germane to using analytics in strategic enrollment management.

Outcomes: Uncover multiple shifts in US higher ed that necessitate the application of analytics to strategic decision-making • Demonstrate multiple ways to apply analytics to enrollment management decision-making • Understanding ethical considerations involved in using analytics to facilitate decision-making vis-a-vis enrollment management and admissions

Privacy Matters: An Ethical and Regulatory Approach

W196C, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Holly Drake, Chief Privacy Officer, The Ohio State University**Marcia Ham, Learning Analytics Consultant, The Ohio State University**

Students exhaust a plume of big data as they navigate academic life, presenting unique data privacy challenges for institutions. Join Ohio State data ethics and privacy experts in analyzing these challenges through scenarios and discussion. Learn Ohio State's approach to answering the ethical and privacy challenges around student data.

Outcomes: Consider the ethical implications of leveraging students' big data (geolocation, social media, and learner profile) to advance the mission of your institution • Analyze the risks and potential harm that can occur from big data from students • Learn how OSU is incorporating an ethical framework in its data privacy program

EXPLORING NEW BOUNDARIES IN TEACHING AND LEARNING**Critical Reflective Practice and the Spaces of Teaching and Learning**

W185BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Christopher Haynes, Associate Director for Learning Experience Design, University of Colorado Boulder*Interactive learning design provided by Steelcase Education, Gold Partner*

Digital learning spaces are heavily scrutinized, while features of traditional academic classrooms go completely unnoticed. In this session, you are invited to critically reflect on the constraints and liberations of our teaching and learning spaces in a hybrid world and engage peers hands in the challenge of reflecting on pedagogies both traditional and digital.

Outcomes: Identify salient details of physical and virtual spaces of teaching and learning • Critically reflect on how those spaces and features constrain and liberate pedagogical practice • Draft a pedagogical action plan for modifying either physical or digital spaces in which you teach and/or work

Inspiring Innovation: The XReality Center at The New School

W190B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Maya Georgieva, Director, Digital Learning/XReality Center, The New School

As XR evolves, higher ed institutions are eager to integrate immersive technologies. This session will share insights about the work of the XReality Center at The New School as a focal point for experimentation, pedagogical innovation, and collaboration. We will discuss the center's portfolio of curricular implementations, immersive projects, and faculty/students workshops.

Outcomes: Understand how to engage campus stakeholders and create momentum with XR and emerging technologies • Gain insights from examples advancing pedagogical innovation, supporting academic programs, and facilitating faculty development • Identify best practices on XR implementation from the XR Center project portfolio to bring back on campus

Linking Students Across Cultures Through Virtual Exchange

W185A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Amy Gillett, Vice President, Education, University of Michigan–Ann Arbor

Virtual exchange—connecting students across cultures via technology—is finding a role alongside traditional study abroad programs as a way to expose students to other cultures. Find out more about the benefits and learn a design process so you too can run a virtual exchange.

Outcomes: Understand the benefits of virtual exchange • Learn about the successful implementation of a virtual exchange • Create a virtual exchange program with fellow participants, thereby gaining an understanding of the design process

Strategies for Success: Leveraging Digital Learning Technologies to Improve Teaching and Learning

W184BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Donald Carter, Director, Academic & Research Technology Services, ITS, Northern Arizona University

John Fritz, Associate VP, Instructional Technology, University of Maryland, Baltimore County

Megan Tesene, Associate Director, Personalized Learning Consortium, Association of Public and Land-grant Universities (APLU)

Karen Vignare, Executive Director Personalized Learning Consortium, Association of Public and Land-grant Universities (APLU)

APLU and ATD, supported by Every Learner Everywhere, will lead a session for institutions interested in leveraging adaptive courseware in foundational courses, with the ultimate goal of improving student outcomes, especially those of first-generation college students, low-income students, and students of color.

Outcomes: Understand the implementation process for adaptive courseware • Hear about the potential for adaptive courseware to support course redesign and equitable student outcomes • Learn about tools that can help universities and colleges adopt courseware • Examine the difference scale has on impact

LEADING AND PARTNERING ACROSS THE INSTITUTION

Coalition for Networked Information (CNI) Community Update

W194B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Joan K. Lippincott, Associate Executive Director, Coalition for Networked Information

Clifford A. Lynch, Executive Director, Coalition for Networked Information

This update will focus on outcomes of recent meetings CNI held to refresh the agenda for collaboration between information technology units and libraries. We encourage those who do not regularly attend CNI meetings to come learn more about our program and resources on scholarly communication, reader privacy, learning spaces, etc.

Outcomes: Understand what CNI is and does as an organization • Understand CNI's relationship to EDUCAUSE • Understand key initiatives in CNI's current program

Empowering the Campus Community to Own Tech Transformation: CRM Case Study

W183BC, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Luke Cairney, Director of Graduate Admissions, Gonzaga University

Alexandra Faklis, Director, Huron Consulting Group

Stephanie Lynne Schut, Director IT PMO, Gonzaga University

Borre Ulrichsen, CIO, Gonzaga University

Come learn how your institution can facilitate effective stakeholder engagement strategies to achieve enterprise-wide collaboration and prepare for the cultural, technical, and tactical implications of deploying CRM University-wide. Gonzaga's IT leadership will share insights from their journey of uniting departments across the student life cycle that you can apply to your own technology transformation.

Outcomes: Learn strategies for building enterprise-wide buy-in and support of IT initiatives • Review tactical examples of effective stakeholder engagement • Gain an understanding of the potential for IT to gauge change readiness and prepare for the cultural aspects of technology transformation

Implementing Videoconferencing: Navigating, Negotiating, and Preparing for the Future

W196A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Anne Kaiser, Account Executive, Zoom Video Communications

Nathan Phillips, CIO, American College of Healthcare Sciences

Collaborating with stakeholders, faculty, staff, students, and especially vendors makes change much easier. This session will detail experiences in creating a healthy change-based environment. Together, we will create a successful plan for implementation, discuss the exciting changes in the webconferencing/communications industry, and create strategies for communication.

Outcomes: Get a clear model for a successful implementation plan for a video conferencing system • Gain insights by examining both sides of the vendor-institution relationship and discover strategies for working well together • Identify key concerns of your own environment, with regard to video/web-based communications, and how to best address them

Riding the Wave of DEI: On the Crest or in a Trough?

W185D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Annette Beck, Director, Enterprise Instructional Technology, The University of Iowa**Marcia Dority Baker, Assistant Director, Academic Technologies, University of Nebraska–Lincoln****Victoria Getis, Director, NUIT IT Services and Support–Teaching & Learning Technologies, Northwestern University**

Have you ever attended a meeting and found that you are the ONLY woman in the room? IT is mostly male, mostly white. Attend this session to gain a toolkit of strategies to overcome bias and to be connected to a growing community of women in higher ed IT.

Outcomes: Gain analytic frameworks for understanding gender relationships in IT at work • Leave with a toolset of concrete actions to take to make your IT workplace more inclusive • Exchange contact information, network, and join a group of women leaders

MAKING AN IMPACT WITH INNOVATIVE IDEAS**Seeing Our Work Through the Lens of Innovation**

W187A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Jamey Hansen, CIO, College of Liberal Arts, University of Minnesota

We all know innovation is important for digital transformation and remaining relevant. Yet, IT innovation is not our institutions' core mission. As services are centralized and outsourced, our role changes to enabling the innovation of faculty and students. Let's discuss shifting our teams' mindsets from IT support to innovation support.

Outcomes: Develop strategies for fostering a culture of innovation in your unit and beyond • Distinguish between being innovative and supporting the innovation of others • Learn how to reframe seemingly incidental activities as elements of an innovation service

UCLA's Data-Driven Zenith App Platform, Mobile for Higher Ed

W186AB, LEVEL 1

Session Type: Breakout Session | Delivery Format: Moderated Discussion

Rosemary A. Rocchio, Director of Mobile & Web Strategy, University of California, Los Angeles (UCLA)

Learn about UCLA's Zenith App Platform (ZAP), a powerful data-driven mobile app SaaS environment, created for higher ed. A bloated campus app is not necessarily the right solution for you. Students are used to leveraging niche apps for specific functionality, and they will engage more with a personalized experience.

Outcomes: See how ZAP can enable real-time design refreshing, updating, and adding of mobile content • See how ZAP can leverage an app catalog environment to connect official apps into a campus catalog • Explore how ZAP can evolve into a mobile community where institutions can share mobile app modules, VR simulations, and AR apps

MANAGING AND REDUCING INFORMATION TECHNOLOGY RISK**One Year In: Establishing a Privacy Program on Your Campus**

W196B, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Jon Allen, Chief Information Security Officer & Interim CIO, Baylor University**Doug Welch, Chief Privacy Officer, Baylor University**

Before 2018, privacy discussions centered around incidents that brought little change in practice or regulation. With GDPR, Cambridge Analytica, and proposed federal legislation, significant change in organizational approach to privacy is under way. Hear about one school's approach and lessons learned from the first year establishing a coordinated privacy program.

Outcomes: Learn what a privacy program is and why your institution needs one • Gain an understanding of privacy principles and the ethics of data collection, processing, and use • Learn basic steps to begin establishing a coordinated privacy program at your campus

NAVIGATING CHANGE**2 Institutions, 2 Technologies, 2 Stories of Transformation**

W178A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Max Davis-Johnson, Associate Vice President, Chief Information Officer, Boise State University**Dan P Feely, Managing Partner, TSI—Transforming Solutions Inc.****Jeffrey Haynes, Director—Human Capital Consulting, Baker Tilly**

Rethinking processes and leveraging new technology within large universities is not for the faint of heart, as the speakers can attest! For one it was alumni relations and development, for the other it was human resources. In this session, learn how these University of Chicago and Boise State and their consulting partners approached a business challenge, rethought their technology landscape, selected technology, and successfully leveraged rigorous project management and change management to transform critical practices and processes.

Outcomes: Will learn a framework for assessment, analysis and technology for breakthrough thinking • Will learn how to properly initiate a technology implementation, with rigorous project and change management

Human-Centered Approaches to Change Management Across Higher Ed

W179A, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Laurie Burruss, Professor Emeritus, Pasadena City College**Raechelle Clemmons, Associate Vice President for Technology & Chief Information Officer, Texas Woman's University****Jay Field, Director of Technology, California Community Colleges Online Education Initiative, Foothill-DeAnza Community College District****Bridget Wikidal, Senior Director, Project & Change Management, California State University, Office of the Chancellor**

Change is hard, but necessary for higher education to thrive and survive. Our future depends on institutional creativity to transform higher education from within. Human-centered change management reshapes learning as an ecosystem—questioning the old and reshaping the new. Join this session to explore processes for preparing, managing, and supporting change at your institution.

Outcomes: Identify the different levels of change management • Create a change plan • Be able to communicate, implement, reinforce, and evaluate change • Learn how to manage and evaluate risk • Learn how to guide individuals and organization through change

SUPPORTING THE INSTITUTION

Aligning Technology Investments to Strategic Plans

W184D, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

David J. Hinson, EVP, Chief of Staff, COO & CIO, Drury University

Richard A. Holmgren, Vice President for Information Services and Assessment, Allegheny College

Rajiv Shenoy, Chief Technology Officer, Apogee

Jennifer Sparrow, Associate Vice President, Teaching and Learning With Tech, The Pennsylvania State University

Aligning technology investments to meet the needs of today's students is fundamental to fulfilling institutional strategic plans. But execution can be challenging. This panel will share best practices on how to leverage technology to achieve strategic plans, how to innovate into the future, and how to create sustainable business models.

Outcomes: Understand how to approach technology investments to better align with strategic plans and to help campus innovate to stay relevant • Learn best practices used by other institutions that can be put into action • Apply creative technology funding models in order to finance technology within budgets

TRANSFORMING THE STUDENT EXPERIENCE

Helping Students Navigate the Student Debt Problem

W192C, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

Sachin Jain, Global Client Partner, Wipro Ltd.

By leveraging customer-centric design and outside-in thinking, we are enabling students to make better financial decisions to pursue their careers. Join us to discuss alternative solutions to financing higher education and building an ecosystem to make higher education affordable.

Outcomes: Understand the student debt problem • Explore alternative solutions for higher education financing • Enable better student financial outcomes through technology

How ASU Reimagined the App and Digitally Engaged Students

W193, LEVEL 1

Session Type: Breakout Session | Delivery Format: Interactive Presentation

Bobby Gray, Director of Digital Transformation, Arizona State University

Lisa Rodrigue McIntyre, Executive Director, Arizona State University

Learn how Arizona State University used contemporary techniques (agile processes, student-centric design), partnerships (cross-functional teams across multiple departments), and technologies (cloud-native services, AWS microservices, and APIs) to significantly change our relationship with students by creating the ASU Mobile app, resulting in an engaged student population that navigates our complex University system through the app.

Outcomes: Understand how university-centric and e-mail-centric processes limit institutional effectiveness in reaching students • Learn what we did to build a solution that optimizes ASU's relationship with students • See our results and outcomes that will resonate with your institution's goals and objectives

Using Student Information Deployments to Drive Student Experience

W184A, LEVEL 1

Session Type: Industry Led | Delivery Format: Industry and Campus-Led Session

As part of Laureate's global SIS rollout, new functionality has improved enrollment and collections activities, which has increased student satisfaction and improved operational metrics. Technology and a recognition of the student impact of design decisions on enrollment and registration have improved retention, recruiting, and overall brand impression.

Outcomes: Understand the impact of digital channels (Portal, Mobile Apps, Chatbot) on student experience and operational efficiency • Understand how self-service processes help improve retention and revenue • Understand the rigor and collaboration required of corporate industry leaders and specialized vendors to deliver achieved results

10:15–10:45 a.m.

Beverage Break

SKYLINE BALLROOM LOBBY, LEVEL 3

Session Type: Break

Take time to refuel and relax. Get the energy boost you'll need to make the most of the many opportunities that surround you! Coffee, tea, and sodas are available during this time.

10:45–11:45 a.m.

Closing the Gender Gap in Technology

SKYLINE BALLROOM, W375C-E, LEVEL 3

Session Type: General Session | Delivery Format: General Session

Reshma Saujani, Founder and CEO of Girls Who Code and Author

It's no secret that the tech industry has a serious gender imbalance. We live in an era in which girls are told they can do anything, so why aren't there more women in leadership roles to look up to? In 2012, Reshma Saujani founded Girls Who Code with the mission of correcting this disparity. Since then, she has sparked a national conversation about increasing the number of women in tech, and Girls Who Code has reached nearly 40,000 young girls, 90% of whom have declared or intend to declare a major or minor in computer science. With Google and Twitter as backers, and Facebook and AT&T (among others) signed on as mentors, the program aims to enroll a million women by 2020. Drawing from her book *Women Who Don't Wait in Line*, Saujani will advocate a new model

of female leadership focused on embracing risk and failure, promoting mentorship and sponsorship, and boldly charting your own course, both personally and professionally.