Last Updated October 8, 2021

Monday, October 25

7:30 a.m. – 4:00 p.m.

EDUCAUSE Board of Directors Meeting

Salon C, Fifth Floor

Session Type:

Delivery Format: Meeting

Track:

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: Nicole McWhirter Email: nmcwhirter@educause.edu; phone: 303-802-6730.

12:00 p.m. – 4:30 p.m.

Registration Desk Open - Sponsored by AT&T, Bronze Partner

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

This is where to begin! All preregistered conference attendees and exhibit hall staff need to check-in at the badge pick-up kiosks to get their entry badges.

If you have not yet registered please visit our website or hop in line at the onsite registration counters.

Speaker Ready Room

103C, 100 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

If you are a presenter, we have a room just for you! Visit the Speaker Ready Room to familiarize yourself with the presentation equipment, prepare for your session, make last-minute modifications to your presentation, or upload it to the presentation management system.

3:00 p.m. – 7:00 p.m.

Satellite Badge Pick-Up - Sponsored by AT&T, Bronze Partner

Lobby, Marriott Hotel

Session Type: Service Desk

Delivery Format: Service Desk

Track:

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. Conference materials can be picked up at the Conference Materials Area at the Bridge, 200 Level of the Pennsylvania Convention Center.

Note: If you need to register or make changes to an existing registration, please go to the Registration Desk at the Bridge, 200 Level of the Pennsylvania Convention Center.

Tuesday, October 26

7:00 a.m. – 4:30 p.m.

Information

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Have questions about navigating the venue or the daily conference program? Not sure where to pick up lunch or have housing questions? We're here to help you!

Membership Concierge

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Visit with the EDUCAUSE Membership Team to learn more about membership benefits.

Do you need help finding a resource or connecting with your peers? Curious about the EDUCAUSE Ambassador Program? Have other questions or feedback? Ask an EDUCAUSE Membership tTeam member. Everyone at your organization has access to our vast collection of tools and resources—we're here to help.

Not a member? Let's discuss how membership can help make your job easier and advance your career.

Registration Desk Open - Sponsored by AT&T, Bronze Partner

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

This is where to begin! All preregistered conference attendees and exhibit hall staff need to check-in at the badge pick-up kiosks to get their entry badges.

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Speaker Ready Room

103C, 100 Level

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Track:

If you are a presenter, we have a room just for you! Visit the Speaker Ready Room to familiarize yourself with the presentation equipment, prepare for your session, make last-minute modifications to your presentation, or upload it to the presentation management system.

7:00 a.m. – 5:00 p.m.

Community Central

Grand Hall, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

It's your home office away from home--find a quiet spot to work and reflect, meet with colleagues, or recharge your devices (and your energy). You can also relax and watch streaming general sessions as well as content from the online event. Get comfortable!

Media Lounge

106AB, 100 Level

Please note: Sessions without room locations are held online at edu21.educause.edu.

Session Type: Lounge

Delivery Format: Lounge

Track:

Media representatives attending 2021 EDUCAUSE Annual Conference have a quiet place—away from the commotion of conference activities—to 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.

Young Professionals Hub

Grand Hall, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

This hub is the official gathering location for young professionals at the EDUCAUSE Annual Conference. Young professionals can use this space to connect and reconnect with peers. Industry leaders and the broader EDUCAUSE community are encouraged to stop by the hub to meet and network with young professionals. This open, community space is designed to help young professionals get the most out of the conference experience. Don't miss your chance to meet and mingle with younger professionals and emerging leaders in the EDUCAUSE community.

8:30 a.m. – 11:00 a.m.

Next Leaders Fellowship (NLF) Design and Planning Session (open to all)

Salon J, Fifth Floor, Marriott Hotel

Session Type:

Delivery Format: Meeting

Track:

Launching in March 2022, the Next Leaders Fellowship (NLF) is building a framework to identify, develop, and advocate for information and technology professionals in Higher Education, with a special emphasis on those who identify as Black, Indigenous, and People of Color (BIPOC). The Fellowship will recruit participants into a sponsored one-year experience participating as a cohort that will be mentored by accomplished senior leaders to support their professional growth.

If you are interested in learning more about this new fellowship program, as a potential candidate or mentor, or would like to help support the initiative as a partner, we encourage your participation and are eager for your input. We also welcome senior leaders in higher education who are committed to addressing existing equity and diversity issues in information and technology leadership.

The purpose of this design and planning session is to share the NLF vision, outline, and program plans as well as examples of the practices and content the participants will experience. The goal of the session is to seek input and feedback from across the broader EDUCAUSE community during these critical stages of the program's development.

8:30 a.m. – 11:30 a.m.

Please note: Sessions without room locations are held online at edu21.educause.edu.

So, You Know You Need a CRM. Now What?

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Preconference Workshop Session

Track: Student Engagement and Success

***LEE PERLIS**, Sr. Director, Product Marketing, Salesforce.org*
***Rebecca Joffrey**, IT Innovation Officer, Cornell University*
***Jason Belland**, Vice President, Education Cloud GTM, Salesforce.org*
***Carrie Shumaker**, Chief Information Officer, University of Michigan-Dearborn*

Expectations of higher education institutions are changing fast, and the time has come for colleges and universities to radically change the ways they engage, collaborate, and communicate with constituents. A CRM establishes the digital foundation for a connected experience by creating a consolidated view of every constituent and providing a platform to manage day-to-day student activities and interactions. For student success, enrollment, marketing, and IT leaders, this workshop will help you get your arms around what's happening with CRM at your institution. We'll feature customers who have realized success with Salesforce and provide a means to collaborate and learn in an interactive workshop setting. Workshop participants will explore different approaches to starting with CRM or expanding their CRM footprint, ways to get unstuck, and how to achieve your goals and accelerate your path to value. All attendees will receive resources, best practices, and next steps. We'll discuss implementation and integration strategies and best practices. Get your arms around what's happening with CRM at your institution and how to create a consolidated view of every constituent and their day-to-day interactions with your campus.

An industry and campus workshop.

Attendance is limited to the first 60 who register.

The Digital Transformation of Higher Education: The Intersection of Technology, Data, and Student Success

204AB, 200 Level

Session Type: Industry Led

Delivery Format: Preconference Workshop Session

Track: Student Engagement and Success

***Cole Michael Galyon**, Regional Vice President, Blackboard Inc*
***Jason Scott Smith**, Executive Director, Enrollment & Retention Strateg, Blackboard Inc*
***Lisa Hansen**, Executive Director, Blackboard Inc*
***Carey Smouse**, Sr. Product Manager, Blackboard Inc*

Blackboard will lead an interactive workshop assembling senior IT and academic leadership in higher education for a series of engaging and collaborative roundtable discussions. The digitization of our lives, from banking to entertainment, has fueled a rise in the use of data to customize experiences through proactive nudges and behavior-based suggestions getting us to buy, act, and watch. Today, higher education has an opportunity to tap into the digital engagement powering personalized experiences that help students succeed on their learning journeys. But supporting student success at scale isn't simple. From culture to cost, barriers to digital transformation can keep institutions from driving innovation on campus. Dive deep as we examine opportune topics, highlighting strategies for making meaningful impacts on student success through the transformative power of data and technology. This workshop brings a unique opportunity to gather with peers to actively discuss in-depth approaches to challenges and opportunities for growth, including insights from a leader in higher education on transforming student success through integrated

data and support services across their institution. We will examine the following topics and their impact on student success, facilitating discussions that include peer insights, collaborations, and takeaways to lead innovation and student success on campus and beyond:

- Leading transformation across the institution
- Improving analysis of student data through technology
- Leveraging predictive analytics for student success
- Integrating virtual student support and tech-enabled systems to drive retention

An industry and campus workshop.

Attendance is limited to the first 60 who register.

Thinking Out Cloud: Level Up in the Cloud at Your Institution

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Preconference Workshop Session

Track:

***Raechelle Clemmons**, Senior Manager, Higher Education, Amazon Web Services*

***Greg Ritter**, Higher Ed Business Development, Amazon Web Services*

Higher education leaders tell us they trust the cloud for storage and backup but that they would like to be doing much more with their infrastructure. Join us to hear from Oklahoma State University–Oklahoma City and Arizona State University. Dive into the details of higher education challenges and learn how cloud-based solutions can help address your institution's most pressing challenges while helping save costs. For example, discover how innovative institutions use artificial intelligence and machine learning to make smart use of their data to increase student engagement and retention.

- Discover which systems and solutions that you're already using are in the cloud
- Understand common higher education challenges the cloud can help address now
- Take home actionable next steps for your institution

An industry and campus workshop.

Attendance is limited to the first 60 who register.

8:30 a.m. – 4:00 p.m.

A Journey through the Campus of Tomorrow

201AB, 200 Level

Session Type: Industry Led

Delivery Format: Preconference Workshop Session

Track: Leadership and Future Workforce

***Melissa Griggs**, Grant Consultant, Zoom*

***Tom Marentette**, IT Solutions Architect and Streaming Program Manag, University of Notre Dame*

***Brian Beatty**, Associate Professor of Instructional Technologies, San Francisco State University*

***Matthew Gunkel**, Chief Online Learning and Technology Officer, University of Missouri System*

Dive into the needs and functionality for hybrid and blended classes with Zoom as we embark on this next phase of education. In this workshop you'll journey through different spaces on campus and design next-generation hybrid learning spaces, understand how Zoom integrates across existing workstreams, and explore funding resources that can ignite your connected campus of the future. Throughout the day, you will gain a deeper understanding of how to maximize engagement in video-first learning environments, as well as how hardware partners fit into this approach. In breakout groups, you will work with fellow educators to design hybrid learning environments that work for all types of learners. We will also brainstorm ways available funding can propel your hybrid learning goals, as well as investigate how your institution and academic community can work to increase digital literacy and close the digital divide. At the end of this workshop, you will leave with a roadmap to kickstart the next phase of your hybrid education ecosystem.

An industry and campus workshop.

Attendance is limited to the first 60 who register.

Anti-Racism in Academia (ARiA): A Learning Journey

203AB, 200 Level

Session Type:

Delivery Format: Preconference Workshop Session

Track:

***Jonathan B. Hardy**, Deputy CIO, Villanova University*
***Desiree White**, IT Accessibility Analyst and Team Lead, Rutgers, The State University of New Jersey*
***Tina Pappas**, Head, Discovery and Engagement Platforms, MIT*

Experience a one-day version of the well-known signature program (#ROLLAP) from Anti-Racism in Academia (ARiA) and immerse yourself in a facilitated discussion outlining an actionable approach to leading change from where you are. Participants will engage in frank, small-group discussions designed to better understand racism issues, examine their own biases, and think critically about effective ways to build a more inclusive culture in academia.

For more information on this program, see https://ariajourney.org/.

Attendance is limited to the first 60 who register.

IT Accessibility: Strategies to Grow, Lead, and Advise Inclusive Digital Campuses

202AB, 200 Level

Session Type: Industry Led

Delivery Format: Preconference Workshop Session

Track: Leadership and Future Workforce

***Kyle Shachmut**, Assistant Director, Digital Accessibility, Harvard University*
***Suzanne Kalberer**, Sr. Product Marketing Manager, Microsoft Corporation*
***Terrill Thompson**, Manager, IT Accessibility Team, University of Washington*

Digital accessibility—ensuring equal electronic access to those with disabilities—is critical for an inclusive modern campus, but valuing accessibility and ensuring it is prioritized and implemented are different, especially with many competing priorities. Higher

education accessibility programs face rising expectations to meet legal requirements, as well as student and staff expectations. Learn from experienced accessibility experts about the role IT leaders can play in supporting and expanding inclusive, strategic accessibility initiatives. This session is designed to inform and engage campus leaders in ways to support and grow inclusive campuses. Topics include technologies that drive and enable accessibility from the start, legal and policy implications, campus leadership and governance, models to benchmark and evaluate your own campus's accessibility maturity level, inclusive and accessible classrooms, purchasing accessible technologies, assembling expert teams, growing volunteer networks, and more!

An industry and campus workshop.

Attendance is limited to the first 60 who register.

9:00 a.m. – 7:00 p.m.

Satellite Badge Pick-Up - Sponsored by AT&T, Bronze Partner

Lobby, Marriott Hotel

Session Type: Service Desk

Delivery Format: Service Desk

Track:

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10:00 a.m. – 10:30 a.m.

Workshop Break

Foyers

Session Type: Break

Delivery Format: Break

Track:

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

11:30 a.m. – 1:00 p.m.

Workshop Lunch

Various Locations

Session Type: Meal

Delivery Format: Meal

Track:

Explore the eats in Philly with your peers...the time is yours!

12:00 p.m. – 5:00 p.m.

CIO Lounge - Sponsored by LinkedIn Learning

201C, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

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 email, and watch live streams of the general session presentations.

1:00 p.m. – 4:00 p.m.

Build a Zero Trust Identity Access Management and Governance Roadmap for Your Institution

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Preconference Workshop Session

Track: Cybersecurity and Privacy

***Mark Earnest**, Principal Consultant, Identity Works LLC*
***Maxwell A Pincombe**, Senior Account Executive, Hitachi ID Systems, Inc.*
***Patrick Dooley**, President and Founder, Identity Works LLC*
***Bruce Macdonald**, Sr. IAM Project Architect, Hitachi ID Systems, Inc.*

While universities and colleges struggle to keep pace with a surge in cybersecurity attacks, many are seeking advice on how to implement zero trust security models while modernizing identity access management and governance programs. Join Hitachi ID and Identity Works for guidance on how to do both—generate a zero trust identity access management and governance assessment, and develop a roadmap outline that protects your institution. This workshop is ideal for you if you are designing the information security strategy and program for your institution and typically hold a director level (or above) title. It is an ideal time investment for multiple participants from one institution to work collaboratively on a strategy for their institution.

- Learn how a zero trust security model can reduce cybersecurity risk and protect your institution
- Work through the 10-step identity access management and governance assessment
- Gain firsthand knowledge about which roadmap strategies work and which quick wins offer visible results
- Produce a roadmap outline for your institution

An industry and campus workshop.

Attendance is limited to the first 60 who register.

Building Your School's Guide to the Ethical Use of Student Data

204AB, 200 Level

Session Type: Industry Led

Delivery Format: Preconference Workshop Session

Track: Policy and Law

***Pavani Reddy**, Managing Director, Technology, EAB*
***Emily N White**, Senior Product Manager, EAB*
***Erin Troy Clinton**, Associate General Counsel, EAB*

Ethical use of student data is on everyone's mind. Join a fictional university for a few hours and take a journey through the ins and outs of the ethical use of data, including the consequences of inaction. Leave with concrete frameworks and next steps to apply at your university or college.

An industry and campus workshop.

Attendance is limited to the first 60 who register.

Cybersecurity and Business Continuity: Protecting Your Institution's Infrastructure, Data, and Reputation

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Preconference Workshop Session

Track: Cybersecurity and Privacy

***Scott Friedman**, Principal, Technical Business Development Manager , Amazon Web Services*
***Tim Rains**, WWPS Security Lead, Amazon Web Services*
***John William Bailey**, Asst. Director, Cloud Services, Washington University in St. Louis*
***Andrew William Greaves**, Enterprise Cloud Architect, University of California San Diego*

One situation all IT leaders dread is receiving notice from a nefarious actor who has infiltrated an on-premises data center and is holding data for ransom. Ransomware is top of mind for academic institutions, along with the priorities of disaster recovery and business continuity. Whether the threat is from a natural disaster, technical failure, or malicious action, your team needs to ensure the security of your campus and research and then be prepared to recover from an outage. Washington University and the University of California San Diego Health will share their cybersecurity strategies and architecture so we can learn from their experience. Join us to see how cloud-based security can help your campus get ready to mitigate disruption in a fast, reliable, and cost-effective way.

- Discover common higher education security challenges
- Understand the benefits of cloud security compared to on-premises approaches
- Take home actionable next steps for your institution

An industry and campus workshop.

Attendance is limited to the first 60 who register.

Next Leaders Fellowship (NLF) Working Session (by invite only)

Salon D, Fifth Floor, Marriott Hotel

Session Type:

Delivery Format: Meeting

Track:

The purpose of this NLF mentor and program partner meeting is to debrief and reflect on the outcomes of the Next Leaders Fellowship (NLF) Program. We'll incorporate the feedback from the design and planning session into the current program design and to clarify and document the roles and responsibilities of the NLF mentors and program partners prior to, during, and following the program's execution.

2:30 p.m. – 3:00 p.m.

Workshop Break

Foyers

Session Type: Break

Delivery Format: Break

Track:

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

4:00 p.m. – 7:00 p.m.

Access and Equity in Higher Education

Salon K, Fifth Floor, Marriott Hotel

Session Type:

Delivery Format: Reception

Track:

T-Mobile for Education hosts an open discussion amongst leaders on the future of higher education. Discussion will focus on the issues impacting higher education including: ways to improve educational access so that students can 'learn from almost anywhere,' digital transformation, pressing issues impacting your campus experience, and the technology needed to help improve student success.

7:00 p.m. – 9:00 p.m.

Please note: Sessions without room locations are held online at edu21.educause.edu.

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

Salon I, Fifth Floor, Marriott Hotel

Session Type:

Delivery Format: Reception

Track:

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Wednesday, October 27

7:00 a.m. – 12:00 p.m.

Satellite Badge Pick-Up - Sponsored by AT&T, Bronze Partner

Lobby, Marriott Hotel

Session Type: Service Desk

Delivery Format: Service Desk

Track:

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7:00 a.m. – 4:30 p.m.

Information

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Have questions about navigating the venue or the daily conference program? Not sure where to pick up lunch or have housing questions? We're here to help you!

Membership Concierge

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Visit with the EDUCAUSE Membership Team to learn more about membership benefits.

Do you need help finding a resource or connecting with your peers? Curious about the EDUCAUSE Ambassador Program? Have other questions or feedback? Ask an EDUCAUSE Membership tTeam member. Everyone at your organization has access to our vast collection of tools and resources—we're here to help.

Not a member? Let's discuss how membership can help make your job easier and advance your career.

Registration Desk Open - Sponsored by AT&T, Bronze Partner

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

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Speaker Ready Room

103C, 100 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

If you are a presenter, we have a room just for you! Visit the Speaker Ready Room to familiarize yourself with the presentation equipment, prepare for your session, make last-minute modifications to your presentation, or upload it to the presentation management system.

7:00 a.m. – 5:00 p.m.

CIO Lounge - Sponsored by LinkedIn Learning

201C, 200 Level

Please note: Sessions without room locations are held online at edu21.educause.edu.

Session Type: Lounge

Delivery Format: Lounge

Track:

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 email, and watch live streams of the general session presentations.

Community Central

Grand Hall, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

It's your home office away from home--find a quiet spot to work and reflect, meet with colleagues, or recharge your devices (and your energy). You can also relax and watch streaming general sessions as well as content from the online event. Get comfortable!

Media Lounge

106AB, 100 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

Media representatives attending 2021 EDUCAUSE Annual Conference have a quiet place—away from the commotion of conference activities—to 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.

Young Professionals Hub

Grand Hall, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

This hub is the official gathering location for young professionals at the EDUCAUSE Annual Conference. Young professionals can use this space to connect and reconnect with peers. Industry leaders and the broader EDUCAUSE community are encouraged to stop by the hub to meet and network with young professionals. This open, community space is designed to help young professionals get the most out of the conference experience. Don’t miss your chance to meet and mingle with younger professionals and emerging leaders in the EDUCAUSE community.

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7:30 a.m. – 8:00 a.m.

Morning Refreshments - Sponsored by K16 Solutions

Foyers

Session Type: Break

Delivery Format: Break

Track:

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.

8:00 a.m. – 8:45 a.m.

Active Directory Best Practices for Higher Education (Identity & Access Management)

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Danny J. Wilson**, Director of Information Technology, Graduate Theological Union*

***Erik R Potzmann**, Senior Consultant, Ferrilli*

Join Danny Wilson, Graduate Theological Union (GTU), and Erik Potzmann, Ferrilli, to discuss current best practices for Active Directory use in higher education. Identity and access management is your first defense in keeping your campus infrastructure safe. A proactive and evolving approach is necessary to keep up with the ever-changing security landscape. We will discuss the strategies we have adopted at GTU to continue to future-proof the environment.

Advanced Analytics and Adaptability: Save Your Campus from the Demographic Cliff

113AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Lisa Keegan**, Vice President for Enrollment Management, Bucknell University*

***Andrew Hannah**, Adjunct Professor, University of Pittsburgh*

National estimates and projections show a significant decline in new college-age students just around the corner. Triggered by the “birth dearth” of the 2008 economic recession, fewer students will graduate from high school through at least 2032, draining enrollments as well as revenues. Forward-looking institutions are working now to adapt processes, modify admissions and retention activities, and shift their recruiting focus to new potential markets and best-fit candidates. These strategies are helping to

ensure institutional continuity. But what is driving their decision-making? In this session, Lisa Keegan, vice president for enrollment management at Bucknell University, will share real-world examples of how she and her team are using advanced analytics to help Bucknell increase yield rates and diversity in its existing geographies; expand its geographic footprint to identify, diversify, and nurture new best-fit candidates; and create buy-in and consensus among leadership and its Board of Trustees. Researcher, University of Pittsburgh faculty member, and co-founder of an advanced analytics platform focused on higher education, Andy Hannah will share the latest research on the demographic cliff, its impact by geography, and the practical application of data in making informed decisions.

Cyberterrorism & Cybersecurity: Partnering to Stay Future-Ready & Secure High-Profile Research Data

204C, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Thomas Jeffrey Holt**, Professor, Director, Michigan State University*

***Rick Haugerud**, Asst Vice President, Info Security, University of Nebraska*

***Gina Ligon**, Professor and Director, University of Nebraska at Omaha*

***Bret Blackman**, Vice President for IT and CIO, University of Nebraska*

Central IT organizations must place an emphasis on agility and alignment to evolving campus needs. Partnering closely with faculty ensures that a central IT organization anticipates and understands changing needs, and begins to offer solutions proactively. Strong faculty partnerships through regular interactions create a shared understanding around teaching and learning needs, service activities, and research requirements. New policies and the increasing need for compliant, helpful solutions has made secure research IT a continued area of expansion and rapid growth. The future of higher education cybersecurity requires us to continually understand how the borders are changing and align our defense strategy accordingly, all while supporting users who are relying on technology more and more due to the pandemic's increased remote and virtual work. This presentation will discuss how a central IT organization has partnered closely with a large, high-profile Department of Homeland Security (DHS) research grant faculty team to understand the research IT needs, ensure compliance, evolve the technology, and ultimately secure the high-profile researchers. In addition, this presentation will feature faculty researchers, including the faculty director/principal investigator leading the DHS grant, who will share research observations around cyberterrorism, including findings about ideologically motivated cyberattacks.

Digital Wallets for Education, BlockChain, and Self-Sovereign Identity

201AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Lev Gonick**, Chief Information Officer, Arizona State University*

***Timothy Corneal Summers**, Executive Director, Arizona State University*

***Annie Davis**, PR + Editorial Manager , Arizona State University*

Beyond the transcript, what are the verifiable artifacts of learning that students might be able to take with them along their lifelong education journey? Based on a range of work for advancing the trusted learning network, ASU has developed a digital wallet for education. Led by Arizona State University and a coalition of education and open source technology architects, a new educational digital wallet called Pocket has been developed based on a technical stack enterprise infrastructure for distributed ledger technologies, starting with one of the first self-sovereign identity platforms. Over the past year, ASU and coalition partners have begun to develop applications within Pocket, including transfer credit, digital portfolios, and student success MyData real-time

reporting. Current work includes adding mapping of skills and competencies, along with a credit maximizer algorithm. The panel will include discussions on the context, architecture, student journey, and a live demonstration of Pocket.

Giving Them What They Need, Not What They Say They Need: Lessons Learned From Two Portal/App Implementations

203AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Stephen Gilewski**, Solutions Architect, Ex Libris, a ProQuest Company*

***Nate Hibma**, Associate Director of Web Services, Calvin University*

***Luke VanWingerden**, Chief Information Officer, Tri-County Technical College*

Do you have a single entrance into your digital campus community? Are you able to provide any device, anywhere, anytime access that not only provides links but nudges students to the right action at the right time? If you answered "no" or "we have a website," learn how two institutions continue to reimagine how they engage their communities, driving student success through a cohesive app and portal experience. In this conversational session, attendees will hear real-life stories of success and challenges in navigating and continuing to navigate institutional cultures to give students, faculty, staff, and alumni an experience needed to thrive in a world full of distractions. Henry Ford once said, "If I'd asked customers what they wanted, they would have told me a faster horse." Are you simply providing your users with a faster, prettier set of links, or are you changing the experience to ensure our communities thrive in this digital world?

How The Pandemic Has Changed Research: CNI Findings

105AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Higher-Performance Computing and Libraries

***Clifford A. Lynch**, Executive Director, Coalition for Networked Information*

Since the pandemic started in March 2020, the Coalition for Networked Information (CNI) has been tracking developments among its members with a particular focus on how the research enterprise -- considered in the broadest sense -- has been reshaped. I will draw on a series of roundtables that we convened over the past 16 months and the reports that resulted from them. One area of specific interest is understanding ways in which we can improve the resilience of the research enterprise in the face of future disruptions.

Is Virtual Learning Creating New Equity Gaps in Student Engagement?

111AB, 100 Level

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Student Engagement and Success

***David Ulate**, Executive Director of Institutional Research and P, Foothill-DeAnza Community College District*

***Mr. Brendan Aldrich**, Founder, Invoke Learning*

The change to virtual learning for every student has disrupted established delivery models and created completely new challenges for everyone. But has it also created new equity gaps for students? The Foothill-De Anza Community College District partnered with Invoke Learning to better understand the engagement patterns of students engaged in virtual learning and discovered surprising results relating to disproportionate impacts of specific student communities. This presentation will provide a deep look into how student engagement in the online LMS was captured, assessed, and evaluated—including the analysis of engagement equity gaps relating to virtual learning and the discussions that are now taking place within the institution.

IT and Mindfulness: An Unlikely but Necessary Partnership

204AB, 200 Level

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Leadership and Future Workforce

***Rolondo Talbott**, Senior Director of Project Management, Pomona College*

The stress in your IT department is REAL. Add a global pandemic, evacuation of students from campus, tracking the daily health status of faculty and staff, tracking vaccination information, bringing students back to campus—plus all the normal "keep the lights on" activities that must be done—it's enough to create cracks in any IT department. It's time we acknowledge the specific stressors that affect us and our teams and do something about them. Stress is a normal part of life, but it doesn't have to be a factor that negatively affects our teams. During this session, we'll explore how mindfulness can have a positive impact on your team and how developing the right program can put stress in its place.

Project Management Community Group (CG) Meeting

103AB, 100 Level

Session Type: Meeting

Delivery Format: Community Group Meeting

Track:

***Lisa Veloz**, Executive Director, Business & Project Services, Bucknell University*
***John F Prette**, Interim Director, PPMO, George Mason University*

Come learn about what the Project Management Community Group (PMCG) has to offer as we share information about one of the largest of the 70+ Community Groups (CGs) including project management office structure, tools, techniques, IT governance processes, and templates. Meet our CG leaders and learn how you can participate and collaborate with your peers from institutions from Hawaii to New York and beyond. EDUCAUSE Community Groups are open, online communities led by members where you can share your ideas and expertise, find solutions to pressing issues you're facing, and explore common interests with your peers. Groups interact throughout the year via online discussions, webinars, and here at the annual conference.

Rosa Parks, Paul Revere, Relationships, and Results in Our New Normal

109AB, 100 Level

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Leadership and Future Workforce

***David Sweetman**, Executive Director, Infrastructure and Operations, Michigan State University*

Please note: Sessions without room locations are held online at edu21.educause.edu.

***Sean McDonald**, VP, MOR Associates, Inc.*

This lively and highly engaging session will focus on a core aspect of our success as leaders in higher education IT: the relationships we form and the results this enables us to achieve. Higher education presents complex social and political challenges to enacting transformative change. The pandemic has impacted each of us individually and, as a result, has dramatically changed the overall social fabric of relationships in our organizations. This, in turn, has changed that complex relationship fabric of our institutions. We will briefly explore the relevant trends and insights in this area. The majority of the session will then be dedicated to facilitated discussion to identify strategies needed to build and rebuild impactful relationships. For inspiration, we will draw on the stories of Rosa Parks and Paul Revere, who achieved incredibly meaningful results through the diverse and inclusive interpersonal relationships they each formed and nurtured. Each participant in this session will create a personal roadmap that moves beyond recovery to even greater impact. These roadmaps will be connected to achieving transformative innovation, and cultural and organizational changes. You will leave this session not only with new strategies and approaches to consider, but also with a personalized roadmap for leveraging those strategies.

Small Colleges Community Group Meeting

113C, 100 Level

Session Type: Meeting

Delivery Format: Community Group Meeting

Track: Leadership and Future Workforce

***Kevin Davis**, Chief Information Officer, Davidson College*
***Nathan Phillips**, CIO, American College of Healthcare Sciences*

Annual meeting of the Small Colleges Community Group for open forum discussion.

Student-Centered Leadership: Engaging Students by Design

Ballroom AB, 300 Level

Session Type: Featured Session

Delivery Format: Featured Session

Track:

***Jenn Stringer**, Associate Vice Chancellor for IT & CIO, University of California, Berkeley*
***Pam Eddinger**, President, Bunker Hill Community College*
***Judy Miner**, Chancellor, Foothill-DeAnza Community College District*
***John O'Brien**, President & CEO, EDUCAUSE*

“Students first!” has become a rallying cry at colleges and universities around the world, with subtle and dramatic implications across campus. Putting students in the center requires leaders to be intentional and committed, and EDUCAUSE President John O’Brien has brought together a panel of remarkable leaders to discuss student-centered leadership. The focus of the discussion will be on sharing promising and proven strategies for leaders, aspiring leaders, and other campus professionals.

Wake Forest University Migrates to a New LMS in Record Time with Near-Perfect Content Transfer Accuracy

202AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Laura Brewer**, Learning Platforms Manager, Wake Forest University*

Creating an engaging and robust online learning experience for students is more critical than ever. For many institutions, that means confronting the reality of migrating to an LMS platform that their students and faculty will feel most comfortable and confident using. In this session, you'll learn about the approach Wake Forest University took to successfully migrate course content, archive student data, and implement a new LMS campus-wide. Specifically, this session will dive into WFU's strategy and how the institution coalesced around a collective plan to gain faculty buy-in; formed a steering committee with the help of university leadership; considered and evaluated several LMS platforms; methodically rolled out Canvas throughout the institution; and migrated all course content seamlessly and quickly. Lastly, WFU will share lessons learned about migrating to a new LMS platform and advice for other institutions. If you're thinking of making a move to a new LMS, then you'll want to join us and hear how WFU completed an automated and comprehensive migration and how you, too, can make the move.

8:45 a.m. – 9:15 a.m.

Beverage Break in the Exhibit Hall - Sponsored by Identity Automation, Bronze Partner

Grab & Go, Hall A-C, 200 Level

Session Type: Break

Delivery Format: Break

Track:

Stretch your legs and mingle with peers and technology solution providers in the Exhibit Hall.

Coffee and tea will be available during the break.

8:45 a.m. – 5:45 p.m.

EDUCAUSE Showcase Live Mural Experience

Hall A-C, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

Come watch Philadelphia mural artist Alloyius Mcilwaine illustrate our six 2021 Showcase Series themes in this live art installation taking place Wednesday and Thursday in the exhibit hall. Be sure to use #EDUCAUSEShowcase when sharing your photos.

Want to contribute your suggestions for the 2022 Showcase Series? Scan the QR code and tell us what you'd like to see next year.

Exhibit Hall Open

Hall A-C, 200 Level

Please note: Sessions without room locations are held online at edu21.educause.edu.

Session Type: Exhibit Hall

Delivery Format: Exhibit Hall

Track:

Visit the exhibit hall to find leading 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
· Learn from your peers about what's happening at their colleges and universities via poster sessions
· Engage in our interactive Showcase Experience, featuring a live artist working on-site
· And more

Stay tuned for additional details and activities. In the meantime, browse the directory to find out who will be joining us (you can search by company name or products and services).

9:00 a.m. – 11:00 a.m.

Braindate

Session Type: Meeting

Delivery Format: Meeting

Track:

Braindates are about sharing knowledge. They are topic-driven conversations that you book with other participants, to have one-on-one or in small groups, via video chat on the Braindate platform.

The Braindate platform will be available soon. *Stay tuned for an email invitation from EDUCAUSE coming to your inbox soon!*

9:15 a.m. – 10:00 a.m.

A Journey through the Computer Lab of the Future: Perspectives from Three Forward-Thinking CIOs

202AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Antony Awaida**, CEO, Apporto*
***James Leonard**, Chief Information Officer, Rollins School of Public Health, Emory University*
***Eric E. Breese**, Associate CIO, Illinois Institute of Technology*
***Orlando Leon**, Vice President for Information Technology and CIO, California State University, Fresno*

COVID-19 accelerated trends already contributing to computer lab transformation. Traditional computer labs occupy premium spaces that many universities would like to re-purpose. Online courses, BYOD, remote and HyFlex learning, as well as active learning all require modern, flexible computer labs. Institutions that adapt thrive. Learn from three forward-thinking CIOs at Emory RSPH, Fresno State, and Illinois Institute of Technology. Hear about the drivers that led them to transform their computer labs, the

lessons learned and the future visions for virtual computer labs—leveraging both cloud and hybrid-cloud architectures. Understand how students, faculty, and staff benefit—and how a virtual computer lab contributes to initiatives like cost reduction, zero trust, and equity and inclusion.

Bringing Light to Dark Data: A Collaborative Next-Generation Storage and Metadata Project

201AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Higher-Performance Computing and Libraries

***Elizabeth Holtz**, Senior Manager for Strategic Initiatives and Admin, Princeton University*

***Wind Cowles**, Director of Research Data and Open Scholarship, Princeton University*

***Curtis W. Hillegas**, Associate CIO, Research Computing, Princeton University*

Increases in the number, complexity, and size of computational research data have created significant challenges for both researchers and the resources that manage data and scaling storage capacity. There is also increased focus from universities, funders, and research communities on the value of data as an output of the research process, resulting in an interest to preserve research data as a resource and to ensure that it is openly available and re-usable for future research. We present a partnership project between Research Computing, the library-hosted Princeton Research Data Service, the Office of Information Technology, and Princeton's academic and administrative departments to transform data management and storage with a comprehensive system that provides scalable storage infrastructure wrapped in services that engage with the entire life-cycle of a research project. The goals for this project include: increasing computing resource effectiveness while minimizing administrative burden; building a community of data managers who implement best practices in data management; offering robust metadata services for effective, efficient, and automated data description; offering a unified path for data of any size to be sustainably preserved and published in an open data repository for future re-use; and supporting and promoting a culture of internal data sharing and increased cross-disciplinary collaboration.

Communicating in a Crisis: Can Technology Help Boost Student Engagement at Scale?

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Andrew Magliozzi**, CEO, Mainstay*

***Tara Hughes**, Deputy Chief Information Officer, California State University Maritime Academy*

Amid the uncertainty of the past year, communication between institutions and students has become a top priority in helping all members of the higher education community navigate the COVID-19 crisis. In the months to come and the future of higher education, transparent, empathetic communication will play a critical role in helping colleges and universities listen to the needs of their students—in ways that will equip students with the tools they need to stay on track to graduation. A growing number of colleges and universities are adopting emerging technologies such as AI to actively listen to students' sentiments and needs at unprecedented scale. These solutions are helping higher education institutions build what might be called "empathy engines"—artificially intelligent technology that delivers relevant information and answers to questions in real time by practicing active listening at scale, analyzing data, routing conversations to a human when appropriate, and cultivating trusting relationships to improve ongoing student communication. At this panel, join leaders from a diverse cross-section of higher education institutions to explore how they have used technology, insights, and strategies to transform their student communications during a time of ongoing uncertainty.

Customer-Centric Transformation

113AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Infrastructure and Networking

***Kayla O'Daniel**, Senior Director of Customer Experience, The New School*

Information Technology at The New School has instituted a systematic approach to achieve customer satisfaction by developing an action-driven and outcome-oriented customer-centric framework. The framework starts with policy and includes culture, organization, procedures, empowerments, tools, and measurements, and closes the loop through continuous improvement. Our continuous improvement is based on the implementation of a series of KPIs that provide customer insights guiding a partnership model to enable the collaborative development of IT services and support. Based on customer feedback, we have launched innovative initiatives and overhauled stale ones to improve the customer experience on and off campus, including enhancing the classroom environment, improving campus connectivity, and altering support methodologies to better serve the needs of our university. This session will introduce our approach to the customer-centric framework and offer insights into implementing and understanding various customer feedback channels for strategic planning. Demonstrating the changes made to our services and support based on community needs, we will also highlight how these changes have fostered a more collaborative approach to the development of critical initiatives.

Defining HyFlex: What Does It Mean for the Future of Higher Education?

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Suzanne Phillips**, Education Technology Advisor, Cisco Systems Inc*
***Leah Kraus**, Chief Information Officer, North Carolina Central University*
***Phillip G Knutel**, Vice President and Chief Information Officer, Babson College*

The pandemic has driven digital transformation across all of higher education. The experience has been a whirlwind of changes for all, resulting in much innovation in teaching and learning. Students and faculty came back to campus, and we all become comfortable with the dual perspective of face-to-face and online teaching happening at the same time. It is time to take a look at the future and determine the best approach to hybrid learning. This panel will focus on the definition of hybrid learning and what classrooms should look like for the future. What is each institution's definition of HyFlex, and why does it vary so much? The panel will focus on the need to holistically support all types of interaction, from LMS, synchronous tools, and new entrants that appeared across the pandemic period. What will be the best standard for the classroom, and what features are needed to really embrace this new world of hybrid, flexible education?

Empathy by Design

204AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Catherine Ford**, Program Director for Educational Development, Minnesota State Colleges and Universities*

***Ken Graetz**, Director, Teaching, Learning, and Technology Servi, Winona State University*

Being empathetic is essential for delivering a humanized course, but designing online courses to facilitate emotional intimacy is challenging, and online students often perceive their instructors as distant and uncaring. In this session, we will define empathy, review research on its instructional impact, and make the case that empathy is largely a matter of design, not personality. We will share a course from Minnesota State's Network for Educational Development called Humanizing Your Online Course, featuring activities to help faculty design their courses with empathy as a goal.

From Resilience to Transformation: What's Next?

Ballroom AB, 300 Level

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership and Future Workforce

***Barron Koralesky**, Chief Information Officer, Williams College*

***David Seidl**, Vice President for Information Technology and CIO, Miami University*

***Sharon P Pitt**, Vice President for Information Technologies & CIO, University of Delaware*

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

Higher education changed dramatically due to COVID-19. This panel looks at what's next, including a review of important lessons learned, what changes we fight to make or to keep, and what we'll do to be ready for the next big challenge. We'll talk about healing communities, making space and giving time to readjust, and finding ways to transform and innovate on the path forward.

IT Leadership and Beyond the CIO Role

103AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***David J. Hinson**, Campus CIO, Drury University*

***Melissa Woo**, Executive Vice President for Administration & CIO, Michigan State University*

***Sharon E. Blanton**, Vice President of Operations, The College of New Jersey*

***Jacquelyn L Malcolm**, Vice Chancellor of Information Technology, Minnesota State Colleges and Universities*

Higher ed CIOs often discuss how IT leadership provides exposure and knowledge of a broad scope of areas outside of IT that can lead to opportunities to take on additional duties. How can you leverage these additional duties into leadership roles with responsibilities outside of, or in addition to, IT leadership, AKA "beyond CIO?" Please join our panel of colleagues as they discuss how their careers transitioned beyond CIO, and the opportunities and challenges of the transition. Join us to learn how you can leverage your leadership skills to further your career. "CIO" doesn't need to stand for "Career Is Over" for those who are interested in broader leadership roles.

LGBTQIA in IT Community Group Meeting

113C, 100 Level

Session Type: Meeting

Delivery Format: Community Group Meeting

Track:

***Marissa Jules**, Director Architecture & Infrastructure, Georgia Institute of Technology*

The LGBTQIA in IT Community Group is a community of colleagues across higher ed who share a passion for advancing issues important to our community including representation, policies, and DEI issues. We welcome anyone to the group to learn about what's going on or get involved.

Rebel with a Cause

111AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track:

***Marcia Dority Baker**, Assistant Director, Academic Technologies, University of Nebraska - Lincoln*

What adds value to your life? Being a good human is more than taking up space; it is engaging in life to make a difference. This session will discuss how we can help others by reframing a situation to see the other side of the story.

Recipient of the 2021 EDUCAUSE Community Leadership Award. Award sponsored by Moran Technology Consulting, Gold Partner.

Redefining Your Data Reporting Strategy to Optimize Executive Decision-Making

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Michael Champa**, Senior Director, Huron*

In today's digital era, having an optimal data governance process is paramount to meeting the strategic objectives of higher education institutions. Best-in-class institutions understand that as multiple legacy systems migrate to single platforms, the ability to methodically organize, manage and sustain meaningful data is at the forefront of success. While this data is continually governed, equally important is cultivating a purposeful reporting strategy that leverages the institution's technology investments to provide dynamic, insightful reports and dashboards. This session will demonstrate how today's higher education leaders can proactively contribute to the strategic vision of their institutions by leveraging data to manage risk, find creative solutions to complex challenges, and position their colleges or universities for sustainable, long-term success. By integrating standardized, dynamic reporting technology and capabilities, leaders can better inform academic metrics and support operational, budgetary, and strategic planning efforts across all units. There is no doubt that moving to the cloud can improve data management and lessen the burden of maintaining the infrastructure, but technology alone is merely an enabler. There is real cultural transformation far beyond the implementation of new technology that is required when institutions invest resources to move from traditional on-premise systems for data collection and analysis to modern cloud-based solutions.

The Dx Strategy-on-a-Page: A Framework for Designing Your Dx strategy

109AB, 100 Level

Session Type: Breakout Session

Delivery Format: Product or Service Demo

Track: Leadership and Future Workforce

***Jane Livingston**, Vice President for Information Technology and CIO, University of Notre Dame*

***Betsy Tippens Reinitz**, Director, Enterprise IT Programs, EDUCAUSE*

Thanks to the pandemic, colleges and universities are experiencing transformation—regardless of whether they were prepared for change or had a transformation strategy in place before 2020. With so much change suddenly under way, and with so much of it dependent on technology, IT leaders are in a position to help connect the dots between the steps that are being taken in response to the pandemic and the meaning digital transformation holds for institutions. This session will describe the key aspects of digital transformation and will walk attendees through an EDUCAUSE framework of six steps for creating a Dx strategy that can inform and guide institutional transformation efforts.

The Future of Privacy, and What It Means for Us Today

204C, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Mark McCormack**, Senior Director of Analytics & Research, EDUCAUSE*

***Jamie Reeves**, Senior Product and Portfolio Manager , EDUCAUSE*

***Brian Kelly**, Director of the Cybersecurity Program, EDUCAUSE*

EDUCAUSE's 2021 Information Security Horizon Report charted possible future scenarios for higher ed information security, all based on the trends and key technologies and practices identified by a panel of information security leaders and experts. Building on this work, and drawing on insights from a more specialized panel of experts, EDUCAUSE is taking a deeper and more focused dive into the futures of privacy in higher education more specifically. What is our ideal future state for privacy in higher ed? And what resources, action steps, and workforce competencies are going to help us realize that ideal future state? Join members of the EDUCAUSE Horizon staff, along with members of the Horizon expert panel, as we explore these questions, highlight practical recommendations for information security and privacy professionals, and showcase examples of future tools and exercises institutions can use as they start building an ideal future today.

10:00 a.m. – 11:00 a.m.

Refreshment Break in the Exhibit Hall - Sponsored by Identity Automation, Bronze Partner

Grab & Go, Hall A-C, 200 Level

Session Type: Break

Delivery Format: Break

Track:

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!

11:00 a.m. – 12:00 p.m.

Please note: Sessions without room locations are held online at edu21.educause.edu.

Beyond Buzzwords: Innovation, Inequity, and Imagination in the 21st Century - Sponsored by Identity Automation, Bronze Partner

Ballroom AB, 300 Level

Session Type: General Session

Delivery Format: General Session

Track:

***Ruha Benjamin**, Professor, Princeton University*

From everyday apps to complex algorithms, technologies have the potential to hide, speed, and deepen discrimination while appearing neutral or even benevolent when compared to racist practices of a previous era. In this talk, Ruha Benjamin explores a range of discriminatory designs and provides conceptual tools for us to encode equity and justice in our digital and social systems. In so doing, she will focus on the role of higher education as "ground zero" for reimagining and retooling the default settings of science, technology, and society.

12:00 p.m. – 12:15 p.m.

Break

Session Type: Break

Delivery Format: Break

Track:

Take time to refuel, connect, and explore the platform

12:00 p.m. – 2:00 p.m.

Lunch

Session Type: Meal

Delivery Format: Meal

Track:

Enjoy a long break to make lunch plans with colleagues, visit the exhibit hall, or view content from the event platform.

12:00 p.m. – 6:00 p.m.

Braindate

Session Type: Meeting

Delivery Format: Meeting

Track:

Please note: Sessions without room locations are held online at edu21.educause.edu.

Braindates are about sharing knowledge. They are topic-driven conversations that you book with other participants, to have one-on-one or in small groups, via video chat on the Braindate platform.

The Braindate platform will be available soon. *Stay tuned for an email invitation from EDUCAUSE coming to your inbox soon!*

12:15 p.m. – 12:35 p.m.

Collaborative Student Success—Integrating People, Platforms, & Analytics

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

William B. Richards, C*, IT/Finance - Project Manager, Northern Michigan University*

Jason J. Nicholas*, Assistant Provost and Director of Institutional Re, Northern Michigan University*

For regional public institutions, investing in comprehensive student success strategies can often be just beyond reach. Limitations in funding for large-scale initiatives, personnel resources, and competing priorities mean that potential investments in truly comprehensive and integrated student success programming might never be seriously considered. At Northern Michigan University, recent investments, including expanded advising teams, comprehensive predictive analytics, an internally developed student retention platform, and student engagement systems, garnered approval by senior leadership and the Board of Trustees. Our team will describe the approach to assembling the proposal, selling it to leadership (including financial models of retention impacts), implementing and integrating analytics, technical details on developing the in-house student engagement system, and bringing it all together under one Student Success Collaborative at NMU.

Designing Inclusive Learning Spaces

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Adam B.A. Finkelstein*, Associate Director, Learning Environments (Physica, McGill University*

Inclusive learning spaces support diverse learners across multiple dimensions. This session will explore how learning spaces can be designed using universal design for learning (UDL) as a framework and design principles to support diversity and equity for all learners. The new version 3 of the Learning Space Rating System (LSRS), with its new section on inclusion, will also be used to explore how to design inclusive learning spaces to support all learners.

In Support of Equitable Student Learning Experiences, Starting with Assessments

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Demian Hommel*, Senior Instructor and Research Faculty, Oregon State University*

Beyond shuttering campuses, the pandemic disrupted student access to vital nonacademic resources such as housing and counselling services, as well as the technology they depended on to complete their studies. Concerns over student equity and access are once again firmly in the spotlight, and with them, calls to reevaluate the approach to summative assessments. As we begin to settle into the next normal, institutions and educators are reimagining how they conduct assessments to provide more

equitable alternatives to traditional high-stakes assessments. This session will share insights on how administrators can best support educators to approach equitable assessments in a way that improves learning opportunities and supports student success. It will share strategies and technology to consider, as well as the critical role that collaboration between institutions and faculty can play in these efforts.

12:15 p.m. – 1:00 p.m.

Becoming a Cloud-First Campus at Wake Forest University

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Innovation and Emerging Technologies

***Andrew Ray**, Application Architect, Wake Forest University*
***Karen He**, Principal Product Marketing Manager, SnapLogic*

At Wake Forest University (WFU), the student body, faculty, and staff are vital to ensuring the university's success and its vibrant campus. Whether it is ensuring all student and faculty information is up to date, assigning them to the right courses and course materials, or even keeping the entire campus safe and healthy with COVID-19 tracking, WFU was able to achieve all this and more by embarking on its digital transformation journey. Through the journey, WFU can reduce its legacy footprint and move its infrastructure to the cloud. Join this session to hear from WFU's lead application architect about what to consider before embarking on the digital transformation journey and become a cloud-first campus. WFU will share examples of achievements since its transformation and conclude with tips and best practices for those considering embarking on their own digital transformation journey.

Beyond a List of Links: Introducing Students to the World of Vital, Free, & Loanable University Tech

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Angela Dick**, Manager, Learning Design, The Pennsylvania State University*
***Cori Biddle**, Student Outreach and Engagement Librarian, The Pennsylvania State University*
***Jessica C Driver**, Instructional Designer, The Pennsylvania State University*
***Bonnie Brubaker Imler**, Library Director, Penn State Altoona & Penn State , The Pennsylvania State University*

How do you inform incoming students about the vast number of technological benefits available to them at a state university, when their own high school may have been working with vastly different resources? Spanning this "digital divide" was only one obstacle in the creation of Penn State's Tech Academy, a Canvas-based mini-course that is the collaborative effort of a working group composed of employees from the University Libraries, and Teaching and Learning with Technology (TLT). Other challenges included sharing information across 15+ campuses and designing assignments that required active student engagement. Opportunities that helped the program launch after an eight-week prep window included communication with a standing committee of various locations and administrative levels, leveraging existing initiatives, and the willingness of volunteer facilitators. Facilitator orientations and debriefings, paired with student assessments, have strengthened this program and allowed the potential to expand to additional campuses and first-year students. Current Tech Academy topics include one-time interactions like signing up for campus alerts and social media, tech etiquette, lending of audio/visual equipment, and free access to Microsoft and Adobe products. The Tech Academy also offers students their first introduction to the learning management system and its multiple methods of communication and sharing of documents.

CMMC: Latest Developments and How to Prepare

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Cybersecurity and Privacy

***Robert Smith**, Systemwide IT Policy Director, Security Director, University of California, Office of the President*
***Matt Gilbert**, Partner, Baker Tilly*
***Mike Cullen**, Director, Baker Tilly*

The US Department of Defense's (DoD's) Cybersecurity Maturity Model Certification (CMMC) program is now rolling out. Other changes to the DoD's procurement rules went into effect in December 2020 regarding NIST SP 800-171 compliance. Additional US federal agencies have also voiced support for adopting CMMC in the coming years. These changes will impact higher education institutions in many ways. Is your institution prepared? To effectively address these requirements, stakeholders from across the institution must work together, as this is not simply a technology problem. As such, information technology, security, and privacy professionals must be prepared to help their institutions start to address these requirements now. Your campus colleagues will be looking for you to provide insight, guidance, and key support. In this session, speakers will engage participants in an interactive conversation focused on two objectives. First, we will provide updates on the latest developments regarding CMMC and what that means for higher education. We will solicit specific questions from the participants, providing direct feedback to help them understand CMMC in the context of their environment. Second, we will discuss the most challenging aspects of meeting the CMMC requirements in the higher education environment. We will ask participants to brainstorm solutions to common scoping and control requirements, while providing potential solutions to these challenges.

Digital Transformation to Create a Coordinated, Compelling Student Experience

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Student Engagement and Success

***Brian Bowe**, Assistant CIO, Ohio University*
***Tatiana Garcia**, Senior Strategist, Brightspot Strategy, LLC*
***Christopher Ament**, Chief Information Officer, Ohio University*
***Elliot Felix**, Founder, Brightspot Strategy, LLC*

How can you understand the student journey from application to decision to enrollment to orientation and through the first year? What digital transformation is needed to create a unified approach to technology that improves the student experience? What technology investments in platforms, processes, places, and people should be made in the short, medium, and long terms to achieve this? This interactive session will answer these questions using a case study of Ohio University's work with brightspot strategy to understand and improve the student experience. Our holistic approach considered courses, student services, technology, facilities, community, and campus culture through an engaging and inclusive process. An online survey, interviews, focus groups, feedback fairs, and workshops identified problems and solutions including centralizing services, rethinking communications, connecting spaces, and fostering community and belonging among post-traditional students. By walking through the process and outcomes and introducing opportunities for reflection, discussion, and application throughout, participants will get a roadmap and lessons learned to inform their digital transformation initiatives aimed at differentiating themselves and closing equity gaps.

Equity-Oriented Teaching with Digital Learning Systems

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Korah Wiley**, Learning Scientist , Digital Promise Global*

***Julie Neisler**, Quantitative Researcher, Digital Promise Global*

***Barbara Means**, Exec Director, Learning Sciences Research, Digital Promise Project*

In response to the events of 2020, many higher education institutions provided faculty development on online and digital learning and on equity-oriented instruction. But little is known about how these two imperatives support or complicate each other, or how they are experienced by students. This session will describe the perceptions of over 4,000 undergraduates who took the Equity and Digital Learning Survey in spring 2021.

Future-Proofing Your Security Posture through Zero Trust

Session Type: Featured Session

Delivery Format: Featured Session

Track:

***Ann Johnson**, Corporate Vice President, Microsoft Corporation*

The lessons we have learned during the past 12 months have demonstrated that the ability to respond to, and bounce back from, adversity can impact the short- and long-term success of any organization. When we take into consideration the rise in cyberattacks, with many organizations remaining in a remote learning environment, we must reach a state in which core operations and services are not disrupted by unexpected changes. Ann Johnson, corporate vice president at Microsoft, shares how to future-proof your security posture through Zero Trust to help organizations reach a state of operational resiliency.

Hitting Bedrock—CSU's Response to a Ransomware Attack and Lessons for Higher Education

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***John Humes**, Information Security Officer, California State University, San Marcos*

***Kevin Morningstar**, Dean and Chief Information Officer, California State University, San Marcos*

***Ed Hudson**, Chief Information Security Officer, California State University, Office of the Chancellor*

Cybersecurity incidents in higher education are increasing in number and complexity. In fall 2020, California State University San Marcos (CSUSM) experienced an unauthorized access to campus systems with the intent to deploy ransomware. The attack used hacking tools to access campus systems and proceeded to steal encrypted passwords for later use. Campus IT security staff took actions at the time to contain the unauthorized access, but, unknown to the university, the individual(s) continued to access campus resources by using stolen credentials until November, when they were finally removed from CSUSM systems. As highlighted in the FBI's FLASH report (March 16, 2021—Increase in PYSA Ransomware Targeting Education Institutions), organized crime groups are targeting all levels of education due to the combination of openness and value of stored personal information. The events that hit CSUSM are very similar to the FBI alert and part of a larger cyber threat that led California State University to initiate a system-wide cyber hygiene project. This joint presentation from the Cal State San Marcos CIO, Cal State San Marcos ISO, and CSU System CISO will share key lessons learned and the ramifications of the increased attention by threat actors to higher education environments.

Hot Topics in IT Service Management

Session Type: Meeting

Delivery Format: Community Group Meeting

Track: Infrastructure and Networking

***Mark Katsouros**, Director, IT Support Services, Duquesne University*

***Robert Black**, Assistant Director, IT Process and Planning, Miami University*

The IT Service Management Community Group will quickly summarize the events our CG held over the last year and introduce the purpose of our community. The majority of this session will be an open discussion around current hot topics in ITSM. We use an Open Space format to identify the topics we want to break out and discuss in detail with the opportunity for everyone to engage in the topics they care about most. We expect to hear about how COVID-19 affected ITSM and what the new normal might look like for our ITSM efforts. This session is just a waypoint by connecting people with similar passions to engage in conversations during and after the conference.

How the University of Vermont Reopened Their Campus Safely with Technology

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Infrastructure and Networking

***Kevin Hytten**, COVID-19 Information & Service Center Manager, University of Vermont*

***Emily Jakubiak**, Director of Professional Services, Cloud for Good*

***Rachel Seremeth**, Director of Enterprise Applications, University of Vermont*

When the University of Vermont (UVM) began a process of evaluating CRM systems, they had no idea how critical their new technology would become in protecting their students, staff, and faculty from COVID-19. Join Cloud for Good and the University of Vermont to explore how to pivot your technology focus in the face of a pandemic. We will also discuss COVID-related communication efforts with technology and the keys to managing technology change in a quick and functional way.

Inclusive Innovation: What's Information Technology's Role?

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Andrew Gordon**, CEO & Founder, Diversity Abroad*

***Tamara Santiago**, Associate Director, New York University*

***Monroe France**, Senior Associate Vice President for Global Engagement & Inclusive Leadership, New York University*

During the early stages of the pandemic, it was estimated that 20,000 higher education institutions across the globe ceased normal operation, sending home close to 200 million students. While the impact was felt broadly, it had compounding effects on underrepresented and marginalized student communities. This systemic shock compounded and accelerated shifts in higher education. This shifting landscape requires inclusive innovation if institutions and the students they serve—all students—are to succeed. Information technology departments play a critical role in innovating and positioning higher education institutions to achieve their goals, including diversity, equity, and inclusion goals. Join this collaborative strategy and action session to identify steps you can take to leverage technology to create more inclusive and innovative learning environments. Presenters will analyze three areas where information technology departments are well positioned to advance campus DEI goals, mainly through digital accessibility, bridging gaps between communities, and making learning more accessible. Additionally, uncover contemporary and future challenges information technology faces in achieving inclusive innovation, especially as technologies such as AI, robotics,

and VR become more readily adopted in higher education. Finally, you and your departments will walk away with concrete best practices for promoting a culture of inclusive innovation.

Masters of Change at a Moment of Truth: Higher Education Technology Vision 2021

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Innovation and Emerging Technologies

***Bradley Hoover**, Chief Information Officer, Texas A&M University System*
***Marcus P. Robinson**, Associate Vice President, Engagement and Experience, Northeastern University*
***Daren Hubbard**, VP and Chief Information Officer, Georgia Institute of Technology*
***Rocio Lopez**, Senior Manager, Accenture*

Every year, Accenture produces a Technology Vision that articulates the key themes emerging in the world of technology. We looked at the survey responses from leaders in the higher education industry to understand how these themes apply in higher education and impact the business of experience. Several technology trends have emerged as the frontier for higher education. Some, like intelligent platforms and AI, are technologies whose day has come in higher education, with 47% and 57% of respondents, respectively, saying that their institution is planning to scale these technology enablers. Yet other technologies, like multiparty systems, 5G, and digital twins, are experiencing rampant experimentation on the precipice of scaling. This panel convenes experts within and outside higher education to discuss these emerging capabilities and how institutions can be masters of change and start planning for their growth.

Online Proctoring Tools: A Discussion of Privacy, Accessibility, and Appropriate Use

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Teaching and Learning

***Deborah Keyek-Franssen**, AVP and Dean of Online and Continuing Education, University of Utah*
***Allan Gyorke**, Chief Academic Technology Officer, University of Miami*
***David Thomas**, Executive Director for Online Programs, University of Denver*

Online proctoring tools have been available for more than a decade, with many colleges and universities using these services to replicate the campus proctoring experience in their online courses. During the 2020 pandemic, some institutions licensed and deployed a proctoring solution for all courses, while others banned the use of such proctoring tools, citing privacy, accessibility, and access as concerns. After the pandemic, institutions that have adopted online proctoring tools may want to continue their use, but the concerns remain. During this session, the moderators will briefly summarize their experience with online proctoring tools and facilitate discussions on the following topics: privacy and student advocacy (What issues drive questions about online proctoring? What are companies doing to protect privacy? Who speaks for these concerns?); accessibility (Disabled assistive tools, unstable internet connections, flawed facial recognition, and mental health concerns are some issues); assessment strategies and appropriate use of proctoring (An increased demand for online proctoring has inspired broad conversation about assessment and the appropriate circumstances to use proctoring); and partnerships with vendors (How might we clarify our institutional approaches, opportunities, and policies to allow us to partner more productively with our vendors and eliminate gaps in understanding?)

Re-thinking Modes of Online Learning: Alternative Modes of Online Lectures and Student Engagement

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Student Engagement and Success

***Yongbeom Kim**, Research Assistant, National University of Singapore*

***Yulin Lam**, Assoc Professor, National University of Singapore*

***Fun Man Fung**, Instructor, National University of Singapore*

***Christoper Ivan Wijaya Ong**, Student, National University of Singapore*

The transition to online teaching and learning as a result of COVID-19 has been marked by a significant decrease in student engagement, motivation and interpersonal interactions. To combat this, our team has used Twitch, a public live-streaming platform, as well as Discord, a channel-based instant messaging platform, to increase student engagement and form a learning community for an introductory organic chemistry module at the National University of Singapore. Via publicly live-streaming tutorial sessions, as well as engaging students with additional questions, discussions, and other media such as memes, students responded positively and we were able to observe an increase in student-faculty interaction, as well as the formation of a learning community. Our approach is markedly different from current and traditional approaches to online education, and overcomes many of the invisible challenges that students face, such as an inability to rewind a video conference, or the difficulty in interacting with fellow students in online settings. While our approach cannot be generalized to all online classrooms, the consideration of our approach, challenges, and experiences will certainly improve online teaching and learning.

Stopping Breaches Is a Complete Team Effort: Case Study with Brown University

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Nina Padavil**, Threat Advisor, CrowdStrike*

***Mark Dieterich**, CISO, Brown University*

***Tina Thorstenson**, Retired Deputy CIO & CISO, Arizona State University*

Every day, CrowdStrike works in partnership with our customers to protect organizations across the globe, including a growing number of colleges and universities. Join is in a collaborative discussion as we showcase a prominent institution and how it designed and implemented an innovative approach to keeping its systems secure. Every day, cyber criminals, state-sponsored adversaries, and others work to exploit systems and networks belonging to colleges and universities. Hear one institution's story of the cybersecurity situation it found itself in and steps it took to quickly mature its cybersecurity strategy. This story includes leveraging the CrowdStrike Overwatch team, a managed threat-hunting service, designed to proactively stop breaches. Hear directly from the Overwatch team as they discuss real examples of interactive and targeted intrusions and how they uncovered them. Joining the Overwatch team is Tina Thorstenson, Executive Public Sector Strategist for Crowdstrike, and Mark Dieterich, CISO from Brown University, discussing insights on how they incorporated CrowdStrike as an extension of their in-house security team to strengthen their security posture.

Student Voices: The Digital Learning Equity Reality

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Jessica Rowland Williams**, Director Every Learner Everywhere, WICHE/WCET*

Amid a pandemic and difficult conversations about race and equity, we face a pivotal moment that can either widen the opportunity gap in higher ed or bridge it. By amplifying voices of Black, Latinx, Indigenous, poverty-affected, and first-gen students, we can

improve faculty practices and improve student outcomes. Join the discussion with student leaders on how advances in digital courseware paired with evidence-based, equity-first, innovative teaching can close those gaps in serving today's students.

12:40 p.m. – 1:00 p.m.

Accelerating Positive Transformation through Global Reference Models for Higher Education

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Nigel Foxwell**, Manager Enterprise Architecture, Strategy and Risk, James Cook University*

***Karen Modena**, Enterprise Architect, La Trobe University*

***jeff Kennedy**, Enterprise Architecture Manager, The University of Auckland*

***Galen White**, Consulting Director, Education, FromHereOn*

Sector disruption and transformational change are increasing every year. How do you become a proactive driver of positive change within your institution? We will introduce the CAUDIT Higher Education Reference Models that are being made available to EDUCAUSE members. Hear from experts about how you can get access to the models, who is using them, and how you can use them to drive a huge variety of strategic change and innovation within your institutions.

Journey to the Cloud in Times of Change

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Becky Vasquez**, Vice President & Chief Information Officer, Embry-Riddle Aeronautical University*

After 20 years on legacy HCM and payroll applications, Embry-Riddle took the leap to the cloud with Workday HCM and Payroll. Come learn how Embry-Riddle gained modern business processes, new insights, and agility during times of change. Listen to lessons learned and considerations with enterprise cloud deployments—this project was completed almost 100% virtually due to the pandemic.

1:00 p.m. – 1:15 p.m.

Break

Session Type: Break

Delivery Format: Break

Track:

Take time to refuel, connect, and explore the platform

1:15 p.m. – 1:35 p.m.

Equity, Consistency, Humanity: The Emerging Potential of AI to Improve Learning Experiences

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Gangaram Singh**, Executive Vice President & Provost, National University*

***Craig Martin Booth**, Chief Technology Officer, Packback, LLC*

Artificial intelligence (AI), it seems, is infiltrating every corner of higher education. From improving the efficiency of sprinkler systems to supporting students with virtual teaching assistants, AI has quickly become a near-ubiquitous presence on campus. Perhaps for good reason. Colleges and universities are being asked to do more with less, as they grapple with shifting demographics, the ongoing financial impact of the COVID-19 pandemic, and the need to not just respond to but also anticipate the needs of today's students. And a growing body of research suggests that AI can play a role in helping institutions tackle pernicious challenges—from "summer melt" to student engagement—and scale the sort of effective learning experiences that lead to improved academic outcomes, persistence, and retention. How can emerging technologies like AI help institutions not just scale consistent learning experiences but also promote equity and personalize learning? Perhaps paradoxically, AI is helping institutions better implement some of the most "human" parts of the educational experience, such as helping advisors better understand which students are at risk of a failing grade or alleviating the burden of repetitive feedback for instructors so they can focus on deeper and more individual support. At this panel, join institutional leaders and technologists to discuss the changing role of AI and its potential to build a more engaging (and human) learning experience.

Faculty Development during & after COVID: Lessons from Abroad (France, Japan, Australia)

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Angela Hill**, Deputy Vice-Chancellor, Education, Edith Cowan University*

***John Augeri**, Ile-de-France Digital University, CSIESR*

***Shoji Kajita**, Professor, Kyoto University*

***Toru Iiyoshi**, Director & Professor, CPEHE, Kyoto University*

The paradigm shift induced by the COVID-19 pandemic challenged the teaching practices in an unprecedented way. The sudden and often mandatory shift to hybrid and online teaching highlighted the crucial role of faculty development, which also had to adapt to the new normal in its own ways of delivery. Among all the local faculty development initiatives settled from the beginning of the pandemic to support educators, and beyond obvious constraints raised by their context, some of them have represented an unexpected opportunity to re-think teaching and learning practices. Therefore, they can represent idea laboratories that might induce changes in these practices, not only during the pandemic, but also in the middle and long term, reflecting the "Evolve" and "Transform" post-COVID scenarios showcased in the EDUCAUSE Top IT issues 2021. This session will consist a panel discussion on the topic of faculty development through lessons learned from the COVID era in three large-scale examples from significantly different places: France, Japan, and Australia. Beyond the international comparative approach, people who attend the session will benefit from the presenters' profiles (mixing researcher/professor, FD director, former deputy vice president and deputy vice chancellor). The session will highlight the operational and strategic challenges and perspectives of faculty development at the middle and long term.

Video Data Analytics: What's Now, What's Next?

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Please note: Sessions without room locations are held online at edu21.educause.edu.

Track: Innovation and Emerging Technologies

***Jeff Rubenstein**, Education Advisor, Kaltura Inc*

***Raul Burriel**, Information Technology Consultant, Oregon State University*

***Kyle Unruh**, Data Solutions Architect, Unizin, Ltd.*

Video data platforms have reached new levels of prominence in the COVID era of learning. This has required intentional approaches from institutions and tool providers to create synergistic ways for video data to transform into student behavior insights. Kaltura, Unizin, and Oregon State University have embraced a standards-based approach to amplify the insights possible from video data, ultimately enhancing student success in the virtual classrooms of tomorrow. In this presentation, Kaltura will explore current video media data profiles and new profiles intentionally designed for COVID-era and post-COVID-era learning. Oregon State and Unizin will discuss production applications of standards-based video data analytics in classrooms. Finally, Unizin will explore new, tighter video data integrations with the Unizin Data Platform, leveraging the benefits of a standards-based approach between tool providers and institutions.

1:15 p.m. – 2:00 p.m.

A Mixed-Reality Pilot for Developing Clinical Communication Skills in Speech and Language Pathology

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Christina Hagedorn**, Professor, College of Staten Island/CUNY*

***Patricia Kahn**, Assistant Vice President, College of Staten Island/CUNY*

Traditionally, undergraduate students aiming to pursue a graduate degree in speech and language pathology spend a substantial amount of time in local schools and hospitals shadowing senior clinicians and completing clinical tasks. Through these experiences, students develop both “hard” and “soft” skills required for effective clinical communication. Acquisition of these skills is vital to students’ clinical development and, ultimately, their performance as therapists. Moreover, students must demonstrate evidence of having completed these experiences in order to be accepted into graduate programs in the field of SLP. During the COVID-19 pandemic, the in-person clinical learning experiences in local hospitals and schools upon which our students rely came to a halt as a result of strict regulations prohibiting student clinicians from entering these buildings. Consequently, our students lost their in-person clinical learning opportunities. This presentation will demonstrate (i) how the use of mixed reality provides students with learning experiences to fill this gap and equip our students with both the “hard” and “soft” skills necessary for admission to graduate programs in SLP, and for effective clinical communication at large, and (ii) how recordings of mixed reality sessions can be integrated into clinical curriculum, in the semester in which the sessions take place and for years to come.

Balancing Digital Transformation and Data Privacy: Lessons from the Trenches

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Sherry Bennett**, Chief Data Scientist, DLT Solutions*

***Beth Chancellor**, Vice President for Information Technology, University of Missouri System*

***Michael Anderson**, Chief Strategist, Public Sector, DLT Solutions*

Colleges and universities are transforming student experiences across the globe. By mining the vast array of student data, institutions are transforming in novel ways, learning how to identify learners at risk, developing optimal remediation strategies, and exploring methods to increase student safety and security. Analytical and AI workloads are being leveraged at scale to drive

decision-making. However, these innovations can also create new concerns regarding data privacy that extend beyond FERPA and HIPAA regulations. In the absence of a comprehensive federal privacy law that preempts disparate and inconsistent state privacy laws, institutions of higher education, along with industry, must comply with an ever-increasing number of state privacy requirements. In this panel, we will hear from experts in the trenches regarding best practices to secure data and strategies for complying with the growing number of privacy requirements.

CIOs in the Student Shark Tank

Session Type: Featured Session

Delivery Format: Featured Session

Track:

***Dabeer Abdul-Azeez**, Student, McMaster University*
***Keith W. McIntosh**, Vice President & Chief Information Officer, University of Richmond*
***Joel David Murphy**, Student, University of Richmond*
***Serena Davanzo**, Student, The Pennsylvania State University*
***John J. Suess**, Vice President of IT & CIO, University of Maryland, Baltimore County*
***Sakshi Shah**, Student, Miami University*
***Mairead Martin**, Vice President and Chief Information Officer, EDUCAUSE*
***Charles Victor Simon**, Student, Emily Carr University of Art & Design*
***Luna Jerjees**, Software Engineer Intern @ MIcrosoft, Davidson College*
***Sandeep Grewal Sidhu**, Chief Information Officer, Emily Carr University of Art & Design*
***Michael Berman**, Chief Information Officer, California State University, Office of the Chancellor*

CIOs are the head honchos of tech at our institutions, but what happens when they answer directly to the students? At the Student Shark Tank, CIOs must convince student "sharks" from various colleges and universities to win funding for their initiative/project. This is their chance to look past budgets, bureaucracy, and practicality to put their greatest ideas forward in a high-stakes competition for the chance to see it through! (Competition is simulated.)

The session will feature a panel of three to five students from various institutions and a group of CIO presenters pitching their ideas. The ideas are all about the student experience and learning outcomes using digital transformation, something they think would be useful but would normally be hard to put in place. The students will then have a chance to comment on and critique the idea, and each will have a pile of (simulated) cash funding (bitcoins) to invest in the ideas they believe in the most.

This session will be a lighthearted role reversal, where some of the most influential EDUCAUSE members will find themselves answering directly to students. Our goal is to create a fun way for higher education technology professionals to connect to students and brainstorm their thoughts about future tech needs. We hope this session can pave the way for more student participation in higher education tech and EDUCAUSE.

Come Learn about the 800-171 Compliance Community Group

Session Type: Meeting

Delivery Format: Community Group Meeting

Track:

***Jay Gallman, D**, Security IT Analyst, Duke University*

This sesssion will introduce attendees to a new community group focused on 800-171 compliance, a topic that will likely affect all schools moving forward. Come learn what we're doing to try and get ahead of this.

Engaged Scholarship, Racial Equity and Social Justice, and the Arts

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Teaching and Learning

***Dr. Tom C. Hogan**, Professor of Practice in Human Resource Management, The Pennsylvania State University*

This interactive presentation will share experiences and lessons learned regarding an innovative approach to developing the next generation of leaders as agents of social change by promoting racial equity in higher education and society. The approach involves creating transformative engaged scholarship experiences for undergraduate students by leveraging technology and the arts in a virtual learning space.

Enhance Students' Workforce Readiness through Industry Partnerships: Building Authentic AI Learning

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Adrienne Garber**, Senior Strategist, Dell Technologies*

Artificial intelligence enables machines to learn from data and perform cognitive functions associated with the human mind. As part of the academic vanguard, we have a responsibility to equip tomorrow’s leaders with skills and strategies to create sustainable, inclusive and positive impacts on our communities in these emerging fields. However, the AI skill crisis is recognized as the biggest barrier for wider AI adoption. The U.S. Bureau of Labor Statistics projects that the number of positions for computer and information scientists and engineers (the occupation grouping that includes AI) will grow over 15% in the next 10 years. An AI-driven economy will require a new look at the nation’s workforce development approach including ways to empower a non-technical audience with AI literacy for real-world challenges. Dell Technologies and Intel have partnered to implement a comprehensive AI readiness program in collaboration with post-secondary education systems and governments around the world. In the U.S., we’ve focused on building the future AI-ready workforce through authentic learning opportunities. This session is ideal for any post-secondary institution who is exploring industry partnerships to enhance their curricular offerings. Our goal is to provide a case study of the AI skills gap to highlight what ways industry collaboration can augment your institution’s instruction, reskilling and upskilling of the future workforce with respect to emerging technologies.

Faculty-Student Success Dashboard

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Shawn Whalen**, Program Director , College Futures Foundation*

***Joseph Luzzi**, Assistant Vice President for IT / Enterprise Appli, California State University, Fullerton*

***Amir Dabirian**, Vice President for IT-CIO, California State University, Fullerton*

***Afsaneh Hamedani**, Director of Information Technology, California State University, Fullerton*

The Faculty Student Success Dashboard (FSSD) is an innovative data toolset that allows faculty to understand how they individually contribute to their students' academic performance, progress, and success (e.g., retention, graduation). It is the first

data toolset of its kind in the California State University System. It provides faculty with easy access to individual record level data on academic performance, progress, and success for students enrolled in their courses. Before the FSSD, data reported at the individual student, student cohort, degree program, department, college, or university level. Without an easy venue to visualize all the student success data to specific faculty members, it was difficult for faculty to see how their own work reflects student success indicators. Additionally, the toolset helps faculty identify opportunities to take concrete proactive actions to reach out to specific students in need supporting California State University, Fullerton faculty's commitment to student success.

Innovation Ecosystem: Grassroots, Sunshine, and Sustainability

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Stephen Kelly**, Innovation Program Director, Minnesota State Colleges and Universities*

***Philip Thorson**, Deputy CIO, St. Cloud State University*

***Kim Lynch**, Sr. System Director for Educational Innovation, Minnesota State Colleges and Universities*

***Robbie Burnett**, Director for Innovation and Collaboration, Minnesota State Colleges and Universities*

Come learn about a new model for creating an innovation ecosystem within a large system of higher education (30 community and technical colleges, seven universities). This proven model seeds, sustains, and spreads small, local successes and provides opportunities for multiple campuses to collaborate on large endeavors. It also uses intensive professional development, crowd-sourcing, and connections for big, bold work like equity and inclusion to find its place in the sun. Special emphasis will be given to the role of technology and technology leaders.

IT Service Management (ITSM) CG Alley

Session Type: Poster Session

Delivery Format: Community Group Meeting

Track:

***Todd Jensen**, Manager, IT Service Management, University of Nebraska - Lincoln*

Come learn about the IT Service Management (ITSM) Community Group!

Operationalizing Proactive Advising Practices

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Navneet Johal**, Director, Salesforce.org*

***Dorien Langezaal**, Associate Director, Student Advancement, Case Western Reserve University*

Student success advisors (informally known as “Navigators”) at Case Western Reserve University play a pivotal role in guiding and supporting students through a successful undergraduate experience, including, but not limited to, the academic realm. One key task of Navigators is proactive outreach to students who may be academically struggling during the semester; this could be indicated by flags from individual faculty or unsatisfactory midterm grades posted in the student information system. Join us to learn how CWRU has leveraged features in Advisor Link (dashboard, alerts, chatter, emails) to design an efficient operational workflow that promotes information sharing and documentation, data-driven student outreach, and a collaborative approach to student

success and support. In addition to sharing data on the success of this process thus far, presenters will discuss anticipated upgrades and next steps, such as the use of forms for streamlined communication between faculty and Navigators.

Partnering for Student Success: Accelerate Digital Transformation and innovation for the New Normal

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Max J. Tsai**, Digital Transformation and Innovation Officer, California State University, Fresno*

***Orlando Leon**, Vice President for Information Technology and Chie, California State University, Fresno*

The pandemic has provided a disruptive opportunity for higher ed to reimagine and empower technology innovation for student success. It is an ideal time to redefine innovation strategies, involve the campus community and industrial partners more than ever, and experiment with new ideas to shape post-pandemic life and education. Come hear the Hub of Digital Transformation and Innovation (DXIHub) at Fresno State share its experience of opportunities that presented to Fresno State and how DXIHub partners with students, accelerating digital transformation to adopt emerging technology to help students bridge learning gaps between the physical and virtual classroom, while also preparing for a new, post-pandemic world.

Project Management Community Group

Session Type: Poster Session

Delivery Format: Community Group Meeting

Track: Innovation and Emerging Technologies

***Lisa Veloz**, Executive Director, Business & Project Services, Bucknell University*

***John F Prette**, Interim Director, PPMO, George Mason University*

Come learn what the Project Management Community Group (PMCG) has to offer as we share information about one of the largest of the 70+ Community Groups (CGs), including project management office structure, tools, techniques, IT governance processes, and templates. Meet our CG leaders and learn how you can participate and collaborate with your peers from institutions from Hawaii to New York and beyond. EDUCAUSE Community Groups are open, online communities led by members where you can share your ideas and expertise, find solutions to pressing issues you're facing, and explore common interests with your peers. Groups interact throughout the year via online discussions, webinars, and here at the annual conference. This year, the CGs are coming together to hold a “CG Alley” where attendees can learn about the CGs and what each has to offer via the poster sessions.

Scholarly Networks Security Initiative (SNSI): Working Together to Combat the Threat of Cybercrime

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Cybersecurity and Privacy

***Sari Frances**, Director of Content Protection Services, Scholarly Networks Security Initiative (SNSI)*

***Juan Denzer**, Engineering & Computer Science Librarian , Syracuse University*

Cybercrime threatens the entire scholarly ecosystem. It isn’t just an issue for publishers or a challenge for librarians, an obstacle for institutions or a nuisance for researchers. Ensuring that data and privacy are properly safeguarded on university campuses and that institutional networks are not compromised requires partnership. Join this session to hear from librarians, technical solution

providers, and colleagues about the challenges they have faced in protecting library and institutional networks, the damage that has been caused when protection measure haven't worked, and the solutions they found. Join also to share your own experiences in a live "ask the experts" session. From CISOs and librarians to other interested parties, we want to hear of your experience—what are the problems you have had or are facing, and how have you resolved them?

Teaching Practices for Educational Equity

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Patricia O'Sullivan**, Content Manager, WICHE/WCET*

Are you looking for practical advice on what faculty can do to teach more equitably? In this session, you will be provided with an overview of effective and equity-minded teaching strategies around four main themes: representation in the curriculum, course design, classroom climate, and assessments, as well as a free digital resource full of actionable strategies you can implement into your teaching.

The Art of Storytelling: A Critical Analysis of Higher Education Information Technology Experiences

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Joel F. W. Price**, Technology Outreach Team Lead, Swarthmore College*
***Lalitha Subramanian**, Assistant Director, University of Washington*
***James Henry Johnson, D**, Director of Education Technology, Saint Mary's College of California*
***Felix Zuniga**, Campus Engagement Partner, California State University, Office of the Chancellor*

The 2021 EDUCAUSE QuickPoll on Diversity, Equity, and Inclusion (DEI), recently illuminated the fact that information technology professionals in higher education still face a number of challenges, particularly with respect to bias and discrimination. While 87% of poll respondents agreed that there is an increased awareness around DEI at their institution, there is also data that shows that perceptions of institutional DEI practices vary by race and ethnicity. This session is a critical analysis of the larger context of lived experiences centering the voices of underrepresented higher education professionals in the field of IT. We seek to humanize these experiences by shifting the focus to include narratives that go beyond technology and data. This session uses both quantitative and qualitative techniques to highlight often-silenced intersectional experiences that occupy IT spaces in higher education. These narratives cover different dimensions of diversity such as gender, race, mental/physical ability, and age. It is anticipated that the results of this analysis will provide context and a path forward in conjunction with the EDUCAUSE CIO commitment. This session will support the creation of an actionable plan for IT professionals and leaders to critically analyze and implement within their institutions.

Transformation of Traditional Lab-Based Nursing Clinical Practices into Training in Immersive VR

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***John Yap**, Senior Manager, National University of Singapore*
***Siew Tiang Lau**, Associate Professor, National University of Singapore*

Physical simulation labs for nursing studies in NUS are highly sought after and often expensive to operate in Yong Loo Lin School of Medicine. Acquisition of clinical skills requires repeated and deliberate practice regardless of training modality. By transforming such clinical skills training into 3D immersive VR, students have a task with a well-refined goal and timely feedback that allows ample opportunities for repetition and refinement of performance. Students can do their practices reiteratively at their own pace in the comfort of their home space, without the usual constraints of time or physical space, especially during challenging times of the COVID-19 pandemic. This will reduce their need to revisit the physical simulation labs for practice, especially before their final face-to-face assessment. The development will bring about the digitization, automation of nursing clinical practice, and the empowerment of self-directed learning to nursing students in NUS. It will dramatically change the paradigm of traditional modes of learning in lab-based simulations, and reduce the substantial costs of operating physical labs and manpower availability in the faculty. The faculty aims to make such learning opportunities readily available where students can benefit from increased efficacy and confidence in clinical practice.

Transforming Student Experiences with Artificial Intelligence

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Sandra Nagy**, Managing Director, Future Design School*

***Alexis Bonnell**, Emerging Technology Evangelist, Google*

***Sarah Prevette**, Founder & CEO, Future Design School*

***Lukman Ramsey**, Head of ML/AI Solutions for Education, Google Clou, Google*

Artificial intelligence is having a rapid and profound impact on many sectors of society—and its potential is increasingly being recognized by education. This session will spark conversation about the opportunities and challenges of AI and break down the barriers of transformation. Hear from leaders who are using AI to inspire data-driven insights, make data collaborative and accessible, further learning with AI-powered tutoring, and reimagine degree programs. These AI-powered applications will not replace faculty and staff but will augment and empower faculty and staff to spend more time doing meaningful work—bringing the best out of students. The leaders in this session are inspiring change from the top down and working toward an AI-enabled workforce that helps save time, brings a quality education to students everywhere, supports personalized learning, and improves innovation in higher education.

Trust, Comfort, & Concerns: College Students' Views of Data Privacy

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Juliana Rosa Cotto**, Policy Counsel, Future of Privacy Forum*

***Pegah K Parsi**, Campus Privacy Officer, University of California San Diego*

***Claire M Fontaine**, Consultant, City University of New York*

***Kyle M. L. Jones**, Assistant Professor, Indiana University-Purdue University Indianapolis (IUPUI)*

Universities and third-party vendors have access to more student data than ever before. Data points include the more traditional, such as grades, disciplinary records, and demographic data, but may also expand to newer types of data from learning management systems, social media data, and location data. Institutions of higher education are using these data to improve student outcomes, provide support, enforce social distancing, and more. But how aware of and comfortable are students with the different types of data collection and use by their institutions of higher education? The Future of Privacy Forum surveyed roughly 1,500 college students and conducted 16 interviews to learn of the concerns college students have regarding the data practices of their colleges and universities. The results show significant differences in comfort levels between the types of data being collected

and the purposes the data is being used for. There are also important differences in comfort levels of data collection and use by demographic groups, including by race, gender, sexual identity, and disability status. This session will include a brief presentation on the findings of the survey, focusing on where differences lie between data types and data purposes, and by demographic groups. The presentation will be followed by a discussion among academics and practitioners on what we know about students' views on data privacy, and what this means for institutions of higher education.

Women in IT (WIT) Community Group Meeting

Session Type: Poster Session

Delivery Format: Community Group Meeting

Track:

***Teri Abbo**, Director IT Services Alliance, Oakland University*
***Marcia Dority Baker**, Assistant Director, Academic Technologies, University of Nebraska - Lincoln*

Join us for the Women in IT (WIT) Community Group meeting!

XR Security, Privacy, Safety, and Ethics Considerations in Higher Education

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Richard LaFosse**, Compliance and Policy Lead for Academic Innovation, University of Michigan-Ann Arbor*
***Jeremy Nelson**, Director of XR Initiative, University of Michigan-Ann Arbor*
***Didier Contis**, Director Technology Services, Georgia Institute of Technology*
***Maya Georgieva**, Director, Digital Learning / XReality Center, The New School*

This session provides an overview of critical XR security, privacy, safety, and ethical challenges that the higher education community will likely face in the short- to medium-term future. Drawing from the experiences with XR adoption at our respective institutions, as well as from collaborating with external advocacy groups—e.g., the XR Safety Initiative (xrsi.org) and the Immersive Learning Research Network's (iLRN) Champions in Higher Education for XR (CHEX) consortium—the presenters will offer insights and recommendations for navigating these challenges in the context of XR adoption in the teaching and learning environment. We will discuss critical security and privacy considerations when initiating and supporting XR initiatives and projects on campus. We will share the existing regulatory frameworks that impact XR learning experiences, with an emphasis on data privacy and security requirements. Our main intent is to encourage participants to engage with the broader higher education community and other relevant organizations to advocate on behalf of students (whether with vendors or policymakers), and support the development of an ethical framework of best practices for XR learning experience design, and XR device and software procurement and management.

1:40 p.m. – 2:00 p.m.

Creating a Best-in-Breed Solution to Move Applicants through the Recruitment and Admissions Funnel

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Charlotte Ahles**, Principal Consultant, Cloud for Good*

Please note: Sessions without room locations are held online at edu21.educause.edu.

***Arnold E. Foelster**, Director, Academic and Student Enterprise Systems, University of Maryland, Baltimore County*

Building a foundation for the University of Maryland at Baltimore County's (UMBC's) connected campus vision, Cloud for Good and UMBC began by implementing a CRM and marketing solution for the undergraduate recruitment and admission program. Join this presentation to learn how UMBC has gained a single source of truth for its prospective students, from lead through student enrollment, the tools they use for sophisticated territory management, how Marketing Cloud has transformed the way the institution communicates across multiple channels, and the keys to success when beginning your technology journey.

Creating Equitable Learning in a Virtual (or HyFlex) World

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Jason Smith**, Interactive Technologies Consultant, University of Washington*

***Kevin L. Reeve**, Director - Teaching and Learning Technologies, Utah State University*

***Melissa Koenig**, Library Coordinator and Instructional Technology Consultant, DePaul University*

***Tom Marentette**, IT Solutions Architect and Streaming Program Manag, University of Notre Dame*

***Tara Gyenis**, Program Development Manager, Internet2*

Before spring 2020, distance learning was offered in large part on a narrow scale at most colleges and universities in North America. The bulk of all four-year degree programs and graduate programs were in-person classes in technology-enabled rooms optimized for the in-person experience. Content and delivery for distance learning courses was largely driven by the e-learning instructional designers. The pandemic introduced all students and faculty to remote teaching and learning. The rapid move to remote learning showcased our faculty and students' ability to pivot, but it also identified many of the gaps which created an inequitable teaching and learning environment. As we return to in person classes with many schools adopting a HyFlex model, how will institutions work to address these inequalities to support their students and faculty? In this panel discussion we will explore the different approaches adopted by four universities and hear how they are working to narrow the gap to create an equitable teaching and learning environment for all students.

2:00 p.m. – 2:15 p.m.

Break

Session Type: Break

Delivery Format: Break

Track:

Take time to refuel, connect, and explore the platform

2:15 p.m. – 3:00 p.m.

6 Reasons Why You Need an Office 365 Backup: Live Demo with Veeam Backup O365 v5

107AB, 100 Level

Session Type: Industry Led

Please note: Sessions without room locations are held online at edu21.educause.edu.

Delivery Format: Product or Service Demo

Track: Cybersecurity and Privacy

***Omar Rao**, Senior Systems Engineer, Veeam Software Corporation*

Microsoft and Veeam share the belief that even though your data resides within Office 365, the data is still your responsibility! To meet this obligation, you must be in complete control and have unrestrained access to your own business data—the same as if it lived in your own data center. While Microsoft Office 365 provides tremendous business value and high data availability, it lacks comprehensive data protection. During this live demo session, we will show how Veeam can be deployed and configured within minutes with full restore capabilities. We will also discuss the ways Veeam Backup for Microsoft Office 365 can help identify individuals who might be hit by targeted phishing emails; how Veeam can protect not just your VMs but also data residing in your Microsoft 365; how Veeam can recover Office 365 data hit by a ransomware attack; and more!

A Creative Learning Management System Hack to Improve Student Engagement and Motivation

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Aparna Katre**, Associate Professor, University of Minnesota-Duluth*

***Karen J Jeannette**, Academic Technologist, University of Minnesota-Duluth*

***Tiffany Quade**, Learning Media & Technology Coordinator, University of Minnesota*

We all can agree that COVID-19 has forced educators to rethink their pedagogies and embrace technology and the learning management system (LMS) as an integral component in the delivery of teaching and learning. Although most universities have seen greater adoption of LMS during the pandemic, we cannot ignore the fact that most learning management systems lack interactive capabilities. As a result, student engagement is significantly affected. Although augmented and virtual reality, video games, and technology simulations can increase student engagement, rarely do they seamlessly integrate with an LMS. Additionally, learner equity and accessibility to such technologies is challenging. We present an integrated approach, a creative hack, to overcome these challenges while aiming to increase learners' mastery of the subject, their intrinsic motivation and engagement with the materials. We conceive the learning to be project-based broken into quests, to which gameful pedagogy principles are applied. Using technologies such as Thing Link, we create an immersive environment and a pathway to guide the learners through the project, transforming their experience with the LMS and the materials. We provide templates for the quests, the interactive components and the LMS that can be easily applied to a wide variety of disciplines including the humanities and social sciences that are often left out of project-based learning, and believe that the gains from the combined methods can be exponential.

A New Dawn for Research Universities in Security and Compliance

103AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Sean Dudley**, Assistant Vice President & Chief Research Information Officer, Arizona State University*

***Michael Corn**, CISO, University of California San Diego*

***Helen Patton**, Advisory CISO, Cisco Systems Inc*

If you are an R1 research university that does large amounts of research projects with DOD or DIB, you are probably familiar with comprehensive NIST compliance and getting ready for CMMC certification. If you are an R2 or non-research university, you may know only a little bit about it. That is about to change! The increased number of active nation state attacks on higher education, the

increased successful ransomware attacks, are causing many agencies to consider enforcing CMMC on all higher education.The good news is that many universities already have frameworks in place that can be used to address the new requirements. This will protect intellectual property, help many schools mitigate the risk of losing funding, and drive up the value of research. A panel of industry and higher education cybersecurity experts will discuss the new dawn of cybersecurity frameworks in higher education, what we can do to prepare for it, and what lessons can be learned from the new CMMC assessment.

Accelerating Transformation with Shared Services and Identity Management

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Nicholas McLarty**, Deputy Chief Information Security Officer, Texas A&M University*

***Steven Ferguson**, CIO, Technical College System of Georgia*

***Jesse Taylor**, Manager of Identity and Middleware Services, University of Nevada, Las Vegas*

Higher education has been implementing the concept of shared IT services for some time to manage costs, provide equitable education, and leverage economies of scale. Done right, shared IT services can improve user experience, extend technological advances beyond what an individual institution can provide, and maximize funding toward the core mission—teaching, research, and public service. While there is no single path to achieving shared services, certain key considerations can help address the challenges involved in making these initiatives successful, especially considering the decentralized nature of higher education. Panelists will discuss the critical role identity and access management plays in providing centralized services while enabling local autonomy, along with the vision, approach, challenges, lessons learned, and future opportunities for these systems and their respective campuses.

Affecting Digital Accessibility Change through Scalable Procurement Workflows

113AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Policy and Law

***Jerrod Thomas**, Senior Director - Academic and Technology Services, Portland State University*

***Michele Joy Bromley**, IT Accessibility and Content Lead, Portland State University*

Though working with limited resources, our IT accessibility team of one built a strategy that prioritized longer-term, higher-level impacts, generating a resource-rich workflow based on risk and impact for accessible technology procurement at Portland State University. A tight-knit project team of campus stakeholders began by connecting directly with exemplars of accessibility best-practices across the higher education community. This provided the scaffolding for generating a functional procurement process expeditiously. To ensure the process was sustainable, the project team applied risk management strategies to the new accessibility procurement workflows, scaling efforts to increase alongside expected user impact. In less than a year, we were piloting our process and identifying areas of growth in managing both expectations and timeliness. Through a deep collaboration with our IT security team, we were able to merge existing security assessment with IT accessibility assessment to create a unified process that was more efficient for us and for our clients. By conducting the security and accessibility reviews in parallel, we shortened the overall time for contract review and established our new standard: the IT Risk and Accessibility Review (ITRAR). This presentation will detail our accessibility change efforts in technology procurement, and the lessons we learned while generating associated workflows and resources.

BIPOC and White Supremacy in the Academic Workplace: Developing Our Own Analysis Tool

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Leadership and Future Workforce

***Patricia Juarez**, Business Systems Analyst, University of California, Berkeley*

The normalization of a certain pattern of behaviors that have negatively affected the society as a whole but that have literally devastated BIPOC communities is so blatantly displayed, as any normalized pattern, that it is very difficult for us BIPOC to identify those patterns. We just know that they make us feel uncomfortable, that we don't like them, but don't know exactly why as "it is the norm." Those patterns or behaviors conform to a phenomenon so pervasive, so "natural," that we seldom stop to review and analyze it let alone call it by its name: white supremacy. While white supremacy is a global phenomenon, it has a special and unique "flavor" in the US, and especially in the academic workplace. As BIPOC women, it behooves us to learn to identify how this phenomenon operates in the workplace. Identifying and being able to put a name to issues is the first step in addressing those issues. During this workshop, attendees will learn to identify some of the most pervasive white supremacy patterns in the workplace by using a simple yet accurate analysis tool from Dismantling Racism: A Workbook for Social Change Groups by Kenneth Jones and Tema Okun, ChangeWork, 2001.

Building the IT Bridge to Student Equity: Closing the Gap to Success

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Chris Boyster**, Vice President of Sales and Marketing, Akademos, Inc.*

As technological innovation transforms higher education and quickly becomes the foundation of student success, the higher ed IT community has the opportunity to be the backbone of student equity on and off campus. Sustaining and building upon the momentum gained during COVID-19, we have the ability to leverage digital tools to propel equitable outcomes among those students who have suffered significant and persistent educational disparity for so long. From accessibility and affordability to learning engagement, adaptability, standardization, and completion, pairing a digital learning strategy along with available resources plays one of the biggest roles in widening the reach of education and closing the equity gap. In this presentation, you will learn how to build an effective technology strategy that connects digital resources and tools to improving learning outcomes. Supporting a commitment to sustainable student engagement and digital learning equity at your institution is possible. We have access to the technology needed to break down long-standing barriers to success and build the bridge to student equity. Join us in the digital evolution.

CDO Pathways and Priorities: Pragmatic Perspectives on the Position

113C, 100 Level

Session Type: Meeting

Delivery Format: Community Group Meeting

Track: Leadership and Future Workforce

***Benjamin Wiles**, Chief Data Officer, Clemson University*
***Rooji Sugathan**, Executive Director, Washington University in St. Louis*

This session will be a panel discussion of higher education CDOs with participant-involved Q&A. The theme of the discussion will be the "why" and "how" of the role of CDOs within specific institutions of higher education as well as the "what" in the context of advancing institutional mission. A key focus will be the context of the CDO as it relates to IT, IR, compliance, and business functions. Organizational structures, team-building, hiring, data governance, IT governance, and strategies for affecting the use and

management of data will be addressed. While every institution has individual needs and priorities, potential paradigms for data and analytics organizations in higher education will be discussed.

Creating a Flexible and Scalable Network Foundation to Drive Experiences and Innovation

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Infrastructure and Networking

***Michael Geist**, Manager Network and Telecommunication Services, Kent State University*

***James A Raber, A**, Executive Director, Educational Technology and Ser, Kent State University*

***John Rathje**, Vice President/CIO, Kent State University*

Innovation starts with a flexible foundation. Without it, it becomes difficult to focus on modern student experiences or new instructional models and learning modalities that involve constant iteration and creative exploration. We believe that a good technology solution starts with the alignment of three things: the voice of the customer, the mission of the organization, and the aspirational goals of the academic, research, and administrative division. But that is just the start. It is important to understand what is possible and consider different approaches of industry leaders to map out a strategy for optimal outcomes. The approach to first focus on the network infrastructure foundation allows us to be more proactive and extend more innovation at the edge. With the student always at the center of our efforts, our researchers spend much time exploring network of networks, and system of systems, and how they correlate. However, transformation never starts with technology—it begins with a need for new and better experiences, business improvements, and/or enhanced functional outcomes. John will review the recent transformation at Kent State, which didn't start with "let's replace old technology" but rather with the planned intent and required architecture to support desired experiences and innovations. John will also explore the process of transformation and how an institution can achieve a "future-forward" infrastructure design that is effectively ready for anything.

Cybersecurity Resources for Smaller Institutions: Challenges, Compromises, and Collaborations

Session Type: Poster Session

Delivery Format: Poster

Track: Cybersecurity and Privacy

***Sean R. McNamara**, Associate Director, Information Security, Dartmouth College*

***Kristen Dietiker**, Chief Information Security Officer, Santa Clara University*

***Susan Sons**, Chief Security Analyst, Indiana University Bloomington*

As large universities are challenged by the increasing demand for resources to protect information assets in the face of an ever-increasing pace and sophistication of cybersecurity threats, smaller institutions—often under-served due to lack of financial and staff resources—are faced with a seemingly insurmountable problem. They face the same challenges, with fewer resources, and no benefits of scale. For cybersecurity researchers at these schools, the outlook can be even bleaker. Traditionally, it is only larger institutions that have the level of infrastructure and staff to provide data, secure access to that data, or expertise and staff bandwidth to assist those researchers in understanding the operational context of the data. Such an arrangement can perpetuate inequities both in the protection of institutional information technology assets and the availability of cybersecurity data to conduct research. This session will discuss the challenges of providing cybersecurity and conducting cybersecurity research at smaller institutions, raise awareness of compromises made to meet those challenges, and discuss potential collaborations to address factors that contribute to inequities.

Designing Futures as a Tool for Learning and Acting

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Melissa Merino Lesnovski**, Head of Department - Digital Communication, Universidade do Vale do Rio dos Sinos*

***Gustavo Severo De Borba**, Professor, Unisinos University*

Humans deal with the future through anxiety, resignation, or divination methods. The future is the place of the unknown and the uncertain, whereas the present holds the place of learning and invention. Certainty, linearity, and precise understandings do not contribute to knowledge creation. When we already know, we do not challenge ourselves. On the other hand, uncertainties and complexity promote learning. Therefore, maybe we should look at the future as a place of invention to broaden and deepen our reflections about the present. When we design for the future and explore possible, unpredictable, or implausible tracks, we can expand our mental models and vision about the future. Designing futures is about thinking collectively about global issues that affect all of us and thinking about ways to take action in our daily life. This process fosters learning and expands our vision. In doing so, we can indeed transform the future, even if that future is, for now, uncertain. In this session, we propose Designing Futures as a method of reflection about the present in educational settings. The audience will be presented with a case study of a workshop on the Designing Futures Method for Education and its impact on classroom dynamics and learning achievements in a higher education context. Besides that, we will share a methodology to develop workshops design-oriented focusing on future scenarios.

Empowering Collaboration in Asynchronous Problem-Based Learning

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Domitilla Enders**, Associate Director, Columbia University*

***Camilo Irizarry**, Instructional Designer, Columbia University*

***Cassandra Scannella**, Instructional Designer , Columbia University*

This presentation will focus on the challenges of collaboration in two new asynchronous programs at the Columbia University School of Professional Studies. The pedagogical framework for both programs is problem-based learning (PBL). We will explore this topic from three interconnected perspectives: instructional design, educational technology, and student data insights. We will share the strategies we deployed to enable our students to engage effectively in collaborative group work, with regard to two key skill sets: 1) providing and receiving constructive feedback; and 2) engaging in personal and group reflection. The strategies include a rubric and a peer review tool that the school is piloting. Students have found the rubric helpful in becoming more self-aware in the collaboration process, while our faculty are using the rubric to evaluate the health of group dynamics and to gain valuable insights into individual contributions. We will share how we have leveraged design, technology, and student data to develop PBL experiences that empower collaboration, optimize group dynamics, and facilitate both peer-to-peer and individual reflection. The session will include a presentation, a hands-on group activity, and an open discussion.

Establishing Community and Trust to Build a Shared Research Network

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Charles Kneifel**, Senior Technical Director and CTO, Duke University*

***Leah Kraus**, Chief Information Officer, North Carolina Central University*

***Kevin Davis**, Chief Information Officer, Davidson College*

Many institutions are interested in the benefits that a Science DMZ can bring to give their faculty and students secure, fast access to large data transfers, and educational and research computing capabilities. But the capabilities needed to develop a Science DMZ are formidable and sometimes out of reach of small colleges, especially minority-serving institutions, compounding disparities

between large and small institutions. Join IT leaders from NC Central, Davidson, and Duke as they discuss their work to plan and ultimately propose a shared Science DMZ as a statewide resource in partnership with MCNC, North Carolina's state research and education network. In addition to discussing the technology benefits, the presenters will share the researcher engagement and planning for the regional proposal. This work is supported by a planning grant from the NSF Campus Cyberinfrastructure program.

Fueling the Engine of Higher Education with Trusted Data

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Student Engagement and Success

***Terry Callaghan**, Associate Vice President, Information Technology & Records Administration, Rutgers, The State University of New Jersey*

***Eddie Carter**, Senior Account Manager , Informatica*

In a post-pandemic world, colleges and universities must rethink how they recruit, retain, and engage with students throughout their educational life cycle—from enrollment prospects to alumni. Delivering the right digital services to students, faculty, staff, alumni, and donors requires high-quality data that provides a 360-degree view of the educational life cycle of each student. You need to use data across departments and functions—from recruitment to academic studies to advancement, as well as on-campus and off-campus life. You also need visibility into alumni data, including degrees earned and the nature of alumni engagement with your institution after they leave campus. Because students, alumni, and donors maintain numerous touchpoints with your institution, you must support a wide range of source systems that store constituent data. Tracking and aligning this data to the correct sources is essential for higher education. In this session, discover how master data management, data quality, and data integration solutions empower you to achieve these goals and improve engagement over the total student life cycle.

Higher Ed and IT Policy, 2021: Recovery Now, Regulation Later?

204C, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Policy and Law

***Jarret S Cummings**, Senior Advisor for Policy and Government Relations, EDUCAUSE*

The year began with a turn to a new presidency, new hope of overcoming the pandemic, and a new emphasis on national recovery and revitalization. The latter involved unprecedented, multitrillion-dollar proposals to rebuild infrastructure, expand broadband access, increase higher education affordability, address climate change, and much more. Efforts to advance these measures have consumed Congress and the Biden administration for most of 2021, and they hold significant implications for higher education and IT. However, while the clash of the trillions has been occurring, the seeds of future regulatory action may be taking root as well, also presenting the potential for major impacts on higher education IT. Join the EDUCAUSE senior advisor for policy and government relations as well as your colleagues in discussing what historic federal investments in broadband may mean for college students in unserved and underserved communities, where liability protections for third-party content posted to college and university websites may be heading, what we might see from federal agencies once the Biden administration turns from legislating to regulating, and more.

Introducing the Next Leaders Fellowship

109AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Michael Cato**, Senior Vice President and Chief Information Office, Bowdoin College*
***Keith W. McIntosh**, Vice President & Chief Information Officer, University of Richmond*
***Tony Anthony Moore**, Chief Information Officer, Prairie View A&M University*
***Cheryl Washington**, Chief Information Security Officer, University of California, Davis*
***Jenn Stringer**, Associate Vice Chancellor for IT & CIO, University of California, Berkeley*

The Next Leaders Fellowship (NLF) is building a framework to identify, develop, and advocate for information and technology professionals in Higher Education, with a special emphasis on those who identify as Black, Indigenous, and People of Color (BIPOC). With the first cohort to be launched in March 2022, NLF is recruiting participants into a sponsored one-year experience that will be mentored by accomplished senior leaders, engage with presidents and other senior leaders from an array of institutions, and develop relationships with search firm partners, all working to support their professional growth. The panel will outline the experience the fellowship is developing to address these issues, and the successful models the effort is drawn from. The session will include examples of the program content and structure, and share details of its cohort-based approach. Additionally, since each NLF participant will receive the sponsorship and funding to participate in a leadership development program, the session will share the approach to partnering with existing programs. Most importantly, this session will serve as an opportunity for a dialogue with attendees, NLF mentors, and NLF partners about why they are committing their time, energy, and resources to this effort and what they have learned so far. Feedback, ideas, and questions during the session will all be welcomed and encouraged.

IT Accessibility Community Group

105AB, 100 Level

Session Type: Meeting

Delivery Format: Community Group Meeting

Track:

***Kyle Shachmut**, Assistant Director, Digital Accessibility, Harvard University*

Itana: Architecting in a Hybrid Work Environment

Session Type: Meeting

Delivery Format: Community Group Meeting

Track: Leadership and Future Workforce

***James Phelps**, Director, Enterprise Architecture and Strategy, University of Washington*
***Beth Schaefer**, Chief Operating Officer, University of Wisconsin-Milwaukee*

Join in a "Future of Work" discussion focused on practicing Enterprise, Business and Technical architecture in a hybrid work environment. Many of the best practices of facilitation by walking around and in-person sticky note exercises were disrupted or made difficult by the pandemic. In this session, we will reflect on the past 18 months and share effective practices and essential tools for the architect community. We will do a hands-on activity to capture needs for a future hybrid work environment. At the end, you will leave with ideas for how to successfully practice architecture in the new virtual and on-premises environment.

Itana is a professional group for Enterprise, Business and Technical Architects in higher education. For more information on ITANA, see our website (www.itana.org).

Kansas State University's Research Information Security Enclave

Session Type: Poster Session

Delivery Format: Poster

Track: Cybersecurity and Privacy

***Chad Currier**, Chief Information Security Officer, Kansas State University*

Like most higher education institutions, Kansas State University was presented with a unique dilemma as the United States government began implementing requirements for safeguarding Controlled Unclassified Information, or CUI, and similar sensitive research. How we can ensure the security of research data while effectively meeting information security requirements, and not impeding research efforts or placing the administrative/technological burden on researchers? Specifically, 40% of the institutions sponsored research portfolio, roughly $75 million annually, was at risk. Kansas State University leadership elected to pursue a cloud-based solution allowing the sensitive research to be isolated to a secure and dedicated location that would meet the NIST SP 800-171 r2, or similar, safeguarding standard without adversely affecting the broader institution. To that end, Kansas State University partnered with Microsoft in the development of a cloud-based enclave via Microsoft Azure, which we have branded as the Research Information Security Enclave, or RISE. This unique dilemma was also an opportunity for Kansas State University to not only meet our contractual obligations, but also be a good partner in the safeguarding of sensitive information. This session will include members of Kansas State University's research and IT teams and review our RISE journey as well as provide real-world lessons learned.

Legal Perspectives on Guarding Against and Responding to Ransomware Attacks

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track:

***Alexander Bilus**, Partner, Saul Ewing Arnstein & Lehr LLP*

This session will address the importance of understanding what your institutional legal counsel prioritizes in planning to guard against and respond to ransomware attacks. We will dive into the current need-to-know legal issues related to ransomware, and you will learn how your counsel can become a valuable partner and advocate to help safeguard your institution from this emerging threat.

Leveraging the Portal Experience to Foster Engagement and Improve Communications

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Angela Cavaliere**, Manager of Digital Usability, Montgomery County Community College*
***Joe Mancini**, Executive Director, IT, Montgomery County Community College*
***Tyler Steffy**, Director of Student Life, Montgomery County Community College*

Particularly when remote, or within online or commuter institutions, communicating with and engaging students is challenging. While institutions have adopted alternative means of communications such as text messaging, mobile apps, and dedicated student engagement platforms, creating an environment where students are well-informed and feel a sense of belonging remains a challenge. Leveraging digital experiences that students use every day to include opportunities for communications and engagement are very effective ways to increase involvement. This session will review how MCCC used the Campus.App platform to increase student awareness and engagement during a time when all students were remote. We will review how students are involved in the project, including before selection of a technical solution. We will show examples of how the product has been configured to create familiar digital social spaces for students while also serving as a web portal and mobile app.

Lost Laptops and Life Lessons from Lulu Garcia-Navarro

Ballroom AB, 300 Level

Session Type: Featured Session

Delivery Format: Featured Session

Track:

***Lulu Garcia-Navarro**, New York Times Podcast Host, Former NPR Host, National Public Radio*

What can being in the most extreme, terrifying situations teach you about empathy and communication? Award-winning journalist, New York Times podcast host, and former NPR host, Lulu García-Navarro has faced bomb blasts and even been rescued by Mexican Marines after being trapped in a flooding car during a hurricane. Telling the stories of what is often the worst day of people's lives has taught her how to listen and talk to people whom you vehemently disagree with. Even if you haven't been shot at by insurgents, we all know what it's like to be on the frontlines of discord, and she will illuminate how to make yourself heard and connect with those around you.

Owning Your Journey

111AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Tonya R Bennett**, Director of Educational Technology @PennVet, University of Pennsylvania*

Are you being held back by imposter syndrome, perfectionism, or staying in your comfort zone? Are you being propelled forward by serving others, mentorship, partnership, or networking? This interactive session explores the dichotomy between obstacles and clear paths along the way. Let's talk about embracing the journey and how to own it!

Recipient of the 2021 EDUCAUSE Rising Star Award. Award sponsored by Moran Technology Consulting, Gold Partner.

Pandemic to Positivity: CIOs Discuss Approaches to Strategy and Creating Cohesive Culture

201AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Orlando Leon**, Vice President for Information Technology and Chie, California State University, Fresno*

***Borre Ulrichsen**, CIO, Gonzaga University*

***Helen Norris**, Vice President & Chief Information Officer, Chapman University*

***Matt Riley**, Associate Vice Chancellor for Innovation and CIO, University of Illinois at Chicago*

The proposed panel presentation will attempt to answer the question: How do CIOs go beyond pandemic response, capitalizing upon new confidence and interest in IT, to define and build new IT strategy while navigating the challenge of motivating staff and building a positive IT culture in an all-virtual world? Four CIOs from diverse universities will share stories of perseverance, change, overcoming challenges, and adopting new, creative ways to build positive IT culture and drive new technology strategy. Each CIO

will share a story and strategies around the changes going on at their institutions, within their IT organizations, in the broader IT and campus community, and in their personal situations and careers. Stories will include positively dealing with broad budget and personnel cuts, as well as virtual diversity, equity, and inclusion conversations at Fresno State; handling a tricky organizational split and complex conversations around diversity, equity and inclusion at Chapman; building a new, bold IT strategy at Gonzaga; and taking on a new role, virtually, with challenges of steering to a positive IT culture and successfully pitching a series of new technology infrastructure initiatives at Illinois-Chicago. As panelists complete their 5- to 7-minute stories, the remaining time will be used as a question and answer period, inviting audience participation both in person and remotely.

Putting AI to Use: Empowering Students with a Self-Service Chatbot

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Innovation and Emerging Technologies

***Meghan Turjanica**, Product Manager, Jenzabar Inc*

This product demonstration will highlight Jenzabar Chatbot, which enables higher education institutions to support and drive student and institutional needs by harnessing the power of artificial intelligence. Jenzabar Chatbot addresses the questions most commonly asked by students and prospects so staff can spend more time engaging personally with individuals who have more complex requests. As a self-service, digital communication channel, Jenzabar Chatbot empowers individuals with quick responses to questions on demand. Designed to improve user experiences, Jenzabar Chatbot can increase your students' confidence and their ability to navigate their educational journey, from admissions through completion, with fewer barriers to success.

Skills Are the Future! What's Driving Villanova University's Partnership with LinkedIn Learning

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Laurie Burruss**, Professor Emeritus/Education Innovation Advisor, Pasadena City College*
***Jennifer Derry**, Director of Talent Management, Villanova University*
***Kevin Grubb**, Associate Vice Provost, Professional Development &, Villanova University*

Looking at the future of employability and higher education, it's increasingly apparent that what lies ahead is not what came before. With the scale and scope of technological and economic change increasing exponentially, a parallel need exists for skill and competency development among students, faculty, and staff. Students are facing a job market that is shifting from a focus on hiring decisions based on data points such as majors, connections, or previous employment to an emphasis on skills you have and skills you'll need. Simultaneously, faculty and staff are experiencing the most demanding shifts in decades in the ways we can collaborate, research, and educate. To meet the challenges of the future, Villanova University, in partnership with LinkedIn Learning, is developing flexible and always-accessible paths for students, faculty, and staff to connect to learning and opportunity. A unique and collaborative approach between the provost's division and the human resources team proactively responds by creating an environment where institutional opportunities align around shared understandings and opportunities to learn new skills and competencies; helping students, faculty, and staff gain and demonstrate skills through expert-led instruction, flexibly available and customizable to the audience; enabling students, faculty, and staff to identify skills and sought-after competencies aligned with institutional and personal goals, enabling individualized career success at scale.

Stop Stagnating: Modernize Your Identity Access Management & Governance Program with Achievable Projects

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Cybersecurity and Privacy

***Bruce Macdonald**, Sr. IAM Project Architect, Hitachi ID Systems, Inc.*

***Jeff Jones**, Director Identity & Directory Services, University of Oregon*

***David Kieffer**, Vice President, Research and Analysis, The Tambellini Group*

***Patrick Dooley**, President and Founder, Identity Works LLC*

Very few higher education institutions have modernized their identity and access management solutions. Why? There are a plethora of reasons, but ultimately many institutions don't have the budget and don't know where to start in what seems like a daunting, expensive, and risky program. The result? Institutions keep legacy or homegrown tools and solutions in place that are no longer up to the task, that are eating up more budget than they're worth, or that are putting institutions' research, data, finances, and reputation at risk every day. Join this discussion to learn from a panel of experts on the practical approach to prepare to modernize your access management solution. Learn where to focus time and effort to reduce post-production surprises. Get actionable steps on how to establish your requirements and plan your projects to achieve incremental steps that are of highest visibility and highest impact and that give your institution the biggest bang for its buck.

The Future of Work: Human-Centered Leadership

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Shohreh Bozorgmehri**, Divisional Director of Student and Academic Services, University of California, Irvine*

While IT organizations are often focused on technological solutions, the last year has especially highlighted the role of people in powering the productivity and resiliency of the workplace. As we prepare to navigate a post-pandemic workplace, it is critical that higher education institutions rethink their approach to organizational leadership. By putting people and culture first, human-centered leadership informs strategic IT processes and sparks the innovation that delivers digital transformation.

The Learning Space Feedback (LSF) Guide: Design, Development, and Implementation

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Merve Basdogan**, Postdoctoral Researcher, Indiana University*

***Tracey Birdwell**, Program Director - Mosaic Initiative, Indiana University*

This session presents the considerations that were taken into account in the design and development of the Learning Space Feedback (LSF) Guide. The LSF Guide was developed based on the desire to scale and systematize our feedback practices on classroom design across many campuses at Indiana University. To do this, we developed this novel checklist-based guide for learning space designers, researchers, and non-researchers to evaluate the efficiency and effectiveness of the classrooms.The LSG Guide consists of 10 clearly defined prompts to guide the evaluation and decision-making process. During the session, we will cover the answer to the following questions: • What are the characteristics of the LSF Guide? • How can the LSF Guide be used to evaluate higher education spaces? • What are the unique features of the LSF Guide?

The Other Side of Data Analytics: Risks to Privacy, Equity, and Control of Infrastructure

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Cybersecurity and Privacy

***Nicole Allen**, Director of Open Education, SPARC Scholarly Publishing and Academic Resources Coalition*

Data analytics is spreading fast on campus, affecting teaching, research, and campus life. From the most sophisticated big data-backed medical research to the most mundane dorm room swipe card, modern campuses generate vast amounts of raw data that can be processed in manifold ways. The narrative around data analytics has been largely defined by vendors, who advertise the possibilities and benefits. However, there has been limited discussion among institutional leaders of the potential risks of uncontrolled use of data analytics, including the harms from biased algorithms that perpetuate—or further deepen—systemic racism and other structural inequities. This interactive presentation will explore the ways that data analytics intersects with urgent issues, including equity, privacy, surveillance, anti-racism, and control of infrastructure. The presentation will begin with background, then dive into specific examples, drawing in audience ideas and specific case studies where possible. The session will conclude with a set of concrete recommendations and further resources that participants can take home to further explore the topic on campus. Documents distributed will include an in-depth landscape analysis and detailed solutions roadmap with recommended strategies produced by the nonprofit organization SPARC.

The Role of Institutions and Technology in Creating Inclusive Learning Environments for Students

203AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Heidi Nicole Schuler**, Learning Experience Designer, Ellucian*

***Tara Kissel**, Senior Learning Experience Designer, Ellucian*

The recent year has challenged higher education to rethink its educational strategies when it comes to the learner experience and inclusive education. Between COVID's forced shift to online learning and the emerging market of diverse learners, most institutions are being asked to focus on inclusive and equitable strategies for students at all stages of their college experience. Due to technological barriers, lack of resources, and digital literacy issues, online education and its delivery can pose unique challenges to inclusive practices. This discussion will focus on inclusive and equitable strategies we can employ to help advance student success. We will discuss strategies that focus on ways institutions can support all learners and foster a sense of belonging, empathy, and access through the culture of care. Our goal is to engage participants in a discussion about best practices for transforming learning to meet DEI standards and the role that faculty and institutions play in promoting equitable solutions for students. We will also focus on how institutions can leverage technology and community partnerships to promote access to all students and maximize the student experience. This will be an active discussion where we intend to hear from participants regarding what has worked and what they want to see for the future of inclusive and equitable education. Participants will work collaboratively to develop inclusive strategies and a vision for the future of higher education.

Transforming ERP Infrastructure to the Cloud—Viewpoints from Women Leaders in Technology

202AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Ellen Kanter**, Account Manager Higher Ed, Sierra-Cedar*

Please note: Sessions without room locations are held online at edu21.educause.edu.

***Jess Evans**, Chief Operating & Digital Transformation Officer, Arizona State University*

***Kari Robertson**, Executive Director of Infrastructure Services, University of California, Office of the President*

***Ellen J. Keohane**, Chief Information Officer, College of the Holy Cross*

Planning for and executing on a strategic plan to migrate on-premises infrastructure and application management to a hosted solution doesn't need to be a complex activity. Learn from a panel of three women who are influential higher education technology leaders representing Arizona State University, University of California Office of the President, and College of the Holy Cross. They will discuss their journey to migrate PeopleSoft applications to the cloud. Hear how the move helped shape their institutions and provided innovative approaches to support their students, faculty, and staff.

Universal Design: A Shifting Framework

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Ana Fierro**, Access Consultant, The University of Arizona*

This presentation will look into universal design, design that can be accessed, understood, and used to the greatest extent possible by all people. After exploring several examples, participants will have an opportunity to discuss how universal design can help create equitable and inclusive learning experiences.

2:15 p.m. – 3:30 p.m.

Under the Ed Radar Pitch Competition - Sponsored by Amazon Web Services, Gold Partner

Learning Theater, Exhibit Hall A-C, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track:

***Carine Marette**, Co-founder, Kritik Education Inc*
***Chris Du**, CEO, Ensightful*
***Nate Hurst**, CEO, Activeclass*
***Narine M Hall**, CEO and co-founder, InSpace Proximity*

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.

3:00 p.m. – 3:30 p.m.

Beverage Break in the Exhibit Hall - Sponsored by Identity Automation, Bronze Partner

Grab & Go, Hall A-C, 200 Level

Please note: Sessions without room locations are held online at edu21.educause.edu.

Session Type: Break

Delivery Format: Break

Track:

Stretch your legs and mingle with peers and technology solution providers in the Exhibit Hall.

Coffee and tea will be available during the break.

3:00 p.m. – 4:00 p.m.

EDUCAUSE Policy Advisory Committee Q4 Meeting (committee members only)

Meeting Room 401, Fourth Floor, Marriott Hotel

Session Type:

Delivery Format: Meeting

Track:

The EDUCAUSE Policy Advisory Committee (EPAC) will conduct its regular quarterly meeting. EPAC members will review the status of federal policy issues that the committee has been following, discuss recent developments relevant to the federal policy interests of the EDUCAUSE community, and look ahead to what may emerge in 2022.

3:30 p.m. – 4:15 p.m.

A Pandemic Silver Lining: Helping Students Finish Degrees Online

111AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

John Fritz*, Assoc. VP, Instructional Technology, University of Maryland, Baltimore County*

Yvette Mozie-Ross*, Vice Provost for Enrollment Management & Planning, University of Maryland, Baltimore County*

In the spring and fall of 2020, the University of Maryland, Baltimore County (UMBC), like most colleges and universities, pivoted to remote instruction and online learning out of concern for the health and safety of its students, faculty, and staff during the coronavirus global pandemic. However, one unexpected outcome was successfully recovering or "re-recruiting" 123 former students who (for one reason or another) left UMBC before finishing their degrees, and in some cases several years ago. In this presentation, we will describe why and how we planned and implemented the Finish Line near-completer reengagement program (undergraduate.umbc.edu/finishline)—which leveraged our predominantly online classes in fall 2020—and what we learned from the process. We'll also suggest ways to support adult learners, help them feel welcome, and foster their sense of belonging in the institution.

APA/AAPI Community Group—Inaugural Get-Together

113C, 100 Level

Session Type: Meeting

Delivery Format: Community Group Meeting

Track: Leadership and Future Workforce

***Gerard Au**, Deputy CIO and CISO, California State University, San Bernardino*

***Orlando Leon**, Vice President for Information Technology and Chie, California State University, Fresno*

The APA community group would like to get people together for its inaugural annual conference get-together. During this time, we would like to explore the draft charge:

• Provide space to ask, listen, share, and discuss a variety of topics relating to the APA/AAPI+ demographic

• Promote a community climate that is sensitive, representative, and fair to all ethnic groups, including, for example, Asian, Asian American, Southeast Asian, Pacific Islander, Asian Indian, and other Asian groups through a variety of efforts

• Provide support and input for fair recruitment, hiring, retention, and promotion of APA/AAPI+ in the higher education setting, with a strong emphasis on APA/AAPI+ within the executive leadership ranks

• Respond proactively to the needs of the growing Asian higher education community, with a commitment to broadening and deepening understanding and awareness with regard to issues affecting the APA/AAPI+ community

• Build strong, effective support and linkages with communities at large, including industry technology partners

• Create a social support network of partnerships and personal friendships among the members of the community

• Encourage and empower individuals in the community to become more actively involved in important higher education, community, professional, and political service with the purpose of creating a more diverse, equitable, inclusive, and diverse community

Automating Digital Document Accessibility with PDFs: Equity on a Larger Scale

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Jenny Li**, Education BU President, Foxit Software Inc*

Making documents Section 508/ADA compliant allows the education sector to truly provide equal learning environments for students of all abilities. Today, PDF editors are equipped with auto-tagging and accessibility checkers that can be applied manually. However, schools often have hundreds or thousands of documents that need to be made accessible. In these cases, converting documents to accessible PDFs can become incredibly time consuming.

Building an XR Center on Campus: Lessons from the Field

202AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

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

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

Even before the pandemic, extended reality (XR) technologies were proving their value to education. In the changed circumstances that colleges and universities face today, XR can play an even more significant role. But how do campuses support the emerging needs of faculty and students for virtual reality (VR) and augmented reality (AR) technologies that are rapidly evolving, with a dizzying array of devices, cloud platforms and software technologies? In a discussion hosted by Megan Elliott from the University of Nebraska-Lincoln Carson Center, and Randall Rode from Yale University, join colleagues from UPenn, Dartmouth, Hamilton, Simmons, Syracuse, and others as we share lessons learned over the last year and plans to support XR needs on campus. Reference: https://er.educause.edu/articles/2020/6/exploring-the-future-of-extended-reality-in-higher-education

Driving Techquity: How Digital Fluency for Today's Jobs Is Addressing Marginalized Workers

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Linda Smarzik**, Dean, Computer Studies & Advanced Technology, Austin Community College District*

***Ann Pamela Saez**, Director, Digital Skills for Today's Jobs, Austin Community College District*

According to Burning Glass, "More than 8 in 10 middle-skill jobs require digital skills." These digital skills provide career pathways into well-paying jobs. However, the digitalization of the workforce, particularly in Austin's high-tech environment, has amplified both opportunity and inequality, making it a critical priority for Austin Community College (ACC) to scale a college-wide effort for digital fluency skills. In an effort to educate and upskill the unemployed, underemployed, and those re-careering throughout the Austin area—including those with significant work gaps—the Computer Science and Information Technology Division, in collaboration with ACC's Career Services, has created a hybrid, user-friendly, adaptive, competency-based education (CBE), open educational resource-based platform to provide an economical means for acquiring high-demand, digital workforce competencies. The initiative offers a highly innovative learning modality geared toward a multi-generational audience in need of accelerated, skill-focused training that supports student access, retention, completion, and equitable career outcomes. Digital Fluency for Today's Jobs (DFTJ) aims to provide social mobility through a short-term, four-course Occupational Skills Award that has the ability to stack toward a Level 1 & 2 Certificate, as well as a two- and four-year degree offered by ACC.

IT as Strategic Investment Rather Than Cost Center: Using Core Data Service to Guide Transformation

103AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track:

***Jacquelyn L Malcolm**, Vice Chancellor of Information Technology, Minnesota State Colleges and Universities*

***John Rathje**, Vice President/CIO, Kent State University*

***Joe Shelley**, VP for Libraries and IT, Hamilton College*

***John Dunning**, VP for Information Technology, Wayne State College*

***Leah M Lang**, Director of Analytics Services, EDUCAUSE*

As higher education pivots out of the pandemic and approaches the fiscal implications of the enrollment cliff, it is critical to not only create value and efficiency with IT services, but to also be able to articulate that value as related to strategic investment that transforms the institution. The contributions of information technology to facilitate and preserve institutional operation in the pandemic were straightforward and obvious. As budget pressures grow as a result of a shrinking recruiting population, IT has the potential to help institutions preserve enrollment, facilitate student success, and improve efficiency. The degree to which institutional leadership chooses to approach IT as a strategic investment rather than a cost center to be trimmed will depend, in

significant part, on our ability to tell a data rich story about the connections between investments, services, and institutional strategy. A panel of CIOs will share their experience in using Core Data Service, not only to tell this story in real-worlds cenarios, but also to shape value creation within IT itself.

Leading through Change to Make the Future Better

201AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track:

***Jennifer Sparrow**, Deputy CIO, The Pennsylvania State University*
***Andrea Deau**, Senior Director for Higher Education Programs, IMS Global Learning Consortium*
***Michael Cato**, Senior Vice President and Chief Information Office, Bowdoin College*
***Melissa Woo**, Executive Vice President for Administration & CIO, Michigan State University*

The massive impact of the pandemic has put a point of emphasis on something we already knew: higher education and edtech must evolve to be more flexible and adaptive to meet the changing needs of learners. The pandemic has given all of us the chance to consider what changes we may need to sustain. How can we position our institutions to be responsive to change, lower the barriers to innovation, increase equity and access, and be ready to meet the challenges emerging in "the new normal"? Hear how we're collaborating to lead in the areas of digital credentials, ecosystem interoperability, learning analytics, and the transition from education to the workforce to support today's ongoing needs and what comes next.

Management and Governance of Cloud Environments at Scale

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Infrastructure and Networking

***Matt Boyd**, Solutions Architect, Amazon Web Services*
***Brian Pasquini**, Enterprise Architect, University of Pittsburgh*

In this session, University of Pittsburgh will share their experience and lessons learned from establishing and securing a cloud environment. Many higher education institutions are moving to the cloud to become more agile, reduce costs, instantly scale, and deploy globally in minutes. When making this transition, leaders need to ensure they have visibility and controls across applications running in cloud environments. This helps ensure secure, cost-efficient, and healthy cloud applications while also providing evidence of compliance. University of Pittsburgh achieved this by building a “Landing Zone” with Amazon Web Services (AWS). The session will discuss key considerations and best practices for management and governance of cloud environments at scale and will address security concerns and recommendations for other higher education leaders.

REN-ISAC Cybersecurity Peer Assessment Service: Top 5 Greatest Hits!

204AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

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

What organizational cybersecurity concerns keep you up at night? Do you feel like no other organizations have similar problems? You are not alone in your concerns. After 16 engagements (averaging 135 recommendations per general assessment), the REN-ISAC Cybersecurity Peer Assessment Service (PAS) will provide in this presentation a list of the top five common recommendations. PAS leadership will review key statistics and patterns from assessments of all sizes, and will broadly discuss our ongoing analysis of our prioritized, actionable tactics to help your institution strengthen its cybersecurity posture.

Surviving and Thriving: How College Students Are Navigating New Environments

Ballroom AB, 300 Level

Session Type: Featured Session

Delivery Format: Featured Session

Track: Student Engagement and Success

***Amelia Parnell**, Vice President for Research and Policy, NASPA - Student Affairs Administrators in Higher Education*

As higher education professionals make critical decisions about the daily operations of their campuses, it is important to ensure that students' perspectives inform those strategic plans. In this session, a group of current college students will describe their educational journeys over the past year and their expectations for the years ahead. This moderated conversation will focus on students' reflections of their most pressing needs, their uses of technology and other support resources, and their ideas for how faculty, staff, and administrators can help them pursue their college dreams.

You've Provided Feedback. Red Hat Has Been Listening

203AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Bruce Maas**, Emeritus Vice Provost for IT and CIO, University of Wisconsin-Madison*
***Nancy Bohannan**, Vice President, Red Hat SLED, Red Hat, Inc.*

When Red Hat began in 1995, it was embraced by the higher education community because it legitimized LINUX as an operating system that not only supported educators and researchers but provided a lower TCO for data centers running production environments. Red Hat's outsider, subversive, and revolutionary reputation appealed to research, education, and IT leaders precisely for the contrast it provided to alternatives at that time. But along the 25-year journey, Red Hat evolved as a company that focused on other markets, and the special relationship Red Hat had with higher education morphed into more of a transactional one. Nancy Bohannan, VP SLED, was hired in 2020 to refocus the company on higher education. As part of her strategy, she brought in consulting firm Kovexa, and Kovexa hired Emeritus CIO-Wisconsin and former EDUCAUSE Board Chair Bruce Maas to solicit feedback from higher education IT leaders to prepare Red Hat for a major pivot. In this session, Maas interviews Bohannan about her goals and aspirations with regard to higher education. Bohannan will announce changes in how Red Hat will be working with the higher education community as a partner to advance the mission of higher education and to provide Red Hat with access to some of the best minds in the world in order to continue to grow and strengthen the relationship.

4:15 p.m. – 5:00 p.m.

5 UX Strategies Anyone Can Implement without Breaking the Bank

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Jacob Perez**, UX/UI Designer, Brigham Young University*

***Joann Tupaz Tupaz Vogtman**, Director of User Experience, Brigham Young University*

You may have been told that good user experience (UX) design and research takes tons of software and a high-tech lab. However, implementing simple strategies such as student help, surveys, basic marketing, accessibility, and low code solutions can yield inexpensive but tangible results that will endear you to customers, campus partners, and users alike. With formal UX processes you will achieve better branding and accessibility compliance. You will leave this session not only with specific strategies that you can implement immediately, but also with presentation artifacts that you can modify for your own use. You will also learn best practices about data-driven decision-making and how development teams—not just a UX team— can implement these strategies for great success.

Addressing Diversity, Equity and Inclusion in Information Technology at a Small Liberal Arts College

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Sarah Curtis**, Associate Director of Classroom, Digital Media, and Events , Colgate University*

***Christine Moskell**, Instructional Designer for Connected Learning, Colgate University*

***Niranjan Davray**, Chief Information Officer, Colgate University*

Many information technology units are considering ways to address issues related to diversity, equity and inclusion (DEI) within their organizations. Yet, beginning this work as an organization can feel daunting. In our presentation, we will share the story of how we began to address the principles of DEI within the Office of Information Technology Services at Colgate University, which employs more than 45 staff members across six teams. We began with a core DEI working group, which aims to surface and address DEI as it relates to the culture of ITS as an organization and to ITS' engagement with faculty, students and staff at service points across the campus. We will describe the ways that we built an inclusive community among our IT colleagues who volunteered for the working group when it began meeting virtually in April 2021. We'll share the strategies we employed as co-chairs to catalyze momentum for action around accessibility, recruitment, hiring, and retention. We also recognized the importance of conversing with colleagues about DEI as an important action in and of itself for deepening all of our understanding about what it means to address DEI as an IT organization within higher ed. We will conclude with the progress we have made and questions posed to participants to inspire actions of their own to address these issues.

Addressing the Higher Education Digital Divide: Establishing a Student Technology Fund

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Vanessa Hammler Kenon**, Associate Vice President Technology Compliance and, University of Texas at San Antonio*

***Danielle Victoria Schramm**, Technology Assistant, University of Texas at San Antonio*

***Perla Garcia**, Technology Specialist, University of Texas at San Antonio*

Upon the onset of the COVID-19 pandemic, the University of Texas at San Antonio (UTSA) decided, like many other higher education institutions, to set up an emergency student technology support fund. The University Technology Solutions (UTS) student tech support fund has since awarded over 50 laptops to students in need. This presentation will be demonstrating how the UTS department navigated over 400 applications and counting, the vendor process and shipping process, and most important, student reactions. This presentation will also cover opportunities for improving a technology support fund, how to identify students in need, how the university made this opportunity visible to all UTSA students, a collaboration between financial aid and the development office, and forms needed to make laptop distribution possible. This session will also highlight the importance of working collaboratively with corporations, faculty, and staff donors to meet program goals. Initially, the UTS Student Technology Fund was implemented to provide students emergency access to technology due to the COVID-19 pandemic, but has realized its growing need among the student population. As the university starts to plan its transition back to campus, it has remained firm on maintaining this successful program, acknowledging the digital divide that exists in higher education institutions.

Art, Architecture, and the Mobile Museum

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Brandon Xavier Karcher**, Manager, Instructional Technology, Bucknell University*

***Wes Bernstein**, Digital Pedagogy Video Specialist, Bucknell University*

What happens when you ditch the idea of a traditional research project and instead ask students to engage with new technology and multimedia, and participate in a local arts festival? This is exactly what Library & IT and Dr. Janice Mann did with her Castle, Cathedral, Cloister course at Bucknell University. Learners today are hungry for experiences that allow them to be creative, explore new solutions to problems, and make a difference in their communities. While this has become more difficult during a pandemic, we were able to make this project happen, and the student work has been phenomenal. To facilitate this project and collaboration, Library & IT procured a new piece of technology called a Museum in a Box (https://museuminabox.org/).

Calm Under Pressure: Surviving COVID-19, Ransomware, and Texas Winter Storm

Session Type: Poster Session

Delivery Format: Poster

Track: Cybersecurity and Privacy

***Henry Rose**, Information Security Analyst, Prairie View A&M University*

***Midhat Asghar**, Deputy Chief Information Officer, Prairie View A&M University*

2020 was a challenging year for everyone. Join us to explore Prairie View A&M University's journey through getting the campus ready for remote work and learning on a week's notice, being forced to shut down services due to a ransomware attack while surviving the Texas winter storm. Every crisis is an opportunity. The session will provide information about how PVAMU navigated through tough times and came out stronger and better.

Closing the Broadband Gap for the Public and Nonprofit Sectors in Oregon

Session Type: Poster Session

Delivery Format: Poster

Track: Infrastructure and Networking

***Melody Riley**, Customer Relationship Management Director, Oregon State University*

***Ryan Bass**, Deputy Chief Information Officer, Portland State University*

***Steven C Corbato**, Executive Director, Oregon Health & Science University*

In this time of COVID-19 and the rapid transition to remote learning and work, connectivity is more important than ever. Fortunately, several years ahead of the pandemic, Oregon's four largest public research universities and the state of Oregon collaborated to develop a statewide, facilities-based, middle-mile network and a new nonprofit to support it. The objectives of Link Oregon are to facilitate collaboration between Oregon's public research universities and the state and to deliver high-speed connectivity to members across the state. We will describe the origin story behind this new network, what was learned in creating it—especially during the pandemic, the outcomes produced to date, and plans for the future.

Come and Learn about the Mobile Technologies Community Group

Session Type: Poster Session

Delivery Format: Community Group Meeting

Track: Innovation and Emerging Technologies

***Rosemary A. Rocchio**, Director of Mobile Web Research and Accessibility, University of California, Los Angeles (UCLA)*

Come learn about what the Mobile Technologies Community Group (MobileTech) has to offer as we share information about one of the most hands-on tech savvy of the 70+ Community Groups (CGs) has to offer, including a focus on mobile tools for tracking COVID-19 symptoms, testing and contact tracing, lightning rounds on mobile research apps and platforms, and our annual survey around campus mobile app platforms, investment, and features. Meet our CG leaders and learn how you can participate and collaborate with your peers from institutions across the US and beyond. EDUCAUSE Community Groups are open, online communities led by members where you can share your ideas and expertise, find solutions to pressing issues you're facing, and explore common interests with your peers. Groups interact throughout the year via online discussions, webinars, and here at the annual conference. This year, the CGs are coming together to hold a "CG Alley," where attendees can learn about the CGs and what each has to offer via the poster sessions.

Create Equitable Access to Education through Digital Transformation

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Kathleen Lueckeman**, Chief Strategy Officer, Olivet Nazarene University*

Join Olivet Nazarene University to learn how the "Your Way" digital transformation initiative made college more equitable and affordable while exponentially increasing enrollment by creating a differentiator for the school. Olivet spent more than a year on digital transformation, combining creative risk-taking with best-in-class technology to offer tuition-free general education courses online to adult students that: • Can be accessed at any time and on any device, making courses radically convenient • Are self-paced with unlimited retakes for homework, lowering the risk for students • Delivers course content through a gamified, interactive learning experience platform for always-on instruction • Provides a consumer-grade digital campus community • Features an online flipped classroom experience for engagement with faculty and peers In this session, you will learn how Olivet leadership navigated the political landscape and built the technology solution that increases equity, decreased the cost of a degree, and has resulted in a record number of new students.

Developing a Framework for Secure, Transparent Data Movement throughout Your Institution

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Todd Haddaway**, Senior Director - Middleware & Application Infrast, University of Maryland, Baltimore County*
***Damian Doyle**, Deputy CIO, University of Maryland, Baltimore County*

We all have data moving between hundreds of interconnected applications and systems. Many of these connect and flow to or from certain key systems on the campus. Applications are added over time, using a number of different methods, tools and mechanisms to enable the exchange of critical data, often in unique ways best suited to that specific application, rather than the institution's practices. This past year we undertook a strategic effort to catalog, understand, and rethink the way data moves between these systems. Using a strong data governance framework, commercial tools, and guiding principles, we redeveloped data movement throughout our applications. This helps the institution in several critical ways. It increases the transparency for users about what data of theirs we store and where. This will also enable the staff throughout the campus to better access data that could inform their decision-making. This approach dramatically increases cybersecurity around critical data by having modern, managed, and understood workflows instead of ad-hoc connections. In this talk, we will discuss our approach to help guide the institution toward such an approach, including our successes and failures. We will work closely with the audience to understand potential challenges at their institutions, and together we will work to help provide people with a strategy to move their institution toward a more cohesive, secure approach to data movement and transparency.

EduRoam and Federated SSO Province-wide

Session Type: Poster Session

Delivery Format: Poster

Track: Infrastructure and Networking

***Dean Crawford**, Director, Shared Systems and Technology, BCNET*

***Devon Keys**, Business Analyst, BCNET*

British Columbia has a varied and rugged geography with many small rural and remote campuses. The students at these schools have been without features like EduRoam and SSO that most large institutions have readily provided for years. This session will cover the methods BC has taken to implement both tools at all schools and steps now underway to implement EduRoam in BC public spaces such as airports and libraries. With many schools having limited funds, limited staff, and outdated hardware/software, we had to take proactive approaches for this project to be successful. We will also discuss how we leverage this provincewide adoption to have vendors implement federated SSO as part of our contracting process.

From Textbook to Try It Yourself: Virtual Reality across Learning Modalities

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Cat Flynn**, Director of Learning Science, Southern New Hampshire University*

***Dr. Faby M. Gagne**, Executive Director, Southern New Hampshire University*

With the market adoption of VR projected to rise over the next 10 years, universities must begin to explore the feasibility of incorporating immersive learning in the classroom to be prepared to meet the needs of future learners. During this session, SNHU Labs, Southern New Hampshire University's R&D unit, will share emerging insights from two pilots with VR conducted in face-to-face and online courses, and invite participants to consider VR's potential impact to support student learning, motivation, and engagement across different contexts.

Getting It Done Right: Flexibility and Collaborative Resilience in Times of Disaster and Crisis

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Tahesha G Atkins**, Director of Operations and IT Support, New York University*

***Nick Likos**, Associate Dean for Strategic Initiatives, Operatio, New York University*

Please note: Sessions without room locations are held online at edu21.educause.edu.

By March 2020, COVID-19 cases in New York City were surging and NYU had only days to shift 60,000 students and nearly all of its 19,000 employees to remote learning and work. What has this long-term COVID emergency taught all of us that previous, briefer, disasters have not? How is this similar to and different from other natural and human-made disasters we have prepared for and responded to? Join NYU Gallatin's IT and operations team leads in a facilitated discussion about preparedness, collaboration, continuity, adaptability, and resilience.

Journey to the Cloud: Lessons Learned in Legacy Application Migration

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Favenzio Esteban Calvo**, Director of Software Development, Florida State University*

***Louis Brooks**, Director of Digital Infrastructure, University Lib, Florida State University*

Higher education institutions are increasingly looking to the cloud to migrate legacy applications from their local data centers. This transition promises numerous benefits, including ease of maintenance and reduced expenses; however, there are many pitfalls that need to be avoided. This presentation will explore the challenges and opportunities we faced at Florida State University Libraries in moving a complex legacy digital repository system containing almost 40 terabytes of data from on-premises servers into the cloud (AWS). This project presented numerous administrative, technical, and user-focused challenges that we will address in turn. With respect to administration and technical staffing, the project required extensive reskilling and reprioritization of our staff to function as a modern, cloud-forward DevOps team. We spent considerable time breaking down a monolithic software application to take advantage of containerization, flexible storage systems, and improved continuity of operations. We also undertook a change management process to acclimate users to the new system. In addition to greatly improving the performance of our system, this project has also given us much greater control over the customization and development of new functionality, greatly benefiting both our employees and our users. We believe that the lessons we learned over the course of the project will also benefit IT professionals looking to undertake similar projects at their institutions.

Leading Tomorrow's Workforce—Creating Successful Ambassador/Internship Programs in IT Departments

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Vanessa Hammler Kenon**, Associate Vice President Technology Compliance and, University of Texas at San Antonio*

***Perla Garcia**, Technology Specialist, University of Texas at San Antonio*

***Danielle Victoria Schramm**, Technology Assistant, University of Texas at San Antonio*

This presentation will cover the University Technology Solutions Ambassadors and Interns program, which is conducted at the University of Texas at San Antonio. These programs support student learning and development in professional environments outside the traditional academic setting. They will provide students with hands-on learning opportunities that allow them to expand their résumés and transition from the classroom to the workforce. Programs like these are vital because students are able to develop or expand on their professional development skills and be able to prepare for life after graduation. Students are able to apply what they learn in the classroom and apply it in real-life projects within the department that they get to present or report to staff. University Technology Solutions (UTS) staff are able to receive additional support and feedback from students about applications/projects that UTS works on to improve student learning throughout the campus. The team at University Technology Solutions seeks to provide such students with valuable work-field experience while providing the team at UTS with feedback while testing new technology. The recruiting, developing, and retaining strategy for students to become effective young professionals start off with diversity and inclusivity. Programs like these rarely exist in university IT departments because of the lack of a budget, staff time, and student restrictions.

Leveraging Azure AD to Secure the Move to Remote Work

Session Type: Poster Session

Delivery Format: Poster

Track: Cybersecurity and Privacy

***Chris Kincaid**, Chief Technology Officer, University of Redlands*

To securely provide access to on campus resources, the University of Redlands ITS department leveraged Microsoft Azure AD authentication and access features: • Using Azure AD authentication to provide a secure single sign-on session to the Palo Alto VPN • Using Azure AD authentication to provide single sign-on for our Colleague User Interface and leveraging conditional access policies to reduce threats from bad actors • Using Azure AD Application Proxy to provide secure, remote access to applications not supporting SAML2

Microaggressions: The Threat to Productivity

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Rolondo Talbott**, Senior Director of Project Management, Pomona College*

Did you know that every day, women and staff of color experience verbal, nonverbal, and environmental slights, snubs, or insults that are either intentional or unintentional and that communicate hostile, derogatory, or negative messages? In many cases, these messages are hidden, demeaning, and suggest that women and staff of color do not belong in the organization. This treatment can feel like a papercut. One is no big deal and can be managed, but hundreds can be unbearable. The effects are devastating, not only on the individual but also to the team and organization. But there is something we can do about it if we have the courage and fortitude to do so. During this session, we'll begin to define the term microagression, how it is toxic to teams, and discuss ways we can address these issues.

New Rules for Leadership in a World of Hybrid Work

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Kimberly J. Eke**, Senior Director for Information Technology, University of Pennsylvania*

***Dawn Augustino**, IT Technical Director, University of Pennsylvania*

In “Beyond Organizations: New Models for Getting Things Done" (IFTF 2018), the authors identify powerful transformations underway that present new opportunities for working, innovating, and empowering a diverse, distributed and connected workforce. Fast-forward to 2021 where we have lived through the changes forecasted—and where our future “new normal” remains hotly debated. Leaders who have “moved to the balcony” see that a hybrid workforce is a strategic imperative and a wicked challenge. It will require new forms of structuring work, evolving relationships, and changing business processes. Today’s investments in higher ed experiments will generate compound interest for those who dare try, fail, and iterate. We will present two real-world experiments at the University of Pennsylvania grounded in the research literature. Working remotely has shown us that redesigning analog structures (e.g., workflows and protocols) in combination with digital tools is an effective way to coordinate people, build relationships, and fuel mission-critical problem-solving. This is true regardless of a group’s physical distance, years of experience, titles, or specializations. The structures we propose are inherently inclusive by design and can be used in person and in fully remote or hybrid settings. The ability to connect, support, and leverage the immense talent that exists in every organization is a literacy. Combining engagement structures with platforms is a new rule for leadership.

Project Management Community Group Meeting

Session Type: Poster Session

Delivery Format: Community Group Meeting

Track: Innovation and Emerging Technologies

***John F Prette**, Interim Director, PPMO, George Mason University*

***Lisa Veloz**, Executive Director, Business & Project Services, Bucknell University*

Come learn about what the Project Management Community Group (PMCG) has to offer as we share information about one of the largest of the 70+ Community Groups (CGs), including project management office structure, tools, techniques, IT governance processes, and templates. Meet our CG leaders and learn how you can participate and collaborate with your peers from institutions from Hawaii to New York and beyond. During this session, you'll experience a hands-on training topic related to project management that you can bring back to your home institution, participate in an open project management discussion with peers on topics of your choice, and help plan the next year of activities for the group!

Promoting Academic Integrity in Online: “Open Note” Exams without Surveillance Software

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***John Fritz**, Assoc. VP, Instructional Technology, University of Maryland, Baltimore County*

***Tara S. Carpenter**, Principal Lecturer, University of Maryland, Baltimore County*

***Sarah Bass**, Lecturer, University of Maryland, Baltimore County*

While online exam proctoring and surveillance software exploded during the pandemic, two University of Maryland, Baltimore County (UMBC) chemistry professors who teach the largest course on campus (800+ students), have developed an interesting approach to online exams that does not use surveillance software. Instead, they’ve developed a bank or pool of more than 1,400 original, authentic questions that are similar in rigor and concept, but vary in question prompt details and related “correct” answers. These incrementally different Q&A sets feed four different, 20-25 question, "open note" exams or “learning checkpoints” throughout the semester, each of which consists of five parts and is distributed to four randomly assigned groups of students, no two of which receive the exact same test. To top it off, students can’t even access the exam without first signing an honor pledge, which research has shown can inspire students to not only do their best, but also be their best. A screencast video demo of their approach—referenced in an Oct. 26, 2020, Washington Post article—can be seen at https://doit.umbc.edu/news/?id=97023.

Small College Dx in the Time of COVID

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Nathan Phillips**, CIO, American College of Healthcare Sciences*

***Allan Chen**, Vice President for Institute Technology and Chief Technology Officer, California Institute of the Arts*

Digital transformation (Dx) has been defined in many ways. Fundamentally, it is about changing the way we go about getting our work done, from the processes we use to the tools we provide and are provided. This compares to digitization, which is the still-important but very different process of changing analog methods into digital ones (digital forms is the easiest example).The “great pivot” of 2020 in response to the pandemic caused massive transitions throughout all organizations. Much of this was in the form of digitization efforts. But what of actual Dx? What have we been able to do to change the way we get work done, change how we even approach the concept of work, both in the office and remotely? Let’s discuss not only these topics in general, but also within the context of smaller institutions, where such changes might prove more challenging in many regards. At the same time, the agility of a smaller college can lead to interesting opportunities.

Taking a Train Ride through Your Digital Ecosystem

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Jason Buzzell**, Lead, IT Accessibility, University of Nebraska*

Have you thought about your digital front door as a train ride through your city before? How easy is each transfer or jump to a different line (business unit) or tool? This poster shows an example from the University of Nebraska and talks about key findings that can be explored from the exercise.

The CIRP: A Way to Enable Cybersecurity Research While Reducing Risk!

Session Type: Poster Session

Delivery Format: Poster

Track: Policy and Law

***Daniel Basile**, Chief Information Security Officer, Texas A&M University System*

Between research, classwork, and projects, cybersecurity is a hot topic across academia. The unfortunate downside is the potential risk or deviations to policy. This makes the CISO just want to say NO to any request! At the Texas A&M University System RELLIS Campus, the vice chancellor and dean of computer science and the CISO all worked to replicate the Institutional Review Board, but for cyber: the Cybersecurity Institutional Review Panel or CIRP. This program creates an outside board to review risk and make it easier for research and classwork to be innovative and nimble. This also helps turn that no into a yes!

The Rise of the CIO: Moving Beyond the Seat at the Table

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Casey Gordon**, Chief Information Officer, College of Saint Benedict/Saint John's University*

***Paige Francis**, Vice President for Information Technology & CIO, University of Tulsa*

***Edmund Clark**, CIO and Chief Digital Officer, University of St. Thomas*

One unexpected outcome of the COVID-19 pandemic was the perfect leadership storm that instantly propelled several CIOs from their traditional scope safe spaces into more strategic, institution-wide spotlights. Recent events changed traditional CIO notions, forcing swift growth beyond any lingering legacy protectionism into a new brand of CIO—collaborative, service-oriented, less operational/more institutional. When technology became a core element of the university landscape, and the delivery of teaching and learning hinged on effective technology leadership, communication and campus partnerships catapulted the CIO role into a more strategic place. This new concept drives big and small wins, more rapidly realized than ever before. Join two CIOs whose scope dramatically changed over the course of the past year, hear about their journeys, and prepare for a similar career roadmap should you choose to accept the challenge. What does the future hold for this new brand of CIO? Is this expanding role one that may be more supportive of or attractive to diverse candidates? Only time will tell. But for now, when a CIO chooses to move away from a myopic (single business unit) focus, anticipate the next logical succession-planning steps for a CIO to be less a final resting place and more in the direction of COO and CEO.

Transforming Campus Safety with Location Services and Emergency Calling in Your Mobile App

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Robert Birkline**, Manager of Web Technology, University of Houston*

Class ends, it's dark, and your car is a 15-minute walk away. Shadows become ominous, every other person on the sidewalk is suspect, anxiety builds. You feel threatened! Do you call 911, campus police? How do you explain where you are? An emergency phone kiosk 300 yards away. If it works, you'll get the police, and they will know where you are, but you are stuck there and vulnerable until the police arrive. During this session we will demonstrate the mobile solution we developed in house and built into the campus mobile app that calls the University of Houston (UH) emergency number and uses geolocation and geofencing to allow the UHPD to track the caller during the call. We will explain how we worked with UHPD, students, local law enforcement, and others to deliver a highly effective emergency calling feature. See behind-the-curtain administration functions and dashboards used by UHPD that go beyond the technology used on most campuses. This demonstration will go far beyond a normal show-and-tell, providing insight on how we worked with key stakeholders from initial conceptualization to testing and deployment, all while saving the university hundreds of thousands of dollars through cost savings and cost avoidance.

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

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Ginny Schroeder**, Practice Director, WTC Consulting, Inc.*

***Jennifer Ehrnthaller**, Director of Strategic Budget and Finance, University of Illinois Central Administration*

The University of Illinois System engaged WTC consulting, Inc. in 2015 to conduct an activity-based costing study to identify the true cost of IT services provided by Administrative Information Technology Services (AITS) following the same process used during previous IT cost studies WTC conducted for University of Illinois Chicago and Urbana-Champaign. The data from this study was used to guide ongoing decisions regarding IT. In 2020, the University of Illinois System re-engaged WTC to simplify the ongoing tracking of AITS costs, update the cost of services, update benchmarks, and strategize alternative ways to analyze costs of IT services. Six alternative views of cost were examined based on: 1) staff and non-staff business function, 2) staff and non-staff activity, 3) non-staff commodity type, 4) non-staff expense type, 5) staff roles, and 6) staff activity on project efforts.

The results of the 2020 study have been used by the University of Illinois System to inform leadership on how funds are being utilized and continue to assist AITS in their financial decision making for internal operations and projecting future needs.

Why Data Storytelling Matters for IT and How You Can Do It, Too

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Alia Lancaster**, Senior Research Analyst, University of Maryland*

***Martyn Clark**, Data Scientist, University of Maryland*

***Megan Christina Masters**, Director, Academic Technology Experience, University of Maryland*

Reporting matters because visibility matters. It's not just the data but how we tell the story about how digital transformation has shifted institutional practices and culture. Our team's goal is to intentionally create data-driven content that inspires others to do the same so we can all connect instructors, students, and staff during a time when it is easy to be disconnected. Showcasing the use of academic technology was important when our normally 80% face-to-face university moved online due to the pandemic. While the specific tool or service may shift as we slowly return to campus, the affordances allowed by digital technology will not change. In this presentation, we will discuss the creation of the Academic Technology Systems and Services report that made the often under-the-radar work of the Division of IT visible to senior leadership. The key, however, is that we will also review how this report has changed over time from our own refinement and from feedback via usability testing. Lastly, we will describe a data jam session, in which directors within IT will come together and brainstorm what this sort of reporting would look like for their teams,

how it is related to other teams, and who would want to know about it. The goal of this session is to discuss how to move beyond the insurmountable amount and complexity of the data in IT and higher education to meaningful reporting that connects and transforms the practices of teaching and learning in higher education.

You Tried the Rest, Now Try the Best: Leadership According to the Ted Lasso School of Leadership

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Jennifer Sparrow**, Deputy CIO, The Pennsylvania State University*
***John D. Hoh**, Campus Technology Officer, The Pennsylvania State University*

The quirky series Ted Lasso gives us a humorous and honest portrayal of leadership principles that we have used at Penn State to realize substantive change in how we collaborate between central and distributed IT units. Join us in an interactive discussion where we apply seven of the leadership lessons from Ted Lasso's unique perspective: An inspiring leader does not need to be a subject matter expert. Release yourself from your ego and trust your people. Always be curious, never judgmental and listen to everyone. New talent plus experience equals success. Kindness, humility, and empathy are underrated leadership values. A sense of humor is just as important. Upskilling professionals is a joint responsibility of the individual and leadership. If you make a mistake, be a goldfish, they have a memory that lasts 5 seconds. Shake it off and get back to courageous leadership. By aiming toward and applying these seven leadership principles, IT at Penn State has been able to enhance cross-campus collaborations, move toward enterprise services where appropriate, and provide a smooth transition to remote and blended learning through COVID-19. Join us on this journey as we leverage our leadership skills to transform IT to be a true partner in the teaching, learning, and research missions of our institution.

4:15 p.m. – 5:45 p.m.

Networking Reception in the Exhibit Hall

Hall A-C, 200 Level

Session Type: Reception

Delivery Format: Reception

Track:

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 industry experts. Don't forget to scan your badge at the reception sponsor booths for a chance to win one of three complimentary registrations to 2022 EDUCAUSE Annual Conference in Denver, Colorado. Winners will be announced on Thursday.

Support of this evening is provided by our sponsors:

* AT&T, Bronze Partner, Booth #919

* Class Technologies, Booth #800

* LastPass, Booth #1801

Thursday, October 28

7:00 a.m. – 4:30 p.m.

Information

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Have questions about navigating the venue or the daily conference program? Not sure where to pick up lunch or have housing questions? We're here to help you!

Membership Concierge

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Visit with the EDUCAUSE Membership Team to learn more about membership benefits.

Do you need help finding a resource or connecting with your peers? Curious about the EDUCAUSE Ambassador Program? Have other questions or feedback? Ask an EDUCAUSE Membership tTeam member. Everyone at your organization has access to our vast collection of tools and resources—we're here to help.

Not a member? Let’s discuss how membership can help make your job easier and advance your career.

Registration Desk Open - Sponsored by AT&T, Bronze Partner

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

This is where to begin! All preregistered conference attendees and exhibit hall staff need to check-in at the badge pick-up kiosks to get their entry badges.

If you have not yet registered please visit our website or hop in line at the onsite registration counters.

Speaker Ready Room

Please note: Sessions without room locations are held online at edu21.educause.edu.

103C, 100 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

If you are a presenter, we have a room just for you! Visit the Speaker Ready Room to familiarize yourself with the presentation equipment, prepare for your session, make last-minute modifications to your presentation, or upload it to the presentation management system.

7:00 a.m. – 5:00 p.m.

CIO Lounge - Sponsored by LinkedIn Learning

201C, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

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 email, and watch live streams of the general session presentations.

Community Central

Grand Hall, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

It's your home office away from home--find a quiet spot to work and reflect, meet with colleagues, or recharge your devices (and your energy). You can also relax and watch streaming general sessions as well as content from the online event. Get comfortable!

Media Lounge

106AB, 100 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

Media representatives attending 2021 EDUCAUSE Annual Conference have a quiet place—away from the commotion of conference activities—to 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.

Young Professionals Hub

Grand Hall, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

This hub is the official gathering location for young professionals at the EDUCAUSE Annual Conference. Young professionals can use this space to connect and reconnect with peers. Industry leaders and the broader EDUCAUSE community are encouraged to stop by the hub to meet and network with young professionals. This open, community space is designed to help young professionals get the most out of the conference experience. Don’t miss your chance to meet and mingle with younger professionals and emerging leaders in the EDUCAUSE community.

7:30 a.m. – 8:00 a.m.

Morning Refreshments - Sponsored by K16 Solutions

Foyers

Session Type: Break

Delivery Format: Break

Track:

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.

8:00 a.m. – 8:45 a.m.

A Year of Strategic Subtraction: BYU Implements Gartner's 'Application Undertaker' Role

204C, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Infrastructure and Networking

Joe Hadfield*, Service Retirement Manager, Brigham Young University*

The IT profession is inherently focused on solving problems through addition: More features, funding, products, and people. We're so focused on "more" that we say the confusing cliché "less is more" when our additions are small. This pervasive, institutional

focus results in a cluttered context for higher ed IT professionals, where inefficiencies abound and legacy applications become zombies that bite us. In this session of EDUCAUSE, you'll hear from a peer in a new role intended to counter the clutter. Gartner nicknamed the job the "Application Undertaker," a catchy but morbid title. Joe Hadfield prefers to think of himself as the "Marie Kondo for IT" at BYU. Whatever the title, we are eager to share how things have gone in this first year of intentional, strategic subtraction. This session will present three mini-case studies. The first will demonstrate how three process checklists guide the work of retiring and removing services and applications. The second will show specific efforts to build an organization-wide culture of decluttering. And the third will identify and illustrate the skills someone needs to succeed if you try this at home.

Applying the Caring for Students Playbook: Strategy and Outcomes in Digital Learning

105AB, 100 Level

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Student Engagement and Success

***Nicole Weber**, Associate Vice President of Learning, Online Learning Consortium*

***Jessica L. Knott**, AVP of Community Strategy, Experience, and Management, Online Learning Consortium*

COVID has changed the way we work, learn, and socialize. With instructors' work being focused on interacting with students, they have found themselves essentially acting as the glue holding the learning experience together. To support students and their success, we must support instructors in caring for the whole student. Please join the authors of the Caring for Students Playbook as they discuss lessons learned and how to apply them to our future.

Breaking through the Apathy Fog: An Awareness Campaign for Digital Accessibility in Higher Education

204AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Michele Joy Bromley**, IT Accessibility and Content Lead, Portland State University*

The barriers to digital accessibility in higher education are not typically related to willful resistance. More often, the issue is awareness, a measurable lack of practical knowledge related to the need for accessible content design. Faculty and staff are often unaware that the digital spaces in which they author or publish content might be inaccessible to people with disabilities. For these people, the ethical and business rationales for designing with accessibility in mind would likely have a significant impact and better allow space for learning the technical and legal requirements associated with industry standards for digital accessibility. This presentation will detail Portland State University's efforts to facilitate lasting accessibility change through awareness and capacity-building, focusing on practical resources, sustainable support models, and strategic communication.

Communications Infrastructure and Applications (CIA)—Community Group Session

113C, 100 Level

Session Type: Meeting

Delivery Format: Community Group Meeting

Track: Infrastructure and Networking

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

***Arthur Brant**, Sr Director, Information Security & Infrastructure, Abilene Christian University*

The EDUCAUSE Communications Infrastructure and Applications Community Group will hold a general session for members. Topics will include a Steering Committee update, a WHAMP (What's Happening At My Place) discussion, and suggestions for future topics.

Designing and Implementing a Smart Campus

202AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Theresa Liguori Hernandez**, Assistant Vice Chancellor - IT Campus Partnerships, University of Denver*

***Richard W Henderson**, Director, Education Solutions, Lenovo*

***Shayla Rexrode**, Global Education Solution Manager, Lenovo*

Providing technology driven, flexible learning environments is top of mind for many higher education decision makers as they continue to design the classroom of the future. Although many universities have adopted on-campus internet of things (IoT) technologies, outdated infrastructures may hold some back from transitioning to a Smart Campus. To successfully support the transformation to a Smart Campus requires a shift in how we think about the role of technology in the learning ecosystem, including opportunities for hyflex learning and remote work. Join Theresa Hernandez, Assistant Vice Chancellor for Campus Partnerships at the University of Denver and Shayla Rexrode, Global Education Solutions Manager at Lenovo as they share and discuss how the University of Denver is implementing a Smart Campus that brings together faculty and students, devices, and software applications allowing them to make insight-driven decisions to improve security and maximize resources.

Flexibility, Agility, and Digital Transformation: Shifting to Success

109AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track:

***Betsy Tippens Reinitz**, Director, Enterprise IT Programs, EDUCAUSE*

***Sean Burns**, Corporate Researcher, EDUCAUSE*

***Jason Terry Warner**, Executive Director, Academic Technology Services, Southern Methodist University*

This session will highlight some of the research done by EDUCAUSE and Spectrum Enterprise on the ways institutions are building in flexibility and agility as they make digital transformation shifts. Come hear insights and real-world examples of how institutions are shifting their culture, workforce, and technologies to meet the needs of their students and staff.

How Digital Credentials Can Power the Transition from Education to Employment

103AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Please note: Sessions without room locations are held online at edu21.educause.edu.

***Anne Reed**, Director of Micro-Credentials, University at Buffalo-SUNY*
***Kelly Hoyland**, Higher Education Program Manager, IMS Global Learning Consortium*
***John J. Suess**, Vice President of IT & CIO, University of Maryland, Baltimore County*
***Anna Baldwin**, Director, Workforce Projects, Seattle Colleges*

The future success of our students as they enter and re-enter the workforce largely depends on their higher education learning and experiences. Digital credentials allow learners to identify, verify, and share all of the knowledge, skills, and abilities mastered at our institutions, which will help them advance their careers. We're going to share three examples from different institutions designing pathways to today's high-demand occupations and industries using digital credentials. Our programs include digital badges for accessible and affordable workforce training and continuing education, stackable microcredentials for career pathways, and badges embedded in coursework and asynchronous modules to fill the technology skills gaps. We'll focus on showing you how we started our programs, the big lessons we've learned, and how to start or grow your program.

How to Solve Cybersecurity Challenges as a Consortium

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Randy Waterman**, Security Specialist, GreyCastle Security*

In partnership with two of our consortiums, NY6 and HESS, GreyCastle Security will conduct a collaborative presentation to discuss the top cybersecurity challenges higher education institutions face today, the approaches to remediating those challenges, and what the transformative results look like for institutions and consortiums as a whole.

Inclusive IT Practice Through Service Design and Delivery

113AB, 100 Level

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Leadership and Future Workforce

***Shannon Dunn**, Strategic Consultant, University of Florida*
***Jennifer Lares**, Instructional Design Consultant , California State University, Long Beach*

While many folks have been diligently working on inclusivity for years, sustained focus and momentum around DEI and anti-racism are persisting across the higher education landscape. Thanks in part to organizations such as EDUCAUSE and CUPA-HR, as well as collaboratives such as Anti-Racism in Academia and Academics for Black Survival and Wellness, staff in IT and other areas of higher education have gained access to an unprecedented wealth of information, resources, and networks of other people dedicated to supporting DEI on their campuses. This committed engagement has prompted some of us to ask: what else can we do? How can we also apply a DEI lens to other aspects of our work? Specifically, how can we evaluate our services and solutions for inclusivity and equity for our customers, clients, and stakeholders? How can we work toward building a more inclusive and equitable environment on our campuses through IT services and organizations? Join us for a facilitated discussion to engage in dialogue, share your ideas, and learn from others as we explore how we can contribute to campus-wide and local efforts to support DEI, anti-racism, accessibility, and belonging through IT service design and delivery.

Momentary Impacts through the Journey of a CIO

Ballroom AB, 300 Level

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership and Future Workforce

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

Being a CIO in today's times has never been more critical and exhilarating. The recipient of the Leadership Award will reflect on her career of 30+ years, observing the momentary impacts and lessons learned. Who knew leading IT during a pandemic would be the ultimate opportunity?

Recipient of the 2021 EDUCAUSE Leadership Award. Award sponsored by Moran Technology Consulting, Gold Partner.

Student Device Access and Internet Connectivity—Data and Action to Foster Equity

201AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Kate Miffitt**, Director for Innovation, California State University, Office of the Chancellor*

***Jenay Robert**, Researcher, EDUCAUSE*

***Michael Berman**, Chief Information Officer, California State University, Office of the Chancellor*

***Orlando Leon**, Vice President for Information Technology and Chie, California State University, Fresno*

When the pandemic hit in spring 2020 and the California State University pivoted to remote instruction, IT units across the system scrambled to lend students devices and hotspots, and to provide creative solutions like Wi-Fi access from parking lots to support instructional continuity. While the system has invested in robust infrastructure for connectivity across all the campuses, it was unclear what students had access to off campus. Like many institutions, it was a challenge for campuses to prioritize strained budgets to provide the right support systems without more concrete data on resources available to students. In partnership with the EDUCAUSE Center for Research and Analytics, Information Technology Services investigated student access to devices and broadband in a student study. While a low percentage of students (10%) reported having no access to the internet or a device at home, a greater number of students reported having no reliable access to the internet and/or devices sufficient to complete all their coursework. In this session, we'll share the findings from the quantitative and qualitative phases of the survey, discuss measures campuses took to support student access and connectivity, and consider recommendations to help advance institutions' understanding of student needs across the broader higher education community.

Unlock Time to Drive IT Innovation

203AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Kimberley Marshall**, VP of IT and CIO, Morehouse College*

***Matt Loecke**, Executive Vice President, Apogee*

Please note: Sessions without room locations are held online at edu21.educause.edu.

***Robert Dunkleberger**, Associate Vice President for Library and Informati, Lycoming College*

Higher ed IT burnout is real. IT teams are expected to innovate at lightspeed to overcome today's higher ed challenges around decreasing enrollments, accessibility, affordability, and equity. While the pandemic gave IT leaders hero status with the swift shift to online learning and remote work, it also robbed IT teams of the time needed to focus on the future and innovation. Time is your most precious resource. What if you could unlock time to focus less on operations and more on driving digital transformation and sustainable change? What if you could eliminate burnout and retain and hire IT talent for the strategic technology projects that impact student recruitment, retention, and success? Moderated by Matt Loecke from managed IT services partner Apogee, and with insights from our distinguished panel—Dr. Kimberley Marshall, CIO of Morehouse College, and Rob Dunkelberger, CIO of Lycoming College—we'll examine EDUCAUSE IT data so you can compare your IT investment and resource allocations to other institutions to determine areas of under- or over-investment and potential realignment. The panel will also look at strategic technology planning data and the role of IT partnerships for real-world experiences, insights, and advice for unlocking time to focus on innovation and paradigm-shifting projects that will propel your campus forward.

Using Technology to Support Diversity, Equity, and Inclusion: A Practical Conversation

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***F. Javier Cevallos**, President, Framingham State University*
***Ivy K Banks**, AVP, Diversity & Inclusion , The University of Arizona*
***Damian Clarke**, CIO, Alabama A&M University*
***David Brendel Palumbo**, Chief Academic Officer, Degree Analytics*

In this session, a diverse group of campus leaders will discuss the design, development, implementation, and assessment of diversity, equity, and inclusion initiatives on their campuses and how they have engaged with IT leadership to create effective and efficient solutions. Panelists have pioneered the use of real-time behavioral analytics to support DEI initiatives on their campuses. Hear how these analytics platforms and tools are used and the value they bring to creating a safe and secure campus environment for all.

8:45 a.m. – 9:15 a.m.

Beverage Break in the Exhibit Hall - Sponsored by AT&T, Bronze Partner

Grab & Go, Hall A-C, 200 Level

Session Type: Break

Delivery Format: Break

Track:

Stretch your legs and mingle with peers and technology solution providers in the Exhibit Hall.

Coffee and tea will be available during the break.

8:45 a.m. – 4:00 p.m.

Please note: Sessions without room locations are held online at edu21.educause.edu.

EDUCAUSE Showcase Live Mural Experience

Hall A-C, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

Come watch Philadelphia mural artist Alloyius Mcilwaine illustrate our six 2021 Showcase Series themes in this live art installation taking place Wednesday and Thursday in the exhibit hall. Be sure to use #EDUCAUSEShowcase when sharing your photos.

Want to contribute your suggestions for the 2022 Showcase Series? Scan the QR code and tell us what you'd like to see next year.

Exhibit Hall Open

Hall A-C, 200 Level

Session Type: Exhibit Hall

Delivery Format: Exhibit Hall

Track:

Visit the exhibit hall to find leading 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
· Learn from your peers about what's happening at their colleges and universities via poster sessions
· Engage in our interactive Showcase Experience, featuring a live artist working on-site
· And more

Stay tuned for additional details and activities. In the meantime, browse the directory to find out who will be joining us (you can search by company name or products and services).

9:00 a.m. – 11:00 a.m.

Braindate

Session Type: Meeting

Delivery Format: Meeting

Track:

Braindates are about sharing knowledge. They are topic-driven conversations that you book with other participants, to have one-on-one or in small groups, via video chat on the Braindate platform.

The Braindate platform will be available soon. *Stay tuned for an email invitation from EDUCAUSE coming to your inbox soon!*

9:15 a.m. – 10:00 a.m.

Please note: Sessions without room locations are held online at edu21.educause.edu.

"Crisitunity": Learning from a Difficult Time to Make a Better Future

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***John Rathje**, Vice President/CIO, Kent State University*
***Mariam Tariq**, SVP Product Management, Ellucian*
***Timothy M. Chester**, Vice President for Information Technology, University of Georgia*
***Rupa K Saran**, Dy. Chief Information Technology Officer, Coast Community College District*

"Never let a good crisis go to waste." —Winston Churchill. In the face of a global pandemic, higher education institutions showed their mettle and responded in ways that were truly heroic. Pivoting quickly, they adapted new technologies, stood up different business processes, and provided additional services—all while continuing to support their students and their missions. Some of these changes were long overdue. And while no one would say it was easy, institutions have uncovered opportunities within this crisis for effecting lasting change. So, where do we go from here? In many cases, institutions will carry forward these practices post-COVID to benefit students, particularly those who are at-risk. Many are also building on the current transformation momentum. Now more than ever, it is critical that we share these new best practices for the betterment of all learners.

Accelerating the Digital Campus in Higher Education

109AB, 100 Level

Session Type:

Delivery Format: Presentation/Panel Session

Track:

***Glenda Morgan**, Analyst, Gartner Inc*

As the pandemic ends, many higher education institutions want to return to the status quo ante—back to campus. But the future of higher education lies neither completely online nor completely in-person. Instead it's in the digital campus—one that is both online and in-person but where both are digitally enabled. This session describes the digital campus and how CIOs can and must build this at their institution

Identity, Access, and Privacy: Lessons from the Vanguard in Europe

203AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Scott Weyandt**, Director, IT Security , Moran Technology Consulting*
***James Moran VanLandeghem**, IAM Architect, Moran Technology Consulting*

Legal frameworks, regulations, and requirements such as CCPA, GDPR, and the NIH adoption of REFEDS are having a profound influence on how organizations manage personal information and govern access. So far, the impact to US higher education has been minimal. In contrast, peer institutions in Europe are at the forefront of deploying strategic, tactical and technical responses to

privacy and access governance issues. In 2020–21, Moran Technology Consulting participated in the first phase of a multi-year program to provide a nationwide identity and governance administration (IGA) solution to the Norwegian higher education sector. Working with Uninett (a state-owned company responsible for the National Research and Education Network) and Identity Automation, a first-generation shared IGA service was deployed and piloted at the University of Bergen. Uninett's objectives include providing a central, nationwide IGA to manage personal and organizational data that: meets national audit requirements; delivers flexible, distributed, and granular access governance to institutions; and meets privacy requirements for users' right to know and be forgotten. We will present news and lessons from the front. How do expanding privacy regulations change our approach to and priorities for IAM? How do these and future regulations impact our business processes, data management tools, and the capabilities we need from our IGA solutions? What can we be doing now to prepare for the future?

Interim CIO—To Be, or NOT to Be . . .

103AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Bethany Rizzardi**, Chief Information Officer, Humboldt State University*

***Luke VanWingerden**, Chief Information Officer, South Carolina Technical College System*

***Jennifer Servedio**, CIO, Susquehanna University*

***Stan Waddell**, Chief Information Officer, Carnegie Mellon University*

Our experiences are what drive our passions, desires and career aspirations. Sometimes these experiences encourage and other times they make us want to run and hide. Are you or have you been an interim CIO? Would you be interested if presented with the opportunity? Hear from and engage with a diverse group of four CIO's who were asked to serve, sought after themselves, or cautiously tiptoed into an interim CIO role. This session highlights their experiences in a genuine nature that will reassure you that wherever you find yourself in your career, you are not alone. You will have broader insight into the feelings, emotions, and roller coaster ride an interim CIO role may bring.

Recalibrating the Status Quo: Leadership Panel on Redefining Assessment Success Post-Pandemic

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

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

***Mark Espinola**, Director, Turnitin*

***Emily Ravenwood**, Manager, Academic Technology Consultants, University of Michigan-Ann Arbor*

***Adam Barger**, Associate Director for Academic Innovation, The College of William & Mary*

COVID-19 fueled new discussion around the objective and critical pathways for assessment, including best practices for measuring learning and engagement in a remote environment. As the educational landscape shifts post-pandemic, what assessment standards and processes should remain? What lessons should be leveraged and what tools should be prioritized? Join this panel to hear from information technology and academic affairs leaders on how their institutions, public and private research universities, approached online assessment. They will address the challenges they faced, the technologies that proved most effective, and the strategies they'll carry forward to meaningfully improve assessment, engagement, and the future of digital education.

Setting Students Up for Success after Graduation: Using Visualizations to Tell a Story

202AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Ahmed El-Haggan**, Vice President for Information Technology & CIO, Coppin State University*

***Mirko Widenhorn**, Senior Director of Engagement Strategy, Anthology*

***Sadie R. Gregory**, Dean, College of Business, Coppin State University*

In this session, hear from Coppin State University about how it has incorporated career-focused information throughout the learner experience. With society focused on the value of higher education, employer expectations changing, and parents and students concerned about outcomes after graduation, Coppin State incorporated new ways of learning into the student experience to support advisors, career services, and students. Presenting labor market data and how acquired skills relate to careers in visualizations has enabled better conversations about students' goals, while also providing a self-service way for students to explore careers and employers. Hear from panelists about getting buy-in from faculty, training staff in using visualization tools, and how students are benefitting from seeing how the skills learned in courses tie to future careers.

The Diversity Bonus: Unleashing the Potential of Inclusive Teams and Organizations

204C, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Michael Cato**, Senior Vice President and Chief Information Office, Bowdoin College*

It's become almost cliché to point out that today's rapid pace of change requires new ideas, solutions, and, crucially, new approaches to leadership. Thankfully, a wealth of research shows that diverse teams working in inclusive environments have a wider array of novel approaches to draw from, are better at solving complex problems, and outperform their peers. Yet, even with increased attention to issues of diversity, equity, and inclusion (DEI) across higher education as an industry, many information and technology leaders are challenged to articulate a strategic case for these efforts. That lack of clarity of the "why" for DEI can undermine action and stifle needed progress.

Join a session to consider the Diversity Bonus, a framework that demonstrates how diverse teams working in inclusive environments are better at solving complex problems. Explore examples of these concepts across a number of settings, and dialogue on how these approaches can be translated into higher ed IT teams and organizations, including your own.

Recipient of the 2021 EDUCAUSE DEI Leadership Award. Award sponsored by Moran Technology Consulting, Gold Partner.

The Future of Faculty Development: Integrating Lessons Learned from Remote Teaching and Learning

111AB, 100 Level

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Teaching and Learning

***Erica Fleming**, Assistant Director of Teaching and Learning, The Pennsylvania State University*

***Amy Kuntz**, Instructional Designer, The Pennsylvania State University*

***Sara Davis**, Instructional Designer, The Pennsylvania State University*

Please note: Sessions without room locations are held online at edu21.educause.edu.

In a February 2021 survey of 597 Penn State faculty members, 80% agreed or strongly agreed that, “In future face-to-face courses, I will implement some of the new practices I recently adopted for remote teaching” (Robert & Serpi, 2021). In a national survey of 1,413 students, 67% indicated that they would like future courses to incorporate more digital materials, resources, and technology (McKenzie, 2021). At Penn State, we are starting to think about how we can continue to provide relevant and responsive programming for our faculty as we return to campus. The pandemic changed much of how we approach faculty development programming in higher education, and many of those changes have been positive. With this in mind, join us for a discussion of the future of faculty development in higher education. What lessons have you learned in the past 1.5 years that you will take forward into future faculty programming? How has your perspective of your work shifted? How has faculty perception of this type of programming changed? How can we adapt faculty development to become more accessible, more equitable, and more desirable to faculty at our institutions? This session will be facilitated by two instructional designers who led some of Penn State’s efforts to help faculty quickly transition to the remote teaching space last year. They hope to share their experiences and learn from others as we chart a new path for faculty development in the future.

The Future of Higher Education Work Is Now!

Ballroom AB, 300 Level

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership and Future Workforce

***Andy Brantley**, President and CEO, CUPA-HR*

A year like no other will be followed by a year of transitions and additional decision-making for higher education leaders, and almost all of these needed decisions will impact the faculty and staff who create the culture and drive the performance of our institutions. Many institutions are making the business case for flexible work in order to minimize attrition and increase employee engagement and productivity. Others are skeptical that flexible arrangements can work for the long term but acknowledge that eliminating flexibility could come at a cost.

During this interactive session, Andy Brantley will highlight flexible approaches to work that have been implemented across the country, processes used to implement this change, and recommendations to help get leadership buy-in. He will also highlight needed approaches that help make institutions employers of choice.

Voice and Unified Communications Architecture and Design Best Practices

113C, 100 Level

Session Type: Breakout Session

Delivery Format: Community Group Meeting

Track: Infrastructure and Networking

***James M Monek**, Director, Technology Infrastructure & Operations, Lehigh University*
***Arthur Brant**, Sr Director, Information Security & Infrastructure, Abilene Christian University*

It's no secret that sharing best practices is an excellent way to improve the performance and productivity of an organization. Sharing best practices can help fill knowledge gaps, improve efficiency, and encourage leadership. The EDUCAUSE Communications Infrastructure and Applications Community Group created a special working group to develop best practices around architecting and designing voice and unified communications systems. This presentation is based on collaborative efforts of telecommunications experts with decades of experience managing communications systems, migrating traditional PBX systems to modern UC platforms, and lessons learned from strategic initiatives to operational support while working remotely during the pandemic. Session includes discussions around best practices in telecommunication services, strategies for unified communications solutions, design considerations around life safety emergency services, compliance with telecommunications laws

(such as Kari's Law and the Ray Baum Act), and ADA accessibility compliance. Session content will be geared toward CIO/CTO, directors, and managers making decisions on their institutions' telecommunications strategy.

What's Innovative Here May Not Be Innovative There: The Fine Art of Creative Borrowing

204AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track:

***David Seidl**, Vice President for Information Technology and CIO, Miami University*
***Kristen Eshleman**, Vice President of Library & Information Technology, Davidson College*
***Helen Patton**, Advisory CISO, Cisco Systems Inc*
***Stephen DiFilipo**, Chief Technology Officer & Chief Innovation Office, Millersville University of Pennsylvania*

We're often called on to innovate on behalf of our organizations. That can be hard with organizations that are at various stages of their development and maturity. Are there ways to blaze a new path for your organization through creative re-use of innovations and ideas from other organizations? The answer is a resounding *yes*! In this session, panelists will lead discussions and share stories and ideas about times they've leveraged existing ideas and solutions to drive innovation at their institution.

9:15 a.m. – 10:15 a.m.

Virtual Insanity: Two Approaches to Virtual Computer Labs During COVID-19

201AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Stephanie Marie Cox**, Manager of Client Virtualization , Indiana University*
***Mathew S Decker**, Manager, Indiana University*
***Brandon Rich**, Enterprise Architect, University of Notre Dame*
***Margaret Ricci**, Principal Online Instructional Technologist, Indiana University*
***Kevin Strite**, IT Manager, University of Notre Dame*

The pandemic made us all innovators, but our existing infrastructure and technology tools played a big part in the trajectory of that innovation. When students were sent home and universities went into lockdown in the spring of 2020, strategies for virtualizing resources for teaching, learning, and research kicked into high gear. Indiana University had a well-established virtual environment but needed to find ways to resource it at a vastly different scale. The University of Notre Dame had a nascent VDI program that had to expand rapidly to meet the demand.

Notre Dame went "cloud-first" several years ago. Indiana University has transitioned from fully on-prem to various forms of hybrid over the past few years. These different starting points have led to differing implementations of virtualized resources, and, naturally, there are advantages and disadvantages inherent in both approaches. This presentation will provide an opportunity to compare and contrast the approaches and how they point the way to the future of equitable computing for all.

- Hear the dramatic stories of those first few hectic weeks in March 2020 when IT departments were the superheroes.
- Enjoy the tales of rapid resilience and cross-divisional teamwork.
- Thrill to the system architecture diagrams comparing fully cloud-based with hybrid implementations.
- Gasp at the cost comparisons. Experience the performance of different systems.
- Gaze in wonder at what the future of academic computing could be.

10:00 a.m. – 11:00 a.m.

Refreshment Break in the Exhibit Hall - Sponsored by AT&T, Bronze Partner

Grab & Go, Hall A-C, 200 Level

Session Type: Break

Delivery Format: Break

Track:

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!

10:15 a.m. – 10:45 a.m.

"The Survey Says!": EDUCAUSE Technology Feud

Learning Theater, Exhibit Hall A-C, 200 Level

Session Type: Reception

Delivery Format: Reception

Track:

We've surveyed 100 of your peers on a range of fun and engaging topics in higher ed technology, and we're bringing their answers to the EDUCAUSE conference in an interactive Family Feud-style experience. Come, support teams of your peers, as they square off against one another and compete for bragging rights (and maybe even a few prizes). You'll cheer, you'll laugh, and you might even learn a few things along the way!

11:00 a.m. – 12:00 p.m.

Higher Education's Top IT Issues for 2022

Ballroom AB, 300 Level

Session Type: General Session

Delivery Format: General Session

Please note: Sessions without room locations are held online at edu21.educause.edu.

Track:

Susan Grajek*, Vice President, Data, Research, and Analytics, EDUCAUSE*

After two years of upheaval, pivoting, uncertainty, and innovation, what will 2022 bring for technology's most important contributions to higher education? Come learn what the 2022 IT Issues Panel and higher education institutional and technology leaders have identified as the Top IT Issues, and consider the implications for your institution.

Support of this session is provided by our sponsors:

* Jenzabar, Platinum Partner

* Microsoft Corporation, Platinum Partner

* AT&T, Bronze Partner

12:00 p.m. – 12:15 p.m.

Break

Session Type: Break

Delivery Format: Break

Track:

Take time to refuel, connect, and explore the platform

12:00 p.m. – 2:00 p.m.

Hawkins Leadership Roundtable Luncheon (For registrants of HLR) - Sponsored by Cengage Learning

Salon J, Fifth Floor, Marriott Hotel

Session Type:

Delivery Format: Meal

Track:

This luncheon is an opportunity for participants of the Hawkins Leadership Roundtable to close the experience with informal networking and conversation over lunch. The time will be dedicated to processing the HLR experience which occurred in the weeks leading to the conference.

Lunch

Session Type: Meal

Delivery Format: Meal

Track:

Enjoy a long break to make lunch plans with colleagues, visit the exhibit hall, or view content from the event platform.

12:00 p.m. – 6:00 p.m.

Braindate

Session Type: Meeting

Delivery Format: Meeting

Track:

Braindates are about sharing knowledge. They are topic-driven conversations that you book with other participants, to have one-on-one or in small groups, via video chat on the Braindate platform.

The Braindate platform will be available soon. *Stay tuned for an email invitation from EDUCAUSE coming to your inbox soon!*

12:15 p.m. – 12:35 p.m.

Big Time Accessibility at Small Institutions

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Allan Chen**, Vice President for Institute Technology and Chief Technology Officer, California Institute of the Arts*

***Scott Krajewski**, Director of IT and CIO, Augsburg University*

Managing accessibility and accommodations is a critical part of delivering institutional services equitably to all students. Accessibility is the forward-looking process of advocating for availability of software and hardware to all users. It involves instructional and web materials, as well as modifications to the procurement process. Accommodations are the at-times retroactive process of providing reasonable modifications to these materials and processes to students with disabilities or learning differences. At the same time that we want to pursue these important initiatives, the task is challenging and at times daunting at almost all institutions, and even more so at smaller colleges. Policies, partnerships, organization, and focus at all levels are key. Come hear how some small institutions have worked collaboratively with other departments and offices in unique and impactful ways to achieve these important outcomes.

Global Infrastructure Initiatives in Support of Sustainable Open Access

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Higher-Performance Computing and Libraries

***Kaitlin Thaney**, Executive Director, Invest in Open Infrastructure*

***Christina Drummond**, Data Trust Program Officer, Educopia Institute*

***Jennifer Kemp**, Head of Partnerships, Crossref*

Please note: Sessions without room locations are held online at edu21.educause.edu.

As funding agencies increasingly shift to open access requirements for scholarly communications outputs, community-governed infrastructure is improving inter-institutional data exchange and interoperability in support of analytics and digital transformation. This session will feature presentations from three efforts working to improve OA infrastructure sustainability, metadata interoperability, inter-institutional data exchange, and governance mechanisms for industry-wide data sharing and use. IT leaders will gain an increased understanding of global OA infrastructure initiatives while identifying where to find active participants already on their campuses. Efforts represented on the panel include Crossref (https://www.crossref.org/), the OA eBook Usage Data Trust pilot (https://educopia.org/data_trust/), and Invest in Open Infrastructure (https://investinopen.org/).

12:15 p.m. – 1:00 p.m.

Active Directory Best Practices for Higher Education (Identity & Access Management)

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Erik R Potzmann**, Senior Consultant, Ferrilli*

***Danny J. Wilson**, Director of Information Technology, Graduate Theological Union*

Join Danny Wilson, Graduate Theological Union (GTU), and Erik Potzmann, Ferrilli, to discuss current best practices for Active Directory use in higher education. Identity and access management is your first defense in keeping your campus infrastructure safe. A proactive and evolving approach is necessary to keep up with the ever-changing security landscape. We will discuss the strategies we have adopted at GTU to continue to future-proof the environment.

Advanced Analytics and Adaptability: Save Your Campus from the Demographic Cliff

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Andrew Hannah**, Adjunct Professor, University of Pittsburgh*

***Lisa Keegan**, Vice President for Enrollment Management, Bucknell University*

National estimates and projections show a significant decline in new college-age students just around the corner. Triggered by the “birth dearth” of the 2008 economic recession, fewer students will graduate from high school through at least 2032, draining enrollments as well as revenues. Forward-looking institutions are working now to adapt processes, modify admissions and retention activities, and shift their recruiting focus to new potential markets and best-fit candidates. These strategies are helping to ensure institutional continuity. But what is driving their decision-making? In this session, Lisa Keegan, vice president for enrollment management at Bucknell University, will share real-world examples of how she and her team are using advanced analytics to help Bucknell increase yield rates and diversity in its existing geographies; expand its geographic footprint to identify, diversify, and nurture new best-fit candidates; and create buy-in and consensus among leadership and its Board of Trustees. Researcher, University of Pittsburgh faculty member, and co-founder of an advanced analytics platform focused on higher education, Andy Hannah will share the latest research on the demographic cliff, its impact by geography, and the practical application of data in making informed decisions.

Building Awareness and Community of Practice for Women in Technology

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Leadership and Future Workforce

***Vicki Rogers**, ITSM Change Manager Sr, Georgia Institute of Technology*

The National Center of Women and Information Technology (NCWIT) reports that only 26% of the computing workforce were women in 2020. Only 3% were African American women. Only 7% were Asian women. Only 2% were Hispanic women. What is especially concerning is that the number of women in IT has consistently declined or remained the same since the mid-1990s. Today, 57% of professional roles are held by women, but only 26% of computing roles are held by women. In 2002, 35% of computing roles were held by women. In 1996, 41% of computing roles were held by women. One way to address this issue is by creating communities within our organizations that create a space for awareness, training, and networking. This session will tell the story of how Georgia Tech created a grassroots community, what worked and what didn't, and offer practical ways you can do the same at your institution. Maya Angelou said, "Do the best you can until you know better. Then when you know better, do better."

Challenges for Online Research Data Enclaves

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***John E. Marcotte**, Archivist , University of Michigan-Ann Arbor*

“Virtual” data enclaves for analyzing restricted research data are growing in popularity because the sensitive data stay on the server and access can suspended at any time. The enables researchers to work remotely while maintaining security. Remote servers have been particularly important during the COVID-19 pandemic of 2020–21. Moreover, the enclaves act as collaboratories where projects share space for programs, documents, and data. Despite these advantages, enclaves still face important challenges. Two areas are HPC and identity management. (1) Incorporate high-performance computing (HPC) into the security enclave. Not all projects require HPC, so the challenge is to provide HPC as needed and at a scalable price. Any HPC must maintain security requirements including preventing end users from copying files from the server. (2) Some research data have restrictions on simultaneous access. In some circumstances, researchers must not be able to access data from multiple sources at the same time. The restriction prevents data from being merged or combined. The challenge is that most system operate under authentication and authorization. A system must provide access to data from source 1 or data from source 2, but not data from sources 1 and 2 (XOR). Different login credentials is contrary to best practices for identity management. Setting up different secure systems for each data source is not practical or cost effective.

Contact Center Innovations: Improving the Prospect, Student, and Employee Experience

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Benjamin Li**, Director of Technical Support Services, Valdosta State University*
***Richard Anthony**, Specialist Leader, Deloitte*
***Brian A. Haugabrook**, Specialist Leader, Deloitte*

The past year has tested the adaptability of institutions, requiring most to consider how to recruit and support students, despite the challenges faced during the pandemic. At the core of the most successful strategies is a focus on the student and employee experience. Valdosta State University built a HyFlex learning environment with the goal of providing identical learning experiences to face-to-face and remote students. The university's call center, the Solutions Center, was leveraged to recruit new students, support outbound engagements, and provide excellent customer and concierge services to applicants. This strategy was a significant contributor that resulted in the largest new student population in the university's history. This session will review successes across various approaches and strategies by VSU and Deloitte for future growth, transforming traditional call centers to digital contact centers, technology assessments, IVR enhancements, and workforce management analyses. These include initial

philosophy and design, and forming a culture that values diversity, analytics, knowledge management, governance, and service excellence. Additionally, we will review Deloitte's Digital Contact Center, which combines more than a dozen products into a single, fully integrated enterprise to support small or large operations with thousands of agents. Attendees will take away the importance of contact centers in higher education and the broader impact on improving the student experience.

Diversity in IT Community Group Get-to-Know-You Event

Session Type: Meeting

Delivery Format: Community Group Meeting

Track: Leadership and Future Workforce

***Tracy Weber**, Senior Director, Collaborative IT Solutions, University of Notre Dame*

Join your colleagues in the Diversity in IT Community Group for a combined lightning round of DEI initiative sharing and speed networking event! In a small group environment we will get to know each other and hear about all the great work across DEI in higher ed.

Engaging Students in Digital Transformation

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Student Engagement and Success

***Kate Miffitt**, Director for Innovation, California State University, Office of the Chancellor*

Digital transformation is a priority on many campuses. What are some effective ways to engage our biggest stakeholders—students—in our innovation and change efforts? In this session, we'll talk with students who have been involved in unique models of digital transformation efforts on their campuses and hear about their experiences with innovation and change in IT.

Examining Wayne State College's Cultural Shift in the Digital Student Journey Using AI Technology

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Student Engagement and Success

***Mary Frances Coryell**, VP of Strategic Alliances and Partnerships, Ivy.ai., Inc.*
***John Dunning**, VP for Information Technology, Wayne State College*
***Jeremy Nelson**, Director of Information Systems & Application Serv, Wayne State College*

Join the Wayne State College team and examine the cultural shift toward digital transformation that enhanced access for WSC students. We will discuss which tools were implemented, pre-COVID project goals and intentions to reduce tier-one calls and emails, and current initiatives in play to leverage AI data cross-departmentally to meet student needs. We will break down the steps WSC took to implement AI into its communications mix, ultimately leading to an increase in overall student touch points despite challenges faced in 2020. We will detail why students prefer certain communication modalities and how to adapt to those expectations. In this panel-style discussion, WSC implementation team members will dive deep into the challenges they faced throughout this project, as well as the successes they celebrated. Lastly, they will detail next steps as new student needs have surfaced leading into 2021. In this interactive session, we will learn that regardless of size, institutions can be reactive to AI

transactional data and identify service gaps to meet student demands in a 24/7/365 service model. We will engage the audience through polls, conversational Q&A, and relevant use-case discussions.

Excuse Me, I Didn't Order This . . . Facing and Embracing Innovative Evolution

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Teaching and Learning

***Allison Barsnica Hall**, Director of Learning Experience Design, Arizona State University*

"People are always telling you that change is a good thing. But all they're really saying is that something you didn't want to happen at all ... has happened." (Kathleen Kelly, You've Got Mail, 1998). Emerging and innovative technologies can bring exciting changes and evolutionary improvements! But that can be a hard sell to learners, educators, administrators, the community, and even yourself. These changes can be by choice and planned over time or completely unexpected. How can we face letting go of what no longer serves us to embrace the new and unknown? How can we honor and respect the lessons of the past while moving forward with change? How can we confidently make the choice toward massive change? What do you do when change finds you? How do you actively listen to and support the communities that are directly and indirectly impacted? In this facilitated discussion, I will share five key elements of change that helped the communities I serve through this last year. Join me and share your own. This session will be valuable for those who work with educators, learners, administrators, and all those impacted by technological change. Let's walk away with resources we can share to help ourselves and others bravely face and embrace the innovative evolution revolution.

Fasten Your Seat Belts! Takeoff Observations from Yale University's Next Generation Network Program

Session Type: Poster Session

Delivery Format: Poster

Track: Infrastructure and Networking

***Louis Tiseo**, Senior Director, Infrastructure Services, Yale University*

***Timothy R Sheets**, Director Network Services, Yale University*

With strong backing from university leadership, Yale is in the midst of fully replacing its enterprise network. This multimillion-dollar, multiyear effort will address the current network's significant technical debt and ad hoc extensions by collapsing five physical networks into one and improving security, resiliency, speed, automation, network standards, and service management. In December 2020, the team completed installation of the new network backbone infrastructure in parallel with the current production network. The team is now focused on transitioning 350+ buildings, on a building-by-building basis, to the new network. Through the early months of building transition work, the team has enjoyed many successes but also persevered through humbling, and sometimes Sisyphean, challenges. This session highlights the most salient "lessons learned" to-date. Whether the stories involve telecom closets, research labs, parallel networks, all will tie back to one or more of these fundamentals: stay laser focused on your program goals and scope; engage, educate, and solicit support from the community; intimately know your "as is" state; and prepare in detail for every transition.

How are UK Higher Education Students Learning Online during the COVID-19 Pandemic?

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Teaching and Learning

***Sarah Knight**, Head of data and digital capability, JISC*

With the continued COVID-19 pandemic, and the requirement of students in higher education to continue to learn remotely, it is essential that we have mechanisms in place for gathering feedback on their experiences. It has never been more important to listen

to the student voice and to work as partners with students to ensure their digital experience delivers what they need and shapes the digital future of the students that follow. The Jisc digital experience insights surveys (Jisc, 2021) allow universities to collect valid, representative, and actionable data from their students and staff about the digital environment they offer, and to understand how digital technologies are used in learning and teaching, as well as across the organisation. This year, universities had the option to run the surveys annually or as pulse surveys, and this session will share the findings from the higher education student surveys with the data collected from October 2020 to end of April 2021. About 40,000 students from UK universities have shared their views on their online learning experience. The findings offer insights into how students are navigating digital poverty, their digital well-being, as well as the support for developing their digital skills and what they need to become effective online learners.

Mapping the Student Journey to Improve Post-Traditional Student Success

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Amanda Wirth**, Associate Director, brightspot strategy, Brightspot Strategy, LLC*
***Ginny Arthur**, President, Metropolitan State University*
***Elliot Felix**, Founder, Brightspot Strategy, LLC*

How can you understand the current journey of post-traditional students and identify changes to courses, student services, technology, and facilities to enable student success? This session will answer this question using a case study of Metropolitan State University's work with brightspot strategy to understand and improve their student experience—during COVID-19 and beyond it. Together, they used an inclusive process and proven tools to authentically engage students, faculty, and staff. An online survey, interviews, focus groups, and workshops identified problems and solutions including orientation, scheduling, career/curricular integration, professional development, and community building. By walking through the process, tools, and outcomes from the case study with moments of reflection, discussion, and application throughout, participants will get a roadmap and lessons learned to improve the student experience at their institution, particularly as they seek to better support more diverse students and close equity gaps by race and background.

Migrating to the Cloud and Transforming University of Toronto's Administrative Management Systems

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Praveen Narayanaswamy**, SAP Solution Architect, University of Toronto*
***Sarosh Jamal**, Project Manager, Senior Systems Analyst, University of Toronto*

Using a LEAN approach, and limited consulting engagement, University of Toronto migrated its SAP-based administrative management system to the Microsoft Azure platform and converted it to run on a SAP S/4HANA workload. Extensive planning and execution was used in two major phases, culminating in a seamless transformation of our infrastructure. We were able to meticulously test and release each phase of the project by architecting, designing and consulting with our various business stakeholders. This talk will address the steps taken to migrate our platform and 180+ integrations from an on-premises landscape into a securely architected enterprise system delivered on cloud services. We will highlight how we achieved new operational practices, holistic collaboration among business and development teams for testing and validation, but above all realized immediate benefit to our 40,000+ end users. Audiences will gain perspectives on how information technology services teams were involved in conducting cost analysis, designing network architecture, security auditing, partner engagements, and an unprecedented cross-campus business user test cycle. An example of how operational staff transformed into a lean, dev-ops team will also be provided. Our solution was delivered on time, on budget, and incurred no change requests while adhering to the constraints imposed by academic and fiscal cycles.

Powering Up Student Engagement with Esports

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Student Engagement and Success

***Irving Bruckstein**, Chief Information Officer, Salve Regina University*

***Nishanth Rodrigues**, Chief Information Officer, University of Mississippi*

***Neal Tilley**, Education Advisor, Cisco Systems Inc*

Esports is booming. Students are choosing colleges and universities based on gaming reputations and the opportunity to participate in esports. Esports represents the largest growth in the game industry. Students are gamers and streamers straight out of high school. This means many are in competitive leagues, earning good income from just streaming and tournament experience. Higher education is taking a front seat in the future of esports. Universities are investing in development of academic programs, dedicated facilities, scholarship-supported collegiate teams, and purpose-built arenas to host competitions. This leads to a new connected student experience, greater brand recognition, and a pathway for a future in the esports industry. What investments are needed? What steps do you need to take to offer the highest quality esports in a university environment? What are the best practices for the faculty, the IT teams, the esport support teams? What can we learn from the game publishers? What strategies and best practices can help you transform your student experience to be the best in higher education. Two universities that have advanced their own programs, the University of Mississippi and Salve Regina University, will share their experiences. Amadeus Phanthanh, Senior Program Manager for Events at Blizzard Entertainment, will discuss the fundamentals for the best esports experience from the game publisher view.

Rethinking Assessment Strategies for a Changing Post-secondary Ecosystem

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Linda Facchini**, Professor, Faculty Development, Seneca College of Applied Arts and Technology*

***Amy Lin**, Director of The Teaching & Learning Centre , Seneca College of Applied Arts and Technology*

The post-secondary landscape is undergoing seismic shifts in how students experience education. The rapid expansion of online instruction, HyFlex delivery, and micro-credentials has disrupted traditional course delivery methods. However, less attention has been given to the impact of these delivery modes on the way students are assessed. In this presentation, we challenge the ability of traditional assessment strategies, such as exams and written essays, to measure student achievement of learning outcomes adequately and fairly in the context of our changing higher education ecosystem. We invite you to reflect on your own attitudes toward assessment, grading and feedback, and the current challenges you face. Join us as we explore the benefits of alternative digital assessments and see how assignments that involve the creation of videos, web pages, infographics and more can promote academic integrity, develop digital literacy skills, evaluate competencies, encourage creative thinking, and foster student engagement. Discover strategies for overcoming the barriers to implementing alternative assessments for both faculty and students. Come with an open mind and be prepared to rethink what you know about assessment.

Solving Big Problems: How Industry Partnership Can Transform the Research Enterprise

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Jeffrey Lancaster**, Senior Higher Education Strategist, Dell Technologies*

"Partnership" is a popular refrain for both higher ed institutions and businesses, but what does a successful partnership for research actually look like? Is it a matter of a company writing a check to fund academic research? Does industry have an obligation to hire students from a partner institution? What does information sharing look like for industry-supported collaborations? What do credit- and ownership-sharing look like? What other ways can industry support higher ed research that don't require equating "partnership" with "donation"?

This panel discussion will explore various models of research partnership between higher ed and industry and will highlight the advantages available to each side. Stories of successful partnerships will demonstrate how institutions are leveraging connections to businesses to drive the economic engine of each partner, as a pipeline for talent, research funding, and workforce development.

Strengthening and Fostering New Partnerships with University and School System Partnerships

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Amy Dye-Reeves**, Associate Education and History Librarian, Texas Tech University*

The session will focus on the interaction of library resources to help new students within the Estacado Early College (EECHS), a part of the Lubbock ISD system. The partnership is unique as one of the few in the nation that includes a tier-one university and the only one of its kind within the Big 12. The Early College High School allows students to start earning college credit in their ninth-grade year and up to 60 hours by graduating from high school. The proposal discusses how to begin the partnership process, working with multiple partnerships, and producing a final product. The final product was the creation of a digital orientation library tour. Due to COVID-19 restrictions, the newly admitted students could not visit the university libraries for a field experience. Therefore, the presenter had to work to ensure that all students could access the material fairly and equitably. The program provided students with an opportunity to interact with library resources before coming to campus. The presentation will discuss how to create university and school district partnerships to ensure the longevity of student success.

Student-Centered Leadership: Engaging Students by Design

Session Type: Featured Session

Delivery Format: Featured Session

Track:

***John O'Brien**, President & CEO, EDUCAUSE*

***Pam Eddinger**, President, Bunker Hill Community College*

***Jenn Stringer**, Associate Vice Chancellor for IT & CIO, University of California, Berkeley*

***Judy Miner**, Chancellor, Foothill-DeAnza Community College District*

“Students first!” has become a rallying cry at colleges and universities around the world, with subtle and dramatic implications across campus. Putting students in the center requires leaders to be intentional and committed, and EDUCAUSE President John O’Brien has brought together a panel of remarkable leaders to discuss student-centered leadership. The focus of the discussion will be on sharing promising and proven strategies for leaders, aspiring leaders, and other campus professionals.

12:40 p.m. – 1:00 p.m.

"Last Gap" Loans: Using Predictive Analytics to Guide Low-Income Students to Graduation

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Jeannie Tarkenton**, Founder and CEO, Funding U*

***John Clark**, Senior Consultant , Western Governors University*

Today's discourse on student debt focuses on two topics: (1) retroactive cancellation of debt; and (2) dramatically reducing the cost of college. These are both worthy goals. But tens of thousands of students need help today. And we can put data to work to give them the right financial resources at the right time. Each year, thousands of students drop out of college due to small funding gaps, often as low as $300. These gaps are particularly frustrating for students who have exhausted their financial aid and are ineligible for additional support from traditional lenders due to low FICO scores. Funding U aims to help solve this small piece of the college completion puzzle by providing microloans to high-performing students based on their hard work, tenacity, and focus—not the trappings of generational wealth. In this session, Funding U's founder, Jeannie Tarkenton, will share the data she leverages to help low-income students facing "last gap" funding hurdles. She'll also discuss how colleges and universities can augment existing data systems to connect students with income-appropriate financial relief.

COVID-19 and the Accessibility Spotlight

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Christa Miller**, Director of Inclusive Media Design, Virginia Tech*

***Korey Singleton**, Assistive Technology Initiative Manager, George Mason University*

***Lori Kressin**, Coordinator of Academic Accessibility, University of Virginia*

***Mark Nichols**, Senior Director Universal Design and Accessible Te, Virginia Tech*

The lasting impact of the pandemic on higher education and information technology is unknown. However, some lessons learned are already affecting the future of IT in higher education. One of them is the importance of digital accessibility. Based on national reports, many institutions have awakened to the broad need for digital accessibility. These conversations traditionally focused on supporting disabilities. But, the pandemic has brought a new wave of understanding the universal benefits of accessibility. This panel discussion will highlight how three Virginia public institutions are keeping the spotlight on digital accessibility. One pre-pandemic effort was a collaborative contract for captioning services. This led to the creation of a statewide organization called the Virginia Higher Education Accessibility Partners (VHEAP). VHEAP's work resulted in accessibility having a broader reach during the pandemic's rapid transition to remote teaching and learning. We'll also discuss expanding support for captioning (post-production and live), improving document remediation, and increasing administrative and faculty buy-in.

1:00 p.m. – 1:15 p.m.

Break

Session Type: Break

Delivery Format: Break

Track:

Take time to refuel, connect, and explore the platform

1:15 p.m. – 1:35 p.m.

Conducting Effective Phishing Simulation Drills

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Leong Boon Ang**, Head of IT Security, National University of Singapore*

Phishing attacks are one of the most common yet effective ways used by attackers to compromise IT accounts, data, and systems. Learn how the National University of Singapore deals with this persistent cyber threat by collaborating with its researchers to design effective phishing simulation drills to increase overall awareness and decrease susceptibility rate.

1:15 p.m. – 1:45 p.m.

"The Survey Says!": EDUCAUSE Technology Feud

Learning Theater, Exhibit Hall A-C, 200 Level

Session Type: Reception

Delivery Format: Reception

Track:

We've surveyed 100 of your peers on a range of fun and engaging topics in higher ed technology, and we're bringing their answers to the EDUCAUSE conference in an interactive Family Feud-style experience. Come, support teams of your peers, as they square off against one another and compete for bragging rights (and maybe even a few prizes). You'll cheer, you'll laugh, and you might even learn a few things along the way!

1:15 p.m. – 2:00 p.m.

A Tale of Two Campuses: The Journey to Digital Transformation

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Innovation and Emerging Technologies

***Les Zimmerman**, VP of Product Development, Jenzabar Inc*
***C. Stead R Halstead**, Director of Technical & Physical Operations, Bushnell University*
***Sara Laird**, Chief Technology Officer, Mount St Mary's University*

If you are like most higher education leaders, you believe deeply in your institution’s mission. At the same time, however, you probably also feel constrained by shrinking budgets, increasing student expectations, changing business models, and more. To grow, succeed, and remain competitive, you need a technology ecosystem that is in perfect step with your long-term strategic plan,

as well as any new initiatives that arise along the way. Digital transformation represents a gateway that will enable higher education institutions to leverage new and innovative technologies to achieve their mission and serve the needs of their increasingly diverse and demanding students. In this session, leaders from two institutions will dive into their digital transformation journey, how they embraced new tactics and innovation to get to where they are today, and what they foresee as the next steps in their roadmap. This session will highlight what to look for in terms of technology and partnerships that can guide digital transformation projects to success. Join this panel discussion to explore the techniques and technologies institutions can adopt to improve their chances of success in a challenging landscape.

Beatitudes of Digital Equity

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Loredana Andreea Kosa**, Instructional Technologist, California State University, Northridge*

***Takiya Amira Moore**, Director of Instructional Technology, California State University, Northridge*

The global pandemic that forced many universities to pivot to the online environment highlighted the disparities in the campus populations of many universities. Though many of us are still reeling from 2020 and the constant need to pivot, we have an opportunity to improve the learning environment for all members of campus, as we become deliberate about how it will take shape and codify our lessons learned. Much like universal design benefits everyone and promotes a more inclusive environment, design for digital equity and inclusion benefits everyone by broadening students experiences through collaborative knowledge sharing and exposure to diverse thought. We now have the opportunity to ensure that the aspirations of a liberal arts education are enjoyed by all students. This aspiration is met when all students' lived experiences are included, respected, and reflected in their learning environments, and all students can fully participate in the classroom of the future. Dr. Frank Harris' strategies for diversity, equity, and inclusion have been expanded upon to create seven beatitudes reflecting approaches to incorporate equity mindedness. We will provide examples of using technology to help incorporate each of the beatitudes. For example, diving into the strategy "Be Race Conscious," we will discuss incorporating diverse imagery into a course, surveying students for demographic information, and including references that acknowledge the background and history of various groups.

Bringing Light to Dark Data: A Collaborative Next-Generation Storage and Metadata Project

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Higher-Performance Computing and Libraries

***Wind Cowles**, Director of Research Data and Open Scholarship, Princeton University*

***Curtis W. Hillegas**, Associate CIO, Research Computing, Princeton University*

Increases in the number, complexity, and size of computational research data have created significant challenges for both researchers and the resources that manage data and scaling storage capacity. There is also increased focus from universities, funders, and research communities on the value of data as an output of the research process, resulting in an interest to preserve research data as a resource and to ensure that it is openly available and re-usable for future research. We present a partnership project between Research Computing, the library-hosted Princeton Research Data Service, the Office of Information Technology, and Princeton's academic and administrative departments to transform data management and storage with a comprehensive system that provides scalable storage infrastructure wrapped in services that engage with the entire life-cycle of a research project. The goals for this project include: increasing computing resource effectiveness while minimizing administrative burden; building a community of data managers who implement best practices in data management; offering robust metadata services for effective, efficient, and automated data description; offering a unified path for data of any size to be sustainably preserved and published in

an open data repository for future re-use; and supporting and promoting a culture of internal data sharing and increased cross-disciplinary collaboration.

Changing Culture: Building Student Data Privacy Champions with the Future of Privacy Forum

Session Type: Poster Session

Delivery Format: Poster

Track: Cybersecurity and Privacy

***Katherine Giovacchini**, Managing Director, Trusted Learner Network, Arizona State University*

Althouh student data supports institutional metrics, improved learning outcomes, and the provision of services and opportunities to students, are institutions prepared to have critical and nuanced conversations about transparency, ethical use, and effective protection practices with respect to student data? The Future of Privacy Forum Train-the-Trainer program for higher education seeks to inform and improve campus conversations and culture about student data privacy by building the ranks of campus staff members who are able to speak knowledgeably about student data privacy issues and champion good student data privacy practices. In the power structure of higher education, students are often the least equipped to talk about campus practices and pedagogical decisions that impact their privacy. The Privacy Champions who complete the Train-the-Trainer program have expanded and deepened their student data privacy knowledge, established relationships with a cohort of campus professionals, and have acquired the resources needed to train and influence others. In short, they are well-poised to support their institution's formalized privacy and security programs, represent students, and improve campus privacy culture. During this session, participants from the inaugural higher education Train-the-Trainer cohort will share their program experiences and how they plan to apply their student data privacy knowledge to inform conversations and effect change on their own campuses.

Creating Resilient Student Experiences with Heuristic-Based Monitoring

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Jess Evans**, Chief Operating & Digital Transformation Officer, Arizona State University*
***Sherry Bennett**, Chief Data Scientist, DLT Solutions*
***Mathew Harrowing**, CEO , Intenda LLC*
***Michael Knight**, Chief Digital Officer, DLT Solutions*

The use of AI applications by higher education institutions seeking to create superior student experiences and bolster student success is widely debated. On the one hand, students and privacy advocates highlight the intrusiveness associated with collecting personal data, not to mention issues of bias, required to build and run these applications; meanwhile, innovators seeking to modernize academic operations and learning experiences are resolved to drive digital transformation. As the pandemic exposes the need for agile operations to promote continuity and resilience in student support and learning, Heuristic-Based Monitoring (hBM) systems arguably have a role to play. In this panel we will discuss what hBM systems are, a real use case, and issues and considerations for leveraging these types of applications.

Customer-Centric Transformation

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Infrastructure and Networking

***Kayla O'Daniel**, Senior Director of Customer Experience, The New School*

Information Technology at The New School has instituted a systematic approach to achieve customer satisfaction by developing an action-driven and outcome-oriented customer-centric framework. The framework starts with policy and includes culture, organization, procedures, empowerments, tools, and measurements, and closes the loop through continuous improvement. Our continuous improvement is based on the implementation of a series of KPIs that provide customer insights guiding a partnership model to enable the collaborative development of IT services and support. Based on customer feedback, we have launched innovative initiatives and overhauled stale ones to improve the customer experience on and off campus, including enhancing the classroom environment, improving campus connectivity, and altering support methodologies to better serve the needs of our university. This session will introduce our approach to the customer-centric framework and offer insights into implementing and understanding various customer feedback channels for strategic planning. Demonstrating the changes made to our services and support based on community needs, we will also highlight how these changes have fostered a more collaborative approach to the development of critical initiatives.

Defining HyFlex: What Does It Mean for the Future of Higher Education?

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Leah Kraus**, Chief Information Officer, North Carolina Central University*
***Suzanne Phillips**, Education Technology Advisor, Cisco Systems Inc*
***Phillip G Knutel**, Vice President and Chief Information Officer, Babson College*

The pandemic has driven digital transformation across all of higher education. The experience has been a whirlwind of changes for all, resulting in much innovation in teaching and learning. Students and faculty came back to campus, and we all become comfortable with the dual perspective of face-to-face and online teaching happening at the same time. It is time to take a look at the future and determine the best approach to hybrid learning. This panel will focus on the definition of hybrid learning and what classrooms should look like for the future. What is each institution's definition of HyFlex, and why does it vary so much? The panel will focus on the need to holistically support all types of interaction, from LMS, synchronous tools, and new entrants that appeared across the pandemic period. What will be the best standard for the classroom, and what features are needed to really embrace this new world of hybrid, flexible education?

Digital Transformation Needs Techquity to Truly Revolutionize the Learning Experience

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Dave Tucker**, Founder & CEO, Glean*

Digital transformation (Dx) puts a student-centric strategy at the center of a new era in higher education. Its prominence comes after a year of digital learning, where students' access to technology determined their access to education and the quality of their learning experience. But true Dx goes beyond digitalization and investment in technology. It requires a cultural shift within teaching and learning. Enter: techquity. It not only describes the need for bridging the digital divide but also advocates for a teaching culture that empowers students to make the most of the exponential amount of information in the digital world. Ultimately, Dx needs to come hand in hand with an antidote to information overload—only then will learners and educators reap the benefits of an improved student experience. This session explores data on the relationship between information overload, students' access to

technology, and student success; the challenges and opportunities that limitless information creates in the learning experience; and how technology publishers can support you in changing the conversation about technology and learning.

Empathy by Design

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Ken Graetz**, Director, Teaching, Learning, and Technology Servi, Winona State University*

***Catherine Ford**, Program Director for Educational Development, Minnesota State Colleges and Universities*

Being empathetic is essential for delivering a humanized course, but designing online courses to facilitate emotional intimacy is challenging, and online students often perceive their instructors as distant and uncaring. In this session, we will define empathy, review research on its instructional impact, and make the case that empathy is largely a matter of design, not personality. We will share a course from Minnesota State's Network for Educational Development called Humanizing Your Online Course, featuring activities to help faculty design their courses with empathy as a goal.

Enrich Yourself and Your Career, Nourish Others, Repeat

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Leadership and Future Workforce

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

***Deborah Keyek-Franssen**, AVP and Dean of Online and Continuing Education, University of Utah*

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.

From Resilience to Transformation: What's Next?

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership and Future Workforce

***David Seidl**, Vice President for Information Technology and CIO, Miami University*

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

***Sharon P Pitt**, Vice President for Information Technologies & CIO, University of Delaware*

***Barron Koralesky**, Chief Information Officer, Williams College*

Higher education changed dramatically due to COVID-19. This panel looks at what's next, including a review of important lessons learned, what changes we fight to make or to keep, and what we'll do to be ready for the next big challenge. We'll talk about healing communities, making space and giving time to readjust, and finding ways to transform and innovate on the path forward.

Instructional Design Community Group

Session Type: Poster Session

Delivery Format: Community Group Meeting

Track: Teaching and Learning

***Melody Buckner**, Associate Vice Provost of Digital Learning, The University of Arizona*

Come learn about what the Instructional Design Community Group (IDCG) has to offer as we share information about one of the most engaging 70+ Community Groups (CGs). Through this community we foster discussions close to your heart as an instructional designer, including digital literacy, learning technologies, online proctoring, various teaching models, theories, and best practice of instructional design. We conduct monthly conclaves touching on topics that bubble up from our own community group. Sometimes we even have guest speakers! EDUCAUSE Community Groups are open, online communities led by members where you can share your ideas and expertise, find solutions to pressing issues you're facing, and explore common interests with your peers. Groups interact throughout the year via online discussions, webinars, and here at the annual conference. This year, the CGs are coming together to hold a “CG Alley” where attendees can learn about the CGs and what each has to offer via the poster sessions.

Learn about the ITCOMM Community Group (CG Alley)

Session Type: Poster Session

Delivery Format: Community Group Meeting

Track: Leadership and Future Workforce

***Tracy Gale**, Communications Manager, University of Florida*

***Joel F. W. Price**, Technology Outreach Team Lead, Swarthmore College*

The pandemic and moving to an online/hybrid campus environment brought the need for IT-Communications expertise into the spotlight. Stop by the IT Communications Community Group (ITCOMMCG) session during the CG Alley and learn how the group shares best practices, from IT service marketing and outage communications to getting feedback on an emerging communications issue. Whether you represent a community college or a Research-1 university, the resources and expertise available is sure to benefit your campus. Meet our CG leaders and learn how you can participate, collaborate, and learn with your colleagues throughout the year. EDUCAUSE Community Groups are open, online communities led by members where you can share your ideas and expertise, find solutions to pressing issues you're facing, and explore common interests with your peers. Groups interact throughout the year via online discussions, webinars, and here at the annual conference. This year, the CGs are coming together to hold a “CG Alley” where attendees can learn about the CGs and what each has to offer via the poster sessions.

Learning Space Design Community Group Meeting

Session Type: Meeting

Delivery Format: Community Group Meeting

Track: Teaching and Learning

***Julie Johnston**, Director of Learning Spaces, Indiana University*

***Adam B.A. Finkelstein**, Associate Director, Learning Environments (Physica, McGill University*

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' sense of community. Explore how we measure/assess the effectiveness of new or redesigned learning spaces. Discuss how the LSRSv3 can be used to aid design.

Loss Leaders: When the Unthinkable Happens

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Mardecia S. Bell**, Chief Information Security Officer, North Carolina State University*
***Donna Petherbridge**, Interim Vice Provost, DELTA, North Carolina State University*
***Debbie Carraway**, Director of IT, College of Sciences, North Carolina State University*

When we search for leaders, we create job postings with keywords such as: change leadership, inspire and motivate, create culture, transform. We don't use words like grief, tragedy, fear, loss, or sickness. These job posting keywords reflect precisely the leadership skills we need to lead our organizations through these painful experiences. Yet, we often feel at a loss when the unthinkable happens. The simple questions become difficult and anxiety-provoking. What do I say? Who do I tell? What should I do? How can I help? When something unthinkable happens in our own lives, we have the support of loved ones, community, and cultural traditions to draw on, and it's still very hard to know the "right" answer. But when something unthinkable happens in the workplace, and it's our employees and organization we have to take care of, the questions get even more complicated. How do I talk to a grieving employee? What should I say to their team? What roles do managers and leadership play in helping that employee? When a staff member is seriously ill or dies, should I reach out to my employee's loved ones, especially in cultures with different grieving practices from my own? When an employee becomes sick or dies from a risk we all share, what should I say or do to help our people and our organization heal? Where can I turn for support for myself? You'll learn from our presenters about their experiences helping employees and their organizations through loss.

Optimizing Empowerment through Sustainable Decision-Making Templates

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Tom Tenney**, Director, Center for Learning Technology, Pima County Community College District*

Join a collaborative team from Pima Community College to learn best practices for crafting sustainable decision-making course activities that can empower instructors and students through templates and universal design. Presenters will argue that providing templated interactive decision-making activities for instructors can not only empower any instructor to create these activities, but also save them time. Most important, these templates can empower students of all backgrounds, including those from underserved communities typically lacking in societal power, by giving them the means to take control of their own learning journeys.

Private Colleges and Universities Working Together to Lower Long-term Enterprise Operation Costs

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Leadership and Future Workforce

***Todd Norris**, Chief Information Officer, Saint Mary's College*
***Eugene L. Spencer**, Chief Information Officer, Ursinus College*
***Ellen Falduto**, Information & Planning, College of Wooster*
***Keith Fowlkes**, Vice President, Technology Contracts, Educational & Institutional Cooperative Services Inc (E&I)*

Over the past five years, the HESS Consortium of over 225 private colleges and universities has discussed a way to lower the costs of its enterprise systems while moving to a modern, cloud-native platform. This effort included creating a cooperative contract vehicle, and selecting a common platform for ERP, HR, student financial aid, and SIS functionality. One of the major goals was

negotiating system pricing that would be affordable and sustainable for the majority of HESS institutions. Another goal was to establish a collaborative member network to share staff expertise, both in IT and in operational areas. In January 2020, a subcommittee of 33 HESS Consortium institutions officially formed the HESS Collective Program. Over the course of 14 months, these institutions evaluated major cloud-native enterprise solutions and selected Oracle Cloud for Higher Education as the common platform. This growing group of now over 55 Collective members are creating a network to share staff expertise, documentation, reports/analytics, and training resources. Working with Collective partners Oracle, Mythics, Drivestream, and E&I Cooperative Services, this growing group of institutions is creating a new national model by negotiating groundbreaking pricing for software licensing, implementation support, and integration services, as well as developing plans for organizational governance, resource sharing, and grant funding.

Student-identified Benefits to Online Collaboration during the COVID-19 Pandemic

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Margaret Merrill**, Instructional Design Consultant & Educational Tech, University of California, Davis*

***Fei Xue**, Graduate Student Researcher, University of California, Davis*

Collaboration provides affordances such as absorbing different perspectives of knowledge (Chen & You, 2010) and simulating more creative ideas (Makransky & Wismer, 2019). In the design discipline, collaboration is essential for designers to identify problems, needs, and opportunities, and thus to promote an iterative design process. The COVID-19 pandemic introduced challenges for both instructors and students in 2020 as these collaborations could not happen in person. We surveyed the students in a large design fundamentals class about their online collaborative experience throughout the three phases of their individual design projects. For this presentation, we will share findings about the benefits students perceived during collaboration and how the perception of these benefits shifted throughout each stage of the design process. Preliminary findings indicate five types of benefits students perceived throughout their design collaboration: instructional benefits, cognitive benefits, affective benefits, communicative benefits, and technology-based benefits. This project contributes to our understanding of the power of collaboration, even in an online environment. Our findings can empower instructors and instructional designers to build more engaging online learning experiences by including opportunities for student collaboration.

The Cloud Tipping Point

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Innovation and Emerging Technologies

***David Kieffer**, Vice President, Research and Analysis, The Tambellini Group*

***William J. Britton**, Vice President for Information Technology/Chief In, California Polytechnic State University, San Luis Obispo*

***Becky Vasquez**, Vice President & Chief Information Officer, Embry-Riddle Aeronautical University*

The "Cloud Tipping Point" is when a critical mass of the technology used by an institution is made up of cloud services. Moderator Dave Kieffer of Tambellini Group shares diverse perspectives, engaging panelists and audience, of what is required to be successful in transitioning to the tipping point, and the research that describes the impact and cumulative effects on an institution once it gets there. Award-winning CIO panelists Becky Vasquez of Embry-Riddle Aeronautical University and Bill Britton of California Polytechnic State University will share their advice and experience as CIOs, discussing their journeys to the cloud, what is required for success, and the impact on their campuses.

The Flexible Learning Environments eXchange (FLEXspace) + LSRSv3—Free Tools to Elevate Campus Learning Spaces

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Rebecca V. Frazee**, Faculty, Learning Design and Technology, San Diego State University*

***Lisa Andrae Stephens**, Assistant Dean - UB School of Engineering, and Sr., SUNY System Administration*

FLEXspace.org, the Flexible Learning Environments eXchange, is an OER platform and one-stop shop for best practices, detailed examples and specs, and a community dedicated to improving campus planning and learning spaces around the world. Integration of the Learning Space Rating System & FLEXspace helps teams benchmark, plan, design, and assess learning space projects, and encourages highly effective use of advisory groups to prioritize and align campus spaces with strategic master plans. Effective guidance is key to faculty endorsement to executive investment, while encouraging greater synergy across disciplines and support staff. This session summarizes LSRS Version 3.0 integration into FLEXspace, tours new collaborative FLEXspace features, then demonstrates use of a quantitative and qualitative data model to walk participants through an easy-to-replicate planning pathway regardless of curricular focus. Participants will learn how to tap into FLEXspace to collaborate, share and find resources to ideate, plan, benchmark, and assess learning spaces. Participants will drive the direction of some presentation details through frequent, informal polling, and will learn how to connect with 6,000+ FLEXspace members from over 70 countries, including AV/IT and systems integrators, facilities and campus planners, learning designers, faculty developers, industry experts, and more.

The State of Data Protection at Four-Year Institutions of Higher Education in the United States

Session Type: Poster Session

Delivery Format: Poster

Track: Cybersecurity and Privacy

***Matthew Ricks**, Senior Director, IT Facilities Infrastructure & Re, Stanford University*

Institutions of higher education (IHEs) in the US are stewards of valuable data—from research data that may ultimately be monetized as commercial intellectual property to sensitive student and patient data. Amid more frequent and intense natural threats, constantly evolving human-induced threats (especially cyberattacks), and an increasing array of regulatory compliance requirements, IHEs must ensure effective data protection. But how well prepared are four-year IHEs in the US to respond to the various causes of data loss? In this session, a set of modern best practices for data protection (specifically to address data loss) that are relevant to IHEs will be presented. These best practices were curated from a literature review of academic, practitioner, and governmental sources. A survey was then conducted with a broad set of contacts at IHEs to collect their input on current data protection practices at their institutions. The survey results reveal a patchwork of compliance to the identified data protection best practices. Several recommendations are offered to improve the data protection posture of IHEs. Institutions should implement ransomware-specific response and recovery plans, implement automated disaster recovery (DR) orchestration, leverage the cloud for recovery solutions, leverage their risk assessments (RAs) and business impact analyses (BIAs) to establish recovery objectives, conduct data discovery, and test their ability to restore from backups.

Why CIOs Care about CRMs—And How They Choose the RIght One

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Steven Ferguson**, CIO, Technical College System of Georgia*

***Ashley Crocker**, Associate Vice President, Enrollment Solutions, TargetX*

***Patricia Smith**, Chief Information Officer, Valencia College*

Listen in as the chief information officers from two different types of higher ed institutions (a large community college and a full technical college system) explain why they place such a high value on their admissions office CRMs—and how to identify the right CRM for your school. Patti Smith, CIO of Valencia College, will share how her school implemented a full community college CRM

suite that goes beyond just recruitment and admissions by also ensuring longer-term student retention and success. She will talk about how Valencia's CRM enabled the school to do a better job of identifying at-risk students, supporting them and quantifying their ongoing results. Steven Ferguson, CIO of Technical College System of Georgia, will discuss the benefits of integrating new application platform technology with existing admission technology solutions. His overview will focus on streamlining data integration; following the highest data security standards; document management systems for application processing; accessing real-time data; eliminating silos; and facilitating the optimal application experience.

Wranging the Wild West: Transforming IT Decision-Making at the University of Minnesota

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Christina Goodland**, Product Owner, University of Minnesota*

***Larry Storey**, Business Relationship Manager, University of Minnesota*

Software acquisition at the University of Minnesota has historically been a decentralized and siloed process. Information that can help customers select a software solution suited to the UMN environment can be elusive and seemingly scattered to the winds. The approval process often feels confusing and difficult to navigate for customers. Are they the first ones to purchase a particular product? Is there a solution already available that can immediately meet their needs? With the introduction of the Technology Portfolio, we are demystifying, unifying, and simplifying how software decision-making is made at UMN. The portfolio contains 1,000 software entries detailing who uses a product, the approved use cases for each, what contracts are in place, the identified security risks, and more. The tool is quickly becoming the source of truth for software decisions and is fundamentally changing the way we make software purchasing decisions.

You Get What You Assess: Competency-Based Education in the Digital Era

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Teaching and Learning

***David W Wang**, Professor, University of Waterloo*

***Martin Basiri**, Co-Founder & CEO, ApplyBoard*

***D'Arcy Norman**, Associate Director, Learning Technologies & Design, University of Calgary*

***Carine Marette**, Co-CEO, Indiana University Bloomington*

Competency-based education (CBE) is centred on developing real-world skills and competencies essential for students' success in the workplace. It is not a new concept, yet the widespread adoption of the CBE model in higher education remains low. The first barrier is the lack of resources, expertise, infrastructure, and time required for a transformation from a teaching-driven model to a learning-driven model. The second is a lack of skill and confidence to create competency-based activities and assessments. These barriers are further intensified as institutions face tight financial constraints and as instructors face large classes with fewer TAs. Panelists discuss how a unique peer-to-peer learning approach (peer-assessment + weighted grading power + feedback-on-feedback stage) is potentially breaking down these barriers and accelerating the transition to CBE. The efficacy of this AI-driven solution is being validated through collaborative studies with 10–12 educators from three institutions across STEM, arts, and business courses. Courses include 6- to 16-week terms and cohorts of 12 to 1,800 students.

1:40 p.m. – 2:00 p.m.

Knowing Our Students: Designing an Experience That Serves Students Holistically

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Julia Lawton**, Director of Program Administration & Innovation, Achieving the Dream, Inc*

***Laurie Fladd**, Director of Holistic Student Supports, Achieving the Dream, Inc*

Now more than ever, we recognize how interconnected students' personal and financial contexts are to their academic and career journeys. The events of the last year call on institutions of higher education to take bold action to understand the students they serve more deeply so they can address aspects of policy, practice, and culture that hinder the success of their students. This session will introduce a new guidebook developed by Achieving the Dream in partnership with the Advising Success Network designed to support higher ed institutions in better understanding their students and using these data to inform decisions about the college experience. Participants will engage in learning, discussion, and activities to ensure they leave with an understanding of the data that can be most useful, a process for using those data in their student success work, and examples of how other institutions have approached this work. Additionally, each participant will receive a copy of the guidebook.

2:00 p.m. – 2:15 p.m.

Break

Session Type: Break

Delivery Format: Break

Track:

Take time to refuel, connect, and explore the platform

2:15 p.m. – 2:35 p.m.

GDPR, CCPA: Data Privacy and Security Laws—What's Next?

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Kirk Kelly**, Vice President for Information Technology and CIO, Portland State University*

***Jodi Ito**, CISO, University of Hawaii System Office*

***Sean McKay**, Chief Information Security Officer, Portland State University*

Countries and states are passing new data privacy and security laws and regulations that impact institutions of higher education in multiple ways. This panel will look at current and impending regulations, discuss how institutions are affected, examine strategies for addressing privacy issues on your campus, and explore what the future privacy landscape will look like.

2:15 p.m. – 3:00 p.m.

Advancing Institutional Priorities through Research Information Management (RIM) Infrastructures

Session Type: Poster Session

Delivery Format: Poster

Track: Infrastructure and Networking

***Rebecca Bryant**, Senior Program Officer, OCLC, Inc.*

***David A. Scherer**, Scholarly Communications and Research Curation Consultant, Carnegie Mellon University*

This session will share the findings from a forthcoming OCLC Research report on information management practices in the United States (http://oc.lc/us-rim-project), scheduled for early fall 2021. The report collects evidence from in-depth case studies of RIM practices at five US research universities, highlighting the proliferation of use cases such as faculty activity reporting, public portals, and strategic reporting. RIM practices represent a type of digital transformation (Dx) that can advance research, provide evidence for strategic decision support, and streamline administrative workflows. The presentation will also share the RIM System Framework featured in the report, which describes the required and optional functional and technical elements that comprise the architecture of US RIM systems. We believe that this framework will help demystify RIM infrastructure and help practitioners better understand the array of campus stakeholders required for successful RIM implementation. We will conclude the presentation by demonstrating the value of the case studies and framework through examples pulled from the report's case studies.

Allyship That Makes an Impact: Outcomes That Identify Action

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Julie Youm**, Assistant Dean, Education Compliance and Quality; , University of California, Irvine*

***Shohreh Bozorgmehri**, Divisional Director of Student and Academic Services, University of California, Irvine*

Creating a diverse, equitable, and inclusive workplace is challenging due to institutional cultures, organizational structures, and a general lack of awareness of issues. It is the latter that the Women in Technology at UCI organization proposed to tackle through a broadly promoted webinar on allyship. The "Allyship That Makes an Impact" webinar aimed to shed light on the challenges women and other underrepresented employees face in the campus workplace, share practical strategies for advocacy, and encourage attendees to put these strategies into action to become a better ally. This session will share the organization's planning and implementation process, and share an effective approach to empowering employees of all backgrounds to champion diversity, equity, and inclusion with practical actions.

Ask the Experts: Career Advancement Advice from Search Firms and Professionals

Ballroom AB, 300 Level

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership and Future Workforce

***Veronica Diaz**, Director, Professional Learning, EDUCAUSE*

***Helen Norris**, Vice President & Chief Information Officer, Chapman University*

***Michael Cato**, Senior Vice President and Chief Information Office, Bowdoin College*

***Mary Beth Baker**, Managing Partner, Next Generation Leadership Partners LLC*

Are you ready for your next leadership role, but don't know how to market yourself to be successful? Maybe you've been contacted by a search firm, but you're unsure about how to best engage? Join our interactive panel featuring industry leaders and search firm professionals as they share strategies and advice on how to advance in your career. Those who attend will be able to: 1. Engage

effectively with search firms and consultants at each stage of the recruitment process, including early-career preparation 2. Effectively navigate career transitions from the application to interview stage 3. Understand how to best position yourself in the job market.

Communicating Return on College Investment to High School Students and Families

203AB, 200 Level

Session Type: Industry Led

Delivery Format: Product or Service Demo

Track: Student Engagement and Success

***Karen Vahey**, Dean, Admissions & Financial Aid, New York Institute of Technology*

***Jeffrey Daniel Carpenter**, Executive Vice President, Vantage Point Consulting*

Under a $1 million ED Small Business Innovation Research (SBIR) grant, Vantage Point developed a user-contextualized, return-on-investment (ROI) modeling tool called Return on College (ROC) that students and families can freely use to make meaning of the lifetime costs and opportunity tradeoffs associated with different degree programs offered by post-secondary institutions. Two versions of ROC, sharing the same core backend data and ROI models, are being fully developed. ROC for High School Advisors enables students to explore and compare colleges based on desired geographic location and occupational goals, guiding students and families as they make informed decisions about colleges, programs of study, and debt using a personalized career exploration and college discovery application that makes loan repayment, disposable income, graduation risk, and ROI the focal points of these decisions. It is being piloted at 35 public high schools with the Pennsylvania College Advising Corps (PCAC). ROC for Colleges enables prospective students to have greater transparency about relevant careers, salaries, price, and debt expected of each degree offered by the school. The research-backed ROI calculations are based on econometric functions that discount earning cash-flows under current and future state career and education assumptions and subtract college net price cost information using data from EMSI, Census Bureau, and the departments of Education and Labor.

Cura Personalis: Digital Approaches to Holistic Student Care

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Student Engagement and Success

***Douglas Richard Little**, Assistant Vice President, Georgetown University*

***Jeff Dixon**, VP - Higher Education, Traction On Demand*

During COVID-19, Georgetown University leveraged Salesforce's Health Cloud platform to rapidly roll out a host of supports for students, staff, and faculty, from contact tracing to vaccine management. Beyond the immediate crisis, the platform has generated competencies that pave the way for a long-term, holistic approach to student care through digital collaboration. The result is the ability to live out the GU core value of cura personalis, caring for the whole person in new ways. Using Health Cloud, GU was able to rally around the unique needs of students, faculty, staff, and contractors by providing high-quality wrap-around services. This digitized collaboration has opened new doors to address long-term pain points for student services: How do we enable collaboration across campus? Where are opportunities to automate student support? Can we digitize the experience using a branded app? Can we engage third-party contractors in a holistic approach to student care? Moving from disconnected providers to a coordinated effort, the project acted as an accelerator to bring together people and technology to better serve the community during an unprecedented time of need. Drawing on research across the United States and Canada, we highlight three ways that digital technology can support rapid collaboration between stakeholders: reconfiguration of existing technologies for new uses; leveraging virtual collaboration; and the power of analytics.

Developing an Innovation Leadership Team: Using Innovation to Develop the Next Generation of Digital

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Jackie Slaton**, Manager, Learning Community Development, Georgia State University*

***Yanju Li**, Lead Data Administrator, Georgia State University*

***Chad Marchong**, Assistant Director, Learning Analytics, Georgia State University*

***Kathleen Mapson**, Lead Learning Technologist, Georgia State University*

The US workforce faces a gross underrepresentation of women and minorities in the technology field and a cultural shift, with more than 3 million women leaving the workforce due to COVID-19. In fall 2020, Georgia State University's Center for Excellence in Teaching, Learning, and Online Education (CETLOE) launched an intern program seeking to create a larger and more significant impact in developing the digital literacy, professional, and leadership skillsets of Georgia State students, cultivating diverse students to become future tech leaders. In this panel presentation, members of CETLOE will share the decisions from the program structure to which internal partners could lead to the desired outcomes. Aligning with Georgia State's goal of graduating students who will compete and succeed in the 21st-century global workforce, CETLOE was intentional in creating an internship program that allowed students to develop professional and leadership skill sets in addition to their digital literacy skills. There will be a discussion about establishing campus partnerships with technology departments and career services to provide resources and support to the internship program. Insights will be given about engaging technology departments to demonstrate the value of hiring interns. There will be a discussion about the expected responsibilities of the interns that include their participation in real-world projects, collaborating with stakeholders, and presenting to project teams.

Elevate Learning Design: Enhance DEI in Online Courses

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Mary Patricia Lunt**, QA Manager , Everspring Inc.*

***Jessica Ruiz**, Faculty Engagement Specialist , Everspring Inc.*

A slow, yet momentous shift is occurring in higher education—the online classroom is reaching more diverse student populations than ever before. Instructional designers, technologists, subject-matter experts, and instructors are called to educate diverse student populations. This valuable work not only informs these distinct professional roles but also aligns with the mission of higher education institutions across the globe to support student success and promote professional achievement to create a future in which all individuals can reach their highest potential. This poster provides intentional strategies to enhance DEI in online courses. Everspring places diversity, equity, and inclusion at the forefront of online education throughout course development, design, and delivery. We recommend prioritizing accessibility in course content, ensuring a variety of voices are represented, and creating space for a range of perspectives. This work is of utmost importance as we aim for a more equitable approach to instructional design for online learning. Equity requires minimizing barriers and acknowledging the digital divide. We recognize the experiential knowledge students bring to the online classroom and the developmental stages of learning that characterize their growth. To further enhance equity and create inclusive educational environments and experiences, we encourage instructors to use language thoughtfully and empower students to co-construct their learning.

Expanding Diversity in University of California’s IT Workforce: Data and Discovery

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Jenn Stringer**, Associate Vice Chancellor for IT & CIO, University of California, Berkeley*

***Camille Crittenden**, Deputy Director, University of California, Berkeley*

***Tom Andriola**, Vice Chancellor, IT and Data, University of California, Irvine*

***Jill Finlayson**, Director, University of California, Berkeley*

The University of California system employs more than 8,000 professionals in IT roles across its 10 campuses and five health systems. How can workforce data inform current and future priorities for diversity, equity, and inclusion across this vast network of institutions? The session will present snapshots and trends for gender equity and other demographic criteria based on data from 2013 through 2020. Further texture and insights will be provided by CIOs from two of the larger campuses, one with a health center. Evidence-based guidance and suggestions to improve recruitment and retention of top talent, especially in a post-COVID context, will also be addressed.

Guiding Faculty to Design with Students in Mind

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Laura Thompson**, Learning Strategies Coordinator, Delaware Technical Community College Terry Campus*

***Hilary Valentine**, Instructional Designer, Delaware Technical Community College Terry Campus*

***Sara Carter**, Director of Instructional Design & Technology, Delaware Technical Community College Terry Campus*

Please bring your own device to this interactive session.

Post-pandemic practices will be reflective of lessons learned during the past year of forced online instruction. The success of digital learning is dependent upon choices that instructors make in course design and delivery. Our Center for Creative Instruction and Technology, CCIT, is comprised of Instructional Designers, Learning Strategy Coordinators, and other IT professionals whose mission is to assist and inspire educational creativity and excellence. Our collective experiences provide insight into transforming instructional approaches to course design and implementation. We will discuss Universal Design for Learning, UDL, as a philosophical foundation to ensure that all learners have access to education. We will share strategies for working with faculty who are resistant to change and for those faculty who are ready to grow their practice. This session will include a discussion of evaluating ed tech tools to determine the best approaches to accomplish objectives. The sharing of specific examples of collaboration with faculty will assist professional development providers who are looking for new tools, or new applications of familiar tools. In addition, we will discuss decision-making regarding technology integration into course design and delivery. After this session, participants will be able to develop an action plan to be used with faculty at their own institutions.

How to Support Training Using Multi-Tenancy as a Global Institution

Session Type: Industry Led

Delivery Format: Product or Service Demo

Track: Innovation and Emerging Technologies

***Jeremy Schweitzer**, Director of Customer Solutions, eThink Education*

During this session, you will gain an understanding of the advantages of multi-tenancy and how global companies, extended enterprises, and other types of business models can benefit from this feature. To illustrate the concept of multi-tenancy, we will explore the main use cases and how this type of setup within the LMS can be used to support training for multiple departments, offices, store locations, or external clients within a single platform. You will also learn how different organizations have utilized

multi-tenancy to support internal training, external learning, or a mix of both by configuring multiple tenants to effectively meet the learning needs of a mixed audience.

IT Accessibility Community Group

Session Type: Meeting

Delivery Format: Community Group Meeting

Track:

***Michael E. Cyr**, Director, Architecture & Service Management, University of Maine System*

Lab Innovators: Transforming Teaching in Higher Education

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Christina Gitsaki**, Professor of Research, Zayed University*

This session will showcase the @Lab Innovators, a professional development program at the Center for Educational Innovation at Zayed University in Dubai. The program was designed to address the need for the creation of engaging digital course resources for undergraduate students who were attending online sessions during the COVID-19 lockdown. The sudden switch to online learning emphasized the need to use technology in the teaching and learning process in innovative and engaging ways. We designed the @Lab program to support the digital transformation of faculty at our university. The program consisted of three phases and was carried out over a year. Faculty attending the @Lab program received training on an array of useful tools such as: the use of augmented reality (AR) in the creation and consumption of engaging information; the exploration of professional movie-making techniques and genres, and the production of interactive and engaging teaching and learning materials; the understanding of classroom management; personalisation of learning and digital citizenship; and the ability to collaborate and co-create in a digital environment. The session will provide an overview of the @Lab Innovators program, how it was implemented and examples of digital resources created by the faculty.

Learning Spaces: International Challenges, Perspectives and Opportunities in the Post-COVID era

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***John Augeri**, Ile-de-France Digital University, CSIESR*

If the paradigm shifts induced by the pandemic made distance learning the new normal, several post-COVID forecasts dealing with the return of students to campuses highlight the necessity of a new relevancy for the upcoming face-to-face activities. In these scenarios, the learning spaces (active learning classrooms, collaborative lecture theaters, learning commons, learning centers and transitional spaces) may have an unprecedented opportunity to be more integrated than ever in the pedagogical sequences, providing a value added for the students' face-to-face activities compared to traditional facilities. Following the "Learning Spaces around the World" talk given each year at the EDUCAUSE annual conference since 2017, this session will envision the global trends and typologies of learning spaces and their potential synergies with the new hybrid or face-to-face learning styles to emerge from the pandemic.

Leveling Up an Esports Program

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track:

***Sean Burns**, Corporate Researcher, EDUCAUSE*

***Kelly Dunbar**, Director of Athletics, Montgomery County Community College*

This session will highlight some of the research done by EDUCAUSE and HP on the emergence of esports in higher education. Institutional members will also provide insights and how-tos for ways other institutions can build and expand their esports programs.

Leveraging Usability Research, Scholarship, and Open Source for Better Online Learning Conversations

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Hannah Lee Rogers**, Learning Experience Designer, Duke University*

***Heather Valli**, Learning Experience Designer, Duke University*

***Mr. Michael Greene, A**, Associate Director, Learning Technology Services a, Duke University*

In a world where ed tech vendors abruptly changed their pricing and instructors faced the consequences, a brave group of educational technologists fought back through the magic of user-informed design and open source! To address an unexpected hole in its teaching technology portfolio, Duke University quickly created a cutting-edge online discussion platform that facilitates compelling 21st-century learning conversations. How? By leveraging its commitment to learning innovation, dedication to open source software, deep engagement with the Duke community, expertise in user-informed design, and strong partnership with a trusted education technology vendor. Join us at a highly interactive session in which you'll test out this new platform, learn how to conduct in-depth user research at your own institution, and contribute your own insights toward the platform's further development in 2022.

OER in VR: SDSU's Open Virtual Immersive Teaching and Learning Resource Library

113AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Sean Hauze**, Director, Instructional Technology Services, San Diego State University*

***Maureen A. Guarcello**, Research, Analytics, and Strategic Communications , San Diego State University*

Historically, San Diego State University (SDSU) faculty and leadership focused on development of the open educational resources (OER) that were designed to replace or supplement traditional learning materials, such as textbooks. During the COVID-19 pandemic, however, SDSU's approach pivoted to open and affordable materials to replace and supplement face-to-face lab experiences through virtual lab resources. The OER virtual assets were developed using a process called photogrammetry and hosted via an open online repository that enables students to view and manipulate the models via a web browser, mobile device, or using a VR headset. The rapid transition to remote instruction in March 2020 meant all anatomy instructors at SDSU had to find alternatives to using physical specimens, at which point the open virtual anatomy resources became immediately more relevant. As one instructor recalls, "For students to be able to look at the various parts and really get a feel for what they're looking at, they need to see it in a three-dimensional format; therefore, I've always been exceptionally strong about the idea that anatomy needs to be taught where you can hold it. I always thought of the virtual models more as a supplement until COVID-19, and then it became so much more relevant." SDSU is now developing an open platform to make these OER virtual anatomy resources available to the 400,000+ students enrolled within the California State University system—and beyond!

Partnerships in Risk Mitigation: From Report and Forget to Continuous Engagement

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Heidi Prussing**, Lead Security Analyst, Indiana University*

***Mark Napier**, Interim Director of Information Technology / Chief, Indiana University Bloomington*

How do you eat an elephant? One bite at a time. We learned the hard way that the alternative leads to indigestion and inaction. IU has moved from a years-long process of report and review to one of partnership and continuous engagement that allows for real progress to be made in the areas that need the most attention. Learn how you might do the same.

Reimagining the New Student Orientation and Advising Experience through Virtualized Collaboration

202AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Jeff Kaplan**, COO, Lift Innovate*

***Amber Moore**, Executive Director of Client Services, Lift Innovate*

***Damian Doyle**, Deputy CIO, University of Maryland, Baltimore County*

***Nick Hamilton**, Client Executive, Cisco Systems Inc*

The university experience can be daunting for incoming students. Historically, the University of Maryland Baltimore County (UMBC) has hosted in-person orientation and advising programs over the summer to help ease the transition. With the pandemic forcing many educational institutions to go remote virtually overnight, UMBC was faced with the sudden need to rethink its technology and processes to meet this challenge. The UMBC approach was not just to virtualize orientation and advising but to make the experience better than the in-person experience. This was a formidable goal, with only a couple of weeks to transition from design to implementation. The UMBC IT team engaged workflow transformation experts, LIFTinnovate, and quickly got to work redesigning the orientation workflow. In this session, panelists will discuss new techniques to rethink traditional orientation and advising post-pandemic and describe how UMBC was able to successfully pivot to a virtual environment and reimagine the entire student orientation, registration, and advising process, leveraging online collaboration tools, workflow redesign and process, an online orientation dashboard combining multiple data sources into a single feed, real-time tracking of student progress through the registration system, and student sentiment scores and end-user analysis.

Revolutionising Chemistry Education with a Fun, Interactive, and Engaging Multiplayer Digital Game

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***John Yap**, Senior Manager, National University of Singapore*

***Yulin Lam**, Assoc Professor, National University of Singapore*

***Jia Yi Han**, Research Assistant, National University of Singapore*

***Fun Man Fung**, Instructor, National University of Singapore*

Please note: Sessions without room locations are held online at edu21.educause.edu.

ChemPOV is a digital turn-based game designed to invoke higher order thinking skills and serve as an auxiliary teaching tool for students who might be struggling with organic chemistry. ChemPOV emphasizes the importance of analysing chemical mechanisms instead of memorising facts. Students have received the gamification of organic chemistry positively in a previous physical board game, becoming more confident in their understanding of the subject. Instructors also noted that through the use of such games, students have increased discussions. The experience has improved the overall learning experience of the students and students' engagement, key factors in ensuring that the students are more equipped to achieve better outcomes for the subject. The main mechanic of this digital board game involves completing the multistep organic synthesis on each player's cards. As the players progress through the game, they can obtain the chemical card that they need to complete the organic synthesis. This game can be played by up to four players, and each player competes with the others to see who can complete their organic chemistry synthesis scheme first through strategic and tactical planning, as well as answering organic chemistry-related questions. Players can also compete with one another through the leader board upon completing their synthesis scheme.

Starting Your Accessibility Program from Scratch: Where to Begin

111AB, 100 Level

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Policy and Law

***Jason Buzzell**, Lead, IT Accessibility, University of Nebraska*

***Jaci Lindburg**, Associate VP for Digital Education & IT Strategy, University of Nebraska at Omaha*

Know you need to start an accessibility program at your campus but don't know where to begin? Here's the session for you. Learn how University of Nebraska went from 0 FTE, budget and focus on IT accessibility to two years later leading on policy, procurement, training, and tools/resources at the NU System.

Student Device, Learning Management Tool Usage, and Self-Regulated Learning: Correlations

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Nancy Louise Webb**, Senior Analyst, College of Southern Nevada*

Researchers' understanding of mechanisms underlying students' learning is insufficient when contrasted with 21st-century technology advances. Research has focused on why students use devices (smartphones, desktops and laptops), but there is a gap in the literature as to tools and devices students use for academic tasks and students' self-regulated learning within a learning management system. This workshop will discuss correlations between a student survey focusing on students' self-reported self-regulated learning and student data logs from a learning management system.

Teaching for Impact: Inclusive Instructional Design Practices that Deliver

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Carrol Warren**, Assistant Teaching Professor, North Carolina State University*

Designing course content for a broad spectrum of learners can prove to be challenging. With so many tools, resources, and technology available it can be difficult to choose the right design to effectively design and deliver online instruction without overwhelming adult learners. Considering the needs of neurodiverse learners can provide impact on the design being inclusive for all learners. Shifting from pandemic online instruction to post pandemic instruction created an opportunity to bring forward online

instructional practices that impact learners through inclusive course design. This session will provide examples of what one team of faculty did to adapt and offer flexibility to learners by creating an inclusive space in their online classes. Session participants can expect to engage through posting to a shared online resource and they will have the opportunity to contribute to a crowdsourced document to promote ideas for inclusive teaching practices.

The Future of Higher Education Is Accessible. How?

204C, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track:

***Kyle Shachmut**, Assistant Director, Digital Accessibility, Harvard University*

Digital accessibility is increasingly important to maintaining inclusive, welcoming campuses while reducing institutional risk, and IT leaders have a role to play in shaping this important function. Learn about major issues facing accessibility professionals, how IT leaders can be proactive champions for disability inclusion, and ways accessibility professionals can learn from other critical service delivery areas.

Recipient of the 2021 EDUCAUSE Rising Star Award. Award sponsored by Moran Technology Consulting, Gold Partner.

The One(s) That Didn't Get Away: How OmniSOC Hunted Down Threats in the Pandemic

Session Type: Poster Session

Delivery Format: Poster

Track: Cybersecurity and Privacy

***Charles Kloote**, Manager, OmniSOC Platform Engineering, Indiana University*

***Hannah Tun**, Lead Security Engineer , Indiana University Bloomington*

The New School has started a revolutionary quantum computing initiative. Through quantum research and for-credit curriculum, this initiative has achieved significant progress. Impressively, nine of our students and three of our faculty/staff are among the first 96 quantum computing practitioners certified by IBM Skills Academy. We are pioneering the use of quantum technology in the fields of social research, quantum-influenced visual art, and quantum music composition and performance. Our work has incubated startups using quantum technology and opened pathways to prepare future leaders to help society accept and adopt this powerful and transformational technology. The New School's focus on quantum co+G128mputing is accelerating related focus on the areas of equity, algorithmic bias, and access. Our quantum initiative has won the prestigious IDG FutureEdge 50 Award in 2021. (https://www.globenewswire.com/en/news-release/2021/04/12/2208352/0/en/CIO-Celebrates-Emerging-Technology-with-2021-FutureEdge-50-Awards.html)

The Openness Profile: Modeling Research Evaluation for Open Scholarship (and All Open Scholars)

Session Type: Poster Session

Delivery Format: Poster

Track: Policy and Law

***Fiona Louise Mary Murphy**, Cofounder, Partnerships & Community Development, JISC*

Open research practices and outputs are increasingly understood as being a collective good—for countries, disciplines, and institutions. However, it has been extremely difficult to balance this with the need to reward the individuals performing the research

for sharing and publishing their outputs openly. Over two years, the Knowledge Exchange Task & Finish Group worked with MoreBrains Cooperative Consulting to develop the Openness Profile (OP). The OP is a digital resource, a portfolio of a research contributor's outputs and activities, accessible in a single place. Academic and nonacademic open scholarship activities become visible and more easily recognized. Relying on persistent identifiers to combine existing information with additional (including narrative) testimony of achievements, the OP could become a standard reference model in open research evaluation routine. This poster shows how the OP has been developed, centering researchers and research-adjacent workers in its thinking. We were able to develop its framework by building a community of stakeholders and reaching a common understanding of the need for collective action. The next step, of which this presentation is a key part, is to engage with the wider community and begin to chart the next steps for supporting both Open Scholarship and Open Scholars.

Using Risk-based Decisions to Transform Critical Infrastructure Resilience: An 'Electrifying' Case

204AB, 200 Level

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Infrastructure and Networking

***Daphne T. Ireland**, Senior Information Security Analyst, Princeton University*

***Kevin M Gift**, Assoc Director, Crit Infrastructure, Princeton University*

Recent global news of power and communications disruptions highlight that, whether malicious cyberattack or unintentional error, risks to the availability and resilience of critical infrastructure need to be proactively mitigated. Princeton University shares how it protects what matters most—life safety—by transforming its critical infrastructure culture in a university-wide, risk-based effort. The life safety of students, faculty, and everyone on campus is grounded in critical infrastructure services that are supported by information technology (IT) and operations technology (OT). Shared cybersecurity concerns have fused networked IT and physical OT critical systems like power, communications, lighting, door locking, and fire alarms more than ever before. These separate functions, which evolved with diverse stakeholders of varying expertise, are challenging to synchronize. Princeton University will share how it is transforming culture in a collaborative, risk-based, decision-making model, where governance and processes bridge IT and OT activities to ensure resilience and high availability of critical infrastructure. We offer specific strategies to engage people, improve processes, and leverage technology to make your university critical infrastructure more secure and resilient. While the topic couldn’t be more important to all institutions, we’ll keep the session positive with light stories and interactive discussion.

Utilizing Innovative Behavioral Analytics Tech to Support Student Safety, Success, and Satisfaction

109AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Stephen DiFilipo**, Chief Technology Officer & Chief Innovation Office, Millersville University of Pennsylvania*

***Jeremy Brown**, VP for Information Technology, Colorado Mesa University*

***Aaron Benz**, CEO, Founder, Degree Analytics*

***Damian Clarke**, CIO, Alabama A&M University*

Data is paramount in day-to-day movement and operation of any campus. Join us to hear from university leaders whose campuses use innovative, real-time behavioral data to better serve all students. These machine learning analytics provide insight for administrators enabling data-based decisions around issues like facilities management, student engagement, class attendance, and campus health and safety measures as part of a comprehensive COVID-19 response plan. This data can be viewed holistically, for the entire campus, or drilled down to specific cohort groups or more specifically to the individual student level. Panelists will share experiences and strategies around their analytics goals, plans, implementation successes and challenges.

Panelists will facilitate an active dialogue about the widest possible uses of real-time data, machine learning, and behavioral analytics on their respective campuses.

What About Me?'—Where Do I Fit into the DEI Conversation as an AAPI Professional?

103AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Ellen Yu**, Chief Information Officer, Union College*

***Melissa Woo**, Executive Vice President for Administration & CIO, Michigan State University*

***Orlando Leon**, Vice President for Information Technology and Chie, California State University, Fresno*

***Gerard Au**, Deputy CIO and CISO, California State University, San Bernardino*

Cultural sensitivity is an important part of the DEI conversation. Those who have immigrated to the United States over the past couple of centuries come from cultures that are very rich and diverse, yet they needed to make hard decisions about adjusting to the American culture. From the “Model Minority Myth” and “Respect your elders!” (and authorities), it may be hard to know how to fit into the DEI conversation as an AAPI professional, let alone how to navigate professional and career growth in a way that honors oneself and the higher education culture. A conversation among a panel of diverse Chinese American CIOs, each with unique and rich lived experiences, will shine a light on (general?) AAPI advocacy and allyship to help move this conversation forward, especially in a complex and important time in history.

What It Takes to Implement a Zero Trust Architecture in Higher Education

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Cybersecurity and Privacy

***John Taylor**, Deputy CISO, The Johns Hopkins University*

***Steve Scholz**, Principal Technical Specialist, Microsoft Corporation*

Higher education institutions are rich targets for cyberattacks due to the amount of high-value data—such as sensitive research data, intellectual property, and students' personally identifiable information (PII)—held in their systems. This information makes colleges and universities prime targets for malicious actors, sophisticated criminals, and state-sponsored hackers. Using the power of the cloud, Johns Hopkins University has implemented a Zero Trust architecture using modern authentication, a unified SIEM, and XDR to modernize security operations.

When Unlimited Hits Its Limits

105AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Justin Zemlyak**, Director of Teaching and Learning Technologies, Indiana University*

***Klara Jelinkova**, Vice President for International Operations and IT, Rice University*

***David Long**, Associate Director, Enterprise Instructional Tech, The University of Iowa*

Please note: Sessions without room locations are held online at edu21.educause.edu.

***Sean O'Brien**, Director, NET+ Cloud Services Program, Internet2*

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

In the past few years, one cloud vendor after another has walked back its offerings of unlimited storage. The pandemic has fundamentally changed how we meet and teach. Students overwhelmingly point to lecture capture as one of the positives of remote learning. Similarly, recording meetings and design sessions has become a regular tool of staff, as well. These advances along with shifts in cloud storage trends will require far more active management by institutions. In this panel discussion, we will examine the context of this change, review the status of ongoing community work with cloud vendors, and look at strategies several institutions are implementing. We will discuss policy responses, technical approaches, and migration strategies. Participants in the session will hear perspectives from CIOs and instructional technology and community leaders on this timely topic. Finally, participants will learn about community activities around this issue and how to get involved to help their institutions and the broader higher education community.

3:00 p.m. – 3:45 p.m.

10 Ways to Avoid Accessibility Complaints on Your Website

Session Type: Poster Session

Delivery Format: Poster

Track: Policy and Law

***Jason Buzzell**, Lead, IT Accessibility, University of Nebraska*

All websites are being reviewed and scanned by the Office of Civil Rights. What do you need to look out for? What are the common complaints and barriers? And how do you prevent future issues? It's pretty simple in theory. Harder in practice. Here's a list to start with.

Adapting and Customizing Canvas Catalog for a Better User Experience

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Jessica Fine Sowalsky**, Enterprise Learning Technology Systems Manager, University of Maryland*

Officials from the University of Maryland will describe their experience adapting and customizing Canvas Catalog to meet their needs. They will share all of their techniques and familiarity with the platform. Attendees will learn the steps to these approaches to bring back to their institutions.

Bringing Cohesion to COIL: Integrating Institutional Management and Professional Development

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Loye Sekihata Ashton**, Visiting Faculty, Aoyama Gakuin University*

This presentation examines a social-impact cloud-based platform for collaborative online international learning (COIL) that consolidates management of faculty members, faculty-to-faculty matchmaking, the hosting of virtual exchanges, intercultural

competency-focused activities, and professional development for best practices in virtual exchange learning environments. Instructors train in the same virtual learning environment that supports student exchanges.

Bringing Students to the Cloud: A Success Story at the University of Rochester

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Julie Myers**, CIO, University of Rochester*

***Ted Montemayor**, Managing Director, Deloitte & Touche LLP*

Hear the story of how a world class university, the University of Rochester (UR), modernized their aging technology platforms in order to improve services they deliver to their students, faculty and key stakeholders. UR recognized the need to upgrade their core systems and thus started on the journey to the cloud several years ago. Fast forward to 2020….On April 20th, amid the COVID-19 pandemic, student registration at the university opened in Workday Student (a cloud based Student Information System) and in a 100% virtual environment, over 900 students successfully registered in the first five minutes. Approximately 85% of applicable students fully registered within 72 hours and nearly 80% required zero assistance.

Change the Prompt, Not the Tool: Developing Effective Discussions

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Adam David Zolkover**, Associate Director for Online Instructional Design, University of Pennsylvania*

***J Meryl Krieger**, Senior Learning Designer, University of Pennsylvania*

***Linda J Lee**, Director, Instructional Design, University of Pennsylvania*

We know that social isolation is a barrier to online and remote learning and that learner-to-learner engagement is an essential component of creating connection and community. Asynchronous discussion forums seem like a clear solution. Yet they, and the "post once, reply twice" format, often fall flat. Instructors frequently perceive them as educationally ineffective and incapable of achieving desired learning outcomes. And students perceive them as rote or forced. But well-designed discussions do not have to be that way for either group. Many edtech tools promise to improve engagement and effectiveness of discussions by imposing structure, adding features, or restyling the user experience of the forum. These additions all have the potential to invigorate virtual classrooms, but their advantage is in the change of venue or in addressing narrowly defined pedagogical challenges. With deliberate planning and design, effective discussions can be done in an existing LMS. In this session, instructional designers from the University of Pennsylvania's Schools of Arts & Sciences, Business, and Medicine introduce strategies and templates for developing asynchronous discussions within the LMS that connect students, reinforce course concepts, and motivate engagement. We offer generalizable models that provide context, help, and scaffolding and which suggest schemata for creating accessible, educationally effective prompts.

Choose Your Own Edu-Venture: Faculty Leading Faculty through SDSU's Flexible Course Design Institute

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

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

***Elizabeth Ann Pollard**, Professor, San Diego State University*

SDSU's response to the changes and new realities brought by the coronavirus pandemic was unprecedented, providing more than 1,100 faculty with flexible, peer-led, customizable, technology-enhanced learning opportunities. While nearly every institution made a knee-grinding pivot in March 2020, SDSU's approach to training faculty to teach online, the Flexible Course Design Institute (Flex-CDI), was remarkable for its forward-looking "choose your own edu-venture" approach, its iterative design, and collaborative peer-driven facilitation, among other features. This interactive presentation will focus on Flex-CDI's guiding principles, the data-driven revision process across five sessions of the institute, and the lessons that we'll carry into the future. We'll showcase the Flex-CDI Tool-Kit (available on Canvas Commons) and the many ways that the Flex-CDI has ushered in a digital transformation in effective teaching and learning at SDSU. Session attendees will gain a sense of the replicability and scalability of Flex-CDI, the strengths and weaknesses of our approach, and the modality-transcending payoff of the experience for the participants who engaged the institute, and for the faculty and instructional technology professionals who collaborated to make it happen.

Engaging Students with XR

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Jason M Webb**, Instructional Analyst, Syracuse University*

Over the years, I have shown some cool tips and tricks to create engaging video content that rivals Hollywood. Over the past year, technological capabilities and creativity have surpassed even what Hollywood can do. This session will dive into some of the new technologies and methods of storytelling Syracuse is starting to explore to immerse and engage students through extended reality.

From Museum to the Living Room: Using XR to Make Artistic Performances More Inclusive

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Andrea Clary**, Graduate Student, California State University, San Bernardino*

***Yutong Liu**, Instructional Technologist, California State University, San Bernardino*

***Kurt Collins**, Professor, California State University, San Bernardino*

Museum-sponsored virtual reality (VR) exhibitions have become more common during the COVID-19 pandemic, with many established cultural institutions investing in virtual museum tours. However well-meaning, these exhibitions preserve the "do not touch" exclusionary qualities that often make museums a site for passive cultural consumption. In this poster presentation, student artists, faculty and IT staff at California State University, San Bernardino (CSUSB) explain how they used a variety of extended reality (XR) media during the pandemic to make artistic exhibitions more inclusive and engaging for a variety of publics.

Home-Grown at a SLAC: Online Teaching Professional Development

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***James D'Annibale**, Director of Library Services & Ed-Tech, Wilson College*

Wilson College, a small liberal arts college in Pennsylvania, has been using its own home-grown online course to teach its faculty how to teach online since spring 2019. We chose to develop and teach the course ourselves because we wanted our faculty to have the same online student experience our students receive. A vendor-created and hosted course would not do that. One of the most important things an online teacher needs to do is be able to walk a mile in the shoes of their students. This online teaching course makes the faculty do that. They submit essays, participate in discussion boards, create videos using the same video-

recording platform students use, and they even must complete a small group project using the same tools their students would use. In our course, our faculty learn best practices for online teaching while walking that online student mile. Walking that mile helps them with their own course design as well as putting them in a better position to support their students with the tools. With only one helpdesk technician and one educational technology specialist, we need our faculty to be that first line of support. Our course is teaching them to be a good online teacher as well as being that first line of support. The best part is, they don't even realize that's what's happening! Come see the course, learn how it was developed, talk about the next steps for Wilson, as well as a good way to get started on your own home-grown course.

If Not Now, When? Building a Service Catalog When No One Has Time for That

Session Type: Poster Session

Delivery Format: Poster

Track: Infrastructure and Networking

***Ryan Bass**, Deputy Chief Information Officer, Portland State University*

***Brent Emerson**, Service Operations Manager, Portland State University*

***Karenna Wait**, Associate Director of Enterprise Applications Projects, Portland State University*

***Eleanor Hart**, Associate Director of Academic and Business Technology, Portland State University*

When Portland State University began a routine project to retire an aging ticketing system, we didn't know that we were also setting in motion an entrepreneurial effort to develop an IT service catalog and transform the service orientation of our entire organization. We demonstrate how we built a minimalist service catalog on a shoestring using collaborative, local, decentralized tactics that have supported its continued adoption—and which can be adapted to enable many different types of organizational change. We describe choices we made to keep everything as simple as possible, employing "just enough" service management to create a tool that improves service wayfinding for customers while helping our leadership gracefully readjust over time to meet the changing needs of the university. And we're not done yet! We're still discovering the true value of our service catalog, as we're surprised by applications we didn't anticipate. We share stories of specific benefits our service catalog has brought as PSU grapples with budget constriction and prepares for a campus that looks different after COVID-19.

Innovative Digital Assessments for the 2030 Learning Ecosystem

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Dr. Faby M. Gagne**, Executive Director, Southern New Hampshire University*

***Cat Flynn**, Director of Learning Science, Southern New Hampshire University*

The financial crisis of 2008, the COVID-19 pandemic and imminent Fourth Industrial Revolution are shaping future learners' world views and what they will expect of higher education. SNHU Labs, Southern New Hampshire University's research and development unit, helps the university take a long view by understanding the learner of tomorrow so that we can put things into place now to get ahead for the future. We help SNHU operationalize its vision by specifying hypotheses and addressing questions of feasibility. Our work to date has focused on innovative digital assessments for the 2030 learning ecosystem. Now is the time to take advantage of more natural opportunities to interact with technology by understanding how to design, develop, and test innovative digital assessments (often employing machine learning and psychometric models) using different modalities and technologies (not just text, but also audio, video, XR, and web-based digital games) at scale. Such multi-modal data gives us a better understanding about the learner's cognitive, behavioral, and affective processes. It also gives us insight into the context. This presentation will review several of our R&D projects with a focus on lessons learned, implementation considerations gleaned from feasibility testing, and implications for the future of higher education.

Join the EDUCAUSE Faculty! Meet the Professional Learning Team: Learn About the Institutes and Apply

Session Type: Poster Session

Delivery Format: Poster

Track:

***Veronica Diaz**, Director, Professional Learning, EDUCAUSE*

***Sarah Brinker-Good**, Manager, Professional Learning, EDUCAUSE*

***Ryan MacTaggart**, Manager, Professional Learning, EDUCAUSE*

EDUCAUSE Institute faculty are experts in their field, highly experienced in leadership and management, passionate about helping others advance, and outstanding facilitators. If that sounds like you, we'd love to meet! The EDUCAUSE Professional Learning team will share the new process on how to become an EDUCAUSE credentialed faculty. We'll provide an overview of three new developments: (a) a faculty recruitment process for EDUCAUSE professional learning programs, (b) an online faculty orientation designed to develop and refine skills (and confidence) in online facilitation, and (c) a competency-based approach to professional learning in leadership and management. We'll provide all the resources to get you started and answer any questions.

Learn How UCLA's Mobile Team Embeds with Researchers to Build Apps for Grant Projects and More

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Rosemary A. Rocchio**, Director of Mobile Web Research and Accessibility, University of California, Los Angeles (UCLA)*

At UCLA's Office of Advanced Research Computing (OARC), we work in an embedded fashion with researchers on their grant projects. We partner with them from the ideation stage, working through their specific aims, co-developing their grant proposals and budget projections with them. We are often named investigators on these grants or even co-principal investigators. We design, develop and manage these grants' technology components, working in concert with our faculty researchers to use design thinking to create elegant and enjoyable research experiences for their study participants. In this way we are trusted research technology partners and can build a long-term rapport with our faculty researcher community. We partner with UCLA researchers, teaming up with them on all possible flavors of grants, including NIH grants, NIST grants, VA grants, NSF grants and even foundation-based grants, even including internal campus seed grants. We work to understand their research goals and then find the most expedient and optimized set of tools (typically connected into mobile apps) to deliver optimal research experiences for study participants. We will share examples of several research projects that have resulted in multiple phases of federally funded projects and also share the infrastructure components that we have been able to leverage to expand our team's capabilities, including our mobile research app platform ZAP (or the Zenith App Platform).

Minnesota State Immersive Project: Building a Statewide Structure for Introduction to Immersive Teaching

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Plamen Miltenoff**, Professor / Information Specialist, St. Cloud State University*

***David Anderson**, Instructor, Saint Cloud Technical and Community College*

***Alan Srock**, Associate Professor, St. Cloud State University*

***Rahul Kane**, Faculty, Century College*

An integral part of turning innovation and emerging technologies into established practice is structuring an environment where users are supported and nurtured as they transform their curricula and/or daily tasks with the new technologies. We will present and discuss our team effort of establishing a statewide opportunity for students, faculty, staff, and administrators to become acquainted with the different flavors of extended reality (XR), and the consequent introduction to the pedagogy and practices of immersive teaching and learning. We will share our experience and knowledge gained in several areas: the selection and decision-

making regarding hardware of a rapidly changing technology; the organization and performance of short courses and their assessment; the pedagogy and didacticism of immersive teaching and learning; and the accompanying issues of instructional design, ethics, privacy, gamification, etc. An equity lens will be applied during the conversation about including as wide an audience as possible with a currently rather restrictive technology. Last but not least, in our discussion we will challenge our participants to contemplate the launch and sustainability options of a technology during difficult financial times for academia.

On the Rebound: Carrying Forward Innovations from Two Learning Sandboxes during the Pandemic

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Mark Frydenberg**, Sr. Lecturer and Director of CIS Sandbox, Bentley University*

***Donald F. Merritt, A**, Director, Office of Instructional Resources, University of Central Florida*

Bentley University's Computer Information Systems (CIS) Sandbox opened as a technology social learning space for students in 2011, and University of Central Florida's Sandbox opened as an active learning classroom in 2019. Both spaces provide resources for experiential learning for students through collaborative layouts, current technology, and innovative programming. Bentley's facility proposes new models for operating a campus learning center in a post-pandemic era by providing peer tutoring in multiple modalities, and UCF's sandbox is an experimental faculty-centered space for testing classroom technologies and pedagogies. In addition to sharing their individual unique features and offerings, the presenters will identify common themes (beyond the name) that both facilities offer to improve learning and teaching initiatives. During this session you will hear about best practices in operating student- and faculty-centered learning spaces and how they support collaboration, improve student outcomes, and create communities of learners. Share your own campus success stories of innovative technology-enabled student learning spaces.

Project Genesis—Data Center Relocation for a New Start

Session Type: Poster Session

Delivery Format: Poster

Track: Infrastructure and Networking

***Patrick Wagman**, Associate Director, Portfolio Management Office, University of California, Riverside*

***Cesar Higueros**, Deputy CTO, University of California, Riverside*

***Michael Kennedy**, Chief Technology Officer, University of California, Riverside*

***Azra Ayers**, Project Manager, University of California, Riverside*

In late 2018 Information Technology Solutions (ITS) at the University of California, Riverside (UCR) started the planning needed to consolidate multiple data centers and to relocate all administrative workloads to a commercial colocation facility. This gave birth to "Project Genesis" and started a major organizational undertaking. Relocating applications and systems between multiple data centers is a massive undertaking and deciding to take on a project like this needs to be carefully considered. ITS is three-fourths through consolidating three data centers and completing the relocation of our administrative applications. We will discuss the planning and analysis processes, how and when to use external vendors, balancing decision-making related to what steps of the project to delegate to vendors and what steps to take on in-house, among other gotchas we encountered. We will start with a high-level overview of the project, provide the guiding strategy, discuss the implementation and the lessons learned, and what we would do differently if we had to do it over again. We will discuss managing the expectations of internal and external stakeholders. To round out the presentation we will talk about managing project risks, including managing extremely high-impact, low-probability risks. This is an undertaking with a lot of unknowns, and it was a first for the entire team. The speakers represent the primary project steering and management teams

Putting the AIR-EDUCAUSE-NACUBO Joint Statement on Analytics into Practice

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Lindsay Wayt**, Senior Director, Analytics, NACUBO*

***Betsy Tippens Reinitz**, Director, Enterprise IT Programs, EDUCAUSE*

Three higher education associations—AIR, EDUCAUSE, and NACUBO—crafted a Joint Statement on Analytics, a call to action to higher education leaders that describes the urgency of a collaborative analytics approach and outlines guiding principles for heightening analytics' role in an institution's strategic efforts. This poster will present the statement along with recommendations for putting the guiding principles into action.

Quantum Computing for Social Research and Design

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Lin Zhou**, Senior Vice President & Chief Information Officer, The New School*

***Sven D Travis**, Associate Professor of Media Design, The New School*

The New School has started a revolutionary quantum computing initiative. Through quantum research and for-credit curriculum, this initiative has achieved significant progress. Impressively, nine of our students and three of our faculty/staff are among the first 96 quantum computing practitioners certified by IBM Skills Academy. We are pioneering the use of quantum technology in the fields of social research, quantum-influenced visual art, and quantum music composition and performance. Our work has incubated startups using quantum technology and opened pathways to prepare future leaders to help society accept and adopt this powerful and transformational technology. The New School's focus on quantum computing is accelerating related focus on the areas of equity, algorithmic bias, and access. Our quantum initiative has won the prestigious IDG FutureEdge 50 Award in 2021. (https://www.globenewswire.com/en/news-release/2021/04/12/2208352/0/en/CIO-Celebrates-Emerging-Technology-with-2021-FutureEdge-50-Awards.html)

Strategic Change through Student Experiences

Session Type: Poster Session

Delivery Format: Poster

Track: Student Engagement and Success

***Maria Brendel**, Associate Vice President of Projects, Processes, I, University of St. Thomas*

***Edmund Clark**, CIO and Chief Digital Officer, University of St. Thomas*

***Steve Ackerson**, Manager - IT Project Management Office, University of St. Thomas*

Customer experience is a foundational aspect of digital transformation, and the accelerating pace of change since the pandemic underscores the urgency of meeting the needs of students in this new era of teaching and learning. We believe that understanding the student experience is one of the most fruitful ways to create meaningful change initiatives to propel institutional strategies in higher education. The Innovation and Technology Services (ITS) team at the University of St. Thomas began experimenting with a design thinking approach to customer problem-finding and problem-solving several years ago. We have since matured and grown these practices, leading cross-functional, student experience workshops aimed at critical student journeys. Working directly with students and other stakeholders, we have explored student journeys such as "paying for college" and "taking online courses." In these workshops we have identified and prioritized gaps in the student experience and outcomes, and have collaborated on solutions to close these gaps. In this session, we will share the strategic frameworks underlying digital transformation efforts, while highlighting the importance of customer experience and design thinking to these kinds of initiatives. Then, we will share the tools, practices, challenges and lessons learned from our experiences, along with specific examples from our campus. You will take away ideas and tools for kick-starting customer-centric journeys on your campus.

Student Learning Technologists: A Model for Transforming and Scaling Instructional Design

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

***Anj Fayemi**, Learning Technologist, Massachusetts Association of School Superintendents (MASS)*

***Caitlin Blank**, Digital Teaching Fellow, MIT*

***Aaron Kessler**, Assistant Director, Learning Sciences & Teaching, MIT*

Higher education is in the middle of a massive transformation in which the use of educational technology to support student learning is continuing to increase in unprecedented ways. This presentation will describe how a group of student workers were hired, trained, supported, and used as learning technologists (LTs). The LTs work supported faculty and course teams in creating emergency remote courses that used research-based instructional design principles during the summer launch of a new institution-wide LMS We'll discuss contextual factors that enabled this model to be quickly implemented and scaled, along with ideas for how other institutions might implement a similar structure. Data from the LMS and other survey instruments will demonstrate the positive impact and lessons learned (hiring and retention strategies, key training activities, communication and collaboration structures) along with implications and future directions for this model of scaled course building.

Succeeding Together: Why IT Should Pay More Attention to Marketing Technology

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Carrie Shumaker**, Chief Information Officer, University of Michigan-Dearborn*

***Rebecca Joffrey**, IT Innovation Officer, Cornell University*

Social listening. Lead conversion. Chatbots. Preference centers. CRM. These technologies are at the forefront of everyone's mind in higher ed. It's one thing to experiment with innovative new technologies, but it's quite another to build a technology ecosystem that can support personalized experiences at scale. Should IT be taking a more active role in helping to deploy these digital transformation technologies? Carrie Shumaker, CIO at University of Michigan-Dearborn, and Rebecca Joffrey, IT innovation officer at Cornell University, share their perspectives on the challenges of implementing technology solutions in the service of marketing. We will also share information about a new EDUCAUSE Community Group for Salesforce CRM.

Teaching in Alternate Realities: Social VR Platforms for Student Engagement and Empowerment

Session Type: Poster Session

Delivery Format: Poster

Track: Teaching and Learning

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

***Justin Berry**, Critic, Core Faculty, Yale University*

***Benjamin Salzman**, Instructional Designer & VR/AR Specialist, Hamilton College*

Use of 3D technologies in classroom teaching is growing as prices drop and capabilities improve for virtual reality (VR) headsets while free social VR meeting platforms and 3D creation tools are rapidly evolving. In this poster session, faculty and instructional design staff will discuss how they are using XR social platforms such as AltspaceVR, Mozilla Hubs and VRChat to create new ways

for students to inhabit course content. Topics covered will include digital accessibility, technical support, device management, instructional strategies, and assessment.

The Outsiders: Helping Drive IT from Distributed Roles

Session Type: Poster Session

Delivery Format: Poster

Track: Leadership and Future Workforce

***Annette Beck**, Director of Operational Services, Univ. College, The University of Iowa*
***Jeremy Van Hof**, Director of Learning Technology and Development, Michigan State University*

This poster will stimulate a targeted conversation about ways that academic units can collaborate with and influence central IT. The poster targets those who work in distributed units, those considering a move to such units, and those who seek to solidify central IT's relationships with such units.

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

Session Type: Poster Session

Delivery Format: Poster

Track: Innovation and Emerging Technologies

***Jennifer Ehrnthaller**, Director of Strategic Budget and Finance, University of Illinois Central Administration*
***Ginny Schroeder**, Practice Director, WTC Consulting, Inc.*

The University of Illinois System engaged WTC consulting, Inc. in 2015 to conduct an activity-based costing study to identify the true cost of IT services provided by Administrative Information Technology Services (AITS) following the same process used during previous IT cost studies WTC conducted for University of Illinois Chicago and Urbana-Champaign. The data from this study was used to guide ongoing decisions regarding IT. In 2020, the University of Illinois System re-engaged WTC to simplify the ongoing tracking of AITS costs, update the cost of services, update benchmarks, and strategize alternative ways to analyze costs of IT services. Six alternative views of cost were examined based on: 1) staff and non-staff business function, 2) staff and non-staff activity, 3) non-staff commodity type, 4) non-staff expense type, 5) staff roles, and 6) staff activity on project efforts.

The results of the 2020 study have been used by the University of Illinois System to inform leadership on how funds are being utilized and continue to assist AITS in their financial decision making for internal operations and projecting future needs.

3:00 p.m. – 4:00 p.m.

EDUCAUSE Mentoring: Building Connections & Community

Session Type: Poster Session

Delivery Format: Poster

Track:

***Ryan MacTaggart**, Manager, Professional Learning, EDUCAUSE*
***Sarah Brinker-Good**, Manager, Professional Learning, EDUCAUSE*
***Veronica Diaz**, Director, Professional Learning, EDUCAUSE*

Please note: Sessions without room locations are held online at edu21.educause.edu.

Learn how mentoring can benefit both your professional and personal growth. The EDUCAUSE Mentoring program offers opportunities to expand your reach, network with peers and senior leaders, and share your personal expertise. You're just a few clicks away from expanding your professional circle.

Refreshment Break in the Exhibit Hall - Sponsored by AT&T, Bronze Partner

Grab & Go, Hall A-C, 200 Level

Session Type: Break

Delivery Format: Break

Track:

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!

3:15 p.m. – 3:45 p.m.

"The Survey Says!": EDUCAUSE Technology Feud

Learning Theater, Exhibit Hall A-C, 200 Level

Session Type: Reception

Delivery Format: Reception

Track:

We've surveyed 100 of your peers on a range of fun and engaging topics in higher ed technology, and we're bringing their answers to the EDUCAUSE conference in an interactive Family Feud-style experience. Come, support teams of your peers, as they square off against one another and compete for bragging rights (and maybe even a few prizes). You'll cheer, you'll laugh, and you might even learn a few things along the way!

4:00 p.m. – 4:45 p.m.

An EdTech Kobayashi Maru: The No-Win Predicament with Online Testing

109AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Phillip David Johnson**, Director, Academic Technologies, University of Nebraska - Lincoln*

***Amy Barry**, Digital Learning Center Manager, University of Nebraska - Lincoln*

When institutions of higher education (IHE) shifted to remote and hybrid instruction in response to the COVID-19 pandemic, existing controversies concerning electronic proctoring were exacerbated. Promising to bolster academic integrity and provide students increased access to their class activities, e-proctoring aligns itself with many other digital platforms (e.g., LMS, web conferencing, etc.) that offer students remote access to higher education. However, just as critical discussions about use of big data in learning analytics emphasized security and privacy risks, and just as plagiarism detection software invited critical discussion

about student intellectual property and less-than-ideal pedagogy, so too has e-proctoring come from problematic territory. In fact, e-proctoring may be the most problematic of solutions IHEs employ to provide access to distance learning. This discussion-based, interactive session will follow a Big Ten university's assessment and pilot of e-proctoring, comparing remote solutions to their long-running and successful on-premises testing center, using a systematic pilot that assessed academic technology beyond standard criteria. Regarding post-pandemic lessons learned, presenters will review recommendations and conclusions made by UNL's pilot task force.

Ed Tech Expertise: Informing and Transforming Institutions through Anthology's Thought Leadership

202AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Matt Jackson**, Data Analytics Consultant, Anthology*

Anthology is unapologetically ambitious in pursuing its mission of helping higher education advance and thrive. We see this ambition in full display through the thought leadership produced by Anthology's team of ed-tech experts. This session will review highlights and key findings from recent publications crafted by Anthology's data scientists and analytic consultants. The research featured was a response to two dominant threats to higher education—declining enrollments and growing student debt—and produced clear calls-to-action in using data and technology to understand and address these ominous trends.

Equalizing Access to Higher Education through Connectivity, Devices, and Infrastructure

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Anne Clancy**, Higher Education Industry Sector Advisor, T-Mobile USA, Inc.*
***Michael Torrence**, President, Motlow State Community College*
***Tonya Drake**, WGU Regional Vice President, Western Governors University*
***Michael Kubit**, Higher Education Industry Segment Advisor, T-Mobile USA, Inc.*

The global pandemic has greatly illuminated the depth and breadth of the digital divide in America. When schools and campuses closed, too many students lost access to both technology and connectivity. Students who could not afford their own computer, mobile device, or internet connectivity found themselves with no options when libraries, computer labs, and fast-food restaurants (normal places to get homework done) were no longer an option. We'll review some new and creative initiatives to bridge the divide and ensure internet connectivity is considered an entitlement for every American citizen

Exploring the Impact of a Campus-wide Free Textbook Initiative on Students and Faculty

111AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Katherine Williams**, Professional Development Educator & Assistant Professor of Education, University of Pikeville*

***Eric Werth**, Professional Development Manager/Associate Professor of Education, University of Pikeville*

***Bang Huang**, Assistant Professor, University of Pikeville*

COVID-19, along with disrupting institutions worldwide, laid bare systemic inequities in higher education. To begin addressing one facet of this inequity, a liberal arts institution in the central Appalachian region of the United States transitioned all courses to cost-free resources between spring and fall 2020. Being a comprehensive initiative, this involved all courses in the bachelor's and master's programs including performance and lab-based classes. To assess the impact of this initiative, two separate research studies were completed. The first was quantitative and aimed at determining students' impression of how moving to free texts would impact their engagement with the material as well as their performance in classes. The second study was qualitative, involving interviews with faculty regarding how the move away from paid publisher content impacted them. This session will present results from both studies as a comparison of experiences. Attendees will have an opportunity to discuss what technical and non-technical issues may arise if similar initiatives are being contemplated at their own campus. Session participants will also be able to share their own experiences, creating an environment where those in attendance will be able to consider proactive approaches to fostering success in rapid curricular change.

From Plumbers to Architects in the Small College Environment

201AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Allan Chen**, Vice President for Institute Technology and Chief Technology Officer, California Institute of the Arts*

***Carrie Rampp**, Vice President & CIO, Franklin & Marshall College*

***Penny Evans-Plants**, Chief Information Officer, Berry College*

We speak often of the need for IT leaders to be architects of strategy and planning. Our work and vision should be focused on the bigger picture while also connecting to the institutional goals. However, many IT leaders at smaller institutions get pulled into dealing with everyday tactical needs rather than strategy. This is often referred to as being an “architect rather than a plumber.” The “great pivot” of 2020 created unprecedented stress on this need, as the initial move required numerous tactical changes, frequently at the expense of strategic planning. Even in the best of situations, there was a rapid tactical focus on long-standing strategic projects. Furthermore, smaller institutions face the ongoing challenge that all IT leadership, whether it’s the CIO or director level, are involved in the tactical at some level. Come to this session to learn how one focuses on the high-level strategic while also keeping an eye on the daily tactical from a leadership perspective at a smaller institution.

Instructional Design with Accessibility in Mind: A Customizable Toolkit for Online Learning

204C, 200 Level

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Teaching and Learning

***Hiro Iino**, Manager of Professional Development Services, Iowa State University of Science and Technology*

***Lynn Lundy Evans**, Instructional Designer - PhD Student, Iowa State University of Science and Technology*

This session’s focus is on creating a blueprint for designing accessible online learning experiences. Through discussions and group work, participants will reflect on strategies they undertook pre-pandemic to design accessibility into their courses, and how they persisted when faced with the urgent need to adjust during the pandemic. Through a card sort activity, participants will categorize their experiences and lessons learned to create a toolkit that includes tips and takeaways to use and share as we move forward in designing online learning experiences for all learners.

Meeting Student Expectations in the Next Normal

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Joe Rohrlich**, CEO, Top Hat*

***Jennifer Sparrow**, Deputy CIO, The Pennsylvania State University*

According to one of the largest longitudinal studies of graduates in U.S. history, the quality and relevance of the learning experience is one of the most decisive factors in our success and well-being in life. Over the past year, the embrace of proven pedagogies and classroom technology has accelerated—and higher education must build on this momentum to increase the value of learning to students. Putting the right tools into capable hands offers institutions an unprecedented opportunity to make learning more equitable, to challenge students, and to make every course a place of relevance, vitality, and belonging. But to do so, institutions must pay careful attention to the evolving needs and expectations of today's students. This session will explore the Hierarchy of Student Needs, a framework developed in collaboration with institutional leaders. It outlines four fundamental needs—Access, Belonging, Engagement, and Value—and key considerations to create the conditions for more students to thrive. Drawing on the experience of Penn State University, we'll bring this framework to life by sharing how the institution has combined technology, pedagogy, and faculty expertise to meet the needs of its students. Attendees will also hear how the pandemic is shaping student expectations for learning in the next normal and learn how to use the hierarchy to ensure students receive meaningful value from their higher education investment.

Neurodiversity: The Answer to Bridging the Technology Talent Gap

Ballroom AB, 300 Level

Session Type: Featured Session

Delivery Format: Featured Session

Track:

***Jose Ramirez**, Principal Analyst, Gartner Inc*

An untapped market of neurodiverse talent exists because of a lack of understanding of this group's potential. Therefore, IT Leaders facing a digital skills shortage should create a neurodiversity talent strategy to close gaps with these highly skilled and vastly underemployed individuals.

Agenda:

- Attract & Recruit Neurodivergent Talent
- Build Equitable & Inclusive Work Experiences
- Use a Human-Centric Design for Hybrid Work

See EDUCUASE Analytics Services in Action

105AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Please note: Sessions without room locations are held online at edu21.educause.edu.

Track:

***Leah M Lang**, Director of Analytics Services, EDUCAUSE*

Did you know that EDUCAUSE provides a tool that can help you quickly identify peer institutions based on over 40 institutional and IT characteristics? Have you heard about the Core Data Service but aren't quite sure how to use it? Join us for a walkthrough of the EDUCAUSE Analytics Services Portal so that you can unlock the power of our data.

Show Me the Data! How Auburn University Achieved Digital Transformation

203AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Charles M. Hunt**, Director, Enterprise Systems, Auburn University*

***Nicholas Speece**, Chief Federal Technologist, Snowflake Inc.*

***Tyler Wayne Crawford**, Data Modeler (IT Specialist), Auburn University*

Data is critical in evaluating student success and ensuring each person has access to an optimal learning experience. Historically, data was collected and stored in numerous places, creating silos and hampering the ability to appropriately and effectively analyze and share data. Auburn University leveraged vision, innovation, and technology partners to create a data warehouse that provides a governed, secure, “single source of truth” that has proven transformational in serving students and educators. Learn how Auburn changed the "data mindset" across campus while building a solid foundation and a repeatable process to scale its data warehouse as its needs continue to grow.

Student Success Analytics Community Group Meeting

113C, 100 Level

Session Type: Meeting

Delivery Format: Community Group Meeting

Track:

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

***Szymon Machajewski**, Assistant Director Learning Technologies & Instruc, University of Illinois at Chicago*

***Maureen A. Guarcello**, Research, Analytics, and Strategic Communications , San Diego State University*

***Mitchell Colver**, Vice President for Community Development @ Civitas Learning, Utah State University*

This session will cover the annual business of the Community Group, including a review of our annual survey results, breakout discussions amongst attendees, and networking opportunities.

The Empathy Lens: Gaining Insights through Immersive Learning

113AB, 100 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

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

***Jerry Sheehan**, Vice President and Chief Information Officer, San Diego State University*

***Sean Hauze**, Director, Instructional Technology Services, San Diego State University*

In an era rife with distrust and misunderstanding, empathy can be difficult to achieve. While some people have the best intentions, racial, gender, religious, and other biases are often evidenced in our daily interactions. But what if we can view the world from someone else's perspective? Research has shown that understanding the perspective of another and exposure to diverse others can foster empathy and reduce implicit bias. The Empathy Lens is a cross-campus collaboration—including faculty, students, and executive leaders—to leverage emerging XR tools to help people learn about themselves and others. Using 360-degree immersive video, the Empathy Lens enables learners to experience what someone else is thinking and feeling. In addition to enabling participants to experience implicit bias and microaggressions from multiple perspectives, the Empathy Lens enhances empathy through complementary virtual tools (such as online forums and storytelling) as a platform for people to engage with fellow learners to develop empathy and understanding through these virtual interactions. This session will demonstrate how SDSU is building on a small but growing body of research demonstrating how this type of multi-sensory, multi-format, immersive learning method can be more effective and engaging compared with conventional professional development delivery modalities.

Work/Life Balance, They Say. Is It Possible? How Can I Get There?

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Sharon P Pitt**, Vice President for Information Technologies & CIO, University of Delaware*

***Kirk Kelly**, Vice President for Information Technology and CIO, Portland State University*

There is a lot of talk in the national narrative about work/life balance, and many believe it is a nirvana that can only be achieved by somebody else. This session is led by two experienced CIOs who will explore what work/life balance really means, how this changes throughout your career, and what can be possible for you.

5:00 p.m. – 6:30 p.m.

EDUCAUSE Institute Graduate Reception

Salon K, Fifth Floor, Marriott Hotel

Session Type:

Delivery Format: Reception

Track:

Join us for this reception in honor of all the EDUCAUSE Institutes graduates (face-to-face and online): New Managers, Managers, Senior Directors, Leadership, Leading Change, Learning Technology Leaders, and Data Literacy. Reconnect with members of your class, make new connections, and explore common interests with other higher education leaders.

Friday, October 29

Please note: Sessions without room locations are held online at edu21.educause.edu.

8:00 a.m. – 8:30 a.m.

Morning Refreshments - Sponsored by K16 Solutions

Foyers

Session Type: Break

Delivery Format: Break

Track:

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.

8:00 a.m. – 10:30 a.m.

Information

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Have questions about navigating the venue or the daily conference program? Not sure where to pick up lunch or have housing questions? We're here to help you!

Membership Concierge

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Visit with the EDUCAUSE Membership Team to learn more about membership benefits.

Do you need help finding a resource or connecting with your peers? Curious about the EDUCAUSE Ambassador Program? Have other questions or feedback? Ask an EDUCAUSE Membership tTeam member. Everyone at your organization has access to our vast collection of tools and resources—we're here to help.

Not a member? Let’s discuss how membership can help make your job easier and advance your career.

Registration Desk Open - Sponsored by AT&T, Bronze Partner

Please note: Sessions without room locations are held online at edu21.educause.edu.

Bridge, 200 Level

Session Type: Service Desk

Delivery Format: Service Desk

Track:

This is where to begin! All preregistered conference attendees and exhibit hall staff need to check-in at the badge pick-up kiosks to get their entry badges.

If you have not yet registered please visit our website or hop in line at the onsite registration counters.

Speaker Ready Room

103C, 100 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

If you are a presenter, we have a room just for you! Visit the Speaker Ready Room to familiarize yourself with the presentation equipment, prepare for your session, make last-minute modifications to your presentation, or upload it to the presentation management system.

8:00 a.m. – 12:00 p.m.

CIO Lounge - Sponsored by LinkedIn Learning

201C, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

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 email, and watch live streams of the general session presentations.

Community Central

Grand Hall, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

Please note: Sessions without room locations are held online at edu21.educause.edu.

It's your home office away from home--find a quiet spot to work and reflect, meet with colleagues, or recharge your devices (and your energy). You can also relax and watch streaming general sessions as well as content from the online event. Get comfortable!

Media Lounge

106AB, 100 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

Media representatives attending 2021 EDUCAUSE Annual Conference have a quiet place—away from the commotion of conference activities—to 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.

Young Professionals Hub

Grand Hall, 200 Level

Session Type: Lounge

Delivery Format: Lounge

Track:

This hub is the official gathering location for young professionals at the EDUCAUSE Annual Conference. Young professionals can use this space to connect and reconnect with peers. Industry leaders and the broader EDUCAUSE community are encouraged to stop by the hub to meet and network with young professionals. This open, community space is designed to help young professionals get the most out of the conference experience. Don’t miss your chance to meet and mingle with younger professionals and emerging leaders in the EDUCAUSE community.

8:30 a.m. – 9:15 a.m.

Adding Teaching and Learning Tools to Zoom

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Product or Service Demo

Track: Innovation and Emerging Technologies

Lev Gonick*, Chief Information Officer, Arizona State University*
Michael Chasen*, CEO, Class Technologies*

Higher education institutions are confronted with a future in which more and more learning will be fully online, often synchronous. Join Lev Gonick, CIO, Arizona State University, and Michael Chasen, Co-Founder and CEO, Class of Class Technologies Inc., in a discussion regarding the future of the virtual classroom, including how institutions across the country are adding teaching and learning tools to Zoom. In this session, you will learn how institutions can maximize student engagement through interactive,

connected learning experiences; better manage synchronous courses by taking attendance and facilitating discussions; improve instruction through multi-dimensional pedagogy, and measure contribution with a variety of tracking and reporting tools.

Building Campus Resilience for the Human and Machine in the Digital Age: How to Frame This Epic Challenge?

Ballroom AB, 300 Level

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership and Future Workforce

***Mark Hagerott**, Chancellor, North Dakota University System*

This session will frame a key challenge facing campus leaders: how to build resilience in the human and machine while navigating the onrushing wave of digital transformation. The framework calls attention to major socio-technical forces that are gathering momentum, accelerated by COVID-19, resulting in the rapid growth of cyber space/cloud and intelligent robotics. While digital transformation may yield wonderous benefit, when these systems overlap with humans (students, faculty, staff) and digital machines, they may create new vulnerabilities and instability, placing resilience at risk.

Data-Informed Planning for Learning Spaces

203AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Tyler Patrick**, Principal | Planner, Sasaki Associates, Inc.*
***Dano Weisbord**, Assoc VP - Sustainability and Campus Planning, Smith College*
***Robert Sugar**, Designer/Planner, Sasaki Associates, Inc.*

This session will explore how Smith College created a nimble framework for learning space renovations across the campus using a data-informed approach. We'll examine how creating a comprehensive approach to data collection, analysis, and crowd-sourced user engagement can lead to more responsive and adaptable campus planning. Learn about strategies for transforming data and survey responses out of the spreadsheet and into actionable plans for creating better learning spaces on campus.

HECVAT Transforms Third-Party Risk Assessments

201AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Jon Allen**, Associate Vice President CIO & CISO, Baylor University*
***Nick Lewis**, Program Manager, Security and Identity, Internet2*
***Joshua Callahan**, Information Security Officer and CTO, Humboldt State University*

Please note: Sessions without room locations are held online at edu21.educause.edu.

***Charles Escue**, Extended Information Security Manager, Indiana University*

***Brian Kelly**, Director of the Cybersecurity Program, EDUCAUSE*

The Higher Education Community Vendor Assessment Toolkit (HECVAT) is an outstanding example of "community good." Begun in 2016 as the EDUCAUSE Shared Assessments Working Group, the HECVAT has morphed into the go-to toolkit for third-party, cloud, on-prem, and supply chain risk assessments in higher education. 2021 is a transformational year for the HECVAT. Volunteers from EDUCAUSE, REN-ISAC, and Internet 2 will provide an update on their work.

Innovative Change—How Updated Is the Technology Section of Your University's Policy Handbook?

204AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Policy and Law

***Perla Garcia**, Technology Specialist, University of Texas at San Antonio*

***Danielle Victoria Schramm**, Technology Assistant, University of Texas at San Antonio*

***William Huang**, Deputy Chief Information Officer, University of Texas System*

***Vanessa Hammler Kenon**, Associate Vice President Technology Compliance and, University of Texas at San Antonio*

The University of Texas at San Antonio's technology department, University Technology Solutions, determined that their institution's Handbook of Operating Procedures (HOP) needed an overhaul. UTSA's HOP policies and standards were housed in another policy area, and with technology constantly evolving, the UTS department decided it was imperative for an institution's IT policies to reflect how technology and universities departments have changed. HOP policies and standards are rules that determine the outcome of student campus life, staff policies, use of university centers, and departments. The onset of the COVID-19 pandemic came with an increased need for privacy, and spam emails as staff, faculty, and students transitioned online. UTSA's HOP Policies and standards needed to improve. Now students and staff may rely on HOP policies to find the best way to maintain their privacy, abide by university policies, and navigate university life. With the modification of an institution's policies and standards, comes a need for a review process. In this session, presenters will discuss how, working with the Office of Information Security, UTSA updated its policies to meet, match, and exceed the technology environment that occurs today. This session will also cover how to put a continuous plan for updates in place to further serve students, faculty, staff, and the community as technology changes.

Proven Architecture: Ransomware Cyber Recovery Is not Disaster Recovery

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Robert Redd**, National Director, Public Sector, ConvergeOne*

***Tony Ocampo**, National Technical Lead, Cyber Recovery, ConvergeOne*

There's more to ransomware readiness than back-ups and air-gapping. For the real world, successful recovery with little to no impact is absolutely possible. We've helped our education customers do it. Join ConvergeOne's Tony Ocampo, national technical lead for cyber recovery, as he recounts a firsthand experience with ransomware and details the exact architecture validated by the FBI to safely preserve and restore all data for a ransomware-compromised 30K user environment. You'll learn the checklist for critical system remediation for a modern higher ed security posture: Reduce your attack surface with technology and people, protect your data with true immutable storage, and implement systems to recover in the right place and time with assurance. This session will differentiate between CR and DR strategies, inform on the impact of each on recovery planning, and give tried and true steps on how to plan and execute. • Protect against rapidly evolving threats • Preserve the prestige of your institution • Prevent gaps in education from downtime Every organization breached by ransomware had some sort of cyber security in place, but only

those that have a recovery solution can get back to work quickly. Across the country, and among respected EDUCAUSE members right in our backyards, we provide help to leaders needing answers for addressing ransomware, malicious cyber attacks, and other unforeseen circumstances that compromise critical services and data.

9:00 a.m. – 11:00 a.m.

Braindate

Session Type: Meeting

Delivery Format: Meeting

Track:

Braindates are about sharing knowledge. They are topic-driven conversations that you book with other participants, to have one-on-one or in small groups, via video chat on the Braindate platform.

The Braindate platform will be available soon. *Stay tuned for an email invitation from EDUCAUSE coming to your inbox soon!*

9:45 a.m. – 10:30 a.m.

A Virtual Escape Room: Creating Innovative Student-Centered Digital Learning Experiences

201AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Jason Silverstein**, Instructional Designer, Delaware Technical Community College Terry Campus*

***Carrie Curry**, Instructional Designer, Delaware Technical Community College Terry Campus*

Online instruction and learning should be dynamic, engaging, and effective. The goal of this session is to share our knowledge and expertise so that participants can create innovative student-centered digital learning experiences. In this session, we will take you through the strategic process of creating a virtual escape room activity to address gaps in student comprehension and retention. We will lead participants through a virtual escape room, facilitate a discussion on the various ways instructors can create student-centered learning activities, and conclude by providing everyone with resources and a tool kit to Make-Your-Own Virtual Escape Room. Every interactive project we create is designed through the lens of accessibility, and many include alternative options to provide access for all. Each learning activity is designed with universal design for learning in mind and is rooted in our course values of diversity, equity, and access, with the ultimate goal of reaching everyone, teaching everyone.

Cloud Computing Community Group

113C, 100 Level

Session Type: Meeting

Delivery Format: Community Group Meeting

Track: Infrastructure and Networking

***James M Monek**, Director, Technology Infrastructure & Operations, Lehigh University*

***Damian Doyle**, Deputy CIO, University of Maryland, Baltimore County*

Please note: Sessions without room locations are held online at edu21.educause.edu.

***Jody Couch**, Executive Director, Enterprise Applications, University of California, Berkeley*

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.

Empower Innovation with Digital Learner Ethics

204AB, 200 Level

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Policy and Law

***Melissa Loble**, Chief Customer Experience Officer, Canvas*
***Michele L Norin**, Sr. Vice President and Chief Information Officer, Rutgers, The State University of New Jersey*
***Charles Collick**, Manager, IT Services, Rutgers, The State University of New Jersey*
***Cathy O'Bryan**, Chief Executive Officer, Unizin, Ltd.*

All too often, digital learner data ethics and its accompanying commitment to learner privacy are viewed as obstacles to innovation using learner analytics. This tension between assessing progress and student privacy has heightened during the pandemic. Finding the right balance is critical in today's all-in digital learning environments, as are the ability to use learner data to promote student success, a focus on inclusivity in course design, and data-informed decisions about digital learning methods and programs. The opportunity to use learner analytics to improve student success should not be hamstrung by a lack of digital data ethics, guidelines, principles, policies, procedures, and accountability. In this presentation, Instructure, Rutgers University, and Unizin will describe their diverse but convergent perspectives regarding learner data ethics. Can strong data ethics serve as the rails to empower the collection, analysis, and applied use of learner data for the common good? The purpose of a learning management system, a university, and Unizin is to promote student success by providing new insights that inform innovation in teaching and learning. Participation in this session will provide attendees with an opportunity to explore how protecting individual privacy, acting as the secure custodian of learner data, and establishing learning analytics guidelines can further educational opportunities and success by learners of all types.

Finding Balance between Privacy and Progress Mid-Pandemic

107AB, 100 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Stephen DiFilipo**, Chief Technology Officer & Chief Innovation Office, Millersville University of Pennsylvania*
***Jeremy Brown**, Consultant , Degree Analytics*
***Ivy K Banks**, AVP, Diversity & Inclusion , The University of Arizona*
***Damian Clarke**, CIO, Alabama A&M University*
***Aaron Benz**, CEO, Founder, Degree Analytics*

Prior to the outbreak of COVID-19, an ever-broadening array of new personalizable technologies were already available in the higher education market. Whereas finding the tricky balance between privacy, security, and progress was at the forefront, the pandemic changed the way we look at data. Community health and security were placed squarely in top priority with near-blinding

speed. This panel will showcase varying perspectives and approaches to student data privacy and data use to manage campus-level responses during the pandemic and beyond.

Intersections—a Cross-Cultural Conversation

Ballroom AB, 300 Level

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership and Future Workforce

***Keith W. McIntosh**, Vice President & Chief Information Officer, University of Richmond*

During this conversation, Keith W. McIntosh, vice president for information services and chief information officer at the University of Richmond, will share his journey launching "Intersections," a discussion group that started organically in his division then grew to include students, faculty, and staff from across the university. This group meets weekly to discuss the -isms of today, their roots in the past, and their impacts on our future. He will share stories and insights from their journey the audience can use to start something similar in their office, department, division, school, or campus. Additionally, learn how to facilitate conversations about diversity, equity, and inclusion (DEI).

Leveraging Varied Tutoring Support for Student Success

202AB, 200 Level

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Kristopher Griffith**, Student Success Executive, TutorMe*
***Marissa Mannello**, Director, Academic Support & Resources, Massachusetts College of Pharmacy & Health Sciences*

When providing tutoring support, many of us look to streamline and refine our services in an effort to prioritize the quality of the support we provide. However, we also recognize the importance of attending to the diverse range of student needs. How do we find a balance? This presentation will challenge attendees to pivot away from the idea that “less is always more” and instead consider the benefits of offering varied support. We will discuss providing academic support that reflects the diversity present on our campuses and how it can be provided without compromising the quality of the student experience.

The Future of Work Is Here: Reimagining the Higher Ed Workforce of the Future

108AB, 100 Level

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Leadership and Future Workforce

***Sonia Alvarez-Robinson**, Executive Director, Georgia Institute of Technology*
***Nicole Overley**, Senior Manager, Deloitte*

COVID-19 expedited changes in higher education that many predicted would happen over decades, accelerating and dramatically changing the way institutions do work overnight. Higher education institutions and their staffs were forced to shift to remote work in addition to rethinking the deep-rooted orthodoxies about how and where learning—and the critical work that enables it—is done. As

colleges and universities return to campus this fall, there are opportunities to reimagine how and where work is done. Facilitators Sonia Alvarez-Robinson, executive director of Georgia Tech's Strategic Consulting Business, and Nicole Overley, Deloitte Consulting senior manager, will take participants through Georgia Tech's journey and ask participants to consider what the future of work might look like for their own institutions. Participants will have the opportunity to break out into groups and consider the impacts of the future of work on their institution's culture, equity, technology, policy, talent lifecycle, space/physical environment, and most important, the student experience.

10:30 a.m. – 11:00 a.m.

Beverage Break

Foyers

Session Type: Break

Delivery Format: Break

Track:

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 and tea are available during this time.

11:00 a.m. – 12:00 p.m.

The Leaders We Need Now - Sponsored by Accenture

Ballroom AB, 300 Level

Session Type: General Session

Delivery Format: General Session

Track:

Michael Sorrell*, President, Paul Quinn College*

Everything has changed. We are now living in a society that is struggling under the weight of a collective trauma. COVID-19 touched everyone and everything in the world. This fall, the higher education community is expected to return to "normal." Yet, for those of us who work in this field, we know that we are a long way from normal. Leading in this type of environment will require a new set of skills that demand intellectual, physical, and emotional nimbleness that we have never been asked to display. In this session, Michael J. Sorrell will discuss our collective new reality and how to become the type of leader that our students and schools need now.

12:00 p.m. – 12:15 p.m.

Break

Session Type: Break

Delivery Format: Break

Track:

Take time to refuel, connect, and explore the platform

12:15 p.m. – 12:35 p.m.

Good Security Is Shared Security: A Canadian Approach

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Isaac Straley**, Chief Information Security Officer, University of Toronto*

***Chad Coller**, President & CEO, University of Saskatchewan*

***Jill Kowalchuk**, CanSSOC Director, University of Toronto*

***Gayleen Gray**, Assistant Vice President and CTO, McMaster University*

We're starting from the principle: Good security is shared security—we cannot tackle the cybersecurity problem alone. It is expensive, we are fighting sophisticated foes, and we are at an economic disadvantage if we don't work together. Within the Canadian higher education sector, the emerging vision is one of a federated national cybersecurity approach for the sector. This encompasses a continuing stream of national services that leverage regional services and enhance institutional services, all working toward a common objective of supporting national parity and avoiding the cybersecurity equivalent of the digital divide. This presentation will build upon past presentations and provide participants with a collaborative approach to information security services. The presentation will highlight the collaboration between CanSSOC and Canadian National Research and Education Network (NREN) partnership. Presenters will describe how both organizations have come together to align the solutions developed by the two groups into an integrated service catalog to support a wide range of institutions: from large, complex research institutions with a wider range of information security resources, to smaller institutions with minimal information security investments and resources. The presentation will focus on the value of the federated model in supporting the growing information security needs of the post-secondary education sector.

12:15 p.m. – 1:00 p.m.

Breaking through the Apathy Fog: An Awareness Campaign for Digital Accessibility in Higher Education

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

***Michele Joy Bromley**, IT Accessibility and Content Lead, Portland State University*

The barriers to digital accessibility in higher education are not typically related to willful resistance. More often, the issue is awareness, a measurable lack of practical knowledge related to the need for accessible content design. Faculty and staff are often unaware that the digital spaces in which they author or publish content might be inaccessible to people with disabilities. For these people, the ethical and business rationales for designing with accessibility in mind would likely have a significant impact and better allow space for learning the technical and legal requirements associated with industry standards for digital accessibility. This presentation will detail Portland State University's efforts to facilitate lasting accessibility change through awareness and capacity-building, focusing on practical resources, sustainable support models, and strategic communication.

Connecting Students to Mental Health Resources Using a Virtual Assistant

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Meagan Lau**, Project Manager, Mental Health Virtual Assistant, University of Toronto*
***David L. Newman**, Director, Office of Student Life, University of Toronto*

How can artificial intelligence be used to connect students to campus and community mental health resources? In September 2020, the University of Toronto launched "Navi," an anonymous virtual assistant (chatbot) that directs students to mental health resources, services, and programs. This session explores the use of chatbots in a post-secondary education context and draws on the experience of Navi as a case study. Attendees will have the opportunity to test Navi, learn about the process of building and implementing the tool, and hear about findings as it relates to student mental health in the first 10 months since Navi's launch.

Designing a Centralized License Management Solution at the University of Pennsylvania

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Christopher Bradie**, Associate Vice President, University of Pennsylvania*
***Mark McKenzie**, CEO, Kivuto Solutions*

The University of Pennsylvania is solving some common yet complex challenges related to licensing software across its campus. Learn how they are transforming their Office of Software Licensing into a centralized, integrated function that reduces costs, risks, and administrative burdens, while providing their community with a modern user experience for obtaining the software tools needed for teaching and learning.

Digital Wallets for Education, BlockChain, and Self-Sovereign Identity

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Annie Davis**, PR + Editorial Manager , Arizona State University*
***Timothy Corneal Summers**, Executive Director, Arizona State University*
***Lev Gonick**, Chief Information Officer, Arizona State University*

Beyond the transcript, what are the verifiable artifacts of learning that students might be able to take with them along their lifelong education journey? Based on a range of work for advancing the trusted learning network, ASU has developed a digital wallet for education. Led by Arizona State University and a coalition of education and open source technology architects, a new educational digital wallet called Pocket has been developed based on a technical stack enterprise infrastructure for distributed ledger technologies, starting with one of the first self-sovereign identity platforms. Over the past year, ASU and coalition partners have begun to develop applications within Pocket, including transfer credit, digital portfolios, and student success MyData real-time reporting. Current work includes adding mapping of skills and competencies, along with a credit maximizer algorithm. The panel will include discussions on the context, architecture, student journey, and a live demonstration of Pocket.

Enabling Data Transformation: Creating Time and Budget for Student-Centric Innovation

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Innovation and Emerging Technologies

***Danielle Yardy**, Senior Director, Strategic Research, EAB*

***Connie Marie Atchley**, AVP/CIO, Oregon Institute of Technology*

For most technology leaders, the overwhelming majority of the IT team's budget is spent "keeping the lights on"—leaving little room for innovation and strategic campus initiatives. Despite this reality, Presidents, Provosts, and other campus leaders are urging continuous innovation, and actively pursing digital transformation to differentiate their institutions for the difficult decade ahead. IT leaders must find a way to keep pace with the change, or risk being left on the side lines of innovation. In this session, presenters from Oregon Tech and EAB will outline a comprehensive strategy for recapturing and reallocating administrative IT spend into student-centric initiatives. The presentation will include: • An overview of the mandate for change, drawn from EAB's research findings in conversations with hundreds of Presidents, Provosts, and Chiefs of Staff across higher education; • An introduction to the "agile technology ecosystem" recommended to sustain student-centric innovation through digital flux; and • A deep dive into Oregon Institute of Technology's IT investment strategy, including methods for sunsetting legacy tech, breaking the dependency on legacy vendors, and their path to investment in technologies that improve and differentiate the student experience.

Engaging Your Campus: The ITCOMM Community Group (CG Alley)

Session Type: Meeting

Delivery Format: Community Group Meeting

Track:

***Joel F. W. Price**, Technology Outreach Team Lead, Swarthmore College*

***Tracy Gale**, Communications Manager, University of Florida*

Pandemic announcements, combined with the social and digital expectations of students and new faculty, brought IT-Communications skills into focus like never before in 2020-21. The IT Communications Community Group (ITCOMMCG) fosters opportunities to collaboratively address these needs and more through learning events ("Coffee Shops") and discussion of emerging topics on its list-serv. Join the ITCOMMCG for its annual session at EDU '21 and learn about the Coffee Shops featuring IT-Comm professionals from a variety of institutions. The ITCOMMCG also provides a lively forum to get answers and share best practices about delivering IT messaging on your campus. The ITCOMMCG is a great place to listen and share ideas with and between information security professionals, academic technology leaders, and C-suite members, or any IT professional seeking to improve communications on their campus.

The 2021 ITCOMMCG meeting will include two discussion sessions: ***Allyship for IT*** and ***Enhancing the Customer Experience--Fostering Campus Relationships***. All EDU'21 attendees are welcome to participate.

Meet our CG leaders and learn how you can participate, collaborate, and learn with your colleagues throughout the year. EDUCAUSE Community Groups are open, online communities led by members where you can share your ideas and expertise, find solutions to pressing issues you're facing, and explore common interests with your peers. Groups interact throughout the year via online discussions, webinars, and here at the annual conference. This year, the CGs are coming together to hold a "CG Alley" where attendees can learn about the CGs and what each has to offer via the poster sessions.

How to Solve Cybersecurity Challenges as a Consortium

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Cybersecurity and Privacy

***Randy Waterman**, Security Specialist, GreyCastle Security*

In partnership with two of our consortiums, NY6 and HESS, GreyCastle Security will conduct a collaborative presentation to discuss the top cybersecurity challenges higher education institutions face today, the approaches to remediating those challenges, and what the transformative results look like for institutions and consortiums as a whole.

Humanizing the Needs of Diverse Learners: University of Wisconsin Leverages LinkedIn Learning

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Student Engagement and Success

***Laurie Burruss**, Professor Emeritus/Education Innovation Advisor, Pasadena City College*
***Melissa Nash**, Director of Human Resources/AA Officer, University of Wisconsin-Green Bay*

A human, empathetic approach is necessary to get the best out of learners. The partnership between University of Wisconsin and LinkedIn Learning focuses on an organizational culture that values human attributes that are key to success in a fast-changing environment. Students and staff at UW—who have clearly experienced transformational change themselves—value flexible and adaptable learning that demonstrates insights into the challenges they face. This partnership boosts and supports soft skills, career and professional development, and complementary learning for the dispersed, remote, and diverse campus communities within Wisconsin. It started with a call to action by UW-Green Bay Chancellor Mike Alexander: “We rise by partnering with others. As a university driving development in our region, we need to model the spirit of digital transformation to enhance learning, solve problems, and provide the greatest array of professional development and networking courses possible to our faculty, staff, and students.” LinkedIn Learning’s library and data insights were leveraged to launch a variety of programs that have zero additional cost and don’t require precious on-campus space. It’s about leadership, work readiness, and communications, as a “go to” online video learning resource. It’s a caring community with a focus on authentic, low-fi production values and truly serving a diversity of needs.

Inclusive IT Practice Through Service Design and Delivery

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Shannon Dunn**, Strategic Consultant, University of Florida*
***Jennifer Lares**, Instructional Design Consultant , California State University, Long Beach*

While many folks have been diligently working on inclusivity for years, sustained focus and momentum around DEI and anti-racism are persisting across the higher education landscape. Thanks in part to organizations such as EDUCAUSE and CUPA-HR, as well as collaboratives such as Anti-Racism in Academia and Academics for Black Survival and Wellness, staff in IT and other areas of higher education have gained access to an unprecedented wealth of information, resources, and networks of other people dedicated to supporting DEI on their campuses. This committed engagement has prompted some of us to ask: what else can we do? How can we also apply a DEI lens to other aspects of our work? Specifically, how can we evaluate our services and solutions for inclusivity and equity for our customers, clients, and stakeholders? How can we work toward building a more inclusive and equitable environment on our campuses through IT services and organizations? Join us for a facilitated discussion to engage in dialogue, share your ideas, and learn from others as we explore how we can contribute to campus-wide and local efforts to support DEI, anti-racism, accessibility, and belonging through IT service design and delivery.

IT and Mindfulness: An Unlikely but Necessary Partnership

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership and Future Workforce

***Rolondo Talbott**, Senior Director of Project Management, Pomona College*

The stress in your IT department is REAL. Add a global pandemic, evacuation of students from campus, tracking the daily health status of faculty and staff, tracking vaccination information, bringing students back to campus—plus all the normal "keep the lights on" activities that must be done—it's enough to create cracks in any IT department. It's time we acknowledge the specific stressors that affect us and our teams and do something about them. Stress is a normal part of life, but it doesn't have to be a factor that negatively affects our teams. During this session, we'll explore how mindfulness can have a positive impact on your team and how developing the right program can put stress in its place.

Momentary Impacts through the Journey of a CIO

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership and Future Workforce

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

Being a CIO in today's times has never been more critical and exhilarating. The recipient of the Leadership Award will reflect on her career of 30+ years, observing the momentary impacts and lessons learned. Who knew leading IT during a pandemic would be the ultimate opportunity?

Recipient of the 2021 EDUCAUSE Leadership Award. Award sponsored by Moran Technology Consulting, Gold Partner.

Student Device Access and Internet Connectivity—Data and Action to Foster Equity

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Student Engagement and Success

***Kate Miffitt**, Director for Innovation, California State University, Office of the Chancellor*

***Jenay Robert**, Researcher, EDUCAUSE*

***Michael Berman**, Chief Information Officer, California State University, Office of the Chancellor*

When the pandemic hit in spring 2020 and the California State University pivoted to remote instruction, IT units across the system scrambled to lend students devices and hotspots, and to provide creative solutions like Wi-Fi access from parking lots to support instructional continuity. While the system has invested in robust infrastructure for connectivity across all the campuses, it was unclear what students had access to off campus. Like many institutions, it was a challenge for campuses to prioritize strained budgets to provide the right support systems without more concrete data on resources available to students. In partnership with the EDUCAUSE Center for Research and Analytics, Information Technology Services investigated student access to devices and broadband in a student study. While a low percentage of students (10%) reported having no access to the internet or a device at home, a greater number of students reported having no reliable access to the internet and/or devices sufficient to complete all their coursework. In this session, we'll share the findings from the quantitative and qualitative phases of the survey, discuss measures

campuses took to support student access and connectivity, and consider recommendations to help advance institutions' understanding of student needs across the broader higher education community.

The Flexible Learning Environments eXchange (FLEXspace): A Global Collaborative and Community-Sustained Resource

Session Type: Breakout Session

Delivery Format: Facilitated Discussion

Track: Teaching and Learning

***John Augeri**, Ile-de-France Digital University, CSIESR*

***Josiah Way**, Director, Learning Environments, University of Southern California*

***Briony Supple**, Senior Lecturer, Design Thinking Pedagogy & Praxis, University College Cork*

***Lisa Andrae Stephens**, Assistant Dean - UB School of Engineering, and Sr., SUNY System Administration*

FLEXspace.org (the Flexible Learning Environments eXchange) is an open repository with hundreds of diverse classroom examples, detailed specs, planning and design resources, and a global community of over 6,000 members from over 70 countries that enables educators at institutions around the world to reimagine and redesign their learning spaces. Since its creation in 2012 as an internal resource for the SUNY system, FLEXspace.org, which includes LSRSv3 scoring data, has become an award-winning and trusted international community and resource fueled by unprecedented collaboration across higher ed, K–12, professional organizations, and industry partners representing diverse roles and perspectives, including AV/IT and systems integrators, facilities and campus planners, learning designers, faculty developers, instructors, researchers, architects, industry experts, and more. Four panelists from three countries will share their perspectives on learning space challenges and priorities, discuss how they leverage the FLEXspace platform and community to improve collaboration, and find inspiration and practical guidance for effective, innovative, and inclusive spaces. They'll share learning spaces and research from their own campuses and discuss how FLEXspace should evolve to best support learning space challenges worldwide. Participants will learn how to tap into FLEXspace to collaborate, share and find resources to ideate, plan, benchmark, and assess learning spaces.

12:40 p.m. – 1:00 p.m.

Should I Stay or Should I Go? Conducting a Comprehensive LMS Review at Your Institution

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Infrastructure and Networking

***Dan Ihm**, Director, Application Development, Northern Illinois University*

***Matthew Parks**, Chief Information Officer (CIO), Northern Illinois University*

***Jason Rhode**, Executive Director of the Center for Innovative Te, Northern Illinois University*

***Stephanie Richter**, Director of Teaching Excellence and Support, Northern Illinois University*

Conducting a learning management system (LMS) review can be daunting, but it is easier if you have clear guiding principles. In this session, you will learn how one institution centered its review on being open and transparent, inclusive, ethical and compliant, locally grounded, and future-proof. We will also share templates and examples you can use in your own LMS review.

1:00 p.m. – 1:15 p.m.

Break

Session Type: Break

Delivery Format: Break

Track:

Take time to refuel, connect, and explore the platform

1:15 p.m. – 1:35 p.m.

Building a Data Lake House — It's Not Just for the Summer Vacation—It's Year-Round Enjoyment!

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Narendra Pandya**, Director Business Intelligence, Western Governors University*

***Kurt Gunnell**, Director, Institutional Research, Western Governors University*

Many institutions have implemented a traditional data warehouse for their data management/reporting requirements. WGU followed this normal path to create its own data warehouse. Eventually, as enrollment increased, WGU, as an online university, had to establish a larger data repository or a data lake to keep pace with internal data reporting and the integration of external vendor/publisher data. While the data warehouse satisfied the demands of canned reporting and handling structured data, its scalability was expensive and technology-dependent. Additionally, the data lake hosted unstructured data in its architecture; it lacked several critical features such as data quality processes and consistent support for transactions. There was a need to create a unified data platform that would combine the benefits of both architectures. Thus, the data lake house was created for a more open and standardized design with the structures and management features of a data warehouse, and the low-cost storage of a data lake. Some of the benefits of the data lake house are: (1) open source-Apache Spark, (2) coding options include SQL, Python, Scala, and R (3) data files stored in optimized format—parquet and delta, and (4) cloud agnostic. This new unified data architecture has the capacity to cater to the growing reporting needs of the university and its predictive modeling planning. WGU is aiming to be a data-centric university, moving from BI to AI.

1:15 p.m. – 2:00 p.m.

"Crisitunity": Learning from a Difficult Time to Make a Better Future

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track:

***Mariam Tariq**, SVP Product Management, Ellucian*

***Timothy M. Chester**, Vice President for Information Technology, University of Georgia*

***Robert M. Johnson, D**, Associate CIO, The University of Memphis*

"Never let a good crisis go to waste." —Winston Churchill. In the face of a global pandemic, higher education institutions showed their mettle and responded in ways that were truly heroic. Pivoting quickly, they adapted new technologies, stood up different business processes, and provided additional services—all while continuing to support their students and their missions. Some of these changes were long overdue. And while no one would say it was easy, institutions have uncovered opportunities within this crisis for effecting lasting change. So, where do we go from here? In many cases, institutions will carry forward these practices

post-COVID to benefit students, particularly those who are at-risk. Many are also building on the current transformation momentum. Now more than ever, it is critical that we share these new best practices for the betterment of all learners.

Community Colleges Community Group

Session Type: Meeting

Delivery Format: Community Group Meeting

Track: Leadership and Future Workforce

***Joe Mancini**, Executive Director, IT, Montgomery County Community College*

Come learn about what the Community Colleges Community Group (CCCG) has to offer as we share information about the goals of the group as well as information about participating in our monthly meetings. Meet our CG leaders and learn how you can collaborate with your peers from other community colleges.

Improving Student Outcomes by Shifting Our Approach to Academic Integrity

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Teaching and Learning

***Jen Simonds**, Assistant Vice President for Academic Integrity & , University of Maryland Global Campus*

***Mark Clymer Ricksen**, Principal Product Manager, Turnitin*

The conversation surrounding academic integrity has always been challenging, particularly around institutional policy and the role technology plays. When the pandemic hit and institutions all around the world were forced to make a rapid shift to remote learning, we realized the need to reevaluate our current processes and perspectives on academic integrity. In this session, we will discuss the experiences at the University of Maryland Global Campus, the institution's approach to fostering a culture of academic integrity, the use of technology to support student success, as well as how campus leaders enhanced teaching and learning for faculty and students. This includes a shift away from deficit mindsets toward a policy that empowers faculty to treat academic misconduct as teachable moments, training on learning-focused use of technology, restorative approaches to decision-making regarding consequences for academic misconduct, and support resources for both faculty and students. These insights will be contextualized within global patterns in higher education and research that demonstrate successful development models for institutions and how those insights help drive innovation of student-centered learning tools like Turnitin’s Draft Coach.

Ransomware: Prevention, Reaction, and Recovery

Session Type: Industry Led

Delivery Format: Facilitated Discussion

Track: Cybersecurity and Privacy

***Andrew Russell**, Director, Ferrilli*

***Adam Gardner**, Director, Enterprise Applications and Software Engineering, Regis University*

The FBI has identified the higher education industry as a target for hackers, and unfortunately this threat is becoming a reality for many colleges and universities. Hear from Adam Gardner, Regis University, and Andrew Russell, Ferrilli, on what they learned from a ransomware attack and the knowledge they were able to garner on how to prevent future attacks.

The Future of Higher Education Work Is Now!

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership and Future Workforce

***Andy Brantley**, President and CEO, CUPA-HR*

A year like no other will be followed by a year of transitions and additional decision-making for higher education leaders, and almost all of these needed decisions will impact the faculty and staff who create the culture and drive the performance of our institutions. Many institutions are making the business case for flexible work in order to minimize attrition and increase employee engagement and productivity. Others are skeptical that flexible arrangements can work for the long term but acknowledge that eliminating flexibility could come at a cost.

During this interactive session, Andy Brantley will highlight flexible approaches to work that have been implemented across the country, processes used to implement this change, and recommendations to help get leadership buy-in. He will also highlight needed approaches that help make institutions employers of choice.

Virtual Insanity: Two Approaches to Virtual Computer Labs During COVID-19

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

***Mathew S Decker**, Manager, Indiana University*
***Stephanie Marie Cox**, Manager of Client Virtualization , Indiana University*
***Brandon Rich**, Enterprise Architect, University of Notre Dame*
***Margaret Ricci**, Principal Online Instructional Technologist, Indiana University*
***Kevin Strite**, IT Manager, University of Notre Dame*

The pandemic made us all innovators, but our existing infrastructure and technology tools played a big part in the trajectory of that innovation. When students were sent home and universities went into lockdown in the spring of 2020, strategies for virtualizing resources for teaching, learning, and research kicked into high gear. Indiana University had a well-established virtual environment but needed to find ways to resource it at a vastly different scale. The University of Notre Dame had a nascent VDI program that had to expand rapidly to meet the demand.

Notre Dame went “cloud-first” several years ago. Indiana University has transitioned from fully on-prem to various forms of hybrid over the past few years. These different starting points have led to differing implementations of virtualized resources, and, naturally, there are advantages and disadvantages inherent in both approaches. This presentation will provide an opportunity to compare and contrast the approaches and how they point the way to the future of equitable computing for all.

- Hear the dramatic stories of those first few hectic weeks in March 2020 when IT departments were the superheroes.
- Enjoy the tales of rapid resilience and cross-divisional teamwork.

- Thrill to the system architecture diagrams comparing fully cloud-based with hybrid implementations.
- Gasp at the cost comparisons. Experience the performance of different systems.
- Gaze in wonder at what the future of academic computing could be.

1:40 p.m. – 2:00 p.m.

High-Performance Computing at a Liberal Arts College

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Higher-Performance Computing and Libraries

***Jason Simms**, Manager of Research and High-Performance Computing, Lafayette College*

***Andrew Ruether**, Director of Academic Technology Support, Swarthmore College*

The purpose of this session is to discuss some prevailing themes and to provide recommendations related to deploying and supporting high-performance computing at smaller institutions. As research questions from nearly every discipline increasingly require larger datasets, more complex analytical techniques, and broader collaboration, high-performance computing is rapidly becoming an integral part of the research toolkit, regardless of the scale of the institution. This forces smaller institutions, which historically have faced greater barriers to implementing a robust suite of high-performance computing services, to address such challenges in creative ways. Specifically, this session will discuss ways in which two institutions—Swarthmore College and Lafayette College—have approached funding, researcher support, and the question of on-premise versus cloud infrastructure.