

Sunday, October 8

3:00 p.m. – 7:00 p.m.

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

Hyatt Regency McCormick Place, Lobby Concourse

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 McCormick Place West.

Note: If you need to register or make changes to an existing registration, please go to the Registration Area at McCormick Place West.

Monday, October 9

7:00 a.m. – 4:15 p.m.

Information

Lobby, Level 1

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Have questions about navigating the conference venue or program? Do you want to learn more about EDUCAUSE membership, products, or services?

Stop by the information desk where our staff will be happy to help you navigate the conference, learn about EDUCAUSE membership, or answer any other questions you may have.

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

W183a, Level 1

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

W181bc, Level 1

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.

7:30 a.m. – 4:30 p.m.

EDUCAUSE Executive Leaders Academy (by invitation only)

W190b, Level 1

Session Type:

Delivery Format: Meeting

Track:

The newly designed EDUCAUSE Executive Leaders Academy is a hybrid, cohort-based, immersive, and applied learning experience for higher education executive leaders or those actively seeking executive positions. This seven-month program begins with an in-person component at the EDUCAUSE Annual Conference (included in registration fee) and continues online, featuring experts and thought leaders in key areas throughout. NOTE: For EDUCAUSE Executive Leaders Academy accepted registrants only

8:00 a.m. – 11:30 a.m.

Game-Changing ITSM: Crafting Your Winning Playbook for Change Management Success! (separate registration is required)

W179, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track: Leadership, Partnerships, and Strategy

Celisa Manly, Director, IT Service Management, Northern Arizona University

Brandy Gilles, Manager, IT Support, Northern Arizona University

Join this interactive, hands-on workshop to learn the fundamental principles and best practices for effectively managing changing in your organization's IT environment. Whether you are looking to jump-start a new change management practice or re-vitalize an existing one, our experienced facilitators will guide you through the ITIL Change Enablement practice, using practical exercises and a tool kit you can take back after the conference. With the ever-evolving technology landscape, it's crucial to have a solid change management process to mitigate risks, minimize disruption, and align with business objectives. This workshop will equip participants with actionable strategies and tools to move from theory into practice.

Powerful Partnerships Built on Data Get Results: Leverage Data and Analytics to Meet Your Mission

W196a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Gary Moser, CIO, Kern Community College District

Kristi Wellington Baker, Higher Education BDM, Amazon Web Services

Patricia Morales, Vice Provost, Enrollment Management, University of California, Irvine

Tom Andriola, Vice Chancellor, IT and Data, University of California, Irvine

In this Amazon Web Services (AWS) pre-day workshop at EDUCAUSE, learn how to build to get results. Hear directly from higher education institution leaders how they leveraged artificial intelligence (AI) and machine learning (ML) to solve complex enrollment and student success challenges at their universities.

Participants will develop an effective cross-institution team to foster innovation and create actionable plans that support your institution's mission and strategic goals. Participants will take away actionable insights on how AI/ML can be leveraged at their own institution.

Register here: <https://aws-pre-day-workshop-1-at-educause.splashthat.com/>

8:00 a.m. – 4:00 p.m.

Cybersecurity Resilience Planning: A Hands-On Workshop for Higher Education Leaders (separate registration is required)

W178b, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track: Cybersecurity, Privacy, and Compliance

Brian Kelly, Virtual Chief Information Security Officer (vCISO), Compass IT Compliance

Christian Schreiber, Higher Education Cybersecurity Strategist, CampusCISO

James A Raber, A, Associate CIO, Kent State University

In this full-day workshop, we will provide an overview of cybersecurity resilience planning and how Kent State University adapted its information security strategy when the CISO left. Participants will then engage in a hands-on workshop to complete a cybersecurity assessment for their own institution and leave with a roadmap identifying gaps and recommendations to prioritize improvements. Attendees will also receive benchmarking reports that show how their capabilities compare with those of other institutions. This workshop is designed for higher education leaders responsible for planning cybersecurity strategy and investment, such as CIOs, CTOs, or CISOs.

Next-Generation ERPs: Real-World Experiences and Advice on Selecting, Implementing, and Running Them (separate registration is required)

W178a, Level 1

Session Type: *Additional Fee Program*

Delivery Format: *Preconference Workshop*

Track:

Katherine Crawford, *Exec. Dir. - Enterprise Applications & Dat, Georgia Institute of Technology*

Ben Rapin, *Associate Vice President for IT and Chief Technology Officer, Grand Valley State University*

Tej Patel, *Vice President for Information Technology & CIO, Stevens Institute of Technology*

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

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

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

Returning for a second year with even more real-world experiences and new content, this preconference session focuses on the growing move to next-generation, cloud-hosted ERPs. With successes and failures visible in the community, does a cloud ERP make sense for your institution? This full-day event will guide you through four rounds of discussion and information sharing hosted by community members with recent real-world experience: assessment, strategy, and selection (including choosing partners, capturing business impact, and gauging investment); implementation (what it takes to get to go-live); making the bridge work (living in a dual ERP world); and go-live and stabilization (what happens next). Each round will include an overview of the topic, key points and takeaways, success and horror stories, and Q&A with our panel.

Technology Infrastructures: Trends, Challenges, and Opportunities

W192b, Level 1

Session Type: *Meeting*

Delivery Format: *Meeting*

Track:

Brian M Helman, *Director, ITS, Salem State University*

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

Ryan Turner, *Director of Networking, University of North Carolina at Chapel Hill*

Mike Ferguson, *Infrastructure Architect, Chapman University*

Jonathan Young, *Vice President, Vantage Technology Consulting Group*

A joint session of the network managers, wireless managers and communications technology (CIA) community groups, through a series of focused discussions, we'll work through current trends and topics across the technology infrastructure.

Sessions/topics include:

- The future of the secure and scalable campus network including Zero Trust and Role Based Access Control
- Analytics and monitoring from operations to security
- Wi-Fi 6E challenges and opportunities
- Moving telecom to the cloud (UCaaS, Unified Communications as a Service), or moving network management to the cloud
- Challenging the "utility" mentality & managing technical debt while positioning IT as a business enabler
- What's happening at my place
- Routing Security, RPKI (Resource Public Key Infrastructure), MANRS (Mutually Agreed Norms for Routing Security)

For the most up-to-date information please use the EDUCAUSE Events mobile app.

Updated 9/18/2023

To sign up to attend, please complete this form: <https://survey.alchemer.com/s3/7479252/Technology-Infrastructures-Pre-Conference-Registration>. Space is limited.

Using Foresight Strategy and Scenarios in Futures Thinking (separate registration is required)

W180, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track:

Nicole Muscanell, *Researcher, EDUCAUSE*

Jamie Reeves, *Director of Community, Product, and Portfolio Management, EDUCAUSE*

Jenay Robert, *Senior Researcher, EDUCAUSE*

Kathe Pelletier, *Director, Teaching and Learning Program, EDUCAUSE*

Betsy Tipples Reinitz, *Director, CIO and Senior Technology Leaders Program, EDUCAUSE*

Is your institution grappling with the future of AI? As the demand for hybrid work and learning has increased, have you been ready to adapt rather than scrambling to react? What does the future hold for higher education? We can't answer that, but there are tools we can use that help us get an idea of possible futures. This workshop will focus on the basic building blocks of foresight strategy and introduce you to the tools and techniques for developing future scenarios, a range of potential futures that help us see what's possible and chart a path forward. Developing a set of potential alternative scenarios allows you to consider various directions that current trends could go, enabling you to identify emerging imperatives and consider next step strategies for dealing with them.

This workshop is designed for higher education leaders who are either engaged or interested in strategic planning efforts. Attendees will leave with a workbook of activities for use at their institutions.

Outcomes:

Gain competency in specific building blocks of foresight such as signals and trends

Understand how foresight tools can be used to understand possible futures for higher education

Be able to use scenario development at your institution

9:00 a.m. – 7:00 p.m.

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9:30 a.m. – 10:00 a.m.

Workshop Break

Foyers, Level 1

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. – 12:30 p.m.

Workshop Lunch

W375e, Level 3

Session Type: Break

Delivery Format: Break

Track:

For those presenters and attendees who are either registered for a *full-day* workshop or *both a morning and an afternoon* workshop, don't worry...lunch is covered. Enjoy!

(Lunch tickets will be issued accordingly).

12:30 p.m. – 4:00 p.m.

Beyond the Basics: Advancing Your HyFlex Implementation (separate registration is required)

W179, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track: Teaching and Learning

Brian Beatty, Professor of Instructional Design and Technology, San Francisco State University

Cathy M. Littlefield, Professor & Department Chair, Business, Peirce College

Glori Hinck, Senior Instructional Designer, University of St. Thomas

Jeanne Samuel, Dean, Delgado Community College

This workshop prepares faculty, designers, and administrators to enhance and grow their implementation of the HyFlex instructional mode in their courses and programs. Throughout the workshop, participants will review and share effective HyFlex instructional technologies and practices (with examples) as we engage in interactive discussions and exercises that result in plans for improved technology use, increased engagement within and across all modes of instruction, and scaling and maturing a local HyFlex effort. We will use several crowdsourcing activities to generate, discuss, and evaluate current and proposed practices, so come prepared to share your best ideas and your most challenging questions.

Designing Services with Experience in Mind (separate registration is required)

W184bc, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track:

Mitchell Pautz, IT Service Management Analyst, University of Southern California

Marie DiRuzza, Director, Campus Technology and Media Support, Mount Holyoke College

Many higher education and IT organizations struggle to effectively define and design their services. Failure to invest in this important work limits service delivery efforts, making it difficult to achieve desired results. This workshop will teach attendees strategies for effectively defining and designing durable, accessible, experience-focused services, using interactive activities to enhance learning.

Participants will leave empowered with the tools needed to define robust, accessible, durable, business-aligned, and customer-focused IT services. *Whether your organization is just getting started or looking to overhaul an existing service catalog or portfolio, this workshop is for you!*

Topics covered will include:

- Overcoming common challenges and using organizational change management strategies to deliver lasting business value
- Concepts and strategies for working with stakeholders to define business and technical services (enterprise/IT services)
- Applying key concepts from the EDUCAUSE Service Catalog paper to accelerate or improve Service Catalog efforts
- Applying design thinking to create personalized experiences
- Considerations for online service and content delivery, including accessibility, responsive design, and omnichannel support
- Group dialogue around implications of current service delivery trends
- Attendees will be engaged in individual, pair and share, and/or roundtable group activities throughout the workshop. Concepts are scaffolded and connected throughout the program to ensure a deep understanding, empowering and enabling practical application of concepts within the work environment.

Enterprise Architecture: Developing, Driving, Delivering (separate registration is required)

W183b, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track: Leadership, Partnerships, and Strategy

Beth Schaefer, Chief Operating Officer/Deputy CIO, University of Wisconsin-Milwaukee

Ashish Pandit, IT Architect, University of California San Diego

Henry Pruitt, Senior Enterprise Architect, New York University

Join us for an informative session that will help you mature your enterprise architecture (EA) practice. We will explore key strategies for developing the right talent, refining your EA practice, and creating a roadmap for success. You will gain practical insights and actionable advice for delivering business value and influencing your enterprise.

Generative AI as a Deep Agent of Chaos for Higher Education (separate registration is required)

W185bcd, Level 1

Session Type: *Additional Fee Program*

Delivery Format: *Preconference Workshop*

Track: *Innovation and Emerging Technologies*

Bryan Alexander, President, Bryan Alexander Consulting, LLC

Recent developments in AI are already having multiple impacts on higher education, from changing the labor market for students' careers to rebooting writing assignments, textbook publishing to scholarly research. This research-backed, very interactive session uses a futurist approach to forecast the next several years of AI-driven uncertainty.

Grow Your Research Computing and Data Program (separate registration is required)

W184a, Level 1

Session Type: *Additional Fee Program*

Delivery Format: *Preconference Workshop*

Track: *Supporting Research Computing*

Susan Ivey, Director, Research Facilitation Service, North Carolina State University

Claire Mizumoto, Director, Research IT Services, University of California San Diego

Jackie Milhans, Director, Research Computing and Data, Northwestern University

Richard Knepper, Deputy Director, Center for Advanced Computing, Cornell University

As academic research increasingly becomes a team effort, more institutions are responding by providing infrastructure, staff, and services to support their researchers. It can often be difficult to determine where to start with competing priorities, such as computing resources, data storage, data security, data science and visualization support, and data sharing. In the morning, attendees will consider research goals and current demands for research support at their institution to identify services that can be provided or augmented to meet those needs. In the afternoon, we will explore how to implement those services, including financial models, required infrastructure, and staff resources to repurpose or add. Attendees will also consider how to gain support for these services. In this workshop, attendees will be broken into groups based on institutional goals and program maturity to allow attendees to work toward similar goals with peers. This workshop is best suited for IT or institutional research leaders, as well as individual contributors, who are responsible for or interested in supporting research requirements at their institution.

Incident Response Tabletop Exercise for Cloud Security and Resilience

W175a, Level 1

Session Type: *Meeting*

Delivery Format: *Meeting*

Track:

Hector M Rodriguez, Principal Executive Security Advisor, Amazon Web Services

Chelsy Pham, Vice President, Hartnell College

Patrick Frontiera, Senior Business Development Manager, Amazon Web Services

The U.S. Department of Defense, Cybersecurity and Infrastructure Security Agency and other organizations recommend tabletop exercises as a way for organizations to improve their ability to quickly and effectively respond to adverse incidents such as ransomware attacks. In this highly participatory Amazon Web Services (AWS) session, you will learn the capabilities of cloud services that can be used to detect, respond, and recover from a cyber event. We'll share industry use cases and walk through a simulated phishing/ransomware event.

Participants will take away actionable insights to improve their institution's incident response plan and will be able to construct a diverse, cross-institution team to effectively respond to incidents.

Click here to register: <https://aws-pre-day-workshop-2-at-educause.splashthat.com/>

Intersection of Project and Service Management: A Deep Dive into Best Practices, Tools & Resource Management (separate registration is required)

W184d, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track: Infrastructure, Support, and Networking

Jennifer Burch, IT Project Manager Senior, University of Michigan-Ann Arbor

Mark Katsouros, Director, IT Support Services, Duquesne University

Hemalatha Manickavinayaham, Associate VP - Planning & Digital Transformation, California State University, Sacramento

Nadezhda Lucas, Director of Project Management Office, California State University, Sacramento

Join leaders from both the Project Management and IT Service Management Community Groups for a half-day workshop on some of the many interconnects between Project Management and IT Service Management. Some of the items that would be focused are project-to-service transition best practices; tools and templates used for transition; workload management across projects and service delivery; and forecast versus actual FTE tracking. Our goal is to have diverse instructors from a variety of higher education institutions share on each topic the approach followed for each of the area, with example projects followed by a tabletop exercise for specific scenarios in breakout format and report out on the findings. This will also be a great opportunity to network with fellow PPM and SMO professionals in higher education and get some useful templates and tips! We look forward to the in-depth discussions!

Navigating Neurodiversity: Designing Neuroinclusive Learning Experiences (separate registration is required)

W192c, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track: Teaching and Learning

Megan Kohler, Learning Designer, The Pennsylvania State University

Neurodivergent learners account for anywhere between 11 and 30 percent of the undergraduate population in higher education institutions. Although neurodivergent learners can experience challenges both academically and socially, many neurodiverse

conditions confer certain talents or advantages, such as above-average IQ scores. Unfortunately, many educators do not know how to support neurodivergent learners, largely due to the fact that each individual may have specific needs. This can be problematic for instructors when trying to offer support that is both effective and meaningful for each learner. An even greater challenge arises when a learner does not have an official diagnosis and is not eligible to receive official accommodations.

This design-thinking workshop has been crafted to instill a deeper understanding of neurodivergent learners' experiences and to better understand the types of support they need in order to be successful in academia. Attendees will participate in the design-thinking process to investigate fundamental concepts, explore learning experiences from the perspective of a neurodivergent learner, and develop a customized set of strategies that align with their teaching methods and subject-matter expertise.

Negotiation Skills and Strategies for IT Leaders (separate registration is required)

W186, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track: Leadership, Partnerships, and Strategy

Wesley Johnson, Executive Director Campus IT Experience , University of California, Berkeley

Timothy M. Chester, Vice President for Information Technology, University of Georgia

Major IT failures are often rooted in a mismatch between expectations and resources – resulting from negotiations that didn't fare well for the IT organization. This seminar will provide IT leaders with negotiation skills and strategies for effective win-win conversations with the end user communities they serve.

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

W183c, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track: Leadership, Partnerships, and Strategy

Tom Andriola, Vice Chancellor, IT and Data, University of California, Irvine

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

Privacy 101 (separate registration is required)

W185a, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track: Cybersecurity, Privacy, and Compliance

Pegah K Parsi, Chief Privacy Officer, University of California San Diego

This educational workshop covers the history and importance of privacy and data ethics, with particular attention to modern data practices and their impacts on current events, society, and personhood. Beyond data privacy, learners will develop a deeper understanding of bodily/intimacy privacy, territorial privacy, communication privacy, and surveillance capitalism. We will cover key

privacy principles and talk about privacy laws applicable to higher education (as well as the gaps we need to mind!). We will conclude with practical steps to take to protect the data we handle at work and to protect our own privacy in the world.

Transition to Leadership: Prepare for and Excel at the Next Step of Your Career Journey (separate registration is required)

W187, Level 1

Session Type: Additional Fee Program

Delivery Format: Preconference Workshop

Track: Leadership, Partnerships, and Strategy

Kathryn Hash, Assistant Vice Chancellor for Customer Experience , University of North Carolina at Chapel Hill

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

Making the jump from management to leadership is a complex experience. In this half-day workshop, participants will learn from two dynamic young leaders how to prepare for, pursue, and excel in leadership roles within higher education IT. This workshop will include presentations, interactive discussions, and collaborative planning sessions to help participants understand their unique value proposition as leaders and to gain the confidence needed for their next big career step. Participants will also build a solid network of peers juggling similar career priorities and interests.

1:00 p.m. – 4:30 p.m.

Braindate

Central Concourse, Level 3

Session Type:

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, during the conference in Chicago.

Sponsored by Ellucian, Platinum Partner

CIO Lounge - Sponsored by Rackspace Technology

W470, Level 4

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

Central Concourse, Level 3

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. Get comfortable!

Media Lounge

W476, Level 4

Session Type: Lounge

Delivery Format: Lounge

Track:

Media representatives attending the 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.

2:00 p.m. – 2:30 p.m.

Workshop Break

Foyers, Level 1

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. – 4:45 p.m.

Conference Venue Tour

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Tour the convention center to better understand the layout of the event. Optimize your experience by learning about classic conference experiences like session rooms, network areas, and the exhibit hall layout as well as hidden gems that will surprise and delight you like where to find free refreshments, bites to eat and community connection areas.

4:30 p.m. – 6:00 p.m.

EDUCAUSE Executive Leaders Academy Reception (by invitation only)

Hyatt Regency McCormick Place, Jackson Park D

Session Type: Reception

Delivery Format: Reception

Track:

Networking reception for the EDUCAUSE Executive Leaders Academy. NOTE: For EDUCAUSE Executive Leaders Academy accepted registrants only

7:00 p.m. – 9:00 p.m.

EDUCAUSE Recognition Reception (by invitation only) - Sponsored by Deloitte

Hyatt Regency McCormick Place, The Tap

Session Type: Reception

Delivery Format: Reception

Track:

Tuesday, October 10

7:00 a.m. – 12:00 p.m.

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Hyatt Regency McCormick Place, Lobby Concourse

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Information

Lobby, Level 1

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Delivery Format: Service Desk

Track:

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Speaker Ready Room

W181bc, Level 1

Session Type: Lounge

Delivery Format: Lounge

Track:

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7:30 a.m. – 8:00 a.m.

Morning Refreshments - Sponsored by K16 Solutions, Silver Partner

W178-W187 Foyer, Level 1 & W375d Lobby, Level 3

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.

7:30 a.m. – 5:00 p.m.

Braindate

Central Concourse, Level 3

Session Type:

Delivery Format: Meeting

Track:

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Young Professionals Hub

YP Hub, Central Concourse, Level 3

Session Type: Lounge

Delivery Format: Lounge

Track:

The official gathering location for young professionals (and the young at heart!)

Young professionals are encouraged to use the YP Hub throughout the conference to connect with peers in a dedicated collaborative space. The broader EDUCAUSE community is welcome at the hub to meet and network with young professionals.

Bonus: This is the only place to go for your “Young Professional” or “Young at Heart” ribbon!

8:00 a.m. – 8:20 a.m.

FazBoard: an AI-Educational Hybrid Teaching and Learning System

Swap Shop, Central Concourse, Level 3

Session Type: Breakout Session

Delivery Format: Demonstration

Track: Innovation and Emerging Technologies

Fawzi Ben Messaoud, Informatics Professor, Indiana University-Purdue University Indianapolis (IUPUI)

FazBoard is a project that leverages the potential of human and AI interaction in educational contexts, allowing educational stakeholders and AI tools to complement each other's strengths to achieve educational goals and improve outcomes. FazBoard comprises two crucial components: simulated and interactive teaching/learning spaces on an infinite digital canvas and an embedded AI Assistant in the form of a digital human. The digital canvas creates a teaching and learning environment, facilitating interaction and collaboration between the teacher and individual students and among students synchronously or asynchronously. The AI Assistant, available 24/7, provides instant responses to student inquiries and automates the collection of student inquiries and learning analytics. This information can be used to improve the curriculum, including substance, difficulty levels, delivery methods, and styles. The AI Assistant also automates connectedness functions for the teacher, such as notifying students of missing assignments, sending students timely instructional assistance or reminders, and scheduling conferences. The project also aims to improve student engagement, connectedness, and to align teaching and learning activities with the diversity in classes to ensure equitable access and learning outcomes through adaptive and active learning.

8:00 a.m. – 8:45 a.m.

Advancing Innovation, Research, and Learning with 5G Connectivity

W179, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

RAYAN RUTLEDGE, Principal Architect, Director of Strategy & Innovation, AT&T

Jake Stine, Senior Principal Architect, AT&T

For the most up-to-date information please use the EDUCAUSE Events mobile app.

Updated 9/18/2023

Joe Drygas, VP - Government, Education & Medical, AT&T

Advanced technologies like robotics, autonomous vehicles, AR/VR, and smart cities require massive connectivity. 5G can help securely connect an entire ecosystem of devices, endpoints, and can enhance research, learning, and inspire innovation.

We'll explore 5G trends and how 5G connectivity can enhance research, learning, and inspire innovation.

Being Intentional About Your Career

W184bc, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

Christopher Tidrick, Chief Information Officer, Gies College of Business, University of Illinois at Urbana-Champaign

James P. Quisenberry, Director, Student Affairs Technology, University of Illinois at Urbana-Champaign

We plan for many things at work, both tactically and strategically, but do we give the same kind of attention to our careers? We'll discuss different aspects of intentional career planning regarding early- and mid-career IT professionals and walk through a Strengths/Weaknesses/Opportunities/Threats (SWOT) analysis to aid in that process.

Building and Implementing a Data Analytics and Reporting Ecosystem at the University of Central Florida

W186, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Priscilla Camp, Data Warehouse Systems, Manager, University of Central Florida

With over 68,000 students and 12,000 employees, UCF is one of the largest universities in the country. A university of this size brings a massive amount of data, which will be our topic in this session. An analysis of the university's data and analytics landscape found that UCF, like many institutions, had numerous data silos and difficulties leveraging data for advanced analytics. As a result of this feedback, the need emerged for UCF to create a modernized centralized data and analytics ecosystem where all business users can utilize data for real data-driven insights. Come see how UCF built its cloud analytics platform, how we implemented it, and how UCF IT and the Division of Analytics and Integrated Planning (AIP) are partnering together to build a unified university-wide data warehouse that allows users to have one source of truth for reporting.

EDUCAUSE Conference Orientation: Places to Go, Things to Do, and People to See at EDU23

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Eden Dahlstrom, Vice President, EDUCAUSE

Chris Gamrat, Assistant Teaching Professor, The Pennsylvania State University

The EDUCAUSE Annual Conference is a big event, and we don't want you to get lost in the crowd, feel overwhelmed by choices, or miss out on something newsworthy. Whether you are a first-timer to the event or a long-time attendee, this session is designed to make sure you are in the know about the places to go, things to do, and people to see at EDU23. We'll provide you with insider information about how to get the most out of the conference and leave having learned something new, made a new lifelong friend, and discovered a new product or service that will take your institution to the next level. This session will also jumpstart your conference networking experience by meeting a few key EDUCAUSE staff, hearing from a few community influencers, and connecting with other attendees looking to get the inside scoop on EDU23. Plan to get here early if you want to chit-chat with the team, and don't forget to BYO coffee/tea/morning beverage to this early morning session!

From Curation to Compliance: Supporting Research Data Sharing at Scale

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Cynthia Hudson, *Digital Data Outreach Librarian, Washington University in St. Louis*

Wind Cowles, *Associate Dean for Data, Research, and Teaching, Princeton University*

Susan Ivey, *Director, Research Facilitation Service, North Carolina State University*

Lisa Johnston, *Director, Data Governance, University of Wisconsin-Madison*

A major challenge for US academic institutions is compliance with new and evolving requirements for public access to research data at a time when resources are often already at capacity in terms of storage, personnel, and other resources. Researchers rely on institutional resources in research computing, central IT, and libraries to support their data-intensive work, but how do institutions sustainably meet the challenges of data access at scale while ensuring the long-term value of the data resources generated by our research communities and compliance with external funder requirements— In this presentation, we provide original research showcasing examples of leadership partnerships, collaborative experimentation, and radical collaboration to meet these challenges. We will share the results of an NSF-funded study, the Realities of Research Data Sharing, which sought to understand the expenses and investments made by faculty and campus offices into public access to research data infrastructure and services. Next, we will deep dive into two institutional research data service programs at Princeton University and North Carolina State University that exemplify interinstitutional collaboration across service units. Finally, we will share some lessons learned from cross-institutional collaboration for data-sharing among 16 member organizations—and growing—from the Data Curation Network.

Funding Solutions for Technology in Higher Education

W180, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Infrastructure, Support, and Networking

Jennifer Messinger, *Public Funding Advisor, Cisco Systems, Inc.*

Liz Shay, *Senior Grants Development Consultant, Grants Office, LLC*

Determining alignment across technology, programmatic objectives, and funding solutions (grants) can be mysterious for many institutions of higher education. In this session, we will explore grants that have been instrumental in supporting technology advancements in higher education. We will also give examples and practical tips for success across areas such as workforce, research, and cybersecurity.

Generative AI Implications for the Future: EDUCAUSE Expert Panel Recommendations

For the most up-to-date information please use the EDUCAUSE Events mobile app.

Updated 9/18/2023

W185bcd, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Kathe Pelletier, Director, Teaching and Learning Program, EDUCAUSE

Brian Basgen, CIO, Emerson College

Scott Smith, Instructional Technologist, Northern Michigan University

Beth Ritter-Guth, Associate Dean, Online Learning & Educational Technology, Northampton Community College

With the rapid pace of technological advancement and scale of access and adoption of generative AI tools such as ChatGPT and DALL-E, EDUCAUSE has convened a panel of higher education leaders and practitioners to advise us on the functionality and limitations, ethical and equity issues, and opportunities and risks associated with these tools. Expert panel members will join us at this session to discuss the implications of the spread of generative AI, a proposed research agenda to continue to understand its impact on higher education, and the most important institutional capacity areas needed to be prepared for the inevitable institutional disruptions caused by these new tools.

Generative AI: 5 Questions for Higher Ed CIOs

W183b, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Adam Robyak, Field CTO and Global Data Science & AI Horizontal Practice Lead, Dell Technologies

There's no one way to adopt new technologies. In this panel discussion, you'll hear perspectives from several CIOs whose institutions are adopting generative AI. Whether for student engagement, IT efficiency, institutional operations, or as a topic of research, generative AI is a source of promise and peril throughout higher education.

Stories, Strategies, Solutions

W375d, Level 3

Session Type: Featured Session

Delivery Format: Featured Session

Track:

Cynthia Golden, Senior Advisor, Former Associate Provost and Executive Director, UCTL, University of Pittsburgh

Be inspired as the 2023 Leadership Award winner shares her passion for developing the next generation of leaders in higher education information technology, online learning, and teaching support. Her stories and experiences, as well as those of other leaders, will provide you with ideas and strategies for success. You'll leave with practical advice that can be applied to your own career journey.

Recipient of the 2023 EDUCAUSE Leadership Award.

Award sponsored by Moran Technology Consulting, Gold Partner.

Supplier Diversity: Be Intentional about Doing Business with a Diverse Group of IT Providers

W184a, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Amanda Onwuka, Director, Service & Quality, University of Massachusetts Central Office

Michael Durand, Sales Director, CDW

Noreen A Barajas, Higher Education Ambassador, CDW

David Cho, Chief Procurement Officer, University of Massachusetts Central Office

Kristin Malek, Director of Business Diversity, CDW

Supplier diversity initiatives have become a top priority for higher education institutions, and for good reason. By intentionally seeking out and doing business with suppliers from diverse backgrounds, colleges and universities can promote economic equity and social justice, providing more opportunities for historically marginalized communities to participate in the mainstream economy. Join members of the UMass Unified Procurement Services Team (UPST) and their CDW partners for a discussion on how these initiatives promote economic growth by creating meaningful jobs and local involvement.

Using Student Voices to Design Faculty Professional Development

W183c, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Ayla Moore, Senior Instructional Designer & Faculty Development Specialist, Fort Lewis College

A key element of being a student-centered institution is elevating the voice of the student to guide and prioritize its work, particularly on a majority-minority campus. In this session, participants will hear how one institution used a variety of channels and tools to collect student input and then used that data to design professional development offerings for faculty. From course-based surveys to student focus groups to institutional surveys, come explore the multitude of ways that student input can drive successful and relevant faculty development opportunities.

Vendor Risk Assessment for Security and Accessibility

W178a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity, Privacy, and Compliance

Eudora J. Struble, Director for Technology Accessibility, Wake Forest University

Nick Lewis, Program Manager, Security and Identity, Internet2

Kyle Shachmut, Director of Digital Accessibility, Harvard University

Josh Callahan, Chief Information Security Officer, California State University, Office of the Chancellor

Join this presentation and discussion about new 2023 updates to the Higher Education Community Vendor Assessment Toolkit (HECVAT). Beyond technical reviews, leaders will discuss organizational effectiveness and ways to use this framework as a catalyst for collaborating across domains such as security, accessibility, procurement, and more. Future opportunities will be discussed. The session will be of interest to all institutions that procure technology, as well as providers needing to meet security privacy and accessibility requirements. Combining accessibility and security reviews amplifies the importance of both, and sharing a data collection and reporting toolkit streamlines the process for institutions and vendors alike.

What Matters Most in the Digital Learning Environment: Correlating Inputs with Outcomes

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Antony Tibbs, *Digital Learning Lead, Edith Cowan University*

Rowena Harper, *Deputy Vice-Chancellor (Education), Edith Cowan University*

What should we do in the digital learning environment to really improve student outcomes? This question is critical for prioritizing where we ask faculty to invest their time. Edith Cowan University is answering it by bringing together project management data generated during its recent LMS transition (e.g., transition monitoring and evaluation data) with student outcome metrics including retention, success, and satisfaction. In doing this we identified which aspects of the digital learning environment have the greatest impact on student outcomes. Do welcome videos make a difference? How about quality of media? Or peer-to-peer discussions? If you want to know the answers to these questions and learn how you can generate data to understand what makes a difference for students at your institution, we look forward to walking you through the ECU approach.

8:25 a.m. – 8:45 a.m.

Developing (in-House) Virtual Reality and 3D Gaming Apps for STEM Education

Swap Shop, Central Concourse, Level 3

Session Type: Breakout Session

Delivery Format: Demonstration

Track: Innovation and Emerging Technologies

Roy Frederick Bergstrom, *Lead Information Technologist, University of Rhode Island*

Christopher Hemme, *Director, RI-INBRE Molecular Informatics Core, University of Rhode Island*

The Rhode Island IDeA Network of Biomedical Research Excellence (RI-INBRE) Molecular Informatics Core (MIC) and the University of Rhode Island Information Technology Services Innovative Learning Technologies (ILT) developed virtual and "first-person" 3D gaming applications to teach concepts in biomedical science, including pharmacology, cell culture, nanotechnology, and high-performance liquid chromatography. The apps were developed as full virtual reality (VR) and 3D gaming versions. The VR versions require headsets and controllers. The 3D gaming versions use keyboard, mouse, and a monitor. They do not require VR headsets. Development challenges included creating intuitive user interfaces, text-to-voice functionality, visualization of molecules, and implementing complex science concepts. In-app quizzes are used to assess the user's understanding of topics, and user feedback was collected for several apps to improve the experience. The apps were positively reviewed by users and are being implemented into the curriculum at URI. The apps will be hosted on the University of Rhode Island's Amazon Web Server (AWS). Enrolled students will access the apps through the URI Course Management System (CMS) Brightspace. Method Summary Virtual and 3D gaming apps were developed in Unity to teach topics in biomedical science. In-app 3D models were created to provide a scientifically accurate user experience. Apps were tested on HTC Vive style VR headsets.

9:15 a.m. – 10:15 a.m.

A Fireside Chat with Dr. Cottom

Main Stage, Skyline Ballroom, Level 3

Session Type: General Session

Delivery Format: General Session

Track:

Tressie McMillan Cottom, *Keynote, Speak Inc*

Join Dr. Tressie McMillan Cottom, a MacArthur 'Genius' Fellow, renowned cultural critic, esteemed sociologist, and award-winning writer, as she opens the EDUCAUSE 2023 Annual Conference. In this captivating and thought-provoking moderated conversation, Dr. Cottom will delve into the most pressing issues concerning higher education, the future of work, and technology. Balancing sharp insights with humor and storytelling, you won't want to miss this impactful and unforgettable conversation.

Sponsored by Accenture

General Session Stream Room

W183b, Level 1

Session Type:

Delivery Format: General Session

Track:

Not into the bright lights, music, and big stage scene? No problem! Here you can watch the streamed general session in a quiet, relaxed, and roomy atmosphere.

10:15 a.m. – 11:00 a.m.

How Can I Help?: Practical Tools to Make an Immediate Impact

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Darcy Frailey, *Projects Director, University of California San Diego*

In this session, participants will walk through a practical exercise that they can use in change management and strategic planning efforts to show how each person can make an impact through actions and active conversation. This exercise will combine several liberating structures, including 15% solutions, WINFY (What I Need From You), and 1-2-4-All.

“And the Winner Is...!” Student Nominations that Reward Faculty Best Practices

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Rachel Goc, Learning Engineer, Northwestern University

Beatriz Jimenez, Learning Engineer, Northwestern University

The Canvas Hall of Fame at Northwestern University is a student-nominated faculty recognition program that provides a case study for an IT department becoming a conduit for student and faculty connection. We will cover details about the award process (collecting student nominations, reviewing and selecting winners) and the programming (email campaigns, new workshops, and new resources) that emerged because of this process and changed instructor practices across the institution within months.

A Decentralized Data Strategy with Central Data Governance

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Zohaib Qazi, IT Transformation Program Director, Virginia Tech

Brent Kremer, Director of Data Management and Analytics, Virginia Tech

Using the data mesh organization strategy, Virginia Tech is implementing a decentralized data strategy. A strong centralized data governance process was critical to implementing this philosophy. We will review the process used to set up the committees and how we got buy-in from stakeholders. We will also review how we break down the different stages of the data strategy and how we identified the maturity of each domain, along with the plans to modernize them. It is critical to know where each domain stands and who is responsible for managing the data within that domain in order to make changes.

AI Generated Content: What It Means for Academic Integrity

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Alon Yamin, CEO and Co-Founder, Copyleaks

Alon Yamin, CEO and cofounder of Copyleaks, an AI-based text analysis company that empowers content originality and inspires authenticity, will share the immediate and long-term ramifications of ChatGPT and plagiarism, including how it stunts essential skills students need in order to operate as rational participants in society, plus tips on how to uphold and encourage academic integrity.

Analyzing the Student Digital Experience through User Research

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Max J. Tsai, Innovation Officer | Interim Director of Digital Transformation, California State University, Fresno

Katherine Rae Lathos, User Experience Designer, California State University, Fresno

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

Allison Green, User Experience Designer, California State University, Office of the Chancellor

As students become taxed with digital processes and services from all angles, Cal State Innovate and Fresno State researched the role of technology and the associated pain points for students. Engaging executive leadership all the way down to students themselves, the research team led a campus-wide effort to understand the current state and develop plans for a future state with

less digital friction. They will share their research methodology, a summary of findings, and their solutions to date to enhance the student digital experience at California State University, Fresno.

Applying the Science of Memory to Teaching? And Why You Should

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Michelle Denise Miller, Professor, Psychological Sciences, Northern Arizona University

Technology may be everywhere, but students still need to commit knowledge to memory—and courses need to be designed to help make this happen. This workshop challenges common myths and misconceptions about memory and learning, discusses how technology is (and is not) changing human memory, and offers techniques and technologies that help students develop a solid base of knowledge.

Asian Pacific American (APA) CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Ellen Yu, Chief Information Officer, Union College

Gerard Au, Chief Information Officer, California State University, San Bernardino

In 2020, a panel of Asian American IT leaders shared various data points from 2017-19 on Asian/Asian American leadership roles in higher education, or the lack thereof. Where are we now? This poster session will share updated figures in the hope of generating additional discussions.

ASSIST 2.0: The Exciting New Iteration on Our Open-Source CRM/Student Service Platform

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Lori Lindenberg, District Director Enterprise Analytics & Strategy - ITS, Maricopa Community College District

Michele Agostinelli, ACIO/AVC Academic Technology - ITS, Maricopa Community College District

Joseph Anthony Licata, Product Management Consultant, Canyon GBS

In 2022, Maricopa Community Colleges presented at EDUCAUSE on its Academic and Student Success Integrated Support Technology (ASSIST) platform, a new and innovative way to affordably deliver high-quality service to all students. This year we are excited to be back to announce ASSIST 2.0, which is easier for institutions to adopt, includes a refreshed and modern user interface, and adds important new features/capabilities for advisors and other student service professionals.

Automated University: Digital Transformation of Student Experience

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Max J. Tsai, Innovation Officer | Interim Director of Digital Transformation, California State University, Fresno

Technology has touched every industry, including higher education. Imagine what's possible if you could automate everything for our students! Come learn how Fresno State's Empower Student Success with Digital Transformation streamlined university operations from student admissions to routine administrative tasks with Robotic Process Automation technology. In addition, learn how we connected with our Student Information System with a future-proof data integration and interoperability architecture leveraging iPaaS (Integration Platform as a Service), as well as how we accelerated the development of campus application services with the new Agile Team strategy.

Becoming Change Agents for Project Success

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Melissa Hattaway, Senior Manager, University of Miami

The need for strong relationships between information technology professionals and campus stakeholders to advance digital transformation on our campuses is more relevant than ever. But how do you quickly establish strong relationships? How do you avoid project derailment when key stakeholders are not consulted early on? Is this a challenge all too familiar to you? We can't wait to help! We will give you a brief introduction to how we use our Project RACI matrix to tackle these challenges and then go straight into how you can apply this in your teams. We will share how clearly defining roles, responsibilities, and ensuring the right people are communicated with at every step of the project cycle builds your team's credibility and ultimately become the driving force that establishes trust between the tech team and other campus stakeholders.

Breakout Innovation: Implemented Instructional Technology for Understanding Braille

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Amy Dye-Reeves, Head of LADC (Architecture, Design, and Construction), University Libraries, Texas Tech University

Have you ever struggled with finding an interpreter for your class and finding a way to increase engagement with hard-of-hearing students? The session focuses on further education (IDEA: Regulations) and to "lead productive and independent adult lives, to the maximum extent possible." (IDEA: Title 1). The session will continue to provide important information about the implementation of improving communication in the classroom by understanding braille translation in real-time. In addition, the presentation will provide innovative technology and instruction strategies for helping students, faculty, and staff correspond with deaf and hard-of-hearing individuals. The session will focus on the following information: compensatory skills that permit access to the general curriculum (such as braille and concept development, tactile graphics, and additional specialized communication skills among all users); orientation and mobility skills; social interaction skills; assistive technology (AT), including optical devices; self-determination theory; and sensory efficiency (including visual, tactual, and auditory skills).

Building Resilience into Teaching and Course Design

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Chris Gamrat, Assistant Teaching Professor, The Pennsylvania State University

Edward J. Glantz, Teaching Professor, The Pennsylvania State University

Lisa Lenze, Director of Teaching, Learning, and Assessment, The Pennsylvania State University

This poster offers participants perspectives from instructional designers and faculty on developing course resilience. I will provide an overview of a five-step risk assessment process: Identify Hazards, Assess Hazards, Control Serious Hazards, Document Findings, and Review Controls. Participants will be given worked examples and suggestions that can be applied to teaching and course design disruptive situations. Participants will also be able to contribute to brainstorming common situations and solutions.

Building Technology Staff Capacity and Career Competencies for First-Gen Students

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Joana Trimble Gandara, I.T. Project and Engagement Manager, St. Edward's University

Jason Arellano, Manager User Services, St. Edward's University

Institutions of higher education face challenges hiring and retaining technology staff, the tech industry faces challenges diversifying its workforce, and students need help translating knowledge and skills developed in college to the world of work. St. Edward's University Office of Information Technology (OIT) partnered with the College Assistance Migrant Program (CAMP) to develop grant-funded internships to address these challenges. In this poster, we will showcase our model student employment program that integrates grant-funded, first-gen interns to help build technology staff capacity. We will share frameworks and best practices to implement this program at your institution, discussing building partnerships, framing and creating meaningful work experiences that serve experiential learning outcomes and National Association of Colleges and Employers (NACE) competencies, and developing pathways for future internships and jobs.

But I Need My Phone for Insta/Homework!: Mobile Device Repair

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Liam Doherty, IT Manager, TechZone and Student Technologies, Illinois State University

Caleb Caldwell, TechZone Operations Manager, Illinois State University

Illinois State University's TechZone has offered technology support for personal computing devices, including hardware repair for students, for over 20 years. Several years ago, requests for repairing personal mobile devices, specifically iPhones, increased dramatically. As an Authorized Service Provider for multiple vendors for many years, our service offerings traditionally involved desktop, laptop, and sometimes tablet repair. As the student population now uses their mobile devices for social and communication as well as academic work, we added to our service offerings to match and have learned many lessons along the way.

Cashing in on IPv4 Public Addresses

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

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

Many institutions, when building out their networks in the early 1990s, acquired large blocks of IPv4 addresses. Today these large blocks of IPv4 addresses have become hot commodities and many institutions are eager to realize financial opportunities afforded by selling off portions of their IPv4 address space. This panel session will explore the effort to free up IPv4 addresses and describe the process of selling off addresses, as experienced by a couple of universities.

Catalyzing a Paradigm Shift: A First in the Nation Data Collaborative for Alternative Credentials

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Jagir Pipalia, Data Analyst, Education Design Lab

Lauren Conte, College Data Coach, Education Design Lab

Increasingly, institutions are deploying short-term, stackable, non-degree credentials focused on in-demand skills to better prepare learners for the workplace. Yet concerns remain with ease of implementation, learning efficacy, employer adoption, and labor market value of short-term credentials. Data is needed to better understand skills-based learning and inform the way to alternative credentials. This presentation showcases collaborative efforts between Education Design Lab (Lab), Credential Engine, the National Clearinghouse, Brighthive, and the Education & Employment Research Center (EERC) to launch a Data Collaborative for a Skills-Based Hiring, a multisource data infrastructure to support institutions implementing alternative credentials, inform program evaluation, and data storytelling about enrollment, progression, retention, completion, and labor/wage outcomes. The micropathways established via the Community College Growth Engine (CCGE), an initiative with 43 community colleges funded by 15 foundations and investors, provide a first-use case with data flows already established in a cloud data structure supported by Brighthive and feeding dashboards built and maintained by the Lab for early insights.

Charting a Course for Change: How a Change Management Methodology Can Support Large-Scale Curricular

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Suzanne Dove, AVP | Strategy & Innovation and Executive Director, Badavas Center for Innovation in Teaching and Learning, Bentley University

Chris Beneke, Associate Dean: First Year Experience and Bentley Core, Bentley University

Large-scale curricular innovations, especially those that require involvement from many academic departments across the university, often falter upon implementation due to inadequate attention to change management. How can a change management methodology help you succeed? Our poster session is a case study of how an educational innovation team at Bentley University charted a course to implement a large-scale First-Year Seminar redesign. Using Prosci's ADKAR change management framework, we identified Bentley's new Falcon Discovery Seminar as a high-risk project, recognized the human factors that determined our project's success and developed a blueprint to guide our efforts. The outcome at Year 1 is a new, inquiry-based First-Year Seminar taught by teams of 35 faculty and 50 peer leaders with an enrollment of 1,100 students. Using faculty and student input as well as learner outcome data to measure the seminar's performance in its first iteration, we are incorporating modifications that will sustain the change and provide continuous improvement. Your teaching and learning innovations can benefit from the lessons we learned!

CIO Playbook: How to Accelerate Digital Transformation

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Neal Dyer, Chief Technology Officer, Southeastern University

Jeff Elliott, Director of Product Management, Jenzabar Inc

Christopher Hoke, CIO, University of Jamestown

As CIOs take on increasingly strategic roles in higher education, they're expected to do the lion's share of the work necessary to transform an institution into a digital campus: they need to maximize their technology investment, drive adoption of new business

processes, and create modern, frictionless student experiences. This session gives CIOs a functional playbook—discovery, optimization, and coaching—which they can use to improve efficiency, increase productivity, and accelerate digital transformation.

Come for Solutions. Stay for Community: Get Active on EDUCAUSE Connect

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Emily Kendall, Product Manager, Connect Services, EDUCAUSE

We understand the power of leveraging community to solve your professional challenges. Stop by our poster session to learn about the personal and professional benefits of engaging with the EDUCAUSE [Connect](#) platform, including EDUCAUSE Community Groups, volunteering, mentoring, and working groups.

Connect Your IT Silos with IT Connects

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Theo Galen Howard, Digital Learning Consultant, University of Wisconsin-Madison

Manda Johnson, User Support Supervisor, University of Wisconsin-Madison

Amanda Thornton, Lead Software Engineer/Developer, University of Wisconsin-Madison

Lindsay Bolan, Software Solutions Architect, University of Wisconsin-Madison

Central and distributed IT staff face several challenges regarding collaborating and connecting. To address this issue at UW-Madison we established IT Connects, an organization that aims to cultivate effective communication, encourage professional growth, and foster a lively and supportive community. Achieving these goals requires sponsorship, support, and the development of community leaders.

Continuing the Conversation: A Rubric Accompanying the Student Success Analytics Framework CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Tasha Marie Almond-Dannenbring, Strategic Project Manager, Unicon, Inc.

Szymon Machajewski, Director Learning Tech & Innovation, University of Illinois Chicago

Steven WILLIAMS, Principal Product Manager, Bruin Learn Center of Excellence, University of California, Los Angeles (UCLA)

Melissa Irvin, Associate Vice-Provost for Student Success, University of South Florida

Linda Feng, Vice President of Architecture, D2L

Feedback invited on the SSA Framework Rubric, a guide developed as a tool for institutions seeking to use the framework to inform student success analytics initiatives.

Creating the Cybersecurity Workforce of the Future

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Lalitha Subramanian, Program Management Director, University of Washington

Andrew West, Director, Enterprise Information Technology Applications & Digital Innovation, Prairie View A&M University

Dr. Justin Gatewood, Director of Information Systems, Calbright College

Charron Andrus, Associate Chief Information Security Officer, University of California, Berkeley

For institutions of higher education, the pandemic years provided the opportunity to rethink student learning strategies and technologies to render graduates employment-ready. Although the tech sector is paring its workforce, there is an increased demand in the field of cybersecurity for qualified personnel educated and trained to combat ever-changing digital threats of the modern remote work environment at scale. Join us as we explore how four different institutions have incorporated cutting-edge methods and pedagogies to equip the cybersecurity workforce with the skill sets needed to succeed.

Curiosity and Change: A Framework for Aligning Technology Investments with University Objectives

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

George Thomas, Sr. Technology Strategist - IT Strategy and Planning, University of Oklahoma

Chris Jones, Director, Strategy & Planning (IT), University of Oklahoma Health Sciences Center

The University of Oklahoma Information Technology Department uses a Strategy Planning Framework to organize system-wide initiatives such as online education, relationship management, and degree management that align directly with university strategies. The session will highlight the key attributes of the framework and share real-world examples from four practice areas: Opportunity Identification, Organizational Assessment, Strategy Development, and Planning for Success. Through stakeholder engagement and collaborative idea-generation, the framework helps address gaps in information and technology capacity, assesses the current state, develops strategies, and lays the groundwork for successful execution. The session will include a "flash activity," outcomes and key findings, Q&A and discussion, and collaboration for improvement. Join us to learn how the OU IT Strategy Planning Framework can benefit your institution's strategic technology investments.

Data Governance CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Christopher Todd Barber, Executive Director, Enterprise Applications & Data Services, The University of Tennessee Health Science Center

Need help wrangling data at your campus? There is a community of others doing just that. Our community has data governance initiatives at different levels of maturity, campus dynamics, and reporting structures. We meet virtually each month to discuss topics from the world of data governance.

Developing a Digital Learning Strategy for a Residential Campus

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Jill Leafstedt, Interim Dean of Extended University & AVP for Digital Learning, California State University, Channel Islands

Michael McGarry, Academic Technology Lead, California State University, Channel Islands

Lorna Gonzalez, Director of Digital Learning, California State University, Channel Islands

In this session, we will present a process for using a digital learning strategy to move campuses past the “should we/shouldn’t we” conversation about online learning. We will show how, beginning with stakeholders, a campus can learn what they are currently doing in pockets and silos that can be scaled for greater impact, what campuses are not doing, and what they are doing that is not working. We will share how this stakeholder data lends itself to a comprehensive digital learning strategy that integrates faculty, students, and staff interests and aligns those interests with funding strategies through partnerships with grants offices and advancement teams.

Developing an Inclusive Classroom to Empower Students to Learn

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Qingwen Dong, Professor, University of the Pacific

While teaching an Intercultural Communication class, I adopted an inclusive teaching pedagogy and learning environment to help students build a sense of community and ensured that the students knew their classmates well through various assignments, including each student interviewing two students in class to write an interview report. In addition, I used Jack Mezirow's transformative learning model (1991), including generation of consciousness, transformation of consciousness, and integration of consciousness to get students think critically and learn effectively. The assignment includes an autobiography, which helps students generate a lot of thoughts and efforts to discover themselves through an intercultural communication lens of learning.

Developing the Next Generation of Digital Leaders: Pipeline for Inclusion and Diversity in Technology

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Chad Marchong, Associate Director, Learning Analytics & Research, Georgia State University

Amy Bruni, Learning Community Development, Georgia State University

Jackie Slaton, Assistant Director, Learning Community Development, Georgia State University

Georgia State University has one of the most uniquely diverse student populations in the country and sees an opportunity to create a digital pipeline that allows for more diversity and inclusion in technology and innovation. Through a variety of student initiatives, Georgia State's Center for Excellence in Teaching, Learning, and Online Education (CETLOE) created digital literacy programs that expose students to emerging technologies, connect them to industry leaders, and empower them to use technology to impact their communities.

Developments in Research Network Services

Session Type: Poster Session

Delivery Format: Poster Session

Track: Supporting Research Computing

William Allison, Chief Technology Officer, University of California, Berkeley

Dave Browne, Executive Director of Campus IT Infrastructure, University of California, Berkeley

Bryce Koepke, Senior Network Consultant, Deloitte

Richard Johnson, *Managing Director, Deloitte*

The demand for network infrastructure capacity, speed, and security at leading universities has never been higher, based on the exponential increase of cloud, evolving student usage patterns, high-performance computing, IoT devices, and many other factors. While traditional network designs are being pushed to their limits, the challenge to recruit and retain talented network architects and engineers is also increasing. Many institutions are in the process of implementing next-gen network designs to meet these needs. During this session, participants will build awareness of what their peers are doing relative to network design, architecture, operations, and long-term investments, and learn important caveats in addressing the evolving demands of research networking.

Diversity in IT Open House

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Terri Pecora, *Director of Academic Applications, Virginia Tech*

Charron Andrus, *Associate Chief Information Security Officer, University of California, Berkeley*

The Diversity in IT Community Group provides a platform for open dialogue and creates avenues for collaboration to support group members, provide mentorship, and advocate for diversity, equity, inclusion, belonging, justice, and accessibility in higher education. Join us for open, safe discussions and ideas for future conversations.

Driver Diagrams: An Approach to Improve Equitable Student Outcomes

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Kelli Rainey, *Senior Director, Grants Management, NACUBO*

A driver diagram is a tool intended to help organize ideas and discover various causes that contribute to an issue you are trying to improve. For its current grant-funded project, NACUBO used this tool with participating institutions to develop actionable tools, frameworks, and models to advance student equity, success, and completion efforts. Through interactive conversations, session attendees will discuss ways to use this tool at their institutions to facilitate activities that build shared understanding, strengthen sense-making, and support data-informed practices.

Effective Learning for Students with Special Educational Needs: Perspectives from a Global Classroom

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Claudia Mertens, *Institute Professor (WS 22/23), University of Hamburg*

Amanda Marie Shufflerbarger, *Assistant Professor, Indiana University East*

Before establishing principles and practices for teaching and learning of students with SEN (Special Educational Needs), we need a good overview of results of empirical studies conducted in the field. Therefore, two systematic reviews on the use of digital tools in inclusive and non-inclusive school settings were conducted, taking into consideration studies published in German (one systematic review including studies having undergone a peer-review process and the second one including studies without peer review). The results will be presented during the conference along with the findings of student research on the same topic. The results of German student research projects (duration: one year) were critically discussed in a global classroom in cooperation with

Indiana University East and Hamburg University (Germany) in the winter/spring term 2022-2023. The aggregated results can be a sound basis for improving accessibility for students with SEN and for adjusting teaching materials and concepts to the needs of the students with SEN in order to create successful learning environments in the future.

Eliminate the Application! How California Uses System-Wide Cross-Enrollment for Student Success

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Marina Aminy, Executive Director, CCC Online Education Initiative (OEI)

Mike Vogt, Director of Strategic Planning and Operations - Information Technology, Foothill-DeAnza Community College District

Learn how technology and collaboration among colleges is helping significantly more students achieve their educational goals by providing access to online courses and automating enrollment between independent institutions. Cross-enrollment eliminates several hurdles to completion.

Enhancing Equity through Asynchronous Communication as Universal Design

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Joshua Howe, Deputy Executive Director of Workforce Training and, Maine Community College System

Remote and hybrid work surged due to the pandemic, equal to 40 years of prepandemic growth. Remote and hybrid work offers tremendous opportunities for employers to increase operational resilience, retain valuable employees, access unique talent, and build a nimble, diverse, and responsive workforce. It also offers workers the chance to enjoy greater flexibility and work-life balance, if done correctly, without sacrificing their careers. Over 30% of workers are expected to work in a remote or hybrid fashion in the long term. With women and people of color having stronger preferences for remote and hybrid work, there is potential for historically underrepresented groups to be negatively impacted by working remotely. Ensuring that remote employees have an equal voice in decision-making, access to leadership, professional development, and promotions must be an intentional part of an organization's strategy. Asynchronous communication tools and strategies can help ensure that remote team members maintain an equitable position and voice in the workplace and are not on the wrong end of proximity bias.

Enhancing Learning through Didactic Use of Biometric Devices in Higher Education

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Bertha Alicia Saldivar Barboza, Educational Technology Director, Tecnologico de Monterrey (ITESM)

Sadie Lissette Guerrero, ED Tech solutions director, Tecnologico de Monterrey (ITESM)

Andres Ayala Medina, F, Innovation Project Leader, Tecnologico de Monterrey (ITESM)

A functional biometry department in higher education for teacher and student use, understood as an area for learning and experimenting with biometric devices, contributes to the understanding of topics related to behavior regardless of the academic discipline. Likewise, this technology can be useful to analyze and enhance the learning process, since physiological variables are closely related to the cognitive-affective states that underlie learning.

Exploring the Intersection of Data, Empowerment, and Planning

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Erin Murtha, Asst. Vice Chancellor, Planning & Projects, University of North Carolina, Charlotte

Elizabeth Rugg, Assistant Vice Chancellor, Client Engagement, University of North Carolina, Charlotte

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

In today's fast-paced and data-driven world, IT organizations must leverage the power of data to empower their decision-making processes and drive strategic planning. During this session, we will explore the intersection of data, empowerment, and planning for IT projects and initiatives and how to use this intersection to improve institutional effectiveness.

Finding Student Voices: Bringing Podcasting into the Classroom Without the Big Budget!

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Kenneth Yoshioka, Senior Instructional Technologist, University of San Francisco

Over the past five years, podcasting has become a growing multimodal medium for digital storytelling at USF. The challenge has been to develop a workflow that includes training and resources for faculty to integrate podcasting as an assignment or project. The goal is to not only to provide training in recording and editing skills but also to help the students to discover the power of their own voice and story. This session will cover the strategies, tools, and processes that can be implemented to help instructors successfully bring podcasting into their curriculum. To stay budget-conscious, we'll share open-source software and utilities, creative commons music and sound effects sources, as well as low-cost equipment choices, so that the students are able to record and edit audio projects in a way that is accessible to all skill levels.

First-Year Student Experience Mini-Grants: Empowering Student-Faculty Connections and Peer Support

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Marcela Ramirez, Associate Vice Provost, University of Texas at San Antonio

Melissa Vito, Vice Provost of Academic Innovation, University of Texas at San Antonio

Tammy Wyatt, Vice Provost for Student Success, University of Texas at San Antonio

Amy Buechler-Steubing, Assistant Vice Provost, Strategic Initiatives and Learning Innovation, University of Texas at San Antonio

Join us at our session to learn about UTSA's successful First-Year Student Experience and Faculty Engagement Mini-Grant Program. In response to the pandemic's impact on student engagement and belonging, the program awarded faculty up to \$1,500 to create engaging activities outside of the classroom. By the end of spring 2023 nearly 80 events will have occurred, resulting in increased student-faculty engagement and sense of belonging. Our presentation will showcase the strategies and tools used to implement the initiative and highlight its positive impact on students and faculty. Attendees will gain insights into how they can create similar initiatives at their institutions and improve student-faculty engagement and sense of belonging. Furthermore, we will discuss how the initiative aligns with UTSA's Equity Advocacy Initiative, which focuses on expanding access to higher education for underrepresented minority students, and how it can promote healthy and inclusive learning environments. Our session will be valuable to all faculty and administrators seeking innovative ways to improve student-faculty engagement and promote a sense of belonging in their institutions.

Fostering a Data-Driven Culture with Enrollment Management Analytics

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Tom Andriola, Vice Chancellor, IT and Data, University of California, Irvine

Patricia Morales, Vice Provost, Enrollment Management, University of California, Irvine

This session will describe how the University of California, Irvine, has succeeded in fostering a data-driven culture through a unique approach: an analytics initiative led by the Division of Enrollment Management. This popular service, known as enrollment management analytics (EMA), uses enrollment data to uncover the hidden barriers to student success. It is enhanced by a consultative service in which enrollment management SMEs serve as internal analytics consultants for a range of administrative and academic colleagues across campus. EMA's mission is to humanize student data by taking a holistic, collaborative, and multidisciplinary approach to student success analytics.

From Mentor to Mentee to Engagement: The Transformative Power of Mentorship in the IT Workplace

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Sarem Yadegari, Manager of Communications and Training, Chapman University

Michelle Sypinero, AVP, Technology and Innovative Services, Chapman University

In any IT organization, a positive work environment is essential for success. To achieve this, employee engagement is crucial, and mentorship is a proven effective tool for improving job satisfaction, reducing turnover, and increasing productivity. This presentation will define mentorship and its role in creating a positive work environment. It will discuss the benefits of mentorship for both the mentor and the mentee, such as leadership development, personal and professional growth, and fulfillment. The presentation will also provide practical tips for implementing a mentorship program tailored to the organization's specific needs, including mentor and mentee selection and goal-setting. Finally, the presentation will summarize the key benefits of mentorship to create employee engagement and will encourage attendees to consider implementing a mentorship program in their organizations.

Get This Right and the Rest Is Easy: How to Hire like a Pro

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Kirk Kelly, Vice President, Vantage Technology Consulting Group

Brian Basgen, CIO, Emerson College

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

Ryan Bass, Chief Information Officer, Portland State University

Hiring effectively is difficult, harder than many realize. Most of us have little to no training, and even hiring experience can create false confidence if it has not been rigorously analyzed. In this session, we will discuss hiring best practices, including training to reduce bias, how to conduct interviews, and how to organize a successful hiring process. We will illustrate how effective hiring is the quickest way to change the culture and advance a strategic plan. Finally, the importance and primacy of hiring will be emphasized throughout, including the participation of the executive leadership in all hiring decisions.

Getting Started with HyFlex: Building a Strong Foundation for Flexible Learning Environments

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Glori Hinck, Senior Instructional Designer, University of St. Thomas

Jeanne Samuel, Dean, Delgado Community College

Brian Beatty, Professor of Instructional Design and Technology, San Francisco State University

Cathy M. Littlefield, Professor & Department Chair, Business, Peirce College

Flexible learning environments have become increasingly important in today's education landscape. HyFlex is an innovative approach that offers students the flexibility to choose their mode of learning: online, face-to-face, or both. This hybrid-flexible delivery can be defined more granularly on an institutional level, but the concept remains with the foundation of multimodal and student choice. This approach allows institutions to provide students with a more personalized learning experience while also ensuring that the learning objectives are met. Presenters in this session include Brian Beatty and his team of founding members of the HyFlex Learning Community. We will discuss the foundational elements of HyFlex and provide participants with practical strategies for designing and implementing flexible learning environments. We will explore key considerations such as Alternatives, Equivalence, Reuse, and Accessibility in course design, as well as examine how HyFlex can be used to enhance student engagement and achievement. Participants will gain a deeper understanding of the HyFlex approach and leave with actionable steps for incorporating it into their own teaching practices. Whether you are new to HyFlex or looking to refine your existing approach, this session will provide you with the tools and resources you need to create a strong foundation for flexible learning environments.

Helping Your Institutional Leadership Prepare for the Next Wave of Digital Transformation (Dx)

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Amy J Hilbelink, Senior consultant, Association of Governing Boards of Universities and Colleges

Chris Moloney, Senior Director, AGB

Those involved in higher education have likely seen recent changes in their institutions. Changes were due to quickly moving courses online because of the pandemic and its impact on the students and the institution, while other changes resulted from lower enrollments and newer technologies being employed. There are a number of new realities for higher education, which may include the student acting as the consumer, student expectations for more appropriate digital technologies in course delivery and student services, and the desire for shorter degrees and certificate offerings. These changes will continue and the next wave of digital transformation will play a role in that ongoing change. Join us to discuss some of these new realities in higher education and the role of digital transformation. We will discuss how the participant's institutions use technologies that serve students, curriculum, and data collection, and how those technologies have transformed over the years. We will discuss how to ensure everyone, including leadership, is on the same page regarding the purposes and need for the technology, and how participants may be able to impact the adoption of new technologies in their institutions. This begins with defining what leadership needs to know about Dx and how participants can ensure its strategic adoption in their institution. Participants will leave with a broad understanding of how they can impact their institutional leadership's knowledge and adoption of digital technology.

How to Leverage AV-over-IP to Create a Digital Creative Lab and Respond to Future Educational Needs

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Raj Singh, Manager, Learning Technologies Design & Engineering, University of Southern California

Chi Hang Lo, AV/IT Solutions Architect, University of Southern California

The University of Southern California (USC) is at the forefront of innovation in the technology and STEAM fields, with a thriving creative space and cutting-edge applications for digital creative solutions. However, USC recognized the need for a shared space for creative collaboration, teaching, learning, and content creation. USC established the Digital Creative Lab (DCL) in the basement of Leavey Library to address this need. In partnership with the USC Provost's Office, the ITS-Learning Environments Team developed and designed the DCL as a collaborative space for students, faculty, and staff to work together and engage in innovative projects.

How VCCS Rolled Out One AI Chatbot Federated to 23 Colleges and Integrated to GPT

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Jennifer Perkinson, Coordinator of Virtual Student Support , Tidewater Community College

Holly Whistler, Coordinator, Online Virginia Network, Virginia Community College System

Nicole C Stewart, Assistant Vice Chancellor of ITS, Virginia Community College System

The Virginia Community College System (VCCS) implemented an enterprise AI platform to automate student support across 23 schools. The federated model allowed each school autonomy with their own bot while leveraging system-wide innovation. The bot provides more than just Q&A—it includes access to student records, live agent transfers, and personalized attribute-based answers. The latest release incorporates OpenAI's GPT model to enhance answer quality and increase automation. The presentation will highlight the implementation journey, including challenges, successes, and technology deployment with change management.

ICYMI: Teaching and Learning Research That's Making an Impact

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Brittney Johnson, Library Curriculum and Instruction Developer, St. Edward's University

David Thomas, Executive Director for Online Programs, University of Denver

Jenay Robert, Senior Researcher, EDUCAUSE

Are you curious about the latest research in teaching and learning? Do you often find yourself asking, "what educational technology research may impact my practice?" Are you a self-proclaimed methodology nerd? If you answered "yes" to any of these questions, this is the session for you! Join the EDUCAUSE Research Impact Community Group as we present recent research that has piqued our interest. The research world is our oyster, so topics could include anything from equitable digital learning and accessibility to artificial intelligence and extended reality. You'll leave this session with some exciting research insights to inform your work and perhaps some inspiration for your own research. Whether you're a researcher, teacher, instructional designer, administrator, or developer, you'll find this session informative for engaging in research-informed practice.

Implementing Universal Design for Learning at Scale

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Thomas J. Tobin, Senior Teaching & Learning Designer, University of Wisconsin-Madison

Most of us know how to implement Universal Design for Learning (UDL) in individual activities, courses, and service interactions. But how do we go from having a few people who know a lot about inclusive design to helping everyone to know and do a few

keystone practices based on the UDL framework? In this interactive session, you will learn how the principles and checkpoints in the UDL framework translate into action plans for UDL, along three strategic pillars of access, inclusion, and predictability. You will take away models for attracting funding, resources, and time for systemic UDL application.

In a Glass Case of Emotion: From Podcasting to Privacy Booths

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Michael Revenaugh, *Instructional Designer, Digital Innovation, Hamilton College*

Forrest Warner, *Instructional Designer, Digital Innovation, Hamilton College*

As a pilot program, Hamilton College Library and IT services bought two Studiobricks acoustic booths that would offer students a private space for podcasting and their telemedicine needs. In addressing the need for student privacy, Hamilton's reservable audio production booths immediately became popular and synonymous with how technology can offer supportive space for student mental health.

Inclusive Learning Spaces

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

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

What are inclusive learning spaces? All students need to be actively engaged in the classroom in order to create opportunities for meaningful, deep learning. Unfortunately, learning space design often focuses on the "average student," designing to the middle. An alternative pathway is to design for variability and inclusion, enabling learning spaces to support a broader range of learners and learning activities. This session is an interactive discussion on designing inclusive learning spaces where participants will discuss their challenges and successes with peers. We will examine how tools (such as the Learning Space Rating System) and frameworks (Universal Design for Learning) can be used as guides for development. We will build connections and community to further the conversation on inclusive learning spaces and bring back ideas to our home institutions about how to improve them.

Inclusive Teaching and Learning: Moving from Accommodation to Expectation

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Steven Varela, *Director of Teaching and Learning Technologies, University of Notre Dame*

Crystal DeJaegher, *Academic Technology Specialist, University of Notre Dame*

Inclusive teaching and learning takes leadership, planning, and commitment. Both faculty and staff can be proactive stewards of student inclusion by knowing universal design strategies and implementing technologies that can help better meet learners' needs—without having to wait for students to self-report a disability or any accommodation requests that follow. By adopting a mindset focused on DEI, we can "consciously create an environment of mutual respect, hospitality and warmth in which none are strangers and all may flourish" and foster student belonging.

Innovating Instruction with Open Digital Pedagogy Projects

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Paulina Rousseau, Head, Liaison Librarian Program - UTSC Library, University of Toronto

David Kwasny, Data & Digital Literacy Librarian, University of Toronto

Open pedagogical projects have the benefits of reducing redundancy in instruction and empowering users to acquire increased skills in areas relevant to their needs. Join this showcase of two such projects developed at the UTSC Library by the Digital Scholarship Unit. The first, LEARN, is an enriched bibliography of open OERs made accessible via modern search and indexing capabilities, with actual OERs being stored outside of the tool in centralized locations by format. It responds to barriers for keeping OERs current and encourages participation by empowering content creators to retain physical ownership of the files that comprise the OER, with workflows leading to greater engagement from content authors and increased available open content for instructors and learners. FIND hosts a dataset emerging from the Digital Scholarship Knowledge Base project at the UTSC Library in response to the difficulty of sharing and updating information about digital tools and resources commonly used in Digital Scholarship. This site is an experiment in crowdsourcing and data sharing that aims to be useful and accessible to broad audiences who want to explore methodologies and tools in digital scholarship. In addition to tool demonstration, participants will gain an understanding of best practices needed to create such collections.

Instructional Strategies to Reduce Learner Stress in an Online Learning Environment

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Hyunjoo Moon, Doctoral Student, Ohio University

Min Lun Wu, Associate Professor of Instruction, Ohio University

Aymen Khazaal, Teaching Assistant, Ohio University

The shift toward online learning has become prevalent during the turbulent period of the COVID-19 pandemic. Many people have been able to continue their educations from the safety and comfort of their own homes. However, online learning environments bring stressors that can negatively impact learners' academic performance. Our presentation is about our research that investigates effective instructional strategies to reduce learner stress in an online learning environment. Observational experience as online instructors and the existing literature show that students have stress due to a lack of meaningful interaction, feelings of isolation, difficulties staying focused, and assignments. Our interview data confirms the effectiveness of some instructional strategies that helped reduce learner stress. Our research findings are beneficial to all online learners and instructors and they will enhance the quality of online education.

Integrate the EDUCAUSE Digital Learning Strategy Framework at Your Institution

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Jennifer Culver, Sr. ATSD-Simmons, Mngr. Online Prod. Svcs., Southern Methodist University

Tracy A Mendolia-Moore, Manager of Educational Technology Innovations, Western University of Health Sciences

Rebecca M Stein, Executive Director Online Learning Initiative, University of Pennsylvania

Ann Wambach Blackman, Executive Director Technology Support, Collin County Community College District

In this session you'll learn about, and have an opportunity to discuss, the recent EDUCAUSE research findings on the current state of digital learning strategies (DLS) in higher ed. Materials covered include the newly published EDUCAUSE *Digital Learning Strategy Framework* and the resources available, including an online Learning Lab, to assist institutions in making data-informed decisions around scalable and adaptable strategies, given the history and capacity for digital learning. Developed by an

intercollegiate team of digital learning professionals from various colleges and universities, this session explores the five essential elements of a digital learning strategy: student support, enrollment and academic planning, faculty and staff, digital learning design, and learning technology. All attendees will gain access to the *Digital Learning Strategy Guide*, which can be personalized to meet the unique needs of their institutions.

Introducing Live Learning to an Asynchronous Classroom

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Cole McFarren, Associate Director, Academic Technology and Innovation, The University of Arizona Global Campus

The University of Arizona Global Campus recently implemented synchronous learning sessions into its previously asynchronous general education courses. Join us to learn how we used Canvas, Zoom, Kaltura, and Google Calendars to create an efficient, cost-effective, and centralized live learning model to promote a sense of belonging among students and encourage mastery of difficult content.

Is Your Student Worker Learning From You?

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Laura Melissa Spencer, Training Specialist, Lead, Georgia State University

Meghan Hammiller, Asst. Mgr, Learning Technology Student Engagement, Georgia State University

As we look into the future of work and higher education, we should not forget to ask how our student workers will fit into that vision. How can we turn the typical student worker experience into a learning opportunity? One that encourages the development of important skills and a self-confidence that they can take with them into the workplace? Come and have a conversation with us about how we can turn our student worker positions into a chance for personal growth while also completing significant work that helps our institutions.

IT Accessibility CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Kyle Shachmut, Director of Digital Accessibility, Harvard University

Carol Kiliany, Technology Integration Partner, California State University, Office of the Chancellor

Eudora J. Struble, Director for Technology Accessibility, Wake Forest University

Stop by to learn the leading indicators of successful higher ed accessibility programs, find resources the IT Access Group creates to help everyone improve accessibility (including for you!), and discuss any topics or questions you have related to accessibility with community leaders and experts.

IT Service Management CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

IT Service Management is a collection of practices that span the entire IT organization and provide guidance for how to optimize your efforts.

Learn About EDUCAUSE Community Groups

Session Type: Poster Session

Delivery Format: Poster Session

Track:

EDUCAUSE Community Groups (CGs) are online communities where you can learn from and network with each other around shared topics and interests. Visit this poster to learn about the more than 70 community groups available to join.

Learn About EDUCAUSE Community Groups (CGs)

Session Type: Poster Session

Delivery Format: Poster Session

Track:

EDUCAUSE Community Groups (CGs) are online communities where you can learn from and network with each other around shared topics and interests. Visit this poster to learn about the more than 70 community groups available to join.

Learning Space Design Community Group Meeting (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

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

Tracey Birdwell, Program Director - Mosaic Initiative, Indiana University

Join our discussion on all topics related to learning spaces! Share ideas/experiences designing formal/informal spaces, hybrid spaces, inclusive spaces, and more. Discuss how we can best support instructors and students in their effective use. Join the learning spaces discussion and meet your colleagues!

Learning to Manage the Systems: Professional Roles and Curriculum Challenges in a Military College

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Angela Lindsey, Instructional Designer, National Defense University

Matthew Thrift, Assistant Professor, US Joint Forces Staff College

Learning Management Systems (LMS) are critical to organizing educational content and instruction across multiple stakeholders within a university. The organization of content and instruction necessarily creates tensions between stakeholder preferences and learning management system capabilities. Senior military colleges (SMC) face all of the challenges and tensions as civilian

universities, but additional challenges unique to the educational mission offer insight and strategies for resolution across higher education.

Leveling Up: Navigating the World of Higher Education Digital Accessibility

Session Type: Poster Session

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

Eva Dale, Web Services Director, Digital Accessibility Coordinator, Ohio State University

Ensuring digital accessibility compliance can be complicated due to the many pieces involved. The goal of this presentation is to provide clear guidance on areas to prioritize for maximum impact, helping make strategic use of your resources to improve digital accessibility at your institution. The poster will address the top areas to focus on. Don't get bogged down in the details by trying to do everything. Instead, focus your resources where you can make the most impact.

Leveraging Data for Educational Impact: Diversity, Equity, Inclusion, and Belonging Microgrants

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Mary K. Thompson, Senior Assessment Manager, University of Wisconsin-Madison

kari jordahl, Learning Analytics Program Manager, University of Wisconsin-Madison

Are you interested in building a program that supports innovation to optimize equitable student success? Want to know more about how learning analytics can help explore local practice, engendering a commitment to diversity, equity, inclusion, and belonging in teaching and learning? Bring your curiosity and come hear about a little program that made a big impact. We'll discuss how we brought to bear the untapped potential of meaningful learning data in support of equitable student outcomes and learner success.

Leveraging Innovation and Research to Pioneer the Future of Education through an Era of Complexity

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Eric Kunnen, Senior Director, IT Innovation and Research, Grand Valley State University

Ty Rizer, Emerging Technologies Developer, Grand Valley State University

Jacob Fortman, Emerging Technology Research Analyst, Grand Valley State University

Hunter Bridwell, Emerging Technologies Coordinator, Grand Valley State University

In response to the pandemic and in pursuit of high-impact change to confront technological disruption, Grand Valley State University's (GVSU) IT Division established a new Innovation and Research (I+R) team in 2021. The I+R team's mission is to lead, coordinate, and facilitate the discovery and exploration of emerging technologies and innovative solutions that catalyze digital transformation (DX) at GVSU. Navigating the complexities of continuous transformational change requires dedication, agility, and experimentation to forge new paths as we adapt, discover big ideas, create new value streams, and bring them to scale. Insofar as this, the Education Futures Collaboratory was created as a strategic initiative that operationalizes innovative change within GVSU through a rich ecosystem designed to promote new visions for the future of higher education. Come to this session to hear about our journey while learning principles and methods to take back to your institution to kick-start your own innovation efforts.

Leveraging Live Lecture Recordings for New Online Learning Opportunities: When Life Gives You Lemons

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Hong Shaddy, Sr. Instructional Designer, The Johns Hopkins University

The pandemic remote instruction produced a treasure trove of live lecture recordings across colleges and universities. This presentation shares a process to convert them to quality online courses and expand learning opportunities at a private research institution. It discusses the planning, pre-semester consultation and post-semester conversion. The presentation zooms in on design considerations to foster learner engagement and inclusive excellence as well as a discussion of student feedback and future implications.

Mitigating Third-Party Risks: A Comprehensive Guide to Vendor Risk Management

Session Type: Poster Session

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

Kiran Bhujle, Managing Director, Columbia University

In today's increasingly interconnected business environment where organizations rely on numerous third-party vendors for critical products and services, vendor risk management has been a key focus area. This session discusses a step-by-step approach to establishing a comprehensive vendor risk management program, covering key components such as vendor identification and classification, risk assessment, due diligence, contract negotiation, monitoring, and ongoing review. Throughout the discussion, the focus is on practical, actionable steps that organizations can take to mitigate third-party risks and ensure the security of their operations.

Mobile Technologies Are Powering Digital Campus Access CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

Many campuses have taken their digital COVID badge efforts to the next level and now power their campus physical access using digital access apps. Learn how campuses across higher ed support their campus communities this way.

Navigating BRM CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Michelle R Kaiser, Business Relationship Manager, Kansas State University

Adam Petrea, Director of Project Management, Kansas State University

Stop by the Business Relationship Management Community Group poster session to explore the exciting journey of BRM. Share innovative strategies, best practices, and real-world experiences that will empower, inspire, and equip you with practical knowledge and actionable steps for success at any institution, new to BRM or seasoned pro.

Open Textbook Cultural Science Night with Academic Coaching and Cultural Professionals

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Jiyoon Yoon, Associate Professor, University of Texas at Arlington

This study aimed to develop and evaluate a unique teaching methodology that incorporates students' cultural backgrounds into teaching science concepts. The participating teachers collaborated with cultural professionals, such as artists working within cultural institutions and academic coaches, to develop culturally inclusive science instructions. During the study, teachers worked with the assigned cultural professionals to experience other cultures, learn the science concepts behind different cultures, and create an open and accessible culturally responsive textbook with their own multicultural/diverse science lessons. The academic coaches facilitated synchronous communication threads, graded teachers' communications and cultural science lessons based on multicultural/diverse rubrics, and supported high completion rates of each communication. The data from the pre- and post-science affinity tests, pre- and post-cultural intelligence scales, and a reflective survey at the end of the study concluded that this study was effective at helping teachers improve their science affinity and cultural competency, creating a more inclusive and engaging learning environment for CLD students, which could lead to increased student achievement and success.

Partner with Us: Build Faculty Trust & Buy-in with Personalized Approaches to Instructional Design

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Elias Saade, Instructional Designer, Pepperdine University

Jennifer Miyake-Trapp, Associate Professor, Pepperdine University

Sohee Linda Lee, Instructional Designer, Pepperdine University

ID-faculty partnerships produce benefits such as increased student engagement and satisfaction; however, there are barriers that inhibit the development of sustainable and transformative partnerships. This presentation focuses on addressing potential barriers and implementing research-based practices to build faculty trust and buy-in through personalized approaches to instructional design. Participants will develop context-specific practices to increase faculty buy-in and relationship-building at their institutions and identify needed resources and support for long-term sustainability.

Project Management CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Alex Holland, IT Analyst, North Central Texas College

Patti Pate, Director Strategic Projects & Initiatives, University of Virginia

Jennifer Burch, IT Project Manager Senior, University of Michigan-Ann Arbor

Learn more about us, what we do, and how our group can help you succeed in your project management work in higher education. Bring your ideas and help shape the future of our group.

Providing Digital Equity on Campus

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Simeon Ananou, Chief Information Officer, University of Vermont

How can a university use technology to make learning and research accessible, affirming, and action-oriented to help ensure excellence is inclusive of everyone? The pandemic forced the higher ed sector to digitally transform, and universities are constantly evolving in order to provide their students with a more accessible digital ecosystem. With the rise of BYOD, digital equity has never been more important. Using our experience at UVM, with the help of our digital toolkit and three-tier support model, this is how your university can provide digital equity for all students.

Ransomware Defense Checklist

Session Type: Poster Session

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

James Mountain, Director of Information Security, Palmer College of Chiropractic

Ransomware attacks have become a major threat to organizations of all sizes and types, and their impact can be devastating. To protect your organization from ransomware attacks, you need a comprehensive defense strategy that includes both technical and non-technical measures. In this presentation, we will share a practical ransomware defense checklist that covers all aspects of your organization's security posture, including network security, user education, backups, incident response, and more. We will discuss each item on the checklist in detail and provide practical tips and best practices for implementing them. By the end of this presentation, you will have a clear understanding of the steps you need to take to protect your organization from ransomware attacks and be able to develop an effective ransomware defense plan.

Research Computing and Data CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

John N. Huffman, Director, Research Cyberinfrastructure, University of Delaware

Claire Mizumoto, Director, Research IT Services, University of California San Diego

Susan Ivey, Director, Research Facilitation Service, North Carolina State University

This poster introduces the RCD CG, including its current co-leads and steering committee members, and will describe our annual call activities. We hope to give viewers insight into some of the challenges and opportunities our community faces in supporting research computing and data.

Retaining the Future: Exploring Innovative Solutions for Online Higher Education Student Retention

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Sheila Damiani, Faculty Chair, Grand Canyon University

Kathleen MacDonald Sprute, Faculty Chair/Assistant Professor, Grand Canyon University

A critical goal for institutions of higher education with online offerings is student enrollment and retention. In a world where competition in the market for students is increasing, IHEs work tirelessly to recruit and retain students. IHEs across the nation identify expansion of online programs as part of their long-term planning. Success of online programs is often quantified by student retention. This necessitates a focus on increasing support for online students. In this session, the presenters will collaborate with attendees to identify challenges online students experience and discuss strategies to minimize friction in the student's experience. Additionally, the presenters will share issues faced at their institution and present an innovative interdepartmental approach to support a frictionless online student experience that leads to retention.

Rethinking the Data Center: Our Three-Pillar Strategy (Cloud, Local, and Offsite Colo)

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

Thalia Ghandforoush, Senior Manager, Deloitte

Abdul Hannan Mohammad, Manager, Deloitte

William Allison, Chief Technology Officer, University of California, Berkeley

Exiting a long-term campus data center and moving many services used by wide-ranging stakeholders bring many challenges. Hear how UC Berkeley is reimagining its data center, moving from a one-size-fits-all campus data center to a three-pillar model that meets the data and computing needs of a modern research university—all while ensuring the satisfaction of their end users. They will review the strategies used to re-think the Datacenter @ Berkeley, set stakeholder expectations, and begin the transition journey from on-prem to the "right-tool-for-the-job" approach to infrastructure.

Roomies and Zoomies: How We Bridged the Gap for an Inclusive Classroom

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Calvin Groves, Director, Service Desk, University of North Carolina at Chapel Hill

We have all felt the divide between in-person and remote students when teaching in a Hybrid, HyFlex, or <insert your favorite term here> format. The disconnect between the two makes it feel like two separate groups instead of one cohesive class. When our Master of School Administration (MSA) program moved to a permanent HyFlex format, we identified two key issues: faculty-student connection while lecturing, and facilitating group work while maintaining an equitable class experience. Participants in this session will hear how we bridged the gap for an inclusive classroom via faculty partnership and classroom design, how our MSA program is leveraging our new rooms, and what we've learned along the way.

Student Affairs IT Professional Annual Conference Meetup (Open to All)

W192a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Keith Medlin, Director of Technology, Division of Academic & Student Affairs, North Carolina State University

Michelle White, Operations Manager, University of California, Berkeley

Student Affairs IT Professional Annual Conference Meetup

Student Employees: The Secret Weapon You Didn't Know You Had

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Sean Smock, Information Technology Officer, Anderson School of Management, University of New Mexico

Mona Gonzales, Technical Analyst 3, University of New Mexico

Student employees are too often underutilized yet are highly motivated and eager to learn. Come see how students can become a vital part of your IT structure to provide top-tier services, all while furthering their own academic mission.

Supporting Student Success with Equity-Centered Design

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Vanessa Peters Hinton, Senior Learning Sciences Researcher, Digital Promise Global

David Wiley, Chief Academic Officer, Lumen Learning

What does it look like when the values of diversity, equity, and inclusion are reflected in the design of digital learning tools? Join us for an interactive demonstration of Lumen One, a new digital courseware product designed to support student success in introductory and general education courses.

Supporting Students in First-Year Writing: Diversity, Belonging, and Technology

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Allie Gourley, Instructional Technology Consultant, DePaul University

Larnell Dunkley Jr., Full Professor of English, City Colleges of Chicago: Harold Washington College

Justin Hodgson, Co-Director, DGI, Indiana University

First-year writing programs, with many course sections running concurrently every fall and spring, have some of the biggest enrollments at colleges and universities. Most students have to pass through these courses as an early step in their academic careers. Because students arrive at college with different academic backgrounds, first-year writing instructors are presented with a unique challenge: guiding students with a wide range of skill levels to become prepared for success in a wide range of academic disciplines. This panel explores how three different first-year writing programs have addressed this challenge by leveraging social annotation technology to nurture student belonging, increase student engagement, and develop foundational academic skills. Social annotation cultivates student belonging by enabling instructors to establish a caring and engaged presence in the text itself and by nurturing peer-to-peer collaboration in the margins of course readings. Because digital annotation assignments can be designed as formative assessments, they make the reading truly required; instructors have clear visibility into the daily activities of students and can intervene when they are disengaged or confused. Finally, by low-stakes opportunities to practice reading, thinking, and writing skills in an authentic context, instructors can guide students in the development of these foundational academic skills while more advanced peers can model those skills for classmates.

Technical Support for Integrating VR Technology in a Pilot Course

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Robert Granado, D, Assistant Director of Academic Technology, University of Texas at San Antonio

Joe Gregory Tobares, Executive Director of Academic Technologies & Strategic Enterprise, University of Texas at San Antonio

In fall 2022, the Philosophy of Space Exploration course was offered at the University of Texas at San Antonio as a pilot course that used virtual reality (VR) headsets. In this session we will share our experiences regarding how we successfully incorporated and supported the VR technology into this pilot UTSA course to determine if indeed VR has an impact on the student learning experience.

The Intersection of Service and Project Management at University of Michigan

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Mashon Allen, Chief of Staff to VPIT-CIO and Director of ITS Project and Portfolio Management Office, University of Michigan-Ann Arbor

Rhian Catrin Copeland, Assistant Director, Service Support, University of Michigan-Ann Arbor

Central IT at the University of Michigan underwent a transformation in 2019 to more closely align project and service management. A wonderful partnership was formed between Rhian Copeland, Assistant Director of ITS Service Support, and Mashon Allen, Director of the ITS Project Management Office (PMO). They will be sharing highlights of their success in building a service lifecycle management business model.

The State of LGBTQIA+ Protections in Higher Education CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

Over the past two years, legal and regulatory protections for LGBTQIA individuals working in higher education have been shifting rapidly with changes in the political landscape across the United States. For current and potential LGBTQIA employees this presents a challenge in determining if a current or prospective educational institution will provide a supportive and protected environment for employment or collaboration. We aim to provide the current state of legal protections as they apply to Higher Education employees in each state for both public and private institutions. In addition we will attempt to project which states will become more or less protective in the coming year. We will do this by breaking states down by way of specific local and national protections in both graphical and list form. We will attempt to project future changes based on the current political and governmental makeup of each state as well as historical factors. The outcome will be a resource for LGBTQIA (and all) individuals to provide information about which institutions and/or educational systems provide protection, how much, and how stable that protection may be.

Transforming to a Mobile Study Space at Georgia Tech Library

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Roland Parungao, Director of IT, Georgia Institute of Technology

The change of the computer labs at Georgia Tech Library into mobile-ready study spaces is a transformational story of innovation and adaptation. Driven by the input of students and the insights gained from a 2022 EDUCAUSE article titled *Moving to Mobile: Space as a Service in the Academic Library*, the library's decision to replace its computer labs with docking stations has transformed the way students engage with technology while studying. Students can now leverage their personal laptops, complete with dual monitors and docking capabilities, to seamlessly integrate their individual study preferences with the library's resources. This exciting shift echoes the design principles of modern open offices in corporate environments, providing a dynamic and productive atmosphere that is at once flexible and intuitive.

Translating the Tech-Speak and Meeting Students Where They're At—On Social Media

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Danielle Roberts, Marketing and Communications Manager, Illinois State University

David Greenfield, Director, TechZone & Stud Techn, Illinois State University

Whether you just nabbed an Instagram handle for your department or if posting on the official social media account floats to the bottom of your to-do list week after week, establishing a solid social media strategy can build your relationships with various audiences, affect the tone and voice used in any centralized IT messages, and help make your communications accessible, relevant, and impactful. Learn how the Office of Technology Solutions at Illinois State University is using its marketing team to reach new audiences via social media and revamping communications to be as audience-focused as possible. Over the past year or so, we've put a lot of time and teamwork into crafting and executing our social media strategy, and we're here to share successful (and unsuccessful) posts, how and why we use analytics, and how planning ahead to build a team, calendar, and content can make all the difference in getting the information to your students (and ensuring they understand it)!

University of Florida Naming Standards for Horizontal Cables and Backbone Cables

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

William Bandel, Network Technician Supervisor, University of Florida

Tanner Bammert, Network Engineer, University of Florida

In this session we will discuss constructing a name for horizontal cables and pathways for enterprise networking. We will also discuss locating cables as well as naming standards for backbone cables and connections.

Using People Skills: Fostering Meaningful Communication and Collaboration

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Patrick Wagman, Associate Director, Portfolio Management Office, University of California, Riverside

Jonathan B. Hardy, Deputy CIO, Villanova University

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

Using the NIST Cybersecurity Framework for Information Security Program Strategic Planning

Session Type: Industry Led

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

Ginny Schroeder, Practice Director, WTC Consulting, Inc.

Scott Foy, Consultant, WTC Consulting, Inc.

WTC Consulting, Inc. (WTC) worked with a university client's Information Security Office to develop a five-year information security program strategic plan. WTC first assessed the client's information security program utilizing the NIST Cybersecurity Framework (CSF), identifying areas of strength and gaps in maturity levels and associated risks. WTC worked with the client to develop 35 initiatives to improve maturity levels in targeted security controls and planned the implementation time frames and cost requirements associated with the initiatives. WTC projected improvements to the information security program maturity levels referencing the NIST CSF.

What Do We Mean When We Talk about Data Literacy?

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Lisa Johnston, Director, Data Governance, University of Wisconsin-Madison

Academic institutions manage massive and complex data. The information we generate from research, education, and administrative functions all contributes to the wealth of data assets we own and protect. Not surprisingly, as our data ecosystem grows, college and university staffs are also increasingly challenged to balance compliance and security with broad data access needs from a large and diverse set of users. One frequent goal in enterprise-wide data management and data governance efforts is to "increase data literacy" on our campuses. But what do we really mean when we talk about data literacy? This talk will explore the various interconnected concepts and related knowledge, skills, and abilities (KSAs) of data literacy, data management education, and data curation across the data life cycle. The presentation will include research on the different and somewhat competing views that academic institutions may hold for these concepts and then explore a framework for a delineated training program that may help institutions pinpoint the various user needs and deliver targeted training for their diverse data user populations. Finally, with this shared understanding of data literacy, we will discuss a few key steps that academic institutions might take to better meet user needs, with opportunities for audience participation and feedback.

Who Is an Eeyore in Our Hundred-Acre Wood?

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Michal Zabicki, IT Senior Specialist, Jagiellonian University

Dominika Gryzstar, Senior Specialist, Jagiellonian University

We present conclusions of a study conducted at our university (in Poland) on student experiences with remote education as well as their expectations for the future. The study was conducted in the form of an online survey; approximately 800 respondents completed the questionnaire. The obtained results show that most students rate remote education relatively highly, although there are differences in specific questions (e.g., theoretical classes vs. practical classes). Students of social and humanist faculties view remote education most positively, and science student opinions are mostly negative. It has also been observed that some students are uncritically satisfied with most aspects of distance learning (the so-called "Tiggers"), while others are strong supporters of face-to-face education, reluctant to accept any changes (so-called "Eeyores"), so regardless of the scope of pro-quality activities undertaken, both criticism and praise of remote education can be expected. The obtained results open the field for further studies

that would confirm the covariance of multidimensional characteristics of students and their attitudes toward the digital university, and on the other hand would allow planning activities aimed at different and perhaps mutually contradictory expectations of the recipients of education.

Young Professionals CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Joseph Caudle, HRSD Developer, University of Notre Dame

The Young Professionals Community Group exists to help new higher education professionals find a community where they can learn more about EDUCAUSE and the experience of working in higher education. Whether you've been in higher education for a month, a decade, or a lifetime, come find out more!

Zero to Hero: Empowering Faculty to Explore and Utilize XR/VR Technologies for Research and Pedagogy

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Jennifer Sharkey, Associate Prof of Library Science and Head, Instruction & Student Engagement, Illinois State University

Roy Magnuson, Associate Professor, Illinois State University

Roslin Hauck, Executive Director, Technology Solutions, Illinois State University

The Offices of the Provost and Technology Solutions collaborated to sponsor a six-week XR/VR boot camp for ISU faculty to explore and understand the use of XR technologies in research and pedagogy. This panel will feature discussions of experiences partnering between academic and technology units, how XR/VR can be used in research/teaching, and plans for promoting and educating faculty on emerging technologies.

10:15 a.m. – 11:15 a.m.

Refreshment Break in the Exhibit Hall - Sponsored by Noodle

Halls F1, F2, Level 3

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. – 4:45 p.m.

EDUCAUSE Central + Emerging Tech Zone | Future Visions

Halls F1, F2, Level 3

Session Type: Lounge

Delivery Format: Lounge

Track:

Professional headshot getting outdated? Interested in learning what EDUCAUSE does beyond the annual conference to help shape where higher ed is headed? Want to see what the future of edtech looks like? Or maybe you just want a cool new pair of socks, coffee, or a craft cocktail?

Stop by EDUCAUSE Central to celebrate our 25th anniversary and get a glimpse of the future. You can explore the latest EDUCAUSE initiatives including our new strategic plan. Co-located this year is our Emerging Tech Zone (formerly Start-Up Alley), featuring some of the most groundbreaking and promising solutions in higher education technology.

Don't miss out on the fun. You'll be able to engage in a variety of activities – including the return of the wildly popular “The Survey Says!”: EDUCAUSE Technology Feud in the EDUCAUSE Central Theater.

EDUCAUSE Park

Booth 1833, Halls F1, F2, Level 3

Session Type: Lounge

Delivery Format: Lounge

Track:

Sometimes conference-goers just wanna have fun. Head over to EDUCAUSE Park (Booth 1833) in the Exhibit Hall for some serious game time or just to stretch out and watch the shenanigans. Featuring pickleball (yes, an actual pickleball court!), cornhole stations, a giant Jenga, and Connect Four, we have the fun department covered. Hungry after demolishing your opponents on the court? Hit up the Robinson's Ribs concession cart to replace those electrolytes (we wish it worked that way). Whatever games you like to play, don't miss this unique space created for the fun-lover in all of us!

Exhibit Hall Open

Halls F1, F2, Level 3

Session Type: Exhibit Hall

Delivery Format: Exhibit Hall

Track:

Visit the exhibit hall to engage with industry experts and learn about today's top technology solutions for your campus. While there, you can also:

- Enjoy refreshment breaks, continuous coffee, and specialty food and beverages provided by exhibitors.
- Visit EDUCAUSE Central to attend interactive sessions and get a glimpse of the future.
- Learn about emerging innovations in the Emerging Tech Zone.
- Attend poster sessions to learn from your peers about what's happening at their colleges and universities.
- Visit the Massage Area for a free massage.
- Connect with your colleagues over drinks and hors d'oeuvres during the Tuesday evening Networking Reception—and more!

Stay tuned for additional details and activities. In the meantime, browse the [Exhibitor Directory](#) to see which companies will be joining us (you can search by name or products and services).

10:25 a.m. – 11:15 a.m.

Spotlight on Emerging Student Success and Engagement Tech @ Emerging Tech Stage

EDUCAUSE Central, Halls F1, F2, Level 3

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track:

Leah M Lang, Director of Corporate Engagement, EDUCAUSE

Courtney McHenry, Account Manager, Corporate Engagement, EDUCAUSE

What's new in student success and student engagement technology? Join us for quick, 10-minute spotlights on innovative solutions from Emerging Tech Zone exhibitors. Learn about each solution, how it benefits higher education, and what differentiates it from the existing market. You'll hear about new ideas for tracking skill development, providing academic support, supporting student development, and accommodating accessibility needs.

11:15 a.m. – 12:00 p.m.

A Community Framework for Vendor Management

W180, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Carrie Shumaker, Chief Information and Strategy Officer, University of Michigan-Dearborn

Carl Robert Clark, Director, CCIT Procurement & Vendor Management, Clemson University

Emily Perry, Software Supply Chain Manager, The University of Arizona

Emma Levett, Sr Manager, Software Asset and Vendor Management, MIT

As the higher education community increases its reliance on third-party suppliers, vendor management is evolving in IT and growing in criticality to the point that many higher education technology leaders must increase their knowledge and skills in this area. Join us to hear from your peers about IT vendor management experiences and learn about a new community framework that you can use to help educate, organize, and advocate for IT vendor management at your institution.

Beyond Chatbots: Simplifying Visibility with AI to Transform the University Experience

W183b, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Infrastructure, Support, and Networking

Hint, hint: it's more than just an AI chatbot. It's about AI driving true usability--identifying trends and anomalies, providing alerts, and suggesting fixes based on deep learning from millions of networks globally. Join our session to delve into the solutions that enable experience-driven institutions. With high expectations from students, faculty, and staff, the impending enrollment cliff, and leadership demands echoing in every corner, find out how universities are harnessing the power of the network to build exceptional user experiences and how the University of Kentucky is addressing funding issues that often derail digital transformation.

Cloud Computing Community Group Meeting (Open to All)

W192a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

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

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

***James M Monek**, Director, Technology Infrastructure & Operations, Lehigh University*

Join this discussion on the challenges and opportunities associated with cloud computing. Topics will include contract negotiations, vendor relationship management, compliance and legal issues, data privacy and security considerations, identity and access management, service integration, skills and staffing implications, and cloud use cases that enable institutional agility, efficiency, and innovation.

Crossing the Chasm: Insights from Former CIOs Now in Consulting, Sales, Non-Profit, and Government

W184d, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

***Kyle Johnson**, Chief Operating Officer, CI-uhoh Consulting*

***Cathy Bates**, Senior Principal and Associate Partner, Vantage Technology Consulting Group*

***Raechelle Clemmons**, Leader, Higher Education BD & Strategy, Amazon Web Services*

***Brian Baute**, SVP of Sales, Rah Rah*

Transitioning from higher education to a different career or industry can be a challenging decision. It requires a careful assessment of one's career goals, strengths, and motivations. In this session, former university CIOs will share their personal experiences, insights, and lessons learned from their journey to new roles in different industries. They will discuss what to consider when seeking to change careers, the pros and cons of moving from higher education to a different sector, and their experiences during that journey.

Cultivating a Culture of Access

W183c, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Sean Moriarty, Chief Technology Officer, SUNY College at Oswego

Rebecca Mushtare, Professor / Associate Dean, SUNY College at Oswego

A culture of digital accessibility is vital to creating a diverse, equitable, and inclusive campus where all community members feel they belong. It is a culture where digital accessibility is a part of every decision. Campuses in this environment don't have an "accessibility person" because every class, unit, department, and institution member sees accessibility as their responsibility. In spring 2017, the State University of New York at Oswego (SUNY Oswego) and nearly all campuses of the SUNY system were served with complaints from the US Department of Civil Rights about the inaccessibility of their websites. SUNY Oswego decided that to address the situation, the campus needed to commit to accessibility as a practice. In this session, we'll look at strategies Oswego has used to initiate, build and sustain accessibility efforts at different scales from individual classrooms to the entire institution. By the end of the session, participants will be able to identify key stakeholders who will be allies and partners; strategize ways to engage the community to integrate accessibility throughout the institution; build a case that digital accessibility is proactive work that saves the organization time and resources; identify responsibilities and actions everyone in the organization can take to role-model digital accessibility practices; and build a focus on progress by identifying small gains that make a difference over time.

Designing Student-Centered Experiences in Postsecondary Education INSIDE and OUTSIDE the Classroom

W186, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

Ed Venit, Managing Director, EAB

Julia Spears, Asst. Provost of Online Education & Certification, Marshall University

Catherine Shaw, Director, Tyton Partners

Karen Vignare, Vice President, Digital Transformation, Association of Public and Land-grant Universities (APLU)

Sabih Bin Wasi, Founder & CEO, Stellic

This session builds on the insights from *Time for Class* and *Driving Toward a Degree*, two national longitudinal surveys that spotlight the experiences of over 2,000 students who are reflective of today's changing demographics. Their expectations for, challenges with, and experiences at their institutions and with technology to support their curricular and cocurricular experiences are compared to the perceptions of the faculty, staff and administrators who serve them, in service of identifying ways that institutions and technology providers can better design experiences and products that better enable student success inside and outside of the classroom. This session aims to increase awareness of barriers to access for students when designing digital learning experiences; improve student engagement with holistic supports on campus (and remotely) with a focus on those students underserved by higher education; and learning from examples of how institutions use technology in conjunction with institutional change management to support students through these challenges.

Game On!: Developing a Collegiate eSports Program and Collaborating with Industry and Community

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Danielle Rourke, Founder, Dell Technologies

Doug Konopelko, Senior Manager, Education Impact, CDW

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

Annu Paavani Chemata Venkata, Lab Assistant , University of Texas at San Antonio

This session will discuss the growing importance of esports in academia and university IT staff collaboration with community school districts to create opportunities for students to develop skills like teamwork, coordination, self-confidence, and career goals. This session showcases the collaboration of the UTSA's IT department and Bold Careers program with Roadrunner Gaming, esports at UTSA, to create unique opportunities for partnership with businesses such as SixFlags, Port San Antonio, and numerous technology vendor partners. Additionally, vendor partners will share how they collaborate with university esports programs across the globe.

Generative AI: the Good, the Bad and the Bias

W375d, Level 3

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership, Partnerships, and Strategy

Sasha Luccioni, Keynote, Speak Inc

The Good, the Bad and the Bias: ChatGPT, Dall-E 2 and other generative AI chatbots have shown incredible prowess at interacting with users and responding to their queries. But as they get deployed in user-facing applications like search and customer-service, keeping their limitations in mind is important. In my talk, I will talk through different use cases of generative AI technologies and showcase both their usefulness and their limitations; I will also present ways forward for developing human-informed, ethical AI technologies and practices.

Intersection of Artificial Intelligence and Extended Reality to Enhance Learning

Swap Shop, Central Concourse, Level 3

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Jeff Chen, Head of Higher Education Solutions, WW Education, HP Inc

Jason M Webb, Assistant Professor, Syracuse University

The intersection of artificial intelligence and virtual reality has been slowly building for years. With the exponential advancement of cloud and edge computing, generative AI, and immersive technology, this session will analyze how AI and XR can shape education.

Launching IT Governance: Three Disparate Universities Share the Journey to Effective IT Governance

W185bcd, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Darren Lacey, CISO, The Johns Hopkins University

Cole Clark, Managing Director, Higher Education, Deloitte

Jane Livingston, VP and CIO, University of Notre Dame

A paradox of higher education today is that while institutions have emerged from the pandemic era with a powerful new suite of digital technologies and capabilities, the divide between IT and academic, administrative, and research leadership seemingly remains as it did prior to 2020. In the face of this divide, IT executives from Johns Hopkins University, the University of Notre Dame, and Auburn University discuss how they gained leadership buy-in to launch enterprise-wide IT governance, elevating the role of IT and cybersecurity and enabling more strategic and proactive engagement with their non-IT peers. While each university has a unique IT transformation imperative, effective governance is a common critical path item to create the environment in which these efforts can be successful.

Making Data Less Difficult: Turning Insights into Action

W184bc, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Lori Lindenberg, District Director Enterprise Analytics & Strategy - ITS, Maricopa Community College District

Joseph Anthony Licata, Product Management Consultant, Canyon GBS

Michele Agostinelli, ACIO/AVC Academic Technology - ITS, Maricopa Community College District

The best data teams are ready to meet their students, faculty, and administrators wherever they are in their data readiness journey. Maricopa challenges traditional approaches to institutional research in higher education in order to make data more actionable across our 10 colleges and district office. At this session, we will present Maricopa's evolution to a culture of data-driven decision-making by using practical examples from recent major initiatives.

NaaS or No NaaS

W178a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Infrastructure, Support, and Networking

Russell M Kaurlo, Vice Chancellor & CIO, University of Denver

Brian DeMeulle, Executive Director - Enterprise Architecture and Infrastructure, University of California San Diego

Michel Davidoff, Chief Strategist, Education, Nile

Raisha Cobb, Associate Provost & CIO, Winston-Salem State University

Discover the benefits and drawbacks of the emerging Network as a Service (NaaS) models for universities through insights shared by a panel of higher education CIOs. Some of the biggest hurdles in networking are the cost of replacing infrastructure, ongoing maintenance expenses, and justifying the investment as a nondifferentiating utility to finance administrators. CIOs face difficulties deferring network costs and stretching the life cycle of network replacements for up to a decade, while increasing security. Furthermore, senior network engineering talent is scarce and expensive. Budget cuts limit the campus ability to sustain the capital expense of contemporary and advanced networks, while other technology platforms have transitioned to subscription-based cost models. We will address some key questions: is now the time for campuses—specifically, network administrations—to transition to a NaaS (Network as a Service) model, or No NaaS ("I'll give you my switch/router when you pry it from my cold, dead hands")—

Next-Generation Classroom Audio/Video on a Budget

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Jason Erdmann, *IT Project Manager, University of Wisconsin-Madison*

Adam Wiesenfarth, *Media Technology Specialist, University of Wisconsin-Madison*

As the world made a return to in-person classes, UW-Madison's School of Education had to grapple with supporting A/V gear that had grown organically in over 100 instructional, meeting, and lab spaces across 10 different departments in eight buildings. To ensure instructors had the tools, technology, and support they needed to deliver quality instruction, MERIT undertook a multiyear, school-funded project to bring all A/V-enabled spaces up to a standard hardware baseline, allowing users to have consistent and intuitive technology available to them throughout all of our spaces, with the added benefits of IT and administrative staff receiving fewer support requests and a reduction in instruction time lost to tech issues.

The Adaptation Journey: How Are Your Peer Institutions Evolving?

W184a, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Neal Dyer, *Chief Technology Officer, Southeastern University*

Omer Riaz, *Vice President, Strategy and Innovation, Jenzabar Inc*

Todd D Kleine, *Chief Information Officer, Dominican University*

Penny Evans-Plants, *Chief Information Officer, Berry College*

In today's higher education environment, an institution's ability to successfully adapt to demographic and landscape changes largely relies on how effectively it adopts and uses technology. But institutional success also depends on how a campus can adapt on a more micro scale—it requires teams to work as a collaborative unit; it requires shifts in how students engage with staff and faculty; and it depends on how well an institution can pivot to ensure that strategic and operational tactics align with its mission. When it comes to adaptation, collaboration and digital transformation go hand-in-hand; institutions must ensure that staff, faculty, students, and other constituents use all of their available resources to thrive, no matter what future challenges higher education faces. This panel session will share real-world stories and experiences from campus leaders across three institutions: Southeastern University, Berry College, and Dominican University. The session will highlight their different transformation journeys, as well as how they discovered best practices, overcame challenges, had the foresight to adopt modern technology, and coached their teams along the way.

The Instructional Designer's Journey

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Melody Buckner, *Associate Vice Provost of Digital Learning, The University of Arizona*

Are you interested in being part of a publication about the unique journey of becoming an instructional designer? Come share your story and be part of a community series on the journey into this exciting field of service.

The Scaling Research Computing Environment: A Journey to the Cloud!

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Supporting Research Computing

Clifton M. Chow, Sr. Research Technology Consultant, Bentley University

Gaurav Shah, Director, Academic Technologies, Bentley University

With increasing data-intensive projects comes the high demand for high-performance computing infrastructure. Institutions are now re-evaluating their research computing strategies and looking at replacing their traditional research computing environments with cloud computing solutions that provide agility and scalable infrastructure. However, the migration of research computing to the cloud requires careful planning and execution to ensure cost-effectiveness, security, and reliability. In this presentation, we will share the journey of Bentley University's quest for replacing its local research computing infrastructure with a cloud environment. We will share how we started with the basics to understand faculty needs for research computing and using personas to design a scalable architecture, optimize performance and cost, and ensure data security and compliance. We will share our lessons learned and share a couple of case studies of successful research projects that have leveraged cloud computing to achieve breakthrough results.

12:00 p.m. – 12:45 p.m.

Hug a CDO (Open to All)

W192a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Lisa Welch, University Data Officer and Sr. Director, Business Intelligence, Pepperdine University

Melissa Barnett, Data Governance Manager, Georgia State University

David W. Wright, Associate VP & Chief Data Officer, Wichita State University

Data is the glue that binds people, processes, and technology. A panel of CDOs (and/or those who function as such) will describe what that means at their institutions. Candid questions will be welcome to contextualize the CDO (or similar) role at other institutions. Our objective is to build rapport between IT, business units, and data functions, and to provide support to anyone currently serving in, aspiring to, or attempting to understand the CDO role.

ITSM Open House

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Mitchell Pautz, IT Service Management Analyst, University of Southern California

Mark Katsouros, Director, IT Support Services, Duquesne University

Celisa Manly, Director, IT Service Management, Northern Arizona University

Whether you are new to ITSM or a seasoned professional, take a minute to stop by. If you do, you will hear all about the ITSM Community Group and the many resources we have available to help accelerate your ITSM growth and your organization's ITSM initiatives.

The Emerging Impact of Open Source Program Offices (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Patrick Masson, Executive Director, Apereo Foundation/Sakai

Most would probably agree; open source software has long played an integral role on campuses supporting administrative computing, research, teaching and learning, and even student projects. While campuses are voracious open source adopters, multiple contemporary enterprise applications--valued globally--have origins in universities, highlighting campuses are also enthusiastic open source developers. These solutions include the Apache HTTP server, Drupal CMS, Eclipse IDE, FreeBSD OS, GNU/Linux OS, Moodle LMS, MySQL database, Python programming language, Jupyter Notebooks, QGIS, R programming language, Sakai LMS, and many more. One might even argue free and open source software emerged from higher education.

While many may consider open source software "old news," sparked by industry trends, generous funding from the Sloan Foundation, and recent legislative developments, a new phenomenon--The Open Source Program Office--has appeared on campuses. Carnegie Mellon, George Washington, Johns Hopkins, Madison College & UW--Madison, Rochester Institute of Technology, Saint Louis University, Syracuse, UC Santa Cruz, and the University of Vermont now have OSPOS, with more on the way.

This session, sponsored by EDUCAUSE's Openness Community Group, will introduce the concept, share significant drivers, and present the potential value of OSPOs.

12:00 p.m. – 1:00 p.m.

Lunch and Learn - Bridging the Teams Gap: Empowering Education with Top-Notch Voice and Contact Center with RingCentral

W175a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Join us for our Lunch & Learn session during EDUCAUSE where we'll explore how organizations have adopted Microsoft Teams to facilitate internal collaboration, a missing link is using Teams to connect with external partners, customers and suppliers. In this session, RingCentral will delve into the benefits of enabling voice and contact center integration solutions inside Microsoft Teams, including improved call handling capabilities, advanced analytics, and delightful customer experiences. Attendees will learn how to harness the power of integrated telephony and improve student experiences to complete Microsoft Teams' and unlock new opportunities for collaboration and business success.

Registration Link: <https://go.ringcentral.com/Educause-Lunch-and-Learn-registration.html?#formSect>

Lunch and Learn - Hybrid Work in Higher Education: What's Next?

W176c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

While the pandemic emergency has ended, colleges continue to struggle with how to manage a remote workforce or whether to even offer one at all. Campuses by their very nature of being a community of learners are different from companies, and the same policies and protocols that work for the business world don't for higher ed. To better understand how institutions are approaching hybrid work, The Chronicle recently conducted a national survey of administrators and faculty members asking for their perspective on their institution's policies and how they have affected their work.

Join this session and learn key survey findings and takeaways that discuss how different types of institutions are dealing with the challenge; which parts of the work force are offered remote options; and the impact on campus culture and morale of these decisions. This session will also highlight approaches that use technologies to try and create a productive and sustainable work environment. Collin College and Webster University will join the discussion panel to share key strategies that have worked for them to offer the best hybrid experience for their faculty and students – from student services to a large hybrid learning offering. Plus, Cisco joins the session to offer insight to the key technology trends that can help meet the new hybrid needs now and looking to the future. Registration Link: <https://web.cvent.com/event/f237c40c-5eff-4431-a0b1-bfc849fd119d/regProcessStep1?CCID=cc003077&DTID=oemcvt001459&ECID=19747&EID=144138&rp=4da880fc-8681-4cca-8bd8-389ac7a0b751>

Lunch and Learn - Unified Communications for Hybrid and Online Operations

W176a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

At the intersection of academia, administration, and technology, we are witnessing a post-pandemic paradigm shift that calls for more student-centered and agile communication tools. In this Lunch & Learn session, we will look at current IT trends and showcase new Zoom One for Education licensing models. We'll also demo some of the latest Zoom innovations benefitting everything from student recruitment and retention to alumni relations and fundraising.

Participants will gain insights into 1) Holistic Connectivity: understanding how a unified approach helps universities support a blend of on-site, remote, and flexible work and learning avenues; 2) Seamless Student Services: exploring how unified communication elevates online student services that include admissions, housing, health, financial aid, and more; 3) New Product Paradigms: an exclusive look at the latest product features including AI that are set to redefine the communication landscape; and 4) Future Forward: engaging in a stimulating discussion about solution roadmaps, painting a vivid picture of what lies ahead for universities and their communication ecosystems.

12:00 p.m. – 1:15 p.m.

Lunch and Learn - Get Your IAM/IGA Program Off the Ground with Appalachian State, Moran Technology & Bravura Security

W175c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

We invite Identity Security, IT, InfoSec, Cyber Security and Compliance Leaders and Strategists to network directly with peers and advisors experienced in identity and privileged access management. The pursuit of impactful security modernization yet cost-effective initiatives remains a priority for many institutions, prompting the quest for actionable guidance. Get first-hand experience and advice from Appalachian State, Moran Technology Consulting, and Bravura Security on how to get an IAM and IGA project approved, considerations for vendor selection, and aligning resources to launch your program for success.

This lunch and learn session aims to equip participants with tools and guidance they need to launch their own project. Networking and beverages will be available starting at 11:45 a.m., lunch will be served at 12:05 p.m., which will kick off an engaging discussion with the opportunity to ask questions.

Registration Required. Please RSVP using this link

https://us01.z.antigena.com//DmhY3cak36MOCgDjwTB2J6Q07Ur63wng26890UYiZaQS9RRp_-IHh05DKJOgxXSch3Af15dJICgPUhJfHBgSvnr9~yc8pYzH0mx8wfMfKG5M0AY8fD4vqLUpmKLnABHyriEOebSYo~ghrgL8MqhdG-T-ZlkbF

12:00 p.m. – 1:30 p.m.

EDUCAUSE Executive Leaders Academy (by invitation only)

W190b, Level 1

Session Type:

Delivery Format: Meeting

Track:

The newly designed EDUCAUSE Executive Leaders Academy is a hybrid, cohort-based, immersive, and applied learning experience for higher education executive leaders or those actively seeking executive positions. This seven-month program begins with an in-person component at the EDUCAUSE Annual Conference (included in registration fee) and continues online, featuring experts and thought leaders in key areas throughout. NOTE: For EDUCAUSE Executive Leaders Academy accepted registrants only

EDUCAUSE Leadership Series | ChatGPT and Generative AI: Navigating Leadership Opportunities and Challenges (separate registration is required)

W190a, Level 1

Session Type: Additional Fee Program

Delivery Format: Meeting

Track:

Joshua Weiss, Director of Digital Learning Solutions, Stanford University

Allan Gyorke, Chief Academic Technology Officer, University of Miami

John Dunning, Asst VC For Ir, Strategy & Planning/CDO, University of Wisconsin-Platteville

Jennifer Burns, Associate VP Information Technology, The University of British Columbia

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

Lance Eaton, Director of Digital Pedagogy, College Unbound

Generative AI and ChatGPT present opportunities and challenges for higher education leaders grappling with complex questions and considerations around its use. They are being asked to provide guidance, recommendations, and education on the topic to multiple stakeholders including, faculty, students, researchers, staff, and the larger community. In this Leadership Series, participants will learn from and connect with thought leaders in privacy, policy, data, teaching and learning, and information technology. Through panel discussions, small-group deep dives, and networking on the topics below, participants will explore diverse perspectives and share insights to prepare them to successfully lead their organization's generative AI initiatives.

- Pedagogical opportunities related to generative AI and coursework
- Privacy and security implications of AI now and in the future
- Types of generative AI and how they are likely to impact higher education
- Strategies for leaders to address effects and impacts of AI on higher education
- Ethical considerations around the use of AI and how to navigate them

Engage in generative AI discussions through the [EDUCAUSE community group](#) after the event with individuals you met or would like to meet from the community. A set of generative AI resources prepared with the leadership perspective in mind will be provided.

Sponsored by Ellucian, Platinum Partner

Midday Your Way

Session Type: Break

Delivery Format: Break

Track:

Have it your way over the lunch break. Hungry? Head to the exhibit hall where you'll find specialty food and beverages provided by our exhibitors and concessions for purchase. Playful? Head to the EDUCAUSE Park for a some fun and games. Curious? Visit EDUCAUSE Central and check out our Emerging Tech Zone. Just need to relax? Chart a path to the Massage Area stat! Whatever you choose, it's all about you.

Please note: Lunch is not included in conference registration, but there are multiple food concessions available for purchase in the Exhibit Hall, West Food Court (Level 2), Starbucks (Level 3), and the Marriott Marquis Food Hall. Fare includes burgers and hot dogs, pizza, soup and salads, panini, barbecue, stir fry, and more.

12:30 p.m. – 1:20 p.m.

Spotlight on Emerging Course Delivery Tech @ Emerging Tech Stage

EDUCAUSE Central, Halls F1, F2, Level 3

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

For the most up-to-date information please use the EDUCAUSE Events mobile app.

Updated 9/18/2023

Track:

Courtney McHenry, Account Manager, Corporate Engagement, EDUCAUSE

Leah M Lang, Director of Corporate Engagement, EDUCAUSE

What's new in course delivery technology? Join us for quick, 10-minute spotlights on innovative solutions from Emerging Tech Zone exhibitors. Learn about each solution, how it benefits higher education, and what differentiates it from the existing market. You'll hear about new ideas for course design, virtual computer labs, and recording production-quality presentations.

1:00 p.m. – 1:45 p.m.

HBCU Connect Open House

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Tony Anthony Moore, Chief Information Officer, Prairie View A&M University

Gathering to promote the effective use of technology and discuss the latest challenges HBCUs are facing post-pandemic. Come out and network with your peers and collaborate with other institutions.

IT Accessibility CG Meeting (Open to All)

W192a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Eudora J. Struble, Director for Technology Accessibility, Wake Forest University

Kyle Shachmut, Director of Digital Accessibility, Harvard University

Join members of the IT Accessibility CG as we share information about partnerships across EDUCAUSE and our community's efforts to move IT accessibility forward. Learn more about how accessibility aligns with your institution's goals around compliance, security, instructional practices, and efforts to build more diversity and inclusion into higher education.

ITPSM: Vendor Supplier Management (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Brian Luper, Director, Rutgers, The State University of New Jersey

Margaret Knox, Executive Director, University of Texas System

Join colleagues to strategize and share tips on vendor supplier management. We are better together!

1:30 p.m. – 2:00 p.m.

Broad Band: The Untold Story of the Women Who Made the Internet

W375d, Level 3

Session Type: Featured Session

Delivery Format: Featured Session

Track: Leadership, Partnerships, and Strategy

Claire Evans, Author, Speak Inc

Female visionaries have always been at the vanguard of technology and innovation. In a wide-ranging talk, author Claire L. Evans shares how women have shaped and defined the internet at key moments throughout its history—from pioneering early programmers to hypertext visionaries and community-builders—and explains how their experiences might outline a better future for us all.

Canvas and Banner Data Integration: Arkansas State University Conquers New Frontiers

W183b, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Steve Mildner, Chief Revenue Officer, K16 Solutions

After the academic technology leaders at Arkansas State University (A-State) led their institution through a massive LMS migration project to Canvas in early 2023, the group quickly pivoted to its next big challenge—creating a single source of truth for all Canvas and Ellucian Banner (SIS) data for a holistic 360-degree view. The team had specific requirements for this data extraction and integration. The data would need to be integrated quickly, with implementation timelines being days, not months; updated regularly (near-real-time reporting); placed in a neutral data model and stored in a data warehouse; easily accessible (any and all data points); and integrated with BI tools for reporting purposes. The A-State team knew these were lofty expectations—the data integration tools they had used in the past never quite delivered on their promise, so they turned to K16 Solutions, the company that migrated all of their LMS course content to Canvas and archived their historical data. By leveraging K16's strength in data migration, extraction, and transformation, the A-State team achieved their vision and had that a 360-degree view of their LMS and SIS data in place. Attend this session to hear how the A-State team is using full access of its normalized enterprise data to make more informed decisions and improve IT efficiency and cost.

Empowering Student Interactions: AI-Driven Strategies for Communication and Institutional Efficiency

W180, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

For the most up-to-date information please use the EDUCAUSE Events mobile app.

Updated 9/18/2023

Jeffrey Butera, Senior Integrations Architect, Ocelot

Todd Prattella, Executive Director of Information Technology, Mercy University

Join Mercy College as they share their experience implementing AI-driven communication tools to integrate data sources across campus and improve the student experience. Learn from their insights on implementing AI communication platforms for fostering meaningful student connections and personalized support amid institutional challenges. As higher education institutions navigate the rapidly evolving digital landscape, engaging students with seamless and effective communication has become critical. Discover the transformative potential of AI technology, including natural language processing, and explore the importance of integrating AI solutions to leverage data sources across the campus, streamlining access and improving students' ability to locate personalized information.

Identity Management, Simplified

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Critical Conversations

Track: Cybersecurity, Privacy, and Compliance

Carter Dunbar, Director of Product Marketing, Identity Automation

Join IT executives who implemented a cloud-based approach to identity management in order to simplify their operations and improve their cyber-defense posture.

Its Not Us, Its You! How to Break Up with Your Vendor and Move On

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

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 Chicago

Abhijit Pandit, VP and CIO, University of Oregon

Many factors, including complex institutional decision-making processes, sunk cost fallacies, etc., cause organizations to hang on to vendors for too long. Join this panel to learn how four CIOs identify underperforming vendors, set clear expectations for expected improvements, and then terminate the relationship when those requirements are not met. Each of us will have real-life examples to share along with lessons learned.

Metaversities: What You Need to Know to Bring VR Learning to Campus

Swap Shop, Central Concourse, Level 3

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Robbie Grant, Canvas GUI Administrator, New Mexico State University

Leticia Jauregui, Global Head of Education & Immersive Learning, Meta Blueprint

Steve Grubbs, Partner, T-Mobile for Education

If you are looking to bring VR to your campus but don't know how to secure funding or deploy and manage headsets, then this presentation is for you! Hear directly from representatives from Meta (aka Facebook), New Mexico State University, and VictoryXR about how they built a Metaversity that is transforming educational outcomes for students. They will share specific details on how VR can be best adopted and implemented. Discussion will include the following: (1) Introductions: What a Metaversity is and how campuses have adopted this approach to teaching and learning; (2) VR perceptions: Effectiveness and efficiency of VR compared to traditional in-person teaching; (3) Deployment and setup: Organized documentation for setup, maintenance, and implementation of both the hardware and software; (4) Administrator Rights: Determine who and how VR is accessed responsibly; (5) Environmental Flexibility: Foster optimized learning experiences; (6) Inclusivity: Integrating features that consider trainees with physical/emotional/behavioral/social needs; (7) Integration: Bring VR into current Learning Management Systems and individualize content curation; and (8) Measurement: Learn which outcomes to measure when evaluating impact.

Modernizing the Campus Network to Support Success

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Infrastructure, Support, and Networking

Jelene Crehan, Director of Network Engineering and Infrastructure, University of Illinois Chicago

Jonathan Young, Vice President, Vantage Technology Consulting Group

As organizations reach a tipping point, the only viable option forward is to modernize the network. The goal is to create a network environment with the capabilities to enable the institution's research, academic, and administrative missions over the long term. By combining this approach with forward-looking financial planning for a sustainable funding model, the historical cycle of technical debt and deferred maintenance can be broken.

Research Perspectives on Higher Education Technology

W186, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track:

Doug Lederman, Editor and co-founder, Inside Higher Ed

Jane Livingston, VP and CIO, University of Notre Dame

Mark McCormack, Senior Director of Research & Insights, EDUCAUSE

In this moderated panel session, you will learn about results from recent higher ed technology research studies conducted by Inside Higher Ed and EDUCAUSE. Panelists will present key findings across several important topic areas, including hybrid learning and work, generative AI, and technology staffing and leadership. Discussions will include a focus on the implications of this research for institutions as they seek to support their current and future technology needs.

Show Up: The Power of Purposeful Connections in Shaping Your DEI Journey

W185bcd, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Felix Zuniga, Campus Engagement Partner, California State University, Office of the Chancellor

Join us for an inspiring session led by the 2023 EDUCAUSE DEI Leadership Award winner. Explore the power of forging intentional connections and taking practical steps to drive meaningful change in your DEI journey and elevate your team's commitment to foster diversity, equity, inclusion, and belonging in the workplace.

Recipient of the 2023 EDUCAUSE DEI Leadership Award.

Award sponsored by Moran Technology Consulting, Gold Partner.

Supporting Course and Program Diversity, Equity, Inclusion and Belonging through Learning Analytics

W183c, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Darlane Drake, Learning Analytics Architect, University of Wisconsin-Madison

kari jordahl, Learning Analytics Program Manager, University of Wisconsin-Madison

Mary K. Thompson, Sensor Assessment Manager, University of Wisconsin-Madison

Cid Freitag, Teaching and Learning Specialist, University of Wisconsin-Madison

The University of Wisconsin-Madison piloted a microgrant program to explore how data-empowered educational practices contribute to diversity, equity, inclusion, and belonging. Four action research projects were awarded to improve a teaching practice, course outcome, or a program improvement. Project teams received support with pedagogy, data analysis and governance, technology, and evaluation throughout the academic year. The microgrant model allows deep engagement and support with a small cohort that can collaborate and learn from each other, while building capacity and local experience with learning analytics and diversity, equity, inclusion, and belonging. We'll share our process, lessons learned, and updates about the program.

Supporting the Human Side of Change with Digital Transformation (Dx)

W184d, Level 1

Session Type:

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Hemalatha Manickavinayam, Associate VP - Planning & Digital Transformation, California State University, Sacramento

Katherine Crawford, Exec. Dir. - Enterprise Applications & Dat, Georgia Institute of Technology

Heather McCullough, Director, Learning and Technology, University of North Carolina System Office

Higher Education is undergoing seismic change due to the social effects of the pandemic and general demographic and enrollment changes. Higher education leaders face an imperative to provide responsive and transformational educational solutions. At the same time, it is recognized that the higher education workforce is increasingly tired, burnt out, even fragile, so proceeding with attention to supporting the human dimension of change requires deliberate planning and action. This presentation provides an overview of key concepts of Digital Transformation related to supporting the human dimension of change, as well as diverse scenarios of cultural challenges faced by three different institutions in their journey towards Digital Transformation, the approach they adopted to address the resistance and an activity to engage participants to apply the concepts in their own context. These

scenarios describe challenges and approaches applied in an inclusive team process to envision and enact innovative responses within a School of Professional Studies, cloud ERP implementation and Digitalization of paper processes and workflows with Student Success in mind for Academic/Administrative processes.

Transforming the Student Experience at Iowa State University

W179, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

Michael Hofherr, GM of Higher Education, Workday

Iowa State University has partnered with Workday to modernize shared digital services across its people, finances, and the student experience. Come learn how Iowa State University prepared for its student transformation project, lessons learned, and the expected value and benefits with Workday Student.

Using Data Strategically: The EDUCAUSE Data Governance Action Plan

W178a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Jenay Robert, Senior Researcher, EDUCAUSE

Betsy Tippens Reinitz, Director, CIO and Senior Technology Leaders Program, EDUCAUSE

Michael C. Kelly, Chief Data Officer, University of South Carolina

Jamie Reeves, Director of Community, Product, and Portfolio Management, EDUCAUSE

Data are undeniably as valuable as fiscal assets, but institutions don't always have the data governance structures and processes in place that allow data to be managed as such. And as higher ed moves into a future full of new as well as continuing challenges, the importance of building innovative, durable data governance has never been more urgent. The *2023 EDUCAUSE Horizon Action Plan: Data Governance* describes a vision for a future of effective data governance along with practical actions institutions can take to make that future a reality. In this session you will hear from action plan panelists about the main elements of the plan and start to develop your own action roadmaps for moving data governance forward at your institution.

2:00 p.m. – 2:45 p.m.

Misery Loves Company?!? Enterprise Constituent Relationship Management (CRM) Meet and Greet

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Rebecca Joffrey, Technology Innovation Officer, Cornell University

Carrie Shumaker, Chief Information and Strategy Officer, University of Michigan-Dearborn

Katherine Zozos-Pliagos, Director, Education and Nonprofit, Gerent

If you're considering, navigating, or celebrating a CRM project, drop in to meet other colleagues who are doing the same, then join up for further discussion over drinks and potentially dinner.

Small Colleges Community Group Meeting (Open to All)

W192a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Nathan Phillips, CIO, American College of Healthcare Sciences

Penny Evans-Plants, Chief Information Officer, Berry College

During this meeting, we welcome new and interested persons as well as all current members who wish to join the Small College CG. Our CG has met regularly for over six years and has a robust online discussion where we discuss issues relevant to small colleges.

2:30 p.m. – 3:00 p.m.

Beyond ChatGPT: Exploration of AI in Higher Education

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Lisa McFall, Associate Director, Digital Initiatives & Technology, Hamilton College

Douglas Higgins, Digital Scholarship Technologist, Hamilton College

Shay Foley, Director, Resource and Digital Strategies, Hamilton College

Joe Shelley, VP for Libraries and IT, Hamilton College

Artificial intelligence (AI) will impact our technology, economy, society, and culture both now and in the foreseeable future, causing rapid and significant change in both the private and public sectors. How do individuals, and small liberal arts colleges (SLACs), prepare for this impact? What steps do they take now to prepare themselves not only to survive but to thrive in higher education in a world with AI? Members of the Hamilton College community are asking ourselves these questions...and honestly, we don't have the answers. However, we feel starting this conversation is vital. Join us for a guided conversation to identify steps we can take now to prepare ourselves, and our students, for a future with AI. We will explore a variety of applications related to higher education to build a shared context of AI while defining the pros and cons of the technology. We build upon this information to develop simple but concrete next steps for the exploration and implementation of AI at our respective institutions.

Bias and Discrimination Within Educational Technologies

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

For the most up-to-date information please use the EDUCAUSE Events mobile app.

Updated 9/18/2023

Track: Teaching and Learning

Charmaine Burrus, Graduate Student (MEd) / Software Engineering Manager, University of Missouri-St Louis

There has been much conversation over the past few years about discrimination embedded within various technologies, particularly within AI. Do forms of bias and discrimination also exist within educational technologies? This presentation delves into original research conducted on the topic and presents actionable steps for both educators and technology providers. Learn how to conduct a bias analysis of an edtech application, how to mitigate edtech bias in the classroom, and how to design and build applications that center DEI and cultural responsiveness.

Boom or Bust? The Future of Generative AI in Higher Education

W375d, Level 3

Session Type: Featured Session

Delivery Format: Featured Session

Track:

Kathe Pelletier, Director, Teaching and Learning Program, EDUCAUSE

Join a panel of generative AI explorers for a lively debate on the potential impacts of the technology on higher education. Will AI inspire transformational change, or will it prove to be a blip that fails to deliver on its lofty hype? Come prepared to participate in what is sure to be a fast-paced and exuberant discussion!

Consultants: PROfessionals or CONtradicted?

W184d, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

Deborah Moschella Saks, Deputy Chief Information Officer, Framingham State University

Stephanie Payzant, Director of Instructional Design, Post University

David J. Blezard, Senior Director, Enterprise IT Systems, University of New Hampshire

Becky Frieden, Senior Director of Enterprise Applications and Decision Support Systems, New York Institute of Technology

Bringing in consultants has pros and cons. Some negatively look at it as outsourcing, but consultants can provide expertise in short order. Working with consultants carries a distinct set of challenges. When moving into a leadership role, you might find yourself suddenly needing to work with these services. This panel discussion will present different scenarios and share real experiences related to working with contractors or consultants in those situations. We will share a range of viewpoints across several disciplines about working with consultants. Learn how, when, and why (or not) to take advantage of consultants.

FLEXspace 3.0: Streamline Planning and Renovating of Learning Environments with a New Portal!

W184bc, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Rebecca V. Frazee, Digital Equity Education Analyst, University of California, San Francisco

Lisa Andrae Stephens, *Asst. Dean - UB Engineering, and Sr. Strategist, SUNY Academic Innovation, SUNY System Administration*

A decade has passed since the world's largest user-contributed OER platform for learning environments was introduced. FLEXspace has migrated from a simple portal of learning environments tagged with attributes to a full community of practice that shares advice, tools, resources, and case studies of learning environments, assessments, and even pandemic-related support. Recent platform upgrades have enabled the opportunity to redesign the user interface for FLEXspace.org. A series of professional focus groups, feedback from sponsors, partners, and different user community groups (K-12, Higher Edu, Architects/Planners) has made FLEXspace even more effective in guiding development, rehab and use of learning environments. The new FLEXspace 3.0 portal will be unveiled at this conference for the first time! Come see how we put your ideas and feedback to good use!

From Theory to Practice: Weaving Privacy Considerations in Strategic Decisions

W186, Level 1

Session Type: *Breakout Session*

Delivery Format: *Presentation/Panel Session*

Track: *Cybersecurity, Privacy, and Compliance*

Svetla Sytch, *Assistant Director of Privacy and IT Policy, University of Michigan-Ann Arbor*

Phil Reiter, *Associate Director, Privacy, University of Illinois at Urbana-Champaign*

Joseph Gridley, *Chief Data Privacy Officer, University of Maryland*

Privacy enables innovation in campus data initiatives such as student success, learning analytics, health and wellness, online proctoring, and artificial intelligence (AI) initiatives. CPOs must get a seat at the decision-making table and advocate for privacy as a business leader. Several CPOs from the Big Ten Academic Alliance are synthesizing their lessons learned in privacy program development into an operational "Hitchhiker's Guide to Privacy." During this session, the CPOs will provide a preview of the Guide's themes, describe actionable practices to operationalize strategic resources like the recently revised EDUCAUSE CPO primer, and discuss how to connect those practices to strategic plans and/or roadmaps at your institutions.

Innovative Wireless Network Catalyzes University of Colorado Innovation Program

W183b, Level 1

Session Type: *Industry Led*

Delivery Format: *Presentation/Panel Session*

Track: *Infrastructure, Support, and Networking*

Tyler Svitak, *Executive Director, Colorado Smart Cities Alliance*

Dan Griner, *Director of Smart Futures Lab, University of Colorado Denver*

Janet McIllece, *Principal Advisor, World Wide Technology*

Patrick Rhatigan, *Business Development Manager, RF Connect*

When University of Colorado Denver envisioned a "living lab" to support its smart cities incubator and accelerator program, it was clear that next-generation wireless connectivity would be foundational to build the cities of tomorrow. Learn how 5G is paving the way to achieve the vision of workforce development in critical technology industries and close the digital divide.

Principled Innovation Meets Scrappiness: Building a New University Enterprise That Serves All

W183c, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

Maria Anguiano, Executive Vice President, Arizona State University

Jeffrey Cohen, Dean of Humanities, Arizona State University

James Galica, Ungraduate ASU Student, Arizona State University

What does it take to build a brand-new enterprise within the nation's largest university—in just two years— More than 310,000 learners of all ages and backgrounds have already found new pathways to social and economic opportunity through ASU's Learning Enterprise. Join Maria Anguiano, ASU Learning Enterprise executive vice president, and a panel of staff, faculty, and learners who will share their personal roles and experiences bringing more than 1,000 learning offerings to life with more than 750 academic and industry partners. If you're a leader or changemaker at your institution looking to design more inclusive and impactful programming, don't miss this opportunity to gain actionable guidance to design a bolder model of education that works for all.

Spotlight on Emerging Analytics Tech @ Emerging Tech Stage

EDUCAUSE Central, Halls F1, F2, Level 3

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track:

Courtney McHenry, Account Manager, Corporate Engagement, EDUCAUSE

Leah M Lang, Director of Corporate Engagement, EDUCAUSE

What's new in analytics technology? Join us for quick, 10-minute spotlights on innovative solutions from Emerging Tech Zone exhibitors. Learn about each solution, how it benefits higher education, and what differentiates it from the existing market. You'll hear about new ideas for building dashboards with generative AI and benchmarking job market data.

Teams Build Dreams: Creating Collaborative Communities for Faculty

Swap Shop, Central Concourse, Level 3

Session Type: Breakout Session

Delivery Format: Critical Conversations

Track: Leadership, Partnerships, and Strategy

Alicia Kozimor, Faculty Chair, Grand Canyon University

Kathleen MacDonald Sprute, Faculty Chair/Assistant Professor, Grand Canyon University

Teams build dreams! In this session, we will share how Grand Canyon University's College of Education has developed collaborative communities to bring adjunct faculty and full-time faculty together. We will share best practices for creating collaborative communities and partnering with departments and institutional tools/technology to create an effective space. This session will be conversational and allow participants to share the challenges and potential solutions from their institutions. Participants will also discuss existing empowering structures and share ideas for building collaborative communities that support effective instruction, sharing ideas, and using the systems and tools available at their institutions.

The ABCs of Research Computing

W180, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Supporting Research Computing

Jackie Milhans, Director, Research Computing and Data, Northwestern University

Sarvani Chadalapaka, Director of Cyberinfrastructure and Research Technologies, University of California, Merced

Kathryn Kelley, Executive Director, Coalition for Academic Scientific Computation

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

Research computing support varies widely and depends on institutional priorities and goals. In this panel, we will provide examples of research computing and data services from emerging and established models. We will discuss how to prioritize and meet research needs, as well as Team Science approaches on some of the biggest challenges in higher education. Attendees will understand what research computing is, will be able to determine components and services for research computing support, and will understand most common challenges in providing research computing today for academic research.

The Evolving Role of IT as the Campus Unifier: Best Practices for Leading through Change

W178a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

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

Joseph Kalinowski, Vice President for IT & CIO, Clark University

Loren Malm, Vice President for Information Technology and CIO, Ball State University

Pennie S. Turgeon, Vice President for IT and CIO/CISO, New York Institute of Technology

We're more than technology systems and integrations. Today's forward-thinking IT departments are essential change agents and technical translators that enable accessible data for mission-critical questions and initiatives. CIOs are being asked to usher in the next era of digital transformation—building and maintaining an environment that can handle in-person and online teaching and learning, supporting a more distributed workforce, and improving data insight to action across the student life cycle. IT is uniquely positioned within institutions to serve as the innovator and bridge-builder. This panel discussion will share: (1) the unique perspective IT can bring to institution-wide initiatives, focusing on transformative processes and data for institutional performance, financials and student learning outcomes; (2) practical ideas to further unify your institution through technology and data; (3) best practices when building and advancing cross-departmental connections; and (4) pitfalls to avoid based on real-life experiences from panelists to help you successfully build bridges, lead initiatives, and enable stakeholders.

The Value of an End-to-End Analytics Platform in AI Implementation and Data Analytics Modernization

W184a, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Robert Hopkins, II, Assistant Provost for Strategic Analysis, Virginia Tech

Thulasi Kumar Raghuraman, Associate Vice Provost, Analytics, Virginia Tech

Artificial intelligence (AI) has emerged as a transformative technology with the potential to revolutionize various sectors, including higher education. AI-related discussions at institutions have largely focused on the impact of generative AI tools such as ChatGPT and Bing AI on teaching and learning from faculty and student perspectives. The impact on higher education administration, especially in enrollment management, human resources, institutional research, data analytics, and learning outcomes, has yet to be explored. However, the successful integration of AI in higher education administration requires a nuanced understanding of the challenges and opportunities it brings. This presentation seeks to provide insights into the role of a comprehensive analytics platform in the transition to AI-based decision-support in higher education, highlighting the potential benefits and strategies for implementation and addressing key hurdles. The emphasis will be on applications, challenges, and opportunities, including the issues of privacy, ethics, and accountability. Key topics to be addressed from a decision-support perspective will include what AI and generative AI are; types of AI; tools and techniques in AI; advanced AI and machine learning models in higher education applications; and ethics, privacy, transparency, and accountability of AI in higher education.

Using Predictive Models to Evaluate Programs and Advance Equity

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Critical Conversations

Track: Data Insights to Data Action

Jennie M Sanders, Vice President of Faculty Experience & Academic Services, Western Governors University

Bernadette Howlett, Director Faculty Experience Research, Western Governors University

Western Governor's University's (WGU's) educational support model is centered on personalized interventions; consequently, we developed a Momentum Indicator model (MOMI) that daily predicts each student's likelihood of achieving full-time credits. The machine learning model includes features showing students' prior and current performance and engagement. The MOMI is primarily used to identify students who may need support, track the effectiveness of interventions, and develop faculty. For example, cybersecurity faculty provided personalized weekly outreach to low-MOMI students and found that students were 60% more likely to attend live events and 28% more likely to contact faculty after the intervention. The MOMI also helps us to determine if interventions help students who need help most. Notably, students who identify as members of underserved populations are overrepresented in lower MOMI categories. In 2019, WGU launched a university-wide outreach system that prompted faculty to contact students who completed or failed to complete a task that could affect their progress. We included MOMI as a moderator when testing whether outreach improved student performance and found that outreach—particularly when it was prompt—benefitted lower-MOMI students more than higher-MOMI students. This presentation will describe how and why the MOMI was developed and how we apply it. We will also discuss MOMI's place in WGU's mission to increase equitable access and attainment.

Wait, What Did I Volunteer For? Transforming Higher Ed through Community Engagement and Leadership

W185bcd, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Thomas Dugas, Assistant Vice President & CIS, Duquesne University

Explore the opportunities provided by volunteering for community-driven initiatives. The 2023 Community Leadership Award winner will outline how community-driven initiatives can transform the landscape of higher education while also paving the way for your own professional development and growth.

Recipient of the 2023 EDUCAUSE Community Leadership Award.

Award sponsored by Moran Technology Consulting, Gold Partner.

3:00 p.m. – 3:45 p.m.

How Can I Help?: Practical Tools to Make an Immediate Impact

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Darcy Frailey, *Projects Director, University of California San Diego*

In this session, participants will walk through a practical exercise that they can use in change management and strategic planning efforts to show how each person can make an impact through actions and active conversation. This exercise will combine several liberating structures, including 15% solutions, WINFY (What I Need From You), and 1-2-4-All.

“And the Winner Is...!” Student Nominations that Reward Faculty Best Practices

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Beatriz Jimenez, *Learning Engineer, Northwestern University*

Rachel Goc, *Learning Engineer, Northwestern University*

The Canvas Hall of Fame at Northwestern University is a student-nominated faculty recognition program that provides a case study for an IT department becoming a conduit for student and faculty connection. We will cover details about the award process (collecting student nominations, reviewing and selecting winners) and the programming (email campaigns, new workshops, and new resources) that emerged because of this process and changed instructor practices across the institution within months.

A Decentralized Data Strategy with Central Data Governance

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Zohaib Qazi, *IT Transformation Program Director, Virginia Tech*

Brent Kremer,

Using the data mesh organization strategy, Virginia Tech is implementing a decentralized data strategy. A strong centralized data governance process was critical to implementing this philosophy. We will review the process used to set up the committees and how we got buy-in from stakeholders. We will also review how we break down the different stages of the data strategy and how we identified the maturity of each domain, along with the plans to modernize them. It is critical to know where each domain stands and who is responsible for managing the data within that domain in order to make changes.

AI Generated Content: What It Means for Academic Integrity

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Alon Yamin, CEO and Co-Founder, Copyleaks

Alon Yamin, CEO and cofounder of Copyleaks, an AI-based text analysis company that empowers content originality and inspires authenticity, will share the immediate and long-term ramifications of ChatGPT and plagiarism, including how it stunts essential skills students need in order to operate as rational participants in society, plus tips on how to uphold and encourage academic integrity.

Analyzing the Student Digital Experience through User Research

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Katherine Rae Lathos, User Experience Designer, California State University, Fresno

Max J. Tsai, Innovation Officer | Interim Director of Digital Transformation, California State University, Fresno

Allison Green, User Experience Designer, California State University, Office of the Chancellor

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

As students become taxed with digital processes and services from all angles, Cal State Innovate and Fresno State researched the role of technology and the associated pain points for students. Engaging executive leadership all the way down to students themselves, the research team led a campus-wide effort to understand the current state and develop plans for a future state with less digital friction. They will share their research methodology, a summary of findings, and their solutions to date to enhance the student digital experience at California State University, Fresno.

Asian Pacific American (APA) CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Ellen Yu, Chief Information Officer, Union College

Gerard Au, Chief Information Officer, California State University, San Bernardino

In 2020, a panel of Asian American IT leaders shared various data points from 2017-19 on Asian/Asian American leadership roles in higher education, or the lack thereof. Where are we now? This poster session will share updated figures in the hope of generating additional discussions.

ASSIST 2.0: The Exciting New Iteration on Our Open-Source CRM/Student Service Platform

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Michele Agostinelli, ACIO/AVC Academic Technology - ITS, Maricopa Community College District

Lori Lindenberg, District Director Enterprise Analytics & Strategy - ITS, Maricopa Community College District

Joseph Anthony Licata, Chief Executive Officer, Canyon GBS

In 2022, Maricopa Community Colleges presented at EDUCAUSE on its Academic and Student Success Integrated Support Technology (ASSIST) platform, a new and innovative way to affordably deliver high-quality service to all students. This year we are

excited to be back to announce ASSIST 2.0, which is easier for institutions to adopt, includes a refreshed and modern user interface, and adds important new features/capabilities for advisors and other student service professionals.

Automated University: Digital Transformation of Student Experience

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Max J. Tsai, Innovation Officer | Interim Director of Digital Transformation, California State University, Fresno

Technology has touched every industry, including higher education. Imagine what's possible if you could automate everything for our students! Come learn how Fresno State's Empower Student Success with Digital Transformation streamlined university operations from student admissions to routine administrative tasks with Robotic Process Automation technology. In addition, learn how we connected with our Student Information System with a future-proof data integration and interoperability architecture leveraging iPaaS (Integration Platform as a Service), as well as how we accelerated the development of campus application services with the new Agile Team strategy.

Becoming Change Agents for Project Success

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Melissa Hattaway, Senior Manager, University of Miami

The need for strong relationships between information technology professionals and campus stakeholders to advance digital transformation on our campuses is more relevant than ever. But how do you quickly establish strong relationships? How do you avoid project derailment when key stakeholders are not consulted early on? Is this a challenge all too familiar to you? We can't wait to help! We will give you a brief introduction to how we use our Project RACI matrix to tackle these challenges and then go straight into how you can apply this in your teams. We will share how clearly defining roles, responsibilities, and ensuring the right people are communicated with at every step of the project cycle builds your team's credibility and ultimately become the driving force that establishes trust between the tech team and other campus stakeholders.

Breakout Innovation: Implemented Instructional Technology for Understanding Braille

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Amy Dye-Reeves, Head of LADC (Architecture, Design, and Construction), University Libraries, Texas Tech University

Have you ever struggled with finding an interpreter for your class and finding a way to increase engagement with hard-of-hearing students? The session focuses on further education (IDEA: Regulations) and to "lead productive and independent adult lives, to the maximum extent possible." (IDEA: Title 1). The session will continue to provide important information about the implementation of improving communication in the classroom by understanding braille translation in real-time. In addition, the presentation will provide innovative technology and instruction strategies for helping students, faculty, and staff correspond with deaf and hard-of-hearing individuals. The session will focus on the following information: compensatory skills that permit access to the general curriculum (such as braille and concept development, tactile graphics, and additional specialized communication skills among all users); orientation and mobility skills; social interaction skills; assistive technology (AT), including optical devices; self-determination theory; and sensory efficiency (including visual, tactual, and auditory skills).

Building Resilience into Teaching and Course Design

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Edward J. Glantz, Teaching Professor, The Pennsylvania State University

Chris Gamrat, Assistant Teaching Professor, The Pennsylvania State University

Lisa Lenze, Director of Teaching, Learning, and Assessment, The Pennsylvania State University

This poster offers participants perspectives from instructional designers and faculty on developing course resilience. I will provide an overview of a five-step risk assessment process: Identify Hazards, Assess Hazards, Control Serious Hazards, Document Findings, and Review Controls. Participants will be given worked examples and suggestions that can be applied to teaching and course design disruptive situations. Participants will also be able to contribute to brainstorming common situations and solutions.

Building Technology Staff Capacity and Career Competencies for First-Gen Students

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Joana Trimble Gandara, I.T. Project and Engagement Manager, St. Edward's University

Jason Arellano, Manager User Services, St. Edward's University

Institutions of higher education face challenges hiring and retaining technology staff, the tech industry faces challenges diversifying its workforce, and students need help translating knowledge and skills developed in college to the world of work. St. Edward's University Office of Information Technology (OIT) partnered with the College Assistance Migrant Program (CAMP) to develop grant-funded internships to address these challenges. In this poster, we will showcase our model student employment program that integrates grant-funded, first-gen interns to help build technology staff capacity. We will share frameworks and best practices to implement this program at your institution, discussing building partnerships, framing and creating meaningful work experiences that serve experiential learning outcomes and National Association of Colleges and Employers (NACE) competencies, and developing pathways for future internships and jobs.

But I Need My Phone for Insta/Homework!: Mobile Device Repair

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Liam Doherty, IT Manager, TechZone and Student Technologies, Illinois State University

Caleb Caldwell, TechZone Operations Manager, Illinois State University

Illinois State University's TechZone has offered technology support for personal computing devices, including hardware repair for students, for over 20 years. Several years ago, requests for repairing personal mobile devices, specifically iPhones, increased dramatically. As an Authorized Service Provider for multiple vendors for many years, our service offerings traditionally involved desktop, laptop, and sometimes tablet repair. As the student population now uses their mobile devices for social and communication as well as academic work, we added to our service offerings to match and have learned many lessons along the way.

Cashing in on IPv4 Public Addresses

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

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

Many institutions, when building out their networks in the early 1990s, acquired large blocks of IPv4 addresses. Today these large blocks of IPv4 addresses have become hot commodities and many institutions are eager to realize financial opportunities afforded by selling off portions of their IPv4 address space. This panel session will explore the effort to free up IPv4 addresses and describe the process of selling off addresses, as experienced by a couple of universities.

Catalyzing a Paradigm Shift: A First in the Nation Data Collaborative for Alternative Credentials

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Jagir Pipalia, Data Analyst, Education Design Lab

Lauren Conte, College Data Coach, Education Design Lab

Increasingly, institutions are deploying short-term, stackable, non-degree credentials focused on in-demand skills to better prepare learners for the workplace. Yet concerns remain with ease of implementation, learning efficacy, employer adoption, and labor market value of short-term credentials. Data is needed to better understand skills-based learning and inform the way to alternative credentials. This presentation showcases collaborative efforts between Education Design Lab (Lab), Credential Engine, the National Clearinghouse, Brighthive, and the Education & Employment Research Center (EERC) to launch a Data Collaborative for a Skills-Based Hiring, a multisource data infrastructure to support institutions implementing alternative credentials, inform program evaluation, and data storytelling about enrollment, progression, retention, completion, and labor/wage outcomes. The micropathways established via the Community College Growth Engine (CCGE), an initiative with 43 community colleges funded by 15 foundations and investors, provide a first-use case with data flows already established in a cloud data structure supported by Brighthive and feeding dashboards built and maintained by the Lab for early insights.

Charting a Course for Change: How a Change Management Methodology Can Support Large-Scale Curricular

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Chris Beneke, Associate Dean:First Year Experience and Bentley Core, Bentley University

Suzanne Dove, AVP | Strategy & Innovation and Executive Director, Badavas Center for Innovation in Teaching and Learning, Bentley University

Large-scale curricular innovations, especially those that require involvement from many academic departments across the university, often falter upon implementation due to inadequate attention to change management. How can a change management methodology help you succeed? Our poster session is a case study of how an educational innovation team at Bentley University charted a course to implement a large-scale First-Year Seminar redesign. Using Prosci's ADKAR change management framework, we identified Bentley's new Falcon Discovery Seminar as a high-risk project, recognized the human factors that determined our project's success and developed a blueprint to guide our efforts. The outcome at Year 1 is a new, inquiry-based First-Year Seminar taught by teams of 35 faculty and 50 peer leaders with an enrollment of 1,100 students. Using faculty and student input as well as learner outcome data to measure the seminar's performance in its first iteration, we are incorporating modifications that will sustain the change and provide continuous improvement. Your teaching and learning innovations can benefit from the lessons we learned!

CIO Playbook: How to Accelerate Digital Transformation

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Jeff Elliott, Director of Product Management, Jenzabar Inc

Christopher Hoke, CIO, University of Jamestown

Neal Dyer, Chief Technology Officer, Southeastern University

As CIOs take on increasingly strategic roles in higher education, they're expected to do the lion's share of the work necessary to transform an institution into a digital campus: they need to maximize their technology investment, drive adoption of new business processes, and create modern, frictionless student experiences. This session gives CIOs a functional playbook—discovery, optimization, and coaching—which they can use to improve efficiency, increase productivity, and accelerate digital transformation.

Connect Your IT Silos with IT Connects

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Amanda Thornton, Lead Software Engineer/Developer, University of Wisconsin-Madison

Manda Johnson, User Support Supervisor, University of Wisconsin-Madison

Theo Howard, Digital Learning Consultant, University of Wisconsin-Madison

Lindsay Bolan, Software Solutions Architect, University of Wisconsin-Madison

Central and distributed IT staff face several challenges regarding collaborating and connecting. To address this issue at UW-Madison we established IT Connects, an organization that aims to cultivate effective communication, encourage professional growth, and foster a lively and supportive community. Achieving these goals requires sponsorship, support, and the development of community leaders.

Continuing the Conversation: A Rubric Accompanying the Student Success Analytics Framework CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Tasha Marie Almond-Dannenbring, Strategic Project Manager, Unicon, Inc.

Melissa Irvin, Associate Vice-Provost for Student Success, University of South Florida

Linda Feng, Vice President of Architecture, D2L

Steven WILLIAMS, Principal Product Manager, Bruin Learn Center of Excellence, University of California, Los Angeles (UCLA)

Szymon Machajewski, Director Learning Tech & Innovation, University of Illinois Chicago

Feedback invited on the SSA Framework Rubric, a guide developed as a tool for institutions seeking to use the framework to inform student success analytics initiatives.

Creating the Cybersecurity Workforce of the Future

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Dr. Justin Gatewood, Director of Information Systems, Calbright College

Lalitha Subramanian, Program Management Director, University of Washington

Charron Andrus, Associate Chief Information Security Officer, University of California, Berkeley

Andrew West, Director, Enterprise Information Technology Applications & Digital Innovation, Prairie View A&M University

For institutions of higher education, the pandemic years provided the opportunity to rethink student learning strategies and technologies to render graduates employment-ready. Although the tech sector is paring its workforce, there is an increased demand in the field of cybersecurity for qualified personnel educated and trained to combat ever-changing digital threats of the modern remote work environment at scale. Join us as we explore how four different institutions have incorporated cutting-edge methods and pedagogies to equip the cybersecurity workforce with the skill sets needed to succeed.

Curiosity and Change: A Framework for Aligning Technology Investments with University Objectives

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

George Thomas, Sr. Technology Strategist - IT Strategy and Planning, University of Oklahoma

Chris Jones, Director, Strategy & Planning (IT), University of Oklahoma Health Sciences Center

The University of Oklahoma Information Technology Department uses a Strategy Planning Framework to organize system-wide initiatives such as online education, relationship management, and degree management that align directly with university strategies. The session will highlight the key attributes of the framework and share real-world examples from four practice areas: Opportunity Identification, Organizational Assessment, Strategy Development, and Planning for Success. Through stakeholder engagement and collaborative idea-generation, the framework helps address gaps in information and technology capacity, assesses the current state, develops strategies, and lays the groundwork for successful execution. The session will include a “flash activity,” outcomes and key findings, Q&A and discussion, and collaboration for improvement. Join us to learn how the OU IT Strategy Planning Framework can benefit your institution’s strategic technology investments.

Data Governance CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

David Schaefer, Director, Business Intelligence Team, Miami University

Christopher Todd Barber, Executive Director, Enterprise Applications & Data Services, The University of Tennessee Health Science Center

Need help wrangling data at your campus? There is a community of others doing just that. Our community has data governance initiatives at different levels of maturity, campus dynamics, and reporting structures. We meet virtually each month to discuss topics from the world of data governance.

Developing a Digital Learning Strategy for a Residential Campus

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Lorna Gonzalez, Director of Digital Learning, California State University, Channel Islands

Jill Leafstedt, Interim Dean of Extended University & AVP for Digital Learning, California State University, Channel Islands

Michael McGarry, Academic Technology Lead, California State University, Channel Islands

In this session, we will present a process for using a digital learning strategy to move campuses past the “should we/shouldn’t we” conversation about online learning. We will show how, beginning with stakeholders, a campus can learn what they are currently doing in pockets and silos that can be scaled for greater impact, what campuses are not doing, and what they are doing that is not working. We will share how this stakeholder data lends itself to a comprehensive digital learning strategy that integrates faculty, students, and staff interests and aligns those interests with funding strategies through partnerships with grants offices and advancement teams.

Developing an Inclusive Classroom to Empower Students to Learn

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Qingwen Dong, Professor, University of the Pacific

While teaching an Intercultural Communication class, I adopted an inclusive teaching pedagogy and learning environment to help students build a sense of community and ensured that the students knew their classmates well through various assignments, including each student interviewing two students in class to write an interview report. In addition, I used Jack Mezirow's transformative learning model (1991), including generation of consciousness, transformation of consciousness, and integration of consciousness to get students think critically and learn effectively. The assignment includes an autobiography, which helps students generate a lot of thoughts and efforts to discover themselves through an intercultural communication lens of learning.

Developing the Next Generation of Digital Leaders: Pipeline for Inclusion and Diversity in Technology

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Amy Bruni, Learning Community Development, Georgia State University

Chad Marchong, Associate Director, Learning Analytics & Research, Georgia State University

Jackie Slaton, Assistant Director, Learning Community Development, Georgia State University

Georgia State University has one of the most uniquely diverse student populations in the country and sees an opportunity to create a digital pipeline that allows for more diversity and inclusion in technology and innovation. Through a variety of student initiatives, Georgia State's Center for Excellence in Teaching, Learning, and Online Education (CETLOE) created digital literacy programs that expose students to emerging technologies, connect them to industry leaders, and empower them to use technology to impact their communities.

Developments in Research Network Services

Session Type: Poster Session

Delivery Format: Poster Session

Track: Supporting Research Computing

Bryce Koepke, Senior Network Consultant, Deloitte

Richard Johnson, Managing Director, Deloitte

Dave Browne, Executive Director of Campus IT Infrastructure, University of California, Berkeley

William Allison, Chief Technology Officer, University of California, Berkeley

The demand for network infrastructure capacity, speed, and security at leading universities has never been higher, based on the exponential increase of cloud, evolving student usage patterns, high-performance computing, IoT devices, and many other factors.

While traditional network designs are being pushed to their limits, the challenge to recruit and retain talented network architects and engineers is also increasing. Many institutions are in the process of implementing next-gen network designs to meet these needs. During this session, participants will build awareness of what their peers are doing relative to network design, architecture, operations, and long-term investments, and learn important caveats in addressing the evolving demands of research networking.

Driver Diagrams: An Approach to Improve Equitable Student Outcomes

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Kelli Rainey, Senior Director, Grants Management, NACUBO

A driver diagram is a tool intended to help organize ideas and discover various causes that contribute to an issue you are trying to improve. For its current grant-funded project, NACUBO used this tool with participating institutions to develop actionable tools, frameworks, and models to advance student equity, success, and completion efforts. Through interactive conversations, session attendees will discuss ways to use this tool at their institutions to facilitate activities that build shared understanding, strengthen sense-making, and support data-informed practices.

Effective Learning for Students with Special Educational Needs: Perspectives from a Global Classroom

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Claudia Mertens, Institute Professor (WS 22/23), University of Hamburg

Amanda Marie Shufflebarger, Assistant Professor, Indiana University East

Before establishing principles and practices for teaching and learning of students with SEN (Special Educational Needs), we need a good overview of results of empirical studies conducted in the field. Therefore, two systematic reviews on the use of digital tools in inclusive and non-inclusive school settings were conducted, taking into consideration studies published in German (one systematic review including studies having undergone a peer review process and the second one including studies without peer-review). The results will be presented during the conference along with the findings of students' research on the same topic. The results of German students' research projects (duration: 1 year) were critically discussed in a global classroom in cooperation of Indiana University East and Hamburg University (Germany) in the winter/spring term 2022/2023. The aggregated results can be a sound basis for 1) improving accessibility for students with SEN and 2) for adjusting teaching materials and concepts to the needs of the students with SEN - in order to create successful learning environments in the future.

Eliminate the Application! How California Uses System-Wide Cross-Enrollment for Student Success

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Mike Vogt, Director of Strategic Planning and Operations - Information Technology, Foothill-DeAnza Community College District

Marina Aminy, Executive Director, CCC Online Education Initiative (OEI)

Learn how technology and collaboration among colleges is helping significantly more students achieve their educational goals by providing access to online courses and automating enrollment between independent institutions. Cross-enrollment eliminates several hurdles to completion.

Enhancing Equity through Asynchronous Communication as Universal Design

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Joshua Howe, Deputy Executive Director of Workforce Training and, Maine Community College System

Remote and hybrid work surged due to the pandemic, equal to 40 years of prepandemic growth. Remote and hybrid work offers tremendous opportunities for employers to increase operational resilience, retain valuable employees, access unique talent, and build a nimble, diverse, and responsive workforce. It also offers workers the chance to enjoy greater flexibility and work-life balance, if done correctly, without sacrificing their careers. Over 30% of workers are expected to work in a remote or hybrid fashion in the long term. With women and people of color having stronger preferences for remote and hybrid work, there is potential for historically underrepresented groups to be negatively impacted by working remotely. Ensuring that remote employees have an equal voice in decision-making, access to leadership, professional development, and promotions must be an intentional part of an organization's strategy. Asynchronous communication tools and strategies can help ensure that remote team members maintain an equitable position and voice in the workplace and are not on the wrong end of proximity bias.

Enhancing Learning through Didactic Use of Biometric Devices in Higher Education

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Sadie Lisette Guerrero, ED Tech solutions director, Tecnologico de Monterrey (ITESM)

Andres Ayala Medina, F, Innovation Project Leader, Tecnologico de Monterrey (ITESM)

Bertha Alicia Saldivar Barboza, Educational Technology Director, Tecnologico de Monterrey (ITESM)

A functional biometry department in higher education for teacher and student use, understood as an area for learning and experimenting with biometric devices, contributes to the understanding of topics related to behavior regardless of the academic discipline. Likewise, this technology can be useful to analyze and enhance the learning process, since physiological variables are closely related to the cognitive-affective states that underlie learning.

Exploring the Intersection of Data, Empowerment, and Planning

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Erin Murtha, Asst. Vice Chancellor, Planning & Projects, University of North Carolina, Charlotte

Elizabeth Rugg, Assistant Vice Chancellor, Client Engagement, University of North Carolina, Charlotte

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

In today's fast-paced and data-driven world, IT organizations must leverage the power of data to empower their decision-making processes and drive strategic planning. During this session, we will explore the intersection of data, empowerment, and planning for IT projects and initiatives and how to use this intersection to improve institutional effectiveness.

Finding Student Voices: Bringing Podcasting into the Classroom — Without the Big Budget!

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Kenneth Yoshioka, Senior Instructional Technologist, University of San Francisco

Over the past five years, podcasting has become a growing multimodal medium for digital storytelling at USF. The challenge has been to develop a workflow that includes training and resources for faculty to integrate podcasting as an assignment or project. The goal is to not only to provide training in recording and editing skills but also to help the students to discover the power of their own voice and story. This session will cover the strategies, tools, and processes that can be implemented to help instructors successfully bring podcasting into their curriculum. To stay budget-conscious, we'll share open-source software and utilities, creative commons music and sound effects sources, as well as low-cost equipment choices, so that the students are able to record and edit audio projects in a way that is accessible to all skill levels.

First-Year Student Experience Mini-Grants: Empowering Student-Faculty Connections and Peer Support

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Tammy Wyatt, Vice Provost for Student Success, University of Texas at San Antonio

Amy Buechler-Steubing, Assistant Vice Provost, Strategic Initiatives and Learning Innovation, University of Texas at San Antonio

Marcela Ramirez, Associate Vice Provost, University of Texas at San Antonio

Melissa Vito, Vice Provost of Academic Innovation, University of Texas at San Antonio

Join us at our session to learn about UTSA's successful First-Year Student Experience and Faculty Engagement Mini-Grant Program. In response to the pandemic's impact on student engagement and belonging, the program awarded faculty up to \$1,500 to create engaging activities outside of the classroom. By the end of spring 2023 nearly 80 events will have occurred, resulting in increased student-faculty engagement and sense of belonging. Our presentation will showcase the strategies and tools used to implement the initiative and highlight its positive impact on students and faculty. Attendees will gain insights into how they can create similar initiatives at their institutions and improve student-faculty engagement and sense of belonging. Furthermore, we will discuss how the initiative aligns with UTSA's Equity Advocacy Initiative, which focuses on expanding access to higher education for underrepresented minority students, and how it can promote healthy and inclusive learning environments. Our session will be valuable to all faculty and administrators seeking innovative ways to improve student-faculty engagement and promote a sense of belonging in their institutions.

Fostering a Data-Driven Culture with Enrollment Management Analytics

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Tom Andriola, Vice Chancellor, IT and Data, University of California, Irvine

Patricia Morales, Vice Provost, Enrollment Management, University of California, Irvine

This session will describe how the University of California, Irvine, has succeeded in fostering a data-driven culture through a unique approach: an analytics initiative led by the Division of Enrollment Management. This popular service, known as enrollment management analytics (EMA), uses enrollment data to uncover the hidden barriers to student success. It is enhanced by a consultative service in which enrollment management SMEs serve as internal analytics consultants for a range of administrative and academic colleagues across campus. EMA's mission is to humanize student data by taking a holistic, collaborative, and multidisciplinary approach to student success analytics.

From Mentor to Mentee to Engagement: The Transformative Power of Mentorship in the IT Workplace

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Sarem Yadegari, *Manager of Communications and Training, Chapman University*

Michelle Sypinero, *AVP, Technology and Innovative Services, Chapman University*

In any IT organization, a positive work environment is essential for success. To achieve this, employee engagement is crucial, and mentorship is a proven effective tool for improving job satisfaction, reducing turnover, and increasing productivity. This presentation will define mentorship and its role in creating a positive work environment. It will discuss the benefits of mentorship for both the mentor and the mentee, such as leadership development, personal and professional growth, and fulfillment. The presentation will also provide practical tips for implementing a mentorship program tailored to the organization's specific needs, including mentor and mentee selection and goal-setting. Finally, the presentation will summarize the key benefits of mentorship to create employee engagement and will encourage attendees to consider implementing a mentorship program in their organizations.

Get This Right and the Rest Is Easy: How to Hire like a Pro

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Brian Basgen, *CIO, Emerson College*

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

Kirk Kelly, *Vice President, Vantage Technology Consulting Group*

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

Hiring effectively is difficult, harder than many realize. Most of us have little to no training, and even hiring experience can create false confidence if it has not been rigorously analyzed. In this session, we will discuss hiring best practices, including training to reduce bias, how to conduct interviews, and how to organize a successful hiring process. We will illustrate how effective hiring is the quickest way to change the culture and advance a strategic plan. Finally, the importance and primacy of hiring will be emphasized throughout, including the participation of the executive leadership in all hiring decisions.

Getting Started with HyFlex: Building a Strong Foundation for Flexible Learning Environments

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Cathy M. Littlefield, *Professor & Department Chair, Business, Peirce College*

Jeanne Samuel, *Dean, Delgado Community College*

Brian Beatty, *Professor of Instructional Design and Technology, San Francisco State University*

Glori Hinck, *Senior Instructional Designer, University of St. Thomas*

Flexible learning environments have become increasingly important in today's education landscape. HyFlex is an innovative approach that offers students the flexibility to choose their mode of learning: online, face-to-face, or both. This hybrid-flexible delivery can be defined more granularly on an institutional level, but the concept remains with the foundation of multimodal and student choice. This approach allows institutions to provide students with a more personalized learning experience while also ensuring that the learning objectives are met. Presenters in this session include Brian Beatty and his team of founding members of the HyFlex Learning Community. We will discuss the foundational elements of HyFlex and provide participants with practical strategies for designing and implementing flexible learning environments. We will explore key considerations such as Alternatives, Equivalence, Reuse, and Accessibility in course design, as well as examine how HyFlex can be used to enhance student engagement and achievement. Participants will gain a deeper understanding of the HyFlex approach and leave with actionable steps for incorporating it into their own teaching practices. Whether you are new to HyFlex or looking to refine your existing

approach, this session will provide you with the tools and resources you need to create a strong foundation for flexible learning environments.

Helping Your Institutional Leadership Prepare for the Next Wave of Digital Transformation (Dx)

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Chris Moloney, Senior Director , AGB

Amy J Hilbelink, Senior consultant, Association of Governing Boards of Universities and Colleges

Those involved in higher education have likely seen recent changes in their institutions. Changes were due to quickly moving courses online because of the pandemic and its impact on the students and the institution, while other changes resulted from lower enrollments and newer technologies being employed. There are a number of new realities for higher education, which may include the student acting as the consumer, student expectations for more appropriate digital technologies in course delivery and student services, and the desire for shorter degrees and certificate offerings. These changes will continue and the next wave of digital transformation will play a role in that ongoing change. Join us to discuss some of these new realities in higher education and the role of digital transformation. We will discuss how the participant's institutions use technologies that serve students, curriculum, and data collection, and how those technologies have transformed over the years. We will discuss how to ensure everyone, including leadership, is on the same page regarding the purposes and need for the technology, and how participants may be able to impact the adoption of new technologies in their institutions. This begins with defining what leadership needs to know about Dx and how participants can ensure its strategic adoption in their institution. Participants will leave with a broad understanding of how they can impact their institutional leadership's knowledge and adoption of digital technology.

How to Leverage AV-over-IP to Create a Digital Creative Lab and Respond to Future Educational Needs

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Raj Singh, Manager, Learning Technologies Design & Engineering, University of Southern California

Chi Hang Lo, AV/IT Solutions Architect, University of Southern California

The University of Southern California (USC) is at the forefront of innovation in the technology and STEAM fields, with a thriving creative space and cutting-edge applications for digital creative solutions. However, USC recognized the need for a shared space for creative collaboration, teaching, learning, and content creation. USC established the Digital Creative Lab (DCL) in the basement of Leavey Library to address this need. In partnership with the USC Provost's Office, the ITS-Learning Environments Team developed and designed the DCL as a collaborative space for students, faculty, and staff to work together and engage in innovative projects.

How VCCS Rolled Out One AI Chatbot Federated to 23 Colleges and Integrated to GPT

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Holly Whistler, Coordinator, Online Virginia Network, Virginia Community College System

Nicole C Stewart, Assistant Vice Chancellor of ITS, Virginia Community College System

Jennifer Perkinson, Coordinator of Virtual Student Support , Tidewater Community College

The Virginia Community College System (VCCS) implemented an enterprise AI platform to automate student support across 23 schools. The federated model allowed each school autonomy with their own bot while leveraging system-wide innovation. The bot provides more than just Q&A—it includes access to student records, live agent transfers, and personalized attribute-based answers. The latest release incorporates OpenAI's GPT model to enhance answer quality and increase automation. The presentation will highlight the implementation journey, including challenges, successes, and technology deployment with change management.

ICYMI: Teaching and Learning Research That's Making an Impact

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Brittney Johnson, Library Curriculum and Instruction Developer, St. Edward's University

David Thomas, Executive Director for Online Programs, University of Denver

Jenay Robert, Senior Researcher, EDUCAUSE

Are you curious about the latest research in teaching and learning? Do you often find yourself asking, “what educational technology research may impact my practice?” Are you a self-proclaimed methodology nerd? If you answered “yes” to any of these questions, this is the session for you! Join the EDUCAUSE Research Impact Community Group as we present recent research that has piqued our interest. The research world is our oyster, so topics could include anything from equitable digital learning and accessibility to artificial intelligence and extended reality. You'll leave this session with some exciting research insights to inform your work and perhaps some inspiration for your own research. Whether you're a researcher, teacher, instructional designer, administrator, or developer, you'll find this session informative for engaging in research-informed practice.

Implementing Universal Design for Learning at Scale

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Thomas J. Tobin, Senior Teaching & Learning Designer, University of Wisconsin-Madison

Most of us know how to implement Universal Design for Learning (UDL) in individual activities, courses, and service interactions. But how do we go from having a few people who know a lot about inclusive design to helping everyone to know and do a few keystone practices based on the UDL framework? In this interactive session, you will learn how the principles and checkpoints in the UDL framework translate into action plans for UDL, along three strategic pillars of access, inclusion, and predictability. You will take away models for attracting funding, resources, and time for systemic UDL application.

In a Glass Case of Emotion: From Podcasting to Privacy Booths

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Forrest Warner, Instructional Designer, Digital Innovation, Hamilton College

Michael Revenaugh, Instructional Designer, Digital Innovation, Hamilton College

As a pilot program, Hamilton College Library and IT services bought two Studiobricks acoustic booths that would offer students a private space for podcasting and their telemedicine needs. In addressing the need for student privacy, Hamilton's reservable audio production booths immediately became popular and synonymous with how technology can offer supportive space for student mental health.

Inclusive Learning Spaces

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

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

What are inclusive learning spaces? All students need to be actively engaged in the classroom in order to create opportunities for meaningful, deep learning. Unfortunately, learning space design often focuses on the “average student,” designing to the middle. An alternative pathway is to design for variability and inclusion, enabling learning spaces to support a broader range of learners and learning activities. This session is an interactive discussion on designing inclusive learning spaces where participants will discuss their challenges and successes with peers. We will examine how tools (such as the Learning Space Rating System) and frameworks (Universal Design for Learning) can be used as guides for development. We will build connections and community to further the conversation on inclusive learning spaces and bring back ideas to our home institutions about how to improve them.

Inclusive Teaching and Learning: Moving from Accommodation to Expectation

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Crystal DeJaegher, Academic Technology Specialist, University of Notre Dame

Steven Varela, Director of Teaching and Learning Technologies, University of Notre Dame

Inclusive teaching and learning takes leadership, planning, and commitment. Both faculty and staff can be proactive stewards of student inclusion by knowing universal design strategies and implementing technologies that can help better meet learners' needs—without having to wait for students to self-report a disability or any accommodation requests that follow. By adopting a mindset focused on DEI, we can “consciously create an environment of mutual respect, hospitality and warmth in which none are strangers and all may flourish” and foster student belonging.

Innovating Instruction with Open Digital Pedagogy Projects

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

David Kwasny, Data & Digital Literacy Librarian, University of Toronto

Paulina Rousseau, Head, Liaison Librarian Program - UTSC Library, University of Toronto

Open pedagogical projects have the benefits of reducing redundancy in instruction and empowering users to acquire increased skills in areas relevant to their needs. Join this showcase of two such projects developed at the UTSC Library by the Digital Scholarship Unit. The first, LEARN, is an enriched bibliography of open OERs made accessible via modern search and indexing capabilities, with actual OERs being stored outside of the tool in centralized locations by format. It responds to barriers for keeping OERs current and encourages participation by empowering content creators to retain physical ownership of the files that comprise the OER, with workflows leading to greater engagement from content authors and increased available open content for instructors and learners. FIND hosts a dataset emerging from the Digital Scholarship Knowledge Base project at the UTSC Library in response to the difficulty of sharing and updating information about digital tools and resources commonly used in Digital Scholarship. This site is an experiment in crowdsourcing and data sharing that aims to be useful and accessible to broad audiences who want to explore methodologies and tools in digital scholarship. In addition to tool demonstration, participants will gain an understanding of best practices needed to create such collections.

Instructional Strategies to Reduce Learner Stress in an Online Learning Environment

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Aymen Khazaal, Teaching Assistant , Ohio University

Hyunjoo Moon, Doctoral Student, Ohio University

Min Lun Wu, Associate Professor of Instruction, Ohio University

The shift toward online learning has become prevalent during the turbulent period of the COVID-19 pandemic. Many people have been able to continue their educations from the safety and comfort of their own homes. However, online learning environments bring stressors that can negatively impact learners' academic performance. Our presentation is about our research that investigates effective instructional strategies to reduce learner stress in an online learning environment. Observational experience as online instructors and the existing literature show that students have stress due to a lack of meaningful interaction, feelings of isolation, difficulties staying focused, and assignments. Our interview data confirms the effectiveness of some instructional strategies that helped reduce learner stress. Our research findings are beneficial to all online learners and instructors and they will enhance the quality of online education.

Integrate the EDUCAUSE Digital Learning Strategy Framework at Your Institution

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Tracy A Mendolia-Moore, Manager of Educational Technology Innovations, Western University of Health Sciences

Jennifer Culver, Sr. ATSD-Simmons, Mngr. Online Prod. Svcs., Southern Methodist University

Ann Wambach Blackman, Executive Director Technology Support, Collin County Community College District

Rebecca M Stein, Executive Director Online Learning Initiative, University of Pennsylvania

In this session you'll learn about, and have an opportunity to discuss, the recent EDUCAUSE research findings on the current state of digital learning strategies (DLS) in higher ed. Materials covered include the newly published EDUCAUSE *Digital Learning Strategy Framework* and the resources available, including an online Learning Lab, to assist institutions in making data-informed decisions around scalable and adaptable strategies, given the history and capacity for digital learning. Developed by an intercollegiate team of digital learning professionals from various colleges and universities, this session explores the five essential elements of a digital learning strategy: student support, enrollment and academic planning, faculty and staff, digital learning design, and learning technology. All attendees will gain access to the *Digital Learning Strategy Guide*, which can be personalized to meet the unique needs of their institutions.

Introducing Live Learning to an Asynchronous Classroom

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Cole McFarren, Associate Director, Academic Technology and Innovation, The University of Arizona Global Campus

The University of Arizona Global Campus recently implemented synchronous learning sessions into its previously asynchronous general education courses. Join us to learn how we used Canvas, Zoom, Kaltura, and Google Calendars to create an efficient, cost-effective, and centralized live learning model to promote a sense of belonging among students and encourage mastery of difficult content.

Is Your Student Worker Learning From You?

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Laura Melissa Spencer, Training Specialist, Lead, Georgia State University

Meghan Hammiller, Asst. Mgr, Learning Technology Student Engagement, Georgia State University

As we look into the future of work and higher education, we should not forget to ask how our student workers will fit into that vision. How can we turn the typical student worker experience into a learning opportunity? One that encourages the development of important skills and a self-confidence that they can take with them into the workplace? Come and have a conversation with us about how we can turn our student worker positions into a chance for personal growth while also completing significant work that helps our institutions.

IT Accessibility CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Kyle Shachmut, Director of Digital Accessibility, Harvard University

Eudora J. Struble, Director for Technology Accessibility, Wake Forest University

Stop by to learn the leading indicators of successful higher ed accessibility programs, find resources the IT Access Group creates to help everyone improve accessibility (including for you!), and discuss any topics or questions you have related to accessibility with community leaders and experts.

IT Service Management CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

IT Service Management is a collection of practices that span the entire IT organization and provide guidance for how to optimize your efforts.

Learn About EDUCAUSE Community Groups

Session Type: Poster Session

Delivery Format: Poster Session

Track:

EDUCAUSE Community Groups (CGs) are online communities where you can learn from and network with each other around shared topics and interests. Visit this poster to learn about the more than 70 community groups available to join.

Learn About EDUCAUSE Community Groups (CGs)

Session Type: Poster Session

Delivery Format: Poster Session

Track:

EDUCAUSE Community Groups (CGs) are online communities where you can learn from and network with each other around shared topics and interests. Visit this poster to learn about the more than 70 community groups available to join.

Learning Space Design Open House

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Tracey Birdwell, Program Director - Mosaic Initiative, Indiana University

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

Drop in and meet colleagues to discuss "all things learning spaces!" Talk about the latest designs, your great hybrid space, or that amazing inclusive learning space you want to build on campus. Come for a casual conversation today!

Learning to Manage the Systems: Professional Roles and Curriculum Challenges in a Military College

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Matthew Thrift, Assistant Professor, National Defense University

Angela Lindsey, Instructional Designer, National Defense University

Learning Management Systems (LMS) are critical to organizing educational content and instruction across multiple stakeholders within a university. The organization of content and instruction necessarily creates tensions between stakeholder preferences and learning management system capabilities. Senior military colleges (SMC) face all of the challenges and tensions as civilian universities, but additional challenges unique to the educational mission offer insight and strategies for resolution across higher education.

Leveraging Data for Educational Impact: Diversity, Equity, Inclusion, and Belonging Microgrants

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Mary K. Thompson, Sensor Assessment Manager, University of Wisconsin-Madison

kari jordahl, Learning Analytics Program Manager, University of Wisconsin-Madison

Are you interested in building a program that supports innovation to optimize equitable student success? Want to know more about how learning analytics can help explore local practice, engendering a commitment to diversity, equity, inclusion, and belonging in teaching and learning? Bring your curiosity and come hear about a little program that made a big impact. We'll discuss how we brought to bear the untapped potential of meaningful learning data in support of equitable student outcomes and learner success.

Leveraging Innovation and Research to Pioneer the Future of Education through an Era of Complexity

For the most up-to-date information please use the EDUCAUSE Events mobile app.

Updated 9/18/2023

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Hunter Bridwell, *Emerging Technologies Coordinator, Grand Valley State University*

Jacob Fortman, *Emerging Technology Research Analyst, Grand Valley State University*

Eric Kunnen, *Senior Director, IT Innovation and Research, Grand Valley State University*

Ty C Rizer, *Emerging Technologies Developer, Grand Valley State University*

In response to the pandemic and in pursuit of high-impact change to confront technological disruption, Grand Valley State University's (GVSU) IT Division established a new Innovation and Research (I+R) team in 2021. The I+R team's mission is to lead, coordinate, and facilitate the discovery and exploration of emerging technologies and innovative solutions that catalyze digital transformation (DX) at GVSU. Navigating the complexities of continuous transformational change requires dedication, agility, and experimentation to forge new paths as we adapt, discover big ideas, create new value streams, and bring them to scale. Insofar as this, the Education Futures Collaboratory was created as a strategic initiative that operationalizes innovative change within GVSU through a rich ecosystem designed to promote new visions for the future of higher education. Come to this session to hear about our journey while learning principles and methods to take back to your institution to kick-start your own innovation efforts.

Leveraging Live Lecture Recordings for New Online Learning Opportunities: When Life Gives You Lemons

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Hong Shaddy, *Sr. Instructional Designer, The Johns Hopkins University*

The pandemic remote instruction produced a treasure trove of live lecture recordings across colleges and universities. This presentation shares a process to convert them to quality online courses and expand learning opportunities at a private research institution. It discusses the planning, pre-semester consultation and post-semester conversion. The presentation zooms in on design considerations to foster learner engagement and inclusive excellence as well as a discussion of student feedback and future implications.

Mitigating Third-Party Risks: A Comprehensive Guide to Vendor Risk Management

Session Type: Poster Session

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

Kiran Bhujle, *Managing Director, Columbia University*

In today's increasingly interconnected business environment where organizations rely on numerous third-party vendors for critical products and services, vendor risk management has been a key focus area. This session discusses a step-by-step approach to establishing a comprehensive vendor risk management program, covering key components such as vendor identification and classification, risk assessment, due diligence, contract negotiation, monitoring, and ongoing review. Throughout the discussion, the focus is on practical, actionable steps that organizations can take to mitigate third-party risks and ensure the security of their operations.

Mobile Technologies Are Powering Digital Campus Access CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

Many campuses have taken their digital COVID badge efforts to the next level and now power their campus physical access using digital access apps. Learn how campuses across higher ed support their campus communities this way.

Navigating BRM CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Adam Petrea, Director of Project Management, Kansas State University

Michelle R Kaiser, Business Relationship Manager, Kansas State University

Stop by the Business Relationship Management Community Group poster session to explore the exciting journey of BRM. Share innovative strategies, best practices, and real-world experiences that will empower, inspire, and equip you with practical knowledge and actionable steps for success at any institution, new to BRM or seasoned pro.

Open Textbook 'Cultural Science Night' with Academic Coaching and Cultural Professionals

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Jiyoon Yoon, Associate Professor, University of Texas at Arlington

This study aimed to develop and evaluate a unique teaching methodology that incorporates students' cultural backgrounds into teaching science concepts. The participating teachers collaborated with cultural professionals, such as artists working within cultural institutions and academic coaches, to develop culturally inclusive science instructions. During the study, teachers worked with the assigned cultural professionals to experience other cultures, learn the science concepts behind different cultures, and create an open and accessible culturally responsive textbook with their own multicultural/diverse science lessons. The academic coaches facilitated synchronous communication threads, graded teachers' communications and cultural science lessons based on multicultural/diverse rubrics, and supported high completion rates of each communication. The data from the pre- and post-science affinity tests, pre- and post-cultural intelligence scales, and a reflective survey at the end of the study concluded that this study was effective at helping teachers improve their science affinity and cultural competency, creating a more inclusive and engaging learning environment for CLD students, which could lead to increased student achievement and success.

Partner with Us: Build Faculty Trust & Buy-in with Personalized Approaches to Instructional Design

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Sohee Linda Lee, Instructional Designer, Pepperdine University

Elias Saade, Instructional Designer, Pepperdine University

Jennifer Miyake-Trapp, Associate Professor, Pepperdine University

ID-faculty partnerships produce benefits such as increased student engagement and satisfaction; however, there are barriers that inhibit the development of sustainable and transformative partnerships. This presentation focuses on addressing potential barriers and implementing research-based practices to build faculty trust and buy-in through personalized approaches to instructional design. Participants will develop context-specific practices to increase faculty buy-in and relationship-building at their institutions and identify needed resources and support for long-term sustainability.

Project Management CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Alex Holland, *IT Analyst, North Central Texas College*

Jennifer Burch, *IT Project Manager Senior, University of Michigan-Ann Arbor*

Patti Pate, *Director Strategic Projects & Initiatives, University of Virginia*

Carol Kiliany, *Technology Integration Partner, California State University, Office of the Chancellor*

Learn more about us, what we do, and how our group can help you succeed in your project management work in higher education. Bring your ideas and help shape the future of our group.

Providing Digital Equity on Campus

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Simeon Ananou, *VP/CIO, Stony Brook University*

How can a university use technology to make learning and research accessible, affirming, and action-oriented to help ensure excellence is inclusive of everyone? The pandemic forced the higher ed sector to digitally transform, and universities are constantly evolving in order to provide their students with a more accessible digital ecosystem. With the rise of BYOD, digital equity has never been more important. Using our experience at UVM, with the help of our digital toolkit and three-tier support model, this is how your university can provide digital equity for all students.

Ransomware Defense Checklist

Session Type: Poster Session

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

James Mountain, *Director of Information Security, Palmer College of Chiropractic*

Ransomware attacks have become a major threat to organizations of all sizes and types, and their impact can be devastating. To protect your organization from ransomware attacks, you need a comprehensive defense strategy that includes both technical and non-technical measures. In this presentation, we will share a practical ransomware defense checklist that covers all aspects of your organization's security posture, including network security, user education, backups, incident response, and more. We will discuss each item on the checklist in detail and provide practical tips and best practices for implementing them. By the end of this presentation, you will have a clear understanding of the steps you need to take to protect your organization from ransomware attacks and be able to develop an effective ransomware defense plan.

Research Computing and Data CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

John N. Huffman, Director, Research Cyberinfrastructure, University of Delaware

Claire Mizumoto, Director, Research IT Services, University of California San Diego

This poster introduces the RCD CG, including its current co-leads and steering committee members, and will describe our annual call activities. We hope to give viewers insight into some of the challenges and opportunities our community faces in supporting research computing and data.

Retaining the Future: Exploring Innovative Solutions for Online Higher Education Student Retention

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Kathleen MacDonald Sprute, Faculty Chair/Assistant Professor, Grand Canyon University

Sheila Damiani, Faculty Chair, Grand Canyon University

A critical goal for institutions of higher education with online offerings is student enrollment and retention. In a world where competition in the market for students is increasing, IHEs work tirelessly to recruit and retain students. IHEs across the nation identify expansion of online programs as part of their long-term planning. Success of online programs is often quantified by student retention. This necessitates a focus on increasing support for online students. In this session, the presenters will collaborate with attendees to identify challenges online students experience and discuss strategies to minimize friction in the student's experience. Additionally, the presenters will share issues faced at their institution and present an innovative interdepartmental approach to support a frictionless online student experience that leads to retention.

Rethinking the Data Center: Our Three-Pillar Strategy (Cloud, Local, and Offsite Colo)

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

Abdul Hannan Mohammad, Manager, Deloitte

Thalia Ghandforoush, Senior Manager, Deloitte

William Allison, Chief Technology Officer, University of California, Berkeley

Exiting a long-term campus data center and moving many services used by wide-ranging stakeholders bring many challenges. Hear how UC Berkeley is reimagining its data center, moving from a one-size-fits-all campus data center to a three-pillar model that meets the data and computing needs of a modern research university—all while ensuring the satisfaction of their end users. They will review the strategies used to re-think the Datacenter @ Berkeley, set stakeholder expectations, and begin the transition journey from on-prem to the "right-tool-for-the-job" approach to infrastructure.

Roomies and Zoomies: How We Bridged the Gap for an Inclusive Classroom

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Calvin Groves, Director, Service Desk, University of North Carolina at Chapel Hill

We have all felt the divide between in-person and remote students when teaching in a Hybrid, HyFlex, or <insert your favorite term here> format. The disconnect between the two makes it feel like two separate groups instead of one cohesive class. When our Master of School Administration (MSA) program moved to a permanent HyFlex format, we identified two key issues: faculty-student connection while lecturing, and facilitating group work while maintaining an equitable class experience. Participants in this session will hear how we bridged the gap for an inclusive classroom via faculty partnership and classroom design, how our MSA program is leveraging our new rooms, and what we've learned along the way.

Student Employees: The Secret Weapon You Didn't Know You Had

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Mona Gonzales, Technical Analyst 3, University of New Mexico

Sean Smock, Information Technology Officer, Anderson School of Management, University of New Mexico

Student employees are too often underutilized yet are highly motivated and eager to learn. Come see how students can become a vital part of your IT structure to provide top-tier services, all while furthering their own academic mission.

Supporting Student Success with Equity-Centered Design

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Vanessa Peters Hinton, Senior Learning Sciences Researcher, Digital Promise Global

David Wiley, Chief Academic Officer, Lumen Learning

What does it look like when the values of diversity, equity, and inclusion are reflected in the design of digital learning tools? Join us for an interactive demonstration of Lumen One, a new digital courseware product designed to support student success in introductory and general education courses.

Supporting Students in First-Year Writing: Diversity, Belonging, and Technology

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Justin Hodgson, Co-Director, DGI, Indiana University

Allie Gourley, Instructional Technology Consultant, DePaul University

Larnell Dunkley Jr., Full Professor of English, City Colleges of Chicago: Harold Washington College

First-year writing programs, with many course sections running concurrently every fall and spring, have some of the biggest enrollments at colleges and universities. Most students have to pass through these courses as an early step in their academic careers. Because students arrive at college with different academic backgrounds, first-year writing instructors are presented with a unique challenge: guiding students with a wide range of skill levels to become prepared for success in a wide range of academic disciplines. This panel explores how three different first-year writing programs have addressed this challenge by leveraging social annotation technology to nurture student belonging, increase student engagement, and develop foundational academic skills. Social annotation cultivates student belonging by enabling instructors to establish a caring and engaged presence in the text itself and by nurturing peer-to-peer collaboration in the margins of course readings. Because digital annotation assignments can be designed as formative assessments, they make the reading truly required; instructors have clear visibility into the daily activities of students and can intervene when they are disengaged or confused. Finally, by low-stakes opportunities to practice reading,

thinking, and writing skills in an authentic context, instructors can guide students in the development of these foundational academic skills while more advanced peers can model those skills for classmates.

Technical Support for Integrating VR Technology in a Pilot Course

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Robert Granado, D, Assistant Director of Academic Technology, University of Texas at San Antonio

Joe Gregory Tobares, Executive Director of Academic Technologies & Strategic Enterprise, University of Texas at San Antonio

In fall 2022, the Philosophy of Space Exploration course was offered at the University of Texas at San Antonio as a pilot course that used virtual reality (VR) headsets. In this session we will share our experiences regarding how we successfully incorporated and supported the VR technology into this pilot UTSA course to determine if indeed VR has an impact on the student learning experience.

The Intersection of Service and Project Management at University of Michigan

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Rhian Catrin Copeland, Assistant Director, Service Support, University of Michigan-Ann Arbor

Mashon Allen, Chief of Staff to VPIT-CIO and Director of ITS Project and Portfolio Management Office, University of Michigan-Ann Arbor

Central IT at the University of Michigan underwent a transformation in 2019 to more closely align project and service management. A wonderful partnership was formed between Rhian Copeland, Assistant Director of ITS Service Support, and Mashon Allen, Director of the ITS Project Management Office (PMO). They will be sharing highlights of their success in building a service lifecycle management business model.

The State of LGBTQIA+ Protections in Higher Education CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

Over the past two years, legal and regulatory protections for LGBTQIA individuals working in higher education have been shifting rapidly with changes in the political landscape across the United States. For current and potential LGBTQIA employees this presents a challenge in determining if a current or prospective educational institution will provide a supportive and protected environment for employment or collaboration. We aim to provide the current state of legal protections as they apply to Higher Education employees in each state for both public and private institutions. In addition we will attempt to project which states will become more or less protective in the coming year. We will do this by breaking states down by way of specific local and national protections in both graphical and list form. We will attempt to project future changes based on the current political and governmental makeup of each state as well as historical factors. The outcome will be a resource for LGBTQIA (and all) individuals to provide information about which institutions and/or educational systems provide protection, how much, and how stable that protection may be.

Transforming to a Mobile Study Space at Georgia Tech Library

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Roland Parungao, Director of IT, Georgia Institute of Technology

The change of the computer labs at Georgia Tech Library into mobile-ready study spaces is a transformational story of innovation and adaptation. Driven by the input of students and the insights gained from a 2022 EDUCAUSE article titled *Moving to Mobile: Space as a Service in the Academic Library*, the library's decision to replace its computer labs with docking stations has transformed the way students engage with technology while studying. Students can now leverage their personal laptops, complete with dual monitors and docking capabilities, to seamlessly integrate their individual study preferences with the library's resources. This exciting shift echoes the design principles of modern open offices in corporate environments, providing a dynamic and productive atmosphere that is at once flexible and intuitive.

Translating the Tech-Speak and Meeting Students Where They're At — On Social Media

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

David Greenfield, Director, TechZone & Stud Techn, Illinois State University

Danielle Roberts, Marketing and Communications Manager, Illinois State University

Whether you just nabbed an Instagram handle for your department or if posting on the official social media account floats to the bottom of your to-do list week after week, establishing a solid social media strategy can build your relationships with various audiences, affect the tone and voice used in any centralized IT messages, and help make your communications accessible, relevant, and impactful. Learn how the Office of Technology Solutions at Illinois State University is using its marketing team to reach new audiences via social media and revamping communications to be as audience-focused as possible. Over the past year or so, we've put a lot of time and teamwork into crafting and executing our social media strategy, and we're here to share successful (and unsuccessful) posts, how and why we use analytics, and how planning ahead to build a team, calendar, and content can make all the difference in getting the information to your students (and ensuring they understand it)!

University of Florida Naming Standards for Horizontal Cables and Backbone Cables

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

Tanner Bammert, Network Engineer, University of Florida

William Bandel, Network Technician Supervisor, University of Florida

In this session we will discuss constructing a name for horizontal cables and pathways for enterprise networking. We will also discuss locating cables as well as naming standards for backbone cables and connections.

Using People Skills: Fostering Meaningful Communication and Collaboration

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Jonathan B. Hardy, Deputy CIO, Villanova University

Patrick Wagman, Associate Director, Portfolio Management Office, University of California, Riverside

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

Using the NIST Cybersecurity Framework for Information Security Program Strategic Planning

Session Type: Industry Led

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

Scott Foy, Consultant, WTC Consulting, Inc.

Ginny Schroeder, Practice Director, WTC Consulting, Inc.

WTC Consulting, Inc. (WTC) worked with a university client's Information Security Office to develop a five-year information security program strategic plan. WTC first assessed the client's information security program utilizing the NIST Cybersecurity Framework (CSF), identifying areas of strength and gaps in maturity levels and associated risks. WTC worked with the client to develop 35 initiatives to improve maturity levels in targeted security controls and planned the implementation time frames and cost requirements associated with the initiatives. WTC projected improvements to the information security program maturity levels referencing the NIST CSF.

What Do We Mean When We Talk about Data Literacy?

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Lisa Johnston, Director, Data Governance, University of Wisconsin-Madison

Academic institutions manage massive and complex data. The information we generate from research, education, and administrative functions all contributes to the wealth of data assets we own and protect. Not surprisingly, as our data ecosystem grows, college and university staffs are also increasingly challenged to balance compliance and security with broad data access needs from a large and diverse set of users. One frequent goal in enterprise-wide data management and data governance efforts is to "increase data literacy" on our campuses. But what do we really mean when we talk about data literacy? This talk will explore the various interconnected concepts and related knowledge, skills, and abilities (KSAs) of data literacy, data management education, and data curation across the data life cycle. The presentation will include research on the different and somewhat competing views that academic institutions may hold for these concepts and then explore a framework for a delineated training program that may help institutions pinpoint the various user needs and deliver targeted training for their diverse data user populations. Finally, with this shared understanding of data literacy, we will discuss a few key steps that academic institutions might take to better meet user needs, with opportunities for audience participation and feedback.

Who Is an Eeyore in Our Hundred-Acre Wood?

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Dominika Gryzstar, Senior Specialist, Jagiellonian University

Michal Zabicki, IT Senior Specialist, Jagiellonian University

We present conclusions of a study conducted at our university (in Poland) on student experiences with remote education as well as their expectations for the future. The study was conducted in the form of an online survey; approximately 800 respondents completed the questionnaire. The obtained results show that most students rate remote education relatively highly, although there are differences in specific questions (e.g., theoretical classes vs. practical classes). Students of social and humanist faculties view remote education most positively, and science student opinions are mostly negative. It has also been observed that some students are uncritically satisfied with most aspects of distance learning (the so-called “Tiggers”), while others are strong supporters of face-to-face education, reluctant to accept any changes (so-called “Eeyores”), so regardless of the scope of pro-quality activities undertaken, both criticism and praise of remote education can be expected. The obtained results open the field for further studies that would confirm the covariance of multidimensional characteristics of students and their attitudes toward the digital university, and on the other hand would allow planning activities aimed at different and perhaps mutually contradictory expectations of the recipients of education.

XR Community Group Meeting (Open to All)

W192a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Randall Rode, Senior Consultant, Yale University

Colleen Bielitz, A VP Strategic Initiatives & Outreach, Southern Connecticut State University

The Future of Extended Reality

You Can't Have Digital Transformation Without Data Governance (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Edlira Stefani, Executive Director, Data Engineering and Operations, Bentley University

Melissa Barnett, Data Governance Manager, Georgia State University

Digital transformation (Dx) aims to revolutionize how institutions of higher education use their data, advance their missions, and address their primary challenges in the twenty-first century. Dx is no easy task, however, and will take profound change management efforts, cross-unit collaboration, and data governance. Why is data governance needed? Dx cannot succeed without a robust data foundation, which is achieved through rigorous and ongoing data governance. During this session, we'll highlight the critical role data governance plays in Dx, the necessity of collaboration from the perspective of their day-to-day data governance efforts, and how the grand challenges highlight the criticality of data governance as an institutional priority to ensure the longevity and impact of institutions of higher education in a digitally transformed world.

Young Professionals CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Joseph Caudle, HRSD Developer, University of Notre Dame

The Young Professionals Community Group exists to help new higher education professionals find a community where they can learn more about EDUCAUSE and the experience of working in higher education. Whether you've been in higher education for a month, a decade, or a lifetime, come find out more!

Zero to Hero: Empowering Faculty to Explore and Utilize XR/VR Technologies for Research and Pedagogy

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Jennifer Sharkey, Associate Prof of Library Science and Head, Instruction & Student Engagement, Illinois State University

Roslin Hauck, Executive Director, Technology Solutions, Illinois State University

Roy Magnuson, Associate Professor, Illinois State University

The Offices of the Provost and Technology Solutions collaborated to sponsor a six-week XR/VR boot camp for ISU faculty to explore and understand the use of XR technologies in research and pedagogy. This panel will feature discussions of experiences partnering between academic and technology units, how XR/VR can be used in research/teaching, and plans for promoting and educating faculty on emerging technologies.

3:00 p.m. – 4:45 p.m.

Reception in the Exhibit Hall

Halls F1, F2, Level 3

Session Type: Reception

Delivery Format: Reception

Track:

Join us in the exhibit hall for the Networking Reception, where you can connect with colleagues over drinks and hors d'oeuvres.

During this time, you can also engage with industry experts and learn about exciting technology solutions for your campus.

Remember to scan your badge at the reception sponsors' booths for the chance to win one of three complimentary registrations for the 2024 EDUCAUSE Annual Conference in San Antonio, TX. Winners will be notified on Wednesday.

Support of this evening is provided by our sponsors:

- AT&T, Platinum Partner, Booth #1007
- Dell Technologies, Gold Partner, Booth #1416
- Salesforce, Platinum Partner, Booth #1701

4:00 p.m. – 4:45 p.m.

Project Management Open House

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Jennifer Burch, IT Project Manager Senior, University of Michigan-Ann Arbor

Alex Holland, IT Analyst, North Central Texas College

Carol Kiliany, Technology Integration Partner, California State University, Office of the Chancellor

Learn firsthand the value of the Project Management Community Group as we connect with our project management peers. Bring your current challenges to discuss or become inspired by others. Don't miss this opportunity to network and leverage the shared knowledge of the PMCG.

Wednesday, October 11

7:00 a.m. – 4:15 p.m.

Information

Lobby, Level 1

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Have questions about navigating the conference venue or program? Do you want to learn more about EDUCAUSE membership, products, or services?

Stop by the information desk where our staff will be happy to help you navigate the conference, learn about EDUCAUSE membership, or answer any other questions you may have.

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

W183a, Level 1

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

W181bc, Level 1

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.

7:30 a.m. – 8:00 a.m.

Morning Refreshments - Sponsored by K16 Solutions, Silver Partner

W178-W187 Foyer, Level 1 & W375d Lobby, Level 3

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.

7:30 a.m. – 5:00 p.m.

Braindate

Central Concourse, Level 3

Session Type:

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, during the conference in Chicago.

Sponsored by Ellucian, Platinum Partner

CIO Lounge - Sponsored by Rackspace Technology

W470, Level 4

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

For the most up-to-date information please use the EDUCAUSE Events mobile app.

Updated 9/18/2023

Central Concourse, Level 3

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. Get comfortable!

Media Lounge

W476, Level 4

Session Type: Lounge

Delivery Format: Lounge

Track:

Media representatives attending the 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

YP Hub, Central Concourse, Level 3

Session Type: Lounge

Delivery Format: Lounge

Track:

The official gathering location for young professionals (and the young at heart!)

Young professionals are encouraged to use the YP Hub throughout the conference to connect with peers in a dedicated collaborative space. The broader EDUCAUSE community is welcome at the hub to meet and network with young professionals.

Bonus: This is the only place to go for your “Young Professional” or “Young at Heart” ribbon!

8:00 a.m. – 8:20 a.m.

Data Dictionary: Pulling From Your BI Tool Instead of Pulling Your Hair Out

Swap Shop, Central Concourse, Level 3

Session Type: Breakout Session

Delivery Format: Demonstration

Track: Data Insights to Data Action

Amy Sanders, Application Developer, Washington University in St. Louis

Emily Asbury, Data Architect Lead, Washington University in St. Louis

Is the data dictionary for your reporting tool incomplete and out of date? Ours certainly is, and we have come up with a process to get it up to date and keep it that way. Even better, this process does not involve a single Excel spreadsheet.

8:00 a.m. – 8:45 a.m.

Adventures in Communicating Value of Research Computing Investment

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Supporting Research Computing

Preston Smith, Executive Director, Rosen Center for Advanced Computing, Purdue University

High-performance computing (HPC) is used by higher education institutions for modeling, simulation, and data analysis to enable scientific discovery, and is critical to attract top faculty, fulfill their obligations to sponsors, remain competitive for research funding, and train students in cutting-edge research methods. Communicating the value and impact of these investments to campus stakeholders is a critical activity for research computing and data (RCD) leaders.

Assessment in the Age of Generative AI

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Critical Conversations

Track: Teaching and Learning

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

This session focuses on an interactive discussion of the issues and impact of generative AI on university assessments, along with their benefits and challenges. Assessments are a critical component of the teaching and learning process, allowing instructors to evaluate student learning outcomes, diagnose learning difficulties, and provide feedback. Assessments also demonstrate what is important for students to learn and provide them with valuable feedback on their progress. The emergence of generative AI has the potential to revolutionize the way universities assess student learning. While generative AI can create personalized assessments that are tailored to individual student learning outcomes and support diversity and inclusion, there are also concerns about authenticity, integrity, and bias in their use. These tools can be used to scaffold learning but can also be used by students to shortcut valuable steps in the learning process, resulting in a lack of deep learning opportunities. Universities need to rethink their approaches to student assessments given generative AI and using a framework that focuses on integrity, wellness, and appropriate pedagogy. By doing so, educators can leverage this technology to prepare better university assessments and provide all students with important skills for their lifelong learning.

CISO to Operations: Cybersecurity Remote Office and Retention Wins

W184bc, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

Sandra Thompson, Assistant Director Cybersecurity Program Administration, University of Illinois at Urbana-Champaign

Kim Milford, Executive Director, REN-ISAC, University of Illinois at Urbana-Champaign

Taylor Judd, Directory Information Security, University of Illinois at Urbana-Champaign

The University of Illinois is innovating how we deliver cybersecurity support in the remote/hybrid world. Our new CISO is full-time remote-eligible, and everyone from directors to ops has hybrid and flexible options. Beyond this, we've implemented 4x10 and other options to support our workers while still delivering high-value cybersecurity support services. In this session we'll cover the struggles and success of supporting this environment and how you can enhance the support, recruitment, and retention of your staff.

Data Protection Redefined

W184a, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Infrastructure, Support, and Networking

Dean Dang, Director, Enterprise Applications and Services, University of Illinois Chicago

Noreen A Barajas, Higher Education Ambassador, CDW

Gene Cho, Senior Manager: Data Privacy, CDW

Michael Carroll, VP SLED Sales, Commvault

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

Data is everywhere. And higher education IT departments have a huge chore to manage and protect your institution's most valuable asset—data. Most higher education IT departments have overarching goals of “simplification” and “cost optimization,” while most users of technology don't care what it's built with or how it does what it does. IT departments need to ensure operations run smoothly, securely, and efficiently, whether they have a centralized approach to IT data management or use a managed service provider model to meet their institution's disparate data needs. And, no, simplification doesn't mean not powerful, not intelligent, or not impactful. Join this session to learn how to secure against threats before they happen, achieve cost optimization for cloud strategies, and minimize risk and data exposure.

Dystopia, Nirvana, or Tech Bubble Redux: Where Are Technology and Our Society Headed?

W179, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Angela Neria, Chief Information Officer, Pittsburg State University

Mary Noel Olson, Industry Executive Director, Education & Research, Oracle

Nicole Patricia Engelbert, Vice President, Oracle

The rate of technological innovation accelerated precipitously with the launch of ChatGPT. It was the shot heard 'round the world. The reaction by higher education was nearly immediate, with institutional angst splashed across trade publications and student adoption spreading like wildfire. As our society grapples with the legal, cultural, and economic implications of generative AI, the technology and consumer market continue to storm ahead. In powerful ways, choices made today will influence not just the role of technology in our society but also the shape of our society. In this session, experts from Oracle's product development and higher education industry teams will share an insider's view on likely applications for these new disruptive technologies across teaching, learning, and research, as well as the proactive guardrails that institutions might employ to ensure the human element of higher education flourishes in the next technology era.

From Innovation to Transformation: Exploring Generative AI for Student Growth and Creating New Horizons

W178a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Lila M Jordan, Learning Experience Designer: Educational Innovation, University of Texas at San Antonio

Melissa Vito, Vice Provost of Academic Innovation, University of Texas at San Antonio

Marcela Ramirez, Associate Vice Provost, University of Texas at San Antonio

Claudia Arcolin, Executive Director of Teaching and Learning Experiences, University of Texas at San Antonio

Using innovative pedagogical strategies can be a major shift in your teaching practice. Learn more about how to integrate Generative Artificial Intelligence into your curriculum to create learning opportunities for students to grow and apply their skills to real-world application.

Harness AI to Power Your IT Talent Strategy

W180, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

Tom Andriola, Vice Chancellor, IT and Data, University of California, Irvine

Lucy Zheng, HRIT Project Lead, University of California, Irvine

Nidia Elizabeth Barrios, Director, OIT Human Resources, University of California, Irvine

In today's talent landscape, it's clear that the status quo is not enough, and our employees are seeking career growth and development opportunities. Learn how to engage your talent and build the agility your organization needs in the future through a look at UCI's Evolve program and AI-powered talent enhancement program.

Higher Education 2023 Technology Trends

W186, Level 1

Session Type:

Delivery Format: Presentation/Panel Session

Track:

Mark Roman, Managing Partner, Info-Tech Research Group

As a research and advisory organization, we have a unique perspective on key trends in technology. This talk addresses the three core issues facing higher education: the economy, trust, and data. These issues set the stage for a discussion of the EDUCAUSE Top 10 themes and how those themes interrelate with Info-Tech's 2023 key technology trends. The trends discussion focuses on generative AI, zero-trust security, recession preparation, the metaverse, digital processes, industry-based data models, and environmental/social governance. Each of these trends is specifically linked to issues faced by higher education IT organizations.

Nurturing a Data-Informed Culture: Leveraging Data and Analysis for Organizational Transformation

W183b, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Olivia Kew-Fickus, Chief Data Officer and Executive Director for Data & Strategic Analytics, Vanderbilt University

Jimmy Patel, Interim Executive Director, Enterprise Systems, Old Dominion University

Cory Vought, AVP Data Strategy, Ivy Tech Community College of Indiana

Ted Girard, VP Public Sector, Snowflake Inc.

Unveil the potential of data and analysis in driving transformative change within your organization. Join this interactive session with experts from Vanderbilt University, Old Dominion University, and Ivy Tech Community College as they share their journeys to making data accessible and structured for exploration, decision-making, and innovation.

Student Engagement Tactics: Building Technology That Delivers Value to Students on Day One

W183c, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

Jennifer Van Nostran, IT Product Manager, Ohio University

Julie Chiki, Campus Engagement Specialist, Ohio University

Reducing friction and delivering value for students requires continuous and in-depth engagement from a diverse group of expert users—the students themselves. Join Ohio University as they present their student engagement journey to define and develop a value-tested institutional app that is built for and guided by students by engaging a targeted and diverse group of students from initial conception through a beta phase and full launch. Strategies included gathering continuous student feedback and conducting usability tests to prioritize areas of improvement, collaborating with cross-functional stakeholders, and documenting success metrics that support value assessments and deliver transparency to stakeholders at all levels.

Two Transformations: Dx and ‘Caring at Scale’

W375d, Level 3

Session Type: Featured Session

Delivery Format: Featured Session

Track:

John O'Brien, President & CEO, EDUCAUSE

Fully established since 2020, Dx is powered by technology innovation and technology professionals. Less established and gaining ground is another transformation as campuses re-imagine their cultures to focus on new ways to care for students and employees. EDUCAUSE President & CEO John O'Brien will make the case that, while each transformation is crucial, they collectively contribute more to the greater good than either one alone.

What's Old Is New Again: (Re-)Establishing an Enterprise and IT Risk Management Effort

W185bcd, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity, Privacy, and Compliance

Sean Hagan, Chief Information Security Officer, University of Alaska Fairbanks

Nichole Pittman, Chief Audit Executive, University of Alaska Fairbanks

Raina Collins, Senior IT Risk & Compliance Analyst, University of Alaska

With enrollment declines, impacts of COVID, significant leadership turnover, and an announced 40% reduction in funding by the state, the University of Alaska System has weathered significant challenges in the recent past. Like other institutions of higher education, UA is subject to myriad external compliance challenges—many of which dictate the need for formal risk management efforts. Combined with a decentralized operational environment that includes unique shared governance needs, there are many layers of complexity to assess and work within. Join us as we share some of the history behind enterprise risk management at UA and our efforts to reboot, post-COVID and post-reorganization of key functions. We'll discuss our strategic risk management efforts with executive leadership, enterprise risk management planning, establishing a brand-new IT risk management program, and coordinating information and activities between the three to inform both IT and strategic risk management activities.

What's Next? Beyond the CIO Role

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Brian Baute, SVP of Sales, Rah Rah

Kirk Kelly, Vice President, Vantage Technology Consulting Group

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

David J. Hinson, Campus CIO, Apogee

Higher ed CIOs often discuss how IT leadership provides exposure and knowledge of a broad scope of areas outside of IT that may lead to opportunities to take on additional or new roles. How can you leverage these experiences into leadership positions with responsibilities outside of higher ed 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.

Your Edtech Tools Talk, But Are They Talking to You?

W184d, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Kathe Pelletier, Director, Teaching and Learning Program, EDUCAUSE

Edmund Clark, Chief Information Officer, California State University, Office of the Chancellor

Sonya E. Watkins, CIO, University of Central Oklahoma

Rob Abel, CEO, 1EdTech

Standards have enabled significant progress on a dimension of the vision for the NGDLE—getting learning tools and content "talking" to each other. We'll explore the next step, using LTI Advantage Data to get them to talk to you with trusted data that provides insights into student learning activities and outcomes.

8:25 a.m. – 8:45 a.m.

Connecting the Data Dots for Student and Curricular Support

For the most up-to-date information please use the EDUCAUSE Events mobile app.

Updated 9/18/2023

Swap Shop, Central Concourse, Level 3

Session Type: *Breakout Session*

Delivery Format: *Demonstration*

Track: *Data Insights to Data Action*

Michelle Ziegmann, Associate Vice President, Technology Services, California College of the Arts

At CCA, a small art and design college challenged by a significantly lower enrollment following the pandemic, it's critical to make every effort, every student, and every course, count. Several initiatives began, including early identification of students at risk of withdrawing or failing classes, high-touch degree planning for every student, and course planning that supports those plans, yet maximizes faculty and facility resources. To support these initiatives, we used Prism, a data transformation tool in Workday, to automate the snapshotting, ingesting, aggregation and de-identification of various data sources. Included are data within our student registration, degree audit and academic planning system, course management, faculty management, employee compensation, student charges and financial aid, LMS activity, faculty progress reports, and student services ticketing. Leveraging various reporting tools within Workday, we then created several composite reports and dashboards that provide unique, holistic insights across domains. Student success teams and senior leadership alike leverage these reports to direct efforts to support student success efforts, offer a lean, yet effective, schedule of courses, and make informed decisions about where to best allocate financial and staff resources to support our students.

9:15 a.m. – 10:15 a.m.

EDUCAUSE Top 10, 2024

Main Stage, Skyline Ballroom, Level 3

Session Type: *General Session*

Delivery Format: *General Session*

Track:

Susan Grajek, Vice President, Partnerships, Communities and Research, EDUCAUSE

2024's leadership agenda must expand beyond growth and innovation to address risk and to prepare for what may be ahead. We need to learn how thrive in a world of ongoing change and unpredictability. Discover what our panel of experts and higher education institutional and technology leaders have identified as the 2024 Top 10, and consider the implications for you.

Sponsored by AT&T, Platinum Partner, Jenzabar, Gold Partner, and CDW, Bronze Partner

General Session Stream Room

W183b, Level 1

Session Type:

Delivery Format: *General Session*

Track:

Not into the bright lights, music, and big stage scene? No problem! Here you can watch the streamed general session in a quiet, relaxed, and roomy atmosphere.

10:00 a.m. – 10:45 a.m.

Young Professionals CG Poster*Session Type: Poster Session**Delivery Format: Poster Session**Track:***Joseph Caudle**, HRSD Developer, University of Notre Dame

The Young Professionals Community Group exists to help new higher education professionals find a community where they can learn more about EDUCAUSE and the experience of working in higher education. Whether you've been in higher education for a month, a decade, or a lifetime, come find out more!

10:15 a.m. – 11:00 a.m.

Different Strokes for Different Folks: How Different Institutions Implement Technology Differently*Session Type: Poster Session**Delivery Format: Poster Session**Track: Leadership, Partnerships, and Strategy***Allie Gourley**, Instructional Technology Consultant, DePaul University

Technologies in higher education can sometimes appear to offer one-size-fits-all solutions. But the reality is that different institutions have different needs. Indeed, sometimes schools implement the same technologies in different ways. Bringing together representatives from a variety of Chicago schools, this panel explores how diverse institutions adopt and deploy technologies differently. Representatives from the University of Chicago, City Colleges of Chicago, and DePaul University will share the unique and overlapping edtech strategies of their institutions. They will then explore the use case of their implementation of the social annotation tool Hypothesis as a way to explore the specifics of how their institutions deploy the same technology similarly and differently. Participants will be given the opportunity to think through what makes their institutions unique and what technological or other challenges and opportunities that uniqueness presents.

Academic Innovation Hub at Notre Dame: Evaluating, Researching, and Exploring Technologies to Advance Teaching and Learning*Session Type: Poster Session**Delivery Format: Poster Session**Track: Teaching and Learning***Steven Varela**, Director of Teaching and Learning Technologies, University of Notre Dame**Daniel E. Skendzel**, Project Manager, University of Notre Dame

The Academic Innovation Hub at the University of Notre Dame formalizes the institutional process to evaluate and explore established/emerging technologies and creates a space for agile innovation within a collaborative, governed framework. It centralizes requests and evaluates teaching and learning software/LTIs to make recommendations for their adoption and/or eligibility for funding when they clearly enhance the overall teaching and learning ecosystem at Notre Dame. This Innovation Hub also facilitates a path for new and innovative technology solutions for teaching and learning to have clear OIT support structures and architectural integrations, as well as establishing a clear intake and documentation process toward approval for implementation/integration.

Accelerating Institutional Analyses to Support Strategic Finance Efforts

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Kelli Rainey, Senior Director, Grants Management, NACUBO

Resche D. Hines, Data Person, Stetson University

In 2021, NACUBO was awarded \$3.8 million in grants to create tools and resources that will produce financially sustainable and equitable student outcomes. One focus area for the project is to enhance systems and processes for institutions to easily collect, analyze, and use data. With the help of participating institutions, data visualization resources are being created and assessed to accelerate one's ability to visualize and understand institutional data. During this session, attendees will hear about the development of these resources and the value they offer to business and finance efforts. In addition, attendees will be able to gain access to beta versions of the resources.

AI Together: Developing Usage Policy for Generative AI with Students

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Lance Eaton, Director of Digital Pedagogy, College Unbound

Generative artificial intelligence will continue to impact teaching, learning, and higher education as a whole. So what does it mean to think, use, and review its possibilities in community with students? This session will explore the case study of College Unbound, where students were invited into a course to explore AI and education. The course goal was to develop guidelines of usage for students and faculty around generative AI.

Are Unified Standards Possible for IT Facilities System-Wide?

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

Rex Gillit, IT Project Manager, University of Houston

SHYAMALA RAMALINGAM, Senior IT Business Analyst, University of Houston

IT facilities have evolved rapidly since 1980 and vary from one space to another. Many early facilities grew out of spaces originally intended for other purposes. Configurations and functionality diverged, maintenance became more costly, and service quality suffered. Ownership and access control often became inconsistent. For critical IT services, reliable availability demands physical security and compliance with relevant regulations, industry guidelines, and best practices. Uniform standards for IT facilities make it possible to implement such security and compliance throughout an organization. Establishing and achieving baseline standards in a university system requires knowing what you have, what you want as ideal, and the gaps between the two. This presentation describes a methodical approach and suggests tools and techniques to aid the process of classifying and standardizing IT facilities (network, computing, and audiovisual). In this case-study-in-progress, we have already defined and launched the effort and are advancing toward achieving the standardization goal.

Are You For Real? Integrating Human Centered Instruction: Utilizing YouTube VR

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Amy Dye-Reeves, Head of LADC (Architecture, Design, and Construction), University Libraries, Texas Tech University

Are you tired of using the same old PowerPoint for each course? Have you ever wondered how to provide instruction within the virtual reality realm? Are you ready to take your content to the next level? The following session will show how to create content using YouTube VR. YouTube VR looks at using the VR180 and 360 integration that immerses users, versus the traditional camera used within the instructional process. Each participant will learn to use the crop overlay template, device crop template, and storyboarding elements within the YouTube VR product. Participants will learn to view through their left and right eye to see how instructional elements can be intertwined. The facilitators will walk through the following concepts: Introduction to the Topic, Cameras, Filming Content, Stitching, Editing, and Publishing.

Asian Pacific American (APA) CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Gerard Au, Chief Information Officer, California State University, San Bernardino

Ellen Yu, Chief Information Officer, Union College

In 2020, a panel of Asian American IT leaders shared various data points from 2017-19 on Asian/Asian American leadership roles in higher education, or the lack thereof. Where are we now? This poster session will share updated figures in the hope of generating additional discussions.

Avoid Tunnel Vision and Limit Rework by Leveraging Review Boards

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

Diamari Torres, Director, Communications and IT Solutions, University of Miami

Melissa Hattaway, Senior Manager, University of Miami

Your project is approved and is ready to start, but how can you ensure and have confidence that the solution is optimal and follows best practices? Are you feeling the weight of an implementation or enhancement project on your shoulders? Do you want to make sure you're following best practices before starting a build? Are checkpoints needed along the way? Review boards to the rescue! Establishing review boards for all projects will ensure optimal solutions and provide a baseline for knowledge transfer. Board members can range from developers, architects, system administrators and implementation partners to SMEs and can include resources not directly involved with the project. They can bring additional perspectives and personal experience that the project team may not have. Incorporating reviews into your project life cycle will encourage a peer feedback model and provide an environment for collaborative conversation and innovative ideas to surface. Reviews also aid in providing project documentation and knowledge transfer to the development team. Join us to learn how we brought our board and project team together to develop innovative and scalable solutions.

Building Institutional Resilience to Meet Grand Challenges

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Betsy Tippens Reinitz, Director, CIO and Senior Technology Leaders Program, EDUCAUSE

Kathe Pelletier, Director, Teaching and Learning Program, EDUCAUSE

A resilient institution is one that is able to anticipate, respond to, and adapt to rapidly changing circumstances in ways that maximize opportunities and minimize impacts of unforeseen events. The pandemic tested higher ed's resilience and highlighted the importance of developing institutional competencies that enhance resilience, whatever the challenges ahead. EDUCAUSE has convened a task force composed of experts from across institutional areas, including IT, academics, human resources, business and finance, and risk management, to advise us as we develop resources that help institutions become more resilient. Task force members will join us at this session to discuss some of the most important attributes of a resilient institution and what you can do to help your institution be ready for whatever the future holds.

California Public Higher Ed Budget and Finance for IT Leaders: What You Wish You Knew

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Dr. Justin Gatewood, Director of Information Systems, Calbright College

Isaac Mankita, Business and Finance Analyst, University of California, Berkeley

Felix Zuniga, Campus Engagement Partner, California State University, Office of the Chancellor

Vanessa Kaskiris, Head of People, Finance, and Administration, Stanford University

Learn from four experienced leaders representing the full spectrum of California's public higher education systems including the University of California, the California State University, and the California Community College. The focus of this panel is to provide tangible information to help leaders navigate the labyrinthian and sometimes opaque requirements to manage and prepare annual budgets, acquire and implement technology, conduct strong and diverse recruitments, and augment staff via consulting and contracting. This presentation is a behind-the-curtains informational session for leaders unfamiliar with the complexity of public higher education processes in California.

Continuing the Conversation: A Rubric Accompanying the Student Success Analytics Framework CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Linda Feng, Vice President of Architecture, D2L

Szymon Machajewski, Director Learning Tech & Innovation, University of Illinois Chicago

Melissa Irvin, Associate Vice-Provost for Student Success, University of South Florida

Steven WILLIAMS, Principal Product Manager, Bruin Learn Center of Excellence, University of California, Los Angeles (UCLA)

Tasha Marie Almond-Dannenbring, Strategic Project Manager, Unicon, Inc.

Feedback invited on the SSA Framework Rubric, a guide developed as a tool for institutions seeking to use the framework to inform student success analytics initiatives.

Creating a Culture of Diversity, Equity, Inclusion, and Belonging

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Karen Ethier, Senior Director of Support Services, Information Technology AND Search Advocacy Coordinator, Roger Williams University

Diverse teams lead to greater creativity and innovation. Equitable practices ensure that everyone has what they need to succeed. Inclusive environments welcome everyone. Belonging is something we all want to feel in our places of work. This session will explore practical steps to create a culture of diversity, equity, inclusion, and belonging. Additionally, session attendees will be given opportunities, through polls and group discussion, to share inclusion efforts at their institutions.

Creating a Data-Informed Culture to Drive Innovation

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Lizanne DeStefano, Executive Director, Georgia Institute of Technology

Julie A. Wernert, Manager, Cyberinfrastructure Assessment and Evaluation | Senior Program Manager, Workforce Development, Indiana University Bloomington

Tonya Miles, Senior Data Analyst, Indiana University

Using evaluation findings and insights gained from more than a decade of evaluating the Extreme Science and Engineered Discovery Environment (XSEDE), NSF's innovative national research cyber-infrastructure program, we will present strategies for creating and maintaining a robust and organic data-informed culture that promotes communication, evidence-based decision-making, continuous improvement, and accountability across all levels of a large, distributed virtual organization. Using multimedia (video testimonials, graphics, narration, and audience participation), we will explore topics such as positioning evaluation within the organization, establishing key performance indicators (KPIs) and metrics, measuring progress over time, conducting efficient data collection, balancing formative and summative needs, selecting collaboration tools to promote data use, ensuring ethical use, protecting privacy, developing data literacy, and selecting an evaluator. Examples of evaluation plans, KPIs and metrics, data collection tools, strategies for stakeholder involvement, and ways of assessing culture and climate will be presented. Timeline, budget, administrative needs, and other practical considerations will be discussed. The goal of this session is to spark interest in creating comprehensive innovation evaluation approaches that reflect the complexity of the institutions in which we work and provide sufficient, relevant data to truly guide and assess long- and short-term actions.

Cyber Insurance 101 with BeyondTrust: Reduce Premium with PAM

Session Type: Poster Session

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

Marc Doniger, Director of Sales, BlackBerry

Christopher Hills, Chief Security Strategist, BeyondTrust

Increasingly costly cyberthreats and ransomware attacks have turned the cyber-insurance industry upside down. Insurers are tightening underwriting requirements, increasing the price of premiums, and even dropping coverage altogether for high-risk universities and corporations. In this upcoming session with Chris Hills, Chief Security Strategist at BeyondTrust, hear how the cyber-insurance market is changing, why it is changing, and the new expectations for national colleges and universities seeking to obtain, or maintain, cyber-liability coverage.

Data Governance CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Christopher Todd Barber, Executive Director, Enterprise Applications & Data Services, The University of Tennessee Health Science Center

David Schaefer, Director, Business Intelligence Team, Miami University

Need help wrangling data at your campus? There is a community of others doing just that. Our community has data governance initiatives at different levels of maturity, campus dynamics, and reporting structures. We meet virtually each month to discuss topics from the world of data governance.

Demystifying Digital Learning: A Seven-Stage Plan for Creating Engaging, Accessible Online Content

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Heather Lowry, Associate Dean, Digital Learning, Humber Institute of Technology & Advanced Learning

A recently developed seven-stage process supporting the adaptation of traditionally in-person courses to online and hybrid delivery will be demonstrated by a member of the Teaching and Learning department at a large polytechnic. Feedback from various stakeholders over the first six months of this process will also be shared. Participants will be encouraged to identify the stage they are at in this process at their own institutions and will be encouraged to share their own successes and pressing needs, as well as the challenges encountered along the way.

Describing a Changing Landscape: Student Perspectives on Hybrid Learning

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Alison Oberne, Director, BSPH, University of South Florida

Laura Rusnak, Instructor 3, University of South Florida

After leveraging technology throughout the pandemic, some faculty continue to use hybrid learning to ensure continuity of learning when students are unable to attend in person. In this presentation, hybrid learning refers to when faculty synchronously teach students in person and remotely with the hope of providing equity in learning across the modality. This poster presents qualitative and quantitative data from a mixed methods research study exploring student perceptions of hybrid learning options, post-COVID. Quantitative findings focus on the impact a hybrid option had on learning and the classroom environment. Qualitative data highlights student preferences for hybrid learning. A detailed understanding of student perceptions of and preferences for hybrid learning allows higher education professionals to anticipate the needs of students and facilitate engaging academic environments.

Developing a LMS Data-Driven Approach to Support At-Risk Students

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Tanner Carollo, Assistant Director, California State University, San Bernardino

Andrew Montgomery, Senior Research Analyst, California State University, San Bernardino

As institutions of higher education seek to improve student outcomes, data analytics has become an essential tool for identifying at-risk students and providing timely support. Learning Management System (LMS) data offer valuable insights into student engagement and academic progress. In this presentation, we will share our experience using Canvas data to develop a tool for academic advisers to identify at-risk students and proactively support their success. Our approach involved creating a risk profile for each student based on their prior academic success, campus system access, and daily Canvas course grades and engagement. To streamline the process of allowing academic advisers to identify at-risk students, a dashboard was created detailing the risk indicators and the academic support structures available for each enrollment. In this presentation, we will share

best practices and lessons learned from our experience piloting this approach at a four-year public university. We will discuss the challenges we faced, as well as possible strategies for overcoming these challenges. Attendees will leave with a deeper understanding of how Canvas data can be leveraged to identify at-risk students and proactively support their success. We will demonstrate the value of using a dashboard to streamline the process of identifying at-risk students and providing personalized support.

Developing Developers: Creating an Organizational Safety Net to Tackle Imposter Syndrome

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Robert-Anthony Orlando Lee-Faison, Library IT Operations Fellow, Princeton University

Vickie Karasic, Associate Library DevOps Engineer - I, Princeton University

Higher education IT organizations often lack clearly defined paths to enable staff to become developers; in academic libraries, this lack of transparent process makes it particularly difficult for new librarians/staff to feel confident in risk-taking during their learning journey. Our talk will discuss how our organization has tackled this problem by creating safety nets—including mentors, learning opportunities, and processes—that help nurture new developers and combat the feelings of imposter syndrome that they can often face.

Driving Students Back to the Classroom, Creating an Accessible and Frictionless Experience

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Ryan Gray, Assistant Director of Information Technology Services, Yavapai College

Jimmie Singleton, ProAV Strategist, CDW

Hybrid, HyFlex, online, in-person? Students have so many options for how they attend class and learn. Although these options are nice, it is no surprise that learning outcomes are higher when students attend class in person. Having an ad hoc conversation in the hallway before or after class, active discussion and networking in the classroom, and hands-on learning opportunities from industry professionals don't occur as naturally in an online environment, but the accessibility and ease of an online or recorded class holds its own value. How can we create a learning environment that students want to be in? What can we add or change about the current setup that allows students to gain more than they could attending an online class? And if they have to miss out, how can they still consume the content of the class? Join Ryan Gray, assistant director of Information Technology Services at Yavapai College, and Jimmie Singleton, education AV Field Solutions Architect at CDW Education, for a riveting discussion describing how to create a frictionless student experience that drives students back into the classroom but still accounts for an accessible and robust online learning experience.

Empathy Unfolding: Immersive Learning and Neuroeducation Insights through eXtended Reality Simulation

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

James P. Frazee, Deputy Chief Information Officer, San Diego State University

Sean Hauze, Director, Instructional Technology Services, San Diego State University

Dr. Helina Hoyt, Faculty, San Diego State University

Maria Keckler, Director of International Affairs Strategy & Communications | VITaL Research Center Fellow | Lecture, San Diego State University

This session explores applications of extended reality (XR) simulation to deliver immersive story interventions in a nursing education program to address the complex and multidimensional problem of declining empathetic concern among nursing students. This disproportionately impacts low-income and culturally/linguistically diverse patient communities. Results of neuroeducational doctoral research carried out through the San Diego State University Virtual Immersive Teaching and Learning (VITaL) Research Center indicate that immersive story interventions can strengthen empathy-based competence alongside core technical skills when coupled with reflective learning activities. The quantitative neuroeducation findings are transferable to other disciplines and align with neuroscience research showing strong correlations between compelling storytelling, neurological immersion, and empathetic behaviors. Qualitative data from focus group reflections identified that advocates and self-advocacy are crucial to improving patient care and outcomes. These results provide an actionable solution to address declining empathetic concern among nursing students and are transferable to improve learning outcomes that can benefit from empathy through a transdisciplinary, innovative digital transformation of educational simulation.

Enriching the Learning Experience through Partnership with a Global Online Learning Platform

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

MARIA TERESA Nicolas, Head of the Center for Educational Innovation , Universidad Panamericana

Monica Lopez Batiz, Head of Talent Teaching Center, Universidad Panamericana

Armando Aleman Juarez, D, Coordinator for the Talent Faculty Center, Universidad Panamericana

This EDUCAUSE poster session focuses on presenting a partnership with a global online learning platform. We will explore significant issues related to curriculum flexibility and the internationalization of the student experience through this type of learning. Participants will discuss the advantages and disadvantages of collaborating with external allies on tasks that the university traditionally developed independently. By attending this session, you will gain insight into comparing implemented strategies and recognizing which one has a higher probability of increasing the completion rate.

Equity in Edtech: Ensuring Inclusive Digital Learning Environments

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Kelly Hermann, VP, Accessibility Strategy, University of Phoenix

Andrea Deau, Senior Director for Higher Education Programs, 1EdTech

Discover the power of collaboration to create truly accessible digital products. Join us to learn about a community-developed accessibility vetting rubric your institution can implement to improve access for students with disabilities.

Essential Key Tips for Cocreating Academic Content

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Blanca Ruth Benavente, F, Academic Director, Tecnologico de Monterrey (ITESM)

Managing the collaborative design of academic content for a course, academic module, or other initiatives can often be challenging for educational institutions. This poster provides some key tips, divided into three important processes, for your university or

department to effectively manage the cocreation of academic content: selection of the expert's team to participate in the cocreation of academic content; management of the academic content cocreation design process; and conclusion of the academic content cocreation design process.

Essential Skills-Building for Today's Learners and Tomorrow's Citizens

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Craig William Lemoine, Director | *Financial Planning Program, University of Illinois at Urbana-Champaign*

Milind Basole, eLearning Professional, *University of Illinois at Urbana-Champaign*

Toni Marie Gist, Clinical Assistant Professor of Nutrition, *University of Illinois at Urbana-Champaign*

Jim Wentworth, Associate Director, *University of Illinois at Urbana-Champaign*

The University of Illinois New Literacies initiative engages today's students around critical topics to prepare for lifelong success. This series of self-paced modules is designed to impart essential skills early in a student's academic career. Topics like financial success and media literacy are freely distributed through interactive modules designed to take one hour or less. Faculty enthusiasm in the adoption of these modules either for credit, or as extra-credit activities has generated enough interest to continue developing the series. New topics for fall 2023 include cybersecurity, library research skills, learning how to learn, and nutrition and wellness. Each module offers research-based content in a fully accessible and highly engaging format and can be viewed on any connected device. Thousands of satisfied students speak glowingly of the profound impact. This series lays a solid and engaging foundation of skills essential to fulfilling requirements of holistic student success in college and beyond.

Experiences Building Engaged and Effective Teams

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Jackie Milhans, Director, *Research Computing and Data, Northwestern University*

Kristin Lepping, Director, *Rutgers, The State University of New Jersey*

With so many changes affecting the workforce over the past several years, many of us in higher ed IT are experiencing retention and hiring challenges at a level that we have not experienced before. In this session, we will first discuss practices that have resulted in creating an engaged and effective team while also increasing retention of strong performers. Some examples include setting clear expectations for individuals, sharing short- and long-term goals, regular feedback, and creating opportunities through delegation. Participants will share and learn from others regarding individual, unit, and institutional actions that have increased retention and engagement in staff members. Next, we will discuss effective methods to build teams and make strong hires through effective and equitable hiring practices. Facilitators will share some methods to increase success by making effective hires, including recruitment and hiring practices. Participants are invited to share successes in building teams and adjusting to balancing teams with larger numbers of new hires. Come join colleagues and peers to discuss methods and practices that have worked for others.

Exploring the Future of Teaching and Learning in the Technology Showcase

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Ty Rizer, Emerging Technologies Developer, *Grand Valley State University*

Eric Kunnen, Senior Director, IT Innovation and Research, Grand Valley State University

The Atomic Object Technology Showcase (www.gvsu.edu/techshowcase/) at Grand Valley State University (GVSU) provides faculty, staff, and students with an immersive and engaging environment to INTERACT, DISCOVER, LEARN, and SHARE how innovative emerging technologies can enhance teaching and improve student learning in higher education. Through interactive and hands-on exhibits, visitors experience a wide array of emerging technologies and innovative solutions in areas including digital fabrication, extended reality, wearable computing, mobile apps, STEM, and more. The goal of the showcase is to provide faculty, staff, and students with awareness and access to future technologies that have the potential to transform education. Come to this session to experience the future of education, while learning principles and methods to take back to your institution to kick-start your own showcase.

Exploring the Multidisciplinary Nature of Instructional Design

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Chris Gamrat, Assistant Teaching Professor, The Pennsylvania State University

Megan Kohler, Learning Designer, The Pennsylvania State University

Instructional designers are often the primary resource for faculty regarding course design. Given the increase in reliance on instructional design services over the past few years, it's important for designers to have robust toolkits to support their work. The connection between instructional design and fields such as psychology, project management, and computer science is relatively easy to establish. However, designers may rely on crisis management to save a failing project or use improv skills to help develop a stronger rapport with faculty. This session explores how our lived experiences of other professions can help us enrich our designer's tool kit.

Feeling Hot, Hot, Hot: Augmenting Computer Labs with Hot Desks

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Bryan Lewis, Assistant Dean Operations / CIO, University of Virginia

Eric J Rzeszut, Director of IT Operations, McIntire, University of Virginia

Is continuing investment in on-site computer labs still a requirement for schools and universities? If every student walks into your building with a laptop under their arm, do you still need labs? How do you meet the needs of students who don't have a laptop, or students with devices that get lost, stolen, or broken? How do you handle operating system conflicts between what the faculty member uses and what the student owns? For faculty who use computer labs in an instructional context, how do you ensure they can readily observe student work? At the McIntire School of Commerce at the University of Virginia, we conducted a "hot desk" pilot in spring 2023 to answer some of these questions. We provided students with a limited number of 32-inch docking monitors, allowing them to use their own device with a full-size display, mouse, and keyboard. We tracked this usage via both quantitative (tracking the hours the devices were in use) and qualitative (surveying students about their experience) methods. We also compared this usage to the demand on our traditional computer lab workstations. We're using this data to better inform future decisions on capital expenditures for lab computers, and rethinking the way we provide hardware and software to our students.

FlexIT Is Your Secret Muscle for Organizational Change

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Ian David Meyers, Manager, Voice and Collaboration Services, The George Washington University

Chris OConnell, Campus Engagement Partner, California State University, Office of the Chancellor

Zahraa Fadlalah, Organizational Change Manager, California State University, Office of the Chancellor

Felix Zuniga, Campus Engagement Partner, California State University, Office of the Chancellor

The need for flexible organizations has become more evident as institutions have faced game-changing events like the pandemic, increased demand for transformation, and the emergence of generative AI. The flexibility of IT organizations can enable IT to serve as an effective partner in managing change within the institution. Digital transformation initiatives often rely on technology and process change management where the core of these initiatives is about the people. This workshop will walk the participants through an interactive session for developing their own FlexIT playbook to empower all levels of workforce across the institution.

From Classroom to Cloud: Digitally Transforming the Student Experience through Virtual App Computing

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Anthony Anderson, Director of Information Technology, The Pennsylvania State University

Graham Douglas Lockard, IT Manager/Systems Architect, The Pennsylvania State University

The digital transformation has revolutionized every industry, and the education sector is no exception. From classroom learning to cloud-based education, technology has transformed the way we learn and teach. In this session we will explore the journey of digital transformation in education, focusing on the shift from traditional classroom teaching to virtual, cloud-based education. We will begin by discussing the various factors that have fueled the need for digitally transforming the way students access content and software, as well as the desire for personalized learning experiences that bridge the divide of only being able to access these on high-end computers or in traditional labs. With today's landscape, students can access this on any device, at any time. Virtual lab computing is changing the way we look at offering content to students.

From Ideas to Impact: Driving Innovation through Strategic Partnerships and Emerging Technologies

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Maya Georgieva, Senior Director, Innovation Center / XR, AI and Quantum Labs, The New School

Lin Zhou, Senior Vice President & Chief Information Officer, The New School

The New School Innovation Center fosters a culture of innovation through transdisciplinary research, creative experimentation, and entrepreneurship, leveraging frontier technologies like quantum computing, generative AI, and XR. Our impactful innovative programs with emerging technologies blend design, social research, performing arts, and technology to pave the way for learning's future and higher education digital transformation. This session explores strategic leadership, partnerships, and their critical roles in fostering innovation and enhancing the educational experience with emerging technologies. Featured case studies will showcase curriculum and extracurricular efforts with XR, quantum computing, and generative AI, including the first Quantum Computing Design Jam for students, culminating in a groundbreaking Quantum Art Exhibition. We'll share practical approaches to advance student and faculty work with emerging technologies. The session will cover our latest work with emerging tech, discussing its potential to revolutionize teaching, research, and student engagement. In recognition of our cutting-edge work, we received the 2022 Reimagined Education Gold Award in Developing Emerging Skills and Competency and the 2023 CIO 100 Award. Attendees will gain a deeper understanding of impactful programs and learn actionable strategies to leverage collaborative partnerships and emerging technology potential to drive meaningful change in higher education.

From Learner Insights to Actionable Recommendations: A Guide for Effective Learner Interviews

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Jerry Schnepf, Chair of Computer Science, Judson University

Christian Rogers, Associate Professor, Indiana University-Purdue University Indianapolis (IUPUI)

Effective learner experience design (LXD) leads to engaging, meaningful, and effective learning experiences. Understanding how learners learn, what motivates them, and what challenges they face, is essential for designing effective learning solutions. One of the most effective ways to gain these insights is through conducting learner interviews. In this presentation, we will demonstrate how to conduct effective learner interviews and how to translate insights gained from interviews into actionable recommendations for LXD.

Generative AI Is More than a Tool- It's a Digital Collaborator

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Justin Hodgson, Co-Director, DGI, Indiana University

Adam Maksi, Manager for eLearning Innovation | Professor, Indiana University Southeast

Generative AI platforms like ChatGPT, Midjourney, and Synthesia transcend mere tools, becoming full digital collaborators in various domains across higher education. This shifts the way we approach student engagement and learning because it reorients how we think about and how students access disciplinary knowledge and practice. We aim to foster an in-depth discussion of how AI is transforming learning and enabling faculty to build better learning experiences where both human and machine iterate together in the creative process. This presentation will ground the conversation explicitly in a digital literacy frame, showcasing how we approach this transformation through the Digital Gardener Initiative at Indiana University, a university-wide, multicampus, multidisciplinary digital literacy program. In the program, we have oriented our discussion of generative AI around its potential to enable new approaches and enhance the development of student and faculty digital literacy competencies, digital creativity skills, and digital learning practices. Because of this digital literacy orientation, this presentation will also discuss how we build professional development opportunities to spark faculty to more fully integrate AI into their curriculum, leaning into full collaboration—and not just use—of this transformative technology.

Goodbye LMS, Hello Collaboration

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Julia Tungli, Instructional Technologist, George Mason University

Ken Graetz, Director, Teaching, Learning, & Tech Services, Winona State University

Popular Learning Management Systems are good at managing access to online content but don't excel at supporting collaboration and community-building, the cornerstones of student engagement. In this session, hear from faculty (and the staff who support them) who are leaving their campus LMS in favor of collaborative platforms like Microsoft Teams exclusively. We will discuss this approach's current strengths and weaknesses in terms of instructional design, class management, and support. Share your experiences and leave with a practical checklist for supporting this transition from a traditional LMS to a more collaborative platform.

Here's Your Easy Button for Implementing Learning Tools Interoperability (LTI) Advantage

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Margaret Ricci, Manager, eLearning Services, Indiana University

Matthew Jones, Application Developer, University of Michigan-Ann Arbor

James Williamson, Director, Campus Education Technologies, University of California, Los Angeles (UCLA)

Steven WILLIAMS, Principal Product Manager, Bruin Learn Center of Excellence, University of California, Los Angeles (UCLA)

LTI Advantage brings greater security, power, and flexibility to learning platforms and tools—and adds complexity. To assist vendors, the 1EdTech Digital Learning Ecosystem Working Group has created a guide to plan, develop, and implement quality LTI Advantage integrations. Learn about our progress and share your feedback.

How to Create a Defensible, Zero Trust Security Architecture (On-Prem, Hybrid, or Cloud)

Session Type: Poster Session

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

Dr. Justin Gatewood, Director of Information Systems, Calbright College

This session will provide actionable approaches and best practices for implementing a zero-trust and defensible security architecture for your organization's network, data, and cloud assets. The most important perspective you can have regarding securing your network architecture is the "presumption of compromise" and configuring your environment to continuously improve your detection and response capabilities, and that is exactly what this session will help you to achieve.

How to Implement a Project Management Tool for Your Organization in Just Three Easy Steps

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

Kacie Cleary, Learning Experience Project Manager, National University

This session will cover how the Learning Experience Team at National University adopted a project management tool for course development. Join us to learn our three easy steps!

Improving Student Success, Engagement and Inclusion through Actionable AI and Behavioral Data

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Sterlin Jarod Sanders, Assistant CIO, Tennessee State University

Brian A. Haugabrook, Specialist Leader, Deloitte

Eileen G. Sullivan, Specialist Leader, Higher Education Practice, Deloitte

The lingering effects of the pandemic continue to impact enrollment and engagement strategies, making it increasingly essential for institutions to adopt data-driven practices to not just survive, but thrive in a rapidly changing environment. Review how leading-edge universities use AI and new data sources to generate predictive insights and engagement metrics across the student lifecycle. Learn how private sector lifestyle data can combine with machine learning to better engage students, improve diversity, and predict enrollment outcomes with more accuracy.

International Student Digital Experiences: Understanding and Mitigating the 'Digital Shock'

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Elizabeth Newall, Senior consultant (HE) for the digital transformation of teaching, learning and assessment, JISC

Sarah Knight, Head of learning and teaching transformation, JISC

Jisc's Digital Experience Insights surveys have been used across UK higher education institutions over the past seven years to explore student engagement with digital technologies at their university, in their learning, and in developing their digital skills. International students studying in the UK have been part of that dataset, but their unique experiences prior to arrival on and during their programs of study have not been captured. The pandemic shone a light on the challenges international students face with technology, often referred to as "digital shock," as they transition between countries. As such, we wanted to offer the sector insights into what post-pandemic teaching and learning in UK higher education looks like to students who join us from across the globe. With much attention given to equality, diversity, and inclusion within UK higher education, Jisc has embarked on a four-phase research project to support the sector in providing all students with an equitable digital experience. This presentation summarizes the key findings from the first two phases of this research. The first draws on the literature, consultation with sector bodies leading in international student experience in the UK, and with staff in universities providing digital learning support. The second surfaces the personal experiences of international students as captured in a multi-institutional survey and series of focus groups.

IT Accessibility CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Kyle Shachmut, Director of Digital Accessibility, Harvard University

Eudora J. Struble, Director for Technology Accessibility, Wake Forest University

Stop by to learn the leading indicators of successful higher ed accessibility programs, find resources the IT Access Group creates to help everyone improve accessibility (including for you!), and discuss any topics or questions you have related to accessibility with community leaders and experts.

IT Communications Community Group Meeting (Open to All)

W192a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Sheri Jean Thompson, Sr. Director of Learning Operations and Communications, National University

Let's chat! IT Communications responsibilities can span a number of different roles and groups within IT organizations. Where do we see the profession heading? How do we set up these roles within IT organizations? What support do we need from one another? Join us for a facilitated conversation.

IT Leaders of Color Are Reframing the Narratives and Thriving While Living with a Disability

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Mark CJ Davis Jr., Director of IT Support Services, Swarthmore College

Charron Andrus, Associate Chief Information Security Officer, University of California, Berkeley

Vanessa Kaskiris, Head of People, Finance, and Administration, Stanford University

Join us for an intimate conversation with IT leaders of color on their career journeys and how they have been able to succeed and thrive in higher education IT. This panel will look at the intersection of race and disability while highlighting the importance of accessibility and belonging.

IT Service Foundations — The Journey Continues

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Anita F Woodman, Project Manager, The Pennsylvania State University

Gerard Krawczyk, Sr. Professional IT Consultant, The Pennsylvania State University

At the 2022 EDUCAUSE Conference, we introduced the EDUCAUSE community to the IT Service Foundation program. We shared how enterprise architecture and strategic planning activities enable collateral benefits by aligning independent strategic initiatives: IT Financial Management, Hardware Asset Management, Service Standards, Service Catalog, and Service Management Roles. This popular poster session focused on describing the “what” of the IT Service Foundation program. In response to the significant number of inquiries, both during and after the conference, about how we are successful, the 2023 poster session will continue these conversations by describing “how” the IT Service Foundation program continues to successfully transcend across Penn State IT. The success of ITSF is attributed to intentionally cultivating an environment of collaboration, transparency, vulnerability, and trust, embracing the principles of diversity, equity, inclusion, and belonging (DEIB); strong leadership support, with active feedback channels and continual communication to ensure ongoing support; and incorporating continuous improvement/LEAN methodologies into business practices to create sustainability and enable agility.

IT Service Management CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

IT Service Management is a collection of practices that span the entire IT organization and provide guidance for how to optimize your efforts.

IT Service Management Community Group Meeting (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Celisa Manly, Director, IT Service Management, Northern Arizona University

Mark Katsouros, Director, IT Support Services, Duquesne University

Mitchell Pautz, IT Service Management Analyst, University of Southern California

Join some of the top ITSM professionals in higher ed as we explore emerging and trending IT topics and their impact on our profession. Using an open-space format, we will discuss the topics that are most important to you.

Launching an AI-Powered Online Learning Community for Student Engagement and Support in Biology

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Katherine Kappler, Co-Founder and CEO, InScribe

Heidi Echols, Instructional Designer II, University of North Carolina, Charlotte

Kiran Budhrani, Director, Teaching and Learning Innovation, University of North Carolina, Charlotte

Students who need academic support often struggle with isolation and avoid seeking help, leading to poor academic performance and low retention rates. To address these challenges, UNC Charlotte is piloting InScribe, an online learning community that leverages the power of community and artificial intelligence to connect students to the resources and people they need to succeed within their course. In this session, we will discuss our experience designing, implementing, and evaluating the program and share our findings and best practices. During the session, we will cover the key components of the learning community program, including its goals, structure, and activities. We will share our strategies for recruiting and selecting faculty participants, as well as the resources and support provided to participants to redesign their course to effectively integrate an online learning community. We will also discuss the impact of the pilot program on peer-to-peer engagement, academic performance, and student sense of belonging. Additionally, we will share our insights on the challenges and opportunities of launching InScribe, including the faculty workload and the need for institutional support.

Learn About EDUCAUSE Community Groups

Session Type: Poster Session

Delivery Format: Poster Session

Track:

EDUCAUSE Community Groups (CGs) are online communities where you can learn from and network with each other around shared topics and interests. Visit this poster to learn about the more than 70 community groups available to join.

Learn About EDUCAUSE Community Groups (CGs)

Session Type: Poster Session

Delivery Format: Poster Session

Track:

EDUCAUSE Community Groups (CGs) are online communities where you can learn from and network with each other around shared topics and interests. Visit this poster to learn about the more than 70 community groups available to join.

Learning Reimagined: A Comprehensive Learning Management System (LMS) Migration to Improve Equity, Student Success, and Quality of Instruction

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Maria Catalina Ramirez, Director of eLearning, South Piedmont Community College

In 2022, South Piedmont Community College (SPCC), located in North Carolina, migrated from one LMS (Moodle) to another (Canvas) while implementing a complete overhaul and redesign of all courses migrated. As part of the College's award-winning student success initiative, "Learning Reimagined," the course redesign process included the following elements: HyFlex course design, internationalization of curricula, incorporation of digital textbooks, humanization of the online environment, and a uniform course layout. South Piedmont contracted with an artificial intelligence (AI) solution to help facilitate an efficient and accurate course migration directly into the newly designed SPCC template. Additionally, the eLearning department collaborated with an external instructional design firm to implement the redesign of 400 courses in a 10-month period, keeping SPCC quality standards across the board.

Leveraging Competitions as a Mechanism to Increase Digital Fluency

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Michael Boyles, Director, Tenzer Technology Center and the Information Technology Associates Program, DePauw University

Laurel Pryce Tilton, Assistant Director of the Tenzer Technology Center, DePauw University

Student-centered technology-related competitions are an effective cocurricular mechanism for engaging liberal arts students and increasing their digital fluency. This session will overview our definition and types of competitions, detail our workflow for creating and running effective competitions, provide background and metric data, and walk the audience through one tangible example related to data analytics and visualization. Everything presented could be replicated at another university.

Leveraging Predictive Analytics to Support Enrollment Management

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Neal Ethan Logan, Vice President for Enrollment & Student Experience, Western Kentucky University

Benjamin Lynch, Manager, Deloitte

Peter Fritz, Principal, Deloitte

In a complex and competitive environment, Western Kentucky University (WKU) faced increasingly challenging circumstances: among others, declining state funding, evolving price sensitivity among prospective students, and shrinking demographics of traditional-aged students. Leveraging data, AI, and Deloitte's Candidate360 platform, WKU was able to turn data insights into actionable strategies to support institution-specific enrollment goals, gain additional insights into how to optimize net tuition revenue, and enhance long-term strategic planning.

Leveraging Technological Automation to Boost Productivity Within a Rapidly Growing Online Program

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Edward Tao, Sr. Instructional Technologist, University of Pennsylvania

Alexander Charles Savoth, Assistant Director of Instructional Technology, University of Pennsylvania

Administering an at-scale online master's program requires a vast amount of instructional technology to work harmoniously. Inevitably, this can place a lot of stress on instructional technologists whose job it is to maintain these tools and platforms. At Penn Engineering Online we have been working hard to identify lapses in communication between such tools and to automate any tedious workflows that would otherwise fall to our staff. In this session, we will highlight a few of the automation projects that we have completed over the past few semesters and discuss their impact on our program. All of these projects have increased productivity and created space for further innovation as our program continues to grow. Examples include harnessing the Canvas API to increase data flow from learning tool integrations and creating workflows in Microsoft Power Automate. We encourage you to join and share ways in which your school is automating time-intensive tasks.

Managing Change Management

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Angela Neria, Chief Information Officer, Pittsburg State University

Luecrita Haraughty, Director of Project and Process Management, Pittsburg State University

Q: Why is change management important for IT to understand? A: IT changes in today's higher education are more common and move at a faster pace than ever. Change creates ripples in procedures, policies, and culture. Building a method of change management is key to the oversight and success of IT projects. Join us to hear from Pittsburg State University's CIO and PMO regarding what they have learned regarding change management and re-engineering processes.

Maximizing Access and Inclusion: A HyFlex Approach to Meeting Diverse Learner Needs

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Cathy M. Littlefield, Professor & Department Chair, Business, Peirce College

Brian Beatty, Professor of Instructional Design and Technology, San Francisco State University

Glori Hinck, Senior Instructional Designer, University of St. Thomas

Addressing the needs and learning preferences of a diverse population is at the forefront of higher education today. A HyFlex approach to meeting these diverse learner needs can be an effective way to maximize access and inclusion in educational settings. Access is one of the four pillars of HyFlex learning. According to Merriam-Webster the meaning of access is "permission, liberty, or ability to enter, approach, or pass to and from a place or to approach or communicate with a person or thing." In this session, we will expand on what is meant by access as it relates to course delivery. We will cover how educators can use HyFlex delivery and accessible technologies to improve access to learning and create a more inclusive learning environment that meets the needs of all learners by providing multiple modes of engagement, designing for accessibility, offering flexible assessments, providing personalized support, and fostering a sense of community within and across participation modes. We'll also hear from students in HyFlex courses talk about their perspectives on equity and quality in their learning experience.

Mobile Technologies Are Powering Digital Campus Access CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

Many campuses have taken their digital COVID badge efforts to the next level and now power their campus physical access using digital access apps. Learn how campuses across higher ed support their campus communities this way.

Mobile Technologies Open House

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

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

Meet up with Mobile Technology colleagues to discuss projects and potential collaborations on mobile apps that span the higher ed experience.

Moving Beyond Video Conferencing for Student Belonging in Online Courses

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Jason Bedford, SVP Education, Class Technologies

Today's college and university students want virtual learning options and flexibility. Historical course design for asynchronous does not foster belonging, and the interpersonal connections students need to be successful online. Creating online synchronous courses and inclusive design elements can improve student success, retention, and completion rates. Join Jason Bedford, SVP of Class Technologies, to learn how to improve student outcomes online, build connections and cultivate a sense of belonging.

Navigating BRM CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Adam Petrea, Director of Project Management, Kansas State University

Michelle R Kaiser, Business Relationship Manager, Kansas State University

Stop by the Business Relationship Management Community Group poster session to explore the exciting journey of BRM. Share innovative strategies, best practices, and real-world experiences that will empower, inspire, and equip you with practical knowledge and actionable steps for success at any institution, new to BRM or seasoned pro.

On-Demand and In-Demand: Marshall University's Approach to Implementing HyFlex

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Julia Spears, *Asst. Provost of Online Education & Certification, Marshall University*

Jodie Penrod, *Chief Information Officer, Marshall University*

In spring 2023, Marshall University implemented a HyFlex pilot program to determine the feasibility of offering a campus-wide approach to an on-demand, in-demand curriculum for its programs. During this pilot, faculty perceptions of implementing HyFlex were measured to determine how the university might structure its university-wide engagement of flexible learning initiatives. The pilot's purpose was to understand, from a faculty perspective, issues related to organizational support, technology, and spaces that hinder or promote faculty ability to offer a HyFlex course successfully and equitably to students. The findings of Marshall's HyFlex program concluded that the implementation of flexible learning included many different modalities. Recommendations include (1) offer flexible learning options specialized to the academic program to include a mixture of hybrid, online, blended, and in-person courses; (2) invest in the university classroom technology and learning management infrastructure; (3) design a classroom support model for hybrid classes that will assist faculty; and (4) implement a faculty development program around flexible learning that includes best practices and course templates for modality selection. This presentation will focus on the execution of the pilot study, the findings, and the next steps for Marshall University toward an on-demand and in-demand way of learning for its students.

Optimized Service Teams in a Distributed University System

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

John D. Hoh, *Senior IT Director for the Commonwealth Campuses, The Pennsylvania State University*

Crystal Ramsay, *Senior Director, The Pennsylvania State University*

Penn State University Leadership is pressing all units to do things better. Our services need to be affordable, scalable, and impactful. OST (optimized service teams) are one of the ways we will better support Penn State's teaching, research, and service mission. We will share the experiences of the 19 Commonwealth Campuses with the OST process.

Predictive Analytics for Advising: Hard Truths and Lessons Learned from a Pilot

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

David Raymond Smith, *Associate Dean for Advising, The Pennsylvania State University*

David Benjamin Hellar, *Manager, Data Empowered Learning, The Pennsylvania State University*

Hannah Williams, *Project Manager, The Pennsylvania State University*

Janet Schulenberg, *Associate Director, The Pennsylvania State University*

This session provides a retrospective on a four-year research effort to evaluate Penn State's institutional preparedness as it pertains to adopting predictive analytics to support academic advising. This session will discuss the findings from research trials, feedback we received from advisers who piloted the analytic prototype, and lessons learned in the ethical uses of institutional data to support decision-making that impacts student success.

Program CITY: Instill Students with the Digital Literacy Skills Needed in a Technology-Infused World

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Bao Johri, Vice President for IT and CIO, California State University, Fresno

Max J. Tsai, Innovation Officer | Interim Director of Digital Transformation, California State University, Fresno

Although a majority of US households have access to the internet, a digital divide remains. The Fresno State Technology Services has succeeded in closing the digital gaps in a number of impactful ways to prepare the next generation of leaders for a technology-driven world. Program CITY (Creativity, Innovation, Technology for Young Learners) allows Fresno State to deepen its relationships with the surrounding communities. At this session, we will reveal Program CITY, sponsored by Chevron and AWS, to provide a diverse and inclusive platform engaging the rural communities or those who are underrepresented or disadvantaged with a new technology program that values student creativity and skill development while fostering experience and interest in new emerging technologies, e.g., Mixed Reality. We will also share how we leverage our DXIHub's Technology Experience program to inspire Fresno State students to explore different passions and interests to give back to their community. We will further discuss the enrichment of our students and region through STEM education, career development and the economic growth of our Valley.

Project Management CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Carol Kiliany, Technology Integration Partner, California State University, Office of the Chancellor

Patti Pate, Director Strategic Projects & Initiatives, University of Virginia

Jennifer Burch, IT Project Manager Senior, University of Michigan-Ann Arbor

Alex Holland, IT Analyst, North Central Texas College

Learn more about us, what we do, and how our group can help you succeed in your project management work in higher education. Bring your ideas and help shape the future of our group.

Reality Bytes: The Good, the Bad, and the Ugly-Crying of Using Virtual Reality in the Classroom

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Carrie Strodtman, Director of Digital Learning, Central Methodist University

Sandra Myrene Wald, Associate Dean of Faculty Development, Central Methodist University

The immersive nature of VR makes it a compelling tool to deliver abstract content. It encourages curiosity and creativity, and the scalability and versatility of VR enables educators to replicate experiences that are difficult to create in a classroom or are financially unsustainable. VR can be a transformative tech tool. However, as with any new technology implementation, problems arise. This session looks at recent VR pilots at a small, noncompetitive liberal arts university, highlighting our successes and failures, or what we like to call "learning opportunities." We'll discuss ideas and tips for setup and integration. Finally, we will conclude with a tour of Anne Frank's house (hence, the "ugly-crying").

Research Computing and Data CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Claire Mizumoto, Director, Research IT Services, University of California San Diego

John N. Huffman, Director, Research Cyberinfrastructure, University of Delaware

Susan Ivey, Director, Research Facilitation Service, North Carolina State University

This poster introduces the RCD CG, including its current co-leads and steering committee members, and will describe our annual call activities. We hope to give viewers insight into some of the challenges and opportunities our community faces in supporting research computing and data.

Reshaping Library IT to Support Student Success

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Steven J Chang, Department Head, Technology Strategy & Services, The University of Arizona

David Mayhew, IT Support Operations Manager, The University of Arizona

This session examines the transformation of the University of Arizona Libraries (UAL) into a major provider and facility for student success-related services. It further details how UAL's IT department, Technology Strategy and Services (TeSS), is reshaping itself to support services that have expanded, as well as those completely new to its portfolio.

Revolutionizing the IT Service Desk: GPT-Powered Ticket Classification at USF

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Jason Hair, Sr Director Research Computing, Construction Technology, University of South Florida

Explore how the University of South Florida harnessed the power of GPT models from OpenAI to revolutionize its IT Service Desk by intelligently classifying tickets, optimizing resource allocation, and enhancing efficiency. This session will demonstrate the benefits (and challenges) of NLP vs. human categorization, showcasing the impressive cost savings and accuracy gains achieved. Attendees will witness a live demo of the system and see the metrics confirming return on investment, positioning this innovative approach as the future of IT service desk operations.

Seneca College's Hyflex Classroom Technology Journey

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Alvin Shum, Director, Service Delivery, Seneca College of Applied Arts and Technology

Jason Cousins, Manager of Technical Support and Interactive Technology, Seneca College of Applied Arts and Technology

Laura Page, Professor, Seneca College of Applied Arts and Technology

There was a need for a technology-based innovation that facilitated hybrid synchronous delivery in classrooms. It was visualized that some students may physically be sitting in classrooms in a socially distanced way while the remaining participated remotely from their homes with the need to bringing the classroom experience to them. Post-pandemic, Seneca College is offering more hybrid courses in flexible formats using HyFlex-enabled classrooms. To provide these new learning formats, Seneca had to add

technology in classrooms and labs across our campuses. We had to collaborate with our academic stakeholders, teaching and learning, schedulers, and facilities to ensure we were meeting their timelines for having classrooms and labs equipped with flexible technology. By updating our spaces and with teaching and learning providing pedagogical support, the college successfully created an immersive experience for students (online remote and in class) and for instructors to deliver the course successfully without impact using the updated technology.

Sourcing and Incorporating Quality Open Educational Resources

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Kelsey M Hannum, *Instructional Designer, Lone Star College System*

Explore practical pathways for finding, evaluating, and incorporating open educational resources (OER) into your teaching and learning materials. In addition to walking away knowing how to locate high-quality materials for your discipline, you will receive access to an extensive online OER collection that connects you with thousands of free, openly licensed textbooks, images, diversity and inclusion resources, interactives, and audio files for your use!

Start Small, Aim High: An Iterative Approach to Course Development

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

William Morehouse, *Videographer / Multimedia Specialist, University of North Carolina at Chapel Hill*

Hannah Jimenez, *E-Learning Instructional Specialist, University of North Carolina at Chapel Hill*

Karen Genevieve Jones, *Graphic Instructional Designer, University of North Carolina at Chapel Hill*

Richard Gurnsey, *Graphic Instructional Designer, University of North Carolina at Chapel Hill*

This session will demonstrate the benefits of using an iterative approach for creating course deliverables via real-world examples and will define AGILE principles and methodologies such as Kanban and Minimum Viable Product. Along the way, attendees will learn strategies for maximizing collaboration—across teams and with stakeholders—as well as building feedback loops, improving communication, and finding the right tools to get the job done.

Student-Built Solutions to Address University Needs

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Hunter Bridwell, *Emerging Technologies Coordinator, Grand Valley State University*

In an effort to provide more high-impact practices across Grand Valley State University as well as address growing needs within our community and university, members of the newly created IT Innovation and Research group created a new pilot program that started in the fall 2022 semester called the Student Technology and Innovation Guild (STING). STING's goal is a two-pronged approach: first, to address identified needs or opportunities at the university and solve them utilizing technology and innovative thinking. These could be pedagogical concerns, issues with the workflow of hiring, or opportunities around usage data. Second, to give students opportunities to create, learn, and grow utilizing project-based learning and new and emerging technologies. Our current project addresses needs around Occupational Therapy, patient movement, and addressing concerns using Virtual Reality.

Success in ERP Deployment: Lessons Learned to Build Your Plan

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Annaleah Morrow, *Workday Portfolio Vice President, Avaap*

Michelle Hobbins, *CIO / Associate Vice President for Information Technology & LIS, Carthage College*

Tambellini research shows that in 2022 more than 95% of finance and HCM selections were for SaaS-architected solutions. As more higher education institutions move to the cloud, leveraging lessons learned from institutions that have already made the transition can ensure best practices and accelerate transformation. Carthage College is leading the pack of private institutions that have moved away from paper processes, streamlining its technology and fostering better collaboration across business units, departments, and campuses. Carthage updated from its legacy solution to Workday financials, HCM, and student. This session looks at the lessons learned during deployment and how other institutions can bring best practices from the start when preparing for transformation.

Teachers in the Bleachers: Engaging All Voices with Synchronous, Text-Based Discussion

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Lisa Lenze, *Director of Teaching, Learning, and Assessment, The Pennsylvania State University*

Megan Costello, *Associate Teaching Professor, The Pennsylvania State University*

This panel session presents ways to engage all students in active learning by interacting with a common text or video lecture during synchronous class sessions (both in-person and remote). Instructors will explain and demonstrate their methodology. One uses Google Docs and Teams, and the other uses YouTube Premieres Simulive learning sessions. Both invite student reflections in text-based comments during class, while instructors respond “in the bleachers.” With this methodology and key technologies, panelists expanded the number of students who engage in class. Participants will discuss the benefits of such activities for students of different learning strategy preferences, backgrounds, and perspectives.

The Grass Can Be Green On Both Sides: Synergies Between In-House and Vendor Data Science Tools

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Trevor Hannesson Kvaran, *Data Scientist, The University of Arizona*

LAURA SURDEANU, *DATA ANALYST, The University of Arizona*

Higher education institutions are often faced with the question of whether to use products from edtech vendors or to hire data scientists to develop tools internally. We will use a recent collaboration between the Enrollment Management and Analytics departments at the University of Arizona to highlight why this either/or framing can be a false dichotomy. We will begin by reviewing high-level findings from a comparison of two independently developed predictive models, one from a trusted long-term vendor and one developed internally by data scientists in UAIR. We will then focus on the learnings derived from this project. We will discuss topics including how this project facilitated better cross-departmental communication and understanding of the various predictive tools in place across campus and how they are used to support multiple missions; improving trust in both internal and vendor tools through reconciling them with each other; identifying key data points, variables, and trends that were highlighted by each approach; the relative strengths and weaknesses of each; and the positive synergies discovered by embracing both tools. We will conclude with an interactive discussion around vendor and internally developed products and how and why a strengths-based technology

orientation can often lead to increased value for higher education institutions, particularly in the emerging areas of data science, advanced analytics, and artificial intelligence.

The Seamless Applicant Journey

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Ivan Vazquez Rodriguez, Director Digital Automation, University of South Florida

This session will cover the journey of a University of South Florida applicant from application to their first day of class. It emphasizes the importance of creating a seamless and engaging applicant experience through the use of technology. A low-code platform was used to develop an application portal that streamlines the process, provides real-time updates on application status, and assists admissions officers in making decisions. An admission status tracker was also developed to help applicants track and manage all necessary documents. Additionally, a solution was created to assist graduate admissions departments in making recommendations and providing guidance to applicants. Finally, a personalized applicant portal was created to guide applicants through the activities they need to complete before their first day in class. All solutions were developed using a low-code platform, which allows for fast delivery and quick changes when new needs are identified. The session is relevant to higher education IT professionals, admissions officers, faculty members, and anyone involved in the student enrollment process. The presentation will include case studies, a live demo of the solutions, and opportunities for questions.

The State of LGBTQIA+ Protections in Higher Education CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

Over the past two years, legal and regulatory protections for LGBTQIA individuals working in higher education have been shifting rapidly with changes in the political landscape across the United States. For current and potential LGBTQIA employees this presents a challenge in determining if a current or prospective educational institution will provide a supportive and protected environment for employment or collaboration. We aim to provide the current state of legal protections as they apply to Higher Education employees in each state for both public and private institutions. In addition we will attempt to project which states will become more or less protective in the coming year. We will do this by breaking states down by way of specific local and national protections in both graphical and list form. We will attempt to project future changes based on the current political and governmental makeup of each state as well as historical factors. The outcome will be a resource for LGBTQIA (and all) individuals to provide information about which institutions and/or educational systems provide protection, how much, and how stable that protection may be.

Then and Now: How DEI Has Moved the Dial and What Else Needs to Be Done

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Ellen Yu, Chief Information Officer, Union College

Gerard Au, Chief Information Officer, California State University, San Bernardino

In 2020, a panel of Asian American IT leaders shared various data points from 2017-19 on Asian/Asian American leadership roles in higher education, or the lack thereof. Where are we now? The presenters from this poster session will share updated figures in hope of generating additional discussions illustrating that while higher education has moved the dial slowly, there is still plenty of

work ahead. The presenters will also share various viewpoints from immigrants to second-/third-generation Asian Americans to raise awareness about their different backgrounds and internal struggles that contribute to their leadership journeys. We will also share some information on how to create and support an environment that fosters growth for Asian/Asian American leaders.

Unlock the Mystery of Data Democratization with Self-Service Analytics and Data Literacy

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Alex Ross, Senior Data Management Analyst, University of South Florida

Join us on a thrilling journey of exploration as we unravel the mysteries of data analytics in education. In this session, our journey will take us to USF, where the IT analytics team has developed an innovative data literacy program. This program inspires and enables self-service analytics and drives the adoption of self-service products, empowering end-users to get insights from their data quickly, securely, and at any time they need to for effective data decision-making in all areas of the university. As we explore the mysteries of data democratization, we will discover clues about how improved data literacy at USF reduces reliance on IT for reporting and promotes effective decision-making in support of student and institutional success at all organizational levels—all while considering data ethics, privacy and data governance. Together, we will unlock the secrets of data democratization and discover how self-service analytics can be used to solve institutional challenges. So join us on this exciting adventure as we embark on a journey of discovery, uncovering the mysteries of data analytics and building a data-informed culture that drives success.

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

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

Dean Oyama, Consultant, WTC Consulting, Inc.

Ginny Schroeder, Practice Director, WTC Consulting, Inc.

What is the best way to determine the cost of IT, generate forecasts, and benchmark against peers? The project leader will describe cost drivers, methodology, rate philosophies, campus engagement, and implementation challenges. The team used the results to allocate IT costs, evaluate outsourcing targets, identify cost-cutting goals, and more. You will learn about different rate and funding philosophies that work in higher education, discover that not all metrics for comparison are created equal, and find out which decision-making structure builds buy-in from the start.

Using OpenAI to Enhance Student Support: A Higher Education Case Study

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Jason Dudley, VP, Information Technology/CIO, Florida Southwestern State College

Jeffrey Butera, Senior Integrations Architect, Ocelot

Don't miss this opportunity to learn from Florida Southwestern State College's cutting-edge approach to student support! In this session, you'll discover how they have tackled the challenges of a reduced budget and staff while maintaining the accuracy and compliance of student support campus-wide. By incorporating OpenAI and ChatGPT along with Ocelot's AI Communication Platform, they have improved efficiency and enabled a frictionless student experience. Come learn from their experience and gain valuable insights and practical advice for integrating AI into your own institution to support student retention and success.

VR Learning Design Compendium: Design Artifacts to Inspire VR Education*Session Type: Poster Session**Delivery Format: Poster Session**Track: Innovation and Emerging Technologies***Jacob Fortman**, *Emerging Technology Research Analyst, Grand Valley State University*

The popularization of educational virtual reality (VR) presents new opportunities and challenges for instructional designers. By allowing instructional designers to create authentic simulations, immersive three-dimensional models, and empathetic role-playing exercises, VR offers the potential to engage learners in novel and meaningful ways. While these opportunities are promising, there is a lack of resources available to instructional designers as they design in VR. To address this issue, we will showcase the newly created VR Learning Design Compendium. Created through a collaboration between the Innovation and Research team and the T4 Scholars at Grand Valley State University, this compendium will inspire instructional design practice by collecting and rigorously analyzing VR instructional design examples. The compendium organizes learning design examples into categories of empathetic design, interactive design, and immersive design, while also highlighting pedagogical affordances, disadvantages, accessibility considerations, and design recommendations for each design example. In addition to reviewing the compendium, session participants will be invited to collaborate on the compendium by contributing their own VR design artifacts, with the eventual goal of publishing a compendium featuring contributions from diverse institutions.

VR Meditation at The Ohio State University*Session Type: Poster Session**Delivery Format: Poster Session**Track: Innovation and Emerging Technologies***Andrew Vogel**, *Instructional Designer, Ohio State University*

A VR Meditation Station supports our staff in improving emotional intelligence by providing the faculty, students, and staff with calming visuals and sounds. The application features over 40 visual environments, 30 hours of meditation, and 200 relaxing audio tracks. The VR Meditation Station is part of Buckeye Wellness, a university-wide initiative to make Ohio State the healthiest campus globally. The session will demonstrate how participants implement a similar service on their campus. Open-source resources and best practices for VR device management will be shared. Data analysis from OSU participants will be shared to show the outcomes of the VR Meditation Station.

When Is the Last Time You Restructured Your IT Services?*Session Type: Poster Session**Delivery Format: Poster Session**Track: Leadership, Partnerships, and Strategy***Dr. Kellie Campbell**, *Chief Information Officer, Vermont State Colleges*

This session is a chance to think forward and differently about how we offer IT services across our organization. In a time with increased demand on IT, how do we adapt ensuring all current services are relevant and needed and where do we shed? Learn about a system coming together in a shared services model and doing just this.

10:15 a.m. – 11:15 a.m.**Refreshment Break in the Exhibit Hall - Sponsored by AT&T, Platinum Partner**

Halls F1, F2, Level 3

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. – 4:00 p.m.

EDUCAUSE Central + Emerging Tech Zone | Future Visions

Halls F1, F2, Level 3

Session Type: Lounge

Delivery Format: Lounge

Track:

Professional headshot getting outdated? Interested in learning what EDUCAUSE does beyond the annual conference to help shape where higher ed is headed? Want to see what the future of edtech looks like? Or maybe you just want a cool new pair of socks, coffee, or a craft cocktail?

Stop by EDUCAUSE Central to celebrate our 25th anniversary and get a glimpse of the future. You can explore the latest EDUCAUSE initiatives including our new strategic plan. Co-located this year is our Emerging Tech Zone (formerly Start-Up Alley), featuring some of the most groundbreaking and promising solutions in higher education technology.

Don't miss out on the fun. You'll be able to engage in a variety of activities – including the return of the wildly popular “The Survey Says!”: EDUCAUSE Technology Feud in the EDUCAUSE Central Theater.

EDUCAUSE Park

Booth 1833, Halls F1, F2, Level 3

Session Type: Lounge

Delivery Format: Lounge

Track:

Sometimes conference-goers just wanna have fun. Head over to EDUCAUSE Park (Booth 1833) in the Exhibit Hall for some serious game time or just to stretch out and watch the shenanigans. Featuring pickleball (yes, an actual pickleball court!), cornhole stations, a giant Jenga, and Connect Four, we have the fun department covered. Hungry after demolishing your opponents on the court? Hit up the Robinson's Ribs concession cart to replace those electrolytes (we wish it worked that way). Whatever games you like to play, don't miss this unique space created for the fun-lover in all of us!

Exhibit Hall Open

Halls F1, F2, Level 3

Session Type: Exhibit Hall

Delivery Format: Exhibit Hall

Track:

Visit the exhibit hall to engage with industry experts and learn about today's top technology solutions for your campus. While there, you can also:

- Enjoy refreshment breaks, continuous coffee, and specialty food and beverages provided by exhibitors.
- Visit EDUCAUSE Central to attend interactive sessions and get a glimpse of the future.
- Learn about emerging innovations in the Emerging Tech Zone.
- Attend poster sessions to learn from your peers about what's happening at their colleges and universities.
- Visit the Massage Area for a free massage—and more!

Stay tuned for additional details and activities. In the meantime, browse the [Exhibitor Directory](#) to see which companies will be joining us (you can search by name or products and services).

10:25 a.m. – 11:15 a.m.

Spotlight on Emerging Managed Services and Support Tech @ Emerging Tech Stage

EDUCAUSE Central, Halls F1, F2, Level 3

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track:

Courtney McHenry, Account Manager, Corporate Engagement, EDUCAUSE

Leah M Lang, Director of Corporate Engagement, EDUCAUSE

What's new in managed services and support technology? Join us for quick, 10-minute spotlights on innovative solutions from Emerging Tech Zone exhibitors. Learn about each solution, how it benefits higher education, and what differentiates it from the existing market. You'll hear about new ideas for building and managing AWS, deployment of cellular and Wi-Fi systems, implementing and managing ServiceNow, and communicating about IT incidents.

11:15 a.m. – 12:00 p.m.

Modernizing Campus Communication to Enhance the User Experience

W183b, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Vijay Menta, CIO, Worcester Polytechnic Institute

Mack Pauly, Manager, Information Security and Endpoint Engineering, Middlebury College

For the most up-to-date information please use the EDUCAUSE Events mobile app.

Updated 9/18/2023

Ted Brodheim, CIO Advisor, Zoom

Higher education is evolving rapidly, and its strategic tech infrastructures are central to this transformation. In this moderated panel discussion, hear firsthand the innovative efforts taken in panelists' journeys toward the development of a comprehensive communication platform for academics, administrators, and students alike. These institutions have amplified their support for hybrid work, research, and learning; improved their online student services; and unveiled an impressive suite of AV/facilities integrations across conference rooms, huddle rooms, and classrooms. Each panelist will share experiences, challenges, and triumphs. From upgrades in audio and visual systems to redefining simplicity in usability for stakeholders, this session promises a wealth of insights. Join us for a glimpse into the future of a unified communications platform to help everyone succeed.

A Modern Framework for Institutional Analytics

W184bc, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Rob Snyder, Director Enterprise Applications, Data, and Integrations, Ithaca College

Casey Kendall, Deputy CIO, Ithaca College

David Weil, Vice President and Chief Information and Analytics Officer, Ithaca College

An effective institutional analytics program has become essential to providing proactive student services and informing strategic actions. Join us for a discussion about strategic guiding principles and key competencies that form part of a modern analytics framework that can help your institution obtain actionable insights from your data.

Asian Pacific American (APA) Community Group Meeting (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Gerard Au, Chief Information Officer, California State University, San Bernardino

Ellen Yu, Chief Information Officer, Union College

The APA CG seeks to provide a space to ask, listen, share, and discuss a variety of topics relating to the APA/AAPI+ demographic and to promote a community climate that is sensitive, representative, and fair to all Asian ethnic groups, with an emphasis on APA/AAPI+ within the executive leadership ranks.

Calling All Interested in the Research-to-Practice Cycle!

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

David Thomas, Executive Director for Online Programs, University of Denver

Brittney Johnson, *Library Curriculum and Instruction Developer, St. Edward's University*

The Research Impact Community Group connects researchers and practitioners to advance research practice, standards, dissemination, and action. We focus on community-driven projects such as sharing high-impact research and data, identifying key research areas and questions, and supporting overall quality in teaching and learning research.

CIO Community Group Meeting (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Cole Clark, *Managing Director, Higher Education, Deloitte*

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

Megan E Cluver, *Principal, Deloitte*

This meeting will focus on the opportunities and challenges facing CIOs. Members of the CIO CG will be polled prior to the meeting for specific topics of interest. BoF tables will be set up to accommodate a wide variety of topics after the plenary topics are addressed.

CMMC Update: How to Get Started (Now!), Simplify Compliance and Lower Costs

W183c, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity, Privacy, and Compliance

Katrina Biscay, *CISO, University of Cincinnati*

Sanjeev Verma, *CEO, PreVeil*

Matt Wolfe, *VP Technology, Virginia Tech Applied Research Corporation*

The Department of Defense Cybersecurity Maturity Model Certification (CMMC) program is moving methodically through federal rulemaking to its predetermined conclusion of becoming law. At its core, certification at CMMC Level 2 is a validation—by an outside third-party assessor—that your institution is protecting CUI as it is already required to do. That means complying with NIST SP 800-171, developed several years ago specifically to protect CUI. If you've been stalling on CMMC, it's time to get going. Consensus on the CMMC program is driving the DoD and its prime contractors to expect more from their university partners today. As a result, more institutions are moving forward on CMMC; those that aren't are falling behind. We'll update you on the latest news about CMMC's timing and requirements, which are coming into better focus as CMMC gets closer to becoming law. Your colleagues on the panel will offer guidance on how to proceed, starting with NIST 800-171 compliance. That will take time to accomplish. They'll share how they've been raising their cybersecurity levels by leveraging technological advances available today. One key point is to steer clear of complicated solutions. That approach helps reduce deployment costs and staffing needs—and avoid expensive MSP and consulting engagements too. Ample time will be devoted to answering all your questions—from beginner to advanced—and discussion will be encouraged to learn from attendees' experiences as well.

Collaborating with Wisdom: Building the Institutional Tech Roadmap

W184a, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies**Daniel Gohl**, Head US Education Strategy, HPI International

The rapid integration of technology into the lives of higher education students and personnel, as well as institutional operations and evaluative processes, presents both challenges and opportunities. Services such as internet access, communications, presentation, and data gathering and analytics are no longer separate entities but rather interconnected components of a complex system that includes emerging technologies like the Internet of Things (IoT) and artificial intelligence (AI). The pace of technological advancement often outpaces the development of technical recommendations, institutional policies, and governance structures. Join our expert panel as they discuss the current impact of these technological demands on higher education institutions and explore strategies for fostering an adaptive and technologically enabled environment for learning, research, and working. Topics to be covered include data access as a utility, establishing standards for cloud-to-edge end-user device integration, and cultivating a future-forward institutional culture. This engaging conversation will be open to all who are interested in ensuring that our learning ecosystems effectively leverage technological advancements to deliver value, efficacy, and equity in service to humanity.

Collaborative Analytics: Update from the AIR/EDUCAUSE/NACUBO Joint Statement on Analytics

W185bcd, Level 1

Session Type: Breakout Session**Delivery Format: Presentation/Panel Session****Track: Data Insights to Data Action****Howard Brown, D**, VP for Business and Finance/CFO, Jackson State University**La Toya Hart**, AVP, Institutional Research, Planning, and Effectiveness, Jackson State University**Deborah F. Dent**, CIO, Jackson State University**Tait Kellogg**, Consulting Project Manager, The Evaluation Coach**Betsy Tippens Reinitz**, Director, CIO and Senior Technology Leaders Program, EDUCAUSE

EDUCAUSE, in collaboration with the Association for Institutional Research (AIR) and the National Association for College and University Business Officers (NACUBO), received a grant from the Bill & Melinda Gates Foundation to develop a guide to help institutions achieve the call to action issued in the Joint Statement of Analytics (changewithanalytics.com). Many institutional leaders want to build a data-informed culture, but they often aren't sure what steps to take. Our emerging guide is designed as a collection of resources to assist with scaffolding the work that institutions need to do for data-informed decisions to be made at every level. Join us to hear from institutional business, institutional research, and IT professionals about how they are embedding analytics in their institutional cultures and how the guide can assist in this work. Session participants will be encouraged to offer feedback based on their institutions' needs in order to inform the guide, which will be released in 2024.

Combating Burnout to Reach Our Goals

W375d, Level 3

Session Type: Featured Session**Delivery Format: Featured Session****Track: Leadership, Partnerships, and Strategy****Jennifer Moss**, Feature Presenter, EDUCAUSE Alumni

A chronic state of urgency and heightened stress has made it more challenging to reach our potential. Many of us feel depleted and less effective in our jobs. Brain fog—a symptom of chronic stress—can make recall more difficult and small tasks feel enormous. We're distracted and lack motivation, so even making simple decisions can feel like a Herculean task. All of this is adding up. We're working 30% more each day to hit the same goals we used to reach effortlessly. If this is how you're feeling, you're not alone. But there are solutions. Jennifer Moss, globally recognized as a well-being expert and author of the book *The*

Burnout Epidemic, published by Harvard Business Press, will share how to identify chronic stress, and offer strategies to prevent it—for both managers and individuals.

Community Connections: Transforming IT Project Governance Together

W186, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Damian Doyle, Deputy CIO, University of Maryland, Baltimore County

Steven C Burrell, Vice President of IT & CIO, Northern Arizona University

Elizabeth Rugg, Assistant Vice Chancellor, Client Engagement, University of North Carolina, Charlotte

Erin Murtha, Asst. Vice Chancellor, Planning & Projects, University of North Carolina, Charlotte

IT governance. What feelings and emotions do those words elicit— Success, happiness, satisfaction or anger, frustration, and a deep sense of failure—no matter what your emotional response is, IT governance is here to stay. This session will provide a brief overview of the panelist's experiences and then work with attendees to understand common challenges, and crowdsource potential solutions.

Designing and Tailoring Next-Gen Research Capabilities

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Supporting Research Computing

John Mcgee, Assistant Vice Chancellor for Research Computing, University of North Carolina at Chapel Hill

Rafael Salas, Azure Specialist, Microsoft Corporation

Our researchers and institutions are facing greater challenges when it comes to technological needs. From increasing compliance pressure and evolving funding-agency requirements to more innovative technology capabilities, we understand that these challenges can be overwhelming. In this session, we will be joined by UNC Chapel Hill and Microsoft to discuss techniques for successfully engaging with researchers, reviewing how cloud technologies can accelerate meeting compliance requirements, and exploring how on-premises and cloud capabilities can be combined to leverage their respective strengths. This session is designed for IT leaders and professionals providing services to researchers, managing research workloads, or those charted with building or modernizing research enclaves for their institutions. By the end of this session attendees will be equipped with techniques, reference architectures, and guidance to design innovative, complaint, and scalable research environments.

Esports: A New Evolution in Learner Support and Community Development

Swap Shop, Central Concourse, Level 3

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Doug Konopelko, Senior Manager, Education Impact, CDW

Esports has been taking the world of higher education by storm. What began as an enrollment strategy adopted by smaller private institutions has become a staple on campuses around the country and is expanding across the globe. In this session, a panel of leaders of esports from institutions around the country will explore the on- and off-campus shifts that esports has accelerated at their institutions.

Four Perspectives on How Enterprise Risk Management and IT Can Manage and Embrace Risk Together

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Donald J. Welch, VP for IT and Global University CIO, New York University

Diana Carter, Vice President, Chief Audit and Risk Officer, Emory University

Marc Hoit, Vice Chancellor & CIO, North Carolina State University

Jake Braunsdorf, Senior Manager, Deloitte & Touche LLP

Miroslav Humer, Vice President & Chief Information Officer, Case Western Reserve University

The IT risk landscape is constantly expanding and is gaining greater visibility. As boards continue to ask CIOs and CISOs to present on these risks, there are opportunities for CIOs and CISOs to collaborate with Enterprise Risk Management (ERM) leaders to create a cohesive strategy and presentation. This session will be a panel discussion on the benefits (and sometimes challenges) of collaboration between ERM and IT/Cyber on university campuses.

Higher Education Trends, Predictions, Themes, and Future Scenarios

W184d, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Marlena Brown, Sr Research Analyst, Gartner Inc

Robert A. Yanckello, Sr. Director, Analyst, Gartner Inc

Tony Sheehan, Vice President, Analyst, Gartner Inc

Paul Riley, Senior Director Analyst, Gartner Inc

Terri-Lynn Thayer, Research Vice President & Education Team Manager, Gartner Inc

This panel of Gartner Education analysts will explore the evolving nature of higher education and the common themes impacting institutions around the globe. They will discuss their latest predictions and scenarios for the future of higher education and how to prepare for these challenges and opportunities. Emerging business and technology trends over the next 1-3 years will be the foundation of this session.

Putting Constituents at the Center with Data + AI + CRM

W179, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Dale Edward Vander Wall, Higher Education Industry Advisor, Salesforce

Nancy Doherty, Deputy Chief Information Officer, Babson College

Chris Lucas, Associate Vice President of Academic Technologies & Customer Experience, The Pennsylvania State University

Institutions strive to power connected education journeys, but many have siloed systems. How are technology leaders leveraging an integrated platform to connect insights institution-wide and create a unified view of every constituent?

Join this session to discover how institutions are:

- Delivering relevant experiences at scale with CRM and data
- Creating a vision for trusted AI to drive efficiencies across campus

Representation Matters: Getting IT Staff Involved in DEI Events On and Off Campus

W178a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

Annu Paavani Chemata Venkata, Lab Assistant, University of Texas at San Antonio

Simeon Ananou, VP/CIO, Stony Brook University

Keith Sanders, Faculty Technical Support Specialist, Duke University

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

This session will showcase the involvement of university IT staff to build a community that ensures diversity, equity, and inclusion. These organizations and programs have created numerous presentations held on and off campus to highlight the achievements of leaders in the technology field for DEI events such as Black History Month, Women's History Month, Hispanic Heritage Month, Pride Month, diverse film festivals and numerous other events supporting inclusiveness. Participation in these community events by IT staff helps lead representation and celebration of all cultures in the technology workforce and creates spaces where all are safe and welcome.

Risky Business: Can Workflow and Artificial Intelligence Bridge the Enrollment Cliff?

W180, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Infrastructure, Support, and Networking

Jesse Beaman, Deputy CIO, University of North Carolina, Charlotte

Susan Miltenberger, Associate Vice President/CIO, Towson University

Phillip Ventimiglia, Chief Innovation Officer, Georgia State University

For many institutions, purchasing better access points has been a key go-to strategy to combat student experience issues. But even with help from new levels of AI, does this still ensure a quality end-to-end experience? With enrollment heading down and budgets in flux, do we need to go deeper? Universities focus on student and staff experience as the driver for digital transformation, student enrollment, and student experience. You can only truly deliver that experience with synergy across each element critical to

its operation, not just access. On this panel, we will walk through the holistic approach to multidomain workflows in our institutions and how important it is to deliver the best digital experiences, use of AI, and best security on campus and beyond.

The End of Business as Usual: Embracing Generative AI within Higher Ed

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Noreen A Barajas, Higher Education Ambassador, CDW

Rich Pushard, Product Portfolio Manager, Higher Education, CDW

AI's pivotal role in higher education evolution is the focus of this presentation, which aims to equip institutional leaders with knowledge and tools for an inclusive AI strategy. Participants will explore AI's potential to enrich student experiences, optimize administration, boost institutional outcomes, and foster groundbreaking research while integrating AI into curricula, IT systems, and ethical frameworks with an emphasis on diversity and inclusion. The session demonstrates how AI enables innovative educational settings, accommodating diverse learning styles, and providing customized experiences with equitable resource access. Addressing diversity and inclusion in AI strategies is vital to ensure higher education's future relevance. Attendees will engage with experts, accessing the latest AI insights and discussions. The session covers AI integration in academic curricula and IT infrastructure, understanding AI's role in fostering innovation, enhancing processes, and addressing ethical concerns to align strategies with institutional values. Given the growing demand for AI-related skills, this workshop presents a unique opportunity for institutional leaders to differentiate their organizations and secure their future. Harnessing generative AI's transformative power, leaders can create value, improve student experiences, and establish their institutions as frontrunners, gaining a competitive edge in the fast-paced higher education landscape.

We Are All Data People (Student Success Analytics CG Meeting: Open to All)

W192a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Linda Feng, Vice President of Architecture, D2L

Szymon Machajewski, Director Learning Tech & Innovation, University of Illinois Chicago

Tasha Marie Almond-Dannenbring, Strategic Project Manager, Unicon, Inc.

Steven WILLIAMS, Principal Product Manager, Bruin Learn Center of Excellence, University of California, Los Angeles (UCLA)

Melissa Irvin, Associate Vice-Provost for Student Success, University of South Florida

Join us for a collaborative session to hear what others are doing to further student success analytics. Within this community forum you can explore ways to solve common challenges, share practices, and support each other.

12:00 p.m. – 12:45 p.m.

Epilogue to Technology Infrastructures (Open to All)

W192a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Ryan Turner, Director of Networking, University of North Carolina at Chapel Hill

Mike Ferguson, Infrastructure Architect, Chapman University

Eric Kenny, Network Architect, Harvard University

To carry over our discussions at preconference with members of the NetMan Wireless LAN and Communications Technology Community Group, we'll continue topics related to wireless networking, campus LANs, data center networks, telecommunications, and cloud networking. Join us for interactive discussion on hot topics of interest supporting diverse infrastructures in higher education.

The Research Computing and Data Community Group Meetup (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Claire Mizumoto, Director, Research IT Services, University of California San Diego

John N. Huffman, Director, Research Cyberinfrastructure, University of Delaware

Susan Ivey, Director, Research Facilitation Service, North Carolina State University

The RCD CG steering committee would like you to join us at this year's RCD CG meetup and share your ideas for the coming year. We will engage in discussions on future topics, challenges, and opportunities. All are welcome and encouraged to participate!

Women in IT Open House

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Shelly L. Belflower, Director, Academic Tech Svcs & IT Business Svcs, Weber State University

Make meaningful connections while addressing a wide range of topics impacting women IT professionals in colleges and universities. Connect with us to learn more about the Women in IT Community Group and how you can be encouraged and inspired along with us.

12:00 p.m. – 1:30 p.m.

EDUCAUSE Leadership Series | ChatGPT and Generative AI: Navigating Leadership Opportunities and Challenges (separate registration is required)

W190a, Level 1

Session Type: *Additional Fee Program*

Delivery Format: *Meeting*

Track:

John Dunning, *Asst VC For Ir, Strategy & Planning/CDO, University of Wisconsin-Platteville*

Allan Gyorke, *Chief Academic Technology Officer, University of Miami*

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

Joshua Weiss, *Director of Digital Learning Solutions, Stanford University*

Jennifer Burns, *Associate VP Information Technology, The University of British Columbia*

Lance Eaton, *Director of Digital Pedagogy, College Unbound*

Generative AI and ChatGPT present opportunities and challenges for higher education leaders grappling with complex questions and considerations around its use. They are being asked to provide guidance, recommendations, and education on the topic to multiple stakeholders including, faculty, students, researchers, staff, and the larger community. In this Leadership Series, participants will learn from and connect with thought leaders in privacy, policy, data, teaching and learning, and information technology. Through panel discussions, small-group deep dives, and networking on the topics below, participants will explore diverse perspectives and share insights to prepare them to successfully lead their organization's generative AI initiatives.

- Pedagogical opportunities related to generative AI and coursework
- Privacy and security implications of AI now and in the future
- Types of generative AI and how they are likely to impact higher education
- Strategies for leaders to address effects and impacts of AI on higher education
- Ethical considerations around the use of AI and how to navigate them

Engage in generative AI discussions through the [EDUCAUSE community group](#) after the event with individuals you met or would like to meet from the community. A set of generative AI resources prepared with the leadership perspective in mind will be provided.

Sponsored by Ellucian, Platinum Partner

Midday Your Way

Session Type: *Break*

Delivery Format: *Break*

Track:

Have it your way over the lunch break. Hungry? Head to the exhibit hall where you'll find specialty food and beverages provided by our exhibitors and concessions for purchase. Playful? Head to the EDUCAUSE Park for a some fun and games. Curious? Visit EDUCAUSE Central and check out our Emerging Tech Zone. Just need to relax? Chart a path to the Massage Area stat! Whatever you choose, it's all about you.

Please note: Lunch is not included in conference registration, but there are multiple food concessions available for purchase in the Exhibit Hall, West Food Court (Level 2), Starbucks (Level 3), and the Marriott Marquis Food Hall. Fare includes burgers and hot dogs, pizza, soup and salads, panini, barbecue, stir fry, and more.

12:30 p.m. – 1:20 p.m.

Spotlight on Emerging Teaching and Learning Tech @ Emerging Tech Stage

EDUCAUSE Central, Halls F1, F2, Level 3

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track:

Courtney McHenry, Account Manager, Corporate Engagement, EDUCAUSE

Leah M Lang, Director of Corporate Engagement, EDUCAUSE

What's new in teaching and learning technology? Join us for quick, 10-minute spotlights on innovative solutions from Emerging Tech Zone exhibitors. Learn about each solution, how it benefits higher education, and what differentiates it from the existing market. You'll hear about new ideas for accessing textbook content, creating interactive assessments, and making course content more engaging.

1:00 p.m. – 1:45 p.m.

Community Colleges Open House

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Joe Mancini, Executive Director, IT, Montgomery County Community College

The Community Colleges Community Group welcomes all who may be interested in topics and conversation from the community college perspective. If you are a current member, please stop by to catch up in person. If you are considering joining, please stop in to learn about the group.

How Does This Thing Work Again? Managing Change with Your CRM Project (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Carrie Shumaker, Chief Information and Strategy Officer, University of Michigan-Dearborn

Rebecca Joffrey, Technology Innovation Officer, Cornell University

Any CRM implementation can turn your users' worlds upside down. We will discuss change management use cases and frameworks to make sure your implementation is successful!

ITANA Community Group Meeting

Session Type: Meeting

Delivery Format: Meeting

Track:

Louis E. King, *Enterprise Architect, Yale University*

Beth Schaefer, *Chief Operating Officer/Deputy CIO, University of Wisconsin-Milwaukee*

ITANA focuses on the practice of IT business and enterprise architecture. Learn about ITANA and how you can engage. Join in a "hot topics on your campus" discussion. Preview the schedule of topics for our year ahead. For more information, see our website (www.itana.org).

1:30 p.m. – 2:00 p.m.

A Sense of Belonging: Leveraging CRM Technology to Establish a Student-Centric Ecosystem

W184bc, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

Kyla Farroll, *Associate Director, Enterprise CRM & Engagement Solutions, University of Wisconsin-Madison*

Rebecca Joffrey, *Technology Innovation Officer, Cornell University*

As universities strive to create a student-centric ecosystem, they need to understand how to establish a sense of belonging throughout the entire student life cycle. In this session, two institutions will demonstrate how leveraging a CRM has helped them personalize student interactions with blended data sources, establish consistent issue resolution methods, and foster collaboration across departments to provide students with a seamless experience. Facilitators will describe the strategies used to implement and continuously improve their CRM technologies with both students and Student Affairs staff needs at the forefront of their design.

AI in Higher Ed: A Byte-Sized Introduction to the Future of Learning!

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Tara Kissel, *Senior Learning Experience Designer, Ellucian*

Michael K Pennella, *Senior Learning Experience Designer, Ellucian*

AI is increasingly being used as a tool in higher education, with apps like ChatGPT generating written content rivaling human authorship. This session will examine the implications of AI technology for curriculum and its design in higher education and explore appropriate technological and pedagogical strategies to ensure that AI is used ethically and effectively. We will discuss how AI can be used to enhance curriculum design, such as adaptive learning and natural language processing. We will also explore the potential risks of relying too heavily on AI-generated content, including issues related to bias and academic integrity. We will touch on the effect AI will have on assessment and explore how AI can be used to enhance work instead of helping us evade it. We will consider the ethical implications of using AI for assessment, such as the need to ensure that algorithms are transparent, fair, and unbiased. Throughout the session, we will engage in a discussion of appropriate technological and pedagogical strategies. We will discuss strategies for educating faculty and students about the benefits and limitations of AI and explore ways to promote a critical and reflective approach to its use. Participants will have a better understanding of the potential benefits and risks of using AI technology in higher education and will leave with strategies for implementing appropriate technological and pedagogical strategies to ensure that AI is used ethically and effectively.

Bias, Stereotypes, and Hallucinations in Generative AI

W183c, Level 1

Session Type: Breakout Session

Delivery Format: Critical Conversations

Track: Innovation and Emerging Technologies

Allan Gyorke, Chief Academic Technology Officer, University of Miami

Generative artificial intelligence systems have been rapidly gaining in popularity due to their ease of use and multitude of applications. They can create images, write code, summarize topics, and provide advice through a natural language interface. However, users of these systems need to review their outputs with a critical eye. In this discussion, we will discuss examples of biased, inaccurate, and stereotype-propagating outputs and generate ideas for leveraging Generative AI systems in a responsible manner.

Building Trust and Value: Our Mission-Driven Cloud Journey

W183b, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Christy Long, Associate CIO for Technology Infrastructure, University of Oregon

Randall Shore, VP, Delivery & Support, Kion

Join us for an insightful session on the University of Oregon's mission-driven approach to cloud adoption. Discover the strategic drivers that led us to focus our cloud strategy in support of research and education. You'll learn about our challenges and successes in partnering with faculty to meet curricular needs in the cloud for data science. We'll share how we built trust, exceeded expected value, and improved our ability to support future curricular needs across a multi-cloud environment. Christy Long, associate CIO for Technology Infrastructure at the University of Oregon, and Randy Shore, VP of Delivery and Support at Kion, will shed light on the foundational capabilities prioritized for the university's multi-cloud journey. You'll learn how we've achieved frictionless access, increased visibility, and enhanced financial management, empowering us to maximize the potential of the cloud. We'll include time for an interactive discussion to gain insights and experiences of participants.

EDUCAUSE Research: Workforce Trends and Action Planning in Cybersecurity and Privacy

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity, Privacy, and Compliance

Joseph Robinson Potchanant, Director, Cybersecurity and Privacy Program, EDUCAUSE

Nicole Muscanell, Researcher, EDUCAUSE

This session will highlight key findings from a recent EDUCAUSE survey focused on higher education cybersecurity and privacy professionals, and will present attendees with practical next steps for addressing the workforce issues facing their institutions. Topics will include the challenges and opportunities of working with emerging technologies and shifting cyber regulations in higher education, the skills and workforce gaps facing cybersecurity now and in the future, and institutions' work in protecting their evolving security perimeters. You will hear directly from the EDUCAUSE research and cybersecurity staff, and will have the opportunity to engage directly with your peers in higher ed cybersecurity and privacy.

Finding a Way Out of the Mire: A Practical Approach to Data Ethics

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Olivia Kew-Fickus, Chief Data Officer and Executive Director for Data & Strategic Analytics, Vanderbilt University

Questions about how to engage with data ethically arise almost daily. What should be collected? Who can access data? How can we balance transparency and privacy? What kind of analysis is credible? How can we use data science practices or AI? However, guidance about data ethics often feels abstract and difficult to apply in real-world situations. This presentation will explore how the data team at Vanderbilt University is collaborating with researchers and clinicians, and drawing on models from philosophy, research ethics, privacy, and bioethics, to develop a more practical approach and toolkit to making ethical data decisions.

Generative AI in Higher Education: Implications for the Present and Future

W180, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Tony Sheehan, Vice President, Analyst, Gartner Inc

Over the past year, ChatGPT has experienced unprecedented consumer adoption, and the wider field of generative AI is now impacting the higher education sector in a variety of unexpected ways. This session will explore context (Why has generative AI dominated higher education sector thinking?), disruption (How might generative AI shape higher education IT in the near term?), and action (What priorities must higher education CIOs address now to ensure their institutions address the challenges of generative AI moving forward?).

Key Legal Changes and Challenges in Higher Education

W184a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

Daniel A Kaufman, Partner, Michael Best & Friedrich LLP

Priya Harjani, Associate Vice President & Deputy General Counsel, Northwestern University

This is a particularly dynamic time in higher education, requiring colleges and universities to grapple with significant developments in the law and other challenges. This fast-paced session will provide updates on these legal issues, as well as key takeaways to help institutions comply with the applicable law and meet the challenges.

Leveraging Change Management to Foster Institutional Innovation

W186, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Infrastructure, Support, and Networking

Marc Booker, Vice Provost, University of Phoenix

Justin Hallock, Sr. Director, Change Management, University of Phoenix

Higher education is in a state of flux with changes to learning modalities, student profile shifts, and emerging technology platforms. These events have uncovered an acute need for change management to spur on institutional innovation. This session will focus on best practices in change management and becoming a more agile institution. Examples and tools will be shared with the audience pertaining to how change management was leveraged to reach successful outcomes for a Learning Management System transition, competency-based education program implementation, and more.

Make Your Feedback Data Shine with Interoperability

W178a, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Julie Schell, Assistant Vice Provost of Academic Technology, University of Texas at Austin

Pete Baccile, VP of Partnerships, Explorance

James P. Frazee, Deputy Chief Information Officer, San Diego State University

In today's rapidly evolving educational landscape, data is key to unlocking the untapped potential within our institutions. However, the true value of this data lies in its seamless integration and sharing across diverse systems and platforms. This is where data interoperability shines. By breaking down data silos and connecting previously fragmented sources, educational institutions can harness the full power of their student feedback, empowering educators with actionable insights and students with personalized support to excel in their academic journey. In this interactive session, technology leaders from San Diego State University, the University of Texas at Austin, and Explorance will explore the evolution of feedback data in higher education and illustrate why data interoperability is more important now than ever before. Attendees will understand the impact of feedback data interoperability in reshaping information-sharing practices, promoting inclusivity, and fostering a data-driven learning environment. They will also discover how data interoperability and AI work together to create a continuous feedback loop where student progress is monitored and teaching strategies are optimized in real time. Join us in this exciting session and let's unlock the true potential of your institution together!

Solving the Higher Education Staffing Crisis with Technology and Data

W184d, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

Nicole Sus, Senior Account Director, LinkedIn

Scott Bauer, Director, HR Analytics, Texas A&M University

LinkedIn and Texas A&M University will co-present a session focused on the challenges of talent acquisition in higher education and how industry partnerships and technology can help solve these challenges. TAMU is currently undergoing a major talent acquisition strategy shift, centralizing the TA function and analyzing talent data in a deeper way. As a partner in this strategy shift, LinkedIn has been working with TAMU to provide talent acquisition tools and data. We will discuss challenges, including tackling a shift in strategy. Our discussion will focus on the competition for top talent, the challenge of attracting diverse candidates, shifting macroeconomic trends, and more. We will also explore the internal obstacles such as assessing the scope of the issue, creating a new internal team, and securing funding for a new program. Finally, we will delve into the partnership between industry and higher education and share insights on how to address these critical issues. The use of technology and data will be a key focus of our

presentation. We will share how TAMU has been using LinkedIn's talent acquisition tools to gain insights into their hiring process and make data-driven decisions. Finally, we will present the results of the initial eight months following the TAMU strategy change, including impact metrics, challenges, and overall success.

The Genie Is Out of the Bottle: Unringing the Bell

W375d, Level 3

Session Type: Featured Session

Delivery Format: Featured Session

Track: Cybersecurity, Privacy, and Compliance

Pegah K Parsi, Chief Privacy Officer, University of California San Diego

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

COVID-19 response demanded new, creative, and frequently invasive uses of data at our campus. We all did what we had to do for continuity of our collective academic mission while protecting our students, faculty, and staff as much as possible. As we look back on the pandemic and forward to the post-pandemic world, this session asks questions about privacy and ethics, starting with "Did we go too far? Which practices, if any, can or should be rolled back?"

Matt Riley is a CIO who experienced COVID-19 response and institutional decision-making at two different campuses during the pandemic. Matt will relate the good, the bad, and the ugly of what he has seen, particularly around the care for student privacy. Pegah Parsi, Chief Privacy Officer at UC San Diego, will offer perspectives from her role dealing with privacy issues pre-, during, and post-COVID. The presenters will use this interactive session to challenge the audience to join the conversation and to think critically about the data-gathering actions, uses of data, and monitoring activities of our campuses during and after the pandemic. Did the pendulum swing too far? How? Has the pendulum swung back, or will it ever? What lessons can be learned and applied to future emergencies?

Transforming the Workplace with 10 Key Practices

W185bcd, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Jackie Milhans, Director, Research Computing and Data, Northwestern University

Learn about ten key practices that can transform your team, workforce, and workplace to meet the needs of your higher education institution. A 2023 Rising Star Award winner will explain how building engaged and effective teams, determining service needs, defining services, growing fruitful partnerships, and following other helpful practices can allow you to deliver outstanding services at all levels.

Recipient of the 2023 EDUCAUSE Rising Star Award.

Award sponsored by Moran Technology Consulting, Gold Partner.

Women in STEM: Working in Male-Dominated Industries

Swap Shop, Central Concourse, Level 3

*Session Type: Breakout Session**Delivery Format: Critical Conversations**Track: Future of Work and Today's Workforce***Elizabett A Hillery**, Principle Business Development, The Data Mine, Purdue University**Rebecca Leigh Sharples**, Managing Director of Academic Programs & Outreach, The Data Mine, Office of the Provost, Purdue University

Women are outnumbered by men in STEM fields almost 3 to 1, making up only 27% of professionals in the workforce. Women are also less likely to serve in leadership positions in STEM, despite evidence that females score higher in leadership surveys. Traits that are admired in men are often criticized in women, such as assertiveness or decisiveness. Generally, women experience greater challenges during their careers than men, including pay, microaggressions, harassment, and barriers to promotion. Women are seen by many as less capable than men and have less of a right to work due to traditional views that men should be the caretakers of the family. This critical conversation will focus on common struggles women experience while working in STEM and how we can work together as allies to support each other and advocate for equity in the workplace.

Zero Trust Cybersecurity for the Modern Campus

W179, Level 1

*Session Type: Industry Led**Delivery Format: Presentation/Panel Session**Track: Cybersecurity, Privacy, and Compliance***Mark Silis**, Vice President IS&T, CIO, MIT**Hansang Bae**, Public Sector CTO, Zscaler

The education sector continues to be a prime target for cyber threats, with recent reports showing a 315% increase in encrypted attacks, an 80% increase in ransomware, a 576% increase in phishing attacks, and an average data breach cost of \$3.86 million. Educational institutions are under pressure to quickly move to secure networks and data while also improving the user experience for students, hybrid employees, and third parties. In addition, data privacy compliance for GLBA, HIPAA, and CMMC 2.0 for research institutions adds an extra layer of complexity. In this session, attendees will get an overview of the latest trends in Zero Trust for higher education cybersecurity to simplify security, remote access, and compliance. Attendees will then hear directly from IT leaders at prominent campuses regarding their experience with IT modernization and the path to Zero Trust.

2:00 p.m. – 2:45 p.m.**Communications Infrastructure & Applications CG Meeting (Open to All)**

W192c, Level 1

*Session Type: Meeting**Delivery Format: Meeting**Track:***Arthur Brant**, Sr Director, Information Security & Infrastructure, Abilene Christian University

Mark H Wehrle, *Technical Director of Unified Communications Technologies, University of Pennsylvania*

Join the Communications Infrastructure & Applications Community Group meeting to learn about the community group and the available resources, meetings, and opportunities to engage with technical managers and practitioners who are working to solve similar infrastructure challenges and address opportunities.

Community Group Extravaganza (Open to All)

W192a, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

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

Eudora J. Struble, *Director for Technology Accessibility, Wake Forest University*

Charron Andrus, *Associate Chief Information Security Officer, University of California, Berkeley*

Terri Pecora, *Director of Academic Applications, Virginia Tech*

Amy Shaiman, *Director of Technology, Miami University*

The Diversity in IT, Women in IT, and IT Accessibility Community Groups will come together to meet and discuss the partnership, intersection, and crossover of the groups. Bring your ideas!

The Current State of Extended Reality for the Classroom

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Colleen Bielitz, *A VP Strategic Initiatives & Outreach, Southern Connecticut State University*

Randall Rode, *Senior Consultant, Yale University*

Join members of the Educause XR Community to learn how virtual and augmented reality tech can be used today to increase student learning and engagement with course content. Implementation is about more than just the technology.

The Instructional Designers Journey (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Melody Buckner, *Associate Vice Provost of Digital Learning, The University of Arizona*

We will share stories of our unique journeys to becoming instructional designers. The discussion will encompass how each person's background contributes to the field and how we can continue to expand the role/reach of instructional designers on our campuses. Conclave topics will be explored, too.

2:30 p.m. – 3:00 p.m.

Ask a Young Professional

Swap Shop, Central Concourse, Level 3

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track:

James D'Annibale, Director, Academic Technology, Dickinson College

Beatriz Jimenez, Learning Engineer, Northwestern University

Sophie White, Showcase Program Manager, EDUCAUSE

Joseph Caudle, HRSD Developer, University of Notre Dame

Sarah J. Jane Buszka, Senior Relationship Manager, Stanford University

Come and hear from emerging leaders at EDUCAUSE! Speakers will discuss the young professional experience and explore strategies for empowering young professionals in higher education.

This panel discussion will be guided by members from the EDUCAUSE Young Professionals Advisory Committee (YPAC). Comprised of emerging leaders hailing from 15 diverse national and international member institutions, this committee provides invaluable guidance to the association's leadership, including the EDUCAUSE President/CEO.

Creating the Ultra-Intelligent Institution with Data-Informed Decision-Making

W178a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Catherine Brickman Lloyd, Principal, Whimsy at Work

Simeon Ananou, Chief Information Officer, University of Vermont

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

Michael Anderson, Chief Strategist, Public Sector, Informatica

Higher education institutions are under increasing pressure to make evidence-based decisions that align with their mission and strategic goals. This panel aims to demonstrate the importance of evidence-based decision-making in higher education and provide practical strategies for implementing it in institutional settings.

Data Is the New WHAT?

W184d, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Jody Couch, CIO & AVP for IST, Dalhousie University

Wency Lum, Associate Vice-President University Systems & CIO, University of Victoria

Gayleen Gray, Assistant Vice President and CTO, McMaster University

Sandeep Grewal Sidhu, Chief Information Officer, Emily Carr University of Art & Design

The purpose of this presentation is to share a landscape analysis of successful and unsuccessful strategies across Canadian/American universities from the East to West Coasts on their data-related initiatives. Data as a critical asset is becoming the most expensive and sought-out commodity from stakeholders for decision-making to cybercriminals for ransomware. This presentation will cover which mechanisms and controls are worth investing in through established programs and how to develop a culture of data as an asset. CanaData (Canadian Data) is a thing, as data sovereignty requirements are unique in Canada and mostly not well understood by US-based technology companies.

Empowering Instructors: Navigating Challenges in Delivering Hands-On AI Education

W184a, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Rochana Golani, VP, Learning & Enablement, Databricks

Sanjay Srivastava, CEO, Vocareum

Educators face the challenge of providing relevant AI education without the necessary tools and infrastructure on learners' devices or in institutional data centers, including public cloud resources, affordable GPUs, Databricks, OpenAI credits, and more. Discover solutions from industry experts and edtech providers to equip learners for success in the AI era.

From Gatekeeper to Champion: Insights into Faculty Attitudes on EdTech

W183c, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Chad Knights, Vice President, Information & Engineering Technologies and College Computing, Northern Virginia Community College

Stephanie Reeves, Senior Research Scientist, Western Governors University

Faculty support and buy-in are crucial for the potential of edtech to be realized. In this session, the CIN will present findings on faculty attitudes and use of edtech in collaboration with Northern Virginia Community College, which will explore how they are using these insights to improve the faculty technology experience. The session will culminate in a discussion of the findings and sharing of best practices that will leave attendees with concrete strategies, insights, and real-world examples to improve adoption of innovative solutions on their campuses.

Improve Campus Operations, Cybersecurity, and Compliance with Device Management

W179, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Cybersecurity, Privacy, and Compliance

J. Lewis Bean, D, *Business Development, Insight Public Sector*

Automated device management solutions ensure that devices are delivered to your users (employees and students) with data protection, access controls, and security tools in place. These same tools facilitate patch management and compliance measurement to protect your environment. Apple and other device manufacturers have built the framework into their devices to enable management. This presentation will cover the benefits and best practices of these solutions from the perspective of a systems integrator and an IT support lead from a university.

Level Up: Navigating the Regulated Research Instance

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Critical Conversations

Track: Supporting Research Computing

Tracy Smith, *DCIO for Innovation & Technology Strategy, University of Illinois at Urbana-Champaign*

Kim Milford, *Executive Director, REN-ISAC, University of Illinois at Urbana-Champaign*

Research in higher education moves forward in response to societal need and in consideration of future needs. Today's regulation attempts to reduce risks to research data by articulating expectations and data protection standards. These standards may make it difficult for research organizations to fully understand objectives and obstacles (NSPM-33? CUI? CMMC?) against a backdrop of increasing technological complexity. At the same time, the standards can be overly proscriptive, specifying controls for specific operating systems, or idealized. They can inadvertently create competing standards that the research organization must reconcile, such as the demands for Open Science against Confidential Unclassified Information. Navigating the regulated research instance and its complexities requires an intentional roadmap. This process necessarily begins with a robust training, awareness and communications campaign focused from the lens of the researcher/PI. Once there's a shared understanding of both challenges and opportunities, the policy, technical capabilities, and programmatic become a more natural conversation and shared approach for larger, federated institutions, ultimately fueling success in implementation. This presentation examines the complexities of compliance in today's research landscape, using examples from the University of Illinois Urbana-Champaign of managing the challenges and risks in regulated research.

Moving Core IT to the Cloud: Strategies for Small Colleges

W184bc, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Bill Thompson, *Director Digital Infrastructure, Lafayette College*

Michelle Hobbins, *CIO / Associate Vice President for Information Technology & LIS, Carthage College*

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

Tambellini research shows that in 2022 more than 95% of ERP selections were for SaaS-architected solutions, and we know it's a similar statistic for other core IT systems. But the journey is especially difficult and important for small institutions with limited resources. Three small college institutions present their strategy and implementation of core cloud-based systems in an interactive format for others to discover new approaches and common pitfalls.

Standing at the Exit: How to Retain the Higher Ed IT Workforce

W375d, Level 3

Session Type: Featured Session

Delivery Format: Featured Session

Track: Future of Work and Today's Workforce

Rob Shomaker, Senior Vice President, CUPA-HR

From the Great Resignation to the Great Stay, the workforce hasn't seen this much change in decades. What are our employees looking for? How do we, as employers and supervisors, retain them? We'll discuss this and more as we dive into the findings from the CUPA-HR 2023 Higher Education Employee Retention Survey.

The Future of Generative AI: Take Action Today

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Jenay Robert, Senior Researcher, EDUCAUSE

Kathe Pelletier, Director, Teaching and Learning Program, EDUCAUSE

The 2023 EDUCAUSE *Horizon Report: Teaching and Learning Edition* identified generative AI as a trend that will shape the future. Building on this work and drawing on insights from a second panel of experts, EDUCAUSE is taking a deeper dive into the potential futures of generative AI in higher education. What is our ideal future state for generative AI? What resources, action steps, and workforce competencies are going to help us realize that ideal future state? Join EDUCAUSE staff to discuss practical recommendations and action steps that you can use to start building your ideal future in generative AI today.

Transforming IT into a Strategic Campus Asset

W183b, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track:

Ryan Turner, Director of Networking, University of North Carolina at Chapel Hill

Find out how UNC transformed IT and the network into a strategic asset that brought new value to the educational and campus experiences. Higher education tech influencer and UNC Director of IT on Transforming IT into a Strategic Campus Asset, will reveal how you can position IT to gain more technology investments and help reach bottom-line business goals.

Video Killed the Radio Star (and Textbooks Are Next)

W186, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Paul Holley, Professor, Auburn University

Bruce Kuerten, Producer/Director, Auburn University

Matthew Reyes, Associate Professor, University of Oklahoma

College students are watching more video than at any time in history; in fact, with the proliferation of video-capable devices and ever-increasing bandwidth, video has become students' language of choice. This presentation describes how the second iteration of a video series was designed, developed, and delivered to successfully replace a traditional textbook and significantly enhanced engagement and learning.

What Students Want CIOs to Know

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

Callan Drake, Student, NASPA - Student Affairs Administrators in Higher Education

Ariel N Merritt, Student, NASPA - Student Affairs Administrators in Higher Education

Jasmine Serena Baldwin, Student, NASPA - Student Affairs Administrators in Higher Education

Elise Newkirk-Kotfila, Assistant Vice President for Strategy and Partnerships, NASPA - Student Affairs Administrators in Higher Education

As end users and subjects of campus technologies, students have a unique and well-informed perspective about what is working well, areas for growth, and opportunities for inclusion of first-person student feedback. Join a panel of students from across the country who have engaged in collaborative projects related to mapping out the ideal technology-supported student journey. As former fellows of the Advising Success Network, these students will provide an overview of national student survey data and leave participants with new ideas for direct student engagement.

3:00 p.m. – 3:45 p.m.

Different Strokes for Different Folks: How Different Institutions Implement Technology Differently

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Allie Gourley, Instructional Technology Consultant, DePaul University

Technologies in higher education can sometimes appear to offer one-size-fits-all solutions. But the reality is that different institutions have different needs. Indeed, sometimes schools implement the same technologies in different ways. Bringing together representatives from a variety of Chicago schools, this panel explores how diverse institutions adopt and deploy technologies differently. Representatives from the University of Chicago, City Colleges of Chicago, and DePaul University will share the unique and overlapping edtech strategies of their institutions. They will then explore the use case of their implementation of the social annotation tool Hypothesis as a way to explore the specifics of how their institutions deploy the same technology similarly and differently. Participants will be given the opportunity to think through what makes their institutions unique and what technological or other challenges and opportunities that uniqueness presents.

Academic Innovation Hub at Notre Dame: Evaluating, Researching, and Exploring Technologies to Advance Teaching and Learning

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Steven Varela, Director of Teaching and Learning Technologies, University of Notre Dame

Daniel Skendzel, Executive Director, ND Studios & Teaching and Learning Technologies, University of Notre Dame

The Academic Innovation Hub at the University of Notre Dame formalizes the institutional process to evaluate and explore established/emerging technologies and creates a space for agile innovation within a collaborative, governed framework. It centralizes requests and evaluates teaching and learning software/LTIs to make recommendations for their adoption and/or eligibility for funding when they clearly enhance the overall teaching and learning ecosystem at Notre Dame. This Innovation Hub also facilitates a path for new and innovative technology solutions for teaching and learning to have clear OIT support structures and architectural integrations, as well as establishing a clear intake and documentation process toward approval for implementation/integration.

Accelerating Institutional Analyses to Support Strategic Finance Efforts

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Kelli Rainey, Senior Director, Grants Management, NACUBO

Resche D. Hines, Data Person, Stetson University

In 2021, NACUBO was awarded \$3.8 million in grants to create tools and resources that will produce financially sustainable and equitable student outcomes. One focus area for the project is to enhance systems and processes for institutions to easily collect, analyze, and use data. With the help of participating institutions, data visualization resources are being created and assessed to accelerate one's ability to visualize and understand institutional data. During this session, attendees will hear about the development of these resources and the value they offer to business and finance efforts. In addition, attendees will be able to gain access to beta versions of the resources.

AI Together: Developing Usage Policy for Generative AI with Students

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Lance Eaton, Director of Faculty Development & Innovation, College Unbound

Generative artificial intelligence will continue to impact teaching, learning, and higher education as a whole. So what does it mean to think, use, and review its possibilities in community with students? This session will explore the case study of College Unbound, where students were invited into a course to explore AI and education. The course goal was to develop guidelines of usage for students and faculty around generative AI.

Are Unified Standards Possible for IT Facilities System-Wide?

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

SHYAMALA RAMALINGAM, Senior IT Business Analyst, University of Houston

Rex Gillit, IT Project Manager, University of Houston

IT facilities have evolved rapidly since 1980 and vary from one space to another. Many early facilities grew out of spaces originally intended for other purposes. Configurations and functionality diverged, maintenance became more costly, and service quality suffered. Ownership and access control often became inconsistent. For critical IT services, reliable availability demands physical security and compliance with relevant regulations, industry guidelines, and best practices. Uniform standards for IT facilities make it possible to implement such security and compliance throughout an organization. Establishing and achieving baseline standards in a university system requires knowing what you have, what you want as ideal, and the gaps between the two. This presentation describes a methodical approach and suggests tools and techniques to aid the process of classifying and standardizing IT facilities (network, computing, and audiovisual). In this case-study-in-progress, we have already defined and launched the effort and are advancing toward achieving the standardization goal.

Are You For Real? Integrating Human Centered Instruction: Utilizing YouTube VR

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Amy Dye-Reeves, Head of LADC (Architecture, Design, and Construction), University Libraries, Texas Tech University

Are you tired of using the same old PowerPoint for each course? Have you ever wondered how to provide instruction within the virtual reality realm? Are you ready to take your content to the next level? The following session will show how to create content using YouTube VR. YouTube VR looks at using the VR180 and 360 integration that immerses users, versus the traditional camera used within the instructional process. Each participant will learn to use the crop overlay template, device crop template, and storyboarding elements within the YouTube VR product. Participants will learn to view through their left and right eye to see how instructional elements can be intertwined. The facilitators will walk through the following concepts: Introduction to the Topic, Cameras, Filming Content, Stitching, Editing, and Publishing.

Asian Pacific American (APA) CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Gerard Au, Chief Information Officer, California State University, San Bernardino

Ellen Yu, Chief Information Officer, Union College

In 2020, a panel of Asian American IT leaders shared various data points from 2017-19 on Asian/Asian American leadership roles in higher education, or the lack thereof. Where are we now? This poster session will share updated figures in the hope of generating additional discussions.

Avoid Tunnel Vision and Limit Rework by Leveraging Review Boards

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

Melissa Hattaway, Senior Manager, University of Miami

Diamari Torres, Director, Communications and IT Solutions, University of Miami

Your project is approved and is ready to start, but how can you ensure and have confidence that the solution is optimal and follows best practices? Are you feeling the weight of an implementation or enhancement project on your shoulders? Do you want to make

sure you're following best practices before starting a build? Are checkpoints needed along the way? Review boards to the rescue! Establishing review boards for all projects will ensure optimal solutions and provide a baseline for knowledge transfer. Board members can range from developers, architects, system administrators and implementation partners to SMEs and can include resources not directly involved with the project. They can bring additional perspectives and personal experience that the project team may not have. Incorporating reviews into your project life cycle will encourage a peer feedback model and provide an environment for collaborative conversation and innovative ideas to surface. Reviews also aid in providing project documentation and knowledge transfer to the development team. Join us to learn how we brought our board and project team together to develop innovative and scalable solutions.

Building Institutional Resilience to Meet Grand Challenges

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Kathe Pelletier, Director, Teaching and Learning Program, EDUCAUSE

Betsy Tippens Reinitz, Director, CIO and Senior Technology Leaders Program, EDUCAUSE

A resilient institution is one that is able to anticipate, respond to, and adapt to rapidly changing circumstances in ways that maximize opportunities and minimize impacts of unforeseen events. The pandemic tested higher ed's resilience and highlighted the importance of developing institutional competencies that enhance resilience, whatever the challenges ahead. EDUCAUSE has convened a task force composed of experts from across institutional areas, including IT, academics, human resources, business and finance, and risk management, to advise us as we develop resources that help institutions become more resilient. Task force members will join us at this session to discuss some of the most important attributes of a resilient institution and what you can do to help your institution be ready for whatever the future holds.

California Public Higher Ed Budget and Finance for IT Leaders: What You Wish You Knew

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Isaac Mankita, Business and Finance Analyst, University of California, Berkeley

Felix Zuniga, Campus Engagement Partner, California State University, Office of the Chancellor

Vanessa Kaskiris, Head of People, Finance, and Administration, Stanford University

Dr. Justin Gatewood, Director of Information Systems, Calbright College

Learn from four experienced leaders representing the full spectrum of California's public higher education systems including the University of California, the California State University, and the California Community College. The focus of this panel is to provide tangible information to help leaders navigate the labyrinthian and sometimes opaque requirements to manage and prepare annual budgets, acquire and implement technology, conduct strong and diverse recruitments, and augment staff via consulting and contracting. This presentation is a behind-the-curtains informational session for leaders unfamiliar with the complexity of public higher education processes in California.

Continuing the Conversation: A Rubric Accompanying the Student Success Analytics Framework CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Linda Feng, Vice President of Architecture, D2L

Tasha Marie Almond-Dannenbring, *Strategic Project Manager, Unicon, Inc.*

Szymon Machajewski, *Director Learning Tech & Innovation, University of Illinois Chicago*

Melissa Irvin, *Associate Vice-Provost for Student Success, University of South Florida*

Steven WILLIAMS, *Principal Product Manager, Bruin Learn Center of Excellence, University of California, Los Angeles (UCLA)*

Feedback invited on the SSA Framework Rubric, a guide developed as a tool for institutions seeking to use the framework to inform student success analytics initiatives.

Creating a Culture of Diversity, Equity, Inclusion, and Belonging

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Karen Ethier, *Senior Director of Support Services, Information Technology AND Search Advocacy Coordinator, Roger Williams University*

Diverse teams lead to greater creativity and innovation. Equitable practices ensure that everyone has what they need to succeed. Inclusive environments welcome everyone. Belonging is something we all want to feel in our places of work. This session will explore practical steps to create a culture of diversity, equity, inclusion, and belonging. Additionally, session attendees will be given opportunities, through polls and group discussion, to share inclusion efforts at their institutions.

Creating a Data-Informed Culture to Drive Innovation

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Lizanne DeStefano, *Executive Director, Georgia Institute of Technology*

Julie A. Wernert, *Manager, Cyberinfrastructure Assessment and Evaluation | Senior Program Manager, Workforce Development, Indiana University Bloomington*

Tonya Miles, *Senior Data Analyst, Indiana University*

Using evaluation findings and insights gained from more than a decade of evaluating the Extreme Science and Engineered Discovery Environment (XSEDE), NSF's innovative national research cyber-infrastructure program, we will present strategies for creating and maintaining a robust and organic data-informed culture that promotes communication, evidence-based decision-making, continuous improvement, and accountability across all levels of a large, distributed virtual organization. Using multimedia (video testimonials, graphics, narration, and audience participation), we will explore topics such as positioning evaluation within the organization, establishing key performance indicators (KPIs) and metrics, measuring progress over time, conducting efficient data collection, balancing formative and summative needs, selecting collaboration tools to promote data use, ensuring ethical use, protecting privacy, developing data literacy, and selecting an evaluator. Examples of evaluation plans, KPIs and metrics, data collection tools, strategies for stakeholder involvement, and ways of assessing culture and climate will be presented. Timeline, budget, administrative needs, and other practical considerations will be discussed. The goal of this session is to spark interest in creating comprehensive innovation evaluation approaches that reflect the complexity of the institutions in which we work and provide sufficient, relevant data to truly guide and assess long- and short-term actions.

Cyber Insurance 101 with BeyondTrust: Reduce Premium with PAM

Session Type: Poster Session

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

Christopher Hills, Chief Security Strategist, BeyondTrust

Marc Doniger, Director, SLED, BeyondTrust

Increasingly costly cyberthreats and ransomware attacks have turned the cyber-insurance industry upside down. Insurers are tightening underwriting requirements, increasing the price of premiums, and even dropping coverage altogether for high-risk universities and corporations. In this upcoming session with Chris Hills, Chief Security Strategist at BeyondTrust, hear how the cyber-insurance market is changing, why it is changing, and the new expectations for national colleges and universities seeking to obtain, or maintain, cyber-liability coverage.

Data Governance CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Christopher Todd Barber, Executive Director, Enterprise Applications & Data Services, The University of Tennessee Health Science Center

David Schaefer, Director, Business Intelligence Team, Miami University

Need help wrangling data at your campus? There is a community of others doing just that. Our community has data governance initiatives at different levels of maturity, campus dynamics, and reporting structures. We meet virtually each month to discuss topics from the world of data governance.

Demystifying Digital Learning: A Seven-Stage Plan for Creating Engaging, Accessible Online Content

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Heather Lowry, Associate Dean, Digital Learning, Humber Institute of Technology & Advanced Learning

A recently developed seven-stage process supporting the adaptation of traditionally in-person courses to online and hybrid delivery will be demonstrated by a member of the Teaching and Learning department at a large polytechnic. Feedback from various stakeholders over the first six months of this process will also be shared. Participants will be encouraged to identify the stage they are at in this process at their own institutions and will be encouraged to share their own successes and pressing needs, as well as the challenges encountered along the way.

Describing a Changing Landscape: Student Perspectives on Hybrid Learning

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Laura Rusnak, Instructor 3, University of South Florida

Alison Oberne, Instructor, University of South Florida

After leveraging technology throughout the pandemic, some faculty continue to use hybrid learning to ensure continuity of learning when students are unable to attend in person. In this presentation, hybrid learning refers to when faculty synchronously teach students in person and remotely with the hope of providing equity in learning across the modality. This poster presents qualitative and quantitative data from a mixed methods research study exploring student perceptions of hybrid learning options, post-COVID. Quantitative findings focus on the impact a hybrid option had on learning and the classroom environment. Qualitative data highlights student preferences for hybrid learning. A detailed understanding of student perceptions of and preferences for hybrid learning allows higher education professionals to anticipate the needs of students and facilitate engaging academic environments.

Developing a LMS Data-Driven Approach to Support At-Risk Students

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Tanner Carollo, Assistant Director, California State University, San Bernardino

Andrew Montgomery, Senior Research Analyst, California State University, San Bernardino

As institutions of higher education seek to improve student outcomes, data analytics has become an essential tool for identifying at-risk students and providing timely support. Learning Management System (LMS) data offer valuable insights into student engagement and academic progress. In this presentation, we will share our experience using Canvas data to develop a tool for academic advisers to identify at-risk students and proactively support their success. Our approach involved creating a risk profile for each student based on their prior academic success, campus system access, and daily Canvas course grades and engagement. To streamline the process of allowing academic advisors to identify at-risk students, a dashboard was created detailing the risk indicators and the academic support structures available for each enrollment. In this presentation, we will share best practices and lessons learned from our experience piloting this approach at a four-year public university. We will discuss the challenges we faced, as well as possible strategies for overcoming these challenges. Attendees will leave with a deeper understanding of how Canvas data can be leveraged to identify at-risk students and proactively support their success. We will demonstrate the value of using a dashboard to streamline the process of identifying at-risk students and providing personalized support.

Developing Developers: Creating an Organizational Safety Net to Tackle Imposter Syndrome

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Robert-Anthony Orlando Lee-Faison, Library IT Operations Fellow, Princeton University

Vickie Karasic, Associate DevOps Engineer I, Princeton University

Higher education IT organizations often lack clearly defined paths to enable staff to become developers; in academic libraries, this lack of transparent process makes it particularly difficult for new librarians/staff to feel confident in risk-taking during their learning journey. Our talk will discuss how our organization has tackled this problem by creating safety nets—including mentors, learning opportunities, and processes—that help nurture new developers and combat the feelings of imposter syndrome that they can often face.

Driving Students Back to the Classroom, Creating an Accessible and Frictionless Experience

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Ryan Gray, Assistant Director of Information Technology Services, Yavapai College

Jimmie Singleton, ProAV Strategist, CDW

Hybrid, HyFlex, online, in-person? Students have so many options for how they attend class and learn. Although these options are nice, it is no surprise that learning outcomes are higher when students attend class in person. Having an ad hoc conversation in the hallway before or after class, active discussion and networking in the classroom, and hands-on learning opportunities from industry professionals don't occur as naturally in an online environment, but the accessibility and ease of an online or recorded class holds its own value. How can we create a learning environment that students want to be in? What can we add or change about the current setup that allows students to gain more than they could attending an online class? And if they have to miss out, how can

they still consume the content of the class? Join Ryan Gray, assistant director of Information Technology Services at Yavapai College, and Jimmie Singleton, education AV Field Solutions Architect at CDW Education, for a riveting discussion describing how to create a frictionless student experience that drives students back into the classroom but still accounts for an accessible and robust online learning experience.

Empathy Unfolding: Immersive Learning and Neuroeducation Insights through eXtended Reality Simulation

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

James P. Frazee, Deputy Chief Information Officer, San Diego State University

Maria Keckler, Director of International Affairs Strategy & Communications | VITaL Research Center Fellow | Lecture, San Diego State University

Sean Hauze, Director, Instructional Technology Services, San Diego State University

Dr. Helina Hoyt, Faculty, San Diego State University

This session explores applications of extended reality (XR) simulation to deliver immersive story interventions in a nursing education program to address the complex and multidimensional problem of declining empathetic concern among nursing students. This disproportionately impacts low-income and culturally/linguistically diverse patient communities. Results of neuroeducational doctoral research carried out through the San Diego State University Virtual Immersive Teaching and Learning (VITaL) Research Center indicate that immersive story interventions can strengthen empathy-based competence alongside core technical skills when coupled with reflective learning activities. The quantitative neuroeducation findings are transferable to other disciplines and align with neuroscience research showing strong correlations between compelling storytelling, neurological immersion, and empathetic behaviors. Qualitative data from focus group reflections identified that advocates and self-advocacy are crucial to improving patient care and outcomes. These results provide an actionable solution to address declining empathetic concern among nursing students and are transferable to improve learning outcomes that can benefit from empathy through a transdisciplinary, innovative digital transformation of educational simulation.

Enriching the Learning Experience through Partnership with a Global Online Learning Platform

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

MARIA TERESA Nicolas, Head of the Center for Educational Innovation , Universidad Panamericana

Armando Aleman Juarez, D, Coordinator for the Talent Faculty Center, Universidad Panamericana

Monica Lopez Batiz, Head of Talent Teaching Center, Universidad Panamericana

This EDUCAUSE poster session focuses on presenting a partnership with a global online learning platform. We will explore significant issues related to curriculum flexibility and the internationalization of the student experience through this type of learning. Participants will discuss the advantages and disadvantages of collaborating with external allies on tasks that the university traditionally developed independently. By attending this session, you will gain insight into comparing implemented strategies and recognizing which one has a higher probability of increasing the completion rate.

Equity in Edtech: Ensuring Inclusive Digital Learning Environments

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Andrea Deau, Senior Director for Higher Education Programs, 1EdTech

Kelly Hermann, VP, Accessibility Strategy, University of Phoenix

Discover the power of collaboration to create truly accessible digital products. Join us to learn about a community-developed accessibility vetting rubric your institution can implement to improve access for students with disabilities.

Essential Key Tips for Cocreating Academic Content

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Blanca Ruth Benavente, F, Academic Director, Tecnologico de Monterrey (ITESM)

Managing the collaborative design of academic content for a course, academic module, or other initiatives can often be challenging for educational institutions. This poster provides some key tips, divided into three important processes, for your university or department to effectively manage the cocreation of academic content: selection of the expert's team to participate in the cocreation of academic content; management of the academic content cocreation design process; and conclusion of the academic content cocreation design process.

Essential Skills-Building for Today's Learners and Tomorrow's Citizens

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Craig William Lemoine, Director | Financial Planning Program, University of Illinois at Urbana-Champaign

Milind Basole, eLearning Professional, University of Illinois at Urbana-Champaign

Toni Marie Gist, Clinical Assistant Professor of Nutrition, University of Illinois at Urbana-Champaign

Jim Wentworth, Associate Director, University of Illinois at Urbana-Champaign

The University of Illinois New Literacies initiative engages today's students around critical topics to prepare for lifelong success. This series of self-paced modules is designed to impart essential skills early in a student's academic career. Topics like financial success and media literacy are freely distributed through interactive modules designed to take one hour or less. Faculty enthusiasm in the adoption of these modules either for credit, or as extra-credit activities has generated enough interest to continue developing the series. New topics for fall 2023 include cybersecurity, library research skills, learning how to learn, and nutrition and wellness. Each module offers research-based content in a fully accessible and highly engaging format and can be viewed on any connected device. Thousands of satisfied students speak glowingly of the profound impact. This series lays a solid and engaging foundation of skills essential to fulfilling requirements of holistic student success in college and beyond.

Experiences Building Engaged and Effective Teams

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Jackie Milhans, Director, Research Computing and Data, Northwestern University

Kristin Lepping, Director, Rutgers, The State University of New Jersey

With so many changes affecting the workforce over the past several years, many of us in higher ed IT are experiencing retention and hiring challenges at a level that we have not experienced before. In this session, we will first discuss practices that have resulted in creating an engaged and effective team while also increasing retention of strong performers. Some examples include

setting clear expectations for individuals, sharing short- and long-term goals, regular feedback, and creating opportunities through delegation. Participants will share and learn from others regarding individual, unit, and institutional actions that have increased retention and engagement in staff members. Next, we will discuss effective methods to build teams and make strong hires through effective and equitable hiring practices. Facilitators will share some methods to increase success by making effective hires, including recruitment and hiring practices. Participants are invited to share successes in building teams and adjusting to balancing teams with larger numbers of new hires. Come join colleagues and peers to discuss methods and practices that have worked for others.

Exploring the Future of Teaching and Learning in the Technology Showcase

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Ty C Rizer, Emerging Technologies Developer, Grand Valley State University

Eric Kunnen, Senior Director, IT Innovation and Research, Grand Valley State University

The Atomic Object Technology Showcase (www.gvsu.edu/techshowcase/) at Grand Valley State University (GVSU) provides faculty, staff, and students with an immersive and engaging environment to INTERACT, DISCOVER, LEARN, and SHARE how innovative emerging technologies can enhance teaching and improve student learning in higher education. Through interactive and hands-on exhibits, visitors experience a wide array of emerging technologies and innovative solutions in areas including digital fabrication, extended reality, wearable computing, mobile apps, STEM, and more. The goal of the showcase is to provide faculty, staff, and students with awareness and access to future technologies that have the potential to transform education. Come to this session to experience the future of education, while learning principles and methods to take back to your institution to kick-start your own showcase.

Exploring the Multidisciplinary Nature of Instructional Design

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Megan Kohler, Learning Designer, The Pennsylvania State University

Chris Gamrat, Assistant Teaching Professor, The Pennsylvania State University

Instructional designers are often the primary resource for faculty regarding course design. Given the increase in reliance on instructional design services over the past few years, it's important for designers to have robust toolkits to support their work. The connection between instructional design and fields such as psychology, project management, and computer science is relatively easy to establish. However, designers may rely on crisis management to save a failing project or use improv skills to help develop a stronger rapport with faculty. This session explores how our lived experiences of other professions can help us enrich our designer's tool kit.

Feeling Hot, Hot, Hot: Augmenting Computer Labs with Hot Desks

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Eric J Rzeszut, Director of IT Operations, McIntire, University of Virginia

Bryan Lewis, Assistant Dean Operations / CIO, University of Virginia

Is continuing investment in on-site computer labs still a requirement for schools and universities? If every student walks into your building with a laptop under their arm, do you still need labs? How do you meet the needs of students who don't have a laptop, or students with devices that get lost, stolen, or broken? How do you handle operating system conflicts between what the faculty member uses and what the student owns? For faculty who use computer labs in an instructional context, how do you ensure they can readily observe student work? At the McIntire School of Commerce at the University of Virginia, we conducted a "hot desk" pilot in spring 2023 to answer some of these questions. We provided students with a limited number of 32-inch docking monitors, allowing them to use their own device with a full-size display, mouse, and keyboard. We tracked this usage via both quantitative (tracking the hours the devices were in use) and qualitative (surveying students about their experience) methods. We also compared this usage to the demand on our traditional computer lab workstations. We're using this data to better inform future decisions on capital expenditures for lab computers, and rethinking the way we provide hardware and software to our students.

FlexIT Is Your Secret Muscle for Organizational Change

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Chris OConnell, Campus Engagement Partner, California State University, Office of the Chancellor

Zahraa Fadlalah, Organizational Change Manager, California State University, Office of the Chancellor

Felix Zuniga, Campus Engagement Partner, California State University, Office of the Chancellor

David A Meyers, Systems Administrator, Carnegie Mellon University

The need for flexible organizations has become more evident as institutions have faced game-changing events like the pandemic, increased demand for transformation, and the emergence of generative AI. The flexibility of IT organizations can enable IT to serve as an effective partner in managing change within the institution. Digital transformation initiatives often rely on technology and process change management where the core of these initiatives is about the people. This workshop will walk the participants through an interactive session for developing their own FlexIT playbook to empower all levels of workforce across the institution.

FLEXspace Community Group Meeting

Session Type: Meeting

Delivery Format: Meeting

Track:

Rebecca V. Frazee, Digital Equity Education Analyst, University of California, San Francisco

Lisa Andrae Stephens, Asst. Dean - UB Engineering, and Sr. Strategist, SUNY Academic Innovation, SUNY System Administration

FLEXspace is expanding features to help "make the case" and advocate for new inclusive and equitable learning environments based on peer exemplars. As a community of practice, we need your feedback to maximize the effectiveness of this OER tool/process to colleagues, planners, and executive leadership, as well as potential donors.

From Classroom to Cloud: Digitally Transforming the Student Experience through Virtual App Computing

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Tony Anderson, ,

Graham Douglas Lockard, IT Manager/Systems Architect, The Pennsylvania State University

The digital transformation has revolutionized every industry, and the education sector is no exception. From classroom learning to cloud-based education, technology has transformed the way we learn and teach. In this session we will explore the journey of digital transformation in education, focusing on the shift from traditional classroom teaching to virtual, cloud-based education. We will begin by discussing the various factors that have fueled the need for digitally transforming the way students access content and software, as well as the desire for personalized learning experiences that bridge the divide of only being able to access these on high-end computers or in traditional labs. With today's landscape, students can access this on any device, at any time. Virtual lab computing is changing the way we look at offering content to students.

From Ideas to Impact: Driving Innovation through Strategic Partnerships and Emerging Technologies

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Lin Zhou, Senior Vice President & Chief Information Officer, The New School

Maya Georgieva, Senior Director, Innovation Center / XR, AI and Quantum Labs, The New School

The New School Innovation Center fosters a culture of innovation through transdisciplinary research, creative experimentation, and entrepreneurship, leveraging frontier technologies like quantum computing, generative AI, and XR. Our impactful innovative programs with emerging technologies blend design, social research, performing arts, and technology to pave the way for learning's future and higher education digital transformation. This session explores strategic leadership, partnerships, and their critical roles in fostering innovation and enhancing the educational experience with emerging technologies. Featured case studies will showcase curriculum and extracurricular efforts with XR, quantum computing, and generative AI, including the first Quantum Computing Design Jam for students, culminating in a groundbreaking Quantum Art Exhibition. We'll share practical approaches to advance student and faculty work with emerging technologies. The session will cover our latest work with emerging tech, discussing its potential to revolutionize teaching, research, and student engagement. In recognition of our cutting-edge work, we received the 2022 Reimagined Education Gold Award in Developing Emerging Skills and Competency and the 2023 CIO 100 Award. Attendees will gain a deeper understanding of impactful programs and learn actionable strategies to leverage collaborative partnerships and emerging technology potential to drive meaningful change in higher education.

From Learner Insights to Actionable Recommendations: A Guide for Effective Learner Interviews

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Christian Rogers, Associate Professor, Indiana University-Purdue University Indianapolis (IUPUI)

Jerry Schnepf, Chair of Computer Science, Judson University

Effective learner experience design (LXD) leads to engaging, meaningful, and effective learning experiences. Understanding how learners learn, what motivates them, and what challenges they face, is essential for designing effective learning solutions. One of the most effective ways to gain these insights is through conducting learner interviews. In this presentation, we will demonstrate how to conduct effective learner interviews and how to translate insights gained from interviews into actionable recommendations for LXD.

Generative AI Is More than a Tool- It's a Digital Collaborator

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Adam MaksI, Manager for eLearning Innovation | Professor, Indiana University Southeast

Justin Hodgson, Co-Director, DGI, Indiana University

Generative AI platforms like ChatGPT, Midjourney, and Synthesia transcend mere tools, becoming full digital collaborators in various domains across higher education. This shifts the way we approach student engagement and learning because it reorients how we think about and how students access disciplinary knowledge and practice. We aim to foster an in-depth discussion of how AI is transforming learning and enabling faculty to build better learning experiences where both human and machine iterate together in the creative process. This presentation will ground the conversation explicitly in a digital literacy frame, showcasing how we approach this transformation through the Digital Gardener Initiative at Indiana University, a university-wide, multicampus, multidisciplinary digital literacy program. In the program, we have oriented our discussion of generative AI around its potential to enable new approaches and enhance the development of student and faculty digital literacy competencies, digital creativity skills, and digital learning practices. Because of this digital literacy orientation, this presentation will also discuss how we build professional development opportunities to spark faculty to more fully integrate AI into their curriculum, leaning into full collaboration—and not just use—of this transformative technology.

Goodbye LMS, Hello Collaboration

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Julia Tungli, Instructional Technologist, George Mason University

Ken Graetz, Director, Teaching, Learning, & Tech Services, Winona State University

Popular Learning Management Systems are good at managing access to online content but don't excel at supporting collaboration and community-building, the cornerstones of student engagement. In this session, hear from faculty (and the staff who support them) who are leaving their campus LMS in favor of collaborative platforms like Microsoft Teams exclusively. We will discuss this approach's current strengths and weaknesses in terms of instructional design, class management, and support. Share your experiences and leave with a practical checklist for supporting this transition from a traditional LMS to a more collaborative platform.

Here's Your Easy Button for Implementing Learning Tools Interoperability (LTI) Advantage

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Matthew Jones, Application Developer, University of Michigan-Ann Arbor

Steven WILLIAMS, Principal Product Manager, Bruin Learn Center of Excellence, University of California, Los Angeles (UCLA)

James Williamson, Director, Campus Education Technologies, University of California, Los Angeles (UCLA)

Margaret Ricci, Manager, eLearning Services, Indiana University

LTI Advantage brings greater security, power, and flexibility to learning platforms and tools—and adds complexity. To assist vendors, the 1EdTech Digital Learning Ecosystem Working Group has created a guide to plan, develop, and implement quality LTI Advantage integrations. Learn about our progress and share your feedback.

How to Create a Defensible, Zero Trust Security Architecture (On-Prem, Hybrid, or Cloud)

Session Type: Poster Session

Delivery Format: Poster Session

Track: Cybersecurity, Privacy, and Compliance

Dr. Justin Gatewood, Director of Information Systems, Calbright College

This session will provide actionable approaches and best practices for implementing a zero-trust and defensible security architecture for your organization's network, data, and cloud assets. The most important perspective you can have regarding securing your network architecture is the "presumption of compromise" and configuring your environment to continuously improve your detection and response capabilities, and that is exactly what this session will help you to achieve.

How to Implement a Project Management Tool for Your Organization in Just Three Easy Steps

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

Kacie Cleary, Learning Experience Project Manager, National University

This session will cover how the Learning Experience Team at National University adopted a project management tool for course development. Join us to learn our three easy steps!

Improving Student Success, Engagement and Inclusion through Actionable AI and Behavioral Data

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Sterlin Jarod Sanders, Assistant CIO, Tennessee State University

Brian A. Haugabrook, Specialist Leader, Deloitte

Eileen G. Sullivan, Specialist Leader, Higher Education Practice, Deloitte

The lingering effects of the pandemic continue to impact enrollment and engagement strategies, making it increasingly essential for institutions to adopt data-driven practices to not just survive, but thrive in a rapidly changing environment. Review how leading-edge universities use AI and new data sources to generate predictive insights and engagement metrics across the student lifecycle. Learn how private sector lifestyle data can combine with machine learning to better engage students, improve diversity, and predict enrollment outcomes with more accuracy.

Instructional Technologies Community Group Meetup

Community Group (CG) Corner, Lobby, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Jenna Linskens, Director, Center of Instructional Design & Educational Technology, Ithaca College

Sheri Jean Thompson, Sr. Director of Learning Operations and Communications, National University

Join the INSTECH CG for a drop-in session. We are a diverse group encompassing faculty, staff, and students. Our professional backgrounds include technologists, subject experts, and education and learning theorists. Network with others or learn more about the Community Group during this informal session.

International Student Digital Experiences: Understanding and Mitigating the 'Digital Shock'

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Sarah Knight, *Head of learning and teaching transformation, JISC*

Simon Birkett, *Senior consultant digital transformation of learning, teaching and assessment, JISC*

Jisc's Digital Experience Insights surveys have been used across UK higher education institutions over the past seven years to explore student engagement with digital technologies at their university, in their learning, and in developing their digital skills. International students studying in the UK have been part of that dataset, but their unique experiences prior to arrival on and during their programs of study have not been captured. The pandemic shone a light on the challenges international students face with technology, often referred to as "digital shock," as they transition between countries. As such, we wanted to offer the sector insights into what post-pandemic teaching and learning in UK higher education looks like to students who join us from across the globe. With much attention given to equality, diversity, and inclusion within UK higher education, Jisc has embarked on a four-phase research project to support the sector in providing all students with an equitable digital experience. This presentation summarizes the key findings from the first two phases of this research. The first draws on the literature, consultation with sector bodies leading in international student experience in the UK, and with staff in universities providing digital learning support. The second surfaces the personal experiences of international students as captured in a multi-institutional survey and series of focus groups.

IT Accessibility CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Eudora J. Struble, *Director for Technology Accessibility, Wake Forest University*

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

Stop by to learn the leading indicators of successful higher ed accessibility programs, find resources the IT Access Group creates to help everyone improve accessibility (including for you!), and discuss any topics or questions you have related to accessibility with community leaders and experts.

IT Leaders of Color Are Reframing the Narratives and Thriving While Living with a Disability

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Charron Andrus, *Associate Chief Information Security Officer, University of California, Berkeley*

Mark CJ Davis Jr., *Director of IT Support Services, Swarthmore College*

Vanessa Kaskiris, *Head of People, Finance, and Administration, Stanford University*

Join us for an intimate conversation with IT leaders of color on their career journeys and how they have been able to succeed and thrive in higher education IT. This panel will look at the intersection of race and disability while highlighting the importance of accessibility and belonging.

IT Service Foundations — The Journey Continues

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Gerard Krawczyk, Sr. Professional IT Consultant, The Pennsylvania State University

Anita F Woodman, Project Manager, The Pennsylvania State University

At the 2022 EDUCAUSE Conference, we introduced the EDUCAUSE community to the IT Service Foundation program. We shared how enterprise architecture and strategic planning activities enable collateral benefits by aligning independent strategic initiatives: IT Financial Management, Hardware Asset Management, Service Standards, Service Catalog, and Service Management Roles. This popular poster session focused on describing the “what” of the IT Service Foundation program. In response to the significant number of inquiries, both during and after the conference, about how we are successful, the 2023 poster session will continue these conversations by describing “how” the IT Service Foundation program continues to successfully transcend across Penn State IT. The success of ITSF is attributed to intentionally cultivating an environment of collaboration, transparency, vulnerability, and trust, embracing the principles of diversity, equity, inclusion, and belonging (DEIB); strong leadership support, with active feedback channels and continual communication to ensure ongoing support; and incorporating continuous improvement/LEAN methodologies into business practices to create sustainability and enable agility.

IT Service Management CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

IT Service Management is a collection of practices that span the entire IT organization and provide guidance for how to optimize your efforts.

Launching an AI-Powered Online Learning Community for Student Engagement and Support in Biology

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Heidi Echols, Instructional Designer II, University of North Carolina, Charlotte

Katherine Kappler, Co-Founder and CEO, InScribe

Kiran Budhrani, Director, Teaching and Learning Innovation, University of North Carolina, Charlotte

Students who need academic support often struggle with isolation and avoid seeking help, leading to poor academic performance and low retention rates. To address these challenges, UNC Charlotte is piloting InScribe, an online learning community that leverages the power of community and artificial intelligence to connect students to the resources and people they need to succeed within their course. In this session, we will discuss our experience designing, implementing, and evaluating the program and share our findings and best practices. During the session, we will cover the key components of the learning community program, including its goals, structure, and activities. We will share our strategies for recruiting and selecting faculty participants, as well as the resources and support provided to participants to redesign their course to effectively integrate an online learning community. We will also discuss the impact of the pilot program on peer-to-peer engagement, academic performance, and student sense of belonging. Additionally, we will share our insights on the challenges and opportunities of launching InScribe, including the faculty workload and the need for institutional support.

Learn About EDUCAUSE Community Groups

Session Type: Poster Session

Delivery Format: Poster Session

Track:

EDUCAUSE Community Groups (CGs) are online communities where you can learn from and network with each other around shared topics and interests. Visit this poster to learn about the more than 70 community groups available to join.

Learn About EDUCAUSE Community Groups (CGs)

Session Type: Poster Session

Delivery Format: Poster Session

Track:

EDUCAUSE Community Groups (CGs) are online communities where you can learn from and network with each other around shared topics and interests. Visit this poster to learn about the more than 70 community groups available to join.

Learning Reimagined: A Comprehensive Learning Management System (LMS) Migration to Improve Equity, S

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Maria Catalina Ramirez, Director of eLearning, South Piedmont Community College

In 2022, South Piedmont Community College (SPCC), located in North Carolina, migrated from one LMS (Moodle) to another (Canvas) while implementing a complete overhaul and redesign of all courses migrated. As part of the College's award-winning student success initiative, "Learning Reimagined," the course redesign process included the following elements: HyFlex course design, internationalization of curricula, incorporation of digital textbooks, humanization of the online environment, and a uniform course layout. South Piedmont contracted with an artificial intelligence (AI) solution to help facilitate an efficient and accurate course migration directly into the newly designed SPCC template. Additionally, the eLearning department collaborated with an external instructional design firm to implement the redesign of 400 courses in a 10-month period, keeping SPCC quality standards across the board.

Leveraging Competitions as a Mechanism to Increase Digital Fluency

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Laurel Pryce Tilton, Assistant Director of the Tenzer Technology Center, DePauw University

Michael Boyles, Director, Tenzer Technology Center and the Information Technology Associates Program, DePauw University

Student-centered technology-related competitions are an effective cocurricular mechanism for engaging liberal arts students and increasing their digital fluency. This session will overview our definition and types of competitions, detail our workflow for creating and running effective competitions, provide background and metric data, and walk the audience through one tangible example related to data analytics and visualization. Everything presented could be replicated at another university.

Leveraging Predictive Analytics to Support Enrollment Management

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Benjamin Lynch, Manager, Deloitte

Peter Fritz, Principal, Deloitte

Neal Ethan Logan, Vice President for Enrollment & Student Experience, Western Kentucky University

In a complex and competitive environment, Western Kentucky University (WKU) faced increasingly challenging circumstances: among others, declining state funding, evolving price sensitivity among prospective students, and shrinking demographics of traditional-aged students. Leveraging data, AI, and Deloitte's Candidate360 platform, WKU was able to turn data insights into actionable strategies to support institution-specific enrollment goals, gain additional insights into how to optimize net tuition revenue, and enhance long-term strategic planning.

Leveraging Technological Automation to Boost Productivity Within a Rapidly Growing Online Program

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Edward Tao, Sr. Instructional Technologist, University of Pennsylvania

Alexander Charles Savoth, Assistant Director of Instructional Technology, University of Pennsylvania

Administering an at-scale online master's program requires a vast amount of instructional technology to work harmoniously. Inevitably, this can place a lot of stress on instructional technologists whose job it is to maintain these tools and platforms. At Penn Engineering Online we have been working hard to identify lapses in communication between such tools and to automate any tedious workflows that would otherwise fall to our staff. In this session, we will highlight a few of the automation projects that we have completed over the past few semesters and discuss their impact on our program. All of these projects have increased productivity and created space for further innovation as our program continues to grow. Examples include harnessing the Canvas API to increase data flow from learning tool integrations and creating workflows in Microsoft Power Automate. We encourage you to join and share ways in which your school is automating time-intensive tasks.

Managing Change Management

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Luecrita Haraughty, Director of Project and Process Management, Pittsburg State University

Angela Neria, Chief Information Officer, Pittsburg State University

Q: Why is change management important for IT to understand? A: IT changes in today's higher education are more common and move at a faster pace than ever. Change creates ripples in procedures, policies, and culture. Building a method of change management is key to the oversight and success of IT projects. Join us to hear from Pittsburg State University's CIO and PMO regarding what they have learned regarding change management and re-engineering processes.

Maximizing Access and Inclusion: A HyFlex Approach to Meeting Diverse Learner Needs

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Cathy M. Littlefield, Professor & Department Chair, Business, Peirce College

Brian Beatty, Professor of Instructional Design and Technology, San Francisco State University

Glori Hinck, Senior Instructional Designer, University of St. Thomas

Addressing the needs and learning preferences of a diverse population is at the forefront of higher education today. A HyFlex approach to meeting these diverse learner needs can be an effective way to maximize access and inclusion in educational settings. Access is one of the four pillars of HyFlex learning. According to Merriam-Webster the meaning of access is “permission, liberty, or ability to enter, approach, or pass to and from a place or to approach or communicate with a person or thing.” In this session, we will expand on what is meant by access as it relates to course delivery. We will cover how educators can use HyFlex delivery and accessible technologies to improve access to learning and create a more inclusive learning environment that meets the needs of all learners by providing multiple modes of engagement, designing for accessibility, offering flexible assessments, providing personalized support, and fostering a sense of community within and across participation modes. We’ll also hear from students in HyFlex courses talk about their perspectives on equity and quality in their learning experience.

Mobile Technologies Are Powering Digital Campus Access CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

Many campuses have taken their digital COVID badge efforts to the next level and now power their campus physical access using digital access apps. Learn how campuses across higher ed support their campus communities this way.

Moving Beyond Video Conferencing for Student Belonging in Online Courses

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Jason Bedford, SVP Education, Class Technologies

Today’s college students want remote learning options. But traditional video conferencing does not foster the belonging and connections students need to be successful online. Creating belonging in online courses can improve student success, retention, and completion rates, especially for busy students in community college programs who work full- or part-time. Join Jason Bedford, SVP Education of Class Technologies, to learn how Colleges improved remote student outcomes with new online synchronous learning technology.

Navigating BRM CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Adam Petrea, Director of Project Management, Kansas State University

Michelle R Kaiser, Business Relationship Manager, Kansas State University

Stop by the Business Relationship Management Community Group poster session to explore the exciting journey of BRM. Share innovative strategies, best practices, and real-world experiences that will empower, inspire, and equip you with practical knowledge and actionable steps for success at any institution, new to BRM or seasoned pro.

Navigating Change: Project Management in a Dynamic World (Open to All)

W192c, Level 1

Session Type: Meeting

Delivery Format: Meeting

Track:

Alex Holland, IT Analyst, North Central Texas College

Patti Pate, Director Strategic Projects & Initiatives, University of Virginia

Carol Kiliany, Technology Integration Partner, California State University, Office of the Chancellor

Jennifer Burch, IT Project Manager Senior, University of Michigan-Ann Arbor

Join us as we explore innovative strategies, transformative methodologies, and technologies that empower project professionals to thrive in a dynamic world. Don't miss this opportunity to connect, learn, and inspire one another to navigate change in higher ed.

On-Demand and In-Demand: Marshall University's Approach to Implementing HyFlex

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Julia Spears, Asst. Provost of Online Education & Certification, Marshall University

Jodie Penrod, Chief Information Officer, Marshall University

In spring 2023, Marshall University implemented a HyFlex pilot program to determine the feasibility of offering a campus-wide approach to an on-demand, in-demand curriculum for its programs. During this pilot, faculty perceptions of implementing HyFlex were measured to determine how the university might structure its university-wide engagement of flexible learning initiatives. The pilot's purpose was to understand, from a faculty perspective, issues related to organizational support, technology, and spaces that hinder or promote faculty ability to offer a HyFlex course successfully and equitably to students. The findings of Marshall's HyFlex program concluded that the implementation of flexible learning included many different modalities. Recommendations include (1) offer flexible learning options specialized to the academic program to include a mixture of hybrid, online, blended, and in-person courses; (2) invest in the university classroom technology and learning management infrastructure; (3) design a classroom support model for hybrid classes that will assist faculty; and (4) implement a faculty development program around flexible learning that includes best practices and course templates for modality selection. This presentation will focus on the execution of the pilot study, the findings, and the next steps for Marshall University toward an on-demand and in-demand way of learning for its students.

Optimized Service Teams in a Distributed University System

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Crystal Ramsay, Senior Director, The Pennsylvania State University

John D. Hoh, Senior IT Director for the Commonwealth Campuses, The Pennsylvania State University

Penn State University Leadership is pressing all units to do things better. Our services need to be affordable, scalable, and impactful. OST (optimized service teams) are one of the ways we will better support Penn State's teaching, research, and service mission. We will share the experiences of the 19 Commonwealth Campuses with the OST process.

Predictive Analytics for Advising: Hard Truths and Lessons Learned from a Pilot

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

David Raymond Smith, Associate Dean for Advising, The Pennsylvania State University

Hannah Williams, Project Manager, The Pennsylvania State University

Janet Schulenberg, Associate Director, The Pennsylvania State University

David Benjamin Hellar, Manager, Data Empowered Learning, The Pennsylvania State University

This session provides a retrospective on a four-year research effort to evaluate Penn State's institutional preparedness as it pertains to adopting predictive analytics to support academic advising. This session will discuss the findings from research trials, feedback we received from advisers who piloted the analytic prototype, and lessons learned in the ethical uses of institutional data to support decision-making that impacts student success.

Program CITY: Instill Students with the Digital Literacy Skills Needed in a Technology-Infused World

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Max J. Tsai, Innovation Officer | Interim Director of Digital Transformation, California State University, Fresno

Bao Johri, Vice President, Information Technology and CIO, California State University, Sacramento

Although a majority of US households have access to the internet, a digital divide remains. The Fresno State Technology Services has succeeded in closing the digital gaps in a number of impactful ways to prepare the next generation of leaders for a technology-driven world. Program CITY (Creativity, Innovation, Technology for Young Learners) allows Fresno State to deepen its relationships with the surrounding communities. At this session, we will reveal Program CITY, sponsored by Chevron and AWS, to provide a diverse and inclusive platform engaging the rural communities or those who are underrepresented or disadvantaged with a new technology program that values student creativity and skill development while fostering experience and interest in new emerging technologies, e.g., Mixed Reality. We will also share how we leverage our DXIHub's Technology Experience program to inspire Fresno State students to explore different passions and interests to give back to their community. We will further discuss the enrichment of our students and region through STEM education, career development and the economic growth of our Valley.

Project Management CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Carol Kiliany, Technology Integration Partner, California State University, Office of the Chancellor

Jennifer Burch, IT Project Manager Senior, University of Michigan-Ann Arbor

Alex Holland, IT Analyst, North Central Texas College

Patti Pate, Director Strategic Projects & Initiatives, University of Virginia

Learn more about us, what we do, and how our group can help you succeed in your project management work in higher education. Bring your ideas and help shape the future of our group.

Reality Bytes: The Good, the Bad, and the Ugly-Crying of Using Virtual Reality in the Classroom

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Sandra Myrene Wald, Associate Dean of Faculty Development, Central Methodist University

Carrie Strodman, Director of Digital Learning, Central Methodist University

The immersive nature of VR makes it a compelling tool to deliver abstract content. It encourages curiosity and creativity, and the scalability and versatility of VR enables educators to replicate experiences that are difficult to create in a classroom or are financially unsustainable. VR can be a transformative tech tool. However, as with any new technology implementation, problems arise. This session looks at recent VR pilots at a small, noncompetitive liberal arts university, highlighting our successes and failures, or what we like to call “learning opportunities.” We’ll discuss ideas and tips for setup and integration. Finally, we will conclude with a tour of Anne Frank’s house (hence, the “ugly-crying”).

Research Computing and Data CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Susan Ivey, Director, Research Facilitation Service, North Carolina State University

Claire Mizumoto, Director, Research IT Services, University of California San Diego

John N. Huffman, Director, Research Cyberinfrastructure, University of Delaware

This poster introduces the RCD CG, including its current co-leads and steering committee members, and will describe our annual call activities. We hope to give viewers insight into some of the challenges and opportunities our community faces in supporting research computing and data.

Reshaping Library IT to Support Student Success

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

David Mayhew, IT Support Operations Manager, The University of Arizona

Steven J Chang, Department Head, Technology Strategy & Services, The University of Arizona

This session examines the transformation of the University of Arizona Libraries (UAL) into a major provider and facility for student success-related services. It further details how UAL’s IT department, Technology Strategy and Services (TeSS), is reshaping itself to support services that have expanded, as well as those completely new to its portfolio.

Revolutionizing the IT Service Desk: GPT-Powered Ticket Classification at USF

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Jason Hair, Sr Director Research Computing, Construction Technology, University of South Florida

Explore how the University of South Florida harnessed the power of GPT models from OpenAI to revolutionize its IT Service Desk by intelligently classifying tickets, optimizing resource allocation, and enhancing efficiency. This session will demonstrate the benefits (and challenges) of NLP vs. human categorization, showcasing the impressive cost savings and accuracy gains achieved. Attendees will witness a live demo of the system and see the metrics confirming return on investment, positioning this innovative approach as the future of IT service desk operations.

Seneca College's Hyflex Classroom Technology Journey

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Alvin Shum, Director, Service Delivery, Seneca College of Applied Arts and Technology

Laura Page, Professor, Seneca College of Applied Arts and Technology

Jason Cousins, Manager of Technical Support and Interactive Technology, Seneca College of Applied Arts and Technology

There was a need for a technology-based innovation that facilitated hybrid synchronous delivery in classrooms. It was visualized that some students may physically be sitting in classrooms in a socially distanced way while the remaining participated remotely from their homes with the need to bringing the classroom experience to them. Post-pandemic, Seneca College is offering more hybrid courses in flexible formats using HyFlex-enabled classrooms. To provide these new learning formats, Seneca had to add technology in classrooms and labs across our campuses. We had to collaborate with our academic stakeholders, teaching and learning, schedulers, and facilities to ensure we were meeting their timelines for having classrooms and labs equipped with flexible technology. By updating our spaces and with teaching and learning providing pedagogical support, the college successfully created an immersive experience for students (online remote and in class) and for instructors to deliver the course successfully without impact using the updated technology.

Sourcing and Incorporating Quality Open Educational Resources

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Kelsey M Hannum, Instructional Designer, Lone Star College System

Explore practical pathways for finding, evaluating, and incorporating open educational resources (OER) into your teaching and learning materials. In addition to walking away knowing how to locate high-quality materials for your discipline, you will receive access to an extensive online OER collection that connects you with thousands of free, openly licensed textbooks, images, diversity and inclusion resources, interactives, and audio files for your use!

Start Small, Aim High: An Iterative Approach to Course Development

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Karen Genevieve Jones, Graphic Instructional Designer, University of North Carolina at Chapel Hill

Hannah Jimenez, E-Learning Instructional Specialist, University of North Carolina at Chapel Hill

Rich Gurnsey, Lead Multimedia Designer, North Carolina State University

William Morehouse, Videographer / Multimedia Specialist, University of North Carolina at Chapel Hill

This session will demonstrate the benefits of using an iterative approach for creating course deliverables via real-world examples and will define AGILE principles and methodologies such as Kanban and Minimum Viable Product. Along the way, attendees will learn strategies for maximizing collaboration—across teams and with stakeholders—as well as building feedback loops, improving communication, and finding the right tools to get the job done.

Student-Built Solutions to Address University Needs

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Hunter Bridwell, Emerging Technologies Coordinator, Grand Valley State University

In an effort to provide more high-impact practices across Grand Valley State University as well as address growing needs within our community and university, members of the newly created IT Innovation and Research group created a new pilot program that started in the fall 2022 semester called the Student Technology and Innovation Guild (STING). STING's goal is a two-pronged approach: first, to address identified needs or opportunities at the university and solve them utilizing technology and innovative thinking. These could be pedagogical concerns, issues with the workflow of hiring, or opportunities around usage data. Second, to give students opportunities to create, learn, and grow utilizing project-based learning and new and emerging technologies. Our current project addresses needs around Occupational Therapy, patient movement, and addressing concerns using Virtual Reality.

Success in ERP Deployment: Lessons Learned to Build Your Plan

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Michelle Hobbins, CIO / Associate Vice President for Information Technology & LIS, Carthage College

Annaleah Morrow, Workday Portfolio Vice President, Avaap

Tambellini research shows that in 2022 more than 95% of finance and HCM selections were for SaaS-architected solutions. As more higher education institutions move to the cloud, leveraging lessons learned from institutions that have already made the transition can ensure best practices and accelerate transformation. Carthage College is leading the pack of private institutions that have moved away from paper processes, streamlining its technology and fostering better collaboration across business units, departments, and campuses. Carthage updated from its legacy solution to Workday financials, HCM, and student. This session looks at the lessons learned during deployment and how other institutions can bring best practices from the start when preparing for transformation.

Teachers in the Bleachers: Engaging All Voices with Synchronous, Text-Based Discussion

Session Type: Poster Session

Delivery Format: Poster Session

Track: Teaching and Learning

Megan Costello, Associate Teaching Professor, The Pennsylvania State University

Lisa Lenze, Director of Teaching, Learning, and Assessment, The Pennsylvania State University

This panel session presents ways to engage all students in active learning by interacting with a common text or video lecture during synchronous class sessions (both in-person and remote). Instructors will explain and demonstrate their methodology. One uses Google Docs and Teams, and the other uses YouTube Premieres Simulive learning sessions. Both invite student reflections in text-based comments during class, while instructors respond "in the bleachers." With this methodology and key technologies, panelists expanded the number of students who engage in class. Participants will discuss the benefits of such activities for students of different learning strategy preferences, backgrounds, and perspectives.

The Grass Can Be Green On Both Sides: Synergies Between In-House and Vendor Data Science Tools

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Trevor Hannesson Kvaran, Data Scientist, The University of Arizona

LAURA SURDEANU, DATA ANALYST, *The University of Arizona*

Higher education institutions are often faced with the question of whether to use products from edtech vendors or to hire data scientists to develop tools internally. We will use a recent collaboration between the Enrollment Management and Analytics departments at the University of Arizona to highlight why this either/or framing can be a false dichotomy. We will begin by reviewing high-level findings from a comparison of two independently developed predictive models, one from a trusted long-term vendor and one developed internally by data scientists in UAIR. We will then focus on the learnings derived from this project. We will discuss topics including how this project facilitated better cross-departmental communication and understanding of the various predictive tools in place across campus and how they are used to support multiple missions; improving trust in both internal and vendor tools through reconciling them with each other; identifying key data points, variables, and trends that were highlighted by each approach; the relative strengths and weaknesses of each; and the positive synergies discovered by embracing both tools. We will conclude with an interactive discussion around vendor and internally developed products and how and why a strengths-based technology orientation can often lead to increased value for higher education institutions, particularly in the emerging areas of data science, advanced analytics, and artificial intelligence.

The Seamless Applicant Journey

Session Type: Poster Session

Delivery Format: Poster Session

Track: Moving toward a Frictionless Student Experience

Ivan Vazquez Rodriguez, *Director Digital Automation, University of South Florida*

This session will cover the journey of a University of South Florida applicant from application to their first day of class. It emphasizes the importance of creating a seamless and engaging applicant experience through the use of technology. A low-code platform was used to develop an application portal that streamlines the process, provides real-time updates on application status, and assists admissions officers in making decisions. An admission status tracker was also developed to help applicants track and manage all necessary documents. Additionally, a solution was created to assist graduate admissions departments in making recommendations and providing guidance to applicants. Finally, a personalized applicant portal was created to guide applicants through the activities they need to complete before their first day in class. All solutions were developed using a low-code platform, which allows for fast delivery and quick changes when new needs are identified. The session is relevant to higher education IT professionals, admissions officers, faculty members, and anyone involved in the student enrollment process. The presentation will include case studies, a live demo of the solutions, and opportunities for questions.

The State of LGBTQIA+ Protections in Higher Education CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

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

Over the past two years, legal and regulatory protections for LGBTQIA individuals working in higher education have been shifting rapidly with changes in the political landscape across the United States. For current and potential LGBTQIA employees this presents a challenge in determining if a current or prospective educational institution will provide a supportive and protected environment for employment or collaboration. We aim to provide the current state of legal protections as they apply to Higher Education employees in each state for both public and private institutions. In addition we will attempt to project which states will become more or less protective in the coming year. We will do this by breaking states down by way of specific local and national protections in both graphical and list form. We will attempt to project future changes based on the current political and governmental makeup of each state as well as historical factors. The outcome will be a resource for LGBTQIA (and all) individuals to provide information about which institutions and/or educational systems provide protection, how much, and how stable that protection may be.

Then and Now: How DEI Has Moved the Dial and What Else Needs to Be Done

Session Type: Poster Session

Delivery Format: Poster Session

Track: Future of Work and Today's Workforce

Ellen Yu, Chief Information Officer, Union College

Gerard Au, Chief Information Officer, California State University, San Bernardino

In 2020, a panel of Asian American IT leaders shared various data points from 2017-19 on Asian/Asian American leadership roles in higher education, or the lack thereof. Where are we now? The presenters from this poster session will share updated figures in hope of generating additional discussions illustrating that while higher education has moved the dial slowly, there is still plenty of work ahead. The presenters will also share various viewpoints from immigrants to second-/third-generation Asian Americans to raise awareness about their different backgrounds and internal struggles that contribute to their leadership journeys. We will also share some information on how to create and support an environment that fosters growth for Asian/Asian American leaders.

Unlock the Mystery of Data Democratization with Self-Service Analytics and Data Literacy

Session Type: Poster Session

Delivery Format: Poster Session

Track: Data Insights to Data Action

Alex Ross, Senior Data Management Analyst, University of South Florida

Join us on a thrilling journey of exploration as we unravel the mysteries of data analytics in education. In this session, our journey will take us to USF, where the IT analytics team has developed an innovative data literacy program. This program inspires and enables self-service analytics and drives the adoption of self-service products, empowering end-users to get insights from their data quickly, securely, and at any time they need to for effective data decision-making in all areas of the university. As we explore the mysteries of data democratization, we will discover clues about how improved data literacy at USF reduces reliance on IT for reporting and promotes effective decision-making in support of student and institutional success at all organizational levels—all while considering data ethics, privacy and data governance. Together, we will unlock the secrets of data democratization and discover how self-service analytics can be used to solve institutional challenges. So join us on this exciting adventure as we embark on a journey of discovery, uncovering the mysteries of data analytics and building a data-informed culture that drives success.

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

Session Type: Poster Session

Delivery Format: Poster Session

Track: Infrastructure, Support, and Networking

Dean Oyama, Consultant, WTC Consulting, Inc.

Ginny Schroeder, Practice Director, WTC Consulting, Inc.

What is the best way to determine the cost of IT, generate forecasts, and benchmark against peers? The project leader will describe cost drivers, methodology, rate philosophies, campus engagement, and implementation challenges. The team used the results to allocate IT costs, evaluate outsourcing targets, identify cost-cutting goals, and more. You will learn about different rate and funding philosophies that work in higher education, discover that not all metrics for comparison are created equal, and find out which decision-making structure builds buy-in from the start.

Using OpenAI to Enhance Student Support: A Higher Education Case Study

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Jason Dudley, VP, Information Technology/CIO, Florida Southwestern State College

Jeffrey Butera, Senior Integrations Architect, Ocelot

Don't miss this opportunity to learn from Florida Southwestern State College's cutting-edge approach to student support! In this session, you'll discover how they have tackled the challenges of a reduced budget and staff while maintaining the accuracy and compliance of student support campus-wide. By incorporating OpenAI and ChatGPT along with Ocelot's AI Communication Platform, they have improved efficiency and enabled a frictionless student experience. Come learn from their experience and gain valuable insights and practical advice for integrating AI into your own institution to support student retention and success.

VR Learning Design Compendium: Design Artifacts to Inspire VR Education

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Jacob Fortman, Emerging Technology Research Analyst, Grand Valley State University

The popularization of educational virtual reality (VR) presents new opportunities and challenges for instructional designers. By allowing instructional designers to create authentic simulations, immersive three-dimensional models, and empathetic role-playing exercises, VR offers the potential to engage learners in novel and meaningful ways. While these opportunities are promising, there is a lack of resources available to instructional designers as they design in VR. To address this issue, we will showcase the newly created VR Learning Design Compendium. Created through a collaboration between the Innovation and Research team and the T4 Scholars at Grand Valley State University, this compendium will inspire instructional design practice by collecting and rigorously analyzing VR instructional design examples. The compendium organizes learning design examples into categories of empathetic design, interactive design, and immersive design, while also highlighting pedagogical affordances, disadvantages, accessibility considerations, and design recommendations for each design example. In addition to reviewing the compendium, session participants will be invited to collaborate on the compendium by contributing their own VR design artifacts, with the eventual goal of publishing a compendium featuring contributions from diverse institutions.

VR Meditation at The Ohio State University

Session Type: Poster Session

Delivery Format: Poster Session

Track: Innovation and Emerging Technologies

Andrew Vogel, Instructional Designer, Ohio State University

A VR Meditation Station supports our staff in improving emotional intelligence by providing the faculty, students, and staff with calming visuals and sounds. The application features over 40 visual environments, 30 hours of meditation, and 200 relaxing audio tracks. The VR Meditation Station is part of Buckeye Wellness, a university-wide initiative to make Ohio State the healthiest campus globally. The session will demonstrate how participants implement a similar service on their campus. Open-source resources and best practices for VR device management will be shared. Data analysis from OSU participants will be shared to show the outcomes of the VR Meditation Station.

When Is the Last Time You Restructured Your IT Services?

Session Type: Poster Session

Delivery Format: Poster Session

Track: Leadership, Partnerships, and Strategy

Dr. Kellie Campbell, Chief Information Officer, Vermont State Colleges

This session is a chance to think forward and differently about how we offer IT services across our organization. In a time with increased demand on IT, how do we adapt ensuring all current services are relevant and needed and where do we shed? Learn about a system coming together in a shared services model and doing just this.

Young Professionals CG Poster

Session Type: Poster Session

Delivery Format: Poster Session

Track:

Joseph Caudle, HRSD Developer, University of Notre Dame

The Young Professionals Community Group exists to help new higher education professionals find a community where they can learn more about EDUCAUSE and the experience of working in higher education. Whether you've been in higher education for a month, a decade, or a lifetime, come find out more!

3:00 p.m. – 4:00 p.m.

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

Halls F1, F2, Level 3

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!

3:00 p.m. – 5:00 p.m.

EDUCAUSE Executive Leaders Academy (by invitation only)

W190b, Level 1

Session Type:

Delivery Format: Meeting

Track:

The newly designed EDUCAUSE Executive Leaders Academy is a hybrid, cohort-based, immersive, and applied learning experience for higher education executive leaders or those actively seeking executive positions. This seven-month program begins with an in-person component at the EDUCAUSE Annual Conference (included in registration fee) and continues online, featuring experts and thought leaders in key areas throughout. NOTE: For EDUCAUSE Executive Leaders Academy accepted registrants only

4:00 p.m. – 4:45 p.m.

3 x 3 x 3 for Digital Technology Accessibility

Swap Shop, Central Concourse, Level 3

Session Type: Breakout Session

Delivery Format: Critical Conversations

Track: Moving toward a Frictionless Student Experience

Jennifer Culver, Sr. ATSD-Simmons, Mngr. Online Prod. Svcs., Southern Methodist University

Eric Godat, Research and Data Science Team Lead, Southern Methodist University

Jason Terry Warner, Associate CIO, Academic Technology Services, Southern Methodist University

At recent conferences, we notice that while many education organizations articulate interest in digital accessibility, far fewer institutions are taking action and implementing strategies that lead change. 3 x 3 x 3 for Digital Technology Accessibility proposes a "nudge forward" practical roadmap for engaging and inspiring people to improve digital accessibility with simple and easy starting points.

CHLOE 8: Insights from the Latest Survey of Online Leaders in US Higher Education

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track:

Mark McCormack, Senior Director of Research & Insights, EDUCAUSE

Veronica Diaz, Senior Director, Professional Learning and Develop, EDUCAUSE

Richard Garrett, Chief Research Officer, Eduventures, Encoura

Eric E. Fredericksen, Associate Vice President & Professor, University of Rochester

The *Changing Landscape of Online Education* (CHLOE) Project surveys online leaders on the state of online and hybrid learning in US higher education. Now in its eighth edition, the CHLOE survey report provides online leaders with unique perspectives on the dynamic, uncertain post-COVID landscape for online learning.

In this presentation, members of the CHLOE team will review selected findings from the CHLOE 8 report, including:

- Enrollment trends by modality, as seen by online leaders
- Convergence and tensions between rising online demand and institutional strategy
- Patterns of online/hybrid programming and technology investments
- Online faculty development and student orientation norms
- Online quality assurance emphases and deployment

Data Centers of the Future: They Are More Exciting Than You Think

W185bcd, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Supporting Research Computing

Mustafa Kemal Badur, Chief Technology Officer, University of Chicago

Raymond Parpart, *Director Data Center Strategy & Operations, University of Chicago*

Recent trends in research computing have strained the capabilities of traditional data centers with increasing densities, power consumption, and more. If you are thinking about the future of your current data center or planning to build a new one, this session will offer you actionable insights into the future of computing and infrastructure, unique ways to reduce costs and environmental impact, and better ways to engage with your stakeholders and support their needs.

Demographics vs. Behaviors: Why Mindsets Matter for Student Outcomes

W186, Level 1

Session Type: *Breakout Session*

Delivery Format: *Presentation/Panel Session*

Track: *Data Insights to Data Action*

Jaclyn Ocumpaugh, *Associate Director, Penn Center for Learning Analytics, University of Pennsylvania*

Alejandra Acosta, *Director of Knowledge Sector, Discourse Analytics*

Dionne N. Curbeam, *CIO, Coppin State University*

As more institutions adopt AI and data-driven decision making to improve student outcomes, campuses default to using demographic data in their algorithmic models. But demographic data doesn't fully capture who a person truly is or the reason behind their behavior. Join this discussion on why using behavioral data leads to better student outcomes and how to implement this practice on your campus.

Designing with Equity: A Collaborative Endeavor to Promote Courseware-Enabled, Evidence-Based Teaching

W178a, Level 1

Session Type: *Breakout Session*

Delivery Format: *Presentation/Panel Session*

Track: *Teaching and Learning*

Karen Vignare, *Vice President, Digital Transformation, Association of Public and Land-grant Universities (APLU)*

Ariel Anbar, *President's Professor, School of Earth & Space Exploration, Arizona State University*

Kim Thanos, *CEO, Lumen Learning*

Emily Pressler, *Postsecondary Field Research Director, Digital Promise Global*

Educational technologies such as digital courseware have the potential to improve the quality of teaching and learning and support faculty by providing students with engaging, personalized instruction. However, that potential is often unrealized in practice. Through extensive implementation and scaling grants, educational researchers are learning what it takes to effectively use these technologies to create meaningful changes in the classroom and produce more equitable student outcomes. While technology is never "THE solution," having high-quality courseware that encourages and supports best implementation practices is crucial. In this session, attendees will hear from educational researchers, product creators, and higher education association leaders who are actively partnering with a set of diverse colleges and universities to cocreate and evaluate courseware products developed with equitable design principles and strategies. The goal of this initiative is to develop and evaluate exemplary courseware products that integrate equity-centered platform features and datasets that support student learning and enable faculty to engage in evidence-based instructional practices. Join us to learn about this cross-organizational collaboration and how you and your colleagues might get involved!

Email for Life? Merging Tenants and Shutting Down Alumni Email

W184bc, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Infrastructure, Support, and Networking

Scott Green, Identity and Access Management Engineer, Eastern Washington University

Bradley Christ, Chief Information Officer, Eastern Washington University

Was it fun while it lasted? Changes in storage strategies and pricing by the big internet providers are compelling campuses to ask whether they should continue providing email and collaboration services to our ever-growing alumni populations. Come learn about Eastern Washington University's journey to merge our student and employee tenants and end alumni email services over a multiyear period.

Featured Session

W375d, Level 3

Session Type: Featured Session

Delivery Format: Featured Session

Track:

More information on this Featured Session coming soon!

Frictionless Experiences: Why Aren't We Getting It Done?

W184a, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

Jennifer French, VP US Sales and Global Partnerships, Squiz, Inc.

Tom Kirkby, President - North America, Squiz, Inc.

Are frictionless experiences just a buzzword? We don't seem to be getting it done. The reason: tech solutions are limiting you. A new approach makes it possible to break through these limitations: composability. Witness how peer institutions have moved beyond the talk to actually deliver on the promise of frictionless experience.

How Penn Is Creating a More Frictionless Student Experience

W179, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

Rob Nelson, Executive Director, Academic Technology & Planning, University of Pennsylvania

Amanda Staebler, Account Executive, CourseLeaf

The University of Pennsylvania's new approach to student advising and registration is helping create a more student-centric campus! Join us to learn how Penn is reducing frustration and errors, increasing the number of students who secure their ideal schedule, and helping advisors connect with the students who need them.

How to Build an Agile Data Governance Team at a Small College

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Shannon Shank, Director of Enterprise Applications, California Institute of the Arts

Penny Evans-Plants, Chief Information Officer, Berry College

Building an effective data analytics program at a small college can be challenging; one of the biggest roadblocks is data governance. Come and hear how two different institutions implemented data analytics and governance with an agile approach that balances the need/demand for data with the need to “govern” it.

Improving Student Outcomes by Innovating the Computer Lab Experience

W183b, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Leonard Niebo, CIO, The Citadel

Madhavi Marasinghe, Chief Information Officer, University of North Dakota

Antony Awaida, CEO, Apporto

JT Singh, Senior Associate Vice President & CIO, West Chester University of Pennsylvania

Join leading CIOs from higher education for a dynamic, panel discussion on transforming the computer lab experience to enhance student outcomes. Our panelists will share insights on fostering active learning, developing collaboration spaces, and the growing trend of lab virtualization, discussing its benefits and challenges. We'll also delve into strategies for reducing the physical footprint of labs, highlighting innovative device programs currently used on campuses. Lastly, we'll discuss the increasing significance of cybersecurity labs in building digital competency. Don't miss this opportunity to gain valuable insights from key leaders in the field.

Life is a Highway Open to All: A Roadmap for Providing Life-Long Learning Journeys

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

Jessica Fine Sowalsky, Enterprise Learning Technology Systems Manager, University of Maryland

Jennifer White, Instructional Technology Specialist, University of Maryland

Over the past three years, there has been exponential growth in the demand for noncredit and certificate courses. These courses offer lifelong learners an affordable and flexible way to update their professional skills, explore professional pathways, or enhance personal growth. We share the ways we are meeting this demand with a discussion of best practices and lessons learned from implementing an all-in-one learning solution: Canvas Catalog by Instructure. Canvas Catalog meets a broad spectrum of noncredit course offering needs, including a course catalog customized to our institution, a course registration system, payment gateways, and an accessible online learning platform. Focusing on the process, people, tools, and data aspects involved when launching a central course storefront service, the University of Maryland, College Park will speak to utilizing the Canvas Catalog platform,

covering the following: Best practices for developing a successful online marketplace to market and enroll nontraditional students and internal audiences; creating a seamless digital experience for students from enrollment to completion; lessons learned from supporting large and continuously growing enrollment numbers; and creating a more inclusive and equitable path for learning and skills development for all interested learners.

Optimizing Complementary Use of AR and VR in the Classroom while Minimizing Accessibility Barriers

W180, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Nicholas Long, Professor, Stephen F. Austin State University

Lynn M Long, Education and Learning Specialist, University of Waterloo

This session will describe the results of a pilot study where augmented reality (AR) and virtual reality (VR) applications were used to supplement learning in a second-year multivariable calculus class. The framework of best practices used to guide technology selection and tutorial design will be referenced but the focus of the session will be on examining student feedback and discussing implications for this classroom and others. Feedback indicated that both technologies enhanced student learning, that learning could be further enhanced by improving accessibility, and that complementary use of the two technologies merits further exploration. In a discussion led by an instructor, an educational developer, and the designer of the CalcVR app, participants will be provided with an opportunity to consider ways to optimize the complementary effects of AR and VR technologies in various educational settings while also minimizing accessibility challenges. Note that the findings to be shared are relevant to all disciplines, not just STEM subjects.

Reflecting on 5 Years of Building a Student-Focused Technology Center at a Small Liberal Arts University

W183c, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

Michael Boyles, Director, Tenzer Technology Center and the Information Technology Associates Program, DePauw University

It's been five years since the Tenzer Technology Center at DePauw University was realized. During those five years, we've learned a lot about creating and running a center focused on increasing digital fluency of the entire student body at a small liberal arts college. In this presentation, we will overview the initiative and its facilities and then, most importantly, reflect on its successes and challenges. Topics will include, but are not limited to, curricular and cocurricular engagement activities, leveraging student interns, funding and cost considerations, and data metrics. Engage in an honest, transparent, and informative story with many real-world examples and anecdotes. This session is intended to inspire audience members to dream about building something similar or improve an existing initiative on their campuses.

The Responsibility of Information Technology Leaders in DEIBJA and Student Success

W184d, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Luz Contreras, Program Coordinator, University of California, Berkeley

Cristobal Olivares, Director, Student Technology Services, University of California, Berkeley

Charron Andrus, Associate Chief Information Security Officer, University of California, Berkeley

Advancing the work of Diversity, Equity, Inclusion, Belonging, Justice and Accessibility in higher education is everyone's responsibility, including and especially IT leadership. So how can we as technology professionals build technology programs that recognize, value, center, and invest in the diversity of our student populations and their needs? This interactive workshop will look at the roles and responsibilities of IT leaders in advancing DEIBJA work with a focus on positively impacting student success and academic outcomes.

Young Professionals Open House

YP Hub, Central Concourse, Level 3

Session Type: Meeting

Delivery Format: Meeting

Track:

Joseph Caudle, HRSD Developer, University of Notre Dame

Are you just getting started in your higher education career or interested in supporting those who are? Then come join the Young Professionals Constituent Group to meet and mingle. Participants can be of any age, so don't let the name keep you away!

5:00 p.m. – 6:30 p.m.

EDUCAUSE Institutes Faculty and Graduate Networking Reception (by invitation only)

Hyatt Regency McCormick Place, Jackson Park D

Session Type: Reception

Delivery Format: Reception

Track:

Join us for this reception in honor of all the EDUCAUSE Institute faculty and graduates (face-to-face and online). Reconnect with members of your class, make new connections, and explore common interests with other higher education leaders.

Happy Hour Trivia Hosted by WGU

Hyatt Regency McCormick Place, Jackson Park BC

Session Type: Reception

Delivery Format: Reception

Track:

Join fellow EDUCAUSE attendees for networking, trivia, and complimentary hors d'oeuvres, wine, and beer on Wednesday, October 11, from 5:00-6:30 p.m. CDT. Wind down after Wednesday's programming while competing for door prizes and mingling with peers at this interactive, come-and-go happy hour session hosted by Western Governors University (WGU). *We hope to see you there!*

Registration link: <https://forms.office.com/r/Pg9ejmnwIK>

Thursday, October 12

8:00 a.m. – 8:30 a.m.

Morning Refreshments - Sponsored by K16 Solutions, Silver Partner

W178-W187 Foyer, Level 1 & W375d Lobby, Level 3

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

Lobby, Level 1

Session Type: Service Desk

Delivery Format: Service Desk

Track:

Have questions about navigating the conference venue or program? Do you want to learn more about EDUCAUSE membership, products, or services?

Stop by the information desk where our staff will be happy to help you navigate the conference, learn about EDUCAUSE membership, or answer any other questions you may have.

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

W183a, Level 1

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

W181bc, Level 1

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.

Braindate

Central Concourse, Level 3

Session Type:

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, during the conference in Chicago.

Sponsored by Ellucian, Platinum Partner

CIO Lounge - Sponsored by Rackspace Technology

W470, Level 4

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

Central Concourse, Level 3

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. Get comfortable!

Media Lounge

W476, Level 4

Session Type: Lounge

Delivery Format: Lounge

Track:

Media representatives attending the 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.

8:00 a.m. – 2:00 p.m.

Young Professionals Hub

YP Hub, Central Concourse, Level 3

Session Type: Lounge

Delivery Format: Lounge

Track:

The official gathering location for young professionals (and the young at heart!)

Young professionals are encouraged to use the YP Hub throughout the conference to connect with peers in a dedicated collaborative space. The broader EDUCAUSE community is welcome at the hub to meet and network with young professionals.

Bonus: This is the only place to go for your “Young Professional” or “Young at Heart” ribbon!

8:30 a.m. – 9:15 a.m.

A Case Study in using AI-Driven Interviews to Bring Important Stories and Experiences to Life

W185bcd, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Craig Stubing, *Digital Media Producer, University of Southern California*

Linda Truong, *Senior Director, Information Technology, University of Southern California*

Allissa Richardson, *Associate Professor, University of Southern California*

In this session, we will present a case study of the USC Digital Repository's Interactive Interviews, a new technology that allows users to “talk to” a database of prerecorded video interview segments that, with AI determining the best response to a user's questions, simulates an actual conversation with the interviewee. The result is an opportunity to directly engage with primary sources in their own voices, removing media bias and allowing people to dive deeper into the stories of these individuals than ever before.

Embracing Future Models of Learning for Tomorrow's Learners

W180, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

John Baker, Founder, President & CEO, D2L

Doris Savron, Vice Provost Academic Colleges, University of Phoenix

Since 2019, most higher education institutions began the process of digitizing the higher education experience—and we are seeing some institutions now reach new levels of optimization and ultimately transformation of the learning experience. This panel, featuring MJ Bishop and John Baker, will examine traditional lecture models, blended learning models, flipped classroom models, and the role of technology in shaping future models of learning. Together, these panelists will explore how institutions can take the next step toward future models of learning to help improve both student and institution success.

Featured Session

W375d, Level 3

Session Type: Featured Session

Delivery Format: Featured Session

Track:

More information on this Featured Session coming soon!

Flexibility for Expansion: Embracing Today's New-Traditional and Lifelong Learners

W184a, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Shiren Vijasingam, Chief Product Officer, Instructure

As higher education expands to the “new traditional” landscape, today’s edtech ecosystems must be as flexible as the programs and students they serve. See how institutions can drive continued growth and improved learner outcomes by leveraging their core LMS and innovations in credentialing and student pathways, advanced analytics, and time-saving generative AI in one cohesive platform.

Framework for Digital Transformation in Higher Education: Critical Foundations for Success

W186, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Simon Birkett, Senior consultant digital transformation of learning, teaching and assessment, JISC

Elizabeth Newall, Senior consultant (HE) for the digital transformation of teaching, learning and assessment, JISC

Sarah Knight, Head of learning and teaching transformation, JISC

UK universities are facing significant disruption due to the economic crisis and limited resources, along with the impact of COVID-19 on staff and student well-being. One of the ways the sector is responding to challenges and disruption is by revisiting their strategies for digital. Successful digital transformation requires effective digital leadership, appropriate investment, robust secure infrastructure, stakeholder engagement, and digitally capable staff and students. The complexities and scale of higher education institutions (HEIs) present challenges to achieving ambitious digital strategies. Using the EDUCAUSE definition of digital transformation, Jisc has worked with UK higher education to codevelop a framework and maturity model for digital transformation for senior leaders, managers, and change agents with responsibility for supporting digital transformation. The framework and maturity model offer a structure to guide the development of strategic vision and planning, fostering innovation, streamlining business processes and operations, and developing partnerships for collaboration. The maturity model supports higher education with baselining local digital developments and enables sector benchmarking. This presentation will introduce the framework and the accompanying maturity model for digital transformation, along with how universities are using these resources to support their digital developments.

Future Trends in Learning Environments

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Helen Y Chu, Senior Director, Learning Spaces, Stanford University

Lisa Andrae Stephens, Asst. Dean - UB Engineering, and Sr. Strategist, SUNY Academic Innovation, SUNY System Administration

Rebecca V. Frazee, Digital Equity Education Analyst, University of California, San Francisco

John Augeri, Program Director / Researcher, CSIESR

This panel highlights collective experience coupled with active audience engagement to share our “crystal ball” of emerging trends in learning environments. We will examine relationships from three key stakeholder perspectives: pedagogical, facilities planning and design, and AV/IT infrastructure. Part of this conversation will focus on communication across these communities to realize more efficient course delivery and introduction of software that has facilitated best learning environment practices (or not). Please attend and help your colleagues by sharing what works (and less so) at your campus! Sensors? Software? New policies that promote changes/engagement? Rate of VR adoption? Come one, come all!

Institutional Transformation: A Technology and Process Case Study at Vermont State Colleges

W183b, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Dr. Kellie Campbell, Chief Information Officer, Vermont State Colleges

Mark Tuck, Executive Vice President, Ferrilli

Vermont State Colleges was legislated to transform a multi-college system into Vermont State University. A significant process, policy, and technology effort was conducted to complete this migration by June 30, 2023. This session will review the history of the project, presenting a strategy for transforming business processes, policies, and technology to support migrating three institutions into one.

IT Talent Pipeline and Development

W178a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

Charlotte Marie Souffront Garcia, Director, Culture & Engagement, University of Notre Dame

Cathleen Curley, Chief Information Officer, College of Literature, Science and Arts, University of Michigan-Ann Arbor

Rebekah Dorn, Sr. Director of Strategy and Outreach, Florida State University

Dawn Zimmer, Senior Director IT Engagement and Experience, Virginia Tech

Hiring and retaining experienced IT talent in higher ed is increasingly challenging. Higher education IT needs to pivot and think creatively about retaining staff, filling future roles and increasing the diversity of its workforce.

Paving a Pathway to Equitable Education: Applications of Digital Courseware in Gateway Instruction

W184bc, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Karen Vignare, Vice President, Digital Transformation, Association of Public and Land-grant Universities (APLU)

Andrea Jones-Davis, Director, CourseGateway Program, EDUCAUSE

In this session, attendees will explore emerging courseware decision-making tools, gain strategic insights from higher education association leadership with extensive experience supporting colleges and universities to effectively integrate digital courseware in gateway courses, and hear best practices from exemplar faculty and academic leadership on what quality implementation looks like. Join us for a rich and engaging session with experienced practitioners that will enable you to take the next appropriate step for courseware adoption and integration on your campus.

Privileged Access Management in Higher Ed: What It Is, and What It Isn't

W184d, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity, Privacy, and Compliance

Anne Ferrando-Klemet, Cybersecurity Engineer, University of South Florida

Michael Canfield, Lead Security Engineer, University of South Florida

Dennis P Guillette, Director and Security Architect, University of South Florida

Privileged access management (PAM) is an essential aspect of cybersecurity. PAM refers to the practice of controlling and monitoring privileged access to sensitive information and systems, thereby reducing the risk of data breaches and unauthorized access. However, PAM is often misunderstood and compared with PIM and LAPS. In this presentation, we will discuss what PAM is, its role in your security posture, and dispel some of the fog surrounding it. You should come away with a better understanding of PAM and its role in improving your security posture.

Recent Developments in Research Data Management

W183c, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Supporting Research Computing

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

This presentation will focus on recent developments in research data management, with a primary focus on federally funded U.S. research. It will include discussion of experience with the new National Institutes of Health Data Sharing Policy, developments following from the OSTP Nelson memorandum, and interactions with federal research security initiatives, and it will incorporate findings from an early fall 2023 Coalition for Networked Information Executive Roundtable examining developments among CNI member institutions.

The State of Digital Accessibility in Higher Ed: 2023 Survey Takeaways

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Data Insights to Data Action

Eudora J. Struble, Director for Technology Accessibility, Wake Forest University

Kyle Shachmut, Director of Digital Accessibility, Harvard University

How does the digital accessibility effort at your institution compare to others and how can you find out about important best practices? This engaging session informs practitioners, institutional leaders, and vendor partners alike. We will discuss preliminary findings on the current state of accessibility, identify opportunities, and share recommendations. In 2023 the IT Accessibility Community Group launched its first landscape survey for higher education. The survey targeted accessibility professionals and asked leaders throughout higher ed to share their perspectives on accessibility at their institutions. Questions addressed organizational structures, resources, policies, compliance concerns, and the state of accessibility. Comparing results from different institution types and the perspectives of professionals in accessibility and other leaders in higher ed, produces one of the most comprehensive and systematic assessments in this area to date. Peer benchmarking in this space is a challenge because technology accessibility responsibility is distributed differently across institutions. This survey attempted to cut across all of these perspectives and gain insights from the broadest possible audience. Beyond institutional factors, digital accessibility practitioners were surveyed about the state of accessibility in many areas of higher ed accessibility today including: LMS, document creation, web creation and hosting, library databases, data visualization, and more.

Using Technology to Navigate Higher Education's Top Business Issues

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Cole Clark, Managing Director, Higher Education, Deloitte

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

During the pandemic, institutions were able to quickly leverage technology to adapt to new conditions and challenges. Our panel of chief business officers (CBOs) and chief information officers (CIOs) will discuss how CBOs and CIOs use the same agility and innovation to address higher education's business challenges. The EDUCAUSE *Top 10 IT Issues* revealed themes that may help leaders see opportunities for leveraging technology: leading with wisdom, the ultra-intelligent institution, and everything is anywhere. Panelists will share how CBOs and CIOs are partnering to use technology to navigate NACUBO's Top 5 Business Issues: workforce, student needs, technology infrastructure, economic climate, and resource constraints.

8:55 a.m. – 9:15 a.m.

How Higher Education Can Prepare GenZ for the Changing World of Work

Swap Shop, Central Concourse, Level 3

*Session Type: Breakout Session**Delivery Format: Presentation/Panel Session**Track: Future of Work and Today's Workforce**Renee Robinson, Professor, Seton Hall University**Kate Sierra, Instructional Designer, Seton Hall University*

As the oldest members of Generation Z begin to enter the workforce, both higher education institutions and employers must prepare to navigate the expectations and values of this unique generation. In this conference presentation, we examine the implications of Generation Z for the future work environment and provide insights for both sectors seeking to attract, retain, and engage them. By understanding and engaging this cohort, both organizations and higher education institutions can build a more inclusive, diverse, and productive workforce for the future. We begin by discussing the defining characteristics of Generation Z, including their digital proficiency, social consciousness, and desire for meaningful work, and how they will likely shape the future work environment. We will also examine how higher education institutions can prepare Generation Z for life after graduation by providing more experiential learning opportunities, cultivating soft skills, and incorporating technology into the classroom. Finally, we discuss the potential impact of Generation Z on broader societal issues, including the role of work in personal identity, the meaning of success, and the relationship between work and well-being.

9:45 a.m. – 10:05 a.m.

The New Ethical Frontier: AI in Higher Education and Society

Swap Shop, Central Concourse, Level 3

*Session Type: Breakout Session**Delivery Format: Critical Conversations**Track: Innovation and Emerging Technologies**Maya Georgieva, Senior Director, Innovation Center / XR, AI and Quantum Labs, The New School**Emory Craig, Interim CIO, College of New Rochelle*

Dive into the ethical challenges arising from the rapid advance of AI in higher education and society, addressing critical issues like privacy, fairness, inclusivity, and authentic learning experiences. This session will examine AI's expanding impact on teaching, learning, research, and assessment, particularly in the context of the disruptive emergence of authorless content and its consequences for academic integrity. The session will also explore the broader and related societal implications of AI integration in higher education, such as the digital divide, labor market disruptions, and how AI may influence student career choices and university recruitment efforts. Participants will learn about strategies for bridging the digital divide, ensuring equitable access to cutting-edge educational resources, and preparing students for the dynamic, AI-driven workforce of the future. By the end of the session, attendees will gain a deeper understanding of the ethical implications of ubiquitous artificial intelligence and the future challenges we will face with access to more advanced forms of generative AI. This knowledge will empower participants to make informed decisions about AI's responsible use in both academia and the wider community, empowering them to make informed decisions about its use in both academia and the wider community.

9:45 a.m. – 10:30 a.m.

(Re)Framing Your Higher Ed Career as a BIPOC Leader

W184d, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Future of Work and Today's Workforce

Mark CJ Davis Jr., Director of IT Support Services, Swarthmore College

Shauntae Trammell, Manager, IT Technology Support Centers, The George Washington University

Dr. Justin Gatewood, Director of Information Systems, Calbright College

Vanessa Kaskiris, Head of People, Finance, and Administration, Stanford University

Unsure of your next career move— Want to get back to what motivates you and be intentional with your next career move to lead you to a perfect work-life balance and career— Learn from three higher education BIPOC leaders experienced with IT and educational and classroom technology best practices as they candidly share the paths that they navigated in their careers to be successful. They will also describe how their journeys were not always typical—they frequently redefined what was expected to be successful in their roles and within their institutions. They will share their tangible approaches and journeys from the lens of reframing your career as an odyssey that includes your highest values, and greatest contributions, and addresses perceived limitations using an honest and respectful approach.

AI and the Future of Higher Ed: Unpacking Myths and Exploring Opportunities

W183b, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Afia Tasneem, Senior Director, EAB

Is AI avoidable? All hype? Too risky for higher ed? Join us to answer these questions and more. We'll discuss why ChatGPT marks a new era in AI, the transformative ways AI will impact higher ed, and how leaders across the cabinet are considering its potential risks and rewards.

Approaches to Successfully Implementing a Change Management Discipline in Your Project Life Cycle

W187, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Patti Pate, Director Strategic Projects & Initiatives, University of Virginia

Brenda Carpen, Director, ITS Project Portfolio & Change Management, University of North Carolina at Chapel Hill

Kelsey Anito, Sr IT Change Management Consultant, Vanderbilt University

Rachel Vital, Director, Change Management, University of Miami

What are the approaches to successfully implementing a change management discipline in your project life cycle? Learn from other change management leaders how they tackled change management in the project life cycle and tips as you plan your change management roadmap.

EDUCAUSE Research: Results from the 2023 Student and Faculty Studies

W178b, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Teaching and Learning

Mark McCormack, Senior Director of Research & Insights, EDUCAUSE

Kathe Pelletier, Director, Teaching and Learning Program, EDUCAUSE

Nicole Muscanell, Researcher, EDUCAUSE

This session will highlight key findings from this year's student and faculty studies, to include a focus on the key similarities and differences between students and faculty in their experiences with technology and learning modalities. You will hear directly from the EDUCAUSE research and teaching and learning staffs as they present and reflect on the implications of these findings, and you will have the opportunity to engage directly with your higher ed peers as we discuss together what these findings mean for our institutions.

Evolving Endpoint Backup on Campus

W178a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity, Privacy, and Compliance

Robert P Talda, Program/Analyst Specialist, Cornell University

Jonathan B. Hardy, Deputy CIO, Villanova University

Nick Lewis, Program Manager, Security and Identity, Internet2

Brent Harris, Assistant Vice President for Client Services, Baylor University

Campuses have changed dramatically over the past couple years responding to the pandemic, ransomware, and the changing environment. The NET+ CrashPlan program continues to engage the community and evolve as campus environments change to build community and share resources. This panel will discuss how campuses use endpoint backup and describe future directions for how they plan to protect their campuses as requirements change around cyber liability insurance and ransomware. Panelists will discuss how they use endpoint backup to restore data in an incident for business continuity, protect research data, and how their endpoint backup deployment evolved based on the pandemic.

Generative Pre-Trained Transformer: A 2023 Odyssey in Technical Support

W186, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Ian Barclay, IT Helpdesk Assistant Manager, Indiana University-Purdue University Indianapolis (IUPUI)

James Brooks, Director, Enterprise Support, Indiana University

Patrick E Kelly, User Support Specialist, Indiana University

See how Indiana University Enterprise Support tested ChatGPT-4 as a tool for providing IT technical consults! Discover how ChatGPT-4 can be used as a transformative tool for IT support, what current limitations of the service are, and how Indiana University is mitigating the potential for individual bias in its use.

Higher Ed and IT Policy, 2023

W183c, Level 1

Session Type:

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Bailey Graves, Associate, *Ulman Public Policy & Federal Relations*

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

Join EDUCAUSE Senior Policy Advisor Jarret Cummings and Government Relations Advisor Bailey Graves to review the year in federal higher education and IT policy. The new Safeguards Rule (and related audit objective) took effect. Third-party servicer guidance threatened increased federal oversight of higher education IT. The introduction of Federal Tax Information into financial aid may reshape cybersecurity compliance. And new web accessibility regulations emerged. Learn more about how EDUCAUSE represents your interests in these and other policy areas and share your insights.

Making the Promise of AI Real in Higher Ed: a Panel Discussion

W179, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Elias G. Eldayrie, Vice President & Chief Information Officer, *University of Florida*

Jim Chalex, VP Product Management, *Anthology*

Robert D Jones, A, Executive Director, *Emerging Technology and Support Services, University of Michigan-Ann Arbor*

Michael Jabbour, Chief Innovation Officer, *MS Edu, Microsoft Corporation*

Join Microsoft, University of Michigan, University of Florida, and Anthology to hear how each is bringing AI innovation to higher education. Attendees will learn about practical examples and tools that can be leveraged to prepare students for the future, save time for instructors, and build custom platforms to serve diverse communities.

One Giant Leap: How Strategic Partnerships Help Drive IT and Cybersecurity Strategies

W180, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity, Privacy, and Compliance

Tina Thorstenson, VP, Industry Business Unit, *CrowdStrike*

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

Donna Kay Kidwell, Deputy CIO, Chief Information Security and Digital Trust Officer, *Arizona State University*

Innovating at scale while ensuring operational excellence in IT and security services is no small task. Today's cyberattacks constantly target academia, but these can be thwarted by embracing modern enterprise visibility, cloud security, and identity protection. This panel shares practical approaches to holistically prevent cyberthreats, from identity theft to supply chain to ransomware, and it all starts with a great strategy and partnerships to ensure proper execution. Join CIO David Seidl, Miami

University; and CISO Donna Kidwell, Arizona State University; moderated by Tina Thorstenson, VP, Industry Business Unit, CrowdStrike; former higher education Deputy CIO and CISO.

Reinventing Student Experience through Innovative Technology and Cross-Departmental Partnership

W184a, Level 1

Session Type: Industry Led

Delivery Format: Presentation/Panel Session

Track: Innovation and Emerging Technologies

Chris Campbell, CIO, DeVry University - Naperville Center

Awarded the CIO 100 Award in 2022, DeVry's Digital Care Engine leverages technology, predictive analytics, and observational insights to deliver outreach to students right when they need it. Key to this success is the partnership between IT, academics, and student success that is reinventing learner experience.

Student Success: Privacy Enables the University

W184bc, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Cybersecurity, Privacy, and Compliance

Aaron Collie, Privacy Engineering Manager, University of Illinois at Urbana-Champaign

Phil Reiter, Associate Director, Privacy, University of Illinois at Urbana-Champaign

Stephen Collette, Privacy Operations Manager, University of Illinois at Urbana-Champaign

Higher education must innovate in the delivery of its educational, student success, and health and wellness initiatives and create true online communities. Students, faculty and administrators seek real capabilities that enable them to improve outcomes, have better campus experiences, and truly impact their ability to succeed in coursework as well as experiences in and outside of the classroom. Learn how the University of Illinois Urbana-Champaign's Identity, Privacy and Cybersecurity (IPC) team in the Office of the CIO has become a strategic partner and enables these efforts through creating trust in the stewardship and protection of the data students entrust to our university. Participate in discussions around the policy, governance and privacy-principled capabilities requisite to meeting the obligations and responsibilities we have to all of our stakeholders. Presenters will share student experiences on digital services students want and the desire for input to the design process, including privacy visibility and controls over how their data is included. We will share how the IPC office uses the privacy guiding principles of trust, transparency and consent in each engagement to enable project efforts. Finally, we will share real examples and experiences related to several university efforts underway in learning analytics, student health/wellness, and mobile application development and how privacy-by-design can help enable our 21st-century campus.

Succession Planning: Cultivating Future IT Leaders

W375d, Level 3

Session Type: Featured Session

Delivery Format: Featured Session

Track: Future of Work and Today's Workforce

Kirk Kelly, Vice President, Vantage Technology Consulting Group

Elizabeth Rugg, Assistant Vice Chancellor, Client Engagement, University of North Carolina, Charlotte

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

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

As the landscape of higher education rapidly evolves, so does the need for skilled and visionary leaders to drive technological advancements that support educational excellence. This panel discussion explores the challenges and opportunities that arise when preparing for leadership transitions within technology departments. Panelists will examine the significance of succession planning in the context of IT leadership, discussing the intricacies of identifying, grooming, and retaining talent with the potential to lead digital transformation in a dynamic academic environment. Key points of discussion will include the best practices for creating comprehensive succession strategies, fostering a culture of leadership development, and promoting diversity and inclusion in the IT leadership pipeline. The panelists will delve into case studies, sharing success stories and lessons learned from implementing succession planning initiatives within their respective institutions. By engaging in this panel discussion, participants will gain valuable insights into the pivotal role of succession planning in sustaining institutional growth, fostering innovation, and ensuring continuity in IT leadership within higher education.

The Power of Student Voice: Using Feedback to Create Learner-Centered Experiences

W185bcd, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Moving toward a Frictionless Student Experience

Steven Williamson, Assistant Director of the Faculty Consulting Group, University of North Carolina at Chapel Hill

Mary Cain, Graphic Instructional Designer, University of North Carolina at Chapel Hill

Paul Wolff, Director of the Faculty Consulting Group, University of North Carolina at Chapel Hill

Emily Holmes, Video Team Lead, University of North Carolina at Chapel Hill

This session is designed to highlight the impact of incorporating student course feedback into an iterative design cycle to create learner-centered experiences. This session will cover the processes of leveraging student feedback to inform content and course design as well as in-class experiences.

We Are Doers: A Bottoms-Up Approach to Building Actionable Strategy

W185a, Level 1

Session Type: Breakout Session

Delivery Format: Presentation/Panel Session

Track: Leadership, Partnerships, and Strategy

Mustafa Kemal Badur, Chief Technology Officer, University of Chicago

Padmaja M Raghavapudi, Chief of Staff to CTO, University of Chicago

As the management guru Peter Drucker famously said, "Culture eats strategy for breakfast." This session will help you incorporate your culture into your strategy to avoid organizational indigestion. We will share how we leveraged the expertise, the culture, the values, and the concerns of our teams to develop strategy and goals, and gain commitment from all levels of our organization to implement them. By using a bottoms-up approach to strategy, you are not only developing actionable goals and plans, but also investing in your employees to help them think strategically and gain a broader perspective.

10:30 a.m. – 11:00 a.m.

Beverage Break

W178-W187 Foyer, Level 1 & W375d Lobby, Level 3

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.

General Session Stream Room

W183b, Level 1

Session Type:

Delivery Format: General Session

Track:

Not into the bright lights, music, and big stage scene? No problem! Here you can watch the streamed general session in a quiet, relaxed, and roomy atmosphere.

Prepare for the Future

Main Stage, Skyline Ballroom, Level 3

Session Type: General Session

Delivery Format: General Session

Track: Leadership, Partnerships, and Strategy

Kim Lear, Keynote, Speak Inc

Study after study has shown us that multigenerational teams outperform more homogeneous groups by nearly every measure. This can be attributed to their unique and diverse experiences – the more seasoned employee offers wisdom and expertise, while those on the younger end offer a fresh and innovative perspective. While the advantages are numerous, it turns out that managing multigenerational teams is easier said than done. Today's teams are often plagued by issues regarding everything from work ethics and retention to succession and fairness.

The key to understanding and leveraging these generational trends is to recognize that it's not about "out with the old, in with the new." Every generation brings value to the workforce.

In addition to change happening within the workplace, our education system is being rocked by the aftermath of the pandemic and a new generation of parents and students with evolving expectations and needs. The time is now to have strategic conversations about the future of higher education.

Kim Lear will give you a closer look into who these generations are and the communication tactics that bring people together. Her research, insights, and original concepts help audiences connect with every generation and make the bold, future-oriented decisions demanded by this moment.

Wednesday, October 18

10:30 a.m. – 10:50 a.m.

AI for Personalized Learning and Secure Infrastructure in Higher Education

Session Type: Industry Led

Delivery Format: Simulive Presentation

Track: Innovation and Emerging Technologies

Jason Maslanka, Chief Technology Officer, University of Illinois Chicago

Ravi Malick, Global CIO, Box Inc

Mustafa Kemal Badur, Chief Technology Officer, University of Chicago

Join us for a fireside chat featuring Kemal Badur, CTO of the University of Chicago; Jason Maslanka, Assistant Vice Chancellor for Innovation and CTO of the University of Illinois Chicago; and Ravi Malick, CIO of Box. This session will explore how AI-driven content recommendations enhance personalized learning experiences in higher education institutions. The speakers will discuss practical-use cases where AI optimizes resource allocation, cybersecurity measures, and network management within IT infrastructures on college campuses. They will also delve into ethical considerations to uncover when implementing AI systems in areas such as admissions processes, grading practices, and student support services to ensure fairness and transparency. Learn about cutting-edge advancements in analytics driven by AI technology that empower higher education CIOs with data-driven decision-making capabilities to improve student outcomes and operational efficiency across campus environments while maintaining a human-centric approach alongside technological integration. Topics discussed include exploring how AI-powered content recommendations revolutionize personalized learning experiences; discovering practical use cases where AI optimizes resource allocation and enhances cybersecurity; and uncovering ethical considerations when adopting AI systems for fair and transparent practices.

11:50 a.m. – 12:30 p.m.

The State of Ransomware in Education

Session Type: Live Session

Delivery Format: Live Session

Track: Cybersecurity, Privacy, and Compliance

Kristin Del Rosso, Field CTO, Public Sector, Sophos, Inc.

Discover the frequency, impact, and cost of ransomware in the education sector. Join us to get fresh insights into the reality of ransomware from 3,000 frontline IT professionals, including 336 from the education sector. You'll discover what's changed for the sector over the last year and where the new challenges lie. Topics covered include the rate of attacks on lower and higher education providers—and a comparison to last year; frequency of data encryption; data recovery time and costs following an attack; and much more!