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Dear EDUCAUSE Members and Colleagues,

Welcome to Denver and the 2012 EDUCAUSE Annual Conference, where you will find the best thinking in higher education IT. At EDUCAUSE 2012 you will interact with like-minded professionals from around the world to explore IT practices and possibilities. More than 400 sessions and workshops, along with connections with thousands of colleagues, guarantee a conference experience that will bring value to you, personally and professionally.

A variety of opportunities are available to maximize your conference experience:

» Gain valuable perspectives from the leaders speaking in our general and featured sessions.

» Experience a diverse, member-driven program focused on domains and themes.

» For CIOs, we have specially designated space (the CIO Lounge) and sessions you can design to address your chosen topics—“open space” discussions. For those specifically interested in career development, consider the Hawkins Leadership Roundtable and the career coaching sessions.

» Explore alternative pedagogies in flexible learning space sessions.

» Learn about campus projects in the on-site and digital poster galleries.

» Discover the issues surrounding BYOD in higher education through a community-directed “unconference” approach.

» Connect with peers informally at the Wednesday evening reception, community lounges, and refreshment breaks.

In addition to these opportunities, this year’s exhibit hall hosts more than 270 technology, service, and solution providers. In the exhibit hall you will find a Learning Theater offering high-energy presentations. You will also be able to hear new ideas from start-up companies in the “start-up alleys,” take part in market research projects, and explore new models with the Next Generation Learning Challenges.

Professionals from around the world are here to explore, discuss, debate, and imagine. Share your plans and best practices, build lasting relationships with colleagues, and take time to reflect on what you are learning. Encourage colleagues who are unable to attend to join the free webcast sessions online. And please stop by EDUCAUSE Central to learn about your association’s member benefits.

On behalf of EDUCAUSE, the 2012 program committee, and the many presenters and sponsors who’ve made possible this premier gathering of the higher education IT community, thank you for attending.

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It’s a simple question. And an urgent one. At Ellucian, we don’t have all the answers, but we believe in a fundamental truth: education belongs to everyone.

At Ellucian we provide technology solutions and strategic guidance that help institutions navigate change, achieve greater transparency, and drive efficiencies. Why? Because we believe in helping people—whoever they are, wherever they live, whatever their interest—discover their future through learning.

Learn more about how we can help your institution thrive in a more open and dynamic world.

Join us for our corporate session:
**Navigating Change in Today’s Global Education Environment**
Wednesday, November 7, 10:30 - 11:20 a.m.

And visit us at booth 1403.
WE WOULD LIKE TO THANK our event sponsors and corporate partners

EDUCAUSE 2012 participating corporations further enhance the conference experience by offering presentations and panel discussions and showcasing the latest technology in the exhibit hall, start-up alleys, and market research alley.
Support from our Corporate Partners enables EDUCAUSE to offer lower event fees, free webinars, and cutting-edge publications throughout the year.

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The EDUCAUSE 2012 Program Committee invited a number of colleagues to participate as adjunct members in the development of the conference program. Their names are listed below. They each read and evaluated large numbers of proposals along with the rest of the program committee. Their contributions made it possible for us to guarantee that every proposal was thoroughly reviewed, and their knowledge of the field also increased our overall pool of expertise. We take this opportunity to thank them.

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NETWORKING RECEPTION
WEDNESDAY, NOVEMBER 7, 4:30–6:30 P.M.
Exhibit Hall B–E
Join us for an informal gathering with drinks and hors d’oeuvres in the exhibit hall. Kick off your conference experience right. Use this event to connect with colleagues and learn about exciting technology solutions for your campus from more than 270 companies.

WIN A FREE REGISTRATION FOR EDUCAUSE 2013!
Don’t forget to scan your badge at all of the sponsor booths for a chance to win one of three complimentary registrations to EDUCAUSE 2013 in Anaheim, California. Winners will be announced on Thursday.

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NAME BADGES AND RIBBON/STICKER BAR

Please wear your name badge throughout the event as this will grant you access to conference activities.

Name Badges
Name badges are sponsored by Jenzabar, Platinum Partner.

Red Name Badges, for full conference attendees (and daily registrants), need to be worn for admittance to conference sessions, the exhibit hall, lunches (on Wednesday and Thursday), and the Wednesday opening night reception. You will also receive a free drink ticket with your badge for the Wednesday night event.

Black Name Badges are for exhibitors and grant them entrance to the exhibit hall during special set-up/tear-down times, as well as regular hall hours, including Wednesday’s opening reception. You may purchase lunch tickets at the registration desk.

Clear Badges allow access to the exhibit hall only.

EDUCAUSE Ribbon and Affinity Sticker Bar
Stop by the ribbon and affinity sticker bar located near the registration desk to customize your name badge with colorful stickers indicating your areas of interest and institutional role to maximize your networking opportunities. Ribbons are also available for advisory, program, and other volunteer committee and board members.

CONNECTIVITY

Wireless Access
Bandwidth provided by CenturyLink and wireless access provided by Aruba Networks.

Wireless connectivity is available in most areas of the Colorado Convention Center but not in the exhibit hall.

Network SSID: EDUCAUSEAIR
Network passphrase: educause

eduroam is also available.

Information Kiosks
Available to map the exhibit hall, build your daily itinerary, check in on conference buzz, and get daily updates. Information kiosks are located in Lobby D of the convention center during conference hours.

Power Stations
Power stations are sponsored by Higher One.

Conveniently located in Lobby D of the convention center, these stations give you a place to plug in and power up your electronic devices.
YOUR CONFERENCE EXPERIENCE

SOCIAL MEDIA

Backchannel Communications
In addition to your personal networks, EDUCAUSE 2012 has a Facebook page and has created a specific Flickr group. You can also comment and tweet from specific session web pages in the online agenda. Connect real-time on Twitter using the conference hashtag #EDU12.

LOUNGES AND SPECIAL AREAS

EDUCAUSE Community and Constituent Group Lounge
Meeting Rooms 610/612
This space is designed for members of the EDUCAUSE community and constituent groups to connect with each other. Organize impromptu meetings, share valuable content, or just relax and recharge in this informal setting. Just drop in or use the on-site scheduling board to reserve larger meetings.

International Welcome Lounge
Meeting Room 604
If you’re an international attendee, stop by this informal lounge to connect with colleagues, check e-mail, relax, and recharge your devices. You’ll also find refreshments, convenient access to a printer, and basic office supplies.

CIO Lounge
Meeting Rooms 601/603
The CIO Lounge is sponsored by Desire2Learn Incorporated, Platinum Partner.

CIOs are invited to relax and hold informal gatherings in this centrally located room. Enjoy an assortment of snacks and beverages and find a quiet, comfortable spot to charge your devices, watch streamed general sessions, and check e-mail. Wednesday only: Colorado CIOs will host a continental breakfast from 7:00 to 7:45 a.m. to welcome you to Denver.

Speaker Ready Room
Meeting Room 207
Speakers, pick up your speaker gift and speaker ribbon for your name badge here! We encourage all speakers and presenters to visit the speaker ready room, which will be open Monday through Friday (see the daily agenda for exact times). In the speaker ready room, speakers can check in with technicians to test their equipment with the exact configuration that will be available at the podium. Printers, projectors, and a copier will be available for practicing and making last-minute modifications and handouts.

Flexible Learning Spaces
Room 501/502 and Room 503/504
Furniture in room 501/502 provided by Steelcase, Gold Partner.
Two professionally designed flexible learning spaces have been created that will host a combination of presentation, small-group interaction, and large-group discussions.

Exhibit Hall
Exhibit Hall B–E
Preview technology solutions from more than 270 companies and enjoy refreshment breaks, lunch, and the Wednesday networking reception in the exhibit hall. See page 93 to learn about other exciting activities in the hall.

Learning Theater
Exhibit Hall
New this year! Located in the exhibit hall, this community space will feature high-energy presentations like the EDUCAUSE Game Changers Business Competition and Community and Constituent Group Spotlights and informal discussions on just-in-time answers to day-to-day challenges. See page 24 for more information and a detailed schedule.

EDUCAUSE Central
Lobby D
Visit this community hub near registration to connect with association leaders and resources. Stop by and see where your association is headed, share your feedback, and view the conference social media stream.

EDUCAUSE Discussion and Constituent Group Gallery
Main Concourse
Want to talk about what’s keeping you up at night or have questions that need answers? Or do you have experiences and answers to share? Either way, you need to belong to one or more of our discussion groups and join the online conversations. Find out more at our special Discussion and Constituent Group Poster Gallery located in the Main Concourse. Drop by to learn more about these online groups that converse regularly via online discussion tools, meet at the annual conference each year, and participate in other programs such as the EDUCAUSE regional conferences. Each poster has a QR code to make it easy to sign up and begin interacting with like-minded peers.

CONFERENCE EVALUATIONS

Session Evaluations
Your feedback is important to us. Please share your thoughts on sessions and speakers through our online session evaluation system at one of the conference laptop kiosks, or on your own computer at your convenience at net.educause.edu/seseval/e12.

Overall Evaluation
Your comments help shape the program every year. Watch for the overall conference evaluation e-mail shortly after the conference. The input we get from you shapes speaker invitations and content for future events.

ON-SITE RESEARCH

Your EDUCAUSE Annual Conference experience is very important to us. This year we will be stationing professional research interviewers around the conference to gather information about your experience. They will be walking the halls and also centrally located in the main concourse. Please take a moment to speak with them candidly. Look for “Research Interviewer” on their EDUCAUSE badges.

GREEN INITIATIVES

We’re committed to minimizing our event’s impact on the environment.

Print Program: The program is printed on Forest Stewardship Council–certified 100%-recycled paper.

Conference Bags: Made from 50% recycled material (great for reuse after the conference).

Name Badge Holders: Made from 50% recycled material.

Pens: Made from 100% recycled plastic.
We believe in the transformative power of learning. Through online, social and mobile technologies, students have access to individualized learning experiences that engage and nurture their curious minds. Together we can ensure that students stay learning, for life.

Be sure to visit Pearson at EDUCAUSE Booth #1423!

Don’t miss these sessions:

If Not Now, When? Challenges Facing American Education
Wednesday, 2:30 – 3:20pm
Mile High Ballroom 2B/3B
Adrian Sannier
Senior VP of Product, Pearson

The Many Opportunities of OER
Wednesday, 3:40 – 4:30pm
Meeting Room 404
Clancy Marshall, Pearson
William Muirhead, University of Ontario Institute of Technology
Jeff Seaman, Babson Research
Cory Stokes, University of Utah

The Quest for a University-Wide Digital Content Management Solution
Thursday, 9:10 – 10am
Meeting Room 304
Patricia Bassett, Palm Beach Atlantic University
The EDUCAUSE 2012 Program Committee developed a list of challenge areas (themes) that cut across the IT organization (domains) and assigned those identifiers to educational session components. The idea behind this approach is to help you think more broadly and examine those challenges that reach across the institution.

Domains and themes are listed after session titles. Use these terms to search the program for education sessions that best align to your specific area of interest.

**DOMAINS**
- Enterprise Information Systems and Services (Administrative/Academic)
- Infrastructure, Information Security, and Identity Management
- Leadership, Management, and Governance
- Libraries, E-Research, and Digital Content
- Support Strategies and Services
- Teaching and Learning

**THEMES**
- Analytics/Business Intelligence
- Cloud/Hosting/Sourcing/Virtualization
- Consumerization of Technology (e.g., users versus choosers)
- Green/Sustainability
- Leading Edge/Strategic Innovation
- Mobility
- Open and Community Source
- Openness (e.g., open courseware, open content, open textbooks)
- Partnerships/Collaborations
- Professional Development/Training
- Risk Management
- Social Media/Networking/Web 2.0 and 3.0
- Strategic Communication, Media, and Marketing
- Strategic Value of IT (business improvement/cost savings/finance/efficiency/effectiveness)
- Student Success/Learning Outcomes
- Universal Design/Accessibility
SESSION DESCRIPTIONS

Meet-and-Greet Sessions
Take time with EDUCAUSE Board members and staff to hear about association initiatives, ask questions, and suggest ideas about how your EDUCAUSE membership can best serve your institution.

Technology Solution Sessions
Presented by corporations and/or institutions, these sessions address the most pressing technology issues facing higher education institutions today. You’ll hear about innovative solutions and resources that can be used on your campus to navigate these challenges.

Client-Led Sessions
Presented by a corporation in conjunction with a higher education institution, these sessions will focus on product solutions and institutional benefits while engaging discussion on application for your institutional context.

Discussion Sessions
Offered by EDUCAUSE constituent groups or corporate representatives and open to anyone interested in the topic, discussions are an opportunity for participants to share campus challenges and solutions through interactive exchange.

Hot Topic Panels
During these sessions, corporate thought leaders will address a hot topic by discussing emerging trends, research, strategies, technologies, and solutions related to the topic. These sessions will help you understand current and future products and services and their potential benefits for your institution.

Featured Speakers
Each selected for a special reason, these presenters are making a difference across the IT profession and higher education. They’ll share lessons learned and give you new and valuable perspectives on some of the IT challenges and questions you’re facing.

Community Updates and Open Meetings
Get a big-picture overview of the future as you hear from and talk with EDUCAUSE staff and collaborating organizations at these must-attend sessions. Each will cover strategic directions and priorities, major issues, and initiatives that will move our profession and its services forward in the coming years.

Concurrent Sessions
The foundation of the conference, these traditional sessions consist of one or more speakers addressing the audience about topics on which they are well experienced and have expertise, either from leading campus IT projects or from research and collaboration. Speakers of these sessions are encouraged to engage the audience in order to enhance value and interest. This is the most prevalent type of session, and many are offered in every time slot throughout the conference.

Poster Sessions
Talk one-on-one with innovators and topic experts during these sessions on Wednesday. The poster space is organized by domain, allowing you to focus your interests and your conversations on the presentations that promise ideas and solutions for some of your challenging projects. See pages 43-48 for poster abstracts.

Preconference Seminars
Offered for full or half days and facilitated by senior IT leaders with extensive experience, seminars give attendees the opportunity to more deeply examine various topics. In this highly interactive format, participants can discuss in-depth approaches to challenges they’re facing on campus, share solutions, and learn strategies.

WEBCAST RECORDINGS AND PROCEEDINGS

Webcasts
Webcast recordings are provided by Sonic Foundry, Platinum Partner, and 323Link.

With such a large array of sessions to choose from, it’s impossible to attend them all. Over 60 sessions will be professionally streamed, recorded, and made available to you after the conference. Webcasts are marked in the daily agendas with the blue screen icon above.

Captioning
Captioning is provided by Caption Colorado.

To ensure an accessible event, EDUCAUSE will provide captioning and transcripts for all webcasts. Attendees for whom English is a second language will benefit from the opportunity to both hear presenter remarks and read the captions in real time, and everyone will benefit from the access to searchable content.

Recording Policy
Presentations and associated materials are the intellectual property of the presenter; no conference session or activity may be recorded in any medium without their permission. No recording whatsoever for commercial purposes is allowed at any time without prior permission from both EDUCAUSE and the speaker(s).

Proceedings
All speakers are invited to upload their presentation resources including slides, videos, handouts, etc. These resources are available to participants via our EDUCAUSE 2012 conference website proceedings page.
### TUESDAY, NOV. 6

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00–7:30 a.m.</td>
<td>Registration, EDUCAUSE Central, EDUCAUSE Community and Constituent Group Lounge: 7:00 a.m.–4:00 p.m.; International Welcome Lounge: 8:00 a.m.–4:00 p.m.; CIO Lounge: 1:00–4:00 p.m.</td>
</tr>
<tr>
<td>7:30–8:00 a.m.</td>
<td>Morning Preconference Seminars: 8:00 a.m.–11:30 p.m.</td>
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<td>8:00–8:30 a.m.</td>
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<td>8:30–9:00 a.m.</td>
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<td>9:00–9:30 a.m.</td>
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<td>10:00–10:30 a.m.</td>
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<td>10:30–11:00 a.m.</td>
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<tr>
<td>11:00–11:30 a.m.</td>
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<tr>
<td>11:30 a.m.–12:00 noon</td>
<td>Lunch for Seminar Attendees [ticket required]: 11:30 a.m.–12:30 p.m.</td>
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<tr>
<td>12:00 noon–12:30 p.m.</td>
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<tr>
<td>12:30–1:00 p.m.</td>
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<td>1:00–1:30 p.m.</td>
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<td>1:30–2:00 p.m.</td>
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<td>2:00–2:30 p.m.</td>
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<td>2:30–3:00 p.m.</td>
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<td>4:00–4:30 p.m.</td>
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<td>4:30–5:00 p.m.</td>
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<td>5:00–5:30 p.m.</td>
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<td>5:30–6:00 p.m.</td>
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<td>6:00–6:30 p.m.</td>
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<td>6:30–7:00 p.m.</td>
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<tr>
<td>7:00–8:00 p.m.</td>
<td>Board/Program Committee Reception: 7:00–9:00 p.m. (by invitation only)</td>
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<tr>
<td>8:00–9:00 p.m.</td>
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</tbody>
</table>

### WEDNESDAY, NOV. 7

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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</thead>
<tbody>
<tr>
<td>7:00 a.m.–6:30 p.m.</td>
<td>Registration and EDUCAUSE Central: 7:00 a.m.–6:30 p.m.; CIO Lounge: 7:00 a.m.–5:00 p.m.; EDUCAUSE Community and Constituent Group Lounge: 7:00 a.m.–7:30 p.m.; International Welcome Lounge: 7:00 a.m.–4:00 p.m.</td>
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<tr>
<td>8:00–9:30 a.m.</td>
<td>General Session: 8:00–9:30 a.m. SHIRKY</td>
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<tr>
<td>9:30–10:30 a.m.</td>
<td>Break in the Exhibit Hall: 9:30–10:30 a.m.</td>
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<tr>
<td>10:30–11:20 a.m.</td>
<td>Sessions: 10:30–11:20 a.m.</td>
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<tr>
<td>11:40 a.m.–12:20 a.m.</td>
<td>Sessions: 11:40 a.m.–12:20 a.m.</td>
</tr>
<tr>
<td>12:30–2:30 p.m.</td>
<td>Lunch in the Exhibit Hall: 12:30–2:30 p.m.</td>
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<tr>
<td>1:30–2:30 p.m.</td>
<td>Poster Meet and Greet: 1:30–2:30 p.m.</td>
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<tr>
<td>2:30–3:20 p.m.</td>
<td>Sessions: 2:30–3:20 p.m.</td>
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<tr>
<td>3:40–4:30 p.m.</td>
<td>Sessions: 3:40–4:30 p.m.</td>
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<tr>
<td>4:30–6:30 p.m.</td>
<td>Networking Reception in the Exhibit Hall: 4:30–6:30 p.m.</td>
</tr>
<tr>
<td>THURSDAY, NOV. 8</td>
<td>FRIDAY, NOV. 9</td>
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<tr>
<td><strong>Registration, EDUCAUSE Central, CIO and International Welcome Lounges:</strong> 7:00 a.m.–4:30 p.m.; Community/Constituent Group Lounge: 7:00 a.m.–7:30 p.m.</td>
<td><strong>Registration: 7:30–10:30 a.m.; EDUCAUSE Central: 7:30–11:30 a.m.; CIO Lounge: 7:30–11:30 a.m.; Morning Refreshments: 7:30–8:00 a.m.; EDUCAUSE Community and Constituent Group Lounge and International Welcome Lounge: 7:00–10:15 a.m.</strong></td>
</tr>
<tr>
<td><strong>Morning Refreshments:</strong> 7:30–8:00 a.m.</td>
<td><strong>7:00–7:30 a.m.</strong></td>
</tr>
<tr>
<td><strong>Sessions:</strong> 8:00–8:50 a.m.</td>
<td><strong>7:30–8:00 a.m.</strong></td>
</tr>
<tr>
<td><strong>Sessions:</strong> 9:10–10:00 a.m.</td>
<td><strong>8:00–8:30 a.m.</strong></td>
</tr>
<tr>
<td><strong>Exhibit Hall:</strong> 10:00 a.m.–4:30 p.m.</td>
<td><strong>Break in the Exhibit Hall: 10:00–10:30 a.m.</strong></td>
</tr>
<tr>
<td><strong>General Session:</strong> 10:30–11:30 a.m. <strong>FLANAGAN/MASIE</strong></td>
<td>**General Session: 10:15–11:15 a.m. **AYERS</td>
</tr>
</tbody>
</table>
What’s happening in the Learning Theater

The Learning Theater is a community space designed for high-energy group presentations and informal group discussions. Open during the Exhibit Hall hours, you’ll find a series of interactive presentations and activities. When not participating in these quick-paced activities, you can engage in this informal setting with constituent groups as they co-create a series of hot topic discussions and just-in-time answers to day-to-day challenges.

Exhibit Hall B-E

near the lunch seating area

EDUCAUSE GAME CHANGERS BUSINESS COMPETITION

A select group of Start-Up Alley companies will participate in this first-ever competition, co-hosted by Google, Silver Partner. These companies will present their business plans, products, and services through video presentations and live “pitches” in the Learning Theater.

Presentations will be judged by EDUCAUSE members, conference attendees, and a panel of judges. Winning companies will receive prizes from both EDUCAUSE and Google.

Help shape the future of these companies by attending the competition and voting at educause.edu/GCvote.

LEARNER RELATIONSHIP MANAGEMENT SPOTLIGHT

Representatives from the Bill & Melinda Gates Foundation and Achieving the Dream will facilitate a quick-fire series of pitches and brief Q&A with community colleges and educational technology software companies focused on learner relationship management (LRM) product development, available software applications, and their potential for improving student outcomes.

COMMUNITY PROJECTS PILOT

Nonprofit community organizations will take the stage for quick presentations designed to build awareness of common institutional challenges and their community-based solutions. Following these presentations, the theater will be transformed to an informal space for participants and organization representatives to engage in small-group discussions.

COMMUNITY AND CONSTITUENT GROUP SPOTLIGHTS

EDUCAUSE constituent groups represent nearly 60 open, informal “communities of practice” that interact throughout the year via electronic discussions and meet face-to-face here at the annual conference. Engage with CG volunteers to discuss hot topics and participate in short workshops and demonstrations.
## Schedule

### WEDNESDAY, NOVEMBER 7

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker/Constituent Group Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30–10:30 A.M.</td>
<td>EDUCAUSE Game Changers Business Competition Presentations</td>
<td></td>
</tr>
<tr>
<td>10:30–11:20 A.M</td>
<td>It’s All about Community: Getting the Most Out of Google’s Education Ecosystem</td>
<td>Speaker: Tom Mills, Enterprise Director, Global Education, Google</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Moderators: Greg Ratliff, Senior Program Officer Education, Postsecondary Success, The Bill &amp; Melinda Gates Foundation; Nicole Melander, Chief Technology Officer, Achieving the Dream</td>
</tr>
<tr>
<td>11:40 A.M.–1:20 P.M.</td>
<td>Learner Relationship Management: A Spotlight on Student Success</td>
<td>Moderators: Greg Ratliff, Senior Program Officer Education, Postsecondary Success, The Bill &amp; Melinda Gates Foundation; Nicole Melander, Chief Technology Officer, Achieving the Dream</td>
</tr>
<tr>
<td>1:30–2:20 P.M.</td>
<td>EDUCAUSE Game Changers Business Competition Presentations</td>
<td></td>
</tr>
<tr>
<td>3:40–4:30 P.M.</td>
<td>Building Networks in Challenging and Unique Environments</td>
<td>Constituent Group Sponsor: Network Management</td>
</tr>
<tr>
<td>5:40–6:30 P.M.</td>
<td>Video Premiere of IT Accessibility: What Campus Leaders Have to Say</td>
<td>Constituent Group Sponsor: IT Accessibility</td>
</tr>
</tbody>
</table>

### THURSDAY, NOVEMBER 8

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker/Constituent Group Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:30 A.M.–12:20 P.M.</td>
<td>All You Wanted to Know about Successful Project Portfolio Management</td>
<td>Constituent Group Sponsor: Project Management</td>
</tr>
<tr>
<td>1:30–3:30 P.M.</td>
<td>Community Projects Pilot Presentations</td>
<td>Presenters: Mara Hancock, CIO, VP–Technology, California College of the Arts; Molly Tamarkin, Associate University Librarian for Information Technology, Duke University; Jonathan Markow, Chief Strategy Officer, DuraSpace; Jennifer L. Foutty, Executive Director, Kuali Foundation, and Brian McCough, Director, Enterprise Integration and Chief Software Architect, Indiana University; Lori Tirpak, Director, Enterprise Systems, Oakland University; Russell Little, Manager, Web Systems, Sinclair Community College; Andy Wasklewicz, Technology Architect, Stanford University School of Medicine; William G. Thompson Jr., Software Architect, Unicon; William Yock, Director, Enterprise Information Services, University of Washington</td>
</tr>
<tr>
<td>3:30–4:30 P.M.</td>
<td>Community Projects Pilot Open Discussions</td>
<td></td>
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</tbody>
</table>
RECOGNIZING
Exemplary Leaders
IN OUR COMMUNITY

Congratulations to the 2012 EDUCAUSE Award Recipients

Leadership Award
Earving L. Blythe
Virginia Tech (Retired)

Leadership Award
David G. Swartz
American University

Rising Star Award
Melissa Woo
University of Oregon

We are pleased to recognize our Awards Program Sponsor:

Silver Partner

Find more information about the EDUCAUSE Awards Program at educause.edu/awards.
SUNDAY, NOVEMBER 4

8:00 a.m.–5:00 p.m.

Exhibitor Help Desk Open
*Lobby D*

MONDAY, NOVEMBER 5

8:00 a.m.–5:00 p.m.

Registration Desk Open
*Sponsored by Jenzabar, Platinum Partner*  
*Lobby D*

Exhibitor Help Desk Open  
*Lobby D*

Speaker Ready Room Open  
*Meeting Room 207*
Speakers using technology are encouraged to visit to test their equipment, prepare for their sessions, or make last-minute modifications.

9:00 a.m.–4:00 p.m.

EDUCAUSE Board of Directors Meeting  
*(board members only)*  
*Agate Room, Level 3, Hyatt Regency Hotel*

TUESDAY, NOVEMBER 6

7:00–7:45 a.m.

❗ Breakfast for Preconference Seminar Speakers and Conveners  
*Four Seasons Ballroom 1*
Seminar speakers and conveners are invited to this continental breakfast in order to pick up informational packets as well as mingle and chat informally with others.

7:00 a.m.–4:00 p.m.

Registration Desk Open  
*Sponsored by Jenzabar, Platinum Partner*  
*Lobby D*

Speaker Ready Room Open  
*Meeting Room 207*
Speakers using technology are encouraged to visit to test their equipment, prepare for their sessions, or make last-minute modifications.

EDUCAUSE Central Open  
*Lobby D*
Visit EDUCAUSE Central, a community hub near registration, to connect with association leaders and learn about recent EDUCAUSE activities. Stop by to take a break and recharge your laptop or mobile device.
TUESDAY

7:00 a.m.–4:00 p.m. cont’d

EDUCAUSE Community and Constituent Group Lounge Open
Meeting Room 610/612

This space is designed for members of the EDUCAUSE community and constituent groups to connect with each other. Organize impromptu and birds-of-a-feather meetings, share valuable content, or just relax and recharge in this informal setting. Just drop in or use the on-site scheduling board to reserve space for larger meetings. See you there!

8:00 a.m.–4:00 p.m.

International Welcome Lounge Open
Meeting Room 604

If you’re an international attendee, stop by this informal lounge to connect with colleagues, check e-mail, relax, and recharge your devices. You’ll also find refreshments, convenient access to a printer, and basic office supplies.

FULL-DAY SEMINARS
NOTE: Separate registration and fee required.

SEMINAR 01F: Completing the Cycle: Developing, Implementing, and Assessing E-Portfolios
Meeting Room 402

SEMINAR 02F: Legal Issues Every Higher Ed Technology Professional Should Understand
Mile High Ballroom 4A/4B

SEMINAR 03F: Becoming a Successful Technology Manager
Meeting Room 401

SEMINAR 04F: Crafting a Strategy and Action Plan for Analytics for Your Campus
Meeting Room 303

SEMINAR 05F: Balanced Leadership: The Role of Behavior Styles and Emotional Intelligence
Mile High Ballroom 2B

SEMINAR 06F: ITANA Face-to-Face 2012: Enterprise, Business, and Technical Architects Peer Group
Meeting Room 304

8:00 a.m.–5:00 p.m.

Exhibitor Help Desk Open
Lobby D

MEETING

ACTI Communication, Collaboration, and Mobility
Meeting Room 205

Open meeting of the Advanced Core Technologies Initiative Communication, Collaboration, and Mobility Working Group

ACTI-CCM presentations and panel sessions will focus on unified communications, interactive communications, and VoIP on campus in the morning; in the afternoon, we’ll look more closely at mobile communications, particularly DAS and ENS, and share current CCM-related initiatives among all participants in a facilitated discussion.

8:30 a.m.–12:00 noon

MORNING SEMINAR

SEMINAR 11A: Frameworks for Planning and Implementation: Structures from a Decade of the Horizon Report
Mile High Ballroom 4E/4F

9:00–10:20 a.m.

CORPORATE CONNECTION

The Power of Creativity: TOYD (Thinking Outside Your Desk)
(corporate attendees only)
Meeting Room 203
Keith Powell

Business revivalist Keith Powell will share original scenarios that demonstrate how to leverage branding, social media, a multichannel approach to marketing, and creative client problem solving for a win-win outcome in higher education sales. Discover who your ideal customers are and what they want and need. Four key CRM areas will be addressed: investing in the long-term view, making it easy for customers to do business with you, committing to campus partners’ success, and understanding the power of action and active listening. Gain new insights and seize new opportunities for enhanced customer relationship management.

9:30–10:00 a.m.

BREAK

Refreshment Break for Preconference Seminar Participants
Foyers

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

9:45–11:00 a.m.

MEETING

Midwest Regional Conference 2013 Program Committee
(committee members only)
Meeting Room 204

10:30–11:30 a.m.

CORPORATE CONNECTION

How EDUCAUSE Research Can Get You Closer to Your Customers
(corporate attendees only)
Meeting Room 203
Susan Grajek, Vice President, Data, Research, and Analytics, EDUCAUSE
EDUCAUSE delivers higher education IT research that can help corporations identify emerging trends, needs, and common and best practices. Topics range from workforce issues to BYOD, from analytics to the higher education enterprise application marketplace. Learn about current trends in higher education IT and how to benefit from all the research available to you.

**MEETING**

**EDUCAUSE Recognition Committee**  
(committee members only)  
Meeting Room 706  
11:15 a.m.–12:45 p.m.

**MEETING**

**Mid-Atlantic Regional 2013 Program Committee**  
(committee members only)  
Meeting Room 204  
Lunch will be provided for committee members.  
11:30 a.m.–12:30 p.m.

**LUNCH**

Lunch for Preconference Seminar Participants  
(lunch ticket required)  
Four Seasons Ballroom 1  
Lunch is available to speakers and attendees who are either registered for a full-day seminar or both a morning and an afternoon seminar (lunch tickets will be issued accordingly).  
11:45 a.m.–3:00 p.m.

**MEETING**

Coalition of Higher Education IT Associations  
(by invitation only)  
Meeting Room 706  
12:30–4:00 p.m.

**AFTERNOON SEMINARS**

NOTE: Separate registration and fee required.

SEMINAR 01P: How to Foster Agile Working Groups at Your Institution  
Meeting Room 403

SEMINAR 02P: IT Leadership Now: In the Cloud, On the Ground, All Around  
Meeting Room 301/302

SEMINAR 03P: Designing Mobile Learning: A Game to Apply UCD in Learning Mobile Interfaces  
Meeting Room 404

SEMINAR 04P: Breaking through the Silicon Ceiling  
Meeting Room 407

SEMINAR 05P: Assess, Engage, Plan, and Improve IT Service Outcomes  
Mile High Ballroom 3C

SEMINAR 06P: Aligning Your Research Computing with HIPAA  
Meeting Room 506

SEMINAR 07P: Active Learning Strategies for Active Learning Spaces  
Meeting Room 503/504

SEMINAR 08P: Getting the Community Involved in Campus IT Decisions  
Meeting Room 501/502

SEMINAR 09P: Practical Advice from Those Who’ve Been There: Implementing InCommon Bronze and Silver Assurance Profiles  
Meeting Room 505

SEMINAR 10P: Analytics: Planning Considerations  
Mile High Ballroom 2C

SEMINAR 11P: Mythbusting Media: Expert Tips and Techniques for Effectively Using Social and Digital Media  
Meeting Room 507

SEMINAR 12P: Making IT Strategic: Crowdsourcing the Value of Information Technology  
Mile High Ballroom 4E/4F

SEMINAR 13P: The Third Year of an iPad Initiative at Stanford’s School of Medicine  
Mile High Ballroom 4C/4D

SEMINAR 14P: Using Pedagogy to Effectively Leverage Technology in Online and Blended Courses  
Mile High Ballroom 3B

SEMINAR 15P: Maximize Your Efficiency: The New Leveraged Services Model for Desktop Computing  
Meeting Room 405

SEMINAR 16P: Universal Web Design: Making Your Websites and Online Courses Accessible  
Meeting Room 406

1:00–2:15 p.m.

**CORPORATE CONNECTION**

**Talk with the Board**  
(corporate attendees only)  
Meeting Room 203  
Moderated by: Diana Oblinger, President and CEO, EDUCAUSE

All corporate attendees will have an opportunity to provide feedback to the EDUCAUSE Executive Team and the association’s board on current issues and critical items. Come to this informal gathering to check in, offer constructive thoughts, and generate ideas.
ACTI Data Management Working Group
Meeting Room 708
Working meeting of the Advanced Core Technologies Initiative Data Management Working Group
ACTI-DM will report on its latest projects and discuss upcoming work. The group is currently focused on developing support for campuses that are struggling with questions on how to work with and manage data management plans as well as how to develop a research data support infrastructure. This is an excellent forum to share insights and exchange ideas regarding the core technologies, challenges, and opportunities posed by data management on campus.

ACTI Mobile Web Frameworks Working Group
Meeting Room 606
Working meeting of the Advanced Core Technologies Initiative Mobile Web Frameworks Working Group
ACTI-MWF will report on its latest projects and discuss upcoming work. The group is currently focused on guidelines for evaluating and selecting a mobile web framework based on an individual university’s characteristics, resources, strategies, and needs. This is an excellent forum to share insights and exchange ideas regarding the core technologies, challenges, and opportunities posed by mobile web frameworks on campus.

ACTI Optimizing Computing Infrastructures Working Group
Meeting Room 608
Working meeting of the Advanced Core Technologies Initiative Optimizing Computing Infrastructures Working Group
ACTI-OCI will report on its latest projects and discuss upcoming work. The group focuses on the consolidation of IT infrastructure on campuses for both research and administrative computing, is in the process of developing a tool that will help campuses plan for optimization projects. This is an excellent forum to share insights and exchange ideas regarding the core technologies, challenges, and opportunities posed by specific issues inherent in consolidation on campus.

MEETING
HEISC Leadership Team
(by invitation only)
Meeting Room 711

EDUCAUSE Reviewers Committee
Meeting Room 710
Existing and would-be members of the EDUCAUSE Reviewers Committee are invited to attend this informal meeting to get acquainted with colleagues and discuss reviewing for EDUCAUSE Review Online.

MEETING
West/Southwest Regional 2013 Conference Program Committee
(committee members only)
Meeting Room 204

MEETING
Focus Session on CDS Module 1: IT Organization, Staffing, and Financing
(by invitation only)
Meeting Room 709
Explore Module 1 of the Core Data Service and its applicability to participants in specific subpopulations.

MEETING
Constituent Group Leaders
(group leaders only)
Meeting Room 204

DISCUSSION SESSION
Software Licensing Issues
Meeting Room 605/607
Margaret H. Knox, CIO, University of Texas System
This meeting will cover the unique licensing needs of higher education and productive vendor relations. The discussion will explore the challenges users of different computers in more than one venue face, user identities, and ever-changing software needs. Participants will share experiences and formulate a consensus position on vendor issues.

DISCUSSION SESSION
Start-Up Alley Advice
(corporate attendees only)
Meeting Room 203
In this session, led by seasoned investors from GSV Advisors and other equity investment leaders, attendees will learn about the trends affecting deal making in this sector, gain practical insights into how to raise capital and fine-tune business plan pitches, and discover the do’s and don’ts of funding start-ups in higher education.

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collaboration generation.

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Education Solutions
A new model of efficiency.
Your university.

Do more with Dell education solutions
Imagine a university where students, educators and administrators can easily access documents and data anytime, anywhere. Where IT administrators don’t have to worry about data overwhelming the infrastructure. And everyone can focus on what’s really important—students reaching their full potential. We can help by providing the tools, services and education solutions powered by Intel® to help you make your university a model of efficiency and excellence.

Stop by booth # 1203 at Educause 2012 to see how our technology solutions can optimize your campus IT, or visit Dell.com/educause2012.
WEDNESDAY, NOVEMBER 7

7:00–8:00 a.m.

MEETING

EDUCAUSE Core Data Service Advisory Group
(by invitation only)
Meeting Room 204

7:00 a.m.–4:30 p.m.

International Welcome Lounge Open
Meeting Room 604

If you’re an international attendee, stop by this informal lounge to connect with colleagues, check e-mail, relax, and recharge your devices. You’ll also find refreshments, convenient access to a printer, and basic office supplies.

Speaker Ready Room Open
Meeting Room 207

Speakers using technology are encouraged to visit to test their equipment, prepare for their sessions, or make last-minute modifications.

7:00 a.m.–5:00 p.m.

CIO Lounge Open
Sponsored by Desire2Learn Incorporated, Platinum Partner
Meeting Room 601/603

Higher education CIOs are invited to relax and hold informal gatherings in this centrally located room. Enjoy an assortment of snacks and beverages and find a quiet, comfortable spot to charge your devices, watch streamed general sessions, and check your e-mail. Wednesday only: Colorado CIOs will host a continental breakfast from 7:00 to 7:45 a.m. to welcome you to Denver.

7:00 a.m.–6:30 p.m.

Registration Desk Open
Sponsored by Jenzabar, Platinum Partner
Lobby D

EDUCAUSE Central Open
Lobby D

Visit EDUCAUSE Central, a community hub near registration, to connect with association leaders and learn about recent EDUCAUSE activities. Stop by to take a break and recharge your laptop or mobile device.

7:00 a.m.–7:30 p.m.

Speaker Ready Room Open
Meeting Room 207

EDUCAUSE Community and Constituent Group Lounge Open
Meeting Room 610/612

This space is designed for members of the EDUCAUSE community and constituent groups to connect with each other. Organize impromptu and birds-of-a-feather meetings, share valuable content, or just relax and recharge in this informal setting. Just drop in or use the on-site scheduling board to reserve space for larger meetings. See you there!
8:00–9:30 a.m.

GENERAL SESSION

IT as a Core Academic Competence

Sponsored by Pearson, Platinum Partner
Wells Fargo Theatre
Clay Shirky, Faculty, New York University

For half a millennium, paper has been at the center of the academic enterprise, not just conceptually but architecturally, with many campuses arranged with the library at their center. Now, though, the core academic functions of collaboration, publication, dissemination, and argument are being virtualized. This change challenges many organizational and cultural assumptions, and moves the role of information and communication technology from a support function into the center of the academic enterprise.

9:30 a.m.–6:30 p.m.

Exhibit Hall Open

Exhibit Hall B-E

Don’t miss a tremendous opportunity to preview technology solutions offered by more than 270 companies. The exhibitor directory will help you navigate the hall and locate exhibitors providing the latest advances in technology to serve your campus needs.

We’re also featuring two Start-Up Alleys, where you can interact and share feedback with companies that are helping to shape the future of higher education IT, and the Next Generation Learning Challenges Alley. At the NGLC Alley, hear from grantees, view the projects gallery, gather valuable resources, and provide your feedback on innovations in teaching and learning. Refreshment breaks, lunch, and the Wednesday networking reception are also located in the exhibit hall.

9:30–10:30 a.m.

EDUCAUSE Meet and Greet

Meet the Editors of EDUCAUSE Review/EDUCAUSE Review Online

EDUCAUSE Central

Stop by for an informal opportunity to speak with D. Teddy Diggs and Nancy Hays, editors of the association’s award-winning publication EDUCAUSE Review and the new EDUCAUSE Review Online, about authoring opportunities and topics of current interest.

EDUCAUSE Game Changers Business Competition

Exhibit Hall B-E, Learning Theater

During EDUCAUSE 2012, the association will again host Start-Up Alley (SUA), a special section of the conference exhibit floor where innovative technology entrepreneurs showcase their new products and services to CIOs, technology professionals, and others. A select group of SUA companies will be invited to compete in the EDUCAUSE Game Changers Business Competition, co-hosted by Google, Silver Partner.

Contestants will present their business plans, along with their products and services on display in the learning theater and online, and demonstrate how their start-up identified a higher education problem or challenge, validated this issue, and applied technology to create tools and solutions.

Contestants will be judged both in person and online by association members and conference attendees, along with a panel of specialists (venture capitalists, investors, and others). Contestants who earn the most votes will win marketing-related prizes from both EDUCAUSE and Google, Silver Partner.

9:45–10:45 a.m.

MEETING

International Membership

Meeting Room 203

The EDUCAUSE community includes representatives of sister organizations from around the globe as well as members of international institutions. Please join us to learn about the emerging coalition of higher education IT associations.

10:30–11:20 a.m.

FEATURED SPEAKER

Disrupting College

Four Seasons Ballroom 1

Michael B. Horn, Executive Director, Education and Co-Founder, Innosight Institute

In his remarks, Michael Horn will discuss how disruptive innovations—known more broadly as online learning—are emerging with the promise to make postsecondary education more affordable, accessible, and of higher quality to students across the world. He will analyze what these trends may mean for the future of higher education and a variety of institutions, as well as how they may shift the policy landscape.

CONCURRENT SESSIONS

ENTERPRISE INFORMATION SYSTEMS AND SERVICES

Is the Cloud for You? Find Out Why It Is for Carnegie Mellon University

Mile High Ballroom 1D-F

Aubrey Fulmer, Project Manager, HR/Payroll Systems Implementation, Carnegie Mellon University; Mike Duffield, General Manager, Public Sector, Workday

Theme: Cloud/Hosting/Sourcing/Virtualization

Software as a service is agile, modern, adaptive, and cost-effective, but should your institution consider adopting it? In this session, hear how and why Carnegie Mellon University is going to the cloud with its administrative systems and why SaaS may be a viable option to traditional ERP systems running in your organization.

Making the Case for Open Source

Mile High Ballroom 4C/4D

Ken Ingle, Executive Director, Emerging Technology Services, Central Piedmont Community College

Theme: Cloud/Hosting/Sourcing/Virtualization, Strategic Value of IT

Can open source really help your institution? Or is it just a resource drain? Learn how to review functionality, analyze costs, evaluate risks, and compare to closed-source technology. Come away with a tool to determine when it’s best to use and contribute to open-source software.

Square One: A Prescription for Operational Excellence

Meeting Room 401

Robert Howard Jr., CIO, Armstrong Atlantic State University, and Shawn Ellis, IT Director, University of Georgia

Theme: Leading Edge/Strategic Innovation, Risk Management, Cloud/Hosting/Sourcing/Virtualization

Are you concerned about your IT organization’s credibility slipping due to service-impacting events? This session will provide you with a specific plan to address availability issues at your institution based on proven industry standard techniques that will give you repeatable success in achieving operational excellence.
INFRASTRUCTURE, INFORMATION SECURITY, AND IDENTITY MANAGEMENT

Create a Comprehensive Information Security Program with Limited Resources
Mile High Ballroom 4E/4F
Dana German, Chief Technology Officer, Albright College

Smaller colleges and universities may not have the luxury of dedicated IT security personnel, yet we have all of the same requirements for managing risks, safeguarding and protecting systems and data, and maintaining the confidentiality and personal privacy of our constituents. This session will outline a very practical approach for developing a comprehensive information security program.

Privacy and Security Initiatives of the U.S. Department of Education
Mile High Ballroom 2A/3A
Richard Gordon, Federal Student Aid CIO, and Kathleen Styles, Chief Privacy Officer, United States Department of Education

The U.S. Department of Education has launched several new privacy initiatives under the leadership of its first-ever chief privacy officer. Best known for enforcing the Family Education Rights and Privacy Act (FERPA), the department has extended its scope to include more guidance in the area of privacy and security, including the establishment of a Privacy Technical Assistance Center. The CIO of the Federal Student Aid program in the department also has significant responsibilities for information security and identity management. This session will provide an update on department initiatives of interest to higher education IT leaders.

LEADERSHIP, MANAGEMENT, AND GOVERNANCE

A CIO’s First Year
Four Seasons Ballroom 2-3
Ann Kovalchick, CIO, Drake University; Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Brian D. Voss, Vice President and CIO, University of Maryland; Bruce Maas, CIO and Vice Provost for Information Technology, University of Wisconsin–Madison

Whether you’re a new or seasoned CIO, the first year on campus is spent figuring out buildings, systems, and people. Every first year presents a balancing act between maintaining the status quo and implementing significant change. Building a strategy, a team, and an IT environment of the future is often pitted against resolving (quickly!) age-old challenges and dealing with the ever-present crises that arise—all establish the credibility and trust needed to achieve strategic change. So how does a CIO survive this first year? By being flexible, adaptable, and responsive—and by keeping an eye on the strategic goals from Day 1. Join four CIOs who have recently dealt with first-year experiences.

Core Data Service 2012 Results
Four Seasons Ballroom 4
Leah Lang, Senior IT Metrics and Benchmarking Analyst, EDUCAUSE

Where does IT stand today? In this session we’ll examine the state of IT in higher education using key metrics from the 2012 EDUCAUSE Core Data Service survey. We’ll look at important trends as well as similarities and differences across the various types of institutions that completed the core data survey. The session will conclude with a discussion of emerging directions for the CDS.

SUPPORT STRATEGIES AND SERVICES

Managing from the Inside Out: Central IT Management of Local Unit IT Resources
Meeting Room 507
Cathy O’Brien, Director of Client Support, Indiana University; Tim Ryder, Director of IT for the Geology Department at the College of Arts and Sciences, Indiana University Bloomington; Jim Kippenbrock, Manager, Local Support Provider Services, Indiana University-Purdue University Indianapolis
Additional project contributors: Christopher England, IT Project and Team Lead, Indiana University Bloomington

Themes: Partnerships/Collaborations, Leading Edge/Strategic Innovation, Strategic Value of IT

Gain an understanding of three innovative models for partnerships between distributed and central IT, where each model’s strengths are maximized to produce technology services that are effective and efficient in service of the academic mission within schools and colleges.

TEACHING AND LEARNING

Exploring Universal Design and IT Accessibility in a Flexible Learning Space
Furniture provided by Steelcase, Gold Partner
Meeting Room 501/502
Daniela Marghitu, Faculty, Computer Science Department, Auburn University; Susan Cullen, Program Manager–Universal Design Center, California State University, Northridge; Greg Kraus, University IT Accessibility Coordinator, North Carolina State University; Terrill Thompson, Technology Accessibility Specialist, University of Washington; Sushil K. Oswal, Professor, University of Washington, Tacoma

Theme: Universal Design/Accessibility

Participants will increase their understanding of IT accessibility issues through a combination of lecture, demonstration, and hands-on experience of accessibility barriers. The principles of universal design will be shared, and participants will work collaboratively to identify possible solutions to problems, including solutions involving policies, procedures, and procurement strategies.

Four More Questions You Shouldn’t Ask about Online Learning
Meeting Room 503/504
George Otte, University Director of Academic Technology, City University of New York; Charles D. Dziuban, Director, Research Initiative for Teaching Effectiveness, and Paty D. Moskal, Associate Director, Research Initiative for Teaching Effectiveness, University of Central Florida; Phillip D. Long, Professor, Director Centre Educational Innovation and Technology, The University of Queensland; W. Gardner Campbell, Director, Professional Development and Innovative Initiatives, Virginia Tech

Themes: Student Success/Learning Outcomes, Social Media/Networking/Web 2.0 and 3.0

The panel members will expand the discussion of reframing inquiry about online learning. How do we know that someone is ready to teach or learn online? Can I replace face-to-face with online learning? Are students satisfied? What learning outcomes should we specify?

Low-Cost 3D Printing for Hands-On Course Use
Meeting Room 407
Patricia Peihman, Director, Academic Technology, Dickinson College; Frederick Charles Hagemeister, Coordinator, Academic Technologies, University of Richmond

Themes: Consumerization of Technology, Student Success/Learning Outcomes

Three-dimensional printing is becoming a practical technology for education. Colleges and universities have begun tapping into the grassroots community of low-cost 3D printing kits, communities of practice, and open 3D repositories. In this session, the University of Richmond and collaborative schools will explore project development, curricular use cases, and 3D printing communities.
Health Sciences IT
Meeting Room 303
Vincent Sheehan, CIO and Associate Dean of Technology, Indiana University Bloomington; Boyd Knosp, Associate Dean, Information Technology, Carver College of Medicine, The University of Iowa
The Health Sciences IT Constituent Group (previously known as the Medical School IT CG) provides a discussion forum for issues and challenges facing IT professionals serving in medical and health science related institutions. Discussions will cover such areas as planning, coordinating, facilitating, and/or providing technology services for academic health sciences, including education, clinical care, research, libraries, and public health. The group will also explore such topics as the relationships between health science IT staff and central campus IT units. The discussion at the 2012 meeting will explore opportunities for our new constituent group at EDUCAUSE regional meetings, mapping out potential conference programs and events with academic health science organizations such as the American Association of Medical Colleges.

Library and IT Partnerships
Meeting Room 404
Nikki E. Reynolds, Director, Instructional Technology Services, Hamilton College; Andrew Bonamici, Associate University Librarian for Media and Instructional Services, University of Oregon
This forum discusses management issues unique to the collaborative efforts now required of librarians and IT managers. This meeting will provide an excellent opportunity to exchange ideas regarding potential partnerships including providing training, working with information providers, delivering services, and supporting instructional technology, multimedia, and campus-wide information systems.

Small Colleges
Meeting Room 405/406
Ethan Benatan, Vice President and CIO, Marylhurst University; Mary Parlett-Sweeney, Deputy, CIO, Siena College
This meeting will foster the discussion of IT issues specific and possibly unique to small colleges, allowing participants to share challenges, solutions, and successful techniques employed in the planning and management of technology-related resources.

Wireless Local Area Networking
Meeting Room 402
Philippe Hanset, IT Manager, The University of Tennessee
This group addresses all forms of wireless local area networking in the unlicensed spectrum, focusing on issues pertaining to 802.11x as well as emerging broadband and high-speed technologies. Topics of interest include authentication, authorization, roaming, IEEE standards, vendor interoperability, and WLAN deployment and operation challenges.

CIO OPEN SPACE SESSION
Meeting Room 605
Open space sessions are designed to give CIOs the opportunity to identify emerging issues and hot topics for lightly facilitated discussion while in Denver. For details, check the face-to-face program on the conference website.

TECHNOLOGY SOLUTIONS
Extending Your IT Staff: Off-Load the Right Projects and Deliver Quality Support
Mile High Ballroom 4A/4B
Donald Davis, CIO, Associate Vice President, Azusa Pacific University; Ben Bassett, Vice President and GM, Managed Services, Jenzabar; Dave Edminster, Director of IT, Naropa University
Domain: Enterprise Information Systems and Services
Themes: Cloud/Hosting/Sourcing/Virtualization, Leading Edge/Strategic Innovation, Strategic Value of IT
With IT staff inundated with daily support issues, how do you have time to deliver high-quality service and tackle BYODs, the cloud, and strategic planning? Panelists will discuss how to incorporate managed and hosted services into your strategic information technology plan, free up IT time, and deliver prompt support.

Navigating Change in Today’s Global Education Environment
Mile High Ballroom 2C/3C
Mark D. Jones, Senior Vice President and Chief Product Officer, Ellucian
Domain: Mobility, Strategic Value of IT, Student Success/Learning Outcomes
Themes: Mobility, Strategic Value of IT, Student Success/Learning Outcomes
In today’s connected world, people expect—and deserve—technologies that help them engage with their institutions as easily as they engage with their favorite app. As technologies are rapidly reshaping how people learn and connect, learn how Ellucian strives to deliver the flexible solutions you need to manage the pace of change and give your constituents the tools they need to succeed, no matter where they are or what they do.

CLIENT-LED SESSIONS
Creating the Wireless Campus at CU Boulder
Meeting Room 505/506
Max Lopez, Senior Wireless Engineer, University of Colorado Boulder
Domain: Infrastructure, Information Security, and Identity Management
Themes: Consumerization of Technology, Mobility, Strategic Value of IT
The University of Colorado at Boulder has expanded wireless coverage to outdoor areas and even university-owned buses to give its 30,000 students and 7,000 employees universal network access from any Wi-Fi device, allowing students and staff to be more productive, even when roaming between buildings on campus.

Reining in Research Data: Data Management Plans, Data Life-Cycle Management, and Collaboration

*Meeting Room 301/302*

*Jacob Farmer*, CTO, Cambridge Computer;  
*Kurt Seiffert*, Manager, Research Storage, Indiana University Bloomington

**Domain:** Libraries, E-Research, and Digital Content  
**Themes:** Cloud/Hosting/Sourcing/Virtualization, Leading Edge/Strategic Innovation, Partnerships/Collaborations

Indiana University, Bloomington, is collaborating with the Starfish Project at Cambridge Computer to define the best practices for administering data management plans for grant-funded research institutions. We will present our progress and share our vision for automating all aspects of data management plans: definition, administration, collaboration, sharing, and archiving.

### HOT TOPIC PANELS

**BYOD: Short-Term Gain without Long-Term Pain?**

*Meeting Room 304*

*Kim Cary*, Chief Information Security Officer, Pepperdine University;  
*Bruce Klein*, Director, Network and Systems Services, Rowan University

**Moderated by:** *Tom Murphy*, Chief Marketing Officer, Bradford Networks  
**Domain:** Infrastructure, Information Security, and Identity Management  
**Themes:** Cloud/Hosting/Sourcing/Virtualization, Consumerization of Technology, Mobility

Join this panel to discuss best practices and pitfalls in establishing and managing successful BYOD programs that allow personal devices to connect easily and securely to college and university networks, without creating help desk nightmares. IT executives will share their different perspectives and approaches to BYOD and open the floor to questions.

**Getting Smart about Educational Analytics**

*Meeting Room 2B/3B*

*Kristin Stang*, Director, Academic Technology Center (ATC), California State University, Fullerton;  
*Shannon Meadows*, SVP, Business Development, CourseSmart;  
*Kelli Trosvig*, Vice President for UW Information Technology and CIO, University of Washington

**Moderated by:** *Ellen Wagner*, Executive Director, WICHE/WCET  
**Domain:** Teaching and Learning  
**Themes:** Student Success/Learning Outcomes, Analytics/Business Intelligence, Strategic Value of IT

The data trail that learners leave behind contains a wealth of information about student interests and behaviors. This data can be used to address vital issues in higher education: improving retention, ROI, learning outcomes, and more. Panelists will discuss the benefits and application of analytics in the .edu enterprise.

**MEETING**

**Enterprise IT Leadership Conference Program Committee**  
(committee members only)  
*Meeting Room 204*

10:30–11:30 a.m.

**MEETINGS**

**ELI Advisory Board**  
(committee members and invitees only)  
*Meeting Room 202*

**Gig.U**  
(Gig.U members only)  
*Meeting Room 607*

The University Community Next Generation Innovation Project, Gig.U, will be reviewing a year’s progress and strategizing for the future.
For International Participants: Informational Session on the EDUCAUSE Center for Applied Research
Meeting Room 604
Join us for a discussion about ECAR, the EDUCAUSE Center for Applied Research, with Susan Grajek, vice president for data, research, and analytics, and Eden Dahlstrom, senior research analyst.

Beverage Break
Sponsored by Hyland Software, Silver Partner
Foyers
Take time to refuel and relax. Get the energy boost you’ll need to make the most of the many opportunities that surround you! Coffee, tea, and sodas are available during this time.

MEETING

CONCURRENT SESSIONS

ACTI-MWF Presents a Higher Education Guide to Mobile Web Frameworks and Strategies
Mile High Ballroom 10-F
Christopher Matthew Ward, Assistant Director of Web Services, Kennesaw State University; Lori Tirpak, Director, Enterprise Systems, Oakland University; Rosemary A. Rocchio, Director, Educational and Collaborative Technology Group, UCLA; Mojgan Amini, IT Manager for Enterprise Applications and Middleware, University of California, San Diego
Themes: Mobility, Partnerships/Collaborations, Leading Edge/Strategic Innovation

Implementing a University-Wide Vision for Accessibility: The Penn State Experience
Mile High Ballroom 2A/3A
John T. Harwood, Associate Vice Provost for Information Technology Services, The Pennsylvania State University
The 2011 Penn State/National Federation of the Blind (NFB) agreement identifies strategies for improving the accessibility of the institutional technology environment for persons with visual disabilities. This presentation will review the agreement’s key elements, describe the university’s strategies to achieve its accessibility vision, and share lessons learned.

Preparing for Big Data: Strategic Storage Planning at Lehigh University
Mile High Ballroom 4E/4F
Roy A. Gruver, Director, Technology Management Services, Timothy McGeary, Team Leader, Library Technology, and James B. Young, Director for Administration, Planning, and Advancement, Lehigh University
Themes: Strategic Value of IT; Partnerships/Collaborations, Cloud/Hosting/Source/Virtualization

We will present the process and outcomes of Lehigh University’s strategic storage planning initiative, which motivated diverse members of our merged technology and library organization to study current storage practices in order to devise a plan to respond to the exponential growth in demand for data storage.

EDUCAUSE Meet and Greet

Meet Next Generation Learning Challenges Staff
EDUCAUSE Central
Stop by to learn more about NGLC, an effort to identify, apply, and bring to scale effective technology-enabled solutions to persistent barriers to college readiness and completion, and meet with Andy Calkins, deputy director, and Nancy Millichap, program officer.

FEATUR ED SPEAKER

Using Predictive Analytics to Improve Student Success
Four Seasons Ballroom 1
Tristan Denley, Provost and Vice President for Academic and Student Affairs, Austin Peay State University
As provost of a regional university, Tristan Denley has pioneered a wide variety of initiatives to improve college completion and students’ academic success. These ideas stretch from institutional transformation and course redesign in a variety of disciplines, to the role of predictive analytics and data mining in higher education. His most recent work has created a course recommendation system that successfully pairs current students with the courses that best fit their talents and program of study for upcoming semesters. This system, which combines hundreds of thousands of past students’ grades with each student’s transcript to make individualized recommendations for current students, was an award winner at this year’s IMS Global Learning Impact Awards.

Leadership, Management, and Governance

Contracts, Clouds, Counsel, and CIO Conundrums: A Conversation
Mile High Ballroom 4C/4D
Bradley Wheeler, Vice President for IT and CIO, Indiana University; Jack Bernard, Associate General Counsel University of Michigan—Ann Arbor
Join Brad Wheeler and Jack Bernard for a wide-ranging conversation covering current legal issues in campus information technology. Possible topics include negotiating “cloud computing” contracts and an update on the activities of the Common Solutions Group and Internet2 contract initiatives; copyright issues affecting university e-reserves and the digitization of library holdings, including the Georgia State decision and HathiTrust litigation; campus social media guidelines for faculty, staff, and students; responding to security breaches; accessibility of campus technology for individuals with disabilities; the problems of “click-through” licenses; and digital textbooks. Cosponsored by the National Association of College and University Attorneys.

IT Professionals and Lawyers Can Get Along (Really, They Can)
Meeting Room 503/504
Tracy Mitran, Director of IT Policy, Cornell University; Heidi L. Wachs, Research Director, Gartner; Seth Gilbertson, Associate Counsel, and Joseph Storch, Associate Counsel, Office of General Counsel, SUNY System Administration
Themes: Partnerships/Collaborations, Professional Development/Training, Risk Management

Attorneys and IT professionals often speak different languages. While both believe they speak English, they often speak “legalese” and “tech,” which are not always compatible. This session aims to break down those perceived barriers using real-life examples of positive and negative interactions concerning current IT policy and legal issues.

Lies, Damn Lies, and Statistics about Diversity in Higher Education
Four Seasons Ballroom 2-3
Pablo G. Molina, Adjunct Professor, Georgetown University; Keith W. McIntosh, Vice Chancellor for Information Technology and CIO, Pima County Community College District; Melissa Woo, Vice Provost for IS and CIO, University of Oregon
This session will address what we know, what we think we know, and what we should know about diversity in the technology professions in higher education. What is diversity? How diverse are we? Does diversity matter? Why? Join three leaders within our industry as they express their views on diversity, share their journeys and observations, and lead a discussion on this important topic. Review this one-page assignment before attending the session at http://net.educause.edu /ir/library/pdf/ERM09213.pdf.

Starting Conversations across Silos during Times of Change
Meeting Room 301/302
Marilu Goodyear, Director, and Jenny Mehmedovic, Assistant to the Provost, University of Kansas
Themes: Leading Edge/Strategic Innovation, Partnerships/Collaborations, Professional Development/Training

Successful campus-wide organizational change techniques will be explored in the context of two campus-wide efforts: an extensive strategic plan and an efficiency study. With sponsorship from the provost, a Change Facilitators Committee created educational programs and provided facilitator services to engage the campus community in discussion about and implementation of effective organizational change.

LIBRARIES, E-RESEARCH, AND DIGITAL CONTENT

Chronicle Tech Trends: After a Year of Ed-Tech Disruption, What Now?
Four Seasons Ballroom 4
Jason Jones, Editor/Professor, Marc Parry, Reporter, and Jeffrey R. Young, Senior Writer, The Chronicle of Higher Education
Themes: Strategic Value of IT, Leading Edge/Strategic Innovation, Social Media/Networking/ Web 2.0 and 3.0

There’s talk of big change. Colleges reached into the cloud. Classrooms “flipped.” Administrators hacked their workflow with digital tools. Technology is more important than ever to the future of higher education. Writers and editors for The Chronicle of Higher Education will look ahead to trends for the year ahead and highlight experiments to watch.

The Kuali OLE: Deep Library Collaboration and the Release of a Community-Sourced Library Management System
Mile High Ballroom 1A-C
Robert H. McDonald, Associate Dean for Library Technologies and Digital Libraries, Indiana University Bloomington; Michael Winkler, Director, Information Technology and Digital Development, University of Pennsylvania
Themes: Strategic Value of IT, Partnerships/Collaborations

The Kuali OLE Partnership, with funding from the Andrew W. Mellon Foundation, is in the second year of a two-year project to build a community-sourced library management system. In this session, we will focus on the deep collaboration, shared governance, and process innovation our partnership is leading.

SUPPORT STRATEGIES AND SERVICES

A Tale of Two Engagements: Different Paths to IT Transformation
Meeting Room 507
Chris Shudes, Higher Education IT Strategy, Accenture; Alan M. Ferrenberg, Associate Vice President and Deputy CIO, Miami University; John Gohsman, Executive Director, NextGen Michigan Program, Teaching and Learning, University of Michigan–Ann Arbor
Themes: Partnerships/Collaborations, Cloud/Hosting/Sourcing/Virtualization, Leading Edge/Strategic Innovation

As universities adapt to increasing budget pressures while still needing to improve and expand services and foster innovation, IT leaders must step beyond the role of technology provider and serve as agents of large-scale change. Join us as we share the outcomes and lessons learned from our recent transformational efforts in partnership with Accenture.
TEACHING AND LEARNING

Active Learning and Engagement Initiative (ALEI): Engaging Faculty to Transform Pedagogy through Assessment
Meeting Room 304
Leah Chuchran, Educational Analyst, and Wayne Morse, Director, Emory’s Center for Interactive Teaching, Emory University

Themes: Professional Development/Training, Student Success/Learning Outcomes, Partnerships/Collaborations

To increase the knowledge of pedagogical uses of technology in the classroom, we developed a semester-long initiative that combined active learning principles with instructional technologies and assessment methodologies. This session will share lessons learned and provide strategies and ideas for participants to create their own faculty development initiative.

Alternative Reality Games for the Tech-Enabled Classroom

Furniture provided by Steelcase, Gold Partner
Meeting Room 501/502
Jeff D. Borden, Chief Academic Officer/Enriched Lecturer, Pearson

Themes: Social Media/Networking/Web 2.0 and 3.0, Mobility, Openness

In this highly interactive, illustratively rich session, Alternative Reality Gaming meets Choose Your Own Adventure meets Immersive Educational Environments. A seasoned presenter will provide participants with dozens of educational assets. Bring your devices and join in as we look at some highly engaging teaching, learning, and assessment methodologies.

Mobility Through the Looking Glass: Taming Chaos in a Wireless Wonderland

Meeting Room 303
Samantha Birk, Associate Director for Instructional Technology, CELT, Indiana University-Purdue University Fort Wayne; Joyce Lazier, Continuing Lecturer, Department of Philosophy, Purdue University

Themes: Leading Edge/Strategic Innovation, Student Success/Learning Outcomes, Mobility

This presentation will demonstrate the transformative power of a faculty cohort when equipped with the latest in mobile technology and the infrastructure to support it. We will showcase the collaborative and creative power of mobile computing to reenvision the classroom and better engage student learning in a true collaborative environment.

DISCUSSION SESSIONS

Blended and Online Learning
Meeting Room 401
Ellen Marie Murphy, Director of Online Curriculum, Empire State College SUNY; Clark Shah-Nelson, Senior Instructional Designer, Team Lead, The Johns Hopkins University

Higher education is seeing exponential growth in the field of online and blended teaching and learning. Geared toward directors, coordinators, and administrators of online and blended learning programs, this session will provide a space for the exchange of ideas, tips, and information related to best practices and policies, quality control, staffing, and structure, as well as management of support services, faculty development, and learning management systems.

Google Apps
Meeting Room 403
Ken Ingle, Executive Director, Emerging Technology Services, Central Piedmont Community College; Wendy Woodward, Director, IT Support Services, Northwestern University

This group provides a forum for higher education professionals to share thoughts and experiences about the Google Apps suite including mail, calendaring, docs, and spreadsheets. We will identify effective practices in support and use of the suite and discuss how “living in the cloud” is working.

Online Education and BYOD Now: Your Network, Your Students, Your Responsibility

Mile High Ballroom 2B/3B
Grant Asplund, Senior Technology Evangelist, Blue Coat Systems

Themes: Consumerization of Technology, Mobility, Social Media/Networking/Web 2.0 and 3.0

We will discuss top-of-mind IT concerns related to BYOD and e-learning initiatives. Will BYOD exacerbate problems or fix them? How does e-learning scale to support the masses? How will you effectively change, manage, and control network traffic and activity? Join Blue Coat to get answers to these questions and more.

Social Media
Meeting Room 405/406
Shannon Ritter, Admissions and Recruitment, Social Media Coordinator, School of Theatre, The Pennsylvania State University; Tanya Joosten, Director, Learning Technology Center, University of Wisconsin–Milwaukee

In its third year, this group will continue the dialogue on using social media to increase communication, build an online learning community, create connections between instructors and students, and enhance engagement. We will focus on harnessing the capacity of social media and ask group members to share their experiences. We’ll also explore the implications of integrating social media throughout higher education for an array of purposes (e.g., teaching, recruiting, advising, and more). We define social media as media that’s used to build social networks and connections for sharing information through a mediated channel (e.g., Twitter, Facebook, Google+, Pinterest, and more).

Sustainable IT
Meeting Room 402
Bryon J. Glock, Director of Information Technology–EUP, Western Michigan University

We are all challenged to save money and to reduce our impact on the environment. This meeting will discuss best practices to make IT greener (green for IT) and to use IT to further environmental goals (IT for green). Please come ready to hear what others are doing to further sustainability through IT in both ways and to share what your institution is doing—what works and what does not.

Web Portals
Meeting Room 505/506
Scott Finkelstein, Manager of Web Technologies, Adelphi University

This group is devoted to solution-independent web portal technology in higher education. The meeting will focus on issues such as Internet strategies involved in deciding to move forward with a portal. Discussion will also identify what vendors, open-source products, and homegrown solutions work best and how to integrate them with back-end systems such as Blackboard, Banner, and PeopleSoft.

What Exactly Is This Cloud Thing?
Meeting Room 404
Eileen Smith, Senior Product Marketing Manager, Education and Government, Workday

Themes: Cloud/Hosting/Sourcing/Virtualization, Mobility, Leading Edge/Strategic Innovation

What is “the cloud”? If you ask five people, you’ll probably receive five different answers. Join us to discuss what the cloud is and isn’t, how it’s evolving, and the advantages of cloud applications for higher education institutions. Bring your questions.
CIO OPEN SPACE SESSION

Department of Education Cybersecurity and Identity Management Initiatives
Meeting Room 605
Richard Gordon, Federal Student Aid CIO, United States Department of Education

Higher education CIOs are invited to join Richard Gordon for a discussion of U.S. Department of Education IT initiatives, including site visits to review campus cybersecurity programs and the exploration of federation for managing identities and access to federal systems as part of the federal cloud credential exchange.

TECHNOLOGY SOLUTIONS

Providing Access for Everyone on Campus: Move Your Desktop Virtualization from Pilot to Full-Scale Deployment
Mile High Ballroom 4A/4B
Moderated by: Erica Hilgeman, Marketing Director, End User Computing, Dell
Domain: Libraries, E-Research, and Digital Content

Themes: Cloud/Hosting/Sourcing/Virtualization, Mobility, Student Success/Learning Outcomes

Are you ready to migrate your desktop virtualization pilot to a full-scale deployment? Join this panel discussion to hear firsthand how experts from University of Connecticut (UCONN) and University System of Maryland (USMD) have migrated from pilot to full-scale deployment. They will share what worked well, the challenges they overcame, and their future plans.

The Road Ahead
Mile High Ballroom 2C/3C
Michael L. Chasen, Chief Executive Officer, and Raymond Henderson, Blackboard Learn President, Blackboard

Domain: Teaching and Learning

Themes: Leading Edge/Strategic Innovation, Mobility, Student Success/Learning Outcomes

Blackboard executives will talk about the company’s work to meet active learner demands for high levels of service, on-demand content, and a personalized learning experience. They will provide updates on the integration and innovation of Blackboard’s multiple learning platforms, administrative platform improvements, and advancements in mobile development.

CLIENT-LED SESSION

Authenticating the Campus and Beyond: How to Approach Cybersecurity Issues in Higher Education
Meeting Room 407
Jacob Farmer, Manager–Identity Management Systems, Indiana University Bloomington; Andrew Showstead, Technical Account Manager, VASCO Data Security International

Domain: Infrastructure, Information Security, and Identity Management

Themes: Consumerization of Technology, Mobility, Risk Management

Strong authentication can help higher education institutions address the challenges associated with the recent spike in targeted cyberattacks and increased compliance requirements. This session will highlight a case study that demonstrates opportunities to use this technology beyond its traditional application on campuses with systems like CAS, Shibboleth, InCommon, and others.

EDUCAUSE COMMUNITY AND CONSTITUENT GROUP SPOTLIGHT

Learner Relationship Management: A Spotlight on Student Success
Exhibit Hall B-E, Learning Theater
Greg Ratliff, Senior Program Officer Education, Postsecondary Success, The Bill & Melinda Gates Foundation, and Nicole Melander, Chief Technology Officer, Achieving the Dream

Learner relationship management (LRM) targets four areas: education planning, counseling, risk and intervention, and transfer and articulation—all focused on student success. Join in a quick-fire series of pitches and brief Q&A with community colleges and educational technology software companies focused on LRM product development. Discuss the current set of available LRM software applications and their potential for improving student outcomes and provide input that will shape future product development.

METEING

Hawkins Leadership Roundtable
(registered Hawkins Leadership Roundtable participants only)
Meeting Room 607

12:30–2:00 p.m.

Lunch
Exhibit Hall B-E

This year, we’re featuring two lunch areas in the exhibit hall. Enjoy a buffet style lunch while you connect with colleagues and share best practices.

1:30–2:30 p.m.

EDUCAUSE Game Changers Business Competition
Exhibit Hall B-E, Learning Theater

During EDUCAUSE 2012, the association will again host Start-Up Alley (SUA), a special section of the conference exhibit floor where innovative technology entrepreneurs showcase their new products and services to CIOs, technology professionals, and others. A select group of SUA companies will be invited to compete in the EDUCAUSE Game Changers Business Competition, co-hosted by Google, Silver Partner.

Contestants will present their business plans, along with their products and services on display in the learning theater and online, and demonstrate how their start-up identified a higher education problem or challenge, validated this issue, and applied technology to create tools and solutions.

Contestants will be judged both in person and online by association members and conference attendees, along with a panel of specialists (venture capitalists, investors, and others). Contestants who earn the most votes will win marketing-related prizes from both EDUCAUSE and Google.

Dessert Stations
Exhibit Hall B-E

After lunch, visit one of four “grab-and-go” dessert stations and pick up a sweet treat while you explore some of the unique areas of the exhibit hall including our two Start-Up Alleys, the Market Research Alley, and the Next Generation Learning Challenges Alley.
DISCOVER THE **CIO EXPERIENCE**

- **CIO LOUNGE**  
  Tuesday, 1:00–4:00 p.m.  
  Wednesday, 7:00 a.m.–5:00 p.m.  
  Thursday, 7:00 a.m.–6:30 p.m.  
  Friday, 7:00–11:30 a.m.

- **CIO CONSTITUENT GROUP MEETING**

- **CIO OPEN SPACE SESSIONS**

- **HAWKINS LEADERSHIP ROUNDTABLE**

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**CIO COACHING SESSIONS**  
**GAME CHANGERS**  
**BUSINESS COMPETITION**

Learn more at educause.edu/e12cio or visit the CIO Lounge.

**FIND YOUR PEERS!**  
Wear the badge sticker provided at registration.
1:30–2:30 p.m. cont’d

POSTER SESSIONS
Exhibit Hall Foyer

Talk one-on-one with innovators and topic experts during this time. The poster space is organized by domain, allowing you to focus your interests and your conversations on the presentations that promise ideas and solutions for some of your challenging projects.

ENTERPRISE INFORMATION SYSTEMS AND SERVICES

Collaborating to Successfully Select, Implement, and Support a University-Wide Lecture Capture Solution
Kyle Collins, Associate Director–Academic Technology, Saint Louis University

The themes: Partnerships/Collaborations, Strategic Value of IT, Leading Edge/Strategic Innovation

In selecting and implementing a critical university-wide learning technology, an institution faces many challenges and hurdles, despite vendors’ claims to the contrary. This session will describe the collaboration undertaken by Saint Louis University to identify requirements and then select and implement a tool that became mission-critical in its first semester of use.

Evolving Beyond the Market Strategy: Guessing Game with CRM and Web Analytics
Jeremy Michael Fulbright, Director of Online Marketing and Web Development Services, University of Colorado Denver

The themes: Analytics/Business Intelligence, Leading Edge/Strategic Innovation, Strategic Value of IT

Words like “assessing,” “measuring,” “evaluating,” and “testing” are commonplace in academia’s vernacular but rarely appear in conversations regarding alumni relations, marketing, and student recruitment. Learn how the University of Colorado Denver changed the discussion to include terms like “data driven,” “quantitative analysis,” and “ROI” by implementing Microsoft Dynamics CRM, Google Analytics, and Microsoft SharePoint to track and optimize all student recruitment marketing efforts with a small team of four.

Extending the LMS: Creative Applications beyond Instruction
Nancy Clouse, Instructional Designer, Robert Squires, Director, UMOnline and Technical Support, and Marlene Zentz, Instructional Designer, The University of Montana

The themes: Partnerships/Collaborations; Strategic Communication, Media, and Marketing; Strategic Value of IT

This session will present innovative uses of the learning management system to address the need for greater collaboration around strategic needs at the campus and state levels. Participants will examine campus-wide diversity forums, regional “collaboratoriums,” and IMS-compliant strategic planning, among other opportunities. Web-based resources will be available.

In Perfect Harmony: The Pivotal Role of Communications in Successful IT Project Management
Paula Brossard, UIIT–Network and Operations Project Manager, and Wendy Luljak, Strategic Communications, University of Wisconsin–Milwaukee

The themes: Strategic Communication, Media, and Marketing; Partnerships/Collaborations; Strategic Value of IT

Running a successful IT project involves more than just getting the technology right. When and how should a communications function be part of the project plan? Learn how a seasoned project manager and a warhorse marketing professional worked side-by-side to launch 802.11n wireless technology for 30,000 students on the UW–Milwaukee campus.

Making IT Social: An Experiment with an IT Social Network
Jeffrey Ballentine, IT Project Leader, and Lisa Campeau, Team Lead, Identity Management Information and System Operations, University of Pennsylvania

The themes: Social Media/Networking/Web 2.0 and 3.0: Partnerships/Collaborations; Strategic Communication, Media, and Marketing

Creating an IT social network can be an effective way to encourage communication among distributed IT staff. Penn created a social network to connect decentralized IT staff directly to resources and subject matter experts. This fostered an environment of free, fast, and targeted information sharing.

Multidirectional Data Flow in Higher Education
Mike Pieper, Data Architect, and Steve Riedl, Associate Director of eLearning and Academic Technologies, Creighton University

The themes: Partnerships/Collaborations, Analytics/Business Intelligence, Leading Edge/Strategic Innovation

Data warehouses act as a central authority in data management by forcing a single authoritative data source; however, the implementation, if not properly planned, may lead to an unmanageable or restrictive environment. Multidirectional data flows, enabled by mutual trust, allow for a hierarchy of data management that makes use of the concept of composite truth—a concept that aligns data authority with data owners, and a concept that may provide the flexibility needed in higher education.

Raising the Bar in Cloud Security for Higher Education

The themes: Strategic Value of IT, Cloud/Hosting/Sourcing/Virtualization, Risk Management

Learn why CSUMB adopted Google Apps and how we manage the risks and rewards of implementing a cloud solution. Also learn how to gain security and visibility of your data in the cloud.

Schools That Have (Virtually) Solved All of Their Wi-Fi Challenges: vWLAN Case Studies
Christopher Koeneeman, Vice President, Sales, ADTRAN

The themes: Cloud/Hosting/Sourcing/Virtualization, Mobility, Leading Edge/Strategic Innovation

Higher ed is constantly challenged by 802.11n data rates, bandwidth-hungry applications, and a proliferation of Wi-Fi devices. Addressing these challenges becomes harder and more expensive when faced with controller-based legacy WLANs. Applying virtualization to wireless networks solves these critical challenges and provides other substantial benefits, including substantial cost savings.

Showcasing Faculty, Their Accomplishments, and Their Collaborations
Ruth Reingold, Senior Business Systems Analyst, Northwestern University

The themes: Leading Edge/Strategic Innovation, Partnerships/Collaborations, Open and Community Source

Northwestern Scholars is a searchable online database of expertise across all disciplines at Northwestern University. It contains faculty profiles, including publications and other scholarly accomplishments, grants, and user-input data, all “finger-printed” using context-sensitive vocabularies. One can visualize research networks and collaborations within Northwestern and across a wide national network.

Sunshine Portal
Duane Arruti, Director of Applications, Information Technologies, and Candice Lai, Application Programming Manager, University of New Mexico

The themes: Openness, Analytics/Business Intelligence

The New Mexico state legislature passed the Sunshine Portal Transparency Act, requiring state agencies to develop a searchable public website to share budget, financial, and salary information to support governmental transparency and accountability. Come learn about UNM’s journey toward public transparency as we share our implementation approach and challenges.
A Collaborative Approach to Cloud Computing

Emily Siciensky, Associate Vice President for Information Technology, Columbia State Community College; Timothy Carroll, Assistant Vice President, Information Technology, Roane State Community College; Thomas S. Danford, CIO, Tennessee Board of Regents; Joe Sargent, Executive Director/CI0, Walters State Community College

**Themes:** Partnerships/Collaborations, Cloud/Hosting/Sourcing/Virtualization, Risk Management

Six institutions collectively investigating hosting resulted in a unique cloud collaboration with a third-party provider. Due diligence determined that virtualization and clustering technologies provided real cost savings and Tier 3–4 facility benefits. We will chronicle the process and describe the pros and cons, cost factors, tangible and intangible benefits, and lessons learned.

Driving Pedagogical Innovation with an E-Learning Ecosystem

Diane Sadowski, Managing Director, Project Management Office and Strategic Initiative, Harvard Business School

**Themes:** Strategic Value of IT, Partnerships/Collaborations, Leading Edge/Strategic Innovation

Innovation in Harvard Business School’s MBA program drove the need for a new, adaptable learning ecosystem that would enable rapid change to the various systems required for the new curriculum. Come hear how HBS leveraged a loosely coupled architecture to support this pedagogical need, enhancing teaching and learning experiences.

Transitioning between Access Management Products: Sun to Oracle

Zdenek Nejedly, Systems Analyst, Computing and Communications Services, University of Guelph

**Themes:** Leading Edge/Strategic Innovation, Risk Management

The University of Guelph converted its key systems from Sun Access Manager to Oracle Access Manager and is now finalizing the transition. While OAM is a commercial product, we will discuss a number of custom solutions we added to expand functionality, to minimize the impact of the transition between two distinct products, and to lower costs.

Wi-Fi Guest Access: Exploring Users and Options with eduroam

Chad Bauer, IT Administrator III, and Philippe Hanset, IT Manager, The University of Tennessee

**Themes:** Mobility, Openness

Eduroam is an authentication federation that offers instant and secure Wi-Fi access when traveling between schools. Connecting your school to eduroam will allow your users to join millions of university hotspots without hassle and give your campus visitors the same ease of use.

Athletic Rivalries and Web Accessibility: Who Is in the Sweet 16 this Year?

Jon Gunderson, Coordinator of Information Technology Accessibility, University of Illinois at Urbana-Champaign

**Themes:** Universal Design/Accessibility, Student Success/Learning Outcomes, Open and Community Source

Everyone is keenly aware of the competitive nature of college sports and the rivalries between schools and athletic conferences. Let’s see how over 300 universities and 12 conferences score in making their websites accessible to people with disabilities using open-source tools that are freely available.

Cloud Computing: Harnessing Its Value in Higher Education

Richard Cosentino, Associate Vice President, Financial Management, Edward A. Martin, Deputy CIO, Gary P. Naegel, Director, Finance and Personnel, GSEHD, and Eric Noriega, Director SEAS Computing Facility, The George Washington University

**Themes:** Cloud/Hosting/Sourcing/Virtualization, Strategic Value of IT, Partnerships/Collaborations

What part does cloud computing play in addressing the complex objectives that exist in higher education? When is it cost-effective and appropriate to deploy? Topics will include the security of university data, on-site support for users, disaster recovery, vendor selection, contractual agreements, upgrades, the cost of deployment, private versus public deployment, and initial migration.

Methods and Frameworks Combined to Support IT Governance in a Brazilian Public University

Mauro Cesar Bernades, Assistant Director, Centro de Computacao Electronic, Lucia Vitela Leite Filgueiras, Director Assistant, Electronic Computer Center, and Jaime Simao Sichman, Professor, Universidade de Sao Paulo

**Themes:** Strategic Value of IT, Governance, Risk Management

Over the years, a number of structures have emerged to support IT governance. This poster will present the experience of combining some of the current major methods and frameworks (e.g., ITIL, COBIT, and balanced scorecard) to establish an IT governance structure in a public university in Brazil.

Using Analytics to Enhance Campus Planning and Engagement

Lyssa Latimer Wilson, Assistant CIO, University of Georgia

**Themes:** Analytics/Business Intelligence, Strategic Communication, Media, and Marketing: Strategic Value of IT

The presentation will describe how to integrate analytics into campus planning and engagement efforts and provide examples of tools to enhance engagement outcomes. You’ll be able to identify a process to integrate analytics into engagement efforts. You’ll also learn how to use tools to share information.

Using ITIL to Become a Baldrige-Quality Organization

Jane McGuire, Strategic Planner, University of New Mexico

**Themes:** Strategic Value of IT; Strategic Communication, Media, and Marketing: Professional Development/Training

ITIL provides framework for strategic development and delivery of IT services. The Malcolm Baldrige program provides a framework for quality organizations. Both put the customer at the center, focusing on results and organizational learning. This poster will show how ITIL practices helped an IT shop win recognition as a quality organization.

Value-Added Accessibility: How Web Accessibility Efforts Can Help Support Reaffirmation of Accreditation

Heather Mariger, Coordinator, Project GOALS, Center for Persons with Disabilities, and Cyndi Rowland, GOALS Project Director, Utah State University

**Themes:** Universal Design/Accessibility, Strategic Value of IT

This presentation will discuss the importance and benefits of incorporating web accessibility across your campus. It will describe materials developed by Project GOALS (Gain- ing Online Accessible Learning through Self-Study) to assist in this process and show how accessibility efforts can be used as part of your institution’s reaffirmation of accreditation.
Quality Video Tutorial Library Creation on a Shoestring Budget
Kathleen Barnes, Instructional Designer, and Julie H. Dent, Coordinator, Instructional Technology, Western Kentucky University

Offering technology training online is an effective alternative to live training workshops, saving resources and providing self-service options for users 24/7. Unfortunately, many universities do not have the budget to purchase online tutorial materials. Western Kentucky University has created a successful online video tutorial library in-house on a shoestring budget.

What a Librarian Can Do for Your Open Online Course Development
Peggy Lynn MacIsaac, Reference Services Librarian, Athabasca University

Information literacy tools used in face-to-face, blended, or online course environments are not scalable to massive open online courses, or MOOCs. We need a different approach based on the unique skills librarians bring to curriculum development of open education resources, or OERs. Come explore, share, and inspire innovation on this topic.

The Myth of Open-Source E-Textbooks
Roger Von Holzen, Director, Center for Information Technology in Education, Northwest Missouri State University

To help rein in the growing cost of textbooks, there has been much discussion promoting the development by faculty of open-source e-textbooks. This session will cover a wide range of issues related to e-textbooks in order to move past the fog of myths that have enveloped this topic.

A Case-Based Online Group Work in Global Health
Andres Abril, Instructional Designer, Sang Joon Lee, Instructional/Multimedia Developer, Office of Educational Technology and Assessment, Samantha Lopez, Instructional/Multimedia Designer, COPH Educational Technology and Assessment, Sandhya Srinivasan, Director, Educational Technology and Assessment, COPH, and Trudian Trail, Instructional/Multimedia Designer, University of South Florida

Immediate social interaction has been mentioned as lacking in online courses. Combined with a case-based approach, an online group work has potential for motivating students and enhancing the quality of interaction. Our study examines whether a case-based online group work would increase the quality of interaction in online courses.

The CAVE and Code Red
Lars Sorensen, Student Computing, and Robert Tuck, Assistant Director of Information Technology, Rutgers, The State University of New Jersey

At Rutgers University’s Laboratory for Computer Science Research a new collaborative space has been designed for the undergraduate computer science student population. The CAVE is a domain-specific collaborative space that includes unique design features, acts as a base for the community, and as a hub for our new drop-in tutoring model, Code Red.

Converting Adobe Captivate Projects to Interactive Learning Units for iOS Devices
Taeyeol Park, Senior Instructional Technologist, Georgetown University

When GUSOM instructors were asked to make their Captivate e-learning content accessible on iOS devices, they tried to convert their Captivate projects to HTML5 with HTML5 Converter. This presentation will reveal what Captivate features can be supported in HTML5 and how effectively interactive learning content can be created for iOS devices.
1:30–2:30 p.m. cont’d

Creating and Managing Online Faculty Training in Adobe Captivate and Blackboard
Taeyeol Park, Senior Instructional Technologist, Georgetown University

Theme: Professional Development/Training

In planning online training for faculty development, ITDD in GUMC did a pilot to determine if Adobe Captivate and Blackboard could be used for creating different types of online training. This presentation will reveal its findings and suggest useful tips on developing and managing online faculty training with limited support resources.

Culture and E-Learning
Orest Kinasevych, Instructor, Red River College

Themes: Universal Design/Accessibility, Student Success/Learning Outcomes

In this presentation, we will examine cultural factors and e-learning design. Based on research that probed the cultures of respondents and their perceptions of the usability characteristics of e-learning, we will identify potential correlations between culture and perceptions of usability. Appropriate cultural definitions, usability heuristics, and education theory will be discussed.

Developing and Sharing VOCAT, the Video Oral Communication Assessment Tool
Mikhail Gershovich, Director, Bernard L. Schwartz Communication Institute, and Thomas Harbison, Project Manager, Bernard L. Schwartz Communication Institute, Baruch College/City University of New York; Zach Davis, President and Senior Developer, Cast Iron Coding

Themes: Student Success/Learning Outcomes, Professional Development/Training, Open and Community Source

We will present VOCAT, the Video Oral Communication Assessment Tool, a web-based, open-source teaching tool and assessment instrument developed at Baruch College. We will demonstrate the tool’s core features, survey its evolution, and explore future possibilities for sharing the system with other universities and institutions while sustaining open-source development.

Evaluating Computer Labs Training Program
Jose Lorenzo Silva-Lugo, Education Training Program Coordinator, University of Florida

Theme: Professional Development/Training

This program summarizes seven and a half years of evaluating knowledge, skill, performance, satisfaction, and transfer of training on 289 trainees in computer labs. Attendees will learn an evaluation process that feeds back into the training design, a new method for evaluating performance, and how to integrate assessment tools to measure program effectiveness.

The Evolution of a Blended Model for Preservice Teacher Education
Terri Gustafson, Assistant Director, Center for Teaching and Technology, College of Education, Michigan State University

Themes: Student Success/Learning Outcomes, Professional Development/Training

Distance learning for preservice teacher education is a model rarely chosen. At Michigan State University, the College of Education has deployed a blended learning model for interns participating in an Urban Education Cohort. The evolution of the technology deployed to connect faculty and interns will be showcased and dissected.

Incorporating Effective Peer Feedback into the Learning Experience
Laura Ladrie, Academic Program Coordinator, Institute for Advanced Analytics, North Carolina State University

Theme: Student Success/Learning Outcomes

This presentation will demonstrate how to effectively incorporate peer evaluation into the learning experience. Giving and taking feedback is a necessary life skill. Thoughtfully implemented peer evaluation, coupled with appropriate feedback, helps students improve their performance, learn about themselves, and take an active interest in the progress of others.

An iPad Initiative: Adoption, Support, and Implementation
Matthew Trevett-Smith, Academic Technology Consultant, University of Richmond

Themes: Mobility, Leading Edge/Strategic Innovation, Student Success/Learning Outcomes

University of Richmond academic technology consultants have been experimenting with how the iPad can be used effectively as a teaching and learning tool. We will discuss and examine the design, development, and implementation of a Mobile Device Initiative, the role of faculty and staff, and review outcomes data of the initiative.

A Learning Social Network Using an E-Portfolio for Medical Practitioners Studies
Thierry Koscielnia, IT Director, Universite Paris Descartes-Sorbonne Paris Cite

Themes: Social Media/Networking/Web 2.0 and 3.0, Mobility

A system of e-portfolios of physician students was set up in 2010 on the social network of Paris Descartes University. This social learning tool (based on ELGG open-source software) is extremely useful for mobile students who alternate brief periods with training. It allows for a simplified teaching follow-up for medical studies tutors.

No Right Answer: Creating Online Discussion Questions That Promote Intellectual Development
Melissa Murphy, Curriculum Team Manager, Westwood College-Denver North

Themes: Student Success/Learning Outcomes, Professional Development/Training, Partnerships/Collaborations

Many online courses have discussion questions hastily inserted in the course, without considering how to maximize student interaction. Typical discussion questions have only one correct answer. How do we create provocative discussion questions? Create questions that foster respectful debate and encourage students to consider the context of their peers’ experience.

Pedagogical Benefits of Video Recorded Assessment
Rachel Drummond Sardel, English as a Second Language Instructor, University of Oregon

Themes: Student Success/Learning Outcomes, Professional Development/Training, Universal Design/Accessibility

In this session, the pedagogical benefits of video recorded speaking assessment for both university students and teaching faculty will be discussed and demonstrated. We’ll discuss the advantages, potential challenges, technical requirements, and preassessment organizational approaches. Participants are encouraged to share their ideas and concerns and assess different video examples.

Planning for the Technology-Enhanced Knowledge Commons: Advancing Learning and Knowledge Creation for the 21st-Century Workforce
Matthew Schottenfeld, Television Production Manager, Fordham University; Young S. Lee, Professor, Michigan State University

Themes: Student Success/Learning Outcomes, Leading Edge/Strategic Innovation, Strategic Value of IT

We will discuss a planning process for technology-enhanced knowledge commons to prepare the 21st-century workforce, aiming to identify collaborative activities based on knowledge management and organizational collaboration theory to meet the societal need and clearly articulate types of technologies and environmental features to provide.
Reimagining the Course Catalog to Respond to Campus Demand  
Stephen Arod Shirreffs, Associate University Registrar, Communications, Stanford University  
Themes: Leading Edge/Strategic Innovation; Partnerships/Collaborations; Strategic Communication, Media, and Marketing  
Facial a high-level challenge from SUES, the Study on Undergraduate Education at Stanford, the registrar’s office looked to integrate ongoing diverse strategies and in the process challenged assumptions about management, collaboration, and ownership of resources.

Technical Magic: Creating a Virtual Veterinarian App  
David Lee Fulton, Web Developer, Enterprise Information Systems, and Ronald Jason Tiffin, Senior Web Developer, Team Leader, University of West Georgia  
The IT created a groundbreaking mobile app for iOS devices that has the ability to provide students and practicing veterinarians with a mobile diagnostic tool and interactive discovery learning, resulting in the ultimate diagnosis and treatment of the animal.

Using TQM, Team Teaching, and Technology to Create a Student-Centered Online Learning Environment  
Kimberly Kaiser, Adjunct Professor, and Robert Lockwood, Professor, Portland State University  
The session will assist educators in developing online courses using a student-centered learning approach. Faculty will learn how to incorporate Total Quality Management concepts, motivational strategies, team teaching activities, and technology to better facilitate active student learning, improve student satisfaction, and increase student retention.

SUPPORT STRATEGIES AND SERVICES

Building and Implementing a Repeatable Framework for Campus Communication  
Blake Adams, Director of User Services, and Kathy Kral, CIO, University of West Georgia  
The session will share a framework for facilitating communication.

Capturing the Attention of Generation Y  
Stefne Hughes, Team leader: Training and Communications, University of Cape Town  
The session will share a framework for facilitating status updates using multiple channels. This session will share a framework for facilitating communication challenges by enhancing how a service desk positions itself to manage customer expectations through proactive status updates using multiple channels. This session will share a framework for facilitating this communication.

Classroom Seating Considerations for 21st-Century Students and Faculty  
Eugene J. Harvey, Assessment and Reference Librarian, and Melaine C. Kenyon, Director of Instructional Technology, Buffalo State College  
The session will assist educators in developing online courses using a student-centered learning approach. Faculty will learn how to incorporate Total Quality Management concepts, motivational strategies, team teaching activities, and technology to better facilitate active student learning, improve student satisfaction, and increase student retention.

A Community Knowledge-Sharing Wiki  
Joseph Karam, Senior Manager, Collaboration Services Group, Princeton University  
The session will share a framework for facilitating communication challenges by enhancing how a service desk positions itself to manage customer expectations through proactive status updates using multiple channels. This session will share a framework for facilitating this communication.

Defining Mobile Strategies: A Team Approach  
Robin S. Robinson, Director of Education Technology, Deborah Moschella Saks, Director of ITS User Services, and Clair Waterbury, Instructional Technologist, Framingham State University  
The session will share a framework for facilitating communication challenges by enhancing how a service desk positions itself to manage customer expectations through proactive status updates using multiple channels. This session will share a framework for facilitating this communication.

Furniture: The New Frontier  
Judith Tabron, Director of Faculty and Student Computing, and Rose Trottta, Instructional Technologist, Hofstra University  
The session will share a framework for facilitating communication challenges by enhancing how a service desk positions itself to manage customer expectations through proactive status updates using multiple channels. This session will share a framework for facilitating this communication.
1:30–2:30 p.m. cont’d

Medical School 101: Business Process Needs Analysis and Off-the-Shelf Solutions
David Zhu, Database Administrator, Oakland University

Themes: Student Success/Learning Outcomes, Strategic Value of IT, Partnerships/Collaborations
Building a medical school requires an extensive needs analysis to align IT solutions with business requirements, both internally and externally. Oakland University William Beaumont School of Medicine constructed a software matrix that identifies the business requirements and their corresponding potential solutions for academic and administrative information processes.

Outlook Positive: Moving a Large University to Microsoft Office 365
Julian O. Allen, Director of Professional Services, IS&T; Joe Horne, Manager, Instructional Design and Training; Kenya K. Johnson, PR Coordinator/Communications Manager, and Cassie Wilcox, Multimedia Communications, Georgia State University

Themes: Strategic Communication, Media, and Marketing; Partnerships/Collaborations; Strategic Value of IT
Moving your university to a brand-new e-mail system is always challenging. If your school has been using the same system for over a decade, the change can seem traumatic to some users. We will offer a practical look at how we guided our university through this massive change.

Project X: Better Communication and Collaboration with Sakai Project Sites
Benjamin Royas, Instructional Technology Specialist, Claremont McKenna College

Themes: Partnerships/Collaborations, Strategic Value of IT, Universal Design/Accessibility
Claremont McKenna has seen increased project-site popularity among staff, faculty, and student groups needing a centralized method of collaboration. Instructional technologists have worked to spread awareness and tailor sites to meet individual groups’ needs, with positive outcomes. Attendees will discuss how to utilize project sites for nonpedagogical collaboration.

The Quest for a Digital Repository: From Concept to Implementation
Patricia Bassett, Director of Online Learning, Palm Beach Atlantic University

Themes: Leading Edge/Strategic Innovation, Consumerization of Technology
A university-wide repository software system is the answer to the challenge of storing, metatagging, retrieving, and sharing documents, media, and other assets. This panel discussion will follow the journey of a university’s acquisition of repository software from concept to multidepartmental implementation and LMS integration.

A Small Team’s Broad Impact through Partnerships, Strategic Innovation, and a Faculty Awards Program
Lee Ann Gillen, Senior Instructional Designer, David Lawrence Howard, Director, Instructional Innovation Services, and Amanda Robertson, Assistant Director, Educational Media Development, North Carolina State University

Themes: Leading Edge/Strategic Innovation, Partnerships/Collaborations, Student Success/Learning Outcomes
Our team works collaboratively with instructors on a relatively small number of courses and strives to have an institution-wide impact through strategic innovation, exploration of online technologies, and creation of partnerships across campus. We will share successful strategies for improving student success in online learning.

Social Media and the Rising Demand for Video-Based Communication
Karen Brzoska, Director, I&IT MediaVision, Imran I. Hamid, Operating Systems Analyst/Streaming Engineer, and Trevor Henderson, Video Engineer, California State Polytechnic University, Pomona

Themes: Strategic Communication, Media, and Marketing; Social Media/Networking/Web 2.0 and 3.0; Partnerships/Collaborations
Fueled by the use of social media for recruitment, retention, and community building, the demand for video-based communication continues to soar. The MediaVision team will share proven, scalable strategies designed to help resource-challenged video departments. Examples include collaboration with marketing staff, faculty co-producers, and media-savvy students. Discussion among participants is encouraged.

Solving the Problem of Classroom Accessibility for the Visually Impaired
Ron Jailall, Classroom Technology Designer and Control Programmer, and Greg Kraus, University IT Accessibility Coordinator, North Carolina State University

Themes: Universal Design/Accessibility, Leading Edge/Strategic Innovation, Partnerships/Collaborations
As technology becomes increasingly important for classroom instruction, the need to provide a seamless solution to those users with visual impairments becomes paramount. We’ll discuss how we used the latest technology in control systems to implement a cost-effective and elegant solution to the problem of classroom accessibility.

Tearing Down Walls: Open Office Designs to Enhance Support
Joshua Hartranft, Director of Technology Assistance Center, Millersville University of Pennsylvania; Aaron Gagnon, Assistant Director for Information Technology Services, University of Maine at Farmington

Themes: Leading Edge/Strategic Innovation, Partnerships/Collaborations
The importance of team building was instilled in us at the EDUCAUSE Management Institute. As a result, we both took an open office approach to enhance communication and create a more cohesive team. Our presentation will detail the changes we made to the physical location of our people and the effects both from available metrics and anecdotal evidence.

Who Are You? How a Service Catalog Can Help with IT’s Identity Crisis
Patrick Donohue, Associate Director for IT Service Management, and Thomas J. Podles, Director of Infrastructure, Loyola University Maryland

Themes: Strategic Value of IT, Consumerization of Technology
“We know we do a lot of great stuff, but how do we show it?” At Loyola University Maryland, we understood that becoming an IT organization of the future and “having a place at the table” required a strong definition and understanding of what we do. Using ITIL practices, we began defining our department’s IT identity through a service catalog.
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Meet ACTI and EDUCAUSE Cybersecurity Staff and the Co-Chairs of HEISC

EDUCAUSE Central

Learn more about the EDUCAUSE Advanced Core Technologies Initiative and EDUCAUSE activities in security and privacy, including the Higher Education Information Security Council. Meet with Karen Wetzel, ACTI program manager, Rodney J. Petersen, senior government relations officer and managing director of the Washington Office, Valerie M. Vogel, program manager, and HEISC co-chairs Peter Murray, vice president and CIO at University of Maryland, Baltimore, and Michele Norin, CIO at the University of Arizona.

The "New Normal" and the Need for Adaptation in Higher Education

Four Seasons Ballroom 1

Kimberly Tuby, Vice President and Senior Analyst Public Finance Group, Moody’s

This session will focus on some of the new realities facing management teams and boards of U.S. colleges and universities. These challenges include slowed revenue growth, continued evolution of educational delivery formats, growing demand for organization transparency, and increased need for operating efficiency and partnerships. Pressure on core revenue streams will require universities to be more thoughtful, more creative, and tougher in adapting their institutions, considering new business models, and reconceptualizing the sources and uses of available funds.

CONCURRENT SESSIONS

ENTERPRISE INFORMATION SYSTEMS AND SERVICES

How Accessible Are Google Apps?

Mile High Ballroom 4E/4F

Greg Kraus, University IT Accessibility Coordinator, North Carolina State University; Terrill Thompson, Technology Accessibility Specialist, University of Washington

Theme: Universal Design/Accessibility

ATHEN will share the results of its functional evaluation testing of Google Apps to assess their accessibility for multiple types of disabilities.

Strategies for Personalized Mobile Applications: Making Choices That Will Last

Mile High Ballroom 1A-C

Theresa Rowe, CIO, Oakland University; Cornelia Bailey, User Experience Consultant, University of Chicago; Jim Helwig, Project Manager, University of Wisconsin–Madison

Themes: Mobility, Leading Edge/Strategic Innovation, Open and Community Source

As mobile computing continues to increase on campuses, students, faculty, and staff expect to be able to authenticate into important applications and see personalized content on their mobile devices. Our panel will discuss approaches for addressing that demand now in a way that will serve you well into the future.

INFRASTRUCTURE, INFORMATION SECURITY, AND IDENTITY MANAGEMENT

A Community College Copes and Competes Using IT Infrastructure

Meeting Room 304

Allen D. Sinner, Director Enterprise Technologies and Chief Technology Officer, Northern Virginia Community College

Themes: Cloud/Hosting/Sourcing/Virtualization, Strategic Value of IT, Leading Edge/Strategic Innovation

Increasing IT economies of scale enabled by centralized hardware, software, and services has yielded attractive community college efficiencies, but wetware and management challenges remain. Centralized IT infrastructure—specifically, virtualized computing and distributed storage—is better able to meet peak student demands brought on by recession-driven growth.

LEADERSHIP, MANAGEMENT, AND GOVERNANCE

Building a Campus Alliance to Advance Academic Analytics

Meeting Room 503/504

Craig Schoenecker, System Director for Research, Minnesota State Colleges and Universities; John P. Campbell, Associate Vice President, Information Technology Academic Technologies, Purdue University; Ann Hill Duin, Professor and Associate Vice President, and Peter Radcliffe, Executive Director of Planning and Analysis, University of Minnesota

Moderated by: Linda L. Baer, Interim Vice President for Academic and Student Affairs, Minnesota State University, Mankato

Additional project contributor: Claudia Neuhauser, University of Minnesota

Themes: Analytics/Business Intelligence, Partnerships/Collaborations, Student Success/Learning Outcomes

Academic analytics advances on campus require the collaboration of multiple offices that share in data collection, analysis, and governance, but who should lead? Engage in a spirited dialogue as campus leaders discuss ways to build strategic leadership alliances to advance academic analytics.

Facilities and IT Partnership: Improving Campus Energy Management and Sustainability

Mile High Ballroom 2C/3C

Joel P. Cooper, Independent Consultant; Richard L. Goerwitz III, Data Warehouse Architect/Oracle DBA, and Martha M. Larson, Manager of Campus Energy and Sustainability, Carleton College

Themes: Green/Sustainability, Strategic Value of IT, Partnerships/Collaborations

This presentation outlines how the Carleton facilities and IT staff responded, collaboratively, to institutional needs for better energy usage analytics, increased building automation system reliability, and cost reduction by moving SCADA/control systems onto the institutional network and by extracting data directly from these systems into a data warehouse.

Leading Sustained, Desired Change

Mile High Ballroom 2A/3A

Michael Kubit, Director ITS Run, Case Western Reserve University; Laurie G. Antolovic, Deputy CIO, Indiana University Bloomington

Emerging trends in higher education require fundamental changes in our IT organizations. Without the right strategy and approach, attempts at organizational change could return unintended results that negatively impact an organization for years. This session will present how evidence-based approaches can be used to facilitate and focus positive organizational change.

ShareIT: OU’s People-First Approach to Designing a Private Cloud for Tri-Campus Shared Services

Furniture provided by Steelcase, Gold Partner

Meeting Room 501/502

Jennifer Pike, Shared Services Program Manager, University of Oklahoma; Mark Ferguson, Director of Application Services, University of Oklahoma Health Sciences Center, and David M. Horton, Associate Vice President IT Shared Services and CTO, University of Oklahoma Health Sciences Center

Themes: Leading Edge/Strategic Innovation, Partnerships/Collaborations, Cloud/Hosting/Sourcing/Virtualization

Facing aging data centers and increasing demand for services while containing costs, OU IT created ShareIT. Sixty staff from three campuses spent thirty days designing our shared services private cloud. Participants will
experience the processes and results of our collaborative, people-first approach that is transforming how we work and deliver services.

LIBRARIES, E-RESEARCH, AND DIGITAL CONTENT

Digital Scholarship at Liberal Arts Colleges

Mile High Ballroom 4A/4B
Lisa Spiro, Director, NITLE Labs, National Institute for Technology in Liberal Education—NITLE; Robert K. Nelson, Director, Digital Scholarship Lab, University of Richmond; Kathryn Tomasek, Associate Professor of History, Wheaton College

Themes: Student Success/Learning Outcomes, Partnerships/Collaborations, Openness

We will consider ideas for integrating the digital humanities into teaching and research at small liberal arts colleges. We will offer strategies for individual faculty and instructional technologists interested in incorporating the digital humanities into courses, as well as recommendations for administrators interested in institutional and interinstitutional approaches.

TEACHING AND LEARNING

The Ins and Outs of Online Learning

Four Seasons Ballroom 2-3
Keith Bailey, Assistant Dean, Online Learning and Director, e-Learning Institute, The Pennsylvania State University; Susan E. Metros, Associate Vice Provost, Associate CIO, and Professor, University of Southern California

Moderated by: Cole W. Camplise, Senior Director, Teaching and Learning with Technology, The Pennsylvania State University

This session will compare and contrast two very different models for building and delivering online learning programs. Penn State maintains a highly decentralized e-learning ecosystem where academic colleges partner with the Penn State World Campus to design, develop, and deliver program-level courses. USC decided to outsource the development, marketing, and delivery of the majority of its fully online, Internet-delivered degrees to select vendor partners. Take part in this moderated conversation between academic leaders who share the same vision and goal—targeting and attracting a new demographic of highly qualified and professionally driven adult learners—but approach the challenge in radically different ways.

iPad Lessons Learned and Outcomes from Three Medical Schools

Meeting Room 405/406
Warren Wiechmann, Faculty Director of Instructional Technology, University of California, Irvine; Jason Korenkiewicz, Director, Educational Computing, Weill Cornell Medical College; Michael L. Schwartz, Associate Dean for Curriculum, Yale University

Themes: Mobility, Student Success/Learning Outcomes, Leading Edge/Strategic Innovation

The University of California at Irvine School of Medicine, Weill Cornell Medical College, and Yale University’s School of Medicine were among the first medical schools nationally to deploy iPad technology in their curricula. Each school will discuss its lessons learned and early outcomes from student and faculty data.

Learning in the Apps: Enabling a Student-Centered Approach

Meeting Room 403
Andrew Allen, Deputy CIO, and Maya Georgieva, Associate Director, Center for Innovation in Teaching and Learning, NYU Stern, New York University

Themes: Student Success/Learning Outcomes, Partnerships/Collaborations, Openness

The session will review the design, implementation, and evolution of the NYU Stern and XanEdu iPad app and share key insights from student surveys, focus groups, and video interviews. The app offers students a platform to access resources and engage in collaborative activities. We will explore the potential of an app-centered approach to learning.

Supporting Course Transformation at Scale

Four Seasons Ballroom 4
Alexandra M. Pickett, Associate Director, SUNY Learning Network, SUNY System Administration; Thomas Cavanagh, Assistant Vice President, Distributed Learning, University of Central Florida

Moderated by: Carie Page, Manager, Community Engagement, Next Generation Learning Challenges, EDUCAUSE

Encouraging pedagogical innovation at your institution can be a delicate balancing act that requires a nuanced understanding of faculty needs and a spirit of collaboration, good communication, and shared goals. But how can you support that transformation at institutions outside your own walls, when each has its own distinct faculty and academic culture? Join two recent NGLC grantees, the University of Central Florida and the SUNY Learning Network, to learn how they are using innovative approaches, open resources, and online tools to support course transformation across vast networks.

EDUCAUSE COMMUNITY AND CONSTITUENT GROUP SPOTLIGHT

What the Heck Is EA? A Game

Exhibit Hall B-E, Learning Theater
James Phelps, Enterprise Architect/Senior IT Architect, University of Wisconsin–Madison

What the heck is enterprise architecture (EA) and why should you care? Join ITANA in a game that explores the answer to that question. In the end, you’ll learn what EA is, what goes right when you use EA, and what goes wrong when you don’t.

COMMUNITY UPDATE

Policy and Security Discussion

Mile High Ballroom 4C/4D
Kent Wada, Chief Privacy Officer and Director, Strategic IT Policy, UCLA; Michele Norin, CIO, The University of Arizona

Domain: Infrastructure, Information Security, and Identity Management

This discussion session is your opportunity to bring your hot topic or current issue before a group of your peers for discussion and collaboration. Possible topics include managing policy and security challenges and solutions related to cloud computing, BYOD, social media, privacy and fair information practices, and digital identities, as well as other emerging issues. EDUCAUSE Policy staff and representatives of the Campus Policy Advisory Group and the Higher Education Information Security Council will also be on hand to listen and share relevant resources.

DISCUSSION SESSIONS

Openness

Meeting Room 407
David Wiley, Associate Professor of Instructional Psychology and Technology, Brigham Young University; Patrick Masson, Chief Technology Officer, UMassOnline, University of Massachusetts Central Office

This meeting will focus on the emergence and adoption of open initiatives (MOOCs, OCW, OER, OSS) and the principles and practices that can help develop and enable communities of practice. We’ll introduce the Openness Index as a reference resource; open the model up for discussion and critique to help frame attributes, causality, and authenticity in openness; and illustrate areas of application. A panel of practitioners from OCW, OER, and OSS communities will discuss their conceptions of openness and open practice as we try to pull together common threads across initiatives. Topics will include the characteristics, attributes, principles, and behavior that promote open access, open-source software, open content, OER, open courseware, open research, and open standards, as well as management practices such as open governance.
Managing the Chaos and Building Extraordinary Digital Experiences

Meeting Room 303
Bryan House, Vice President Product Marketing, Acquia

Themes: Leading Edge/Strategic Innovation, Open and Community Source, Social Media/Networking/Web 2.0 and 3.0

As campuses struggle to maintain outdated IT infrastructures and legacy systems while dealing with numerous departments, decentralized IT, tight budgets, and multiple stakeholders, moving to advanced IT solutions is a daunting task. How can campuses manage this chaos while supporting their stakeholders’ needs for digital experiences? In this session, participants will discuss solutions for changing IT on campus.

Professional Development/Staff Management

Meeting Room 401
Eric Bird, Vice President for Technology/CIO, Massachusetts College of Art and Design; Tracey Leger-Hornby, Dean of Library Services, Worcester Polytechnic Institute

This group focuses on all issues concerning recruiting, training, and managing staff, including finding creative PD opportunities, developing career paths, and building strong teams. Managers and aspiring managers at all levels are welcome.

Project Management

Meeting Room 402
Randall Alberts, Assistant Director, Project Management, Ringling College of Art and Design

This meeting will discuss issues that technical project managers face in higher education. Participant-driven discussions may include identifying best practices and tools, promoting a project management culture, managing cross-functional groups, starting a PMO, training project managers, and using process and templates to initiate new projects.

Research Computing

Meeting Room 404
Richard L. Moore, Deputy Director, San Diego Supercomputer Center, University of California, San Diego; David Stack, Deputy CIO, University of Wisconsin-Milwaukee; Suresh Balakrishnan, Assistant Vice Chancellor and Deputy CIO, and Donald Z. Spicer, Associate Vice Chancellor and CIO, University System of Maryland

This meeting provides a forum for discussing research computing, research cyberinfrastructure, and the use of technology to support the administration of the research enterprise. The deputy director of the San Diego Supercomputing Center will present the Research Cyberinfrastructure Initiative that emerged from UC San Diego’s “Blueprint for the Digital University.”

State Systems

Meeting Room 505/506
Warren J. Wilson, CIO, Black Hills State University; Linda Hilton, CIO, Vermont State Colleges

This meeting will focus on planning, coordinating, facilitating, and providing technology services for state higher education systems. Identifying and exploring areas where collaboration adds value, reduces costs, and encourages cooperation will be central to the discussion. Directors or managers of IT for state systems or coalitions of colleges, coordinators of statewide networks, and system-level IT users such as directors of distance learning coalitions should plan to participate.

CIO OPEN SPACE SESSION

Learner Relationship Management

Meeting Room 605
Greg Ratliff, Senior Program Officer, Bill & Melinda Gates Foundation

CIOs are invited to join this discussion on supporting student success and institutional capacity for effectively implementing learner relationship management solutions.
TECHNOLOGY SOLUTIONS

Beam Me In: Telepresence and Creating an Interactive, Impactful Learning Experience
Mile High Ballroom 1D-F
Andy Lausch, Vice President–Higher Education, CDW Government; Edmund Clark, Vice President for Technology and CIO, Minnesota State University, Mankato; Peter Rettler, West Bend and Online Campus and Community Administrator, Moraine Park Technical College

Domain: Teaching and Learning
Themes: Leading Edge/Strategic Innovation, Cloud/Hosting/Sourcing/Virtualization, Strategic Value of IT

Telepresence offers new ways to easily bring together students and faculty across campuses or the country in an exciting interactive environment. Leaders from two institutions will share how telepresence is changing the look and feel of learning on their campuses and how your institution can do the same.

If Not Now, When? Challenges Facing American Education
Mile High Ballroom 2B/3B
Adrian Sannier, Senior Vice President of Product, Pearson

Domain: Teaching and Learning
Themes: Leading Edge/Strategic Innovation, Openness, Strategic Value of IT

For more than two decades technology has been “on the verge” of transforming education, yet for the most part school has remained unchanged. Is it possible that the force that has continually improved every other facet of modern life will ultimately have no fundamental impact on education? Or are we finally at the brink of real change?

CLIENT-LED SESSIONS

Data Center Refresh: Best Practices at the University of Northern Colorado
Meeting Room 301/302
Ryan Rose, Director Information Technology, University of Northern Colorado

Domain: Infrastructure, Information Security, and Identity Management
Themes: Cloud/Hosting/Sourcing/Virtualization, Strategic Value of IT

Join the staff at UNC for this discussion of best practices for refreshing the university data center to keep pace with rapidly escalating network demands. Learn how to support new applications and virtualized environments, including when to buy, what to buy, single vendor or multiple vendors, virtualization implications, and more.

VMware, Gold Partner
Meeting Room 507
Please see the web listing for information on this session.

2:30–3:30 p.m.

MEETINGS

ELI 2013 Program Committee (program committee members and invitees only)
Meeting Room 202

Kuali Foundation Open Meeting for CIOs and Senior IT Leaders Meeting Room 607

In this session, leaders from the Kuali community will be on hand to talk with CIOs and other leaders in higher education who want to learn more about what’s happening in the Kuali community and to address future directions for Kuali and other strategic initiatives. The Kuali Foundation provides open-source software to higher education for enterprise and other systems. Over the past two years we’ve seen a significant increase in the number of schools that have implemented the software. Please join us for this informal networking opportunity and to learn more about the Kuali Foundation and its many open-source projects. There will be plenty of time for questions and informal discussion.

2:30–3:30 p.m.

Kuali Foundation Open Meeting for CIOs and Senior IT Leaders Meeting Room 607

2:30–3:30 p.m.

EDUCAUSE MEET AND GREET

Meet EDUCAUSE Professional Development Staff
EDUCAUSE Central

Stop by to visit with Norma Holland, director of program management, and Shannon Smith, associate director, to discuss the variety of professional development opportunities, including management and leadership programs, your association offers.

3:30–4:30 p.m.

MEETING

Chief Privacy Officers (by invitation only)
Meeting Room 201

3:40–4:30 p.m.

FEATURED SPEAKER

Student Success at Scale: What Have We Learned from Applying Technology to Persistent Challenges?

Four Seasons Ballroom 1
Josh Jarrett, Deputy Director, Education, Postsecondary Success, Bill & Melinda Gates Foundation

Multiple efforts are under way to leverage technology to improve student success, including initiatives in online courseware, adaptive learning, social media, and learning analytics. What have we learned from these pioneering efforts? What is working for students and institutions, and where are emerging solutions overhyped? In this session, we will share the latest findings from multiple efforts to improve student engagement, learning, retention, and degree completion. We’ll try to make sense of a rapidly evolving ecosystem and share some humble predictions for the future.
CONCURRENT SESSIONS

INFRASTRUCTURE, INFORMATION SECURITY, AND IDENTITY MANAGEMENT

Moving to the Cloud with Our Friends: Developing and Supporting Internet2 NET+ Services
Meeting Room 505/506
Jerrold M. Grochow, Senior Consultant, EDUCAUCE; Charles Askinan, Manager, Knowledge Management, Indiana University; Wawt Magnusson, Director for Telecommunications, Texas A&M University; James N. Bradley, Associate Vice President Information Technology and Academic Computing, Tulane University

Internet2 is working with over 30 universities and a dozen service providers to implement cloud services that operate over the Internet2 network and use InCommon authentication. This session will discuss the types of services currently available or planned to be available, how universities can sponsor or participate in creating a service, and how the community is working together to support these services.

LEADERSHIP, MANAGEMENT, AND GOVERNANCE

Campus Computing 2012: The National Survey of Computing and Information Technology in American Higher Education
Four Seasons Ballroom 4
Kenneth C. Green, Founding Director, The Campus Computing Project
Themes: Strategic Value of IT, Analytics/Business Intelligence, Cloud/Hosting/Sourcing/Virtualization

Begun in 1990, Campus Computing is the largest continuing study of e-learning and information technology in U.S. higher education. This session will present data from the 2012 Campus Computing Survey, focused on IT security issues, strategic and financial planning for IT, cloud computing, LMS transitions, mobile apps, and migration to open source.

Fostering Diverse IT Leadership and Staff for a Global Future
Mile High Ballroom 4A/4B
Abraham George, CIO, Columbus State University; Pablo G. Molina, Adjunct Professor, Georgetown University; Ke’Anna Skipwith, Instructional Designer, Northeastern University; Keith W. McIntosh, Vice Chancellor for Information Technology and CIO, Pima County Community College District; Margaret G. Massey, CIO, Spring Hill College; Bruce Maas, CIO and Vice Provost for Information Technology, University of Wisconsin–Madison; Shelli B. Fowler, Executive Director of Graduate Development Programs and New Pedagogies, Virginia Tech
Moderated by: Richard J. Bazile, Dean, Learning Resources, College of Central Florida

Attention to diversity and inclusivity can significantly benefit an organization in many ways. How can we systematically improve diversity in IT, from entry level to key leadership? Learn how to open a dialogue and create networks for collaboration to support group members, provide mentors, and advocate for diversity issues.

Information Technology, Leadership, and the Future of Higher Education
Four Seasons Ballroom 2-3
Earving L. Blythe, Vice President for Information Technology and CIO (Retired), Virginia Tech

Over the last 30 years, colleagues in information technology have advocated for and led major shifts in the technological underpinnings of learning, teaching, and research. Over the next 30, we will experience trials unique in the history of higher education. Changes in how the global community interacts and learns, set in motion by accelerating technological innovations, will either create great opportunity or result in significant irrelevance for traditional institutions of higher education. Erv Blythe will share his perspectives on the changing nature and strategic importance of information technology and especially on the aggressive and effective leadership so critical to the future of our institutions and to education.

WINNER: 2012 EDUCAUCE Leadership Award. Award sponsored by Moran Technology Consulting, Silver Partner.

No Server Left Behind: Moving a Thousand Servers to Their New Home
Mile High Ballroom 4E/4F
Curis W. Hillelges, Director of Research Computing, and Donna E. Tatro, Director, Enterprise Infrastructure Services, Princeton University
Themes: Partnerships/Collaborations; Strategic Communication, Media, and Marketing; Strategic Value of IT

Princeton University completed a new data center in December 2011. While we had long-standing plans to move many of the university’s centrally managed administrative and research servers to the new facility, cost-savings opportunities and competing demands for space expanded the server migration efforts to all departments.

Strategic Communication and Collaboration to Drive Outcomes
Mile High Ballroom 4E/4F
Sue B. Workman, Associate Vice President, Indiana University; Lisa A. Stephens, Senior Strategist, Academic Innovation, University at Buffalo
Themes: Partnerships/Collaborations; Cloud/Hosting/Sourcing/Virtualization; Strategic Communication, Media, and Marketing

A culture of trust is critical in leveraging resources to meet a strategic vision. This presentation will explore the role advisory groups play in Indiana University’s IIUIT initiative and how SUNY uses a similar approach (FACT2) to promote large-scale advisory efforts within a 64-campus system.

Students and the Campus IT Organization: Bridging the Gap
Meeting Room 505/506
Dustin Atkins, Director, External Relations-CCIT, Clemson University
Themes: Partnerships/Collaborations, Leading Edge/Strategic Innovation, Student Success/Learning Outcomes

This presentation will explore the tactics deployed in Clemson University’s IT organization for engaging students in strategic IT planning decisions through its innovative IT Student Advisory Board. Outcomes will include an overview of problems, solutions, and strategies for leveraging student involvement in a campus IT organization to arrive at a sustainable, mutually beneficial partnership that fosters collaboration.
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Wed, 11/7, 10:30 am - 11:20 am
Mile High Ballroom 4A/4B

Speakers/Panel Members:

David Edminster
Director of Information Technology
Naropa University

Don Davis
Assoc. Vice President, CIO Information & Media Technology
Azusa Pacific Online University

Ben Bassett
Vice President of Software & Services
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Wed, 11/7, 4:30 pm – 6:30 pm
Lots of prizes and surprises await.

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Support Strategies and Services

Making the Business Case for a Virtual Computing Lab
Mile High Ballroom 1A-C

Timothy Murphy, Director, Classroom and Lab Technologies, and John Prette, IT Project Manager, George Mason University

Themes: Cloud/Hosting/Sourcing/Virtualization, Strategic Value of IT

At George Mason University, we analyzed the costs of provisioning physical and virtual computing services, based on our experience with computer labs. The analysis assessed quantitative and qualitative aspects of provisioning, costs incurred and costs saved, allowing us to assess the value of both services. Results will be discussed.

Teaching and Learning

Beyond E-Books: Right-Sized Mobile Content for Learning Anywhere
Mile High Ballroom 2A/3A

Kyle Bowen, Director of Informatics, Purdue University

Themes: Mobility, Leading Edge/Strategic Innovation, Consumerization of Technology

Every student makes the choice for how and where learning will take place. Increasingly, students are turning to mobile devices for accessing their learning content. To enable faculty to build mobile-ready content from a variety of different media, Purdue developed Jetpack, a mobile learning application that offers an alternative to texts, course packs, and class handouts.

Crossing the Chasm between Educators and Game Developers for Improving Game-Based Learning
Meeting Room 301/302

Erin E.P. Morris, History Instructor, Chemeketa Community College; Chris Skaggs, Chief Technology Officer, Soma Games

Themes: Leading Edge/Strategic Innovation, Partnerships/Collaborations, Student Success/Learning Outcomes

Game-based learning has grown in recent years as research continues to demonstrate its effectiveness. However, broad adoption and success is reliant on collaboration between educators and educational game developers. This session will demonstrate how to plan, design, implement, and measure pedagogically sound game-based learning for all levels of education.

Rapid Evaluation of Social Networking Tools
Mile High Ballroom 4C/4D

Diane Elizabeth Sieber, Director, Herbst Program of Humanities, Associate Professor, Caroline Sinkinson, Instruction Librarian, and Mark J. Werner, Associate Director of Academic Technology Research, University of Colorado Boulder

Themes: Partnerships/Collaborations, Social Media/Networking/Web 2.0 and 3.0, Open and Community Source

As changes in mobile and social technologies accelerate, universities need to respond quickly and effectively to select tools that improve teaching and learning. We will present research findings on academic uses of social learning tools and outline a collaborative, multidisciplinary process for quickly identifying, evaluating, and recommending new academic technology adoption.

Reading, Writing, and Robots: Using Remote-Control Videconference for Instructional Enrichment
Meeting Room 401

Nils Erik Holgersson, Academic Consultant—Videoclassroom and Classroom Technology, Timothy M. Logan, Associate Vice President—Electronic Library, and Pattie Orr, Vice President for IT/Dean of University Libraries, Baylor University

Additional project contributor: John Korb, Advanced Applications and Distance Learning Specialist, Texas Education Telecommunications Network

Themes: Partnerships/Collaborations, Consumerization of Technology, Leading Edge/Strategic Innovation

The presentation will address the capabilities and possibilities of using remotely controlled, self-propelled, wireless videoconferencing “robots” in museums, art galleries, and libraries to deliver instructional materials to schools and home-bound students. The presenters will demonstrate the VGo robotic videoconferencing system and discuss possibilities for its use.

Teaching and Learning Experiences in Active Learning Classrooms: Do They Make a Difference?
Meeting Room 501/502

Adam B.A. Finkelstein, Educational Developer, Teaching and Learning Services, McGill University

Themes: Leading Edge/Strategic Innovation, Professional Development/Training, Student Success/Learning Outcomes

Active learning classrooms are technology-rich, collaborative environments designed to engage students actively in deep and meaningful learning. This interactive session will provide attendees an opportunity to discuss the impact of data gathered in these spaces on teaching and learning experiences in multiple disciplines, across different ALCs, over multiple years.

EdACCESS
Meeting Room 403

John Bruggeman, Director of Information Systems, Hebrew Union College-Jewish Institute of Religion

Computing issues and approaches at very small schools can bear little relationship to what is done at schools with thousands of students. This fact led to the 1992 creation of ACCESS (Administrative and Campus Computing Environments at Small Schools) for small colleges and private secondary schools with enrollments of less than 1,000 FTE. In 2001 the group changed its name to edACCESS, with its own website at www.edaccess.org.
**Decision Support/Data Warehousing**  
*Meeting Room 304*

Ora Fish, Senior Director, New York University; Theodore Bros, Associate Director, Administrative Information Services, Princeton University

Decision support encompasses a range of topics that includes business/institutional intelligence, data warehousing, executive information systems, data mining, data marts, and performance management. This meeting will provide a forum to discuss organizational and technological issues, tools, and solutions for implementing business intelligence and data warehouses to address managerial decision making, strategic planning, and information reporting. The meeting offers a great opportunity to connect with your colleagues and share best practices and lessons learned.

**Distributed Technology Support**  
*Meeting Room 402*

Julianne Journitz, Director of Client Services, Pomona College; Kathy Kral, CIO, University of West Georgia

This session will explore distributed technology support from the perspectives of mission and results. We will take into consideration the nature of central and distributed organizations, highlighting opportunities for synergy and coordination and clarifying areas that tend to be best delivered by central or distributed support units to avoid duplication of effort and unnecessary competition, particularly in light of recent economic trends across higher education.

**CIO OPEN SPACE SESSION**

**The Insider’s View on the Recruitment of a CIO**  
*Meeting Room 605*

Philip J. Goldstein, President, Goldstein & Associates; Mary Beth Baker, Managing Partner, Next Generation Executive Search

Higher education CIOs are invited to join the managing partners of Next Generation Executive Search to discuss advice and lessons learned during the executive search process. Candid perspectives from the point of view of the search committee, the search firm, and even references will provide valuable insight and preparation for sitting and rising CIOs considering new leadership opportunities.

**TECHNOLOGY SOLUTIONS**

**Drive Efficiency and Faster Decision Making with SIS-Complementing ECM**

*Mile High Ballroom 2C/3C*


**Domain: Enterprise Information Systems and Services**

**Themes: Green/Sustainability, Leading Edge/Strategic Innovation, Strategic Value of IT**

Effective higher education institutions rely heavily on the availability of information. Learn from a panel of colleges and universities on how to leverage enterprise content management (ECM) capabilities in SIS environments to arm decision makers with accurate and up-to-date document-related data to increase operational effectiveness and provide exemplary service.

**Seton Hall Takes Education Innovation to a New Level with Mobile Technology**  
*Meeting Room 407*

Benjamin Kruse, Lead Marketing Manager, AT&T; David W. Middleton, Assistant Vice President, Finance and Technology/Executive Director, Center for Mobile Research and Innovation, and Michael Taylor, Academic Director, CMRI/Associate Professor, Seton Hall University

**Domain: Enterprise Information Systems and Services**

**Themes: Leading Edge/Strategic Innovation, Mobility, Student Success/Learning Outcomes**

Seton Hall University has always been on the forefront of advancing teaching and learning through technology. Through its Center for Mobile Research and Innovation, and in collaboration with AT&T, SHU provided each freshman with a Nokia Lumia 900 device for the summer/fall 2012 academic year to collaborate on projects and access school resources. Learn why the devices were deployed on campus and how students are using them for learning.

**HOT TOPIC PANELS**

**Improving Learning through Agil-IT: Cloud Computing and Classroom Technology for the New Digital Era**  
*Mile High Ballroom 1D-F*

Andrea Beesing, Assistant Director, IT Security, Cornell University; Stephen G. Landry, CIO, Seton Hall University; Charles McMahon, Vice President for Information Technology/CTO, Tulane University

**Moderated by: Cameron Evans, US Chief Technology Officer, Microsoft Corporation**

**Additional contributor: Alan Cattier, Director, Academic Technologies, Emory University**

**Domain: Teaching and Learning**

**Themes: Leading Edge/Strategic Innovation, Cloud/Hosting/Sourcing/Virtualization, Student Success/Learning Outcomes**

The consumerization of IT and the need to improve graduation rates and increase staff productivity is driving institutions to think differently about technology. Join higher ed leaders to discuss how cloud computing and new classroom technology like Windows 8 and Office 2013 can improve learning outcomes and institutional effectiveness.

**The Many Opportunities of Open Educational Resources**  
*Meeting Room 404*

Jeff Seaman, Co-Director, Babson Survey Research Group; Clancy Marshall, Senior Vice President, Pearson; William Muirhead, Associate Provost, Academic and Information Technology, University of Ontario Institute of Technology; Cory Stokes, Director—Technology Assisted Curriculum, University of Utah

**Moderated by: Peter Van Tienen, Vice President, Repository Solutions and Strategy, EQUELLA**

**Domain: Teaching and Learning**

**Themes: Open and Community Source, Social Media/Networking/Web 2.0 and 3.0**

Many CIOs and faculty are exploring how to incorporate Open Educational Resources into their programs and courses. However, research reveals widespread misunderstanding of what defines OER and how best to search, store, and manage OER materials. Join us for a discussion as we explore the opportunities and challenges of OER from CIO and faculty perspectives.

**MEETING**

**Network Council**  
(by invitation only)  
*Meeting Room 204*

The EDUCAUSE/Internet2 Network Council will meet to discuss how the council engages other stakeholders and government to develop policy, provide guidance, and more, as well as to discuss the range of possible services closely related to networks (e.g., policy components around building networks for research).
EDUCAUSE MEET AND GREET

Meet EDUCAUSE Professional Development Staff

EDUCAUSE Central

Stop by to learn more about EDUCAUSE conferences, Institute programs, constituent groups, the Fellowship program, and how to host an event on your campus. Visit with Julie Little, vice president of teaching, learning, and professional development, and Lida Larsen, manager of regional programs, to discuss the variety of professional development opportunities your association offers and share your interests and ideas.

Meet EDUCAUSE

Meet the Editors of EDUCAUSE Review/EDUCAUSE Review Online

EDUCAUSE Central

Stop by for an informal opportunity to speak with D. Teddy Diggs and Nancy Hays, editors of the association’s award-winning publication EDUCAUSE Review and the new EDUCAUSE Review Online, about authoring opportunities and topics of current interest.

NETWORKING RECEPTION IN THE EXHIBIT HALL

Sponsored by Desire2Learn Incorporated, Platinum Partner, Booth #1440, Epson, Gold Partner, Booth #1632, and Bradford Networks, Booth #706

Exhibit Hall B-E

After a day of attending conference sessions and exploring technology solutions with some of the brightest minds in higher education IT, join your colleagues for an informal gathering with drinks and hors d’oeuvres in the exhibit hall. You will have the chance to learn about exciting technology solutions for your campus from more than 270 companies. Don’t forget to scan your badge at all of the sponsor booths for a chance to win one of three complimentary registrations to EDUCAUSE 2013 in Anaheim, California. Winners will be announced on Thursday.
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Desire2Learn creates a flexible, personalized learning environment that puts each student at the center of the educational experience, while enabling institutions to grow and thrive in a rapidly changing world.

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VISIT US AT BOOTH #1440 TO:

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THURSDAY, NOVEMBER 8

7:00 a.m.–5:30 p.m.

Speaker Ready Room Open
Meeting Room 207

Speakers using technology are encouraged to visit to test their equipment, prepare for their sessions, or make last-minute modifications.

7:00 a.m.–6:30 p.m.

Registration Desk Open
Sponsored by Jenzabar, Platinum Partner
Lobby D

EDUCAUSE Central Open
Lobby D

Visit EDUCAUSE Central, a community hub near registration, to connect with association leaders and learn about recent EDUCAUSE activities. Stop by to take a break and recharge your laptop or mobile device.

CIO Lounge Open
Sponsored by Desire2Learn Incorporated, Platinum Partner
Meeting Room 601/603

Higher education CIOs are invited to relax and hold informal gatherings in this centrally located room. Enjoy an assortment of snacks and beverages and find a quiet, comfortable spot to charge your devices, watch streamed general sessions, and check your e-mail.

International Welcome Lounge Open
Meeting Room 604

If you’re an international attendee, stop by this informal lounge to connect with colleagues, check e-mail, relax, and recharge your devices. You’ll also find refreshments, convenient access to a printer, and basic office supplies.

7:00 a.m.–7:30 p.m.

EDUCAUSE Community and Constituent Group Lounge Open
Meeting Room 610/612

This space is designed for members of the EDUCAUSE community and constituent groups to connect with each other. Organize impromptu and birds-of-a-feather meetings, share valuable content, or just relax and recharge in this informal setting. Just drop in or use the on-site scheduling board to reserve space for larger meetings. See you there!

7:30–8:00 a.m.

Morning Refreshments
Foyers

Start your morning right as you plan your day and compare strategies with colleagues for how to get the most from the professional development and networking opportunities present. Coffee, tea, and sodas will be available during this time.
**7:30–8:00 a.m. cont’d**

**For International Participants: Informational Session on EDUCAUSE Policy**

*Meeting Room 604*

Join us for a discussion about EDUCAUSE activities in campus and public policy with Gregory A. Jackson, vice president.

**7:30–8:45 a.m.**

**MEETING**

**EDUCAUSE Professional Development Advisory Committee**

(committee members only)

*Meeting Room 204*

**8:00–8:50 a.m.**

**FEATURED SPEAKER**

- The Digital Preservation Network

Sponsored by Presidio

*Four Seasons Ballroom 1*

James L. Hilton, Vice President and CIO, University of Virginia

This session will address the progress occurring in launching the Digital Preservation Network. With more than 50 institutional members, DPN builds on the higher education community’s current preservation efforts by creating a federated preservation network, owned by and for the academy, which will provide secure digital archiving of the scholarly and cultural record. At the heart of DPN is a commitment to replicate the data and metadata of research and scholarship across diverse software architectures, organizational structures, geographic regions, and political environments. Replication diversity, combined with succession rights management, will ensure that future generations have access to today’s discoveries and insights.

**CONCURRENT SESSIONS**

**ENTERPRISE INFORMATION SYSTEMS AND SERVICES**

- Implementing an Accessibility Initiative across the Institution

*Mile High Ballroom 1A-C*

Susan Cullen, Program Manager–Universal Design Center, California State University, Northridge; Cheryl Pruitt, Director, Accessible Technology Initiative, California State University, Office of the Chancellor; Christian Vinten-Johansen, Information Technology Manager, The Pennsylvania State University; Jon Gunderson, Coordinator of Information Technology Accessibility, University of Illinois at Urbana-Champaign

**Theme: Universal Design/Accessibility**

Recent civil rights action against universities is a vivid reminder the web is required by law to be accessible. In this panel, staff from several institutions will discuss large-scale accessibility initiatives at different levels of maturity, from planning and initiation to mature projects.

**The Next Phase of Mobility: Connecting the Enterprise**

*Mile High Ballroom 1D-F*

Michael DiCrescio, Associate Director Enterprise Information Systems, and Scott Finkelstein, Manager of Web Technologies, Adelphi University

**Theme: Mobility**

Mobile devices like smartphones and tablets have revolutionized how information is disseminated and consumed. Today’s individual expects access to their private information at any time and anywhere. We will discuss the technology, support, and governance behind Adelphi University’s authenticated mobile applications.

**INFRASTRUCTURE, INFORMATION SECURITY, AND IDENTITY MANAGEMENT**

- Achieving Virtualization: The Holy Grail of IT

*Four Seasons Ballroom 2-3*

Eric DenBraber, Assistant Director–Housing IT, Robert Dixon, Director of Information Technology–Housing and Dining Services, and Alfred C. Roberts III, Systems Administrator/Analyst, Information Technology Services, University of Colorado Boulder

**Themes:** Leading Edge/Strategic Innovation, Green/Sustainability, Mobility

Learn about the details of a successful virtual desktop deployment at CU–Boulder’s Housing and Dining department with dozens of critical business database systems across 500 staff workstations. VDI can now change the future of business computing, offering the benefits of sustainability, IT administration, security, mobility, and ROI on hardware, software, and labor.

**A Game Changer: Rethinking the Admissions Process**

*Meeting Room 301/302*

David K. Moldoff, Founder and CEO, AcademyOne; John J. Suess, Vice President for Information Technology and CIO, University of Maryland, Baltimore County

**Themes:** Cloud/Hosting/Sourcing/Virtualization, Leading Edge/Strategic Innovation, Partnerships/Collaborations

For students transitioning to college, managing the credentials associated with multiple admissions-related services is cumbersome. For campuses, managing thousands of accounts for applicants who aren’t accepted or go elsewhere is wasteful. Join us for an innovative partnership between higher education and corporate partners that streamlines this process for everyone involved.

**Leveraging IT Infrastructure for Enhanced Campus Safety**

*Meeting Room 501/502*

Christopher Rossi, Emergency Coordinator, and Brenda van Gelder, Executive Director, Converged Technologies for Security, Safety, and Resilience, Virginia Tech

**Themes:** Strategic Value of IT, Partnerships/Collaborations, Risk Management

Most institutions have invested heavily in IT infrastructure for teaching and research; however, there is significant strategic value in leveraging IT infrastructure in new ways. This interactive session will give participants opportunities to explore case studies and exercises that encourage proactive integration of IT with safety and security-related functions.

**LEADERSHIP, MANAGEMENT, AND GOVERNANCE**

**The Changing Role of IT in Higher Education**

*Mile High Ballroom 2B/3B*

Randall J. Stiles, Special Advisor for the President, Analytics, Colorado College; Joel L. Hartman, Vice Provost and CIO, University of Central Florida; Philip E. Long, CIO (Retired), Yale University

**Themes:** Strategic Value of IT, Professional Development/Training, Analytics/Business Intelligence

Advances in information technology have driven significant changes in our daily lives and in most industries; higher education will be no exception. This presentation will provide a framework for thinking strategically about the future of higher ed IT in an era when there is increasing pressure on colleges and universities to demonstrate results and value.

- The Importance of Mentors on the Journey to a First CIO Position

*Four Seasons Ballroom 4*

Melissa Woo, Vice Provost for IS and CIO, University of Oregon

Mentoring has evolved beyond the traditional long-term, one-on-one style. There are many different mentoring styles, and each can be leveraged effectively to assist in one’s professional development. This session will cover different mentoring styles that can be used during the different steps in the journey toward that first CIO position.

- Winner: 2012 EDUCAUSE Rising Star Award. Award sponsored by Moran Technology Consulting, Silver Partner.
Kickstarting Your IT Community: Lessons Learned from the Stanford University IT Unconference
Meeting Room 503/504
Christine Jacinto, Assistant Director of Information Technology, School of Humanities and Sciences, and Scotty Logan, IT Architect, Stanford University
Themes: Partnerships/Collaborations, Openness, Professional Development/Training
IT staff at institutions with central and distributed IT organizations often feel disconnected. Stanford created an IT staff unconference to bring the IT community together to share information and collaborate on common issues. The unconference format allowed attendees to play an active role in creating and running the event.

Shared Leadership: From IT Silos to IT Alliance
Mile High Ballroom 4A/4B
Bradley A. Cohen, Associate CIO for Academic Technology, and Brittany Lloyd, Associate CIO, University of Minnesota; Peter J. Angelos, Director of Technology, College of Liberal Arts, and Jason Davis, Manager of Classroom Technology and Customer Service, University of Minnesota Duluth
Themes: Partnerships/Collaborations, Strategic Value of IT, Professional Development/Training
IT units tend to be silos in higher education. To address this, University of Minnesota IT leaders across campuses and units have undergone leadership training in eight-month cohorts, sustained by a shared leadership structure. We will show how our resulting relationships improved cooperation through trust, shared language, and process.

BUILDING BROWSER-BASED WEB APPLICATIONS
Building a Responsive Website for the 2012 Presidential Debate
Meeting Room 507
Matt Eschenbaum, Senior Digital Design and Architect, and Jon Liu, Digital Developer, University of Denver
Themes: Universal Design/Accessibility, Social Media/Networking/Web 2.0 and 3.0; Strategic Communication, Media, and Marketing
As the host of the first presidential debate of 2012, the University of Denver needed a debate website. Discover the process and lessons learned as the DU Web Team used HTML5 and CSS3 to build an all-in-one mobile, tablet, and desktop website using progressive enhancement and responsive design.

SUPPORT STRATEGIES AND SERVICES
A Multicampus Service Delivery Strategy: Creating Clarity in the Delivery of Information Technology
Meeting Room 404
Chris A. McCoy, Associate Vice President for Information Technology and CIO, Metropolitan State University; Darrel Huish, Vice Chancellor of Information Technology Services, and Ken Ries, CIO, Pine Technical College, Minnesota State Colleges and Universities; Andrea Kodner-Wenzel, CIO, Normandale Community College; Kenneth D. Janz, Associate Vice President for Academic Affairs and CIO, Winona State University
Themes: Strategic Value of IT, Partnerships/Collaborations
Minnesota State Colleges and Universities must be intentional in the way IT services are positioned. This presentation will discuss the successful process used among a diverse group of campus CIOs and system office personnel to develop a strategy that helped create clarity in the delivery of IT services across 31 public colleges and universities.

Sherpa: Increasing Student Success with a Recommendation Engine
Mile High Ballroom 2A/3A
Robert Bramucci, Vice Chancellor–Technology and Learning Services, and Jim Gaston, Director of IT–Academic Systems, South Orange County Community College District
Themes: Student Success/Learning Outcomes, Analytics/Business Intelligence, Leading Edge/Strategic Innovation
Students flock to online services like Amazon, Pandora, and Netflix that offer personalized recommendations, a stark contrast from the “one size fits all” services in higher education. In this session, we will present Sherpa, a recommendation engine for courses, information, and services that utilizes both human and machine intelligence.

TEACHING AND LEARNING
Bridging the Gap between Theory and Practice: What Grassroots Projects Reveal about Learning Analytics in Dutch Higher Education
Mile High Ballroom 4C/4D
John Doove, Project Manager, IT and Education, SURFfoundation
Themes: Student Success/Learning Outcomes, Analytics/Business Intelligence, Leading Edge/Strategic Innovation
The presentation will show how a small-scale Nationwide Learning Analytics program can build bridges between theory and practice.

We will discuss how a grassroots effort added value for students and teachers and enhanced community engagement. Participants will reflect on “session analytics” conducted before, during, and after this interactive session.

DISCUSSION SESSIONS
Digital Signage
Meeting Room 303
Thomas S. Kunka, Coordinator, Network Systems and Operations, University of Illinois at Urbana-Champaign
Even as mobile computing grows in ubiquity, use of digital signage for campus communication is fast becoming a topic of importance for IT professionals. This group will discuss campus-wide digital signage services including participants, benefits, service architecture, financial model, security, and other key issues.

Games and Learning
Meeting Room 405/406
AJ Kelton, Director, Emerging Instructional Tech, College of Humanities and Social Sciences, Montclair State University; Chris Stubbs, Project Manager, The Pennsylvania State University
This group is dedicated to the discussion of games for learning, which can include gamification, assessment, research, pedagogy, and more. From traditional board games to complex online experiences, games are an excellent way to lend structure, motivation, and enjoyment to a learning experience. All levels of interest are welcome.

IT CFOs and Business Officers
Meeting Room 304
Alan Katz, Director of Finance and Business Services, University of Georgia
This discussion will look at the challenges of serving the institution’s CIO as the chief financial or business officer for the IT organization. Topics will include financial and administrative leadership including budgets, human relations/succession planning, procurement/negotiations, and best practices in strategic planning as well as day-to-day operations.

ITIL in Higher Education
Meeting Room 401
Rita Barrantes, Manager, IT Project, University of Houston; David McGuire, Associate Director, IT Project and Service Management, University of New Mexico
This meeting will address the adoption and implementation of ITIL (Information Technology Infrastructure Library) guidance and the related issues and obstacles that are particular to higher education. Depending on interest, we may conduct separate conversations for those who want to learn more about
WHAT PERCENTAGE OF STUDENTS HAVE TAKEN A COURSE ENTIRELY ONLINE?

8:00–8:50 a.m. cont’d

ITIL concepts and for those who are already implementing them. The latter group will be involved in discussions of ITIL process implementations, usage of tools, training, and ways to promote a Service Management culture in higher education IT.

Network Management
Meeting Room 407
Pete Hoffswell, Network Manager, Davenport University; Brian Paige, Executive Director, Networking and Technology, Oakland University

Since its inception in 1997, this group has discussed a wide range of topics relevant to network managers including network convergence, bandwidth management, management systems, security, wireless technologies, and support. This gathering will allow network managers to share ideas about their current professional challenges and new or emerging technologies with other networking experts from a wide variety of institutional backgrounds.

CIO OPEN SPACE SESSION
Meeting Room 605

Open space sessions are designed to give CIOs the opportunity to identify emerging issues and hot topics for lightly facilitated discussion while in Denver. For details, check the face-to-face program on the conference website.

TECHNOLOGY SOLUTIONS

BYOD and the Social Campus
Mile High Ballroom 4E/4F
Vala Afshar, Chief Customer Officer, Enterasys Networks; Philip Komarny, Vice President for Information Technology, CIO, Seton Hill University

Domain: Infrastructure, Information Security, and Identity Management

Themes: Consumerization of Technology, Mobility, Social Media/Networking/Web 2.0 and 3.0

Using an actual case study, this presentation will address how university CIOs are successfully implementing mobile, social, and cloud technology to enable BYOD and a better learning environment for students while successfully navigating the complex relationship between IT and social campus initiatives.

Software Licensing and Distribution, Simplified
Meeting Room 402
Bradley Brohman, Vice President Marketing and Sales, Kivuto Solutions

Domain: Support Strategies and Services

Themes: Cloud/Hosting/Sourcing/Virtualization, Leading Edge/Strategic Innovation, Student Success/Learning Outcomes

Are you looking to reduce the complexity and costs associated with software license management and distribution? Learn how our leading-edge, cloud-based platform simplifies everything including user verification, license distribution, financial settlement, reporting, cost recovery, and compliance. Today we help deliver virtually all major software licensing agreements in education for companies like Microsoft, Adobe, IBM/SPSS, VMware, and others.

CLIENT-LED SESSION

Integrating Projects, Tickets, and Operational Work at the University of South Dakota
Meeting Room 505/506
Andrew Graf, Lead Analyst, TeamDynamixHE; Jeff Chatham, Assistant Director–Information Technology Services, The University of South Dakota

Domain: Enterprise Information Systems and Services

Themes: Analytics/Business Intelligence; Strategic Value of IT; Strategic Communication, Media, and Marketing

After a decade of tracking and reporting using disconnected systems to manage projects and services, the ITS department at the University of South Dakota looked to TeamDynamixHE for help. Attend this session to hear how USD ITS is integrating projects, tickets, and time tracking in TeamDynamixHE, resulting in lowered maintenance costs, reduced overhead, and easier reporting.
Improving Student Outcomes and Institutional Effectiveness: Recommendations for Lower-Cost, Higher-Impact Enterprise Solutions

Mile High Ballroom 2C/3C

Jeremy Michael Fulbright, Marketing and Media Production Manager, University of Colorado Denver; Clark C. Westmoreland, Assistant Vice Provost and Executive Director of Operations, University of Washington

Moderated by: Robert Curtin, Chief Applications Officer, Microsoft Corporation

Domain: Enterprise Information Systems and Services

Themes: Analytics/Business Intelligence, Strategic Value of IT, Student Success/Learning Outcomes

Analytics, coupled with relationship and resource management systems, plays a critical role in an institution’s ability to meet goals and drive improvements. Join higher ed leaders to discuss the strategic value of modernizing enterprise systems and fresh approaches for reducing complexity and costs while improving outcomes. Best practices include Microsoft Dynamics CRM, ERP, and SQL.

Using Predictive Analytics to Improve Student Outcomes and Instructor Effectiveness

Meeting Room 403

Brian Mueller, CEO, Grand Canyon University; Manoj Kutty, CEO, LoudCloud Systems

Domain: Teaching and Learning

Themes: Analytics/Business Intelligence, Professional Development/Training, Student Success/Learning Outcomes

LoudAnalytics empowers you to profile each learner so you can create personal learning environments, tailor instructional strategies, and ultimately improve learner outcomes. This session will present the analytics technology architecture (including predictive analytics) and use cases at Grand Canyon University, highlighting the impact on improving learning and teaching outcomes.

For International Participants: Informational Session on Cybersecurity Activities

Meeting Room 604

Join us for a discussion about HEISC, the Higher Education Information Security Council, with Rodney Petersen, senior government relations officer and managing director of the Washington office, and Valerie Vogel, program manager.

Foyer

Take time to refuel and relax. Get the energy boost you’ll need to make the most of the many opportunities that surround you! Coffee, tea, and sodas will be available during this time.

EDUCAUSE Meet and Greet

Meet ELI Staff

EDUCAUSE Central

Stop by for an informal opportunity to learn more about the EDUCAUSE Learning Initiative. Visit with Malcolm Brown, director, and Veronica Diaz, associate director, and learn how to connect with this vibrant community and discuss your ideas and interests.

9:00–9:50 a.m.

EDUCAUSE Nominations Committee

Meeting Room 204

EDUCAUSE launched a new reporting tool for the Core Data Service this fall. The tool is designed to improve your ability to analyze survey data and create peer group comparisons. Join EDUCAUSE research staff to explore the tool, ask questions, and share feedback.

9:10–10:00 a.m.

When Learning Analytics Meet Big Data: The PAR Framework

Sponsored by Presidio

Four Seasons Ballroom 1

Pearl Iboh, Executive Vice President for Academic Affairs/Provost, University of Hawaii System Office; Mike Sharkey, Director of Academic Analytics, University of Phoenix; Jonathan Sherrill, Data Analyst Professional, Colorado Community College System

Moderated by: Ellen Wagner, Executive Director, WICHE/WCET

The Predictive Analytics Reporting (PAR) Framework is a longitudinal data-mining project. It was created by and for educators with an interest in exploring the value of using big data–style analysis techniques to extend our understanding of student loss and momentum. PAR Framework partner institutions contributed de-identified student records to create a single federated data set, which was then analyzed to look for patterns that predict risks to student progress. Early results show great promise for helping institutions respond to retention-specific risks to student success. This session will offer a panel presentation and discussion of results from the PAR Framework proof-of-concept phase of development, featuring the unique perspectives of PAR Framework Founding Partners.

A 10-Second Response: Integrating Your Campus Emergency Communications System

Mile High Ballroom 1A-C

Brian Horne, Network Specialist, Bowdoin College; Rebecca Sandlin, CIO, Roanoke College

Themes: Risk Management; Strategic Communications, Media, and Marketing; Strategic Value of IT

Bowdoin College is using existing systems and companies for an integrated three-part solution for emergency communication: (1) Cisco VoIP phones for an emergency intercom system, (2) security radio/phone recording server for emergency intercom software, and (3) Blackboard ConnectEd hosted software for emergency e-mail, phone, and text notification.
Disruptive Innovation: Current Trends and Future Directions

Mile High Ballroom 4C/4D

Marsha C. Lovett, Director, Eberly Center for Teaching Excellence, Carnegie Mellon University;
Adrian Sannier, Senior Vice President of Product, Pearson; Robert H. Seidman, Professor of Computer Information Technology, Southern New Hampshire University; James G. Mazoue, Director of Online Programs, Wayne State University

The speed of adoption of cloud services has been impressive by almost any measure. The scale of infrastructure-as-a-service offerings has exploded to levels never before achieved by even the largest of companies. Today’s students have access to millions of applications from the palm of their hands. Is your campus environment moving quickly enough to migrate services to take advantage of cloud scale? Legitimate concerns about pricing, security, contract terms, and more have held many campuses back. We will explore how, by working together as a higher education community within Internet2, we have been able to address these issues and more to bring the power of the cloud quickly and effectively to our campuses.

Technology, Move Over! It’s an Ecosystem

Meeting Room 501/502

Sean Corcoran, Steelcase Education Solutions, and Lennie Scott-Webber, Director, Education Environments, Steelcase

The community has good approaches for handling access to simple cloud services. But what about higher-value services that require access to sensitive data, such as medical or financial records? These services require a solid confidence of the person’s identity. Join us and hear how colleagues have addressed this issue with their cloud partners.

Accessible Screencasting: Making Your Best Content Available to All Students

Meeting Room 2A/3A

David L. Giberson, Instructional Design Coordinator, San Diego Community College District

The ethical and looming legal necessity of making the burgeoning output of instructor-created multimedia accessible to students...
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- Polycom
- PolyVision
- Samsung
- Spectrum
- Symantec

For details, contact your dedicated CDW-G account manager at 800.808.4239 or visit CDWG.com/highereducation

Join CDW-G on
Wednesday, November 7,
2:30 – 3:20 p.m. for our session:

Beam Me In: Telepresence and Creating an Interactive, Impactful Learning Experience

Room: Mile High Ballroom 1D-F

Andy Lausch of CDW-G will host a discussion on institutions applying telepresence to broaden campus reach, increase interaction and online collaboration, and ultimately boost learning outcomes. Discover how virtual learning is taking education to the next level.
with disabilities is a challenge facing education at all levels. Join us as we explore numerous tools (notably the Camtasia products from TechSmith), techniques, and strategies applicable to this effort.

**The Annual ECAR Student and IT Study**
*Meeting Room 505/506*

Eden Dahlstrom, Senior Research Analyst, EDUCAUSE

The ECAR Study of Student Technology surveyed over 100,000 students from 195 institutions in 2012. The resulting report represents findings that embody student perspectives about technology in higher education. Learn what students say about their technology experiences and discover how this information can inform your institution’s decision-making process around technology.

**Beyond Facebook: How Emory University Built an Academic Social Network and Created a More Engaged Campus**
*Meeting Room 405/406*

Alan R. Cattier, Director, Academic Technologies, Emory University; Jon Corshen, CEO, GoingOn Networks

Themes: Social Media/Networking/Web 2.0 and 3.0, Open and Community Source, Student Success/Learning Outcomes

Nearly 15 years and millions of posts later, LearnLink has become an integral part of the “Emory experience.” We will discuss how to best leverage modern social technologies and build an academic social network to create a more engaged and more connected campus.

**Moving to the Cloud: Three Universities Share Their Stories of LMS Implementations**
*Mile High Ballroom 1D-F*

Julie Lirot, Senior Instructional Technologist, and Patricia Zudeck, Manager, Instructional Technology, Brown University; Lisa Ames, LMS Admin, E-Learning Specialist, University of Mary Washington; Christopher Higgins, Director, Learning Technologies and Environments, University of Maryland

Themes: Cloud/Hosting/Sourcing/Virtualization, Mobility, Open and Community Source

Brown University, University of Mary Washington, and University of Maryland representatives join to answer key questions and share their stories, trials, tribulations, and successes with moving from their respective LMS to the Cloud.

**Smartphones for Learning: The Yin and the Yang**
*Meeting Room 407*

Valerie Lopes, Professor, Centre for Academic Excellence, and Laurel Schollen, Associate Vice President Academic–Educational Excellence, Seneca College of Applied Arts and Technology

Themes: Student Success/Learning Outcomes, Social Media/Networking/Web 2.0 and 3.0, Leading Edge/Strategic Innovation

Over 3,000 students participated in a research study at Seneca College that explored their perceptions about the ways in which their smartphones could be used as learning tools. This session will highlight the expected and unexpected findings of the study and describe their relationship with and attachment to these devices.

**DISCUSSION SESSIONS**

**Imaging and Document Management**
*Meeting Room 402*

Penny Evans-Plants, CIO, Berry College

This group addresses the many new challenges for the IT profession that arise from imaging projects. Considerations on the input side include types and quality of paper, quality and use of desired output, scanning software, and time and staffing requirements. Dealing with the resulting digital objects raises such critical issues as indexing and retrieval and long-term care and storage.

**IT Communications**
*Mile High Ballroom 2C/3C*

Lisa V. Trubitt, Assistant CIO for Policy and Communications, University at Albany, SUNY

This group addresses the challenge IT professionals and organizations face in communicating strategically and clearly to their many stakeholders, including their own organizations. Join this active online community for our annual face-to-face meeting, where we’ll discuss a broad range of topics, match faces with names, and have a great time learning from one another.
Diversity in Higher Education
Meeting Room 403
Debi and Bruce for a discussion on diversity, and experience on how formal and informal activities, and student interactions, as well as the campus sense of community. We’re particularly interested in your input on how you measure or assess the effectiveness of a physical space conducive to learning to the principles and processes of effective learning space design. Join us to share your ideas and experience on how formal and informal spaces impact teaching practices, learning activities, and student interactions, as well as the campus sense of community. Our CIOs are invited to join Debi and Bruce for a discussion on diversity and inclusion in IT, an issue that pertains to every CIO, whether your interest is in improving racial/ethnic, gender, generational, or another type of diversity. This session will focus on how we can take responsibility, own the issues, and the creation of a prioritized list of doable actions.

TECHNOLOGY SOLUTIONS

Learning Solutions for Higher Education
Meeting Room 507
Kenneth Chapman, Vice President, Product Engineering, Desire2Learn Incorporated
Domain: Teaching and Learning
Themes: Analytics/Business Intelligence, Mobility, Student Success/Learning Outcomes

Desire2Learn provides the tools to design and expand your online programs. Link learning objectives with outcomes, leverage communication through mobile web access and Desire2Learn Campus Life, utilize advanced analytics to assess program success, and much more. Join us to learn how you can enrich the overall teaching and learning experience.

Sonic Foundry’s Roadmap for 2013 and Beyond
Meeting Room 301/302
Sean Brown, Vice President of Education, Sonic Foundry
Domain: Enterprise Information Systems and Services
Themes: Cloud/Hosting/Sourcing/Virtualization, Leading Edge/Strategic Innovation, Partnerships/Collaborations

A representative from lecture-capture leader Sonic Foundry, an integration consultant, and a forward-thinking university CIO will describe the next chapter in this nondisclosure session. Get an inside look at their vision for the future of instructional media on your campus, from virtualized cross-campus content capture to searchable video automatically indexed and tagged.

CLIENT-LED SESSION

The Quest for a University-Wide Digital Content Management Solution
Meeting Room 304
Patricia Bassett, Director of OnLine Learning, Palm Beach Atlantic University
Domain: Libraries, E-Research, and Digital Content
Themes: Partnerships/Collaborations, Student Success/Learning Outcomes

The storage and sharing of institutional data, all tagged by metadata like learning outcomes, is an increasing challenge due to the number and types of learning assets created by a university community. Finding a system-wide solution is essential for efficient management and utilization of such data. Follow one university’s search for a solution, from concept to implementation.

HOT TOPIC PANELS

The Changing Role of the CIO
Meeting Room 2B/3B
Gerard L. Hanley, Senior Director, Academic Technology Services, California State University, Office of the Chancellor; Chad Stith, Platform Advocate, Rafter
Moderated by: Mehdia Maghsoudnia, CEO, Rafter
Domain: Teaching and Learning
Themes: Cloud/Hosting/Sourcing/Virtualization, Leading Edge/Strategic Innovation, Student Success/Learning Outcomes

The CIO charter is evolving from managing technologies to managing information and business relationships with internal and external providers/partners. To meet student needs and significantly reduce IT costs, an integrated IT infrastructure will be required, supported by a new middle layer of services to mediate business processes and integrate technologies. How can IT begin to prepare for greater complexity in delivering educational content, supporting both physical textbooks and the rise of digital content from a wide variety of sources?

Statistically Significant: How Big Data and Data Science Impact Higher Education
Meeting Room 4A/4B
Noelle Sio, Data Scientist, Greenplum; David Lassner, Vice President for IT and CIO, University of Hawaii at Manoa
Moderated by: Bart Hammond, CTO, EMC Corporation
Domain: Enterprise Information Systems and Services
Themes: Leading Edge/Strategic Innovation, Analytics/Business Intelligence, Strategic Value of IT

The tsunami of data being collected can yield a tidal wave of new knowledge, insight, and value with the right tools and understanding of data science. Don’t drown in your data: ride that big data wave! Get perspectives from a CTO, a researcher/administrator, and a data scientist on leveraging your data.

10:00–10:30 a.m.

EDUCUSE MEET AND GREET

Meet EDUCUSE Policy Staff
EDUCUSE Central

Stop by to talk policy and meet EDUCUSE Policy team members Gregory A. Jackson, vice president, and Rodney J. Petersen, senior government relations officer and managing director of the Washington office, and Joan Cheverie and Jarret Cummings, policy specialists.
10:00 a.m.–1:00 p.m.

MEETING

Hawkins Leadership Roundtable
(registered Hawkins Leadership Roundtable participants only)
Meeting Room 607
11:30 a.m.–1:30 p.m.

Lunch
Exhibit Hall B–E
This year, we’re featuring two lunch areas in the exhibit hall. Enjoy a buffet style lunch while you connect with colleagues and share best practices.
12:30–1:20 p.m.

EDUCAUSE COMMUNITY AND CONSTITUENT GROUP SPOTLIGHT

Women Rock: Effective Recruitment and Retention of Women
Exhibit Hall B–E, Learning Theater
Deborah Keyek-Franssen, Director of Academic Technology, University of Colorado Boulder; Beth Schaefer, Interim Director of Client Services, University of Wisconsin–Milwaukee
The Women in IT Constituent Group is a bunch of rockin’ women and men out to change the world, one IT shop at a time. This interactive session will give an overview of effective recruitment and retention of technical women, and provide an opportunity to try out those practices—live!
12:30–1:30 p.m.

Dessert Stations
Exhibit Hall B–E
After lunch, visit one of four “grab-and-go” dessert stations and pick up a sweet treat while you explore some of the unique areas of the exhibit hall including our two Start-Up Alleys, the Market Research Alley, and the Next Generation Learning Challenges Alley.
12:45–1:30 p.m.

EDUCAUSE MEET AND GREET

Meet the Editors of EDUCAUSE Review/EDUCAUSE Review Online
EDUCAUSE Central
Stop by for an informal opportunity to speak with D. Teddy Diggs and Nancy Hays, editors of the association’s award-winning publication EDUCAUSE Review and the new EDUCAUSE Review Online, about authoring opportunities and topics of current interest.

10:00–10:30 a.m.

Refreshment Break in the Exhibit Hall
Sponsored by CourseSmart
Exhibit Hall B–E
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!

10:30–11:30 a.m.

GENERAL SESSION

Blueprint for Change in an Era of Rapid Reinvention
Sponsored by Higher One
Wells Fargo Theatre
Christine Flanagan, Student Experience Lab Director; Business Innovation Factory; Elliott Masie, CEO, MASIE Center
Nations face an educational imperative: Educate more people, better, faster, and with higher quality. But a single model will not suffice. Education is a complex, adaptive system involving learners, faculty, families, employers, and institutions. Value is created—and co-created—based on aspirations, motivations, and preparation. In an era of rapid reinvention, how does higher education reset its commitment to using information technology well and wisely? This session will explore changes in learners, institutions, and employers.
11:30 a.m.–12:20 p.m.

EDUCAUSE COMMUNITY AND CONSTITUENT GROUP SPOTLIGHT

All You Wanted to Know about Successful Project Portfolio Management
Exhibit Hall B–E, Learning Theater
Randall Alberts, Assistant Director Project Management, Ringling College of Art and Design
IT departments are constantly being asked to take on new projects from their constituencies. How to select projects, prioritize, budget, and strategically align your project portfolio is a challenge for all organizations. This session will explore the methodology employed by three colleges and universities and examine how they have been able to leverage process to facilitate success.

11:30 a.m.–1:00 p.m.

10:00 a.m.–4:30 p.m.

Exhibit Hall Open
Exhibit Hall B–E
Don’t miss a tremendous opportunity to preview technology solutions offered by more than 270 companies. The exhibitor directory will help you navigate the hall and locate exhibitors providing the latest advances in technology to serve your campus needs.
We’re also featuring two Start-Up Alleys, where you can interact and share feedback with companies that are helping to shape the future of higher education IT, and the Next Generation Learning Challenges Alley. At the NGLC Alley, hear from grantees, view the projects gallery, gather valuable resources, and provide your feedback on innovations in teaching and learning. Refreshment breaks, lunch, and the Wednesday networking reception are also located in the exhibit hall.

10:00–10:30 a.m.

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Sponsored by CourseSmart
Exhibit Hall B–E
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EDUCAUSE Institute Learning Technology Leadership Program Faculty
(faculty members only)
Meeting Room 202
1:30–2:20 p.m.

FEATURED SPEAKER

edX: A Breakthrough in Online Learning
Sponsored by Presidio
Four Seasons Ballroom 1
Anne Margulies, CIO, Harvard University

Harvard and MIT joined forces to launch edX, an open online platform aimed at improving teaching through research and expanding access to quality education around the world. After decades of mixed results in online learning across higher education, edX represents an extraordinary partnership that will bring some of the best professors in the world to students around the globe. We will discuss the historic context that set the stage for this effort and the ways this model will shape online learning in the years ahead.

CONCURRENT SESSIONS

ENTERPRISE INFORMATION SYSTEMS AND SERVICES

Consumerization of IT Services: Lessons Learned Building a Private Social Network
Mile High Ballroom 4E/4F
Ryan Fisher, Director of Web Marketing; Soren King, Database Administrator; George Leventis, Web Programmer Analyst; and Fredrick Miller, CIO, Furman University

Themes: Social Media/Networking/Web 2.0 and 3.0; Leading Edge/Strategic Innovation; Strategic Communication, Media, and Marketing

Should a university build its own private social network, or use a consumer service like Facebook? Initially intended for prospective students, Furman University’s Engage Network has grown to include the campus community, alumni, and more. This session will explore results from over two years of use, lessons learned, and future plans.

INFRASTRUCTURE, INFORMATION SECURITY, AND IDENTITY MANAGEMENT

The Law and the Cloud: Accountability and Empowerment in the New Computing
Four Seasons Ballroom 4
Michael R. McPherson, Associate Vice President and Deputy CIO, and Madelyn F. Wessel, Associate General Counsel, University of Virginia

Themes: Consumerization of Technology, Cloud/Hosting/Sourcing/Virtualization, Risk Management

The cloud and web services are a legal, contractual, and regulatory minefield, and our users are walking right into it unaware of the danger. We have devised a mixture of policy, education, and operating procedures that will help us navigate this minefield and reach the promise on the other side.

LEADERSHIP, MANAGEMENT, AND GOVERNANCE

Fostering Innovation and a Culture of Openness through Crowdsourced Idea Generation
Mile High Ballroom 1A-C
Pete Hofswell, Network Manager; Brian Miller, CIO and Vice President for ITS, and Elanor Riley, Web Developer, Davenport University

Themes: Leading Edge/Strategic Innovation, Social Media/Networking/Web 2.0 and 3.0, Openness

Davenport University has developed a culture of innovation by implementing crowdsourced technology for idea generation and continuous improvement. This presentation will showcase the university’s InnovationStation tool for promoting innovation through the group development of ideas. With this knowledge, universities can empower staff to actively support mission and efficiency by integrating continuous improvement processes into their organization from the ground up.

Scalable Solutions for Implementing Accessible Technology in Postsecondary Institutions
Mile High Ballroom 2C/3C
Carol Gonzales, Director, I&T Support, California State Polytechnic University, Pomona; Gerard L. Hanley, Senior Director, Academic Technology Services, and Cheryl Pruitt, Director, Accessible Technology Initiative, California State University, Office of the Chancellor; Lorraine M. Frost, Interim Vice President/CIO of IRT, California State University, San Bernardino

Theme: Universal Design/Accessibility

The CSU has established an effective, replicable approach for implementing an Accessible Technology Initiative in postsecondary institutions. This panel of diverse stakeholders will present the essential leadership and management strategies that can be used by other postsecondary institutions to facilitate development of their own accessible technology initiatives.

The Self-Aware Leader
Mile High Ballroom 2A/3A
David G. Swartz, CIO, AVP, American University

In leadership interviews with 150 senior university executives from 50 different universities, self-awareness was identified as one of the most important attributes of successful leaders. If you are interested in becoming a successful leader, the journey is as much about cultivating self-awareness—understanding yourself and others—as it is about developing the basic skills of leadership. In this presentation, we will explore what self-awareness is, why it’s important to leadership, and how to develop it.

WINNER: 2012 EDUCAUSE Leadership Award. Award sponsored by Moran Technology Consulting, Silver Partner.

LIBRARIES, E-RESEARCH, AND DIGITAL CONTENT

EDUCAUSE and Internet2 E-Text Initiative: Lessons Learned and Looking Forward
Mile High Ballroom 1D-F
Clare van den Blink, Director, Academic Technologies, Cornell University; Gregory A. Jackson, Vice President, Policy, EDUCAUSE; Nik Osborne, Chief of Staff, Office of the Vice President for IT, Indiana University; Shelton Waggener, Senior Vice President, Internet2; Robert Rubinyi, Director, Distributed Education, University of Minnesota; Les Howles, Senior Instructional Design Consultant, University of Wisconsin–Madison

Moderated by: Bruce Maas, CIO and Vice Provost for Information Technology, University of Wisconsin–Madison

Themes: Partnerships/Collaborations, Leading Edge/Strategic Innovation, Student Success/ Learning Outcomes

Since last fall, IU, Internet2, and EDUCAUSE have been collaborating on a series of progressively broader pilots involving electronic textbooks. In addition to exploring how e-texts are best used, the multicampus pilots seek particularly to test new models for financing and distributing e-texts, in the hope that the e-text market can operate more efficiently and thereby control costs. Participants in the first two pilots will comment on what they learned from those efforts; Internet2 and EDUCAUSE leaders will then discuss the fall 2012 pilot and one planned for spring 2013.
Development of an Online Human Anatomy Course: Use of a Virtual Classroom to Deliver Live Face-to-Face Lectures and a 3D Laboratory

Meeting Room 507

Stefanie Attardi, PhD Candidate, and Kem Rogers, Professor and Chair, Department of Anatomy and Cell Biology, Western University Canada

Themes: Leading Edge/Strategic Innovation, Universal Design/Accessibility

We will describe the development of an online Systemic Human Anatomy course with a laboratory using a virtual classroom interface. This can be accomplished while simultaneously teaching in a conventional face-to-face classroom. Participants will learn how to teach three-dimensional concepts in a two-dimensional space while maintaining live interaction with students.

Student Engagement and Blended Learning: What’s the Connection?

Meeting Room 501/502

Norman Vaughan, Professor, Mount Royal University

Themes: Student Success/Learning Outcomes, Professional Development/Training, Social Media/Networking/Web 2.0 and 3.0

This session will explore the relationship between student engagement and blended learning. Can a blended approach be used to design learning activities that foster student engagement and success? A series of case studies will be presented and discussed to help you identify which strategies and tools are appropriate for your own teaching and learning context.

IMS Update: Is Your Institution Taking Advantage of Interoperability?

Mile High Ballroom 4C/4D

Brian Stewart, Vice President, Information Technology and Chief Information Officer, Alhambra University; Patrick Laughran, Chief Information Officer, Framingham State University; Rob Abel, CEO, IMS Global Learning Consortium; David J. Ernst, CIO and Associate Vice President, University of California Office of the President

Domain: Infrastructure, Information Security, and Identity Management

Is there a way to do more with less, support greater teaching and learning innovation, enable improvements in student success, and improve trust with suppliers? There is! Join us to learn how leading suppliers are establishing an interoperable foundation that is revolutionizing IT effectiveness across open and proprietary digital content, mobile devices, learning platforms, and student information systems. Learn what is here, what is coming, and how you can get on board with this movement with surprisingly little effort.

DISCUSSION SESSIONS

Diversity in IT

Meeting Room 402

Richard J. Bazile, Dean, Learning Resources, College of Central Florida; KeAnna Skipworth, Instructional Designer, Northeastern University

Higher education IT units are increasingly multicultural, and they serve multicultural communities where demographics (race, ethnicity, gender, gender identity, sexual orientation, and age) continue to change, bringing both benefits and issues to the workplace. This discussion will provide a platform for open dialogue and create avenues for collaboration to support group members, provide mentors, and advocate for diversity issues as they relate to members and higher education. Topics may include benefits of multicultural organizations, employment hiring, issues of inclusion/exclusion, access to key players, mentoring, training/education (professional development), social cohesion/relationships, and pay equity. Join this conversation with your own experiences, ideas, and questions.

Emergency Communications

Meeting Room 401

Jay Steed, Assistant Vice President, Operations, Arizona State University

In this important discussion session we will focus on strategic issues and tactical challenges that affect IT communications in advance planning for, during mitigation of, and subsequent to an emergency in higher education. This year we’ll take a closer look at how we can leverage our investments in mass communications to expand operational communications to our campus communities and some specifics of how our tools are being used to solve broader information needs. In addition, come prepared to share your best practices and lessons learned around emergency messaging.

Evidence of Impact

Meeting Room 403

Patsy D. Moskal, Associate Director, Research Initiative for Teaching Effectiveness, University of Central Florida; John Fritz, Assistant Vice President, Instructional Technology & New Media, University of Maryland, Baltimore County

As the pace of technology change continues unabated, institutions are faced with numerous decisions and choices with respect to support for teaching and learning. With many options and constrained budgets, faculty and administrators must make careful decisions about what practices to adopt and where to invest resources. The information available about the impact of these innovations is often scarce, uneven, or
INSPIRE BRILLIANCE

it’s where learning doesn’t always take place in a classroom and where discovery can happen anywhere, at any time. it’s where video has opened the door to learning and collaborating in a whole new way, and where class is always in session. it’s where every single person can connect with teachers of all kinds wherever they may be. it’s where great minds can easily come together, so it’s also where the sky is the limit.

Visit Cisco at EDUCAUSE, Booth #1114.
CLIENT-LED SESSION
Predicting Student Success: Using Groundbreaking Analytics and Fast Data to Improve Student Retention
Meeting Room 303
Jon Phillips, Managing Director, Strategy and Solutions, Dell; David Ditzel, Technology Specialist, SAP Public Services; Vince Kellen, CIO, University of Kentucky
Domain: Enterprise Information Systems and Services
Themes: Analytics/Business Intelligence, Leading Edge/Strategic Innovation, Student Success/ Learning Outcomes
Recent advances in scalable computing resources, storage, and analytical tools offer advanced real-time analytics with quantities of data previously unfeasible. Join us to learn how the University of Kentucky, Dell, and SAP teamed up to build the next generation of high-speed, real-time, in-memory analytics to improve student retention.

1:30–3:00 p.m.

METEERING
EDUCAUSE IT Issues Panel
(by invitation only)
Meeting Room 204
The EDUCAUSE IT Issues Panel includes individuals from EDUCAUSE member institutions to provide quick feedback to EDUCAUSE on current issues, problems, and proposals across higher education IT.

1:30–4:30 p.m.

UNCONFERENCE
BYOD in Higher Education
Meeting Room 503/504
Stephen diFilippo, Vice President and CIO, Cecil College; Shelley Rodrigo, Residential Faculty–English Composition, Mesa Community College; Jennifer Sparrow, Director of Emerging Technologies and New Ventures, Virginia Tech
Join us in piloting an EDUCAUSE Unconference experience! Come participate in a continuing discussion about the issues surrounding BYOD in higher education. Specific topics were crowdsourced and voted on in September and October. Prepare to interact and engage face-to-face, on Twitter, and through live blogs.

Community Projects Pilot
Exhibit Hall B-E, Learning Theater
Mara Hancock, CIO, VP–Technology, California College of the Arts; Molly Tamarkin, Associate University Librarian for Information Technology, Duke University; Jonathan Markow, Chief Strategy Officer, DuraSpace; Jennifer L. Foutty, Executive Director, Kuali Foundation, and Brian McGough, Director, Enterprise Integration and Chief Software Architect, Indiana University; Lori Tirpak, Director, Enterprise Systems, Oakland University; Russell Little, Manager, Web Systems, Sinclair Community College; Andy Wasklewicz, Technology Architect, Stanford University School of Medicine; William G. Thompson Jr., Software Architect, Unicon; William Yock, Director, Enterprise Information Services, University of Washington
Moderated by: Bradley Wheeler, Vice President for IT and CIO, Indiana University
Nonprofit community organizations will take the stage from 1:30 to 3:30 p.m. for rapid-fire presentations designed to build awareness of common institutional challenges and their community-based solutions. From 3:30 to 4:30 p.m., the theater will be transformed into an informal space for participants and organization representatives to engage in small-group discussions.

1:30–3:30 p.m. Community Projects Pilot—Discussions
3:30–4:30 p.m. Community Projects Pilot—Presentations

MEETING
EDUCAUSE Institute Leadership Program Faculty
(faculty members only)
Meeting Room 706

2:20–2:40 p.m.

MEETING
For International Participants: Informational Session on EDUCAUSE Professional Development Opportunities
Meeting Room 604
Join us for a discussion about EDUCAUSE professional development opportunities, including leadership and management programs, with Julie Little, vice president for teaching, learning, and professional development.

Beverage Break
Foyers
Take time to refuel and relax. Get the energy boost you’ll need to make the most of the many opportunities that surround you! Coffee, tea, and sodas will be available during this time.
Modern Music Marketplace
with Cary Sherman about Today’s Campuses nationwide.

to foster legitimate music consumption on work with the higher education community
where they go online to get it. Join Cary Sherman, most avid fans—and campus networks are
in 2003. College students are some of music’s
of up to 20 million legal songs, compared to
music services worldwide, offering libraries
an array of digital formats—a higher percentage
than any other traditional content industry.

Today there are some 500 licensed digital
institutions that have taken very different
A higher percentage of digital formats—a higher percentage
than any other traditional content industry.

Although identity management is a rela-
tively mature concept, its true value to insti-
tutions may still not be entirely understood. Hear about the benefits attained by three
institutions that have taken very different
approaches to identity management. Each
institution also has important suggestions
and key lessons learned for success.

“Officer, Is This Your GPS Device on My Car?” Privacy and Security Legal Update, 2012
Mile High Ballroom 1A-C
Heidi L. Wachs, Research Director, Gartner;
Patrick John Feehan, Director of Privacy
and Cybersecurity Compliance, Montgomery
College; Seth Gilbertson, Associate Counsel,
and Joseph Storch, Associate Counsel, Office
of General Counsel, SUNY System Administra-
tion
Themes: Risk Management, Mobility, Consum-
erization of Technology

In early 2012, the U.S. Supreme Court
decided United States v. Jones, a criminal case
with a profound impact on our notion of
privacy. This session will provide an update
on the privacy and security legal landscape
for IT professionals, with a quick and hard-
hitting discussion of federal and state cases
and legislation.

From Datapalooza to Innovation Clusters: Accelerating Innovation in Higher Education
Mile High Ballroom 2A/3A
Richard Culatta, Deputy Director, Office
of Educational Technology, United States
Department of Education
A variety of initiatives are under way at the
U.S. Department of Education to lever-
age technology to accelerate the pace of
innovation in higher education. Come join
a conversation with ED’s Office of Educa-
tional Technology about innovation projects
including the open data initiative (aka
Datapalooza), personalized learning, open
badges, and Education Innovation Clusters. Participants will gain a better under-
standing of the range of ED’s efforts to transform
American education through technology to
improve access, promote open educational
resources, increase collaboration, and sup-
port new types of research and development.

Grow Your Own: Creating a Leadership Garden
Meeting Room 501/502
Dawn Irish, Director, Communications
and Organizational Effectiveness, and
Mary Viola, Program Director–The Gordon
Institute, Tufts University
Theme: Professional Development/Training
Higher education has a leadership shortage.
Since Tufts University could no longer rely
on recruiting the right skills, we selected 25
IT professionals from across the institution
to pilot an unusual program that we hoped
would enable us to grow our own leaders.
The results exceeded our expectations.

A Maturity Assessment Model for
Your EIT Accessibility Program
Mile High Ballroom 1D-F
Dawn Hunziker, Assistive Technology
Coordinator, The University of Arizona
Themes: Universal Design/Accessibility,
Student Success/Learning Outcomes, Social Media/
Networking/Web 2.0 and 3.0
The University of Arizona is using a matu-
ernity assessment to strategically plan a road-
map to improve electronic accessibility. This
session will introduce participants to an
assessment tool that maps out steps to reach
best practices through phases of program
Women in Technology: Strategies and Best Practices to Attract Young Women into IT Programs and Careers

Four Seasons Ballroom 2-3
Sharon P. Pitt, Executive Director of Instructional Technology, George Mason University; Sue B. Workman, Associate Vice President, Indiana University; Regina Kunkle, Vice President, State and Local Government/Higher Education, NetApp; Margaret Burnett, Professor, Oregon State University

Themes: Professional Development/Training, Partnerships/Collaborations, Strategic Value of IT

Women are highly underrepresented in all IT fields. University IT leaders are strategically important in the efforts to attract women into IT careers. This session will provide examples of successful programs and partnerships utilizing innovative approaches and outreach efforts that participants can implement at their own institutions.

Collaborative Repurposing of Existing Technology to Enhance Student-Directed Research

Meeting Room 304
Kristi L. Palmer, Digital Libraries Team Leader, and Anthony Stamatoplos, Associate Librarian, Indiana University-Purdue University Indianapolis

Themes: Partnerships/Collaborations, Student Success/Learning Outcomes, Open and Community Source

An educational team comprising instructor, subject librarian, and digital librarian collaborated to repurpose a digital collection content management system as a tool that solved a multitiered data-collection and analysis problem, enhanced student understanding of ethnographic data collection and description, and provided a means for openly distributing the final product of a community-rooted research project.

Five Years Later: Moving beyond Traditional Lecture Capture to Any Device Content Creation and Delivery—Anytime, Anywhere

Four Seasons Ballroom 4
Eric Alvarado, Executive Director of Emerging Technology and Creative Ventures, John Arpino, Assistant Director Engineering Research and Development, Yordanos Baharu, Executive Director Academic Enterprise Applications, and PB Garrett, Associate Provost and Chief Academic Technology Officer, The George Washington University

Themes: Mobility, Leading Edge/Strategic Innovation, Student Success/Learning Outcomes

What’s next? George Washington University rolled out its lecture capture service university-wide in 2007. Five years later, we will describe lessons learned documented through research, faculty interviews, and usage data and explain next steps in implementing an anywhere, anytime capture service.
Participants in this group will discuss challenges and opportunities related to the adoption of cloud services in higher education. Examples of discussion topics include cloud contract negotiation and vendor management, cloud service management, compliance and legal issues, data privacy and security considerations, cloud services integration, and skills and staffing implications.

Data Administration
Meeting Room 402
Michael Fary, Enterprise Data Architect, University of Chicago
This session will provide attendees with an opportunity to discuss current issues and share ideas and concerns about institutional data management, including governance and stewardship, policies and standards, and guidelines for application development, metadata, privacy and security, and quality and access.

Instructional Technologies
Meeting Room 405/406
Cyprien P. Lomas, Director, Learning Centre, The University of British Columbia
This meeting will provide a forum for discussing key issues related to instructional technologies. Topics will include using learner-centered principles, selecting technology, and leveraging information technology to enhance teaching and learning. Instructional technology combines an understanding of pedagogy and technology, and instructional technologists are a diverse group encompassing faculty, staff, and even students, as well as education and learning theorists.

Student Affairs IT
Meeting Room 404
David S. Sweeney, Director for Information Technology, Student Affairs, Texas A&M University
This EDUCAUSE constituent group discusses issues related to providing IT services to areas within student affairs. Areas of concentration include student organization management, campus housing, recreation center management, event management, student orientation, student conflict and judicial services, dean of students, Greeks, student union management, counseling services and health services. Join us and bring your challenges, best practices, and innovations to the conversation.

User Services and Leveraging IT Support
Meeting Room 505/506
Cathy O’Bryan, Director of Client Support, Indiana University
This meeting will focus on the challenges of meeting the expanding technical needs of faculty, staff, and students in a bring-your-own-device world with a vast array of user-driven choices. By leveraging our known best practices as well as exploring new tools and partnerships, this discussion will promote strategic thinking across a vast array of institutions. We will discuss what might be leveraged between intranstitutional units and across institutional boundaries, to identify collaborative partnerships that can improve customer service while reducing costs in these tough economic times.

CIO OPEN SPACE SESSION
Achieving the Dream Colleges
Meeting Room 405
Nicole Melander, Chief Technology Officer, Achieving the Dream
Higher education CIOs are invited to join Nicole Melander for discussion following her session, “Crossing the Chasm: IT and IR,” in which she describes how Achieving the Dream colleges meet the demand for data.

TECHNOLOGY SOLUTIONS
Introducing WebEx Social: Collaboration in a Post-E-Mail World
Meeting Room 403
Darrel Emery, Enterprise Collaboration Platform, Cisco Systems
This session will provide attendees with an opportunity to discuss current issues and share ideas and concerns about institutional data management, including governance and stewardship, policies and standards, and guidelines for application development, metadata, privacy and security, and quality and access.

Sizing Up CRM, from Enterprise to Entertaining: Corinthian Colleges and Texas A&M at Kingsville
Meeting Room 507
Beth King, Senior Business System Analyst, Corinthian Colleges; Manuel R. Lujan, Vice President for Enrollment Management, Texas A&M University–Kingsville
This session will provide attendees with an opportunity to discuss current issues and share ideas and concerns about institutional data management, including governance and stewardship, policies and standards, and guidelines for application development, metadata, privacy and security, and quality and access.

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Nicole Melander, Chief Technology Officer, Achieving the Dream
Higher education CIOs are invited to join Nicole Melander for discussion following her session, “Crossing the Chasm: IT and IR,” in which she describes how Achieving the Dream colleges meet the demand for data.
HOT TOPIC PANELS

Complexity Is Great for Wine, Bad for Networks
*Mile High Ballroom 2C/3C*

**Don Clark**, Corporate Business Development-Programmable Flow, and **David Jantz**, Vice President, Sales, NEC

**Domain:** Enterprise Information Systems and Services

**Themes:** Leading Edge/Strategic Innovation, Strategic Value of IT, Cloud/Hosting/Sourcing/Virtualization

It’s hard to manage a 21st-century network with last century’s protocols. OpenFlow standards can liberate the network from hardware constraints, positioning an organization for future growth and achieving the convergence of communication and data systems. Once freed, such networks can “reach for the cloud.”

**E-Text:** It’s Here to Stay, but in What Way?

**Room:** Meeting Room 407

**Aaron Stuart**, Senior Product Planner, Desire2Learn Incorporated

**Domain:** Teaching and Learning

**Themes:** Leading Edge/Strategic Innovation, Partnerships/Collaborations, Consumerization of Technology

E-text’s benefits to learners, including increased interactivity, portability, and savings, have been unrealized by many to date. This panel will discuss the challenges and success factors experienced so far and provide a forward view into how the industry’s crossover to the age of digital resources will evolve.

2:40–6:30 p.m.

MEETING

**ITANA (un)Conference 2012**

**Meeting Room 712**

**ITANA (un)Conference 2012.** This is a follow-on meeting from the ITANA Face2Face 2012 meeting. We will be working on action items and topics defined at the Face2Face.

3:30–4:15 p.m.

DEMO

**EDUCAUSE Core Data Service Reporting Tool**

**Registration, Lobby D**

EDUCAUSE launched a new reporting tool for the Core Data Service this fall. The tool is designed to improve your ability to analyze survey data and create peer group comparisons. Join EDUCAUSE research staff to explore the tool, ask questions, and share feedback.

EDUCAUSE MEET AND GREET

**Meet the Editors of EDUCAUSE Review/EDUCAUSE Review Online EDUCAUSE Central**

Stop by for an informal opportunity to speak with **D. Teddy Diggs** and **Nancy Hays**, editors of the association’s award-winning publication **EDUCAUSE Review** and the new **EDUCAUSE Review Online**, about authoring opportunities and topics of current interest.

3:30–4:30 p.m.

MEETING

**Frye Leadership Institute Reunion**

**Meeting Room 201**

**Patti Orr**, Vice President for IT/Dean of University Libraries, Baylor University; **Debra Hust Allison**, Vice President for Information Technology and CIO, Miami University

All graduates are invited to connect with their cohort and reconnect with a community of leaders to celebrate twelve years of the Frye Leadership Institute.

**Refreshment Break in the Exhibit Hall**

**Exhibit Hall B-E**

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!

3:40–4:30 p.m.

MEETING

**EDUCAUSE and Internet2 E-Text Pilot**

**(EDUCAUSE and Internet2 pilot participants only)**

**Meeting Room 607**

4:30–5:20 p.m.

FEATURED SPEAKER

**Restructuring Your Application Portfolio for Speed**

**Sponsored by Presidio**

**Four Seasons Ballroom 1**

**Bill Swanton**, VP and Distinguished Analyst, Gartner

IT organizations in all industries are challenged to maintain their significant systems of record while at the same time quickly satisfying new demands from the organizations they serve. This session will address applying a layered application strategy to get the best of both worlds.

CONCURRENT SESSIONS

**ENTERPRISE INFORMATION SYSTEMS AND SERVICES**

**Jasig uMobile: A Mature Open-Source Platform Delivers Personalized Mobile Campus Services**

**Mile High Ballroom 1A-C**

**John Brice Bible**, CIO, Ohio University; **John A. Lewis**, Chief Software Architect, Unicon; **Robert Sherratt**, Head of Student Experience, University of Hull; **Jim Helwig**, Project Manager, University of Wisconsin–Madison

**Themes:** Mobility, Open and Community Source, Leading Edge/Strategic Innovation

The Jasig uMobile enterprise mobile framework delivers role-based personalized content to institutional constituents through both the mobile web and native apps, using a mature and broadly adopted open-source platform. This session will provide an overview of the uMobile project and community and will present two implementation case studies.

**INFRASTRUCTURE, INFORMATION SECURITY, AND IDENTITY MANAGEMENT**

**Freedom with Responsibility: Using NAC to Eliminate DMCA Notices while Allowing P2P**

**Meeting Room 407**

**Ryan Turner**, Network Specialist, and **Stan Waddell**, Executive Director and Information Security Officer, University of North Carolina at Chapel Hill

**Themes:** Leading Edge/Strategic Innovation, Strategic Value of IT, Partnerships/Collaborations

This presentation describes how Network Access Control enabled UNC Chapel Hill to virtually eliminate DMCA notices on its ResNet while preserving the rights of students to use P2P applications for legitimate purposes.

**Supporting Research through the Development of a Data Management Plan Service**

**Mile High Ballroom 4C/4D**

**Kim Owen**, Advanced Applications Outreach Coordinator, North Dakota State University; **Michael Fary**, Enterprise Data Architect, University of Chicago

Campuses are keenly aware of the need to adequately provide support services for research activities at all stages of development. This session will discuss how campuses can realign to support researchers throughout the data management plan life cycle, addressing how to develop an administrative model for these services and other concerns.
1000+ colleges and universities trust Mediasite for lecture capture.

MEET MEDIASITE AT EDUCAUSE BOOTH #1433
LEADERSHIP, MANAGEMENT, AND GOVERNANCE

Partnering with Academic Affairs to Improve Your Semester Processes
Mile High Ballroom 4E/4F
Jon C. Aull, Executive Director of Operations, and James M. Dye, Senior Technical Support Coordinator, Tennessee Board of Regents

Themes: Partnerships/Collaborations, Strategic Value of IT, Student Success/Learning Outcomes

We will discuss how the IT team of the Tennessee Board of Regents Online Campus Collaborative partnered with academic professionals across our state to improve the processes involved in developing and delivering an academic semester. We will share our challenges, goals, process, outcomes, next steps, and project documents.

Starting a College from Scratch: Next-Generation Learning at MyCollege Foundation
Four Seasons Ballroom 4
Srikant Vasan, President and CEO, MyCollege Foundation

What would a “greenfield” college that combines both an innovative learning model and a new business model look like? How can you simultaneously improve quality, lower costs, and broaden access of college education? Join this conversation about MyCollege Foundation’s work that blends state-of-the-art online learning solutions with holistic student supports to enable students to achieve college success. MyCollege Foundation, in partnership with a regionally accredited, elite liberal arts institution, is building this nonprofit college through support from the Bill & Melinda Gates Foundation and other leading funders in the area of education reform.

Social Education and the Fox MIS Community Site
Mile High Ballroom 4A/4B
Munir Mandviwalla, Executive Director, Institute for Business and IT, Fox School of Business, and David Schuff, Associate Professor, Temple University

Themes: Open and Community Source, Social Media/Networking/Web 2.0 and 3.0, Student Success/Learning Outcomes

“Social education” integrates teaching and learning, professional development, and administration. Students, faculty, and staff create and share content in short, frequent bursts using socially enabled Web 2.0 tools. This interactive presentation will discuss best practices for developing a social education strategy using Temple University’s Fox MIS community site as a case study.

MEDIA DELIVERY AND STRATEGIES

Media Delivery to Support BYOD
Mile High Ballroom 2B/3B
Tim Whisenhunt, Coordinator of Instructional Video Services, and Robin Ying, VP for Information and Instructional Technology Services, Oklahoma City Community College

Themes: Consumerization of Technology, Universal Design/Accessibility, Student Success/Learning Outcomes

This presentation will describe how to provide closed-captioned multimedia content in Flash and HTML5 formats for student viewing through the college’s newly deployed Moodle LMS.

TEACHING AND LEARNING

Effective Online Assessment: Scalable Success Strategies
Four Seasons Ballroom 2-3
Denise Lowe, Lead Instructional Designer, University of Central Florida

Theme: Professional Development/Training

This session will explore effective assessment that measures student learning and mitigates academic integrity issues. Learn how the University of Central Florida supports faculty developing authentic assessment and explore the design of our faculty support model. The presenter will provide discipline-specific examples, provide opportunities for practice application, and encourage an open discussion regarding authentic assessment.

Flipping the Classroom
Mile High Ballroom 2A/3A
Aaron Mutlally, Allied Health Instructor, Rasmussen College System Office

Themes: Universal Design/Accessibility, Professional Development/Training, Social Media/Networking/Web 2.0 and 3.0

“Flipping the classroom” is an innovative teaching method that reverses traditional teaching. Rather than lecturing, teachers assign videos as homework to introduce topics. Students watch video instruction as many times as needed to understand a concept and complete assignments in class where the teacher is available to assist with questions.

Opening the LMS Door to the Community
Mile High Ballroom 2C/3C
Jason Ottie, Project Manager/LMS Support Specialist, and Sarah Speed, IT Business Analyst, Western Carolina University

Themes: Student Success/Learning Outcomes, Partnerships/Collaborations

Many institutions are seeking to find innovative ways to integrate instruction and service with regional, national, and global communities. This session will describe how Western Carolina University created a process for sustaining online (Blackboard) student centers that include external community members while balancing legal and administrative constraints.

Seeking Evidence of Impact in Action: Evaluating the Learning Commons
Meeting Room 501/502
Andrea Lisa Nixon, Director of Curricular and Research Support and Lecturer in Educational Studies, Carleton College; Glenda Morgan, e-Learning Strategist, University of Illinois at Urbana-Champaign

Which research and evaluation methodologies work for evaluating a learning space like the learning commons? This session will offer a pragmatic exploration of evaluation methods that can be used to assess the impact of a learning commons. We will begin with a quick review of the more common evaluation techniques and methods, after which participants at each table will apply one of the techniques to a hypothetical learning commons. Community experts in research and evaluation will be on hand to assist the work at each table.

COMMUNITY UPDATE

Coalition for Networked Information (CNI)
Meeting Room 507
Joan Lippincott, Associate Executive Director, and Clifford Lynch, Executive Director, Coalition for Networked Information

Domain: Libraries, E-Research, and Digital Content

In this update geared to all interested in recent developments in digital information, we welcome those who have not attended recent CNI meetings and want to hear about the latest developments in our areas of activity. We are engaged in work on the cyberinfrastructure needs for scholarship, particularly regarding data curation, e-science, and digital humanities as well as management of scholarly identity, institutional repositories, learning spaces, and information and services in the mobile environment.

DISCUSSION SESSIONS

Administrative Systems Management
Meeting Room 402
Kevin Shalla, Associate Director of IT, Admissions and Records, University of Illinois at Chicago

The meeting will discuss the implementation and postimplementation phases of administrative systems. Implementation includes identifying selection procedures and funding
mechanisms, using consultants, retraining staff, and determining required features. Postimplementation issues include developing reporting strategies, managing modifications and updates, and resolving duplicate records and integration issues. To facilitate open discussion among meeting attendees, no corporate representatives, please.

**Business Schools and Colleges IT Officers**
*Meeting Room 404*

Carol A. Henry, Director of Information Technology–College of Business, West Virginia University

The meeting provides a forum for business and management school faculty and IT leaders to identify opportunities for collaboration and to explore ideas that best benefit our unique customers. Come prepared to share strategies, solutions, and best practices.

**IT Accessibility**
*Meeting Room 304*

Terrill Thompson, Technology Accessibility Specialist, University of Washington

This group provides a forum for discussing current and emerging issues related to IT accessibility and sharing strategies and best practices for ensuring our institutions’ technologies are accessible to all learners. Anyone with a leadership role in IT is encouraged to participate.

**iTunes U**
*Meeting Room 401*

Jennifer K. Smith, Manager, Instructional Design Services, University of Florida

This group shares and evaluates emerging practices for the implementation of iTunes U in postsecondary education and considers issues ranging from cross-organization support of an iTunes U service to the appropriateness of the application for the delivery of academic content.

**Virtual Worlds**
*Meeting Room 403*

Bruce Scott Diener, Associate Director–Academic Services, The University of Auckland; Jeffery A. LeBlanc, VP for Information Technology, University of Northwestern Ohio

Many instructors and institutions have embraced the idea of using virtual environments as a teaching tool and learning platform. Now that we are past the initial hype, a deeper conversation can take place about the growing variety of platforms and challenges in working with this new technology. Whether you’ve been involved with virtual worlds for a while or are just getting curious now, you’ll find this discussion session helpful. This constituent group meeting will take place simultaneously in Denver as well in Second Life.

**CIO OPEN SPACE SESSION**
*Meeting Room 605*

Open space sessions are designed to give CIOs the opportunity to identify emerging issues and hot topics for lightly facilitated discussion while in Denver. For details, check the face-to-face program on the conference website.

**TECHNOLOGY SOLUTIONS**

**From Chaos to Control: Process and Content Management Solutions at Work on Campus**
*Meeting Room 505/506*

Domain: Enterprise Information Systems and Services

Themes: Analytics/Business Intelligence, Leading Edge/Strategic Innovation, Strategic Value of IT

Discover how process and content management technology from Perceptive Software controls chaos by bringing sanity and structure to your everyday business processes on campus. We’ll answer questions about how document imaging and workflow management help modernize processes and move campus systems into the digital age.

**Increase Student Retention Rates with Practical Action Plans and Case Management**
*Meeting Room 301/302*

Russell Little, Manager, Web Systems, Sinclair Community College; Andrew Petro, Software Developer, Unicon

Domain: Enterprise Information Systems and Services

Themes: Leading Edge/Strategic Innovation, Open and Community Source, Student Success/Learning Outcomes

Discover how Sinclair Community College used the Student Success Plan to realize a 37% higher rate of retention compared to those without the program. SSP is a holistic counseling and intervention model developed to increase student retention, persistence, and completion rates. Learn how your campus can retain students using this open-source technology.

**HOT TOPIC PANEL**

**Differentiated Cloud Services: Key Considerations and Compelling Use Cases**
*Mile High Ballroom 1D-F*

Marc Hoit, Vice Chancellor and CIO, North Carolina State University; Thomas G. Habing, Manager of Library Software Development, University of Illinois at Urbana-Champaign

Moderated by: Jon Phillips, Managing Director, Strategy and Solutions, Dell

Domain: Enterprise Information Systems and Services

Themes: Cloud/Hosting/Sourcing/Virtualization, Partnerships/Collaborations, Strategic Value of IT

Providing a single approach to IT is very difficult, given the diverse constituencies on a higher education campus. Panel members will examine the challenging issues for education in a cloud-sourced world and look at compelling use cases. They’ll also discuss innovative new procurement and partnership models for community and hybrid cloud computing.

**Supporting New Education Consumption Models through BYOD**
*Meeting Room 405/406*

Butch Juelg, Executive Director, Technology Services, Lone Star College System; Matt Byers, Systems Administrator, Office of Information Technology–Network Services, Seattle University; Larry Mendoza, Chief Information Officer, Tyler Junior College

Moderated by: Steven Reese, VP of Technology, Presidio

Domain: Support Strategies and Services

Themes: Strategic Value of IT, Risk Management, Student Success/Learning Outcomes

The college culture fosters BYOD where the structured “in classroom” learning environment has evolved to a “consume when, where, and how you need” model. How do you manage the unmanageable? Learn how new consumption models are succeeding. Create live classroom experiences on any device in any location, including secured BYOD strategies.

**MEETINGS**

**ECAR Student Technology Study Q&A**
*Meeting Room 608*

Eden Dahlstrom, Senior Research Analyst, EDUCAUSE

The student technology study explores technology ownership, use, and perceptions of technology among undergraduate students. Did you participate in the 2012 study? Are you considering participating next year? Meet the principal investigator, learn how to become involved, and find answers to your questions about this annual study.

**EDUCAUSE 2012 and EDUCAUSE 2013 Program Committees**
(committee members only)
*Meeting Room 204*
5:20–6:00 p.m.

**EDUCAUSE MEET AND GREET**

Meet Members of the EDUCAUSE Board of Directors

**EDUCAUSE Central**

Stop by for an informal opportunity to learn more about EDUCAUSE and share your feedback on future directions for the association. Meet with board members Vernon Smith, chief academic officer and provost, MyCollege Foundation, and Richard Northam, chief executive officer, CAUDIT.

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5:30–6:20 p.m.

**FEATURED SPEAKERS**

- **MOOCs: The Coming Revolution?**
  
  Sponsored by Presidio
  
  Four Seasons Ballroom 1
  
  Daphne Koller, Rajeev Motwani Professor in the Computer Science Department, Stanford University; Brian D. Voss, Vice President and CIO, University of Maryland
  
  This year may become known for the rise of disruptive change in higher education, or more simply as the “Year of the MOOC.” A significant entity changing the paradigm is Coursera, a social entrepreneurship company that partners with top universities in the world to offer courses online for anyone to take, for free. We will discuss Coursera and the impact it’s having on online education and pedagogy, provide insights into how and why one university joined that partnership, and allow for extensive audience involvement in “flipping” the session.

**CONCURRENT SESSIONS**

**ENTERPRISE INFORMATION SYSTEMS AND SERVICES**

- **Ready, Set, Go: Measuring Organizational Readiness in Higher Education**
  
  Mile High Ballroom 1A-C
  
  Jim Russell, Academic Integration Manager, and Linda Shatzer, Change Management and Organizational Readiness Manager, City University of New York
  
  Themes: Risk Management, Leading Edge/Strategic Innovation, Analytics/Business Intelligence
  
  University leadership requires greater intelligence regarding campus or unit readiness to both allocate resources and make critical decisions regarding go-lives. The Change Management unit of CUNY developed a toolkit to analyze colleges and departments in the following key areas of readiness: staffing, leadership, knowledge management, business ownership, technical ownership, and coordination.

**INFRRASTRUCTURE, INFORMATION SECURITY, AND IDENTITY MANAGEMENT**

- **Conquering the Sustainability Challenge in IT**
  
  Mile High Ballroom 1D-F
  
  Timothy Wrye, Director of Instructional Computing, Highline Community College; David Nielsen, CBA Director of Technology and Budget and Building Manager, University of Nebraska at Omaha; Aaron Bighorse, Enterprise Business Architect, University of Oklahoma; Shad Steward, Director, University of Oklahoma Health Sciences Center
  
  Themes: Green/Sustainability, Cloud/Hosting/Sourcing/Virtualization, Leading Edge/Strategic Innovation
  
  Environmental and financial sustainability are more than buzzwords; they are becoming core operational standards for many institutions. Hear IT leaders from three institutions discuss the varying ways that they approached and achieved sustainability while also improving services, both in the data center and on the desktop.
InCommon Recommended Practices: Scalability and Expanding Services

Mile High Ballroom 2C/3C
Kenneth J. Klingenstein, Senior Director, Middleware and Security, and Nathan D. Klingenstein, Senior Technical Analyst, Internet2; John J. Suess, VP for Information Technology and CIO, University of Maryland, Baltimore County

Themes: Partnerships/Collaborations, Open and Community Source

As InCommon grows, so does the need for members to adopt and adapt standard practices and processes. Such adoption allows for the development of services of value to federation members and their end users. This session will explore the recommended practices and the subsequent services developed to make use of this standardization.

LEADERSHIP, MANAGEMENT, AND GOVERNANCE

The 2012 Study of Analytics in Higher Education
Mile High Ballroom 2B/3B
Jacqueline Bichsel, Senior Research Analyst, EDUCAUSE

The 2012 analytics study includes findings from a survey of 231 AIR and EDUCAUSE members as well as seven focus groups. Although analytics is overwhelmingly viewed as important for higher education’s success, many institutions are not making it a priority. Insights into implementation, affordability, data challenges, and cultural barriers will be provided.

Geek for a Week: Forging Penn’s Nursing IT-Business Partnership
Mile High Ballroom 4C/4D
Donna M. Milici, Executive Director Computing, School of Nursing, Vincent Romano, Senior IT Project Leader, Technology and Information Systems, and John Singler, IT Director, School of Nursing, University of Pennsylvania

Themes: Partnerships/Collaborations, Strategic Value of IT

How do you begin transforming an IT workforce into school business partners? Explore how one school started with “Geek for a Week”—placing IT staff in its academic, research, and administrative units to gain insight into their inner workings. What we learned helped set in motion our strategic goal of managing data as an enterprise resource and secured approval for a data governance board.

Solving the Long-Range Planning Problem
Meeting Room 503/504
Kelly Block, Assistant Vice President, Portfolio and Process Management, and Michael Hites, Executive CIO, University of Illinois Central Administration

Themes: Partnerships/Collaborations, Strategic Value of IT, Professional Development/Training

As IT organizations adjust and transform in reaction to the current economic climate, how does an organization position itself for long-term success past the short-term crises? Pursuing complimentary and interdependent processes for IT governance, strategic planning, and leadership development can create foundational long-term IT planning capabilities and collaborative success.

LIBRARIES, E-RESEARCH, AND DIGITAL CONTENT

Moving Your Library to the Cloud
Mile High Ballroom 4A/4B
Carrie Rampp, Director of Library Services and Instructional Technology, and Jason Snyder, Librarian for Online Services, Bucknell University

Themes: Cloud/Hosting/Sourcing/Virtualization, Leading Edge/Strategic Innovation

Bucknell was an early adopter of OCLC’s WorldShare. The session will overview this project and focus on the realities of cloud-based services. How practical is the cloud for libraries? What about the dream of open source? Is the library system really more commodity than cottage industry? Is this the future?

SUPPORT STRATEGIES AND SERVICES

iTEAM: Opening the Door to Online Success
Mile High Ballroom 2A/3A
Dede Hourican, Academic Technology Support Specialist, Marist College

Themes: Partnerships/Collaborations, Professional Development/Training

The iTEAM (Innovative Technology Education Around Marist) is a group of students from the Office of Academic Technology, along with the help desk, on a weekly schedule, visiting each academic building on campus, to assist the faculty and staff with their questions on using Sakai and other innovative teaching technology.

Learning to Listen: How Clemson Built a Social Media Infrastructure to Support Pedagogy, Research, and Outreach
Meeting Room 501/502
Dustin Atkins, Director, External Relations–CCIT; Jason Thatcher, Associate Professor, and Barbara Weaver, Program Manager, CyberInstitute, Clemson University

Themes: Social Media/Messaging/Web 2.0 and 3.0, Strategic Communication, Media, and Marketing; Leading Edge/Strategic Innovation

The Social Media Listening Center at Clemson University is an interdisciplinary research lab and teaching facility that opened in early 2012. Envisioned by CIO Jim Bottum, the center brings together faculty, staff, students, and external partners to support undergraduate creative inquiry, faculty research, pedagogy, and outreach through social media listening.

TEACHING AND LEARNING

Assessing Student Engagement, Interaction, and Collaboration in Virtual Environments
Four Seasons Ballroom 4
Cynthia B. Powell, Assistant Professor of Chemistry, Abilene Christian University; Nancy Kaplan, Senior Scientist, University of Wisconsin–Milwaukee

Themes: Student Success/Learning Outcomes, Social Media/Messaging/Web 2.0 and 3.0

Hear from three projects that leverage technology to facilitate student collaboration and engagement: Cyber Peer-Led Team Learning (cPLTL), Classroom Salon, and Mobile-Enhanced Inquiry-Based Learning (MEIBL). Learn more about their project design, their tools for assessing student engagement and deeper learning, and early results regarding their impact on student success.

Next Generation Learning Challenges: A Showcase of Breakthrough Models in Higher Education
Four Seasons Ballroom 2-3
Emily Chiu, Senior Director, Strategy and Partnerships, UniversityNow; Frederick M. Hurst, Senior Vice President for Extended Campuses, Northern Arizona University; Yvonne Simon, Chief Learning Architect, Innovation Lab, Southern New Hampshire University; Van L. Davis, Director of Special Projects, Texas Higher Education Coordinating Board

Last year, Next Generation Learning Challenges asked a critical question: Have learning science, technology, and policy advanced far enough to enable degree programs to be delivered at low cost without sacrificing quality? Based on the response to the initiative’s
third wave of funding, the answer is yes. Join 
NGLC and recent grantees to learn how they 
are leveraging online learning, analytics, and 
innovative approaches to build new models 
within higher education.

Open Orchestra: A Hi-Fi Immersive Music Simulator

Meeting Room 301/302

John Roston, Adjunct Professor of Music Technology, McGill University; Mark 
Zuberbuhler, Manager–UBC IT Creative 
Media, The University of British Columbia

Themes: Student Success/Learning Outcomes, 
Leading Edge/Strategic Innovation, Consumerization of Technology

Many students have limited opportunities 
to practice with an orchestra. Open Orches-
tra is an immersive simulation that allows 
students to practice with the full ensemble 
and have an expert conductor review their perfor-
ance. They replace a real musician 
in the orchestra or an opera performer on 
stage, seeing and hearing what they would 
from that position.

DISCUSSION SESSIONS

Registrars and Admissions Officers

Meeting Room 402

Stephen J. Pritz Jr., Assistant Vice President 
and University Registrar, University of Florida

This meeting will focus on the ways in 
which information technologies affect 
specialized operations, including software 
selection, staff training, standards and best 
practices, record-keeping and access, and 
data storage and retrieval. Come share your 
pitfalls, best practices, and proven solutions 
with your colleagues.

Schools and Colleges of 
Engineering IT Leadership

Meeting Room 401

Sherwood Keith Boswell Jr., Director, 
Information Technology and Engineering 
Computer Services, North Carolina State 
University; Charles Thompson, Assistant 
Dean and Director, Engineering IT Shared 
Services, University of Illinois at Urbana-
Champaign

The Schools and Colleges of Engineering IT 
Leadership Constituent Group is new since 
the last EDUCAUSE Annual Conference. 
This meeting will provide an opportunity 
for engineering school peers to meet each 
other, discuss common challenges and 
issues of shared interest, and explore oppor-
tunities for collaboration.

Web Professionals

Meeting Room 403

Tony Lovgren, IT Manager, Idaho State 
University

This engaging session will allow webmas-
ters, project managers, administrators, 
designers, and other web professionals to 
exchange ideas on the use of the web as both a productivity and public relations 
tool. Topics may include content manage-
ment systems, streaming media, the IT-PR 
working relationship, and web-related tools 
and technologies.

Women in IT

Meeting Room 505/506

Deborah Keyek-Franssen, Director of 
Academic Technology, University of Colorado 
Boulder; Beth Schaefer, Director, Client 
Services, University of Wisconsin–Milwaukee

This group collects and disseminates effective 
practices in the recruitment, retention, 
and advancement of women in higher educa-
tion IT. Through both virtual and face-to-face 
networking opportunities and by making 
good use of its affiliation with NCWIT, the 
National Center for Women & Information 
Technology, this group provides a venue for 
addressing a wide range of issues affecting 
women IT professionals in colleges and 
universities, including securing high-level 
leadership roles in higher education.

CIO OPEN SPACE SESSION

Meeting Room 605

Open space sessions are designed to give 
CIOs the opportunity to identify emerging 
issues and hot topics for lightly facilitated 
discussion while in Denver. For details, 
check the face-to-face program on the con-
ference website.

TECHNOLOGY SOLUTIONS

How Embry-Riddle Successfully, 
Affordably, and Painlessly 
Launched Its Mobile App with 
ERP and LMS Integration

Mile High Ballroom 4E/4F

Cindy Bixler, CIO, Embry-Riddle Aeronautical 
University; Chris Hopkinson, Director of 
Business Development, Dub Labs

Themes: Mobility, Social Media/Networking/ 
Web 2.0 and 3.0, Leading Edge/Strategic In-
novation

At Embry-Riddle, we spent two years look-
ing for the right mobile solution. We selected 
the Dub Labs platform and launched our 
app to rave student reviews. Embry-Riddle 
Mobile securely integrates to our ERP and 
LMS and offers features for prospective stu-
dents, current students, and alumni. Come 
hear our lessons learned in finding a mobile 
partner and our plans for the future.

Next-Generation Backup: 
Simpler and Cheaper, with 
Disaster Recovery Capability

Meeting Room 405/406

Lou Montulli, Vice President of Engineering 
and Co-Founder, Zetta.net

Themes: Cloud/Hosting/Sourcing/Virtualiza-
tion, Leading Edge/Strategic Innovation, Open 
and Community Source

See how higher education IT can simplify 
local and off-site backups, enable secure 
and instant data recovery over the web, 
and drive down backup costs by using 
integrated three-in-one backup, snapshot, 
and replication technology. This session will 
include IT case study videos and a technol-
gy demonstration.

CLIENT-LED SESSION

From Knowing to Action: Using 
a Next-Generation Student 
Success Platform to Improve 
Retention

Meeting Room 407

Jason Bentley, Director, First-Year Experience, 
Assistant Director, Residence Life, Central 
Michigan University; Todd Pica, Director of 
Business Development, EBI MAP-Works

Domain: Enterprise Information Systems and 
Services

Themes: Analytics/Business Intelligence, Lead-
ing Edge/Strategic Innovation, Student Success/ 
Learning Outcomes

Moving beyond predictive modeling and 
early alert systems, a successful retention 
solution combines the power of real-time 
analytics, strategic communications, and 
differentiated user interfacing with statistical 
testing and benchmarking features. Join 
us to learn how the MAP-Works platform 
helped Central Michigan University levera-
age a 4% increase in retention and how new 
thinking about student success can enhance 
your campus efforts.

MEETING

Advisory Committee for 
Teaching and Learning (ACTL) 
(committee members only)

Meeting Room 706

5:30–7:00 p.m.

RECEPTION

Hawkins Leadership 
Roundtable

(registered Hawkins Leadership Roundtable 
participants only)

Capitol Ballroom 1-2, Level 4, Hyatt Regency 
Hotel
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FRIDAY, NOVEMBER 9

7:00–8:00 a.m.

MEETING

ECAR Advisory Group
(by invitation only)
Meeting Room 204

7:00–10:15 a.m.

EDUCAUSE Community and Constituent Group Lounge Open
Meeting Room 610/612
This space is designed for members of the EDUCAUSE community and constituent groups to connect with each other. Organize impromptu and birds-of-a-feather meetings, share valuable content, or just relax and recharge in this informal setting. Just drop in or use the on-site scheduling board to reserve space for larger meetings. See you there!

International Welcome Lounge Open
Meeting Room 604
If you’re an international attendee, stop by this informal lounge to connect with colleagues, check e-mail, relax, and recharge your devices. You’ll also find refreshments, convenient access to a printer, and basic office supplies.

7:00–11:30 a.m.

CIO Lounge Open
Sponsored by Desire2Learn Incorporated, Platinum Partner
Meeting Room 601/603
Higher education CIOs are invited to relax and hold informal gatherings in this centrally located room. Enjoy an assortment of snacks and beverages and find a quiet, comfortable spot to charge your devices, watch streamed general sessions, and check your e-mail.

7:30–8:00 a.m.

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

For International Participants:
Informational Session on EDUCAUSE Publications
Meeting Room 604
Join us for a discussion about EDUCAUSE publications, including the new EDUCAUSE Review Online, with Catherine Yang, senior director.

7:30–9:00 a.m.

MEETING

Hawkins Leadership Roundtable
(registered Hawkins Leadership Roundtable participants only)
Meeting Room 607
7:30–10:15 a.m.

**Speaker Ready Room Open**

*Meeting Room 207*

Speakers using technology are encouraged to visit to test their equipment, prepare for their sessions, or make last-minute modifications.

7:30–10:30 a.m.

**Registration Desk Open**

*Sponsored by Jenzabar, Platinum Partner*

Lobby D

7:30–11:30 a.m.

**EDUCAUSE Central Open**

*Lobby D*

Visit EDUCAUSE Central, a community hub near registration, to connect with association leaders and learn about recent EDUCAUSE activities. Stop by to take a break and recharge your laptop or mobile device.

8:00–8:50 a.m.

**FEATURED SPEAKER**

*Teaching in an Age of Plenty*

*Four Seasons Ballroom 1*

Theodore Gray, Co-Founder, Wolfram Research

The practice and profession of teaching developed in the presence of a great scarcity of knowledge. Ubiquitous information and ever more powerful search and knowledge engines have changed the proper role of universities, publishers, and education professionals. The diversity of empowering resources available to students has fundamentally changed their relationship to knowledge. Novel thinking is required to create learning materials and venues for this new world.

**CONCURRENT SESSIONS**

**ENTERPRISE INFORMATION SYSTEMS AND SERVICES**

*Business Intelligence at the University of Arizona: A Case Study*

*Mile High Ballroom 2A/3A*

Henry Childers III, Senior Director, Enterprise Information and Analytics and Project Director, MOSAIC, The University of Arizona

**Theme:** Analytics/ Business Intelligence

The University of Arizona has made a significant investment in business intelligence over a four-year period. This presentation will cover objectives, budget, technology, team organization, delivered capabilitites, working relationship with campus, approaches taken, issues encountered, quantitative and qualitative results, current initiatives, and ongoing challenges.

**Scaling a Higher Education Enterprise Electronic Content Management System**

*Mile High Ballroom 2B/3B*

Judith H. Lewis, Senior IT Manager, Texas A&M University; Robert Hensz, Risk and Compliance Manager, HR Specialist, Texas AgriLife Extension

**Themes:** Strategic Value of IT, Partnerships/ Collaborations

Texas A&M University is implementing a shared services approach to enterprise content management. See how a Tier 1 research institution employs a maturity model approach to scale its delivery of content management, standardizes best practice where it works, and provides flexibility where it’s needed.

**INFRASTRUCTURE, INFORMATION SECURITY, AND IDENTITY MANAGEMENT**

*Information Security Is Everyone’s Job: But Do They Know It?*

*Mile High Ballroom 1A-C*

Tanya Choice-Henry, Information Security Privacy and Awareness Analyst, and Wendy Luljak, Strategic Communications, University of Wisconsin–Milwaukee

**Themes:** Partnerships/Collaborations; Strategic Communication, Media, and Marketing; Risk Management

At the University of Wisconsin–Milwaukee, the Information Security Office and IT Strategic Communications have developed effective strategies to identify and inform key campus constituencies about risk, their roles on campus, and how to protect data. Discover how targeted communications can mitigate risk.

*Privacy, Security, and Compliance: Strange Bedfellows, or a Marriage Made in Heaven?*

*Mile High Ballroom 2-3*

Michael A. Corn, CISO and Chief Privacy and Security Officer, University of Illinois at Urbana-Champaign; Jane Rosenthal, Director, Privacy Office, University of Kansas

IT organizations have embraced their responsibility for information security leadership. The onslaught of data breaches has refocused campus attention on privacy issues. Laws, regulations, and contractual obligations have heightened the attention on compliance. But the organizational relationship between the three functional responsibilities continues to confound many institutions. Should the role of chief privacy officer and chief security officer be combined? Does privacy more closely align with compliance? Is it possible for one person or organization to perform all three? This session will survey trends, explore the relationships and tensions, and identify alternative models for institutions to consider.

**LEADERSHIP, MANAGEMENT, AND GOVERNANCE**

*Fostering Campus Collaborations to Scale Innovation: A Tale of Three Efforts*

*Mile High Ballroom 503/504*

Josh Baron, Senior Academic Technology Officer, Marist College; Russell Little, Manager, Web Systems, Sinclair Community College; Kimberlee Thanos, Principal, Thanos Partners

**Themes:** Partnerships/Collaborations, Open and Community Source, Student Success/Learning Outcomes

Open licensing and APIs allow us to break down the silos around our campus innovations. But what does it take to truly get past the concept of “not invented here?” Hear strategies for scale from three successful collaborations—the Open Academic Analytics Initiative, the Student Success Plan, and the Kaleidoscope Project.

*Too Few Women in IT: Now What?*

*Mile High Ballroom 1D-F*

Deborah Keyek-Franssen, Director of Academic Technology, and Lucinda Sanders, Executive in Residence, University of Colorado Boulder

The presenters will review NCWIT resources that provide actionable and tested ideas about recruitment, retention, and advancement of women in IT. Learn interview strategies that identify candidates with functionally diverse perspectives likely to improve innovation and productivity. Hear about ways to help supervisors understand how unconscious bias and institutional barriers might lead to attrition of women from their work groups. Examine the pitfalls associated with uneven performance evaluations and promotion opportunities. Explore the “Top Ten Ways to Be a Male Advocate for Technical Women.” For more information on NCWIT practices, visit www.ncwit.org.

*The Top IT Issues in Higher Education*

*Four Seasons Ballroom 4*

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

This year’s EDUCAUSE Top-Ten IT Issues list departed from those of previous years, reflecting a growing recognition of IT’s strategic value. What will 2013 bring? Learn more about this year’s list and get a jump on next year’s by learning about the themes that have emerged to date in the IT Issues Panel.
Some People Visit the Web, Some People Live There: The Effect of Online Residency on Digital Literacies

Meeting Room 501/502
Lynn Silipigni Connaway, Senior Research Scientist, OCLC; Donna M. Lantcos, Associate Professor for Anthropological Research, University of North Carolina Charlotte; David White, Senior Manager, Development, University of Oxford

Themes: Student Success/Learning Outcomes, Social Media/Networking/Web 2.0 and 3.0, Openness

What motivates individuals to choose between the services provided by academic institutions or the services that are available on the open web? This session will discuss the activities and findings of the U.S.-U.K. Digital Visitors and Residents project, which explores the motivations of learners when choosing technology and digital services.

Support Strategies and Services

Contrasting Solutions: Shared Knowledge Base Content, a Crowdsourced Approach

Mile High Ballroom 2C/3C
Charles Aikman, Manager, Knowledge Management, Cathy O’Bryan, Director of Client Support, and Julie Thatcher, Knowledge Management, Indiana University; Sean Bossinger, Help Desk Manager, Sandee Seibertl, Senior IT Consultant/Project Manager, and Wei-Zhong Wang, KnowledgeBase Manager, University of Wisconsin–Madison

Themes: Partnerships/Collaborations, Strategic Value of IT, Openness

The University of Wisconsin–Madison and Indiana University have both built knowledge management systems with open-source components. While their solutions differ, the challenges and benefits are similar. Crowdsourcing of content is central to the success of both. We will present each solution and explore the value points.

Teaching and Learning

Expanding the Newly Responsive Mobile Web Framework beyond UC to Promote Teaching, Research, and Innovation

Mile High Ballroom 4A/4B
Eric Bollens, Software Architect, and Rosemary A. Rocchio, Director, Educational and Collaborative Technology Group, UCLA; Thomas Tsai, Software Engineering Manager, University of California, Berkeley; Mojgan Amini, IT Manager for Enterprise Applications and Middleware, University of California, San Diego; Richard Trott, Director, Center for Knowledge Management, University of California, San Francisco

Themes: Mobility, Partnerships/Collaborations, Consumerization of Technology

The expanding Mobile Web Framework (http://mwf.ucla.edu) community is collaborating on the creation of a mobile web app sharing environment that can be leveraged by researchers, students, and more. MWF 2.0 will add responsive design as a new feature to its current device-agnostic and technology-platform-independent functionality. The MWF app sharing environment will empower a distributed higher education development community to collaborate and provide their mobile users with the best mobile and responsive web apps built across academia.

Mobile Language Learning

Mile High Ballroom 4C/4D
Dana Lindaman, Assistant Professor; Michael Mullins, Instructor, and Daniel Nolan, Assistant Professor, University of Minnesota Duluth

Themes: Mobility, Student Success/Learning Outcomes, Open and Community Source

This presentation will address the advantages and disadvantages of mobile computing in language learning environments. The presentation is based on the work of the Mobile Language Learning Group at the University of Minnesota Duluth.

Supporting Student Success and Retention on Campus

Mile High Ballroom 4E/4F
Jimmy Ellis, Manager, Student Retention and Success, and Ann Parambil, Application Integration Specialist, American University; Nicole Devries, Manager of Academic Data, Columbus State University; Susan K. Krozinek, Director of Information Technology, Grand Valley State University

Themes: Student Success/Learning Outcomes, Strategic Value of IT, Analytics/Business Intelligence

This session will discuss two approaches to using technology for student success and retention. One approach focuses on the implementation of a large-scale retention plan with milestones, timetables, and constraints. The second approach discusses implementing a hosted turnkey solution to educate students on successful behaviors with measurable outcomes and lessons learned.

CIO Open Space Session

Meeting Room 605

Open space sessions are designed to give CIOs the opportunity to identify emerging issues and hot topics for lightly facilitated discussion while in Denver. For details, check the face-to-face program on the conference website.
demanding and, if not done correctly, can lead to the redundant storage and disparate representations of student data. Using a service-oriented architecture, UCLA has provided a common framework for applications to leverage when reading and updating student information.

**JSTOR’s Big Data Challenge: Mining Log Files to Improve Service to Users**

*Mile High Ballroom 4A/4B*

**Ronald Snyder**, Director, Advanced Technologies, ITHAKA

**Themes**: Analytics/Business Intelligence, Open and Community Source, Leading Edge/Strategic Innovation

The speaker will discuss the technological approach that ITHAKA has taken in dealing with JSTOR logging data volume and complexity issues, including “big data” challenges such as storage, processing, and analysis. He will share some top-level observations on user behaviors and content discovery and consumption trends that have been identified.

**INFRASTRUCTURE, INFORMATION SECURITY, AND IDENTITY MANAGEMENT**

**Disaster Recovery Planning: How to Build It, How to Test It**

*Mile High Ballroom 4E/4F*

**Angela Neria**, CIO, Pittsburg State University; **Troy Donoway**, Associate Director of IT, Salisbury University

**Themes**: Partnerships/Collaborations, Risk Management

Creating a proven disaster recovery plan for your institution is more critical than ever before. Learn how Salisbury University and Pittsburg State University have joined forces to share a formula that you can follow to create a DR plan for your institution and, most importantly, effectively test it.

**LEADERSHIP, MANAGEMENT, AND GOVERNANCE**

**Elevate Your Game: Propose, Design, and Deliver a Fantastic Conference Session**

*Four Seasons Ballroom 2-3*

**Shannon Smith**, Associate Director, Teaching, Learning, and Professional Development, EDUCAUSE

Make your next conference presentation truly memorable. This session will help you create an outstanding conference session by providing practical takeaways and tips on the entire life cycle of a conference presentation, from submitting a proposal, to designing, delivering, and promoting a session, to leveraging your work into other professional development activities.

**Land That Job! Preparing to Interview for Your First CIO Position**

*Mile High Ballroom 2B/3B*

**Pattie Orr**, VP for IT/Dean of University Libraries, Baylor University; **Joanne M. Kossuth**, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; **Marilu Goodyear**, Director, University of Kansas; **Melissa Woo**, Vice Provost for IS and CIO, University of Oregon

**Themes**: Professional Development/Training, Strategic Value of IT

Preparing to interview for your first CIO position can be intimidating. Given the expected shortage of CIOs, advice on preparing for interviews is important for filling the IT leadership pipeline. Join us for an interactive discussion of how to best position yourself to land your first CIO job.

**Taking the Plunge: Transforming Institution-Wide Pedagogy, Technology, and Space in Just Two Years**

*Meeting Room 501/502*

**Lennie Scott-Webber**, Director, Education Environments, Steelcase; **Alvaro Torres**, CIO, Universidad Mariano Galvez de Guatemala

**Themes**: Leading Edge/Strategic Innovation, Professional Development/Training, Student Success/Learning Outcomes

Universidad Mariano Galvez de Guatemala underwent a complete institutional
The deployment of university-owned mobile devices is a multifaceted and resource-intensive undertaking. This workshop will guide participants through the development of a plan that avoids common pitfalls while helping achieve success for all stakeholders. The three workshop presenters represent differing institutional viewpoints gleaned from their experiences in implementing iPads in various departments at GSU.

**TEACHING AND LEARNING**

**Engaging Online Learners for Success: Beyond the LMS**

_Mile High Ballroom 2A/3A_

**Steven G. Sachs**, Vice President, Instructional and Information Technology, Northern Virginia Community College

**Themes:** Student Success/Learning Outcomes, Leading Edge/Strategic Innovation

NVCC has built an extensive program of online support services to engage distance learning students outside their courses. The presentation will describe the background, tour and demonstrate the services, and discuss new support challenges. Student success has improved, and the enrollments are growing at double the previous rate.

**Social Media: Dynamic Methods to Make Teaching and Learning Relevant**

_Four Seasons Ballroom 4_

**James A. Jorstad**, Director of Academic Technologies, University of Wisconsin–La Crosse

**Themes:** Social Media/Networking/Web 2.0 and 3.0; Student Success/Learning Outcomes; Strategic Communication, Media, and Marketing

Innovative strategies and analytic research can harness the immense potential of social media in making teaching and learning relevant to students. Through personal digital narratives, rich and social media, and global news distribution, this yearlong project graphically demonstrates how political issues transformed student learning and faculty teaching.

**CIO OPEN SPACE SESSION**

_Meeting Room 505_

Open space sessions are designed to give CIOs the opportunity to identify emerging issues and hot topics for lightly facilitated discussion while in Denver. For details, check the face-to-face program on the conference website.

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**SUPPORT STRATEGIES AND SERVICES**

**Academics and Patient Care**

Find Common Ground

_Mile High Ballroom 4C/4D_

**Mike Campbell**, Director of PC Systems and Support, and **Tammy Jo Martinez**, Director, IT Customer Service, University of New Mexico

**Themes:** Partnerships/Collaborations, Strategic Value of IT

Collaborating on IT customer service across large institutions, especially between academic departments, research campuses, health sciences professional schools, and a teaching hospital, presents procedural challenges well beyond anything technical. Navigating how to overcome these challenges can result in excellent user support.

**You Can Get There from Here: Strategies for Planning Academic iPad Initiatives**

_Meeting Room 503/504_

**Julian O. Allen**, Director of Professional Services, IS&T; **Joe Horne**, Manager, Instructional Design and Training; and **Patricia Nolde**, Coordinator, Language Acquisition Resource Center, Georgia State University

**Theme:** Mobility

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**LIBRARIES, E-RESEARCH, AND DIGITAL CONTENT**

**Collaborating Across Departments: “Virginia and the Crisis of Union”**

_Mile High Ballroom 1A-C_

**Edward Kemp**, Head of Digital Library Services, and **Eric F. Palmer**, Director, Web Services, University of Richmond

**Additional project contributor:** **Scott Nesbit**, Associate Director, Digital Scholarship Lab, University of Richmond

**Themes:** Partnerships/Collaborations; Strategic Communication, Media, and Marketing

We will demonstrate how our self-organized, interdisciplinary team was able to complete our project with limited staff resources. “Virginia and the Crisis of Union” emerged from collaborative practices already in place, effective project management decisions, and buy-in from team members. The project advanced because of the goals of multiple stakeholders.

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**GENERAL SESSION**

**Discovery in a Digital World**

_Wells Fargo Theatre_

**Edward L. Ayers**, President, University of Richmond

In the most effective teaching, students create new knowledge even as they learn. Digital environments possess remarkable capacities to foster this excitement of discovery among large, diverse, and widely distributed numbers of people. When thoughtfully designed, these engines of discovery can offer rich repositories of information and useful tools to explore them. Online teaching and traditional classrooms can take much greater advantage of these capacities than they have thus far. Imagining and building exploratory capacity offers exciting challenges for every discipline, constructing new bridges between novice and expert, teaching and scholarship.
Explore the ALLEYS

Start-Up Alleys
This year, we’re hosting two Start-Up Alleys featuring 30 new companies. Your participation can help shape the future of information technology in higher education when you connect with the companies and provide valuable feedback on their products and services. Selected start-ups will also be presenting their business plans for a chance to win prizes from EDUCAUSE and Google, Silver Partner, in the first-ever EDUCAUSE Game Changers Business Competition.

Market Research Alley
Don’t miss your opportunity to offer input on innovative products created by companies focused on your campus needs. Engage in interactive discussions, provide expert guidance, and generate ideas for technology solutions that will help solve your institutional challenges.

Next Generation Learning Challenges Alley
Take the time to visit this alley to learn about breakthrough models in education. Walk through the changing gallery of grantees, provide your feedback through our live polls, and gather valuable resources and proven ideas to improve readiness and completion rates on your campus.

VISIT DURING EXHIBIT HALL HOURS:
WEDNESDAY,
NOVEMBER 7
9:30 A.M.–6:30 P.M.
THURSDAY,
NOVEMBER 8
10:00 A.M.–4:30 P.M.
EXHIBIT HALL HOURS

**Wednesday, November 7**
9:30 a.m.–6:30 p.m.

**Thursday, November 8**
10:00 a.m.–4:30 p.m.

EDUCAUSE 2012 features more than 270 exhibiting corporations with IT solutions for higher education. The exhibitor directory will help you navigate the hall and locate companies providing the latest advances in technology to serve your campus needs. The directory is also available online to give you access to company information year-round.

In addition to exhibits, numerous activities take place in the hall, including refreshment breaks, lunch, and dessert stations.

EXHIBIT HALL HIGHLIGHTS

**Alleys**

*Exhibit Hall B-E*

Open during exhibit hall hours

This year, the exhibit hall will feature specialized alleys, including two Start-Up Alleys and a Market Research Alley, where you can provide valuable input and feedback to companies; and the Next Generation Learning Challenges (NGLC) Alley, which showcases grantee presentations of successful projects and resources on the latest innovations happening in teaching and learning.

**Learning Theater**

The Learning Theater is a community space designed for high-energy presentations and informal group discussions. On Wednesday, November 7, join us for the first-ever EDUCAUSE Game Changers Business Competition where selected Start-Up Alley companies will be presenting their business plans for a chance to win prizes from EDUCAUSE and Google, Silver Partner.

**Networking Reception in the Exhibit Hall**

Sponsored by:
- **Desire2Learn Incorporated**, Platinum Partner, Booth #1440
- **Epson**, Gold Partner, Booth #1632
- **Bradford Networks**, Booth #706

*Exhibit Hall B-E*

Wednesday, 4:30–6:30 p.m.

Win a free EDUCAUSE 2013 registration! Join your colleagues for an informal gathering with drinks and hors d’oeuvres in the exhibit hall. You will have the chance to learn about exciting technology solutions for your campus from more than 270 companies. Scan your badge at all of the sponsor booths for a chance to win one of three complimentary registrations to EDUCAUSE 2013 in Anaheim, California. Winners will be announced on Thursday.
EXHIBIT HALL HOURS

Wednesday, November 7
9:30 a.m.–6:30 p.m.

Thursday, November 8
10:00 a.m.–4:30 p.m.

WIN A FREE EDUCAUSE 2013 REGISTRATION!

During the networking reception in the exhibit hall on Wednesday from 4:30 to 6:30 p.m., don’t forget to scan your badge at each of the sponsor booths (marked with ★) for a chance to win one of three complimentary registrations to EDUCAUSE 2013 in Anaheim, California. Winners will be announced on Thursday. Note: You must visit and swipe your badge at all of the sponsor booths to qualify.

Reception sponsored by:

Desire2Learn
Platinum Partner
Booth #1440

EPSON
Exceed Your Vision
Gold Partner
Booth #1632

Booth #706

EDUCAUSE 2013 ANNUAL CONFERENCE
EXHIBITOR DIRECTORY

3Play Media
Booth #667
Tole Khesin, VP of Marketing
tole@3playmedia.com, 415-298-1206
www.3playmedia.com

Product Categories: Audio and Video Conferencing; Content Capture; Content Management Systems; Digital Publishing; Media Production, Preservation, and Storage

Aastra
Booth #669/671
Keith Gysler, VP, Sales
sales@aastrausa.com, 800-468-3266
www.aastrausa.com

Product Categories: Audio and Video Conferencing; Business Continuity, Disaster Recovery, Emergency Planning; Cloud Computing and Services; Enterprise Information Systems; Wireless

Absolute Software
Booth #1823
Jeanne Brasher, Account Executive
jbrasher@absolute.com
www.absolute.com

Product Categories: Data Security; Mobile Computing; Network Security and Applications; Security Management

AcademicPub
Booth #1060
Michael Cairns, Chief Revenue Officer
mcairns@sharedbook.com, 646-442-8846
www.academicpub.com

Product Category: Digital Publishing

Adobe Systems
BRONZE PARTNER
Booth #701
Donna Oldham, Senior Program Manager
info@adobe.com, 408-536-6000
www.adobe.com/education

Product Categories: Cloud Computing and Services; Digital Publishing

Adrenna
Booth #315/317
Dirk Craib, VP Business Development
dirk.craib@adrenna.com, 855-Adrenna
www.adrenna.com

Product Categories: Academic Information Systems; Cloud Computing and Services; Content Management Systems; Learning Management Systems (LMS); Open Source

ADTRAN
Booth #1023
Barbara Stuter, Sales Manager
barbara.stuter@adtran.com, 916-765-1870
www.adtran.com

Product Categories: Audio and Video Conferencing; Network Infrastructure; Network Security and Applications; Virtualization; Wireless

AEFIS
Booth #1044
Jeffrey Riedel, Director of Business Development
jriedel@aevis.com, 215-873-0800
www.AEFIS.com

Product Categories: Consulting; Data Security; Enterprise Information Systems; Identity and Access Management; Security Management

Aegis Identity Software
Booth #2026/2028
Janet Yarbrough, Director of Business Development
jyarbrough@aegisidentity.com, 303-589-5435
www.aegisidentity.com

Product Categories: Consulting; Data Security; Enterprise Information Systems; Identity and Access Management; Security Management

AirWatch
SILVER PARTNER
Booth #1833
Tyce Miller, Director of Education Solutions
tycemiller@air-watch.com, 404-478-7500
www.air-watch.com

Product Categories: Cloud Computing and Services; Content Management Systems; Mobile Computing; Security Management

Alcatel-Lucent
Booth #807
Christina James, Marketing Director
christina.james@alcatel-lucent.com, 972-477-2422
enterprise.alcatel-lucent.com/connected-education

Product Categories: Digital Signage; Enterprise Information Systems; Network Infrastructure; Network Security and Applications; Wireless

Alertus Technologies
Booth #402
Drew Mulford, Director, Higher Education Sales
dmulford@alertus.com, 866-425-3788
www.alertus.com

Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Consulting; Digital Signage; Hardware; Security Management
AMX Corporation
GOLD PARTNER
Booth #909
Jackie Deluna, Director of Global Education Marketing
jackie.deluna@amx.com, 800-222-0193
www.amxcampus.com
Product Categories: Audio and Video Conferencing; Classroom Control Systems; Digital Signage; Enterprise Information Systems; Network Infrastructure

Apogee
Booth #426/428
info@apogee.us, 512-478-8858
www.apogee.us
Product Categories: Help Desk; Mobile Computing; Network Infrastructure; Wireless

AppDynamics
Booth #1455
Courtney Kehl, Events Operations Manager
ckehl@appdynamics.com, 415-442-8410
www.appdynamics.com
Product Categories: Help Desk; Mobile Computing; Network Infrastructure; Wireless

Aruba Networks
Booth #814/816
Brad Hogan, Global Events
bhogan@arubanetworks.com, 408-754-8462
www.arubanetworks.com
Product Categories: Mobile Computing; Network Infrastructure; Network Security and Applications; Security Management; Wireless

Asahi Net
Booth #432
Tomoka Higuchi McElwain, Director
info@manaba.com, 212-521-4276
www.manaba.com
Product Categories: Cloud Computing and Services; E-Commerce; Virtualization

AT&T
BRONZE PARTNER
Booth #915
Beth Nix, Lead Channel Manager–Education
bn3819@att.com, 770-928-3239
www.att.com/edu/highered
Product Categories: Cloud Computing and Services; Learning Management Systems [LMS]; Mobile Computing; Network Security and Applications; Wireless

Automatic Sync Technologies
Booth #421
Kara Stark, Sales Representative
info@automaticsync.com, 877-278-7962
www.automaticsync.com
Product Categories: Adaptive Technologies; Content Capture; Media Production, Preservation, and Storage

Avaya
Booth #815/817
Gavin Lee, Director, Business Development
glee@avaya.com, 678-421-5006
www.avaya.com
Product Categories: Audio and Video Conferencing; Network Infrastructure; Network Security and Applications; Virtualization; Wireless

Barnes & Noble College Booksellers
Booth #769
Mike Hagerty, Director, Digital Education Partnerships
mhagerty@bncollege.com, 650-798-1880
www.bncollege.com
Product Categories: Content Management Systems; E-Commerce; Learning Management Systems [LMS]

BerryDunn
Booth #569
Clint Davies, Principal
cdavies@berrydunn.com, 207-775-2387
www.berrydunn.com/highered
Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Consulting; Data Security; Portfolio and Project Management; Training

Big Bang
BRONZE PARTNER
Booth #1827/1829
Nathaniel Bauer, Marketing Director
nbauer@bigbangllc.com, 414-225-9075
www.bigbangllc.com
Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Enterprise Information Systems; Help Desk; Network Infrastructure

Bisk Education
Booth #1568
Carol Wells, Special Project Manager
carolw@bisk.com
www.bisk.com
Product Categories: Academic Information Systems; Training

Blackboard
PLATINUM PARTNER
Booth #1221
Product Categories: Analytics and Research; Audio and Video Conferencing; Consulting; Learning Management Systems [LMS]; Mobile Computing

BlackHawk Labs
Booth #326
Eric Woolford, Sales Mgr
ewoolford@bhlpower.com, 415-828-0047
www.miniraq.com
Product Categories: Data Security; Hardware; Network Infrastructure; Network Security and Applications; Wireless

Blue Coat Systems
Booth #201
Lisa Rom, Senior Marketing Manager
lisa.rom@bluecoat.com, 925-989-8419
www.bluecoat.com
Product Categories: Data Security; Mobile Computing; Network Infrastructure; Network Security and Applications; Security Management
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<td>#1456</td>
<td>Kirsten Nielsen, Account Executive&lt;br&gt;<a href="mailto:Kirstenr@bluejeans.com">Kirstenr@bluejeans.com</a>, 408-550-2177</td>
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<td>#855</td>
<td>800-557-3031&lt;br&gt;www.bmc.com</td>
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<td>#527</td>
<td>Danielle Rosero, Marketing Events Coordinator&lt;br&gt;<a href="mailto:Drosero@bomgar.com">Drosero@bomgar.com</a>, 770-407-1875</td>
<td>Product Categories: Data Security; Help Desk; Mobile Computing; Training</td>
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<td>BOSS SOFTWARE</td>
<td>#1161/1163</td>
<td>Andrew Levy, Business Development Manager&lt;br&gt;<a href="mailto:andrew.levy@bosssoftware.com">andrew.levy@bosssoftware.com</a>, 720-284-3893</td>
<td>Product Categories: Academic Information Systems; Security Management</td>
</tr>
<tr>
<td>Box</td>
<td>#434</td>
<td>Kalis Kim, Associate Events Manager&lt;br&gt;<a href="mailto:kalis@box.com">kalis@box.com</a>, 650-543-7357</td>
<td>Product Categories: Cloud Computing and Services; Content Management Systems; Data Security; Document Imaging and Management; Mobile Computing</td>
</tr>
<tr>
<td>Bradford Networks</td>
<td>#706</td>
<td>Michael Killoran, VP Sales&lt;br&gt;<a href="mailto:mkilloran@bradfordnetworks.com">mkilloran@bradfordnetworks.com</a>, 866-990-3799</td>
<td>Product Categories: Cloud Computing and Services; Identity and Access Management; Network Infrastructure; Network Security and Applications; Security Management</td>
</tr>
<tr>
<td>Brainfuse</td>
<td>#337</td>
<td>Gianni Lecciso, Director of Higher Education&lt;br&gt;<a href="mailto:glecciso@brainfuse.com">glecciso@brainfuse.com</a>, 978-697-4760</td>
<td>Product Categories: Academic Information Systems; Adaptive Technologies; Learning Management Systems (LMS); Training; Virtualization</td>
</tr>
<tr>
<td>Bretford</td>
<td>#1665</td>
<td>Dave Shurtleff, National Sales Manager&lt;br&gt;<a href="mailto:dshurtleff@bretford.com">dshurtleff@bretford.com</a>, 847-801-1701</td>
<td>Product Category: Learning Space</td>
</tr>
<tr>
<td>Bridgepoint Education</td>
<td>#1365</td>
<td>Andrew McCann, VP Business Development&lt;br&gt;<a href="mailto:amccann@bpiedu.com">amccann@bpiedu.com</a>, 610-660-7737</td>
<td>Product Categories: Adaptive Technologies; Digital Publishing; Media Production, Preservation, and Storage</td>
</tr>
<tr>
<td>BridgeWave Communications</td>
<td>#513</td>
<td>Augustino (Augie) Lucenti, SVP of Sales&lt;br&gt;<a href="mailto:augiel@bridgewave.com">augiel@bridgewave.com</a>, 206-313-8600</td>
<td>Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Network Infrastructure; Wireless</td>
</tr>
<tr>
<td>BRUNS-PAK</td>
<td>#965</td>
<td>Paul Evanko, Vice President of Sales &amp; Marketing&lt;br&gt;<a href="mailto:pdevanko@bruns-pak.com">pdevanko@bruns-pak.com</a>, 732-248-4455</td>
<td>Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Consulting</td>
</tr>
<tr>
<td>Cambridge Computer</td>
<td>#1461/1463</td>
<td>Scott Gay, Directors of Sales Operations&lt;br&gt;<a href="mailto:sgay@cambridgecomputer.com">sgay@cambridgecomputer.com</a>, 781-250-3000</td>
<td>Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Consulting; Data Administration and Warehousing; Virtualization</td>
</tr>
<tr>
<td>Campus Management Corporation</td>
<td>#1108</td>
<td>Jim Polit, Senior Marketing Research Lead&lt;br&gt;<a href="mailto:jpolit@campusmgmt.com">jpolit@campusmgmt.com</a>, 561-982-3778</td>
<td>Product Categories: Academic Information Systems; CRM; Enterprise Information Systems; ERP</td>
</tr>
<tr>
<td>Campus Technology</td>
<td>#1920</td>
<td>Jean Dellarobba, Senior Account Executive&lt;br&gt;<a href="mailto:jdelarobba@1105media.com">jdelarobba@1105media.com</a>, 949-265-1568</td>
<td>Product Categories: Digital Publishing; Media Production, Preservation, and Storage; Training</td>
</tr>
<tr>
<td>Campus Televideo</td>
<td>#1062</td>
<td>Rick Nixon, Director, Sales &amp; Marketing&lt;br&gt;<a href="mailto:rnxison@campustelevideo.com">rnxison@campustelevideo.com</a>, 203-983-5400 x119</td>
<td>Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Wireless</td>
</tr>
</tbody>
</table>
CampusCruiser
Booth #1807
Lily Hsu, Office Manager
lhsu@campuscruiser.com, 973-244-7856
www.campuscruiser.com

Product Categories: Academic Information Systems; Cloud Computing and Services; E-Mail and Productivity Systems; Learning Management Systems (LMS); Mobile Computing

CampusEAI Consortium
Booth #1554
DeMarra Massey, Executive Assistant
demarra_massey@campuseai.org, 216-589-9626 x177
www.campuseai.org

Product Categories: Cloud Computing and Services; Content Management Systems; Enterprise Information Systems; Mobile Computing; Social Media

Canon U.S.A.
Booth #1470
Thomas Sammut, Senior Marketing Services Manager
tsammut@cusa.canon.com, 516-328-5512
www.usa.canon.com/

Product Categories: Document Imaging and Management; Hardware

Canvas by Instructure
Booth #1921
Michael Rutkowski, Market Development Team Lead
Educause2012@instructure.com, 801-869-5040
www.instructure.com/educause-2012

Product Categories: Cloud Computing and Services; Content Management Systems; Learning Management Systems (LMS); Learning Space; Open Source

Caption Colorado
Booth #1148
John Irwin, Senior Vice President of Sales
johni@captioncolorado.com, 800-775-7838
www.captioncolorado.com

Product Categories: Academic Information Systems; Audio and Video Conferencing; Content Capture; Digital Publishing; Media Production, Preservation, and Storage

CDW Government
PLATINUM PARTNER
Booth #1413
David Doucette, Senior Sales Manager
dave.doucette@cdwg.com, 312-705-4501
www.cdwg.com/highereducation

Product Categories: Audio and Video Conferencing; Cloud Computing and Services; Hardware; Mobile Computing; Virtualization

CedarCrestone
Booth #1820/1822
Maureen Charles, Proposals Coordinator
HigherEd@CedarCrestone.com, 866-827-3786
www.cedarcrestone.com

Product Categories: Academic Information Systems; Cloud Computing and Services; Consulting; Enterprise Information Systems; Help Desk

Cengage Learning
GOLD PARTNER
Booth #1620
Brian Joyner, Vice President, Market Development
brian.joyner@cengage.com, 513-229-1637
www.cengage.com

Product Categories: Academic Information Systems; Digital Publishing; Learning Space

Cherwell Software
Booth #407/409
Gary Mellott, Director of Business Development
gary.mellott@cherwell.com, 719-434-5811
www.cherwell.com

Product Categories: Analytics and Research; Cloud Computing and Services; Enterprise Information Systems; Help Desk; Portfolio and Project Management

CHRISTIE
Booth #1142
Beverly Cutone, Marketing
beverly.cutone@christiedigital.com, 519-572-6347
www.christiedigital.com

Product Categories: Digital Signage; Hardware; Training

The Chronicle of Higher Education
Booth #725/727
Harvey Hill, Associate Publisher, Advertising
Harvey.Hill@chronicle.com, 202-466-1074
www.chronicle.com

Product Categories: Academic Information Systems; Analytics and Research; Digital Publishing

CIBER
Booth #1645/1647
Garth Carter, Vice President
gcarter@ciber.com, 630-693-8819
www.ciber.com

Product Categories: Academic Information Systems; Cloud Computing and Services; Consulting; Enterprise Information Systems; ERP

Cisco Systems
GOLD PARTNER
Booth #1114
John Tuohy, Education Marketing Manager
jtuohy@cisco.com, 408-525-7370
www.cisco.com/go/education

Product Categories: Audio and Video Conferencing; Cloud Computing and Services; Network Infrastructure; Virtualization; Wireless

Citrix Systems
BRONZE PARTNER
Booth #1667/1669
Jillian Gillette, Marketing Program Manager
jillian.gillette@citrix.com, 954-267-2411
www.citrix.com/education

Product Categories: Cloud Computing and Services; Mobile Computing; Virtualization
Click Security
Booth #2006
Neal Hartsell, Vice President, Marketing
neal@clicksecurity.com, 512-470-1545
www.clicksecurity.com

Product Categories: Analytics and Research; Data Security; Identity and Access Management; Network Security and Applications; Security Management

CloudLock
Booth #971
Ben Briggs, Enterprise Account Executive—Central U.S. & Canada
ben@cloudlock.com, 207-451-8432
www.cloudlock.com/

Product Categories: Cloud Computing and Services; Data Security; Network Security and Applications; Security Management

Cloudpath Networks
Booth #1025/1027
Bert Kashyap, Director of Sales
bert.kashyap@cloudpath.net, 510-859-4473
www.cloudpath.net

Product Categories: Help Desk; Network Infrastructure; Network Security and Applications; Security Management; Wireless

Code 42 Software
Booth #1906
Meghan Marostica, Enterprise Events Manager
meghan@code42.com, 612-333-4242 x 425
www.crashplanproe.com

Product Categories: Adaptive Technologies; Business Continuity, Disaster Recovery, Emergency Planning; Cloud Computing and Services; Data Security; Enterprise Information Systems

CollegeNET
Booth #849
Julia Noonan, VP, Sales
sales@collegenet.com, 503-973-5200
www.corp.collegenet.com

Product Categories: CRM; Data Administration and Warehousing; E-Commerce; E-Mail and Productivity Systems

CollegeSource
Booth #1926
Jennifer Wright, Marketing Associate
jennifer@collegesource.com, 513-834-8768
www.collegesource.com

Product Categories: Academic Information Systems; Adaptive Technologies; Analytics and Research; Data Administration and Warehousing

Collegiate Project Services
Booth #1821
Tammy Cornelius, Administrative
t.cornelius@corneliusassoc.com, 704-277-1087
www.collegiateproject.com

Product Categories: Academic Information Systems; Consulting; Enterprise Information Systems; ERP; Portfolio and Project Management

Computer Comforts
BRONZE PARTNER
Booth #1123/1125/1127
Frank Craig Kolavo, President
frank@computercomforts.com, 281-535-2288
www.computercomforts.com

Product Categories: Adaptive Technologies; Classroom Control Systems; Furniture; Learning Space

ConnectEDU
Booth #713
Brian Hopewell, Vice President for Business Development–Higher Education
bhopewell@connectedu.com, 716-867-8434
www.connectedu/courseval

Product Category: Academic Information Systems

ConnectYard
Booth #2001
Mike Norris, Director Business Development
mnorris@connectyard.com, 973-494-8041
www.connectyard.com

Product Categories: Cloud Computing and Services; Learning Management Systems (LMS); Learning Space; Mobile Computing; Social Media

Courseload
Booth #2027
Nikki Walker, Sales Operations Manager
nikki@courseload.com, 3172570570 x9005
www.courseload.com

Product Categories: Adaptive Technologies; Content Capture; Content Management Systems; Learning Management Systems (LMS); Learning Space

CourseNetworking
Booth #1144
Sarah Zike, Director, Business Development
sarah@coursenetworking.com, 317-550-2020
www.thecn.com

Product Category: Social Media

CourseSmart
Booth #1465
Shannon Meadows, SVP, Business Development
shannon.meadows@coursesmart.com, 650-295-3839
www.coursesmart.com

Product Categories: Analytics and Research; Digital Publishing

Creative Edge
Booth #1908
Marjorie Neeley
sales@safaribooksonline.com, 888-619-1684
www.creativedge.com

Product Categories: Cloud Computing and Services; Digital Publishing; Learning Space; Network Infrastructure; Network Security and Applications

Crestron Electronics
Booth #1801
Christine Shirinian, Assistant Tradeshow Manager
cshirinian@crestron.com, 201-767-3400
www.crestron.com

Product Categories: Adaptive Technologies; Audio and Video Conferencing; Classroom Control Systems; Content Capture; Hardware
Daptiv Solutions
Booth #1146
Jack Taylor, Enterprise Account Executive
jtaylor@daptiv.com, 801-756-7179
www.daptiv.com

Product Category: Portfolio and Project Management

Dell
PLATINUM PARTNER
Booth #1203
www.dell.com/highered

Product Categories: Cloud Computing and Services; Hardware; Mobile Computing; Network Infrastructure; Virtualization

Dell SonicWALL
Booth #1671
Quynh Luu, US Online Program Manager
qluu@sonicwall.com, 408-962-6368
www.sonicwall.com/us

Product Categories: Data Security; Hardware; Security Management

Deloitte
Booth #1653
Louise Upton, Canadian Higher Education Lead
lupton@deloitte.ca, 902-721-5527
www.deloitte.com

Product Categories: Consulting; Content Management Systems; CRM; Enterprise Information Systems; ERP

Desire2Learn Incorporated
PLATINUM PARTNER
Booth #1440
Sales@Desire2Learn.com, 1-877-352-7329
www.Desire2Learn.com

Product Categories: Cloud Computing and Services; Content Capture; E-Portfolios; Learning Management Systems (LMS); Learning Space

Destiny Solutions
Booth #1562/1564
Jonathan Tice, Senior Vice President
jtice@destinysolutions.com, 416-480-0500 x 216
www.destinysolutions.com

Product Categories: Cloud Computing and Services; Content Management Systems; CRM; E-Commerce; Enterprise Information Systems

DLT Solutions
Booth #1266
Nick Salvatore, Sales Representative, Education
Nick.Salvatore@dlt.com, 703-773-9240
www.dlt.com

Product Categories: Academic Information Systems; Cloud Computing and Services; Enterprise Information Systems; Open Source; Virtualization

DocFinity
Booth #715
James Thumma, VP of Sales and Marketing
info@docfinity.com, 814-238-0038
www.docfinity.com

Product Categories: Cloud Computing and Services; Content Capture; Content Management Systems; Document Imaging and Management; Enterprise Information Systems

eacademy (now Kivuto Solutions)
Booth #707
Ryan Peatt, Director, Publisher Solutions
rpeatt@kivuto.com, 613-526-3005 x 130
www.kivuto.com

Product Categories: Academic Information Systems; Cloud Computing and Services; E-Commerce; Enterprise Information Systems; Help Desk

e2Campus by Omnilert
Booth #1907/1909
info@e2Campus.com, 800-936-3525
www.e2Campus.com

Product Categories: Audio and Video Conferencing; Business Continuity, Disaster Recovery, Emergency Planning; Content Management Systems; Security Management; Wireless

EBI MAP-Works
Booth #227
Todd Pica, Director of Business Development
Todd.Pica@macmillan.com, 417-429-0081
www.webebi.com

Product Categories: Analytics and Research; Content Management Systems

Echo
BRONZE PARTNER
Booth #1031
Mary Young, Marketing Director
myoung@echo360.com, 703-948-3043
www.echo360.com

Product Categories: Academic Information Systems; Audio and Video Conferencing; Content Management Systems; Learning Management Systems (LMS)

Eclipse PPM
Booth #301
Bill Brunson, Director of Sales
bbrunson@eclipseppm.com, 416-385-0774
www.eclipseppm.com

Product Categories: Cloud Computing and Services; Portfolio and Project Management

EduServe International
Booth #744
Karly Tomlinson, Office Manager
ktomlinson@eduserve.info, 815-717-8090
www.eduserveinternational.com

Product Categories: Consulting; ERP; Help Desk; Network Security and Applications

eInstruction Corporation
Booth #963
Rich Earle, Trade Show Manager
rich.earle@einstruction.com, 480-684-4849
www.einstruction.com

Product Categories: Clickers; Hardware; Mobile Computing; Wireless

ElearningForce Corporation
Booth #1167/1169
Lars Vestergaard, Business Manager
lv@elearningforce.com, 302-752-4510
www.elearningforce.com

Product Categories: E-Portfolios; Learning Management Systems (LMS); Learning Space; Mobile Computing; Training
Electronic Classroom Furniture Systems
Booth #1140
Greg Madison, Managing Member
info@electronicclassroom.com, 800-766-3237
www.electronicclassroom.com
Product Categories: Furniture; Learning Space

Ellucian
PLATINUM PARTNER
Booth #1403
Boyd Brown, Marketing Specialist
request@ellucian.com, 800-223-7036
www.ellucian.com
Product Categories: Analytics and Research; Consulting; CRM; Enterprise Information Systems; Mobile Computing

EmbanetCompass
Booth #614/616
Dave Carlen, Vice President Business Development
dcarlen@embanetcompass.com, 866-665-4179
embanetcompass.com/academicservices
Product Categories: Academic Information Systems; Business Continuity, Disaster Recovery; Emergency Planning; Content Management Systems; Help Desk; Learning Management Systems (LMS)

EMC Corporation
Booth #2014/2016
Breck DeWitt, K12 & HiEd Director
breck.dewitt@emc.com, 615-973-5300
www.EMC.com/publicsector
Product Categories: Analytics and Research; Cloud Computing and Services; Data Security; Enterprise Information Systems; Virtualization

EMPOWER Student Information System
Booth #2010
Gail Waldrup, Director of Client Relations
gwaldrup@empowersis.com, 248-647-8841
www.empowersis.com
Product Categories: Academic Information Systems; Cloud Computing and Services; Consulting; Enterprise Information Systems; ERP

Enrollment Rx
Booth #665
Lawrence Levy, President
levy@enrollmentrx.com, 847-233-0088
www.enrollmentrx.com
Product Category: CRM

Ensemble Video
Booth #333
Scott Nadzan, Director of Marketing and Sales
scott@ensemblevideo.com, 315-753-0094
ensemblevideo.com
Product Categories: Audio and Video Conferencing; Cloud Computing and Services; Content Management Systems; Media Production, Preservation, and Storage; Training

Enterasys Networks
Booth #1709
Gaston Hebert, Account Executive, Higher Education
gaston@enterasys.com, 512-626-7408
www.enterasys.com
Product Categories: Mobile Computing; Network Infrastructure; Security Management; Virtualization; Wireless

Epsilen
Booth #501
Bethany Brock, Marketing Manager
bbrock@epsilen.com, 317-634-1200
www.epsilen.com/
Product Categories: E-Portfolios; Learning Management Systems (LMS)

Epson
GOLD PARTNER
Booth #1632
Bill Benzie, Regional CAM Manager
bill_benzie@ea.epson.com, 562-981-3840
www.epsonbrighterfutures.com
Product Categories: Document Imaging and Management; Hardware

Event Management Systems by Dean Evans and Associates
BRONZE PARTNER
Booth #1721/1723
Bryan Peck, Director of Sales
bryan@dea.com, 303-771-0110
www.dea.com/educause
Product Categories: Academic Information Systems; Digital Signage; Enterprise Information Systems

Evisions
Booth #966/968
Matt McLellan, VP, Sales and Marketing
sales@evisions.com, 714-824-5252
www.evisions.com
Product Categories: Academic Information Systems; Analytics and Research; Data Administration and Warehousing; Enterprise Information Systems

ExamSoft Worldwide
Booth #571
Alexandra Holowaty, Marketing Manager
alex.holowaty@examsoft.com, 866-429-8889 x308
www.examsoft.com
Product Categories: Academic Information Systems; Analytics and Research; Content Management Systems; Learning Management Systems (LMS); Learning Space

Excelsoft Technologies
Booth #625
Kimberly Asetton, Director, North America
kimberly.asetton@excelindia.com, 779-402-9635
www.excelindia.com
Product Categories: Cloud Computing and Services; Content Management Systems; Learning Management Systems (LMS); Mobile Computing; Open Source

Exinda
Booth #327
Holly Adams, Director of Marketing
holly.adams@exinda.com, 408-242-7298
www.exinda.com
Product Categories: Cloud Computing and Services; Mobile Computing; Network Infrastructure; Virtualization
Experian QAS
Booth #969
Jennifer Sharpe, Marketing Specialist
jennifer.sharpe@qas.com, 617-385-6700

Product Categories: Cloud Computing and Services; Content Capture; Content Management Systems; E-Mail and Productivity Systems

eXplorance
Booth #2008
Samer Bekai-Saab, CEO
ssaab@explorance.com, 514-836-7264

Product Categories: Academic Information Systems; Analytics and Research; CRM; Enterprise Information Systems; Learning Management Systems (LMS)

Extensis
Booth #643
Ed Smith, Product Manager
esmith@extensis.com, 503-274-2020 x180

Product Categories: Content Management Systems; Digital Publishing; Media Production, Preservation, and Storage

Extron Electronics
SILVER PARTNER
Booth #1340
sales@extron.com, 800-633-9876

Product Categories: Classroom Control Systems; Help Desk

Faronics Corporation
Booth #726/728
Dustin Lewis, Market Account Manager
dlewis@faronics.com, 800-943-6422 x 4615

Product Categories: Classroom Control Systems; Data Security; Network Infrastructure; Network Security and Applications; Security Management

Fiberlink Communications
Booth #2021/2023
Amanda Gammons, Marketing Manager
agammons@fiberlink.com, 855-MAAS360
www.maas360.com

Product Categories: Cloud Computing and Services; Identity and Access Management; Mobile Computing; Network Security and Applications; Security Management

Fischer International Identity
Booth #306/308
Gary O’Neill, Sales Director
gfo@fischerinternational.com, 678-548-8242

Product Categories: Cloud Computing and Services; Consulting; Identity and Access Management

Fortinet
Booth #1171
Courtney Meiers, Corp Marketing Manager
cmeiers@fortinet.com, 408-486-5402

Product Categories: Network Security and Applications; Security Management

Four Winds Interactive
BRONZE PARTNER
Booth #1701
Erin Doherty, Director of Marketing
edoherty@fourwindsinteractive.com, 720-389-3620
www.fourwindsinteractive.com

Product Category: Digital Signage

FSR
Booth #2108/2110
Janice Sandri, President
jan@fsrinc.com, 973-785-4347
www.fsrinc.com

Product Categories: Audio and Video Conferencing; Classroom Control Systems; Digital Signage

Gartner
PLATINUM PARTNER
Booth #826
Mischelle Choinski, Healthcare and Education Regional Vice-President
mischelle.choinski@gartner.com, 703-387-5682
www.gartner.com

Product Categories: Enterprise Information Systems; Mobile Computing; Security Management; Social Media; Wireless

GFI Software
Booth #824
VIPRE Sales
vipresales@gfi.com, 888-688-8457
www.gfi.com

Product Categories: Cloud Computing and Services; Enterprise Information Systems; Mobile Computing; Network Security and Applications; Security Management

Gilfus Education Group
Booth #761
Tom Winterstein, Managing Partner
tomi@gilfuseducationgroup.com, 888-861-3375 x708
www.gilfuseducationgroup.com

Product Categories: Analytics and Research; Enterprise Information Systems; Learning Management Systems (LMS); Network Infrastructure; Portfolio and Project Management

GoingOn Networks
BRONZE PARTNER
Booth #861
Jennifer Borun, Senior Director of Marketing
jenniferb@goingon.com, 415-200-4606 x273
www.goingon.com

Product Categories: Cloud Computing and Services; Content Management Systems; Enterprise Information Systems; Mobile Computing; Social Media

Google
SILVER PARTNER
Booth #841
Miriam Schneider, Marketing Manager, Education
miriams@google.com, 714-454-2020
www.google.com

Product Categories: Cloud Computing and Services; E-Mail and Productivity Systems; E-Portfolios
GoPrint Systems  
Booth #1560  
Brenda Briseno, Sales Director  
Sales@goprint.com, 888-52-PRINT x 3  
Product Categories: Mobile Computing; Wireless

GovConnection  
BRONZE PARTNER  
Booth #831  
Lisa Trisciani, Senior Director of Sales  
ltrisciani@govconnection.com, 603-533-0916  
www.govconnection.com  
Product Categories: Digital Signage; Hardware; Mobile Computing; Network Infrastructure; Virtualization

Hannon Hill Corporation  
Booth #612  
Blaine Herman, Vice President of Sales  
blaine.herman@hannonhill.com, 678-904-6900 x111  
www.hannonhill.com  
Product Category: Content Management Systems

Higher Ground by Shaun Jackson Design  
Booth #427  
Todd Maddock, Sales Director  
todd@hggear.com, 734-975-7500  
www.hggear.com

Higher One  
Booth #549  
Rob Reach, Executive Vice President Chief Sales Officer  
rrreach@higheronone.com, 203-776-7776  
www.higheronone.com  
Product Categories: Data Security; E-Commerce; Mobile Computing

Higher Technology Solutions  
Booth #1928  
Wayne Brown, Managing Director  
wbrown@htsglobal.com, 630-825-7638  
www.htsglobal.com  
Product Categories: Consulting; CRM, Enterprise Information Systems; ERP; Training

Hitachi ID Systems  
Booth #2029  
Sales Line  
sales@hitachi-id.com, 403-233-0740  
www.hitachi-id.com  
Product Categories: Identity and Access Management; Data Security

Hobsons  
BRONZE PARTNER  
Booth #953  
Alice Heidtman, Event Planner  
aheidtman@hobsons.com, 513-746-2305

Horizon DataSys  
Booth #764  
Gonzalo Ortiz, Account Manager  
gonzalo@horizontdatasys.com, 604-267-3037  
www.horizontdatasys.com  
Product Categories: Classroom Control Systems; Data Security; Help Desk; Mobile Computing; Virtualization

Howard Technology Solutions  
Booth #1809/1811  
Colin McDaniel, Trade Show Manager  
cmcDaniel@howard.com, 601-399-5713  
www.howardcomputers.com  
Product Categories: Academic Information Systems; Adaptive Technologies; Mobile Computing

HP  
SILVER PARTNER  
Booth #1608  
Phyllis Koenig, AMS Event Manager, Public Sector  
phyllis.koenig@hp.com, 443-285-4043  
www.hp.com/go/highereducation  
Product Categories: Cloud Computing and Services; Data Security; Document Imaging and Management; Enterprise Information Systems; Network Infrastructure

Huawei Technologies  
Booth #231  
Jane Bixler, Senior Manager, Marketing  
jane.bixler@huawei.com, 214-919-6443  
enterprise.huawei.com  
Product Categories: Cloud Computing and Services; Data Administration and Warehousing; Enterprise Information Systems; Hardware; Network Infrastructure

Hyland Software  
SILVER PARTNER  
Booth #801  
Amy Sindelar, Marketing Specialist  
amy.sindelar@hyland.com, 216-577-2337  
www.hyland.com/industry-solutions/higher-education.aspx  
Product Categories: Content Capture; Content Management Systems; Document Imaging and Management; Enterprise Information Systems; ERP

iAppSys  
Booth #1450  
Joe Young, Solutions Director  
sales@iAppSys.com, 415-236-1541  
www.iappsys.com  
Product Categories: Data Administration and Warehousing; Data Security; Enterprise Information Systems; Identity and Access Management; Virtualization

i>clicker  
Booth #401  
Elizabeth Roth, Product Marketing Manager  
sales@iclicker.com, 877-414-5922  
www.iclicker.com  
Product Categories: Clickers; Hardware

iData  
Booth #1460/1462/1464  
Brian Parish, President  
sales@idatainc.com, 877-432-8244 x801  
www.idatainc.com  
Product Categories: Academic Information Systems; Analytics and Research; Consulting; Data Administration and Warehousing; Enterprise Information Systems
Identity Finder
Booth #660
Chris Arold, SVP - Sales
sales@identityfinder.com, 212-586-2677
www.identityfinder.com

Product Categories: Data Security; Network Security and Applications; Security Management

Impulse Point
Booth #300/302
Tim Evans, Vice President, Sales
tevans@impulse.com, 508-366-0685
www.impulse.com

Product Categories: Identity and Access Management; Mobile Computing; Network Security and Applications; Security Management

Inside Higher Ed
Booth #742
Laura McFarland, Vice President of Sales
laura.mcfarland@insidehighered.com, 202-448-6143
www.insidehighered.com

Inventive Technology
Booth #1933
Mike Krell, Account Manager
MikeK@inventivetec.com, 800-474-5128 x87
www.inventivetec.com

Product Categories: Cloud Computing and Services; Digital Signage; Enterprise Information Systems; Media Production, Preservation, and Storage; Virtualization

Io Consulting
Booth #510
Ben Santelman, Senior Account Executive
ben.santelman@io-consulting.com, 877-656-6603 x3107
www.io-consulting.com

Product Categories: Consulting; Enterprise Information Systems; ERP; Identity and Access Management; Training

Ipswitch
Booth #771
Jessica Kenney, Marketing Specialist
jkenney@ipswitch.com, 781-676-5825
www.whatsupgold.com

Product Categories: Network Infrastructure; Network Security and Applications

ISE
Booth #329

Izyy+
Booth #555
Brandon Reame, Market Development Strategist
brandon.reame@izzyplus.com, 616-510-0578
www.izzyplus.com

Product Categories: Audio and Video Conferencing; Furniture; Learning Space

Jadu
SILVER PARTNER
Booth #653
Karen Capitano, Sales Executive
karen.capitano@jadu.net, 877-411-6959
www.jadu.net

Product Categories: Cloud Computing and Services; Content Management Systems; Enterprise Information Systems; Mobile Computing; Social Media

Jenzabar
PLATINUM PARTNER
Booth #1001
Kristin Albano, Marketing Coordinator
Kristin.Albano@jenzabar.com, 617-492-9099 x230
www.jenzabar.com

Product Categories: CRM, ERP, Learning Management Systems [LMS]

JourneyEd.com
Booth #506
Greg Lamkin, Director of Sales
glamkin@digitalriver.com, 800-876-3507 x12500
www.journeyed.com

Product Categories: Classroom Control Systems; Digital Publishing; Hardware; Learning Management Systems [LMS]; Training

Kaltura
Booth #1663
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meytal.burstein@kaltura.com, 646-290-5445
http://corp.kaltura.com

Product Categories: Content Management Systems; Learning Space; Open Source; Social Media; Training

Knewton
Booth #2015/2017
Ken Goldstein, VP of Partnerships
ken@knewton.com, 303-548-2136
www.knewton.com

Product Category: Adaptive Technologies

Kronos
Booth #508
Christine Carmichael, Director, Higher Education
christine.carmichael@kronos.com, 978-250-9800
www.kronos.com

Product Categories: Analytics and Research; Cloud Computing and Services; Enterprise Information Systems; ERP

LaptopsAnytime
Booth #303
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jonathan@laptopsanytime.com, 614-579-3053
www.laptopsanytime.com

Product Categories: Analytics and Research; Cloud Computing and Services; Enterprise Information Systems; ERP

Laserfiche
BRONZE PARTNER
Booth #521
Linda Ding, Education Program Strategist
linda.ding@laserfiche.com, 562-988-1688 x197
www.laserfiche.com

Product Categories: Content Capture; Content Management Systems; Document Imaging and Management

The Learning House
Booth #633
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mbornhauser@learninghouse.com, 502-815-0515
www.learninghouse.com

Product Categories: Consulting; Learning Management Systems [LMS]; Social Media; Training
Learning Objects
Booth #615
Craig Johnson, General Manager
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www.learningobjects.com
Product Categories: Consulting; E-Portfolios; Learning Space; Social Media

LectureTools
Booth #408
Jason Aubrey, Vice President, Sales and Marketing
JAubrey@lecturetools.com, 743-794-3013
www.lecturetools.com
Product Categories: Adaptive Technologies; Clickers; Cloud Computing and Services

Lenovo SILVER PARTNER
Booth #1614
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www.lenovo.com/education
Product Categories: Classroom Control Systems; Cloud Computing and Services; Hardware; Mobile Computing; Wireless

Leverentum
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hdavis@leverentum.com, 480-320-2500
www.leverentum.com
Product Categories: Cloud Computing and Services; Consulting; CRM; Enterprise Information Systems; Help Desk

LiveText
Booth #661/663
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edu-solutions@livetext.com, 708-588-1735
www.livetext.com

Lock n Charge Technologies
Booth #2116
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mhonore@locknchargeusa.com, 800-306-4335
www.lockncharge.com
Product Categories: Hardware; Security Management

Logiscoft Computer Products
Booth #436
Susan Hogan, Vice President
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www.logiscoft.com
Product Categories: E-Commerce; Security Management; Training

LogMeIn
Booth #871
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www.logmein.com
Product Categories: Cloud Computing and Services; Help Desk; Mobile Computing

Longsight
Booth #1815
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www.longsight.com
Product Categories: Audio and Video Conferencing; Cloud Computing and Services; Content Management Systems; Learning Management Systems (LMS); Open Source

LoudCloud Systems
Booth #433
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phil.gonzales@loudcloudsystems.com, 562-310-8769
www.loudcloudsystems.com
Product Categories: Adaptive Technologies; Analytics and Research; Cloud Computing and Services; E-Portfolios; Learning Management Systems (LMS)

Lumens Integration
Booth #2128
Michael Olmedo, Vice President of Sales
mlo@mylumens.com, 888-542-3235
www.mylumens.com
Product Categories: Audio and Video Conferencing; Document Imaging and Management; Media Production, Preservation, and Storage; Training; Wireless

lynda.com BRONZE PARTNER
Booth #821
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www.lynda.com
Product Categories: Learning Space; Training

Marshall Furniture
Booth #1469
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www.marshallfurniture.com
Product Categories: Audio and Video Conferencing; Digital Signage; Learning Space; Training

McGraw-Hill Higher Education SILVER PARTNER
Booth #540
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timothy_peyton@mghill.com, 614-354-6126
www.mhhe.com
Product Categories: Adaptive Technologies; Content Management Systems; Digital Publishing

MENTIS Software
Booth #416
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rajeshkp@mentissoftware.com, 212-861-2235
www.mentissoftware.com
Product Categories: Data Security; Security Management

Meraki
Booth #1040/1042
1-888-490-0918
www.meraki.com
Product Categories: Network Infrastructure; Network Security and Applications; Wireless
**Merit Network**  
Booth #645  
Leslie Williamson, Director of Services  
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www.merit.edu  
*Product Categories:* Audio and Video Conferencing; Business Continuity, Disaster Recovery, Emergency Planning; Cloud Computing and Services; E-Mail and Productivity Systems; Training

**Meru Networks**  
Booth #708/710  
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info@merunetworks.com, 877-952-6725  
www.merunetworks.com  
*Product Categories:* Identity and Access Management; Learning Management Systems (LMS); Network Infrastructure; Virtualization; Wireless

**Microsoft Corporation**  
SILVER PARTNER  
Booth #933  
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www.microsoft.com  
*Product Categories:* Cloud Computing and Services; CRM; E-Mail and Productivity Systems; Mobile Computing; Virtualization

**Minuteman/Para Systems**  
Booth #515  
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minutemanups.com  
*Product Categories:* Academic Information Systems; Business Continuity, Disaster Recovery, Emergency Planning; Enterprise Information Systems; Network Infrastructure; Security Management

**MobileIron**  
Booth #870  
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www.mobileiron.com  
*Product Categories:* Data Security; Mobile Computing; Wireless

**Modo Labs**  
Booth #2120/2122  
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www.modolabs.com  
*Product Categories:* Academic Information Systems; Learning Management Systems (LMS); Mobile Computing; Open Source; Social Media

**Moodlerooms**  
GOLD PARTNER  
Booth #1600  
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feedback@moodlerooms.com, 410-779-3424  
www.moodlerooms.com  
*Product Categories:* Adaptive Technologies; Cloud Computing and Services; Content Management Systems; Learning Management Systems (LMS); Open Source

**Moofwd**  
Booth #2007  
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www.Moofwd.com  
*Product Categories:* Academic Information Systems; Cloud Computing and Services; Enterprise Information Systems; Mobile Computing

**Moran Technology Consulting**  
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Booth #1122  
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www.MoranTechnology.com  
*Product Categories:* Cloud Computing and Services; Consulting; ERP; Identity and Access Management; Network Infrastructure

**Motorola**  
Booth #609/611  
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calamari@motorolasolutions.com, 978-446-1140  
www.motorolasolutions.com  
*Product Categories:* Identity and Access Management; Mobile Computing; Network Security and Applications; Wireless

**NBC Learn**  
Booth #869  
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bruce.wilson@nbclearn.com, 203-505-0423  
www.nbclearn.com  
*Product Category:* Academic Information Systems

**NetApp**  
SILVER PARTNER  
Booth #927  
Mark Conway, Senior Program Lead  
mark.Conway3@netapp.com, 781-671-3844  
www.netapp.com/us/solutions/industry  
*Product Categories:* Cloud Computing and Services; Data Administration and Warehousing; Hardware; Virtualization

**NetSupport**  
Booth #717  
NetSupport sales@netsupport-inc.com, 888-665-0808  
www.netsupport-inc.com  
*Product Categories:* Classroom Control Systems; Help Desk; Training

**Nimble Storage**  
Booth #1571  
Corey Sterner, Account Executive Manager  
csterner@nimblestorage.com, 303-775-0556  
www.nimblestorage.com  
*Product Categories:* Business Continuity, Disaster Recovery, Emergency Planning; Hardware; Media Production, Preservation, and Storage; Network Infrastructure; Virtualization

**NOVA Solutions**  
Booth #429  
Jerry Doll, VP Sales/Marketing  
Jdoll@novasolutionsinc.com, 800-730-6682  
www.novadesk.com  
*Product Categories:* Adaptive Technologies; Audio and Video Conferencing; Classroom Control Systems; Hardware; Learning Space
Novell
Booth #1641/1643
Josh Ellars, AE-TE West Sales Territory Manager
JEllars@novell.com, 801-861-8430
novell.com

Product Categories: E-Mail and Productivity Systems; Mobile Computing; Network Infrastructure; Network Security and Applications; Security Management

Oberon
Booth #1451
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aah@oberonwireless.com, 814-867-2312
www.oberonwireless.com

Product Categories: Classroom Control Systems; Mobile Computing; Network Infrastructure; Network Security and Applications; Wireless

OmniUpdate
Booth #1164
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michael@omniupdate.com, 800-362-2605 x1
omniupdate.com

Product Categories: Cloud Computing and Services; Content Management Systems; Digital Publishing; Mobile Computing; Social Media

onShore Development
Booth #760/762
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www.webcheckout.net

Product Categories: Enterprise Information Systems; ERP; Help Desk

Oracle
GOLD PARTNER
Booth #1731
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www.oracle.com/industries

Product Categories: Cloud Computing and Services; Content Management Systems; CRM; Identity and Access Management; Virtualization

Owen Software Development Company
Booth #2003
Donna Swedin, Director of Sales
donna.swedin@owensoftware.com, 240-453-0030 x1032
www.pathevo.com

Product Categories: Academic Information Systems; Analytics and Research; E-Portfolios; Learning Space; Training

Panasonic Solutions Company
BRONZE PARTNER
Booth #1901
Matthew Ain, Area Sales Manager
matthew.ain@us.panasonic.com, 973-303-7745
www.panasonic.com/business-solutions

Product Categories: Audio and Video Conferencing; Classroom Control Systems; Digital Signage; Hardware

Panopto
Booth #526/528
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bschneider@panopto.com, 516-371-0427
www.panopto.com

Product Categories: Audio and Video Conferencing; Content Capture; Media Production, Preservation, and Storage; Training

Pearson
PLATINUM PARTNER
Booth #1423
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christine.curtin@pearson.com, 617-671-2919
www.pearsonlearningsolutions.com

Product Categories: Analytics and Research; Cloud Computing and Services; Content Management Systems; Digital Publishing; Learning Management Systems (LMS)

PeopleAdmin
Booth #1454
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tod.klubnik@peopleadmin.com, 512-997-2507
www.peopleadmin.com

Product Categories: Cloud Computing and Services; Consulting; Training

Perceptis
Booth #420/422
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www.perceptis.com

Product Categories: Classroom Control Systems; CRM; ERP; Help Desk; Learning Management Systems (LMS)

Perceptive Software
SILVER PARTNER
Booth #901
Teresa Seltman, Tradeshow Specialist
jessica.lyles@perceptivesoftware.com, 913-667-3196
www.perceptivesoftware.com/highered

Product Categories: Academic Information Systems; Content Capture; Content Management Systems; Document Imaging and Management; Enterprise Information Systems

PESC-Postsecondary Electronic Standards Council
Booth #1644
Michael Sessa, President & CEO
michael.sessa@pesc.org, 202-261-6516
www.PESC.org

Product Categories: Cloud Computing and Services; E-Portfolios; ERP; Identity and Access Management; Open Source

Polaris Library Systems
Booth #307
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michael.smego@polarislibrary.com, 203-253-1759
www.polarislibrary.com

Product Categories: Academic Information Systems; Cloud Computing and Services
Polycom
Booth #2009/2011
Marc McCormick, Program Manager
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www.polycom.com/education
Product Categories: Audio and Video Conferencing; Network Infrastructure; Training

PrinterOn Corporation
Booth #961
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ddreni@printercon.com, 425-647-0772
www.printeron.com
Product Categories: Cloud Computing and Services; Mobile Computing

Procera Networks
Booth #1922
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www.procernetworks.com
Product Categories: Identity and Access Management; Network Infrastructure; Network Security and Applications

Proofpoint
Booth #607
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www.proofpoint.com
Product Categories: Cloud Computing and Services; Content Management Systems; Data Security; Enterprise Information Systems; Security Management

Qualtrics
Booth #943
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www.qualtrics.com
Product Category: Analytics and Research

Qualys
BRONZE PARTNER
Booth #1063/1065
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info@qualys.com, 650-801-6100
www.qualys.com
Product Categories: Cloud Computing and Services; Data Security; Enterprise Information Systems; Security Management

Quantum Corporation
Booth #623
Sales
800-677-6268
www.quantum.com

Quest Software
Booth #1160/1162
Diane Walters, Senior Field Marketing Manager
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Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Data Security; Identity and Access Management; Mobile Computing; Virtualization

Questionmark
Booth #2134
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dean.anderson@questionmark.com, 800-863-3950
www.questionmark.com
Product Categories: Academic Information Systems; Analytics and Research; Content Management Systems; Learning Management Systems (LMS); Mobile Computing

Rapid Insight
BRONZE PARTNER
Booth #1570
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www.rapidinsight.com
Product Categories: Analytics and Research; Consulting

RealNetworks
BRONZE PARTNER
Booth #820/822
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www.realnetworks.com/helix
Product Categories: Audio and Video Conferencing; Content Management Systems; Media Production, Preservation, and Storage; Network Security and Applications; Portfolio and Project Management

Respionus
Booth #720/722
Respondus Sales, Account Manager
sales@respondus.com, 425-497-0389
Product Categories: Learning Management Systems (LMS); Mobile Computing

rSmart
Booth #1361/1363
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www.rsmart.com
Product Categories: Cloud Computing and Services; Content Management Systems; ERP; Learning Management Systems (LMS); Open Source

Ruckus Wireless
Booth #1640/1642
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ron.gill@ruckuswireless.com, 650-265-4200
www.ruckuswireless.com
Product Categories: Mobile Computing; Network Infrastructure; Wireless

Runner Technologies
Booth #621
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www.RunnerTech.com
Product Categories: Content Management Systems; CRM; E-Mail and Productivity Systems; Enterprise Information Systems
Salesforce.com Foundation
Booth #662/664
Pagely Tucker, Director, Marketing Communications
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www.salesforcefoundation.org
Product Categories: Cloud Computing and Services; CRM; Social Media

Samsung Techwin America
Booth #1826
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richard.bellomy@samsung.com, 310-605-3306
www.samsungpresenterusa.com
Product Categories: Content Capture; Document Imaging and Management; Hardware

San Jose State University
Booth #406
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www.sjsu.edu
Product Category: Training

SAP Public Services
Booth #641
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rene.henrich@sap.com, 202-312-3927
www.sap.com/industries/higher-education-research
Product Categories: Academic Information Systems; Analytics and Research; Data Administration and Warehousing; ERP; Mobile Computing

Scantron Corporation
Booth #1911
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Brad_zentner@scantron.com, 800-722-6876 x7555
www.Scantron.com
Product Categories: Academic Information Systems; Analytics and Research; Data Administration and Warehousing; ERP; Mobile Computing

SchoolChapters
Booth #1045
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www.schoolchapters.com
Product Categories: Cloud Computing and Services; Content Management Systems; E-Portfolios; Mobile Computing; Social Media

SchoolDude.com
Booth #813
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Nick@schooldude.com, 877-868-3833
www.SchoolDude.com
Product Categories: Cloud Computing and Services; Help Desk

Schoology
Booth #1068
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www.schoology.com
Product Categories: Adaptive Technologies; Content Management Systems; Learning Management Systems (LMS); Mobile Computing

SecureNet Payment Systems
Booth #1668
Chas Gannon, VP Strategic Alliances
chas.gannon@securenet.com, 630-966-1984
www.securenet.com
Product Categories: Cloud Computing and Services; Consulting; Data Security; E-Commerce; Mobile Computing

SEP Software Corp.
Booth #945
Crissi Gutierrez, VP of Marketing & Partner Alliance
cg@sepusa.com, 303-449-0100
www.sepusa.com
Product Categories: Business Continuity, Disaster Recovery; Emergency Planning; Cloud Computing and Services; Enterprise Information Systems; Network Infrastructure; Virtualization

ShareStream
Booth #1651
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sales@sharestream.com, 888-875-9475
www.sharestream.com
Product Categories: Academic Information Systems; Cloud Computing and Services; Content Management Systems; Digital Publishing; Media Production, Preservation, and Storage

SHI International Corp
Booth #768/770
Sophie Truong, Public Sector Software Partner Manager
Sophie_Truong@shi.com, 732-868-8938
www.shi.com
Product Categories: Adaptive Technologies; Business Continuity, Disaster Recovery, Emergency Planning; Cloud Computing and Services; Security Management; Virtualization

Sitefinity
Booth #235
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www.sitefinity.com
Product Categories: Content Management Systems; E-Commerce; E-Mail and Productivity Systems; Social Media

SNtial Technologies
Booth #724
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Product Categories: Consulting; Data Administration and Warehousing; Enterprise Information Systems; ERP; Mobile Computing

SoftChalk
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www.softchalk.com
Product Categories: Cloud Computing and Services; Content Management Systems
Software Secure
Booth #1041
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slesser@softwaresecure.com, 617-340-6381 x218
www.softwaresecure.com
Product Categories: Identity and Access Management; Learning Management Systems (LMS); Security Management; Training

Sonic Foundry
PLATINUM PARTNER
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getinfo@sonicfoundry.com, 608-443-1600
www.sonincfoundry.com
Product Categories: Content Capture; Content Management Systems; Learning Space; Media Production, Preservation, and Storage; Mobile Computing

Sophos
Booth #1824
NA Sales
nasaless@sophos.com, 866-866-2802
www.sophos.com
Product Categories: Cloud Computing and Services; Data Security; Mobile Computing; Network Security and Applications; Virtualization

SP Controls
Booth #740
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www.spcontrols.com
Product Categories: Classroom Control Systems; Content Capture; Hardware; Mobile Computing; Wireless

Spectrum Industries
Booth #912/914/916
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souimet@spectrumfurniture.com, 800-235-1262
www.spectrumfurniture.com
Product Categories: Furniture; Learning Space

Springshare
Booth #1670
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www.springshare.com
Product Categories: Academic Information Systems; Analytics and Research; Content Management Systems; CRM

Sprint
BRONZE PARTNER
Booth #2100/2102
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www.sprint.com/highereducation
Product Categories: Audio and Video Conferencing; Digital Signage; Network Security and Applications; Wireless

Starin
Booth #2114
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Product Categories: Audio and Video Conferencing; Classroom Control Systems; Content Capture; Digital Signage; Learning Space

Steelcase
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Product Category: Learning Space

Stoneware
Booth #1043
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www.stone-ware.com
Product Categories: Academic Information Systems; Classroom Control Systems; Clickers; Network Infrastructure; Training

STOP Security Tracking of Office Property
Booth #517
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www.stoptheft.com
Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Data Security; Mobile Computing; Network Security and Applications; Security Management

Strata Information Group
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Product Categories: Consulting; Enterprise Information Systems; ERP; Training

Symantec Corporation
Booth #1260/1262
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www.symantec.com
Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Data Security; Network Infrastructure; Virtualization

Symplicity Corporation
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www.symplicity.com
Product Category: Cloud Computing and Services
NOTES

TaskStream
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www.taskstream.com
Product Categories: Academic Information Systems; Analytics and Research; Cloud Computing and Services; E-Portfolios; Portfolio and Project Management

TeamDynamixHE
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Product Categories: Consulting; Enterprise Information Systems; ERP; Help Desk; Portfolio and Project Management

TechSmith Corporation
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Product Categories: Content Capture; Training

Tegile Systems
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www.tegile.com
Product Categories: Analytics and Research; Data Administration and Warehousing; Hardware; Virtualization

TERMINALFOUR
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Product Categories: Content Management Systems; E-Commerce; Enterprise Information Systems; Mobile Computing; Social Media

Thorburn Associates
Booth #1649
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www.TA-Inc.com
Product Categories: Audio and Video Conferencing; Classroom Control Systems; Content Capture; Digital Signage; Learning Space

Three Rivers Systems
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jessicaH@threerivers-cams.com, 636-386-8616
www.threeriverssystems.com
Product Categories: Academic Information Systems; Cloud Computing and Services; Content Management Systems; ERP; Learning Management Systems [LMS]

Tidebreak
Booth #1915/1917
Tom Mallen, Director of Sales
sales@tidebreak.com, 650-289-9869 x1
www.tidebreak.com
Product Categories: Classroom Control Systems; Consulting; Learning Space; Mobile Computing

Tk20
Booth #1268
Amy Levy, Regional Sales Consultant
sales@tk20.com, 512-401-2000
www.tk20.com
Product Categories: Learning Management Systems [LMS]

Top Hat Monocle Corporation
Booth #328/330
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www.tophatmonocle.com
Product Categories: Adaptive Technologies; Clickers; Wireless

Toshiba America Information Systems
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richard.vaughn@tais.toshiba.com, 913-907-0687
us.toshiba.com
Product Categories: Hardware; Mobile Computing

TouchNet Information Systems
BRONZE PARTNER
Booth #1715
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www.touchnet.com
Product Categories: Data Security; E-Commerce; Mobile Computing

TRACSYSTEMS
Booth #335
Chris Trail, Director of Sales
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www.tracsystems.com
Product Categories: Consulting; Document Imaging and Management; Hardware; Identity and Access Management; Mobile Computing

Turning Technologies
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sales@turningtechnologies.com, 330-746-3015
www.TurningTechnologies.com
Product Categories: Clickers; Training

U.S. Bank Equipment Finance
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Product Category: Financing
Unanet Technologies
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www.unanet.com

Product Categories: Analytics and Research; E-Portfolios; Enterprise Information Systems; ERP; Portfolio and Project Management

Unicon
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www.unicon.net

Product Categories: Consulting; Identity and Access Management; Learning Management Systems (LMS); Mobile Computing; Open Source

Unidesk Corporation
Booth #941
Tom Rose, Chief Marketing Officer
trose@unidesk.com, 508-573-7800
www.unidesk.com

Product Category: Virtualization

UNIT4 Business Software
Booth #1927/1929
Trevor Checkley, Inside Sales
trevor.checkley@unit4.com, 888-247-3776 x4643
www.unit4software.com

Product Categories: Academic Information Systems; Cloud Computing and Services; Enterprise Information Systems; ERP

University Business
Booth #400
Joyce Kacin, Associate Publisher
jkacin@universitybusiness.com, 203-981-3716
www.universitybusiness.com

Product Category: Digital Publishing

University Lease
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John Riddle, Vice President
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www.universitylease.com

Product Categories: Consulting; Portfolio and Project Management

USI Corporation
Booth #868
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www.usicorp.com

Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Cloud Computing and Services; Hardware

Vaddio
Booth #1569
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tmingo@vaddio.com, 763-971-4400
www.vaddio.com

Product Categories: Audio and Video Conferencing; Classroom Control Systems; Content Capture; Training; Wireless

VASCO Data Security International
Booth #524
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www.vasco.com

Product Categories: Data Security; Identity and Access Management; Mobile Computing; Network Security and Applications; Security Management

Verizon
SILVER PARTNER
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www.verizon.com/enterprise

Product Categories: Cloud Computing and Services; Data Security; Mobile Computing; Virtualization; Wireless

Vidyo
Booth #1069
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brett@vidyo.com, 866-998-4396
www.vidyo.com

Product Categories: Audio and Video Conferencing; Mobile Computing

Virco
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www.virco.com

Product Categories: Hardware; Learning Space

Visix
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www.visix.com

Product Category: Digital Signage

VMware
GOLD PARTNER
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www.vmware.com

Product Categories: Cloud Computing and Services; Virtualization

VTM Group
Booth #203
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inquire@causewaynow.com, 503-619-0853
www.causewaynow.com

Product Categories: Cloud Computing and Services; E-Mail and Productivity Systems; Learning Management Systems (LMS); Mobile Computing

Wacom Technology
Booth #207/209
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stan.ueno@wacom.com, 360-896-9833
www.wacom.com

Product Categories: Audio and Video Conferencing; Content Management Systems; Document Imaging and Management; Hardware

WACOM TECHNOLOGY
WatchGuard Technologies
Booth #2132
Inside Sales
800-734-9905
www.watchguard.com
Product Category: Network Security and Applications

WEPA
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www.wepanow.com
Product Categories: Adaptive Technologies; Cloud Computing and Services; Mobile Computing; Wireless

Winncom Technologies
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www.winncom.com
Product Categories: Consulting; Hardware; Network Infrastructure; Network Security and Applications; Wireless

Wipro Technologies
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www.wipro.com
Product Categories: Cloud Computing and Services; Consulting; Enterprise Information Systems; Mobile Computing; Virtualization

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www.wolfram.com
Product Categories: Analytics and Research; Digital Publishing; Mobile Computing; Training; Virtualization

WolfVision
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www.wolfvision.com
Product Categories: Audio and Video Conferencing; Learning Space; Training

Workday
BRONZE PARTNER
Booth #1047/1049
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www.workday.com
Product Categories: Cloud Computing and Services; Enterprise Information Systems; ERP; Mobile Computing; Wireless

WTC Consulting
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www.wtc-inc.net
Product Categories: Consulting; Portfolio and Project Management

X-Central
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www.x-central.com
Product Categories: Academic Information Systems; Consulting; Hardware; Learning Management Systems (LMS); Wireless

XanEdu
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www.xanedu.com
Product Categories: Digital Publishing; Mobile Computing

Xirrus
Booth #627/629
Alexandra Gunther, Marketing
alexandra.gunther@xirrus.com, 805-262-1718
www.xirrus.com
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