Thank you to our sponsors who enhance the meeting experience through support of attendee activities.

PLATINUM PARTNER

GOLD PARTNER
Welcome to EDUCAUSE Connect! We hope you take away ideas that help you:

**SOLVE TOP IT ISSUES**
Examine key issues and gain perspectives from other campuses in order to determine solutions that are practical and replicable.

**NETWORK ACROSS ROLES**
Participate in facilitated sessions and activities that are designed to maximize peer discussions and enable collaboration on-site and after the event.

**GROW THE PROFESSION**
Gain a comprehensive career development roadmap that updates your contextual knowledge while enabling you to lead and advance your institution from where you are. Become an active EDUCAUSE member and help us “build the profession” of higher education IT professionals.
GETTING STARTED

SESSION ABSTRACTS

Session titles and content leaders are listed in this program chronologically by learning theme. For details including a descriptive session summary, visit the meeting website (educause.edu/ec162) or use our mobile app (see page 6).

NAMES BADGES AND NETWORKING STICKERS

Your name badge verifies your registration and provides admission to functions. Please wear your name badge during the meeting. Visit the Connect Sticker Bar located near the registration desk to identify areas of interest to you and maximize your on-site interactions.

WIRELESS ACCESS

SSID: EDUCAUSEAIR
PASSPHRASE: educause (case sensitive)

Wireless is available during registration hours. Please be respectful and limit your use of personal MiFi devices. These will disrupt the wireless experience for those around you.

SESSION RESOURCES

All content leaders are invited to upload their session resources including slides, videos, and handouts, etc. These resources are available to participants on the EDUCAUSE Connect website.
RECORDING/STREAMING POLICY

Because all presentations and associated materials are the content leaders’ intellectual property, you must obtain the content leaders’ permission to record or stream their session or activity in any medium (including, but not limited to, Periscope, Meerkat, and YouTube).

Recording/streaming for commercial purposes is allowed only with prior written permission from both EDUCAUSE and the content leaders. EDUCAUSE reserves the right to ask any participant to move within or to leave a session venue if their use of technology is disruptive to content leaders or other participants.

CONTRIBUTE AND CONNECT

Take an active role in your event experience while on-site and online:

- Join the Twitterati: Tag your tweets with #EConnect16.
- “Like” our Facebook page: Get updates on all things EDUCAUSE.
- Be a photo journalist: Share your images online and tag them with #EConnect16.
- Stay updated on the EDUCAUSE community: Connect with us on LinkedIn.

EVALUATION FEEDBACK

Your input is vital to helping shape future events—from what’s offered through the program to who presents it. Please tell us what you think.

SESSIONS

Share your thoughts on sessions and content leaders through the mobile app or online agenda: educause.edu/ec162/agenda

OVERALL

Watch for the overall evaluation e-mail shortly after the event.

RECEPTION

WEDNESDAY, APRIL 6, 4:30–5:30 P.M.

OVERTURE | FOYER

- Relax over food and drink and get to know your colleagues.
- A cash bar will be available; each attendee will receive one drink ticket. NOTE: Please wear your name badge for admittance.
Download the Event Mobile App
Get your hands on the latest information!

Access the daily agenda
View session descriptions
Create a personal itinerary
Review content leader bios
Navigate location maps
Complete session evaluations

Download your app here:
educause.edu/connect/mobileapp
PROGRAM COMMITTEE

Christian Boniforti (Chair), CIO, Lynn University
LeRoy Butler, Associate Vice President for Technology, Lewis University
Mike Carlin, Vice Chancellor for Information Technology and CIO, University of North Carolina Charlotte

Dan Harder, Assistant CIO, Elon University
Wendy Howard, Instructional Designer, University of Central Florida
Erin Morgan, Acting Director, Strategy and Support, Interim Director Client Services, University of Texas at Arlington
Debra Sheridan-Brinkman, Director, Technology, Miami Dade College

CONNECT PROGRAM LEARNING THEMES

ENTERPRISE SERVICE DELIVERY
How are you responding to IT issues such as cloud and infrastructure enterprise IT architecture, governance, risk management and network security practices, disaster recovery, changing conditions, and new opportunities?

LEVERAGING TECHNOLOGY AND DATA
How are you responding to issues such as student outcomes, big data needs, predictive analytics development, business intelligence, metrics, policy development, and information access and management as they relate to improving student success, engaging in effective teaching and learning practices, and using analytics to drive institutional outcomes?

PARTNERSHIPS AND COLLABORATIONS
How are you partnering for a collective understanding of IT deliverables with issues such as improving student success and retention, assisting faculty with IT instructional integration, improving accessibility, cultivating vendor relationships, generating revenue and recovering costs to fund IT, and building coalitions and teams across campus divisions?

STAFFING AND TALENT DEVELOPMENT
How are you responding to staffing issues and challenges such as doing more with less, financial planning, time and project management, evolving staff skills, successful mentoring relationships, effective teamwork, collaboration and communication, relationship management, and cultivating innovation?
ADDITIONAL EXPERIENCES ON-SITE

CIO EXPERIENCE
Additional registration and fee required.
The CIO Experience, designed for higher education individuals attending the Connect event who currently hold the CIO or most senior IT leader title at their institution/campus, includes:

- A networking lunch on Wednesday
- A reception Thursday evening

MENTORING AND CAREER DEVELOPMENT
Individual and group opportunities are available for those seeking advice on workplace issues or their own careers. Browse the program for sessions and lunchtime roundtables for additional mentoring opportunities.

Join us for the Mentor Mapping Deep Dive Friday morning from 8:30 to 10:30 in the Symphony Ballroom IV.

EDUCAUSE INSTITUTE MANAGEMENT BOOT CAMP
Additional registration and fee required.
This new Institute program is for those with at least three to five years’ experience managing people, processes, and projects within higher education IT, with a focus on strengthening their practice in communication, negotiation, and performance management.

EDUCAUSE INSTITUTE NEW IT MANAGERS PROGRAM
Additional registration and fee required.
This program is for individuals with less than two years’ experience and teaches IT professionals who are first-time managers or who aspire to management roles the basic skills critical for managing and supervising projects, units, and people.

NOTES
# SCHEDULE AT-A-GLANCE

## WEDNESDAY

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<td>7:30–11:00 a.m.</td>
<td>Connect Lounge</td>
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<td>10:00 a.m.–5:30 p.m.</td>
<td>Corporate Displays</td>
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<td>9:00–10:00 a.m.</td>
<td>Thought Leader Session</td>
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<td>12:00 noon–1:00 p.m.</td>
<td>CIO Experience Networking Lunch</td>
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<td>Networking Break and Corporate Displays</td>
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## THURSDAY

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<td>12:15–1:45 p.m.</td>
<td>Dessert, Poster Sessions, and Corporate Displays</td>
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<td>Thought Leader Session</td>
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<td>CIO Experience Networking Reception</td>
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## FRIDAY

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<td>8:00–8:30 a.m.</td>
<td>Grab-and-Go Breakfast</td>
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<td>8:30–10:30 a.m.</td>
<td>Deep-Dive Sessions</td>
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THOUGHT LEADER SESSION

Everyday Leadership, Making Connections

**SYMPHONY BALLROOM I/II**

**Julie K. Little,** Vice President, EDUCAUSE; **Christian Boniforti,** Chief Information Officer, Lynn University

This session welcomes all participants to form a learning cohort at Connect Miami. Take time to reflect on everyday leadership experiences, dispel some myths, and use the 2016 event learning themes to discuss how we “connect” with others through daily interaction. Determine how to create a shared sense of mission and how to accomplish goals together. Feel empowered to become an agent of change and to think differently. In advance of this session, take time to listen to the NPR TED Radio Hour on disruptive leadership.

CORPORATE DISPLAYS

**OVERTURE I FOYER**

Don’t miss this opportunity to visit the following companies providing the latest technology solutions for higher education. Company representatives will be available to provide more information and answer any questions.

- Alertus Emergency Notification
- Aspect Software
- Computer Comforts, Silver Partner
- EasyVista USA
- Mojo Networks
- OutSystems
- TeamDynamix
- Unicon
- wepa
- WTC Consulting
- Xirrus

**Enterprise Service Delivery**

**You Can Do It: Switching Your Enterprise System in One Year**

**CONCERTO A**

**Kelly Roark,** Faculty Support Specialist, Northwestern University; **Wendy S. Howard,** Instructional Designer, University of Central Florida

**Leveraging Technology and Data Analytics Readiness: How Do You Measure Up?**

**CONCERTO C**

**Catherine Watt,** Senior Analyst, EDUCAUSE; **Dan Harder,** Assistant CIO, Elon University; **Steven Burrell,** Vice President for Information Technology and CIO, Georgia Southern University
Partnerships and Collaborations

Two Southern Greats Joined in Matrimony for High-Density Storage

CONCERTO D

Ceray Doss-Williams, Project Manager, Emory University

11:15 a.m.–12:00 noon

Leveraging Technology and Data

Student Success Using Analytics and Data-Driven Learning Strategies

CONCERTO C

Vince Kellen, Senior Vice Provost for Analytics and Technologies, University of Kentucky

Partnerships and Collaborations

Meaningful Partnerships through Tech Investigation

CONCERTO D

Allan Gyorke, Chief Academic Technology Officer, and Hannah Inzko, Director, Learning Innovation and Faculty Engagement, University of Miami

Staffing and Talent Development

Float, Flail, or Sink in the Tides of a Reorg

CONCERTO A

Sheri Thompson, IT Planning and Communications Officer, Louisiana State University; Carlyn Foshee Chatfield, Publicist, Computer Science Department, Rice University; Allison Oslund, Texas A&M IT Product Strategy and Communication, Texas A&M University

12:00 noon–1:00 p.m.

🔗 CIO Experience Networking Lunch

Separate registration and fee required.

PICASSO

Join us to meet with current CIOs and those holding the most senior IT leader title on their campuses for a networking lunch on the first day at Connect. Catch up with colleagues and make new campus connections.

🔗 Lunch and Roundtable Discussions

SYMPHONY BALLROOM I/II

We invite you to join colleagues for a lunchtime roundtable discussion. If you don’t see a topic of interest below, you can sign up by the registration desk to suggest your own topic.

Topics include:

- Developing Personalized Technology Training Pathways
- Enterprise Service Delivery
- IT Accessibility
- Leadership Development
- Mobile Learning
- Professional Development Planning and Execution
- So Peers Lead Peers, Now What?
- Student Success
- User/Customer Services
- Work-Life Balance

Additionally, lunch tables will be available if you would like to eat and network informally.
WEDNESDAY
April 6

1:00–2:00 p.m.

**Enterprise Service Delivery**

**Embrace the Physical World: Proactive Device Monitoring Keeps the Wheels Turning**

CONCERTO A

Thomas Gerace, Assistant Vice President for Enterprise Services, Tulane University;
James F. Ball, Deputy CIO for Academic Technology, University of Mississippi

**Leveraging Technology and Data**

**On the Privacy Pyramid: A Framework for Privacy Policy and Practice**

CONCERTO C

Yvette Brown, Vice President for Technology and CIO, Barry University;
Matthew Milliron, Senior Director, Solutions Engineering, Civitas Learning

**Staffing and Talent Development**

**Developing Frontline Managers Who Lead**

CONCERTO D

Steven Burrell, Vice President for Information Technology and CIO, Georgia Southern University; PJ Neal, Director of Leadership Programs, Harvard University;
Gale Fritsche, Manager, Computing Support Services, Lehigh University

2:00–3:15 p.m.

**Networking Break and Corporate Displays**

OVERTURE I FOYER

3:15–4:30 p.m.

**Enterprise Service Delivery**

**IT Investment Portfolio Management: A Framework for Managing IT Demand**

CONCERTO A

Anne Milkovich, Chief Information Officer, University of Wisconsin-Oshkosh

**Partnerships and Collaborations**

**E-Learning and Student Success through Business Analytics**

CONCERTO C

Catherine Watt, Senior Analyst, EDUCAUSE; Carolyn Lightfoot, Chief Information Officer, Lee College

**Staffing and Talent Development**

**Leading and Motivating: Strategies for Success**

CONCERTO D

Dan Harder, Assistant CIO, Elon University

4:30–5:30 p.m.

**Reception**

OVERTURE I FOYER

One of the most valuable aspects of this event is the opportunity to connect face-to-face with fellow attendees. Join us for the reception, where you can relax over food and drink and get to know your colleagues. A cash bar will be available; each attendee will receive one drink ticket.

NOTE: Please wear your name badge for admittance.
THURSDAY
April 7

7:30–8:30 a.m.

☕ Networking Breakfast
SYMPHONY BALLROOM I/II
A hot breakfast will be served.

7:30 a.m.–3:00 p.m.

Connect Lounge Open
PICASSO

7:30 a.m.–4:30 p.m.

Registration Desk Open
OVERTURE I FOYER

8:30–9:30 a.m.

Enterprise Service Delivery
IT Risk Management and Governance: How Do You Measure Up?
CONCERTO A
Catherine Watt, Senior Analyst, EDUCAUSE; James O’Connor, Vice President for Information Technology and CIO, Georgia Institute of Technology

Leveraging Technology and Data
Being Connected: Mobile Mashup of Location + Campus Tools + Daily Activities
CONCERTO C
Kyle Parker, Senior Software Engineer for Developing Technologies, Ball State University

9:45–10:45 a.m.

Enterprise Service Delivery
Service Catalog: An End-to-End Process Perspective
CONCERTO A
Andy Rivers, Advisor, Beyond20; Elizabeth Rugg, Assistant Vice Chancellor, Client Engagement, University of North Carolina Charlotte

Leveraging Technology and Data
Innovation at Every Step
CONCERTO C
Karlis Kaugars, CIO, SUNY College at Oneonta; Somaly Kim Wu, Head of Library Technology and Innovation, University of North Carolina Charlotte

Staffing and Talent Development
CSMT (Customer Service Mentality Training)
CONCERTO D
Robert Hullett, Senior IT Consultant, Vanderbilt University

10:45–11:15 a.m.

☕ Networking Break
OVERTURE I FOYER
THURSDAY
April 7

10:45 a.m.–1:45 p.m.

CORPORATE DISPLAYS
OVERTURE I FOYER
Today is the last day to visit companies providing the latest technology solutions for higher education.
See page 10 for a list of companies.

11:15 a.m.–12:15 p.m.

Leveraging Technology and Data
The Tools to Learn: Classroom Technology Selection
CONCERTO C
Paul Stoll, Training Manager, Arizona State University; James A. Crawford, Executive Director, Office of Technology Services, Lone Star College System

Partnerships and Collaborations
IT as a Revenue Generator: Win-Win Partnerships
CONCERTO A
Shaun Holloway, Director of Information Technology, The Ohio State University; Dave Connelly, Network and Systems Administration Manager, and Matthew Pendleton, IT Relationship Manager, University of Florida

Staffing and Talent Development
Identifying IT Core Competencies
CONCERTO D
Mike Carlin, Vice Chancellor for Information Technology and CIO, and Elizabeth Rugg, Assistant Vice Chancellor, Client Engagement, University of North Carolina Charlotte

12:15–1:00 p.m.

🎉 Lunch and Roundtable Discussions
SYMPHONY BALLROOM I/II
Choose your own topic. Do you want to continue a conversation from one of the sessions you attended? Or do you want to introduce a new topic? If so, sign up at the registration desk by 11:30 a.m. today and a table will be reserved for your topic. Additional lunch tables will be available if you would like to eat and network informally.

1:00–1:30 p.m.

☕ Dessert, Posters, and Corporate Displays
OVERTURE I FOYER

POSTER SESSIONS
OVERTURE I FOYER
These poster sessions allow event participants to share experiences with colleagues on a one-to-one basis. This is your chance to learn exactly what you need to know about interesting initiatives.

Leveraging Technology and Data
Campus Bridging: Solutions for IT Staff Who Support Research
Barbara Hallock, Senior Net+/Campus Bridging Systems Analyst, Indiana University

Partnerships and Collaborations
Collaborating in the Cloud for Better Faculty Media Management
Todd Digby, System Director of Academic Technology, Minnesota State Colleges and Universities
Engagement and Retention through Mobile Gamification

Scott Reinke, Coordinator for Ball State Achievements, Ball State University

Join the IT and Campus Partnership Evolution

Nazneen Knight, Manager–Instructional Technology Services, University of Texas at Arlington

Leveraging University IT Resources toward Enhancing IT Courses

Daniela Marghitu, Professor and LEAT Director, Computer Science Department, Auburn University

Making It Stick: How to Change Culture on Campus through Collaborative Initiatives

Wiebke Kuhn, Information Technology Manager, Auburn University

1:45–3:00 p.m.

Leveraging Technology and Data Best Practices for Meeting Needs with Technology Services

CONCERTO C

Andrew Graf, Lead Analyst, TeamDynamix; Harriette L. Spiegel, Instructional Specialist II, University of Tennessee at Martin

Partnerships and Collaborations Developing and Nurturing IT/Faculty Relationships

CONCERTO A

Barbara Draude, Assistant VP for Academic and Instructional Technologies, Middle Tennessee State University

Staffing and Talent Development Discussion Group Roundtables

CONCERTO D

EDUCUSE has over 50 constituent groups covering everything from CIOs to learning spaces. Be a part of the conversation by participating in one of these important group discussion roundtables, each led by a topic expert. Join an optional dinner group later to continue the conversation (see www.educause.edu/discuss for complete information and to join those most important to you).

Topics include:

Games and Learning

(Games and Learning Constituent Group)

Matthew Belskie, Educational Technology Coordinator, University of North Carolina at Chapel Hill

IT Communications

(IT Communications Constituent Group)

Sheri Thompson, IT Planning and Communications Officer, Louisiana State University; Allison Oslund, Texas A&M IT Product Strategy and Communication, Texas A&M University

ITIL/ITSM

(IT Service Management Constituent Group)

Hillary Rosenfeld, Service Management Architect, Boston University

Libraries and IT Partnerships

(Library/IT Partnerships Constituent Group)

Anna Stoute, Director of Learning and Literacy Assessment, University of Miami
3:00–4:30 p.m.

THOUGHT LEADER SESSION

“Should I Stay or Should I Go?” Lessons Learned from the Clash and ECAR’s Higher Ed Workforce Study

SYMPHONY BALLROOM I/II

Jeffrey Pomerantz, Senior Research Analyst, and Ben Shulman, Statistician, EDUCAUSE

Ensuring adequate IT staffing capacity and retention has endured as one of the EDUCAUSE Top 10 IT Issues for five consecutive years. Evolving models for IT service delivery, institution-wide budget challenges, external competition for talent, and suboptimal diversity of hiring pools are just a few of the IT workforce challenges. How do we hire and retain good employees? What factors contribute to IT staff asking themselves should I stay or should I go? This session uses recent findings from an ECAR survey of the higher education workforce and community expertise to unpack what matters most in creating and maintaining a happy, healthy, agile, and productive IT workforce.

4:30–5:15 p.m.

☕ CIO Experience Networking Reception

Separate registration and fee required.

PICASSO

Join other CIOs in the 2016 Experience cohort for conversation and a beverage before making evening dinner plans.
FRIDAY
April 8

7:30–10:45 a.m.
Registration Desk Open
OVERTURE I FOYER

8:00–8:30 a.m.
Coffee Grab-and-Go Breakfast
OVERTURE I FOYER

8:30–10:30 a.m.
Enterprise Service Delivery
Preparing the Enterprise for the Cloud: Adoption Strategies, Balancing Stakeholders, and Satisfying Students
CONCERTO A
Bob Flynn, Manager, Cloud Technology Support, Indiana University Bloomington;
Andrew Keating, Director, Cloud Services, Internet2; Leonard Niebo, Director of IT Operations, Touro College

Staffing and Talent Development
Mentor Mapping: Creating a Community to Build the Profession
SYMPHONY BALLROOM IV
Tracy Petrillo, Chief Learning Officer, EDUCAUSE; Mark Askren, Vice Chancellor for Information Technology and CIO, University of Nebraska–Lincoln; Erin Morgan, Acting Director, Strategy and Support, and Interim Director, Client Services, University of Texas at Arlington

NOTES
CORPORATE DIRECTORY

Looking to learn more about the latest technology to serve your campus needs? Contact our participating companies for information.

**Aspect Software**
*Participation: Corporate Display*
Richard Treadway, Account Executive, Government and Education
richard.treadway@aspect.com, 704-292-3544
www.aspect.com

*Product Categories: CRM; Mobile Apps; Student Retention*

**Alertus Emergency Notification**
*Participation: Corporate Display*
Matt Harris, Regional Account Manager, Higher Education
mharris@alertus.com, 866-425-3788 x742
www.alertus.com


**Beyond20**
*Participation: Presentation*
BEYOND20Sales
info@beyond20.com, 866-856-3117
www.beyond20.com

*Product Categories: Help Desk; IT Governance; Portfolio and Project Management*

**Civitas Learning**
*Participation: Presentation*
Matthew Milliron, Senior Director, Solutions Engineering
matthew.milliron@civitaslearning.com, 602-618-5951
civitaslearning.com

*Product Categories: Analytics; Learning Analytics; Student Retention*

**Computer Comforts, Silver Partner**
*Participation: Corporate Display*
Frank Kolavo, President
frank@computercomforts.com, 281-535-2288
www.computercomforts.com

*Product Category: Furniture*

**EasyVista USA**
*Participation: Corporate Display*
Evan Carlson, Vice President of Sales
ecarlson@easyvista.com, 888-EZV-ITSM
www.easyvista.com

*Product Categories: Help Desk; Mobile Apps; Student Information Systems*

**Epson, Gold Partner**
*Participation: Projector Sponsor*
Jeff Greenlee, Commercial Channel Manager
Jeff_greenlee@ea.epson.com, 562-981-3840
www.epson.com/brighterfutures

*Product Categories: Digital Signage; Hardware; Wireless*

**Jenzabar, Platinum Partner**
*Participation: Totebag Sponsor*
Pete Denly, Lead Generation Specialist
Peter.Denly@jenzabar.com, 617-492-9099
www.jenzabar.com

*Product Categories: Cloud Computing and Services; CRM; Enterprise Resource Planning (ERP)*

**Mojo Networks**
*Participation: Corporate Display*
Brad Hogan, Senior Director
brad@mojonetworks.com, 877-930-6394
www.mojonetworks.com

*Product Categories: Analytics; Cloud Computing and Services; Wireless*
OutSystems
Participation: Corporate Display
OutSystems Sales
innovation@outsystems.com, 404-719-5100
www.outsystems.com

Product Categories: Cloud Computing and Services; Mobile Apps; Productivity Applications and Systems

TeamDynamix
Participation: Corporate Display; Presentation
Jason Ehmann, Sales Consultant
jehmann@teamdynamix.com, 877-752-6196 x115
www.teamdynamix.com

Product Categories: Help Desk; IT Governance; Portfolio and Project Management

Unicon
Participation: Corporate Display
Jim Layne, Vice President of Marketing
info@unicon.net, 480-558-2400
www.unicon.net

Product Categories: Identity and Access Management; Learning Analytics; Open Source

WTC Consulting
Participation: Corporate Display
Ron Rutherford, Director of Marketing
rrutherford@wtc-inc.net, 213-689-5309
www.wtc-inc.net

Product Categories: Consulting; IT Governance; Portfolio and Project Management

Xirrus
Participation: Corporate Display
Sales
info@xirrus.com, 805-262-1600
www.xirrus.com

Product Categories: Cloud Computing and Services; Network Architecture and Infrastructure; Wireless

NOTES