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ARUBA networks
Welcome to the premiere EDUCAUSE Connect event!
This is the first of three events this year to continue a conversation within our higher education community surrounding key IT issues. Here you will take an active role to solve, network, and grow.

**SOLVE TOP IT ISSUES**
Join a cohort that examines a key issue from the tactical to strategic—with the end goal of determining solutions that are practical, influential, and replicable.

**NETWORK ACROSS TRADITIONAL ROLES**
Facilitated sessions and affinity activities are designed to maximize peer discussions and networking that enable collaboration before, during, and after the event.

**GROW THE PROFESSION**
Comprehensive career development opportunities enhance session learning by updating skills that enable you to lead and advance your institution from where you are.
ON-SITE CONNECTIONS

WIRELESS ACCESS
Wireless connectivity is available throughout the Connect event meeting space.
Network SSID: EDUCAUSEAIR
Network password: educause [case sensitive]

NAME BADGES AND PERSONALIZATION
Your name badge verifies your registration and provides admission to functions. Please wear your name badge at all times. Customize yours with colorful stickers and ribbons indicating your areas of interest, institutional role, and EDUCAUSE involvement. Stop by the Ribbon and Affinity Sticker Bar next to registration.

PARTICIPANT LIST
Use the list of your fellow participants as a way to find or connect with peers and sort by their designated interests or geographic location: educause.edu/EC141/Registration-List. For noncommercial use by event participants only; login required.

RECEPTION
Tuesday, 5:00-6:30 p.m. | Oregon Ballroom Lobby
One of the most valuable aspects of this conference 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.

CONNECTING GAMIFICATION
Mission: Earn Your Beads
Complete missions on-site in Portland (new ones each day) and collect beads as you move through the Connect program. The more missions you accept, the greater your chances for success in “CONNECTing” with the event. Points are counted for the number of beads, the number of unique beads, and the point value of the different beads. Pick up your starter beads and full game rules at the Bead Game table near registration and register your bead points at the end of each day. Lead scorers will be posted at the end of the day, with the top leader from each track cohort competing for the final “Connection Bead” and “Most Connected Award” at the conclusion of the event.

EDUCAUSE RESOURCE CONNECTION
As you explore corporate solutions, also connect with EDUCAUSE staff to discover the data reporting tools, professional development resources, and communities of practice designed to advance your knowledge building. You understand what needs to be done. Identify the tools and resources that make it easier. View the online agenda or mobile app for scheduled staff demonstrations during each 30-minute break and the posters and pastries.

E-MAIL AND PRINTER KIOSKS
Computer and print stations are available during registration hours in the Oregon Ballroom Lobby.

EVALUATION FEEDBACK
Please help us improve our CONNECTIONs by evaluating your event experience.
Sessions: Share your thoughts on sessions and content leaders through the conference mobile app or the online event program: educause.edu/EC141/Agenda.
Overall: Watch for the overall evaluation e-mail shortly after the event. Coming soon to your inbox!

MOBILE APP
Provided by campusM, Bronze Partner
Download the conference mobile app for quick and easy access to the daily agenda, your personal itinerary, location map, and conference session evaluations (Android, iOS, and tablet versions are available): educause.campusm.org/get

MOBILE DEVICE ETIQUETTE
As a courtesy to the speakers and other participants, we ask that you silence all mobile devices during event sessions. In addition, please limit your mobile device use so bandwidth is not exceeded.

AUDIO/VIDEOTAPPING, DIGITAL RECORDING, AND PHOTOGRAPHY
Because all presentations and associated materials are the intellectual property of the content leaders, attendees must obtain content leader permission to record a session or other activity in any medium. Attendees are allowed to record for commercial purposes only with prior permission from both EDUCAUSE and the speakers. EDUCAUSE reserves the right to ask attendees to move within or to leave a session venue if their use of technology is disruptive. By attending the event, attendees agree to the terms of the EDUCAUSE Image/Audio/Video Release Form, which allows images, audio, and video recorded on-site to be used for educational and promotional purposes.
Disclaimer: Content from event speeches, presentations, blogs, wikis, and feeds reflects the opinions of the authors and not necessarily those of EDUCAUSE or its members.

SESSION RESOURCES
All content leaders are invited to upload their sessions’ resources including slides, videos, handouts, etc. to its listing in the online agenda. These resources are available to participants through the EDUCAUSE Connect Portland Proceedings web page.
CONNECT LEARNING TRACKS

We encourage you to choose one of the learning tracks and join a cohort of peers throughout the event. Together you’ll find workable solutions, build your professional network, and examine the tactical and strategic perspectives of key higher education IT issues.

ELEVATE YOUR GAME/CAREER DEVELOPMENT

Many roles in the IT organization are changing due to the rise of disruptive technologies, new business models, and innovative uses of technology to support the institutional mission. To remain agile in an evolving higher education landscape, supervisors must respond through team/organizational development and individuals must take personal responsibility through professional development and career planning. You can elevate your game by enhancing skills, learning new technologies, managing up, finding new service delivery models, and building your professional network.

ENTERPRISE SYSTEMS/ADMIN IT/CLOUD

Higher education’s primary goals are focused on achieving academic excellence, producing learning outcomes, competing in the global world, and successfully recruiting, retaining, and graduating students. Explore how enterprise systems (e.g., ERP, LMS, library systems, CRM, content management) can contribute to these goals. More importantly, how IT leaders ensure these systems, whether they reside on campus, in the cloud, or as managed remote services, to support and improve institutional goals. Today’s university business model is changing, and our challenge is to leverage technology to address institutional strategic decisions.

ADDITIONAL EXPERIENCES ON-SITE

CIO ROUNDTABLE

Sponsored by Aruba Networks

This thought-leadership roundtable is limited to 50 college and university CIOs for an informal peer-to-peer discussion about challenges and issues facing them. (Separate qualifications and registration are required.)

EDUCUSE INSTITUTE NEW IT MANAGERS PROGRAM

IT professionals who are first-time managers or who aspire to management roles will be equipped with the basic skills critical for managing and supervising projects, units, and people. (Space is limited to 50 participants. Check at the registration desk for availability.)

CAREER COACHING

Individual and group opportunities will be available for those seeking advice on workplace issues or their own careers. Explore the program to find out more.

STRATEGIC PLAN ALLEY

Stop by this innovative poster area to discover how peer institutions create strategic IT plans for their campuses. Find out how careful assessment, goal setting, and community buy-in move new ideas and solutions into reality.

MOBILE/BYOE (BRING YOUR OWN EVERYTHING)

BYOE and mobile technology have radically changed the campus landscape. Costs have shifted, and control has moved from fixed computing facilities to the mobile environment, affecting our central and distributed funding models. New technical support approaches are needed for faculty, students, staff, and vendors/developers as we provide mobile services to them. Evolving techniques, models, and strategies are critical for facilities and infrastructure, including appropriate risk and security management.

ONLINE LEARNING

Online learning offers powerful opportunities to transform higher education. Student expectations are driving the way course content, scholarly information, texts, and data are accessed. Online course delivery has the ability to provide a wealth of data on student assessment and to contain costs. Higher ed institutions are implementing combinations of online, hybrid/blended, and face-to-face instruction. Participants in this track will investigate how their role influences or supports implementation of the appropriate models for their institution and how can they lead to help the transition to new online, competency-based, data-rich educational delivery techniques.

CONNECT THROUGHOUT THE YEAR

Engage in many ways with your EDUCAUSE community!

1. Be a Content Leader: Submit a proposal to share your experience and “lessons learned” by answering a call for proposals at any of the available events on educause.edu/Events.

2. Serve on a Program Committee: Find information on program committees at educause.edu/Committees.

3. Contribute as a Session Proposal Reviewer, Convener, or Photographer: Click the “Volunteer Now” button at the bottom of educause.edu/Volunteer.

4. Participate in an EDUCAUSE Live! Webinar: Information and schedule can be found at educause.edu/Live.

5. Explore Professional Development Opportunities: Constituent groups, mentoring, Institute programs, a Career Center, conferences, and more are outlined at educause.edu/PDoportunites.

FINANCIAL ASSISTANCE FOR PROFESSIONAL DEVELOPMENT

The EDUCAUSE Fellowship Advisory Committee awards fellowships and one scholarship each year to individuals who could not otherwise attend an EDUCAUSE professional development event without financial support. Applications are now being accepted for 2015 events. Apply now, or refer a colleague at educause.edu/Fellow.
David R. Alexander  
Enterprise Applications and ERP Project Manager  
Idaho State University

A. Michael Berman (Portland Team Co-Chair)  
Vice President for Technology and Communication  
California State University, Channel Islands

Lisa Caughron  
IT Services Coordinator  
Illinois Wesleyan University

Chris Clark  
Director, ITS Learning Spaces  
The University of Iowa

Marianne Colgrove  
Deputy CIO  
Reed College

Joel P. Cooper  
Chief Information Technology Officer  
Swarthmore College

Cynthia Dooling  
Director, IT  
Pima County Community College District

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Vice President of Marketing  
Jenzabar

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CIO  
Emporia State University

John Farquhar  
Manager, Centers for Teaching, Learning and Technology  
Western Washington University

Louise Finn (Baltimore Team Co-Chair)  
CIO/Associate Vice President, Technology Services  
Loyola University Maryland

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Director, Distance Education  
Virginia State University

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Assistant Dean, Undergraduate Programs, University College  
The University of Memphis

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Western Michigan University

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Deputy CIO and Executive Director, UIS  
Louisiana State University

James Hall  
Director of Information Technology and CIO  
University of Minnesota–Morris

Susan M. Hilton  
Director, Enterprise Administrative Apps  
University of Oregon

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Director, Information Technology  
The University of Arizona

Pete Hoffswell  
Network Manager  
Davenport University

Kenneth Ingle  
CIO  
Rowan-Cabarrus Community College

Kyle Johnson  
Dean of Information Technology  
Chaminade University of Honolulu

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Associate Vice President, Learning Technologies, and Director of DoIT AT  
University of Wisconsin–Madison

James A. Jorstad (Chicago Team Co-Chair)  
Director of Academic Technologies  
University of Wisconsin–La Crosse

Carol Kondrach  
Associate Vice President OIT  
Rider University

Kathy Kral  
CIO  
University of West Georgia
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University IT Accessibility Coordinator
North Carolina State University

Lauren Marsh
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University of Minnesota

Heather McCullough
Head, Digital Scholarship
University of North Carolina Charlotte

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University of Kentucky

Brian Paige [Chicago Team Co-Chair]
Director–Information Technology
Calvin College

Oscar Ramos
Executive Director, Technology Services
Lone Star College System

Betsy Tippens Reinitz [Portland Team Co-Chair]
Former Assistant Vice Chancellor, Information Technologies
University of Washington Bothell
[February 2014] Director, Administrative IT Programs
EDUCAUSE

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Communications Officer
Nevada System of Higher Education

Jim Russell
Academic Integration Manager
City University of New York

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Princeton University

Karen Swift
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Rutgers, The State University of New Jersey/Newark

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Illinois State University

Beth Forrest Warner
Associate Director for Information Technology (Libraries)
The Ohio State University

Bill White [Baltimore Team Co-Chair]
CIO
Valencia College

Sherri Yerk-Zwickl
Director of Project Management and Web and Mobile Services
Lehigh University
TRACK FACILITATORS

ELEVATE YOUR GAME/CAREER DEVELOPMENT

Andrew Bonamici
Associate University Librarian for Media and Instructional Services
University of Oregon

Julius Bianchi
Associate Provost for Information Services
California Lutheran University

ENTERPRISE SYSTEMS/ADMIN IT/CLOUD

Ethan Benatan
Fellow
National Institute for Technology in Liberal Education

Jeffrey Woodbury
Director of Information and Instructional Technology, College of Education
University of Oregon

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California State University, Channel Islands

Sharon E. Blanton
Vice President and CIO
Hawaii Pacific University

Marianne Colgrove
Deputy CIO
Reed College

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Pima County Community College District

Kyle Johnson
Dean of Information Technology
Chaminade University of Honolulu

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Trina Marmarelli
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ONLINE LEARNING

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Manager, Centers for Teaching, Learning, and Technology
Western Washington University

Crista Copp
Director of Academic Technology
Loyola Marymount University

Angela Neria
CIO
Pittsburg State University

Martin Ringle
CIO
Reed College

Roberta M. Roth
Communications Officer
Nevada System of Higher Education

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Lehigh University

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Georgia Southern University

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Manager of Computing  
Institute for Advanced Study

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California Lutheran University

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Programming Specialist  
Princeton University

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IT Manager  
Pima County Community College District

Catherine Williams  
Director of Enterprise Computing Services  
Oregon State University

Nathan Zierfuss-Hubbard  
CISO  
University of Alaska Fairbanks
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 a.m.–4:30 p.m.</td>
<td>Registration Desk Open Lower Level 1</td>
</tr>
<tr>
<td>7:30 a.m.–5:00 p.m.</td>
<td>Connect Lounge Eugene</td>
</tr>
</tbody>
</table>

### TUESDAY’S SCHEDULE AT-A-GLANCE

<table>
<thead>
<tr>
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<tr>
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<td>Connect Lounge Eugene</td>
</tr>
<tr>
<td>8:00–8:50 a.m.</td>
<td>Opening Session and Breakfast Oregon Ballroom Salon AB</td>
</tr>
<tr>
<td>9:00–9:30 a.m.</td>
<td>Welcome Session Oregon Ballroom Salon EF</td>
</tr>
<tr>
<td>9:30–10:15 a.m.</td>
<td>General Session: Three Missing Elements That Will Reinvigorate Our Work Kevin D. Jones Oregon Ballroom Salon EF</td>
</tr>
<tr>
<td>10:30–12:30 p.m.</td>
<td>Elevate Your Game/Career Development/Connected Communication Columbia, Lobby Level 10:30 a.m.–12:30 p.m.</td>
</tr>
<tr>
<td>10:30–11:30 a.m.</td>
<td>Enterprise Systems/Admin IT/Cloud Leveraging Relationships for Risk Management Oregon Ballroom Salon CD 10:30–11:30 a.m.</td>
</tr>
<tr>
<td>10:30–11:30 a.m.</td>
<td>Mobile/BYOE Software Virtualization Oregon Ballroom Salon GH 10:30–11:30 a.m.</td>
</tr>
<tr>
<td>10:30–11:30 a.m.</td>
<td>Online Learning Using Analytics in Online Course Redesign Oregon Ballroom Salon AB 10:30–11:30 a.m.</td>
</tr>
<tr>
<td>11:30–11:45 a.m.</td>
<td>Elevate Your Game/Career Development/Connected Communication Oregon Ballroom Salon I 11:45 a.m.–12:30 p.m.</td>
</tr>
<tr>
<td>11:45 a.m.–12:30 p.m.</td>
<td>Enterprise Systems/Admin IT/Cloud Controlling the Chaos Oregon Ballroom Salon CD 11:45 a.m.–12:30 p.m.</td>
</tr>
<tr>
<td>11:45 a.m.–12:30 p.m.</td>
<td>Mobile/BYOE Choosing the Right Mobile Platform Oregon Ballroom Salon GH 11:45 a.m.–12:30 p.m.</td>
</tr>
<tr>
<td>11:45 a.m.–12:30 p.m.</td>
<td>Online Learning Developing a Professional Online Identity Oregon Ballroom Salon AB 11:45 a.m.–12:30 p.m.</td>
</tr>
<tr>
<td>12:30–1:30 p.m.</td>
<td>Elevate Your Game/Career Development Project and Portfolio Management 101 Oregon Ballroom Salon EF 2:30–3:15 p.m.</td>
</tr>
<tr>
<td>1:30–2:15 p.m.</td>
<td>Elevate Your Game/Career Development Successful Mentoring Relationships Oregon Ballroom Salon I 1:30–2:15 p.m.</td>
</tr>
<tr>
<td>1:30–2:15 p.m.</td>
<td>Enterprise Systems/Admin IT/Cloud Starting a PMO Oregon Ballroom Salon CD 1:30–2:15 p.m.</td>
</tr>
<tr>
<td>1:30–2:15 p.m.</td>
<td>Mobile/BYOE Mobile Tablet Debate Oregon Ballroom Salon GH 1:30–2:15 p.m.</td>
</tr>
<tr>
<td>1:30–2:15 p.m.</td>
<td>Online Learning Adding Urgency to Online Course Development Oregon Ballroom Salon AB 1:30–2:15 p.m.</td>
</tr>
<tr>
<td>2:15–2:30 p.m.</td>
<td>Elevate Your Game/Career Development/New IT Managers Program Project and Portfolio Management 101 Oregon Ballroom Salon EF 2:30–3:15 p.m.</td>
</tr>
<tr>
<td>3:15–3:45 p.m.</td>
<td>Elevate Your Game/Career Development/New IT Managers Program Project and Portfolio Management 101 Oregon Ballroom Salon EF 2:30–3:15 p.m.</td>
</tr>
<tr>
<td>3:15–3:45 p.m.</td>
<td>Enterprise Systems/Admin IT/Cloud ITSM + PPM Oregon Ballroom Salon CD 3:15–3:45 p.m.</td>
</tr>
<tr>
<td>3:15–3:45 p.m.</td>
<td>Mobile/BYOE New Mobile Trends Oregon Ballroom Salon GH 3:15–3:45 p.m.</td>
</tr>
<tr>
<td>3:45–5:00 p.m.</td>
<td>Networking Break Oregon Ballroom Lobby 3:30–3:45 p.m.</td>
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<tr>
<td>3:45–5:00 p.m.</td>
<td>Corporate Displays Oregon Ballroom Lobby 3:30–3:45 p.m.</td>
</tr>
<tr>
<td>3:45–5:00 p.m.</td>
<td>Idea Storm: Gamify and Apply Oregon Ballroom Salon EF 3:45–5:00 p.m.</td>
</tr>
<tr>
<td>5:00–6:30 p.m.</td>
<td>Reception Oregon Ballroom Lobby 5:00–6:30 p.m.</td>
</tr>
</tbody>
</table>
Monday

4:00–6:00 p.m.
Registration Open
REGISTRATION DESK, LOWER LEVEL 1

Tuesday

7:30 a.m.–4:30 p.m.
Registration Open
REGISTRATION DESK, LOWER LEVEL 1

7:30 a.m.–5:00 p.m.
Connect Lounge
EUGENE
Whether you want to connect with people, ideas, power, or all three, take advantage of our Connect Lounge to network, organize impromptu meetings, or simply recharge your mobile device or yourself.

8:00–8:50 a.m.
Facilitator and Content Leader
Convening
(By invitation only)
OREGON BALLROOM SALON AB
A continental breakfast will be served.

NEW IT MANAGERS PROGRAM

8:30–9:00 a.m.
Networking Breakfast
OREGON BALLROOM SALON EF
A continental breakfast will be served.

9:00–9:30 a.m.
Welcome Session
OREGON BALLROOM SALON EF
Julie K. Little, Vice President, Teaching, Learning, and Professional Development, and Tracy Petrillo, Chief Learning Officer, EDUCAUSE
Join us for a welcome to Connect, an overview of EDUCAUSE, and a discussion of the new Connect learning format.

9:30–10:15 a.m.
GENERAL SESSION
Three Missing Elements That Will Reinvigorate Our Work
SPONSORED BY AEGIS IDENTITY SOFTWARE
OREGON BALLROOM SALON EF
Kevin D. Jones, Organizational Strategist, Decoggler
We work to live and live to work. So we put our heads down and jump in with both feet. Then we get into a routine, work isn’t as fulfilling as we once imagined, and we think, “What am I missing? Why isn’t my team more productive? Why am I not enjoying my work?” There are three key elements that will help our teams be superproductive and still love what we do—not only love what we do, but have a passion for our life’s work.

10:15–10:30 a.m.
Networking Break
OREGON BALLROOM LOBBY
**10:30–11:30 a.m.**

**CONCURRENT SESSIONS**

*Elevate Your Game/Career Development*

**How to Succeed as an IT Leader**

*OREGON BALLROOM SALON I*

Tony Palomino, Director, Computer User Services, and Martin Ringle, CIO, Reed College

Learn from a relatively new IT department head and his jaded (seasoned) boss the dos and don’ts of successful IT leadership. Participants are encouraged to raise key leadership challenges for group dialogue such as recruiting outstanding staff, linking arms with your HR office, handling scope creep (and other creeps), and other issues they’ve experienced in their workplace.

**Outcomes:** Gain insights into IT leadership from a veteran CIO • Recognize leadership issues facing new managers and directors • List successful leadership behaviors

*Enterprise Systems/Admin IT/Cloud*

**Leveraging Trusted Relationships for Improved Risk Management**

*OREGON BALLROOM SALON CD*

Lanita Collette, University Information Security Officer, Northern Arizona University

Risk management within higher education is often approached in a fractured way, with campus units addressing (or not addressing) risk management in isolation. Key campus relationships are vital for moving toward a more coordinated way of addressing risk management. Participants will be encouraged to share their experiences, challenges, and success stories in building and using key relationships to improve risk management processes at their institutions.

**Outcomes:** Gain insight regarding which relationships are key for coordinating risk management activities • Get tips on building, maintaining, and leveraging relationships • Develop creative ideas on how to approach risk management

*Mobile/BYOE*

**Software Virtualization: Accommodating the BYOE Revolution**

*OREGON BALLROOM SALON GH*

Crista Copp, Director of Academic Technology, and Jeffrey Solomon, Director of Infrastructure, Loyola Marymount University

Nearly all of Loyola Marymount University’s students (99%) have laptops and register an average of three mobile devices each year on the wireless network. To meet demands for specialized software—available wherever, whenever, and on whatever platform a user wants—we initially developed a virtual desktop infrastructure, which became limiting due to software and licensing restrictions. Virtualizing the software that students need holds more promise for our BYOE environment. In this highly interactive session, participants will share their ideas and solutions.

**Outcomes:** Explore the different types of virtualization available as well as their limitations and benefits • Gather ideas on how to gain campus-wide support for launching virtual machines or software • Understand the technical and academic pitfalls and benefits of using software virtualization

**Online Learning**

**Using Analytics in Online Course Redesign**

*OREGON BALLROOM SALON AB*

Hae K. Okimoto, Director, Academic Technologies, University of Hawaii at Manoa, and Casey Sacks, Project Manager, Colorado Community College System

Engage in a lively discussion on the use of the Predictive Analytics Reporting framework to make tactical decisions regarding the redesign of classes. What does all this data mean, and how can it help with decisions around course redesign? This session is for those interested in “tactical” redesign. We will discuss how data and analytics can be used in both a broad sweep at the course structural level and to glean more detailed information about student behavior and its impact within the course. Bring your experience and ideas to help shape next steps for the use of analytics in redesign efforts.

**Outcomes:** Explore the role of analytics in course redesign • Craft ways that analytics can be applied to course redesign • Discover how to apply analytics to developmental course redesign

**NEW IT MANAGERS PROGRAM**

*Interpersonal Communication*

*COLUMBIA, LOBBY LEVEL*

Gayle Barton, CIO, Amherst College; Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Dennis A. Trinkle, Provost/Chief Academic Officer, Harrison College

In this session you will learn the fundamentals of communication styles and why understanding and adapting styles is an important component of effective management.

**Outcomes:** Understand the importance of communication styles in management • Understand characteristics of basic communication styles • Understand how to flex and adapt communication styles
CONCURRENT SESSIONS

Elevate Your Game/Career Development

Connected Communication: Identifying Needs, Resolving Problems, Strengthening Relationships
OREGON BALLROOM SALON I

Erin Morgan, Director, Office of the CIO, The University of Texas at Arlington

Now more than ever, providing IT services requires advanced communication skills. We need to fully understand the information and business needs of our faculty, staff, and students and work to provide appropriate dialogue and services to ensure these needs are met even when conflict may be apparent. How often do we see conversations disintegrate as participants struggle to manage fight or flight responses? Most of us can think of a conversation in which tempers flared and opportunities to connect were lost because we were unable to successfully facilitate the discussion. In this session, we will recall difficult situations and discuss how we can overcome stress reactions to conflict so that we can understand the needs of our customers and colleagues, resolve problems, and strengthen relationships.

Outcomes: Develop an understanding of how our interpretations impact our feelings about what we see and hear • Identify how and why conflicts arise from differing needs or strategies for meeting those needs • Investigate several practical techniques to manage emotional reactions and resolve conflicts for effective dialogue

Enterprise Systems/Admin IT/Cloud

Controlling the Chaos: Access, Upgrades, and Change
OREGON BALLROOM SALON CD

Mike Gostomski, Analyst Programmer III, Shari Tims Powell, Associate Director, Enterprise Resource Planning, and Ellen Drake Weeks, Senior Director, Enterprise Solutions, Portland State University

At Portland State University, we have developed three innovative applications to assist with system management: system access control for routing requests through approvals and autocreation of accounts; a change control management system to track changes we’ve made to our ERP; and an upgrade management application to streamline the ERP upgrade process. These systems interface with the ticketing system, Modified Object List, and the ERP’s version tracking. Features include the ability to review current and former access requests, monitor the status of a specific change or developer task list, and send automated e-mail notifications to campus constituents. Participants will submit change requests via a web form and discuss how these requests go through the change control management system.

Outcomes: Explore an innovative solution that automates the account request process • Discover how to integrate an existing ERP and ticketing system with a change control management system • Become informed about a tool that integrates with the ERP’s modified objects to streamline upgrade processes

Mobile/BYOE

Native, Mobile, and Hybrid: Choosing the Right Campus Mobile Platform
OREGON BALLROOM SALON GH

Peter Mosinskis, Director of IT Strategy, Division of Technology and Communication, California State University, Channel Islands

Despite increasing interest from students and employees in campus-specific native mobile apps, many technology leaders still hesitate to make the investment due to confusion over the variety of mobile strategies available, the growth of the mobile web, limited technical resources, and reluctance to duplicate ongoing mobile efforts. Through hands-on exercises, technology leaders and managers attending this session will compare and contrast examples of several popular native and mobile web platforms to inform their selection of the mobile platform that most aligns with their institution’s technology strategy and culture.

Outcomes: Discover out-of-the-box and custom features and functions of several popular campus mobile platforms • Compare and contrast the advantages and overlaps of native app, mobile web, and hybrid mobile framework approaches • Determine your organization’s readiness to adopt a unified mobile app platform and strategy, including how to engage the campus community in planning and creating a mobile-aware and mobile-friendly campus

Online Learning

Developing a Professional Online Identity: A Course for a Growing Student Need
OREGON BALLROOM SALON AB

Robin Ashford, Reference and E-Learning Librarian, and Anna Berardi, Professor; Director, Trauma Response Institute, George Fox University

Undergraduate and graduate students alike are often unaware of how their online activities can impact their future. In this session a librarian/e-learning specialist and a counselor educator will share lessons learned during their three-year collaboration on an online college course addressing the need for students in today’s digital culture to develop a professional online identity. The hands-on course acquaints students with online identity formation and profiles, and the ethical use of social media. Students learn how they can be empowered to positively impact not only their individual identities and careers but also the world around them. In this session a hashtag will be designated and demonstrated for active participation. Participants will be provided access to a rubric for designing an online professional identity for their discipline.
Outcomes: Discover practical guidelines for teaching and interacting with students on online identity formation • Explore strategies to help students analyze their digital footprint • Acquire the ability to design a structure for ongoing collaboration between educators on privacy and ethical issues

12:30–1:30 p.m.

Lunch and Roundable Discussions
OREGON BALLROOM SALON EF

We invite you to join colleagues for a lunchtime roundtable discussion. At the roundtable, you can network with those who share similar interests or responsibilities and discuss topics of particular interest to you. Each roundtable is hosted by an event participant who will facilitate the discussion. If you don’t see a topic of interest below, you can sign up by the registration desk to suggest your own topic. These sessions are designed to encourage you to exchange experiences and insights with colleagues; additional lunch tables will be available if you would like to eat and network informally.

Elevate Your Game/Career Development

Leading Change from Where You Are
Sheri Thompson, IT Planning and Communications Officer, Louisiana State University

Managing Relationships
Roberta Roth, Communications Officer, Nevada System of Higher Education

Mentoring
Mary Doyle, Vice Chancellor for Information Technology, University of California, Santa Cruz

Enterprise Systems/Admin IT/Cloud

Business Intelligence
Ellen Drake Weeks, Senior Director of Enterprise Solutions, Portland State University

Cloud Solutions
Oscar Ramos, Executive Director of Technology Services, Lone Star College System

ERP
Susan M. Hilton, Director of Enterprise Admin Apps, University of Oregon

Moving Your Voice Communications to the Cloud
Bill Dillon, Enterprise Sales Manager, Aastra

Security and Identity Management
Lanita Collette, University Information Security Officer, Northern Arizona University

Mobile/BYOE

App Development
Peter Mosinskas, Director of IT Strategy, Division of Technology and Communication, California State University, Channel Islands

Infrastructure
David Crouch, Director of Web and Mobile Technology, University of Georgia

Learning
Timothy Wrye, Director of Instructional Computing, Highline Community College

User Support Services
Cynthia Dooling, Director of IT, Pima County Community College District

Online Learning
Accessibility
Terrill Thompson, Technology Accessibility Specialist, University of Washington

Collaborative Tools
Marianne Colgrove, Deputy Chief Information Officer, Reed College

Emerging Trends
Veronica Diaz, Associate Director, EDUCAUSE Learning Initiative, EDUCAUSE

Gamification
Kelly Wainwright, Director of Client Services, Information Technology, Lewis & Clark College

Learning Analytics
Karen Watte, Faculty and Course Development Specialist, Oregon State University

1:30–2:15 p.m.

CONCURRENT SESSIONS

Elevate Your Game/Career Development

Successful Mentoring Relationships for Career Development
OREGON BALLROOM SALON I

Cleven Mmari, Director of Student Affairs IT Services, and Melissa Woo, Vice Provost/CIO, University of Oregon

Participation in mentoring activities can be a key success factor in your career development. But how do you
1:30–2:15 p.m. continued

start? How do you find the right mentor or set of mentors for your situation? What should the focus of your conversations be? This session will help you address these questions and understand what to focus on in mentor conversations. We will cover important mentoring resources, benefits, styles, and functions, as well as setting expectations, and provide, through a guided discussion, a career self-assessment and small group work to match individuals’ assessment to mentoring styles that matches their career goals. Whether you want to find a mentor or a coach or want to be one, join this lively session and make a difference in your career planning and development.

Outcomes: Develop motivation for both your personal and others’ career growth and development • Identify how to groom future colleagues and allies • Identify skills to improve your communication with colleagues at different levels in your organization, along with several mentoring/mentee styles that match your career goals

Enterprise Systems/Admin IT/Cloud

Starting a Project Management Office: A Case Study

OREGON BALLROOM SALON CD

Robyn Betts, Director, Project Management Office, Babson College

Babson’s Project Management Office has taken root, evolved, and matured in an environment where very little project management had traditionally existed. This highly visual, entertaining, and humorous presentation in the style of Seth Godin on PMO creation at Babson will include interactive discussion about cultural and environmental factors for PMO formation and the mission, structure, staffing, and portfolio and project processes that are sustainable over time.

Outcomes: Learn both the strategic and tactical aspects of creating a PMO • Gain insight into the cultural and functional obstacles encountered when moving from a functional- to project-based environment in IT • Identify best practices and environmental factors that help PMO implementations succeed

Mobile/BYOE

Mobile Tablet Debate

OREGON BALLROOM SALON GH

Jorge A. Caballero, IT Specialist, Chris Case, IT Supervisor, Zeshan Siddiqui, IT Supervisor, and Jeff White, IT Manager, Pima County Community College District

Increased use of BYOD and organization-owned tablets in the higher education environment make device management, use, and support increasingly difficult. How do you support one over another? What are the strengths and weaknesses of each platform? Which is better suited for the classroom and why? This presentation will be given in a debate format, allowing each presenter to promote their devices’ findings in an engaging way. Audience engagement and participation will be facilitated via questions and polling.

Outcomes: Explore mobile tablet device choices (iOS, Android, Windows RT) and their usefulness in the classroom • Learn from demos, discussion, and debate • Better understand different device management policies, techniques, and IT-related management and services

Online Learning

Challenging the Choir: Adding Urgency to Online Course Development

OREGON BALLROOM SALON AB

Dylan Herx, Instructional Designer, Keeta Holmes, Assistant Director and Instructional Designer, and Michael Porterfield, Instructional Designer, University of Missouri–St Louis

Our university recently issued a directive to exponentially increase the number of online courses offered each year. With limited resources, our department created a nine-week program to organize faculty into small groups to develop online courses and focus campus conversations on teaching and learning online. Various obstacles have arisen from this model: fear of new pedagogical approaches, difficulty determining sustainable incentives, and apathy for creating an interdisciplinary community. This session is designed to leverage the expertise of attendees via interactive discussion, to collectively build strategies for strengthening community, streamlining faculty assistance in course development, and framing the program for cumulative impact.

Outcomes: Gain insight into online course development programs, opportunities, and challenges • Categorize methods to assist with measuring the success of online course development programs, the metrics available, and the methodology for analysis • Identify issues and solutions that address faculty readiness to develop online courses

NEW IT MANAGERS PROGRAM

Interpersonal Communication (continued)

COLUMBIA, LOBBY LEVEL

Gayle Barton, CIO, Amherst College; Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Dennis A. Trinkle, Provost/Chief Academic Officer, Harrison College

In this session you will learn the fundamentals of communication styles and why understanding and adapting styles is an important component of effective management.

Outcomes: Understand the importance of communication styles in management • Understand characteristics of basic communication styles • Understand how to flex and adapt communication styles
CONCURRENT SESSIONS

Elevate Your Game/Career Development/New IT Managers Program

Project and Portfolio Management 101: The Essentials

OREGON BALLROOM SALON EF

Deborah Whitten, Assistant Vice President IT Planning and Programs, Arizona State University

As the demand grows for higher education IT organizations to deliver innovative, high-quality, flexible, and transparent technologies and services, project and program management are recognized as critical functions for effective control and delivery of applications and services. This session will provide an overview of the project manager role and project management components based on industry best practices and standards developed by the acknowledged authority, the Project Management Institute. Key challenges for project managers will be examined, including the complexities of estimating and breaking down tasks, managing resources, negotiating, and managing teams in a matrix organization. Attendees will participate in engaging activities that highlight key components and challenges of project management and will evaluate their institutions’ own project management maturity level.

Outcomes: Learn about the role of the project manager and the methods, tools, and components of the project management plan • Learn how to apply practical knowledge to estimating project work and managing project resources and about the challenges therein • Learn how to identify and understand your organization’s project management maturity level and the steps needed to get to the next level.

Enterprise Systems/Admin IT/Cloud

ITSM + PPM: Evolution in Higher Education IT Management

OREGON BALLROOM SALON CD

Andrew Graf, Lead Analyst, TeamDynamix

Both IT Service Management (ITSM) and Project and Portfolio Management (PPM) are critical to the holistic success of higher education information technology. As the lines between these two disciplines become increasingly blurred, many IT leaders struggle to optimally integrate them. In this presentation, we will discuss the impact of this trend on higher education IT leadership and moderate experience-based dialogue to identify lessons learned and best practices.

Outcomes: Recognize industry trends around the convergence of PPM and ITSM and how they might apply to your institution • Explore diverse perspectives on how to potentially approach the integration of ITSM and PPM • Identify institution-appropriate action steps to achieve the benefits of integrating PPM and ITSM disciplines.

Mobile/BYOE

New Mobile Trends in Campus Technology

OREGON BALLROOM SALON GH

Stewart Elliot, CEO, Modo Labs

Your campus is now attended by the Mobile-First and Mobile-Mostly generations, which are about to give way to the Mobile-Only generation. The session will discuss what this trend means to you, and what you should do to meet the ever-demanding mobile needs of these savvy hi-tech students. Learn how you can dramatically increase student satisfaction with your IT services by leveraging mobile for high-value information systems such as student registration. The presentation will also offer a roadmap for implementing an amazing mobile university solution, without blowing out your budget, and without requiring a single mobile expert.

Outcomes: Prepare for the Mobile-Only student generation • Ensure real-time mobile engagement: how developers and nondevelopers alike can create mobile sites and native apps any time of the day.

Overcoming Obstacles in Online Learning: Best Practices for Digital Badges in Higher Education

John Tyres, Health Sciences Librarian, Arizona State University

Join us to discuss and learn about the potential of digital badges to facilitate learning and address learning competency transfer issues in an online higher education environment as well as their value across hybrid and traditional learning environments. We’ll share what we’ve learned about digital badges and their implementation from our experiences building a pilot badge program at an institution with increasingly diverse program options. Badging allows for new solutions to define and establish student learning outcomes, provides a platform to teach and learn those skills, and includes a transferable method to effectively communicate standardized skills development by students to faculty, support staff, and (following graduation) potential employers.

Outcomes: Determine badging issues and types that are best for confirming competencies • Explore the use of badging programs across various educational settings including online, hybrid, and traditional • Learn about issues and options from a real-life implementation of a badging program.

Networking Break

OREGON BALLROOM LOBBY
3:15–6:30 p.m.

### CORPORATE DISPLAYS

**OREGON BALLROOM LOBBY**

**Aruba Networks**

Aruba Networks takes the pressure off university IT by unifying all things related to mobility—access management, the wired and wireless network, and mobility apps.

**Bradford Networks**

Bradford Networks delivers the best solution to enable secure network access for BYOD. The company’s patented Network Sentry solution automatically identifies all devices and all users on a network, providing complete visibility and control, making it the solution of choice for hundreds of educational institutions across the globe.

**campusM, Bronze Partner**

campusM is a leading mobile platform for higher education institutions worldwide. We deliver native apps and responsive HTML5 for all communities, from students and faculty to prospects, alumni, and visitors. Developed by oMbisel, campusM mobile apps are designed to deliver a world-class mobile presence on leading platforms and devices.

**Fischer International Identity**

Fischer International Identity simplifies identity and access management and governance with cloud-based and on-site solutions to help you quickly extend effectiveness, agility, compliance, and security across your institution. Our innovative technology delivers low-cost, no-risk, rapidly implemented solutions that require no capital expenses and provide unparalleled value: provisioning, identity governance, SSO, privileged access, and password management.

**Pearson Embanet**

Pearson Embanet can help your institution support your students around the clock. We offer services designed to enhance and support the learning environment. Pearson Embanet offers 24/7 tier 1 help desk support for students and faculty, course design and development, and faculty training, as well as course migration. Stop by to see why customers prefer Pearson Embanet over other e-learning support options.

**Pure Storage**

Pure Storage, the all-flash enterprise storage company, enables broad deployment of flash in the data center. Compared to traditional disk-centric arrays, Pure Storage all-flash enterprise arrays are 10 times faster and 10 times more space- and power-efficient at a price point that is less than performance disk per gigabyte stored.

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### 3:45–5:00 p.m.

**Idea Storm: Gamify and Apply**

**OREGON BALLROOM SALON EF**

Throughout day one, learning track facilitators have been following the content in each session to synthesize ideas that stick and questions that have emerged. Using manual and tech-driven gamification, these ideas will be shared, discussed, collapsed, and compared.

### 5:00–6:30 p.m.

**Reception**

**OREGON BALLROOM LOBBY**

One of the most valuable aspects of this conference 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.
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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>7:30 a.m.</td>
<td>Networking Breakfast</td>
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<tr>
<td>8:00 a.m.</td>
<td>New IT Managers Program</td>
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<td>8:30 a.m.</td>
<td>Elevate Your Game/Career Development</td>
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<td>Elevate Your Game/Career Development</td>
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<td>3:15 p.m.</td>
<td>Networking Break and Corporate Displays</td>
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<td>7:30 a.m.</td>
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<td>7:30 a.m.</td>
<td>Connect Lounge</td>
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<td>8:00 a.m.</td>
<td>Pause</td>
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<td>10:15 a.m.</td>
<td>Corporate Displays</td>
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<tr>
<td>12:30 p.m.</td>
<td>Lunch and Roundtable Topics</td>
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<td>1:30 p.m.</td>
<td>Dessert and Poster Sessions</td>
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<td>2:30 p.m.</td>
<td>Corporate Displays</td>
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<td>3:15 p.m.</td>
<td>Idea Storm: Creating Cohorts</td>
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7:30–8:30 a.m.

Networking Breakfast
*OREGON BALLROOM SALON EF*

A complete, hot breakfast will be served.

7:30 a.m.–5:00 p.m.

Registration Open
*REGISTRATION DESK, LOWER LEVEL 1*

Connect Lounge
*EUGENE*

Whether you want to connect with people, ideas, power, or all three, take advantage of our Connect Lounge to network, organize impromptu meetings, or simply recharge your mobile device or yourself.

8:00 a.m.–12:30 p.m.

NEW IT MANAGERS PROGRAM
*COLUMBIA, LOBBY LEVEL*

Gayle Barton, CIO, Amherst College; Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Dennis A. Trinkle, Provost/Chief Academic Officer, Harrison College

Performance Management

Discover the essentials of effective performance management, including topics such as hiring, performance issues, conflict management, and change management.

**Outcomes:**
- Understand fundamentals of personnel management
- Understand the basics of team dynamics

Finance and Budgeting

This session will explore two critical aspects of a higher education institution’s financial circumstances. The first identifies key indicators of an institution’s financial health and maps where you can find them. The second examines the nature of costs in our enterprise and pulls back the camouflage under which those costs often hide.

**Outcomes:**
- Learn the basic language of budgeting and financial reporting
- Understand common sources and uses of funds in higher education
- Understand the connection between your financial decision making and your institution’s financial condition
- Learn how to use those insights to gain credibility and influence and make better decisions

Managing Up and Moving Up

Learn how to assess what your management style is, how to better understand and communicate with your peers and supervisors, and how managing up can create opportunities for advancement.

**Outcomes:**
- Understand how to effectively communicate with supervisors and upper management
- Learn about career planning and advancement

8:30–9:00 a.m.

DISCUSSION SESSIONS

Following breakfast, attendees will move into learning track cohorts for an overview of the daily activities. Get an update on outcomes from the first day, hear preliminary results of gamer status, and continue to build your new network of professional peers.

**Learning Cohort: Elevate Your Game/Career Development**
*OREGON BALLROOM SALON I*

**Learning Cohort: Enterprise Systems/Admin IT/Cloud**
*OREGON BALLROOM SALON CD*

**Learning Cohort: Mobile/BYOE**
*OREGON BALLROOM SALON GH*

**Learning Cohort: Online Learning**
*OREGON BALLROOM SALON AB*

9:15–10:15 a.m.

CONCURRENT SESSIONS

**Elevate Your Game/Career Development**

*OREGON BALLROOM SALON I*

**From Words to Knowledgebase: Communicating Effectively with Your Users**

**Outcomes:**
- Understand the fundamentals of communicating with typical users
- Provide good and bad examples and give you the tools for creating communication plans
- You’ll get a chance to use what you just learned by selecting the best language for specific messages through group discussions

**Outcomes:**
- Understand the fundamentals of communicating to nontechnical audiences
- Develop language to use (or avoid) when communicating with or writing documentation for nontechnical audiences
- Gain insight into organizing and maintaining an online knowledgebase for customers and/or current staff
EDUCAUSE CONNECT

Wednesday

9:15–10:15 a.m. continued

Enterprise Systems/Admin IT/Cloud

CIOs in the Cloud: How to Become a Cloud-Ready Campus
OREGON BALLROOM SALON CD
Andrew Keating, Program Manager, Internet2

CIOs and Internet2 leaders will share their experiences implementing cloud services, especially the Internet2 NET+ initiative. Internet2 members have worked with cloud vendors developing customized services, pricing, contracting, and implementation for the higher education community. This session will engage participants in discussion with CIOs from a variety of institutions.

Outcomes: Realize the CIO viewpoint on what’s important to understand in moving to the cloud • Discover a proven toolkit to prepare IT, legal, and procurement staff for moving to the cloud • Recognize how to engage non-IT leaders in the benefits and positive impacts of moving to the cloud

Mobile/BYOE

Building the Architecture of Classroom Teaching: Lessons from an “Untethered Teaching” Pilot Project
OREGON BALLROOM SALON GH
Andreas Brockhaus, Director of Learning Technologies, Sara J. Frizelle, eLearning Specialist, and Ian Porter, Learning Technologist, University of Washington Bothell

Are new teaching techniques made possible when faculty are “untethered” from a classroom podium by using a tablet computer? What technical infrastructure and institutional resources are required to enable such a classroom design? These questions have guided the “Untethered Teaching” pilot project at the University of Washington Bothell. In this presentation, we will discuss the pilot process and provide insight into the institutional, technical, and pedagogical resources that were mobilized to make it happen. Join the conversation about the successes and challenges of untethered teaching and bring those lessons back to your own campus. Participants will be encouraged to explore how these tools might be used in their own institutions.

Outcomes: Learn about evaluation strategies used to select hardware and software • Explore navigating institutional policies and procedures to implement an untethered classroom pilot • Envision how this project fits within the national BYOE and mobile devices dialogue in higher education

Online Learning

Experiential Learning in a Faculty Blended-Course Development Workshop
OREGON BALLROOM SALON AB
Andrew Blick, eLearning and Assessment Specialist, and Justina Brown, Instructional Designer, Multimedia and Faculty Development, Western Washington University

At Western Washington University, supporters of faculty development combined efforts to design and deliver workshops on blended/online learning. Using an experiential learning approach, the workshop asked faculty to prepare a course map, rewrite their syllabus, locate open educational resources, prepare an assignment, build a survey or quiz, and deliver a web conference, all in the context of redesigning courses for blended or online delivery. As representatives of the teaching and learning center and extended education, we will engage participants in an experiential learning dialogue to evaluate ideas and models for delivering blended/online learning professional development.

Outcomes: Gather multiple options for addressing the development of blended/online learning faculty programs and workshops • Discover how to analyze and select the programs best suited to your campus • Identify like-minded professionals with whom you can extend the conversation after you return to your campus desk

10:15–10:45 a.m.

Networking Break
OREGON BALLROOM LOBBY

10:15 a.m.–3:45 p.m.

CORPORATE DISPLAYS
OREGON BALLROOM LOBBY
See page 15 for company descriptions.

Aruba Networks
Bradford Networks
campusM, Bronze Partner
Fischer International Identity
Pearson Embanet
Pure Storage
Unicon
WTC Consulting
10:45–11:30 a.m.

CONCURRENT SESSIONS

Elevate Your Game/Career Development

Leading from Within: Finding Your Leadership Sweet Spot
OREGON BALLROOM SALON 1
Joseph Shelley, Director of IT Planning and Administration, University of Washington Bothell

Higher ed IT requires better leadership than ever, at all levels of our organizations. Our leadership discourse tends to center on the role of formal leaders such as CIOs and directors, but this profession needs leadership from all levels of IT. Leading from within requires an entirely different paradigm than top-down leadership. As IT leaders, we often lose sight of the fact that leading with formal authority, or even institutional influence, does not translate well to the way our staff need to lead, especially when it comes bringing IT into the future. Today, we can’t afford not to involve every IT person in transformative leadership. Bring your own experiences to share in this interactive session and learn together with your colleagues how to provide a schema for leading from within.

Outcomes: Recognize the difference between top-down and bottom-up change leadership • Discover the three bottom-up leadership practices that lead to success • Investigate a simple, repeatable model to explore which change leadership opportunities are most likely to be successful at different levels in the organization

Enterprise Systems/Admin IT/Cloud

Create Collaborative Partnerships across Campus That Shape Instructional Infrastructure
OREGON BALLROOM SALON CD
Sean Henry Veloria Mendoza, IT Advanced Analyst, Pima County Community College District; Angela Neria, CIO, Pittsburg State University

Stakeholder input, data-driven decision making, and effective communications provide strategic direction and support for robust and successful instructional technology infrastructure implementations. Learn how two institutions have harnessed the power of their student and faculty communities to build buy-in and acceptance of new technology implementations.

Outcomes: Develop an understanding of how to create an effective stakeholder group • Recognize the importance of data-driven decision-making tools • Investigate the power of effective communication and training plans

Mobile/BYOE

Engaging the Mobile Generation through CSUN’s Tablet Initiative: Managing Change from the Executive Vision to the Classroom
OREGON BALLROOM SALON 6H
Hilary J. Baker, Vice President and CIO; Dianne F. Harrison, President; and Deone Zell, Senior Director, Academic Technology, California State University, Northridge

CSUN’s iPad initiative, myCSUNtablet, began with the university president who recognized that tablet technology brings both reduced costs and unprecedented learning opportunities that help students succeed. Rapid collaboration from across campus (academic affairs, information technology, financial aid, the bookstore, financial services, admissions and records, etc.) enabled the initiative to launch within seven months. Early findings of the assessment of the impact of iPads on faculty teaching and student learning will be revealed. We will use some of the same instructor tools that are currently being used in the myCSUNtablet iPad classes, including games, polling, and imagery. The session will begin with iPad Jeopardy, which will test participants’ knowledge of mobile learning trends in a fun and engaging way.

Outcomes: Discover a presidential perspective of launching a successful tablet iPad initiative • Investigate how to overcome technical challenges (ADA accessibility) by identifying core mobile apps to be used by faculty • Explore how to manage cultural and workflow transitions (flipping the classroom)

Online Learning

MOOCs and Quality Assurance: Assessing the Connection between Massive Open Technology and Learning
OREGON BALLROOM SALON AB
Janet Cormack, Senior Program Manager; Kassia Dellabough, Senior Project Developer; Larissa Ennis, Program Manager; Skip McFarlane, Instructor/IT Manager; and Larry Schankman, Instructional Designer, University of Oregon

Following a summary of definitions and assumptions, the presenters will moderate small group discussions on quality assurance and MOOCs. During the session participants will answer four questions: (1) how do the type, branding and purpose of MOOC affect quality? (2) how do the personal objectives of learners affect quality? (3) how does assessment strengthen or constrain the quality of MOOCs? and (4) how important is instructional design to the quality of a MOOC? Groups will convene for a wrap-up session to reach consensus on what constitutes a quality MOOC and to identify key questions or standards that MOOCs are NOT addressing.

Outcomes: Attain insights into the role of quality assurance in MOOCs • Determine strategies for ensuring that MOOC participants achieve measurable learning outcomes • Gain a new perspective on design considerations for future MOOC development
CONCURRENT SESSIONS

Elevate Your Game/Career Development

Reorganization and Reinvention: An Individual Survival Guide

OREGON BALLROOM SALON I

Cara Giacomini, Research Manager, University of Washington

Increasingly, working in higher education IT requires flexibility and agility. Reorganization is important to keep us nimble and able to meet the demands of the day. How can you successfully approach your job as if it is your first day and “meet” your colleagues for the second or third time when you’ve been shifted into a new role in a new unit? How do you respond to old problems with new ideas, and to new problems innovatively? Approaching institutional change with an inquiring mind and a research strategy is essential for individual success and organizational growth. Join this lively dialogue to discover what does (and does not) help an individual thrive through change as we speed share and group brainstorm ideas for surviving reorganizations.

Outcomes: Gather insights on revitalizing your current job or adapting to a new one • Develop an individual perspective and strategy for navigating change • Leave with a template for engaging leaders, colleagues, and partners

Enterprise Systems/Admin IT/Cloud

Enterprise IT—What Business Are We in Now, and What Does Success Look Like for the Next Three Years?

OREGON BALLROOM SALON CD

Mark Askren, CIO, University of Nebraska–Lincoln

Enterprise computing consists of core infrastructure components that are typically mission critical and expensive. With almost every service now available off campus, there will be new definitions of successful enterprise leadership and services delivery. What are the success factors as we move forward, and are there already lessons learned that will benefit our community?

Outcomes: Gain an updated understanding of the role of enterprise IT as it relates to institutional strategies • Learn about leadership in the hybrid sourcing environment • Identify perspectives for successful career development for the rest of this decade

Mobile/BYOE

Mobile Data Collection: Strategically Leveraging the BYOE-Instrumented Population

OREGON BALLROOM SALON GH

Rosemary A. Rocchio, Director of Educational and Collaborative Technologies, OIT, UCLA

UCLA strategically embraced BYOE in 2009 and has since developed a strategic mobile toolset that focuses on building an open-source framework that encourages distributed units to develop and deploy mobile browser campus services including a web-based audience response system and a mobile data collection (MDC) platform ohmage that works across all devices. Blending ohmage with MWF has resulted in MDC client apps that work for iOS, Android, and an HTML5-compliant web browser. In this session, we’ll discuss strategies for bringing these and similar capabilities to a large distributed campus, including issues around technology, pedagogy, privacy, and security. This highly interactive session will include audience response exercises and live demos of both platforms.

Outcomes: Explore the emerging practice of MDC and how to strategically leverage a BYOE population to engage students • Gather ideas on how to get MDC pilots going at your institution • Gain an understanding of some of the technical, pedagogical, privacy, and security issues of leveraging the BYOE trend for MDC

Online Learning

Accessibility Challenges and Strategies with Online Learning Programs

OREGON BALLROOM SALON AB

Carol Gonzales, Interim Associate CIO, Projects and Support, California State Polytechnic University, Pomona; Cheryl Pruitt, Director, Accessible Technology Initiative, California State University, Office of the Chancellor; Terrill Thompson, Technology Accessibility Specialist, University of Washington

Institutions struggle to provide modern online learning programs while maintaining accessibility for all learners. Individuals with disabilities receive accommodations from disability services offices, but often with shortcomings in access and experience. Many of the technology tools we use are inaccessible, obstructing students’ opportunities for success and placing our institutions at legal risk. Campuses want to address accessibility, but many don’t know where to start. Meanwhile, vendors continue to innovate and roll out products with little or no regard for accessibility. In this interactive, action-driven discussion, participants will share knowledge, promising practices, and operational strategies and explore ideas focused on improving the state of accessibility in online learning.

Outcomes: Gain an understanding of the risks associated with inaccessible online learning programs • Discover operational strategies and partnerships that
support accessible online learning programs • Identify metrics for evaluating progress toward implementing strategies for accessible online learning programs

12:30–1:30 p.m.

Lunch
OREGON BALLROOM SALON EF

We invite you to join colleagues for a lunchtime roundtable discussion. At the roundtable, you can network with those who share similar interests or responsibilities and discuss topics of particular interest to you. Each roundtable is hosted by an event participant who will facilitate the discussion. If you don’t see a topic of interest below, you can sign up by the registration desk to suggest your own topic. These sessions are designed to encourage you to exchange experiences and insights with colleagues; additional lunch tables will be available if you would like to eat and network informally.

ROUNDTABLE DISCUSSIONS
OREGON BALLROOM SALON EF

Elevate Your Game/Career Development
How to Talk with Your Boss (or Working with Your CIO)
Kyle Johnson, Dean of Information Technology, Chaminade University of Honolulu

Interviewing Skills
Susan M. Hilton, Director of Enterprise Admin Apps, University of Oregon

Managing Money and Budgets
Deborah Whitten, Assistant Vice President for IT Planning and Programs, Arizona State University

Managing Your Public Profile
Betsy Tippens Reinitz, Assistant Vice Chancellor for Information Technologies, University of Washington Bothell

NextGen Models: Building Team-Based Breakthroughs
Holly E. Morris, Director of Postsecondary Model Development and Adoption, Next Generation Learning Challenges, EDUCAUSE

Enterprise Systems/Admin IT/Cloud
Community Colleges
Lori Casile, CIO, South Puget Sound Community College

Liberal Art Institutions
Michael Quiner, Director of Enterprise Technology, Whitman College

Research Institutions
Htay Hla, Director of Information Technology, The University of Arizona

State Colleges and Universities
Joseph Shelley, Assistant Vice Chancellor for Information Technologies (Interim), University of Washington Bothell

Mobile/BYOE
Centralized IT
Oscar Ramos, Executive Director of Technology Services, Lone Star College System

Community Colleges
Cynthia Dooling, Director of IT, Pima County Community College District

Decentralized IT
Diane M. Dagefoerde, CIO, Arts & Sciences, The Ohio State University

State Colleges and Universities
Melanie D. Willingham, Service Desk Manager, Emporia State University

Why Responsive Design and Mobile Content Management Aren’t Enough Today
Stewart Elliot, CEO, Modo Labs

Online Learning
Faculty Development
Veronica Diaz, Associate Director, EDUCAUSE Learning Initiative, EDUCAUSE

Liberal Arts Institutions
Marianne Colgrove, Deputy CIO, Reed College

Research Institutions
Keeta Holmes, Assistant Director and Instructional Designer, University of Missouri-St Louis

1:30–2:30 p.m.

CORPORATE DISPLAYS
OREGON BALLROOM LOBBY
See page 15 for company descriptions.

Aruba Networks
Bradford Networks
campusM, BRONZE PARTNER
Fischer International Identity
Pearson Embanet
Pure Storage
Unicon
WTC Consulting
**Dessert**

**OREGON BALLROOM SALON EF**

Enjoy coffee or tea with your dessert at these informal, drop-in poster sessions. These sessions allow attendees to share campus experiences with colleagues on a one-to-one basis. This is your chance to learn exactly what you need to know about interesting initiatives.

**POSTER SESSIONS**

**OREGON BALLROOM SALON EF**

**ELEVATE YOUR GAME/CAREER DEVELOPMENT**

**Communication, Social Media, and Education in Higher Education IT**

Benjamin Kirchmeier, Customer Support Manager, and Ilya Pinchuk, Web Developer/Customer Support, University of Idaho

From an afterthought to a legitimate concern, targeted communication and formalized social outreach can assist service desk staff by keeping users abreast of an ever-changing technology landscape as they bring their personal devices to campus, creating an expectation that IT will support these devices in addition to offering traditional services. Join us for a look at how we are proactively responding to meet users’ information needs.

**Enterprise Systems/Admin IT/Cloud**

**BorderLAN Network Security with ESET AV**

Matt Killian, Senior Manager, BorderLAN Network Security

BorderLAN provides network and endpoint security solutions for higher education to address emerging e-mail and web-based threats from malicious attacks, worms, and data loss. BorderLAN also offers e-learning and iPad solutions combined with web filtering to ensure a complete turnkey learning and security experience for students both on and off campus. We provide excellent pricing and outstanding service. Stop by for a free AV demo card and see how BorderLAN and ESET can help secure your network and prevent known and unknown viruses and network threats.

**Improve Student Success with Open-Source Case Management Software**

David Lipari, Senior Solutions Consultant, Unicon

This session will show how the Student Success Plan improves retention, academic performance, persistence, graduation rates, and time to degree. SSP is an open-source solution designed to support an integrated approach for student counseling, advising, and planning. The SSP application is case management software that supports a holistic coaching and counseling model, providing features for academic planning and monitoring, counseling and interventions, journaling and action plans, early alerts, and student self-help tools.

**Research Computing Is Part of the Academic Computing Enterprise**

David Barber, Senior Program Manager, Oregon State University; William Garrick, Associate Director of Academic and Research Computing (OIT), Portland State University

What does “research computing” mean at your institution? Are servers still stuck in closets or is sensitive data stored on desktop drives? Do advanced research computing groups stay at arm’s length from IT? Does IT stay at arm’s length from research computing? Or, do researchers actively engage central IT on important projects? Join us to discuss how central IT expertise can benefit from and engage grant-funded projects and provide scalable systems in support of academic research, as well as how cloud services can and will change this process based on our experiences with central IT and research computing at Portland State University and Oregon State University.

**Mobile/BYOE**

**How to Mobilize the Complete Student Life Cycle**

Chia Ling, Senior Mobile Field Engineer, Modo Labs

Learn how to engage with your community members at every stage in their life cycle, from prospective applicants to active students to involved alumni. Our product includes a broad array of prebuilt modules including Admissions, Tours, Events, and Directory. Discover how you can quickly implement mobile communications on your campus, easily customize open-source-based modules to meet the specific needs of your community, deploy your mobile solution out of the box, and effectively manage your ever-changing mobile environment with extensible architecture and customizable design.

**Online Learning**

**Blended and Online Learning**

Andrew Blick, eLearning and Assessment Specialist, and Justina Brown, Instructional Designer, Multimedia and Faculty Development, Western Washington University

Higher education is seeing exponential growth in the field of online and blended teaching and learning. This EDUCAUSE constituent group is geared at directors, coordinators, and/or administrators of online and blended learning programs and provides a space for the exchange of ideas, tips, and information related to excellent practices and policies, quality control, and staffing and structure, as well as management of support services, faculty development, and learning management systems. Drop by and learn how to join this important conversation.
**Digital Badges in Higher Ed: Certifying Research Skills That Impress Professors and Employers**

**Bee Gallegos**, Education and History Librarian, Virginia Pannabecker, Health Sciences Librarian, and **Kevin Pardón**, Health Sciences Librarian, Arizona State University

Additional project contributor: **Lisa Kammerlocher**, Librarian, Arizona State University

ASU librarians launched a pilot digital badge system for students to learn and demonstrate information and research proficiency while addressing two recurring needs with one solution. Specifically, college professors desire ways to improve and ensure high levels of research skills among their students (including transfer, distance, traditional, and online). In 2012, Project Information Literacy reported that employers seek candidates who can locate, select, and synthesize information and use information with colleagues to create new solutions to problems. Digital badge systems are scalable; they also promote learning and provide a way for students to demonstrate that learning to instructors and employers.

**Don’t Go It Alone: Partnering with Graduate Students to Create Small Learning Teams in Online Education**

**Sarah Lazzeroni**, Online Course Facilitator, Amanda Petersen, Online Course Facilitator, and **Laura Shaver**, Online Course Facilitator, Portland State University

Join us to explore the use of small learning teams in online education. Graduate students, faculty, and online learners will be on-site to discuss the benefits of this unique teaching model. We will share practical information for implementing this educational model into online classrooms and how it facilitates leadership opportunities for graduate students, as well as feedback on the benefits of utilizing the small learning team model and its effectiveness in bridging the gap between in-class learning and online learning.

**Seeking Predictors of Web Accessibility in U.S. Higher Education Institutions**

**Terrill Thompson**, Technology Accessibility Specialist, University of Washington

What are higher education institutions doing to address the problem of IT accessibility? How many institutions are addressing this problem with policies? What types of policies are they implementing? Are their policies effective? In general, how well are higher education institutions doing on accessibility of websites and PDF documents? This poster session will provide research data to answer each of these questions. Stop by to learn more about our research or to discuss techniques and strategies for addressing IT accessibility on your campus.

**Strategic Badges in Higher Ed: Certifying Research Skills That Impress Professors and Employers**

**Bee Gallegos**, Education and History Librarian, Virginia Pannabecker, Health Sciences Librarian, and **Kevin Pardón**, Health Sciences Librarian, Arizona State University

Additional project contributor: **Lisa Kammerlocher**, Librarian, Arizona State University

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**Strategic Planning: Developing a Blueprint for Organizational Success and Communication**

**Bruce M. Taggart**, Vice Provost for Library and Technology Services, Lehigh University

Developing a campus-wide IT strategic plan is critical to the success of every CIO. It serves as an organizational blueprint, directly connecting the IT organization with the overarching institutional goals and objectives. This poster session will present and discuss the key components of a campus-wide IT strategic planning process and the resulting plan that serves to inform and communicate to both internal and external constituencies the current and future role IT plays in supporting and enhancing institutional goals and aspirations.

2:30–3:15 p.m.

**Strategic Plan Alley**

**A Model for Agile Strategic Planning**

**Sharon E. Blanton**, Vice President and CIO, Hawaii Pacific University

Looking for an effective way to do strategic planning when you need to make some quick adjustments? Join us to learn more about a strategic planning process that is both agile and assessment guided.

**The Budget Process: Alignment and Integration**

**Julius Bianchi**, Associate Provost for Information Services, California Lutheran University

Starting in 2009, California Lutheran University set a course that aligns strategic planning with the budget process. The process has been refined to include multiyear funding projections as well as integration of campus-wide capital improvements, information technology, and vice presidential discretionary requests. The process, schedule, and IT key performance indicators will be described in this poster.

**Using Design Thinking to Elevate Your Game**

**Holly E. Morris**, Director of Postsecondary Model Development and Adoption, Next Generation Learning Challenges, EDUCAUSE

This session will introduce participants to some of the principles of design thinking, an effective approach to problem solving used to address challenges in a number of industries and made popular by IDEO founder Tim Brown in his book *Change by Design*. We’ll look at how seven leadership teams in higher education used these
principles in the 2013 Breakthrough Models Incubator to address challenges in their institutions and brainstorm solutions to current participant challenges in pairs or small groups.

**Outcomes:** Discover a new approach to problem solving • Practice your new skills in a relevant context • Brainstorm a prototype solution to a relevant challenge

### Enterprise Systems/Admin IT/Cloud

#### Oracle Defense-in-Depth Security Strategy
**OREGON BALLROOM SALON CD**

*Lanita Rae Collette,* University Information Security Officer, Northern Arizona University; *David Spampanato,* Security Sales Consultant, Oracle Corporation

Higher education and research organizations are becoming increasingly digital and mobile, with data being accessed through cloud computing and the use of smartphones, tablets, and other devices. Even with a more heightened focus on data security due to FERPA and state privacy laws, higher education and research organizations continue to be targeted for identity theft and suffer from data breaches. Today, most security programs within these organizations fail to adequately address relational database security at the level necessary to thwart both inside and outside threats. Join us to discuss how organizations are addressing these challenges with a defense-in-depth database security approach that will include topics on encryption, monitoring, access controls, centralized authentication, and masking of sensitive data.

**Outcomes:** Discover how organizations are addressing security challenges including encryption, monitoring, access controls, centralized authentication, and masking of sensitive data with a Defense-in-Depth database security approach

### Mobile/BYOE

#### Mobile Devices: What Does the Future Hold?

*A. Michael Berman,* Vice President for Technology and Communication, California State University, Channel Islands; *Melissa Woo,* Vice Provost/CIO, University of Oregon

While we work diligently to support our higher education community as it becomes increasingly dependent on mobile devices, we see an even more complex future with hands-free mobile options such as Google Glass and other wearables. What are the possible mobile technologies, some yet to be imagined, that are coming next? What might their likely impacts and opportunities for us be? This session will look at what we can do now to position ourselves for both impacts and opportunities in the future.

**Outcomes:** Consider potential trends in mobile/wearable devices • Identify possible impacts and opportunities of new mobile/wearable devices • Learn how to position yourself and your organization for the future

### Online Learning

#### Creating a Collaborative Culture to Support Innovative Online Teaching and Learning

*Timothy Wrye,* Director of Instructional Computing, and *Marc Lentini,* Director, Instructional Design, Highline Community College

While speakers at EDUCAUSE and IT conferences champion the importance of innovation in teaching and learning, IT staff bemoan the lack of innovation in teaching and learning at their institutions. What role can IT staff and faculty each play in developing a culture of innovation around online teaching, learning, and technology? In this session, we’ll share tactics and supports we’ve put in place to create an innovative culture for our faculty and IT staff, and how we foster good relationships between the two groups.

**Outcomes:** Recognize the importance of faculty and IT co-innovating in online learning • Discover how innovation in the classroom and innovation in IT build on each other • Explore strategies that can create innovative development environments
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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Venue</th>
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<tbody>
<tr>
<td>7:30–8:30 a.m.</td>
<td>Networking Breakfast&lt;br&gt;Oregon Ballroom Salon EF&lt;br&gt;A continental breakfast will be served.</td>
<td>Oregon Ballroom Salon EF</td>
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<td></td>
<td>Program Committee Breakfast&lt;br&gt;(committee members only)&lt;br&gt;PORTLAND</td>
<td>Oregon Ballroom Lobby</td>
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<td>NEW IT MANAGERS PROGRAM&lt;br&gt;Closing Session&lt;br&gt;Oregon Ballroom Salon I</td>
<td>Oregon Ballroom Salon I</td>
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<td>Gayle Barton, CIO, Amherst College; Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Dennis A. Trinkle, Provost/Chief Academic Officer, Harrison College</td>
<td>Oregon Ballroom Salon I</td>
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<td>A continental breakfast will be served.</td>
<td>Oregon Ballroom Salon I</td>
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<td>Reflect on what we’ve learned in this program and discuss how to continue on a professional development path to solve problems, network, and grow together as managers.</td>
<td>Oregon Ballroom Salon I</td>
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<td>7:30–10:30 a.m.</td>
<td>CIO Roundtable&lt;br&gt;(separate registration required)&lt;br&gt;COLUMBIA, LOBBY LEVEL&lt;br&gt;Sharon E. Blanton, Vice President and CIO, Hawaii Pacific University; Bruce M. Taggart, Vice Provost for Library and Technology Services, Lehigh University</td>
<td>Columbia, Lobby Level</td>
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<td>A complete, hot breakfast will be served.</td>
<td>Columbia, Lobby Level</td>
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<td>The CIO Roundtable is a small and informal gathering designed to give higher education CIOs the opportunity to discuss current campus IT issues and opportunities with peers.</td>
<td>Columbia, Lobby Level</td>
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<td>Connect Lounge&lt;br&gt;EUGENE&lt;br&gt;7:30–10:45 a.m.&lt;br&gt;Whether you want to connect with people, ideas, power, or all three, take advantage of our Connect Lounge to network, organize impromptu meetings, or simply recharge your mobile device or yourself.</td>
<td>Eugene</td>
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</tbody>
</table>
THURSDAY

7:30 a.m.–12:00 noon
Registration Open
REGISTRATION DESK, LOWER LEVEL 1

8:30–9:30 a.m.

DISCUSSION SESSIONS
Each learning track has built a strong curriculum stream to enhance deeper knowledge and practice. Data-driven approaches to solving IT issues include locating research, benchmarking comparisons, and identifying best practices. Establish how EDUCAUSE can help you lead your organization from within by implementing the best ideas.

The Best of Elevate Your Game/Career Development
OREGON BALLROOM SALON I
Tracy Petrillo, Chief Learning Officer, EDUCAUSE

The Best of Enterprise Systems/Admin IT/Cloud
OREGON BALLROOM SALON CD
Leah Lang, Manager, Core Data Services, EDUCAUSE

The Best of Mobile/BYOE
OREGON BALLROOM SALON GH
Eden Dahlstrom, Director of Research, EDUCAUSE

The Best of Online Learning
OREGON BALLROOM SALON AB
Veronica Diaz, Associate Director, EDUCAUSE Learning Initiative, EDUCAUSE

9:30–9:45 a.m.
Networking Break
OREGON BALLROOM LOBBY

9:45–10:30 a.m.

DISCUSSION SESSIONS
One of the biggest challenges higher education IT faces is creating realistic, achievable action plans that keep pace with the speed of change and align with the institution’s mission and departmental goals. Take a guided journey through an individual approach toward the development of a personalized, take-home action plan. Become accountable for applying your learning to act as a change agent for the higher education community. Be ready to share your accomplishments when you return to campus.

Action Plan: Elevate Your Game/Career Development
OREGON BALLROOM SALON I

Action Plan: Enterprise Systems/Admin IT/Cloud
OREGON BALLROOM SALON CD

Action Plan: Mobile/BYOE
OREGON BALLROOM SALON GH

Action Plan: Online Learning
OREGON BALLROOM SALON AB

10:45–11:45 a.m.

GENERAL SESSION
Thinking Outside the Outside
SPONSORED BY AACRAO
OREGON BALLROOM SALON EF
Susan E. Metros, Associate Vice Provost, Associate CIO, Associate Dean, and Professor, University of Southern California

Be ready to take what you have learned over the span of this conference and conceive ways to turn creative ideas into actionable innovations. We will explore models and exemplars that support ways to identify and act on promising ideas, conquer blocks to creativity, design appropriate solutions, and implement viable plans that stimulate the imagination and promote creative results. Whether you’re dealing with issues (technology, fiscal, or staffing), at a pivot point in your career, or positioned to take advantage of new opportunities, “thinking outside the outside” will challenge your assumptions and empower you to make informed decisions.
Portland Marriott Downtown Waterfront

Main Lobby

- Gift Shop
- Willamette Room
- Bell Stand
- Front Desk
- Lobby Bar & Café
- Concierge
- Hotel Service Area

Columbia Room
NITEM (first two days)
CIO Roundtable (last day)

Lower Level 1

- Medford Room
- Salem Room
- Hotel Service Area
- Corporate Displays and Breaks
- Poster Sessions
- Salons A, B, C, D, E, F, G, H, I
- Registration
- E-Mail Kiosks
- Escalator/ Stairs
- Sales, Events and Executive Offices
- Gamification
- Ballroom Lobby
- Lobby Gifts
- Lounge
- Portland Room
- Eugene Room

Hotel Map
These resources can enhance the EDUCAUSE Connect learning track experience.

**Elevate Your Game/Career Development**

**ECAR Workforce Study: Today’s Higher Education IT Workforce**
This report incorporates results from a comprehensive survey on more than 2,000 IT professionals as well as focus groups to provide a description of the current state of today’s IT workforce, how it has changed in the past three years, and what changes may need to be implemented to retain and strengthen IT staff.

**ECAR CHECS Reports: The Chief Information Officer in Higher Education**
This study provides information about higher education CIOs’ attributes, education, experience, and effectiveness and about the technology professionals who are likely to replace these CIOs. The research is unique in that it involves the CIO and the technology leaders reporting to the CIO, as well as other members of the institution’s management team. The study invites participation from the CIO, or lead technology person, at every two- and four-year higher education institution in the United States.

**ECAR CIO Gender Diversity Report: Gender Diversity among Higher Education CIOs**
A mixed-methods research study conducted in the fall of 2012 was designed to gather descriptive, demographic information on today’s higher education CIOs and to address the organizational-level elements contributing to women’s attainment of the CIO position in higher education IT organizations.

**Breakthrough Models Academy**
The academy’s goal is to advance the next generation of change agents who can design new models that ensure today’s colleges and universities are accessible, relevant, flexible, and sustainable. It combines a week-long face-to-face event with an ongoing breakthrough model design challenge. Awards will be granted to individuals and teams.

**EDUCAUSE on Campus: Exploring and Designing Breakthrough Models in Higher Education**
Most agree that the landscape of higher education is changing, but what does this mean for your institution? Using this program, participants will engage in a critical study of the forces challenging higher education and imagine a new pathway ahead that’s supported by today’s technologies and what we’re learning about how to reach, engage, and support students.

**EDUCAUSE Institute Programs**
The EDUCAUSE Institute programs create dynamic, immersive experiences designed to enhance higher education IT management and leadership skills. Program faculty are experienced higher education leaders committed to facilitating the exchange of information through collaborative learning.

**Enterprise Systems/Admin IT/Cloud**

**ECAR Enterprise Report: Enterprise Application Projects in Higher Education**
Any institution needing to implement or upgrade a major, enterprise-wide application such as a core student or financial system quickly confronts questions such as how much it will cost, how long it will take, and what can be done to help ensure success. This ECAR study is a blend of incremental change in some areas and rapid shifts in others, with some common lessons across all, and perhaps the first systematic collection of cost data across system areas and institutional classifications.

**ECAR Enterprise App Market Study (CDS Module 8): Enterprise Application Market in Higher Education**
This research study explores the enterprise application landscape in higher education. Learn which types of applications are more—and less—widespread, which solutions are most common, when open source is most widespread, and the frequency of outsourcing and the system office in application management.

**Mobile/BYOE**

**ECAR Bring Your Own Everything (BYOE) Study: BYOD and Consumerization of IT in Higher Education Research**
This study identifies and addresses the most important BYOE IT issues affecting higher education and includes recommendations for exemplary practices to manage BYOE IT issues.

**ECAR Mobile IT Report: Progress in Meeting Demand for Mobile IT**
Students, faculty, administrators, and higher education staff increasingly expect anytime, anywhere access to services for which they formerly needed a connected laptop. ECAR surveyed more than 300 institutions to assess the current state of mobile IT in higher education.
Online Learning

ECAR MOOC Research Bulletin: What MOOCs Mean to Today’s Students and Institutions
The bulletin provides current motivations and obstacles for MOOCs, a perspective about how MOOCs relate to e-learning more generally, and data about the kinds of students who participate in MOOCs.

ECAR MOOC Case Study Research Bulletin: Creating MOOCs for College Credit: SJSU’s Partnership with edX and Udacity
In fall 2012, an SJSU team of administrators and faculty decided to use and develop MOOC materials in for-credit courses. This meant that the courses would not be free or even massive but would aim for a higher enrollment than traditional courses. This bulletin covers some of the many steps undertaken at SJSU to develop for-credit MOOCs, including challenges related to faculty development and business practices.

ECAR e-Learning Study Hub: The State of E-Learning in Higher Education: An Eye toward Growth and Increased Access
ECAR’s study on e-learning incorporates results from a survey, focus groups, and interviews to provide a description of the current state of e-learning in higher education. In this report are insights into the challenges of e-learning, the concerns about e-learning that remain, the most important factors to consider in selecting e-learning technologies, how accreditors view and approach e-learning, and the specific steps institutions can take to make progress in their e-learning initiatives.

7 Things You Should Know About MOOCs II
ELI’s 7 Things You Should Know About MOOCs II provides a two-page, quick overview of the topic and also includes a podcast featuring a short interview with an expert who provides a deeper exploration of additional aspects of the theme.

ELI White Paper: Learning and the Massive Open Online Course (MOOC)
This white paper presents a synthesis of the key ideas, themes, and concepts that emerged during the online focus session on MOOCs. It also includes links to supporting focus session materials, recordings, and resources to reference as we explore this new model of learning.

Building Blocks for College Completion: Blended Learning
Ten projects funded by Next Generation Learning Challenges (NGLC) sought to scale the adoption of blended learning models, in the hopes of realizing the potential of those models to improve student outcomes and reduce costs. This report examines the design and implementation experiences of the projects.

Building Blocks for College Completion: Learning Analytics
Six projects awarded grants by Next Generation Learning Challenges (NGLC) sought to develop specific tools for learning analytics and then scale them at other institutions. This report draws on their work in designing and implementing learning analytics to point to promising strategies for increasing the use and the effectiveness of learning analytics solutions.

Additional Resources

EDUCAUSE Core Data Service (CDS)
CDS is a benchmarking service used by colleges and universities to inform their IT strategic planning and management. Institutions may use CDS to make the case for additional resources, to evaluate organizational structure and governance, or to calibrate or justify performance. CDS comprises three parts: Data Collection, Data Analysis, and Reports/Analysis.

ECAR Student Study and Faculty Study: EDUCAUSE Technology Research in the Academic Community (ETRAC)
Students and faculty are arguably the most important consumers of campus IT services. And technology is a critical part of learning environments—both in traditional brick-and-mortar classrooms and in e-learning settings. The ECAR faculty and student studies explore technology ownership, use patterns, and perceptions of technology.

For more information, please visit educause.edu/EC141/Track-Resources.
Looking to learn more about the latest technology to serve your campus needs? Contact our participating companies for information.

AACRAO
Participation: Thursday General Session Sponsor
Nicole Spero, Associate Director, Consulting
speron@aacrao.org, 202-355-1056
consulting.aacrao.org
Product Category: Consulting

Aastra
Participation: Lunch Roundtable; Print Program Sponsor
Bill Dillon, Enterprise Sales Manager
marketing@aastrausa.com, 800-468-3266
www.aastrausa.com
Product Categories: Audio and Video Conferencing; BYOD; Cloud Computing and Service

Aegis Identity Software
Participation: Tuesday General Session Sponsor
Janet Yarbrough, Director of Business Development
janet.yarbrough@aegisidentity.com, 303-589-5435
www.aegisidentity.com
Product Categories: Data Security; Enterprise Information Systems; Identity and Access Management

Aruba Networks
Participation: Corporate Display; CIO and Executive IT Leader Roundtable Sponsor
Brad Hogan, Global Events
bhogan@arubanetworks.com, 408-227-4500
www.arubanetworks.com
Product Categories: Mobile Computing; Network Infrastructure; Wireless

BorderLAN
Participation: Poster Session
Matt Killian, Solutions Expert
Matt@borderlan.com, 760-736-8100
www.borderlan.com
Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; BYOD; Network Security and Applications

Bradford Networks
Participation: Corporate Display
Steve Lemelin, Account Executive
slemelin@bradfordnetworks.com
www.bradfordnetworks.com
Product Categories: BYOD; Network Security and Applications; Security Management

campusM, BRONZE PARTNER
Participation: Corporate Display; Mobile App Sponsor
David Stephenson, Commercial Director
david.stephenson@ombiel.com, +44 7748 704061
www.campusM.com
Product Categories: Learning Management Systems (LMS); Mobile Computing; Student Information Systems

Epson, GOLD PARTNER
Participation: Computer Projector Sponsor
Patty O’Brien, National A/V Sales Manager
patty.obrian@ea.epson.com, 562-981-3840
www.epson.com
Product Categories: Classroom Control Systems; Hardware; Wireless

Fischer International Identity
Participation: Corporate Display
Brian Cain, Sales Director
blc@fischerinternational.com, 919-412-6649
www.fischerinternational.com/edu
Product Categories: Cloud Computing and Services; Identity and Access Management; Network Security and Applications

Jenzabar, PLATINUM PARTNER
Participation: Totebag Sponsor
Peter Denly, Business Development Representative
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Product Categories: ERP; Learning Management Systems (LMS)

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*Product Categories:* Consulting; Help Desk; Portfolio and Project Management

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