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**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.
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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/EC142/Registration-List. For noncommercial use by event participants only; login required.

RECEPTION
Monday, 5:00–6:30 p.m. | Zurich Ballroom Foyer
One of the most valuable aspects of this event is the opportunity to connect face-to-face with fellow attendees. Join us for the reception, where you can relax over food and drink and get to know your colleagues. A cash bar will be available; each attendee will receive one drink ticket.
NOTE: Please wear your name badge for admittance.

CONNECTING GAMIFICATION
Mission: Earn Your Beads
Complete missions on-site and collect beads. The more missions you accept, the greater your chances for success in “CONNECTing” with the event. 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.

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 dessert.

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

EVALUATION FEEDBACK
Please help us improve our CONNECTions by evaluating your event experience.

Sessions: Share your thoughts on sessions and content leaders through the EDUCAUSE Events mobile app or the online event program: educause.edu/EC142/Agenda.

Overall: Watch for the overall evaluation e-mail shortly after the event. Coming soon to your inbox!

MOBILE APP
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Download the EDUCAUSE Events mobile app for quick-and-easy access to the daily agenda, your personal itinerary, location map, and event session evaluations (Android, iOS, and tablet versions are available): educause.campusm.org/get.

MOBILE DEVICE ETIQUETTE
As a courtesy to 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.

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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.
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SESSION RESOURCES
All content leaders are invited to upload their session resources including slides, videos, handouts, etc., to its listing in the online agenda, available to participants through the EDUCAUSE Connect Chicago Proceedings web page.

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.
GETTING STARTED

March 17–19, 2014 | CHICAGO, ILLINOIS | #EConnect14

ELEVATE YOUR GAME/CAREER DEVELOPMENT: GREEN TRACK

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 BLUE TRACK

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.

MOBILE/BYOE (BRING YOUR OWN EVERYTHING) YELLOW TRACK

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.

ADDITIONAL EXPERIENCES ON-SITE

ADDITIONAL EXPERIENCES ON-SITE

CIO ROUNDTABLE

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.)

EDUCAUSE 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.

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/PDopportunities.
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

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IT Services Coordinator
Illinois Wesleyan University

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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
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Middle Tennessee State University

Jayne Edge
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

Arthur Fridrich
Director, Distance Education
Virginia State University

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

Bryon J. Glock
Director of Information Technology, EUP
Western Michigan University

Cynthia M. Hadden
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

Htay Hla (Portland Team Co-Chair)
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

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Associate Vice President OIT
Rider University

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

Lauren Marsh
Educational Technology Consultant–Office of Information Technology
University of Minnesota

Heather McCullough
Head, Digital Scholarship
University of North Carolina Charlotte

John W. McGuthry
CIO
California State Polytechnic University, Pomona

Shawn McReynolds
CIO
Wytheville Community College

Cathy McVey
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Miami University

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Associate Dean for Library Technologies
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 Tippets Reinitz (Portland Team Co-Chair)
Director, Administrative IT Programs
EDUCAUSE

Roberta M. Roth
Communications Officer
Nevada System of Higher Education

Jim Russell
Academic Integration Manager
City University of New York

Nadine Stern (Core Vice Chair)
Associate CIO
Princeton University

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

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Roosevelt University

Sheri Thompson
IT Planning and Communications Officer
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Sue Traxler
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University of Wisconsin–Platteville

Patrick Wagman
IT Program Manager
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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
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ELEVATE YOUR GAME/CAREER DEVELOPMENT (GREEN)

Chad Hyatt
Director, Academic Technologies and eLearning
University of Alabama in Huntsville

Dan Jacobsohn
CIO and Library Director–School of Education, Assistant Vice Provost for IT Relations
University of Wisconsin–Madison

ENTERPRISE SYSTEMS/ADMIN IT/CLOUD (BLUE)

Fawn Callen
Manager Network Architecture
Western Michigan University

Elizabeth Thomas
Assistant Vice President, Technology Administration and Project Management
Roosevelt University

MENTORS

Mark Askren
CIO
University of Nebraska–Lincoln

Lisa Caughron
IT Services Coordinator
Illinois Wesleyan University

Raechelle Clemmons
Vice President and CIO
St. Norbert College

Joel Hartman
Vice Provost and CIO
University of Central Florida

Michael Hites
Senior Associate VP and CIO
University of Illinois Central Administration

Dan Jacobsohn
CIO and Library Director–School of Education, Assistant Vice Provost for IT Relations
University of Wisconsin–Madison

MOBILE/BYOE (YELLOW)

Chris Clark
Director, ITS Learning Spaces
The University of Iowa

Leah Kraus
CIO
North Carolina Central University

ONLINE LEARNING (RED)

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

Ellen Waite-Franzen
Vice President for Information Technology and CIO
Dartmouth College

Marty Klubeck
Strategy and Planning Consultant
University of Notre Dame

Mary Molinaro
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CIO
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Mark Walbert
Associate Vice President for Academic Technologies
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Beth Warner
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The Ohio State University

Melissa Woo
Vice Provost/CIO
University of Oregon
**Mary Albert**  
Manager, OIT Academic Services Project Office  
Princeton University

**Peter J. Angelos**  
Director of Technology, College of Liberal Arts  
University of Minnesota–Duluth

**Dylan Barth**  
Interim Associate Director  
University of Wisconsin–Milwaukee

**Jeanne Blochwitz**  
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University of Wisconsin–Madison

**Megan Fitch**  
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**Steve Huffstutler**  
Director, Academic and Client Support Services  
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**Scott Kleba**  
Desktop Support Manager, University Information Technology Services  
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**Jessica Knott**  
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Michigan State University

**Ariana Lewis**  
Senior Help Desk Analyst  
Loyola University Chicago

**Trina Marmarelli**  
Director, Instructional Technology Services  
Reed College

**Sean Henry Veloria Mendoza**  
IT Advanced Analyst  
Pima County Community College District

**Cheryl O’Dell**  
Senior Information Services Analyst  
University of Nebraska–Lincoln

**Beth Schaefer**  
Director of Client Services  
University of Wisconsin–Milwaukee

**Holly Shiflett**  
Learning Solutions Consultant  
John Wiley and Sons, Inc.

**Jennifer Vandeover**  
Associate Vice Chancellor for IT/CIO  
Southern Illinois University Edwardsville

**Tamara Walker**  
Assistant Director, Enterprise Internet Services  
University of Wisconsin–Madison

**Carol E. Williams**  
Senior IT Project Manager  
Princeton University
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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</table>
| 7:30 a.m.–5:00 p.m. | Registration Desk Open  
Zurich Ballroom Foyer  
7:30 a.m.–5:00 p.m. | Zürich Ballroom Foyer    |
| 7:30 a.m.–5:00 p.m. | Connect Lounge  
Monte Rosa, Second Floor  
7:30 a.m.–5:00 p.m. | Zürich Ballroom Foyer    |
| 8:00–8:50 a.m. | Opening Session and Breakfast  
Zurich Ballroom G | Zürich Ballroom Foyer    |
| 8:00–9:00 a.m. | Networking Breakfast  
Zurich Ballroom Foyer | Zürich Ballroom Foyer    |
| 9:00–9:30 a.m. | Welcome Session  
Zurich Ballroom ABCD | Zürich Ballroom ABCD    |
| 9:30–10:15 a.m. | General Session: Three Missing Elements That Will Reinvigorate Our Work  
Kevin D. Jones  
Zurich Ballroom ABCD | Zürich Ballroom ABCD    |
| 10:15–10:30 a.m. | Networking Break  
Zurich Ballroom Foyer | Zürich Ballroom Foyer    |
| 10:30 a.m.–12:30 p.m. | New IT Managers Program  
Interpersonal Communication  
Zurich Ballroom G  
10:30 a.m.–12:30 p.m. | Zürich Ballroom G    |
| 10:30 a.m.–12:30 p.m. | Elevate Your Game/Career Development  
Using a Living Professional Development Plan  
Zurich Ballroom EF  
10:30–11:30 a.m. | Zürich Ballroom EF    |
| 10:30 a.m.–12:30 p.m. | Enterprise Systems/Admin IT/Cloud  
ERP Hosting, Finally!  
Vevey 1–2, Second Floor  
10:30–11:30 a.m. | Vevey 1–2, Second Floor    |
| 10:30 a.m.–12:30 p.m. | Mobile/BYOE  
Developing Mobile Apps to Meet the Needs of Faculty  
St. Gallen, Second Floor  
10:30–11:30 a.m. | St. Gallen, Second Floor    |
| 10:30 a.m.–12:30 p.m. | Online Learning  
Defining Relationships for Effective Assessment  
Vevey 3–4, Second Floor  
10:30–11:30 a.m. | Vevey 3–4, Second Floor    |
| 11:30–11:45 a.m. | Elevate Your Game/Career Development  
Learn When and How to Speak IT  
Zurich Ballroom EF  
11:45 a.m.–12:30 p.m. | Zürich Ballroom EF    |
| 11:45 a.m.–12:30 p.m. | Enterprise Systems/Admin IT/Cloud  
Cloud-Based Project Management  
Vevey 1–2, Second Floor  
11:45 a.m.–12:30 p.m. | Vevey 1–2, Second Floor    |
| 11:45 a.m.–12:30 p.m. | Mobile/BYOE  
Location-Based and Augmented Tools for Discovery and Learning  
St. Gallen, Second Floor  
11:45 a.m.–12:30 p.m. | St. Gallen, Second Floor    |
| 11:45 a.m.–12:30 p.m. | Online Learning  
Technology, Accessibility, and Course Redesign  
Vevey 3–4, Second Floor  
11:45 a.m.–12:30 p.m. | Vevey 3–4, Second Floor    |
| 12:30–1:30 p.m. | Lunchtime Roundtable Discussions  
Zurich Ballroom ABCD | Zürich Ballroom ABCD    |
| 1:30–2:15 p.m. | New IT Managers Program  
Interpersonal Communication (continued)  
Zurich Ballroom G  
1:30–2:15 p.m. | Zürich Ballroom G    |
| 1:30–2:15 p.m. | Elevate Your Game/Career Development  
Work/Life Balance and Other Dangerous Concepts  
Zurich Ballroom EF  
1:30–2:15 p.m. | Zürich Ballroom EF    |
| 1:30–2:15 p.m. | Enterprise Systems/Admin IT/Cloud  
Sending the Right Message, at the Right Time, to the Right Audience  
Vevey 1–2, Second Floor  
1:30–2:15 p.m. | Vevey 1–2, Second Floor    |
| 1:30–2:15 p.m. | Mobile/BYOE  
Building a Collection of Portable Digital Technology  
St. Gallen, Second Floor  
1:30–2:15 p.m. | St. Gallen, Second Floor    |
| 1:30–2:15 p.m. | Online Learning  
Blended Learning Initiatives: Facilitating Institutional Change  
Vevey 3–4, Second Floor  
1:30–2:15 p.m. | Vevey 3–4, Second Floor    |
| 2:15–2:30 p.m. | Pause | Zürich Ballroom Foyer    |
| 2:30–3:15 p.m. | Elevate Your Game/Career Development/New IT Managers Program  
Projects and Project Management Demystified: Getting It Done Right  
Zurich Ballroom EF | Zürich Ballroom EF    |
| 2:30–3:15 p.m. | Enterprise Systems/Admin IT/Cloud  
ITSM + PPM  
Vevey 1–2, Second Floor  
2:30–3:15 p.m. | Vevey 1–2, Second Floor    |
| 2:30–3:15 p.m. | Mobile/BYOE  
Moving to the Cloud to Ensure Institutional Success  
St. Gallen, Second Floor  
2:30–3:15 p.m. | St. Gallen, Second Floor    |
| 2:30–3:15 p.m. | Online Learning  
Understanding and Implementing the Flipped Classroom Model  
Vevey 3–4, Second Floor  
2:30–3:15 p.m. | Vevey 3–4, Second Floor    |
| 3:15–3:45 p.m. | Networking Break and Connect with EDUCUASE  
Zurich Ballroom Foyer | Zürich Ballroom Foyer    |
| 3:15–3:45 p.m. | Idea Storm: Gamify and Apply  
Zurich Ballroom ABCD | Zürich Ballroom ABCD    |
| 3:45–5:00 p.m. | Corporate Displays  
Zurich Ballroom Foyer | Zürich Ballroom Foyer    |
| 3:45–5:00 p.m. | Corporate Displays  
Zurich Ballroom Foyer | Zürich Ballroom Foyer    |
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| 3:45–5:00 p.m. | Corporate Displays  
Zurich Ballroom Foyer | Zürich Ballroom Foyer    |
| 5:00–6:30 p.m. | Reception  
Zurich Ballroom Foyer | Zürich Ballroom Foyer    |
| 5:00–6:30 p.m. | Idea Storm: Gamify and Apply  
Zurich Ballroom ABCD | Zürich Ballroom ABCD    |
Sunday

4:00–6:00 p.m.
Registration Open
ZURICH BALLROOM FOYER

Monday

7:30 a.m.–5:00 p.m.
Registration Open
ZURICH BALLROOM FOYER
Connect Lounge
MONTE ROSA, SECOND FLOOR
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.
New IT Managers Program

Opening Session
ZURICH BALLROOM G
Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Wendy Woodward, Director, IT Support Services, Northwestern University; Cynthia Golden, Director, University of Pittsburgh
The New IT Managers Program focuses on providing first-time managers and those aspiring to management roles with the basic skills critical for managing and supervising projects, units, and people. The program provides a comprehensive view of the role of manager as well as specific skills development in several key management areas including interpersonal communication, finance and budgeting, managing up, and performance management. Additionally, the program offers an invaluable opportunity to share information and experiences with peers and experienced IT practitioners in a highly interactive series of both face-to-face and online sessions.

A continental breakfast will be served.

8:00–9:00 a.m.

Networking Breakfast
ZURICH BALLROOM FOYER
A continental breakfast will be served.

9:00–9:30 a.m.
Welcome Session
ZURICH BALLROOM ABCD
Julie K. Little, Vice President, Teaching, Learning, and Professional Development, and Tracy Petrillo, Chief Learning Officer, EDUCAUSE
Welcome to Connect, Overview of EDUCAUSE and 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 ACQUIA
ZURICH BALLROOM ABCD
Kevin D. Jones, Organizational Strategist, Decoggifier
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
ZURICH BALLROOM FOYER
**MONDAY**

**10:30–11:30 a.m.**

**CONCURRENT SESSIONS**

_Elevate Your Game/Career Development_

**Using a Living Professional Development Plan**

_ZURICH BALLROOM EF_

**Martin Klubeck**, Strategy and Planning Consultant, and **Don Padgett**, Program Manager–Strategic Initiatives, University of Notre Dame

This hands-on session will walk participants through the foundation of creating and using a living professional development plan. The session will use a Master Task List (MTL) tool and evaluate tasks in the context of four key attributes: Frequency of Performance, Criticality, Complexity to Perform, and Complexity to Learn/Teach. Participants are encouraged to bring a computer, a position description, and a willingness to grow.

_Outcomes:_ Discover how to use MTL to create development plan • Identify, analyze, and evaluate tasks that make up the plan • Create a draft MTL from current position description

_Enterprise Systems/Admin IT/Cloud_

**ERP Hosting, Finally! Why Didn’t We Do This Sooner?**

_VEVEY 1-2, SECOND FLOOR_

**Steve Reinhardt**, Project Manager, Case Western Reserve University

Case Western has undertaken a partnership with AT&T to host and support our enterprise applications, including student systems, financials, HR, and performance management. The process was long and winding, but the end result has been a relationship built on each partner’s strengths, making both better organizations. We will share our experiences of being the first AAU school to move our existing on-site applications to a hosting partner and facilitate a discussion on how others can leverage our experiences, both challenging and rewarding. Bring your own experiences and questions to this important dialogue.

_Outcomes:_ Achieve a deeper understanding of RFP and change management process changes • Learn more about contract processes • Discover the benefits of a hosting partnership

**Online Learning**

**Student Performance, Assessment, and Technology Outcomes: Defining Relationships for Effective Assessment**

_VEVEY 3-4, SECOND FLOOR_

**Charles Dull**, Dean, eLearning and Innovation, Cuyahoga Community College

The assessment of learning is becoming nuanced as technology-mediated solutions are more widely available and implemented. Publisher text content has moved from cartridge to interactive to adaptive learning. New adaptive learning companies are arising and others are being acquired. The challenge is to integrate and align adaptive learning with course assessment and outcomes. Technology provides solutions for the integration of various and at times disparate assessments. New assessment plans, rubrics, guidelines, and best practices will be needed to plan for integration and effective output reporting in order to design high-quality learning experiences and measure student performance.

_Outcomes:_ Recognize the importance of aligning technology/adaptive outcomes with course objectives • Investigate an effective selection criteria for tool evaluation • Design an assessment plan integrated with adaptive learning

**Mobile/BYOE**

**Developing Mobile Apps to Meet the Needs of Faculty in Teaching and Research**

**Andrew Goldstein**, Assistant Director, Academic Technology Learning Solutions, University of Wisconsin–Madison

Bring your experience and questions to contribute to a “think tank” discussion on meeting the mobile app needs of faculty in both their teaching and in their research.

**New IT Managers Program**

**Interpersonal Communication**

_ZURICH BALLROOM G_

**Joanne M. Kossuth**, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; **Wendy Woodward**, Director, IT Support Services, Northwestern University; **Cynthia Golden**, Director, University of Pittsburgh

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

Learn When and How to Speak IT: Converting Technical into Understandable

ZURICH BALLROOM EF

Kirsten Nagel, Director of Digital Technology Solutions and Services, Case Western Reserve University

The importance of developing good communication skills in IT continues to grow. To do our jobs well, we need to be able to expertly communicate both with our IT colleagues and with those who use our services in the ways they best receive information. This session will cover identifying customer information needs and how to translate and repurpose technical information for communicating with many different audiences via different modes and tools.

Outcomes: Identify key concepts in communication excellence • Develop skills in identifying customer information needs • Categorize modes and tools for effective communication

Enterprise Systems/Admin IT/Cloud

Cloud-Based Project Management

VEVEY 1-2, SECOND FLOOR

William C. Harlow, Director of Academic Technology, COCE, and Mary Higgins, AVP Program Launch, Southern New Hampshire University; Sharon Hayward, Project Manager, and Frederick Nwanganga, Manager, Database Services, University of Notre Dame

Southern New Hampshire University’s College of Online and Continuing Education has deployed a cloud-based system for tracking projects within their academic team. The University of Notre Dame’s IT department is establishing a standardized way of collecting and storing project management “lessons learned” to proactively identify potential risks in future projects. This presentation will discuss various aspects of project management. Interactive discussion will allow the attendees to process the information and discuss their own projects.

Outcomes: Discover an approach to project planning for existing and new academic projects • Explore project planning experiences and lessons learned with colleagues • Identify project planning best practices

Mobile/BYOE

Location-Based and Augmented Tools for Discovery and Learning

ST GALLEN, SECOND FLOOR

Kyle Parker, Senior Software Engineer for Developing Technologies, Ball State University

This session will present approaches to leveraging the unique applications of mobile devices in the service of teaching and learning. These platforms provide new opportunities to develop and integrate emerging technologies across disciplines from the arts, sciences, and humanities. Specific hardware such as GPS, augmented reality, and sensors enable opportunities for emergent forms of learning, including remote self-paced and collaborative real-time modes. The session will focus on engaging in hands-on and interactive experience with a variety of technology, including iPads, Android tablets, phones, and Google Glass.

Outcomes: Gain a deeper sense of the opportunities location and augmented technologies on mobile devices provide students both in and out of the classroom • Gain insight into developing mobile augmented platforms and apps to engage learners in the dynamic and ubiquitous pursuit of knowledge • Explore opportunities to collaborate and share institutional experiences of mobile initiatives and strategies for mobile devices and apps

Online Learning

Get Everyone On Board! Technology, Accessibility, and Course Redesign

VEVEY 3-4, SECOND FLOOR

Brett Creech, Educational Technologist, Purdue University

Technology is shifting how classes are taught. As classes are redesigned to take advantage of these new technologies and to integrate more active learning techniques, some students are being left behind. Improving access to course content and materials for students with both physical and learning disabilities is critical. Bring your experiences to this session to discuss barriers and best practices to ensuring accessibility for all students, both inside and outside the traditional learning space.

Outcomes: Achieve an understanding of barriers that students may experience, both physically and from learning disabilities, when technology is integrated into the learning process • Determine best practices to ensure that students can use all learning materials that are included in the course • Investigate strategies for educating and working with faculty on these issues
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.

Join a roundtable discussion with your track cohort by locating topics with the corresponding balloon colors:

- Elevate Your Game/Career Development (Green)
- Enterprise Systems/Admin IT/Cloud (Blue)
- Mobile/BYOE (Yellow)
- Online Learning (Red)

Elevate Your Game/Career Development

Leading Change From Where You Are
Lisa Caughron, IT Services Coordinator, Illinois Wesleyan University

Managing Relationships
Cathy McVey, Senior Director for IT Communications and Relationship Management, Miami University

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

Negotiation Skills
Mary Molinaro, Associate Dean for Library Technologies, University of Kentucky

Enterprise Systems/Admin IT/Cloud

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

ERP
Elizabeth Thomas, Assistant Vice President, Technology Administration and Project Management, Roosevelt University

Metatrends Influencing IT Leadership
Joanne Dehoney, Chief of Staff, EDUCAUSE

Moving Your Voice Communications to the Cloud
Paul Vance, Enterprise Sales Manager, Aastra

Using Social Technology to Attract, Engage, and Retain Students
James Davidson, Vice President Digital and Community Strategy, 7Summits

Mobile/BYOE

Chrome Books
Amanda Smith, Graphic Designer, Illinois State University

Responsive Design
Arturo Ramirez, Director of Web and Interactive Communications, Illinois State University

User Support Services
Bryan J. Glock, Director of Information Technology–EUP, Western Michigan University

Online Learning

Collaborative Tools
Ariana Lewis, Senior Help Desk Analyst, Loyola University Chicago

Emerging Technology and Academic Transformation
Malcolm Brown, Director, EDUCAUSE Learning Initiative, EDUCAUSE

Faculty Development
James A. Jorstad, Director of Academic Technologies, University of Wisconsin–La Crosse

Gamification
Pete Hoffswell, Network Manager, Davenport University

Innovations That Help Students Succeed
Nancy Millichap, Program Officer, Next Generation Learning Challenges, EDUCAUSE

Learning Analytics
Charles Dull, Dean of eLearning and Innovation, Cuyahoga Community College
New IT Managers Program

Interpersonal Communication continued
ZURICH BALLROOM G
Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Wendy Woodward, Director, IT Support Services, Northwestern University; Cynthia Golden, Director, University of Pittsburgh
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

Work/Life Balance and Other Dangerous Concepts
ZURICH BALLROOM EF
Charles R. Williams, CIO, Benedictine University; Theresa Rowe, CIO, Oakland University; David Stack, Chief Operating Officer and Deputy CIO, University of Wisconsin–Milwaukee
Phrases used in everyday speech including “work/life balance” “what keeps you up at night,” “the real world,” and “flexible workplace” can proliferate negative thoughts and attitudes. Leaders’ management strategies such as catching up on e-mail over the weekend can also set an unhealthy tone and example for the organization. This session will foster a group discussion of the ways that leaders may inadvertently foster an unhealthy organizational climate and the alternative words and behaviors they can adopt to promote a better environment.

Outcomes: Identify management strategies that can set an unhealthy tone and example for the organization • Investigate alternative management strategies • Determine best practices to ensure a healthy organization

Enterprise Systems/Admin IT/Cloud

Finding the Communication Sweet Spot and Sending the Right Message, at the Right Time, to the Right Audience
VEVEY 1-2, SECOND FLOOR
Carla Birckelbaw, Director of Client Services, and Justin Smith, Communication and Training Team Lead, Illinois State University
How, what, and when IT chooses to communicate greatly affects users’ perceptions of the services IT offers. Translating the “geek speak” into messages tailored to the right audience, at the right time, requires a strategic effort and buy-in across IT. The speakers will share how Illinois State University consolidated and streamlined IT communications through the service desk and found the communications sweet spot. In this interactive session, participants will discuss their campus experiences and be polled through an online service (easy response from mobile devices) at key moments during the presentation. Gathering anecdotal data enhances the sense of IT communications as a community problem that we all share.

Outcomes: Develop a perspective on IT communications as a strategic asset • Explore the importance of understanding what the right message is, at the right time, to the right audience for your campus • Observe a real-world example of a streamlined communication process that works

Mobile/BYOE

Building and Supporting a Borrowable Collection of Portable Digital Technology
ST GALLEN, SECOND FLOOR
Robert Withers, Head of Access Services, Miami University
At Miami University, we have closed all university-wide computer labs due to low use. To continue to provide access to technology, we’ve built a heavily used collection that includes laptops, tablets, audio recorders, video cameras, microphones, networking cables, power cords, projectors, financial/ graphic calculators, and more. This session will discuss how we grow, evaluate, and manage the equipment loans. This approach will provide a springboard to discussion for sustaining a collection of portable digital technology.

Outcomes: Explore how to formulate criteria for selecting, retaining, and removing portable technology corresponding to campus demand • Discover how to anticipate challenges in maintaining and supporting a heavily used technology collection • Identify how portable technology might impact services in a shared facility

Online Learning

Blended Learning Initiatives: Facilitating Institutional Change
VEVEY 3-4, SECOND FLOOR
Timothy Dugdale, Senior Learning Technology Consultant, and Chad Shorter, Learning Technology Consultant, University of Wisconsin–Madison
Using Graham, Woodfield, and Harrison’s “A Framework for Institutional Adoption and Implementation of Blended Learning in Higher Education” as a guide, we will discuss how we’ve developed programs and initiatives to build a campus-wide blended learning initiative. We will share and invite discussion around the struggles and successes of this fast-moving implementation. Topics will include administrative initiatives, faculty development programs, models and definitions of blended learning, support and development resources, and cultural/infrastructural elements.
1:30–2:15 p.m. continued

Outcomes: Learn to think critically about opportunities and strategies for creating sustainable and scalable blended learning initiatives • Investigate the advantages of collaborative frameworks that bring together campus units and allow for flexible and varied options • Identify your institution’s stage of adoption and range of instructor experience and be able to develop appropriate initiatives based on these criteria.

2:30–3:15 p.m.

CONCURRENT SESSIONS
Elevate Your Game/Career Development/New IT Managers Program

Projects and Project Management Demystified: Getting It Done Right, Time after Time
ZURICH BALLROOM EF

Michelle Sorensen, Lead Project Manager, University of Notre Dame

Project management is not about policy, rules, or restrictions. It’s about repeatability: using resources wisely, minimizing risks while maximizing results, and seeing consistent results. Join us to demystify and reveal the “secrets” of the fundamental practices of project management, using both academic and administrative examples. We’ll look at a project life cycle and how a project manager’s role shepherds the work forward, allowing team members’ strengths to shine. We’ll explore various tools and templates available to project managers, both low tech and high tech, as well as the “soft skills” that augment success for the project manager and the project.

Outcomes: Recognize what a project is and how it progresses through the life cycle • Investigate templates, tools, and techniques for core project life-cycle components • Pinpoint the project management roles and soft skills that are critical to success.

Enterprise Systems/Admin IT/Cloud

ITSM + PPM: Evolution in Higher Education IT Management
VEVEY 1-2, SECOND FLOOR

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 it might relate to individual institutions • Explore diverse perspectives of how to potentially approach the integration of ITSM and PPM • Identify institution appropriate action steps to benefit from the integration of PPM and ITSM disciplines.

Mobile/BYOE

Moving to the Cloud to Ensure Institutional Success
ST GALLEN, SECOND FLOOR

Eileen Smith, Director of Product Marketing, Workday

The pressures to rethink the business model of higher education are causing many thought leaders to take a step back and ponder new ways to ensure institutional success. Student success, predictive institutional planning in advance, and new staffing models all seemingly rise to the top of the list. This session will analyze a before-and-after view of a leading institution of higher education that believed a cloud-based solution would propel it forward to meet today’s “new normal.”

Outcomes: Identify a clear understanding of how your campus might implement a multitiered cloud solution and consider its benefits • Review an interactive case study and discuss how embedded analytics can be implemented for predictive decision making • Examine what features an embedded mobile design might offer for on-the-go employees and campus constituents.

Online Learning

It’s RELAY Simple: A Framework and Method for Understanding and Implementing the Flipped Classroom Model
VEVEY 3-4, SECOND FLOOR

Joshua L. Sauvie, Professor of English and Technology Consultant, Mott Community College; Sam Curcuruto, Product Marketing Manager, TechSmith Corporation

This session will introduce participants to a framework for understanding the flipped model of teaching in higher education in an attempt to dispel some common misunderstandings and misinterpretations of flipped teaching. Attendees will also get a peek at TechSmith’s newest solution, TechSmith RELAY, a video/lecture capture tool with a host of educationally minded features and tools. With TechSmith RELAY, instructors can immediately begin flipping their lessons, thereby creating personally relevant and academically engaging video lessons.

Outcomes: Describe the importance of video and mixed media with regard to increasing student engagement in online learning • Discover the concept of flipped or blended classrooms as it involves and includes technology in higher education • Identify how an institution could use TechSmith RELAY for enterprise video creation and hosting.
3:15–3:45 p.m.

(Networking Break
ZURICH BALLROOM FOYER

Connect with EDUCAUSE Resources
ZURICH BALLROOM FOYER

Connect with EDUCAUSE data reporting tools, professional development resources, and communities of practice designed to advance your knowledge-building.

Leah Lang, manager of the Core Data Service, will demonstrate CDS Reporting, the benchmarking tool institutions use to inform their IT strategic planning and management. Bring your benchmarking questions!

Join Malcolm Brown, director of the EDUCAUSE Learning Initiative, to explore the wealth of ELI resources in the areas of online and mobile learning, and beyond.

Nancy Millichap, program officer at Next Generation Learning Challenges, will connect you to the breakthrough models surfaced through the NGLC program.

Julie Little, vice president of teaching, learning, and professional development, is at the ready to help you elevate your game through the EDUCAUSE Institute portfolio.

3:15–6:30 p.m.

CORPORATE DISPLAYS
ZURICH BALLROOM FOYER

Authentify
Authentify offers user-centric, multifactor authentication services (SaaS) including voice biometrics and digital certificates by using smart devices and telephones as proxies for security credentials. Achieve strong authentication without expending the effort typically associated with technologies like workflows for auditable log in to online classes, departmental SSO, VPN login, remote access to student records, and others.

Bradford Networks
Bradford Networks is the NAC (network access control) vendor of choice for over 600 educational institutions worldwide. The company’s award-winning Network Sentry solution automatically identifies all devices and all users on a network, providing complete visibility and enabling policy-driven control.

Cambridge Computer
Cambridge Computer Services specializes in storage networking, data protection, and digital archiving technologies. For over 20 years, we have helped our clients identify their storage needs, devise long-term storage management strategies, and compare technologies from different hardware and software manufacturers. Customers often receive recommendations for customized solutions at no cost.

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 oMbiel, campusM mobile apps are designed to deliver a world-class mobile presence on leading platforms and devices.

Code 42 Software
Code42 develops intuitive, optimized technology to securely manage and protect the world’s data. Our award-winning CrashPlan backup solutions manage exabytes of data across millions of devices and are employed by some of the largest organizations in the world. And our SharePlan enterprise-grade file sync/share enables real-time collaboration while enforcing corporate security requirements.

EMPOWER Student Information System
EMPOWER is an award-winning, fully integrated student information system. Modules provide flexibility based on an institution’s needs and include recruiting and admissions, records and registration, financial aid, billing and receivables, degree audit, alumni and donor development, payroll, residence halls, campus security, and web self-service.

F5 Networks
F5 provides solutions for an application-driven world. F5 helps seamlessly scale cloud, data center, and software-defined networking deployments to successfully deliver applications to anyone, anywhere, at any time. Businesses, service providers, the government, and consumer brands rely on F5 to stay ahead of cloud, security, and mobility trends.

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.
### Idea Storm: Gamify and Apply

**ZURICH BALLROOM ABCD**

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

**ZURICH BALLROOM FOYER**

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

*NOTE: Please wear your name badge for admittance.*

### 3:15–6:30 p.m. continued

**Globus**

Globus is a fast, reliable, high-performance service for secure data movement and sharing. Designed specifically for researchers, Globus provides “fire-and-forget” file transfer capabilities that simplify the process of moving big data between any two storage systems, and securely sharing data among distributed users. Learn more at globus.org.

**lynda.com, Silver Partner**

Through lynda.com, anyone in any organization can learn software and creative and business skills to achieve personal, academic, and professional goals. Users get unlimited access to a vast online library of high-quality, current, and engaging video tutorials taught by recognized experts and working professionals.

**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.

**Unicon**

Unicon is a leading provider of IT consulting, services, and support for education technology. Unicon provides services for SSP, the Student Success Plan, which includes the MAP academic planning tool. Unicon concentrates on technologies including identity and access management, student success, mobile computing, the LMS, portals, online video, and collaboration.

**WTC Consulting**

WTC Consulting is a national firm that has been delivering consulting services to higher education and academic medical centers since 1983. We offer expertise in strategic technology planning, IT costing, rate and funding strategies, mobility planning, high-performance technology infrastructure assessment and planning, data storage strategies, operational reviews, benchmarking, outsourcing studies, and project management.
### TUESDAY SCHEDULE AT-A-GLANCE

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td><strong>7:30 a.m.–5:00 p.m.</strong></td>
<td><strong>Registration Desk Open</strong>&lt;br&gt;Zurich Ballroom Foyer&lt;br&gt;7:30 a.m.–5:00 p.m.</td>
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<td>7:30 a.m.–5:00 p.m.</td>
<td><strong>Connect Lounge</strong>&lt;br&gt;Monte Rosa, Second Floor&lt;br&gt;7:30 a.m.–5:00 p.m.</td>
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<tr>
<td><strong>7:30 a.m.–5:00 p.m.</strong></td>
<td><strong>Networking Breakfast</strong>&lt;br&gt;Zurich Ballroom ABCD&lt;br&gt;7:30–8:30 a.m.</td>
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<td>8:00 a.m.–12:30 p.m.</td>
<td><strong>New IT Managers Program</strong>&lt;br&gt;Performance Management&lt;br&gt;Finance and Budgeting&lt;br&gt;Managing Up and Moving Up&lt;br&gt;Zurich Ballroom G&lt;br&gt;8:00 a.m.–12:30 p.m.</td>
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<tr>
<td>8:30–9:00 a.m.</td>
<td><strong>Elevate Your Game/Career Development Learning Cohort</strong>&lt;br&gt;Zurich Ballroom EF</td>
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<td>8:00 a.m.–12:30 p.m.</td>
<td><strong>Enterprise Systems/Admin IT/Cloud Learning Cohort</strong>&lt;br&gt;Vevey 1-2, Second Floor&lt;br&gt;8:30–9:00 a.m.</td>
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<td>8:30–9:00 a.m.</td>
<td><strong>Mobile/BYOE Learning Cohort</strong>&lt;br&gt;St. Gallen, Second Floor&lt;br&gt;8:30–9:00 a.m.</td>
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<td>8:30–9:00 a.m.</td>
<td><strong>Online Learning</strong>&lt;br&gt;Learning Cohort&lt;br&gt;Vevey 3-4, Second Floor&lt;br&gt;8:30–9:00 a.m.</td>
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<td>9:00–9:15 a.m.</td>
<td><strong>Pause</strong></td>
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<tr>
<td>9:15–10:15 a.m.</td>
<td><strong>Elevate Your Game/Career Development</strong>&lt;br&gt;Taking Control of Your Career&lt;br&gt;Zurich Ballroom EF&lt;br&gt;9:15–10:15 a.m.</td>
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<td>9:15–10:15 a.m.</td>
<td><strong>Enterprise Systems/Admin IT/Cloud</strong>&lt;br&gt;Updating Campus IT Engagement&lt;br&gt;Vevey 1-2, Second Floor&lt;br&gt;9:15–10:15 a.m.</td>
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<td>9:15–10:15 a.m.</td>
<td><strong>Mobile/BYOE</strong>&lt;br&gt;Situating Mobile Learning on College Campuses&lt;br&gt;St. Gallen, Second Floor&lt;br&gt;9:15–10:15 a.m.</td>
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<td>9:15–10:15 a.m.</td>
<td><strong>Online Learning</strong>&lt;br&gt;Autonomous Learners and the Next-Generation University&lt;br&gt;Vevey 3-4, Second Floor&lt;br&gt;9:15–10:15 a.m.</td>
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<td>10:15–10:45 a.m.</td>
<td><strong>Networking Break, Corporate Displays, and Connect with EDUCAUSE Resources</strong>&lt;br&gt;Zurich Ballroom Foyer&lt;br&gt;10:15–10:45 a.m.</td>
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<td>10:45–11:30 a.m.</td>
<td><strong>Elevate Your Game/Career Development</strong>&lt;br&gt;How to Create a World-Class Service Organization in Just One Year&lt;br&gt;Zurich Ballroom EF&lt;br&gt;10:45–11:30 a.m.</td>
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<td>10:45–11:30 a.m.</td>
<td><strong>Enterprise Systems/Admin IT/Cloud</strong>&lt;br&gt;Collaborating to Achieve Better IT Accessibility&lt;br&gt;Vevey 1-2, Second Floor&lt;br&gt;10:45–11:30 a.m.</td>
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<td>10:45–11:30 a.m.</td>
<td><strong>Mobile/BYOE</strong>&lt;br&gt;Effective Deployment of Tablets and iPads&lt;br&gt;St. Gallen, Second Floor&lt;br&gt;10:45–11:30 a.m.</td>
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<td>10:45–11:30 a.m.</td>
<td><strong>Online Learning</strong>&lt;br&gt;Transforming the Student Experience with MOOCs and Open Learning Platforms&lt;br&gt;Vevey 3-4, Second Floor&lt;br&gt;10:45–11:30 a.m.</td>
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<td>11:30–11:45 a.m.</td>
<td><strong>Pause</strong></td>
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<td>11:45 a.m.–12:30 p.m.</td>
<td><strong>Elevate Your Game/Career Development</strong>&lt;br&gt;Be a Technology Guru, or Move into Management?&lt;br&gt;Zurich Ballroom EF&lt;br&gt;11:45 a.m.–12:30 p.m.</td>
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<td>11:45 a.m.–12:30 p.m.</td>
<td><strong>Enterprise Systems/Admin IT/Cloud</strong>&lt;br&gt;Skating to Where the Puck Will Be&lt;br&gt;Vevey 1-2, Second Floor&lt;br&gt;11:45 a.m.–12:30 p.m.</td>
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<td>11:45 a.m.–12:30 p.m.</td>
<td><strong>Mobile/BYOE</strong>&lt;br&gt;Using Collaborative, Qualitative Research to Guide Campus IT Decision Making&lt;br&gt;St. Gallen, Second Floor&lt;br&gt;11:45 a.m.–12:30 p.m.</td>
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<td>11:45 a.m.–12:30 p.m.</td>
<td><strong>Online Learning</strong>&lt;br&gt;Toward Transforming Higher Education with Data&lt;br&gt;Vevey 3-4, Second Floor&lt;br&gt;11:45 a.m.–12:30 p.m.</td>
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<td>12:30–1:30 p.m.</td>
<td><strong>Lunchtime Roundtable Discussions</strong>&lt;br&gt;Zurich Ballroom ABCD&lt;br&gt;12:30–1:30 p.m.</td>
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<td>12:30–1:30 p.m.</td>
<td><strong>Dessert and Poster Sessions</strong>&lt;br&gt;Zurich Ballroom ABCD&lt;br&gt;1:30–2:30 p.m.</td>
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<td>12:30–1:30 p.m.</td>
<td><strong>Corporate Displays</strong>&lt;br&gt;Zurich Ballroom Foyer&lt;br&gt;1:30–2:30 p.m.</td>
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<tr>
<td>12:30–1:30 p.m.</td>
<td><strong>Elevate Your Game/Career Development/New IT Managers Program</strong>&lt;br&gt;Help Your Campus Consider a Breakthrough Model&lt;br&gt;Zurich Ballroom EF&lt;br&gt;2:30–3:15 p.m.</td>
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<td>2:30–3:30 p.m.</td>
<td><strong>Enterprise Systems/Admin IT/Cloud</strong>&lt;br&gt;A Crash Course in Object Storage&lt;br&gt;Vevey 1-2, Second Floor&lt;br&gt;2:30–3:15 p.m.</td>
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<td>2:30–3:15 p.m.</td>
<td><strong>Mobile/BYOE</strong>&lt;br&gt;BYOE Benefits and Security Risks&lt;br&gt;St. Gallen, Second Floor&lt;br&gt;2:30–3:15 p.m.</td>
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<td>2:30–3:15 p.m.</td>
<td><strong>Online Learning</strong>&lt;br&gt;Teaching in the Clouds&lt;br&gt;Vevey 3-4, Second Floor&lt;br&gt;2:30–3:15 p.m.</td>
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<td>3:15–3:45 p.m.</td>
<td><strong>Networking Break, Corporate Displays, and Connect with EDUCAUSE Resources</strong>&lt;br&gt;Zurich Ballroom Foyer&lt;br&gt;3:15–3:45 p.m.</td>
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<td>3:45–5:00 p.m.</td>
<td><strong>Idea Storm: Creating Cohorts</strong>&lt;br&gt;Zurich Ballroom ABCD&lt;br&gt;3:45–5:00 p.m.</td>
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7:30–8:30 a.m.

Networking Breakfast

ZURICH BALLROOM ABCD

A complete, hot breakfast will be served.

7:30 a.m.–5:00 p.m.

Registration Open

ZURICH BALLROOM FOYER

Connect Lounge

MONTE ROSA, SECOND FLOOR

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

Program Sessions

ZURICH BALLROOM G

Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Wendy Woodward, Director, IT Support Services, Northwestern University; Cynthia Golden, Director, University of Pittsburgh

Performance Management

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

Outcomes:
- Understand the 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

ZURICH BALLROOM EF

Learning Cohort: Enterprise Systems/Admin IT/Cloud

VEVEY 1-2, SECOND FLOOR

Learning Cohort: Mobile/BYOE

ST GALLEN, SECOND FLOOR

Learning Cohort: Online Learning

VEVEY 3-4, SECOND FLOOR

9:15–10:15 a.m.

CONCURRENT SESSIONS

Elevate Your Game/Career Development

The Path Less Traveled: Taking Control of Your Career

ZURICH BALLROOM EF

Deborah DeYulia, Director, Customer and Technology Support, Duke University; Dan Harder, Director, Campus Technology Support, Elon University

This conversation will focus on strategies and techniques to help you reach the next level of career achievement. Whether your goal is management or a senior technical position, you will learn coaching methods for team members, how to build successful teams, and how to exceed your organization’s objectives. Session leaders and participants will share their experiences in management and successful strategies used to reach leadership positions.

Outcomes:
- Identify strategies to ensure success in your current and future positions
- Develop techniques to manage up efficiently
- Explore a variety of approaches to communicate effectively with colleagues and managers
**Enterprise Systems/Admin IT/Cloud**

**Updating Campus IT Engagement: Flipping the Enterprise**

**VEVEY 1-2, SECOND FLOOR**

Christopher Eagle, Enterprise Architect, University of Michigan–Ann Arbor; Paul H. Erickson, Enterprise Architect, University of Nebraska–Lincoln

In the same way the flipped classrooms transfer some of the responsibility and authority for learning to the student, a flipped enterprise transfers responsibility and authority for technology to the enterprise. This session will explore ideas and present case studies for transferring IT strategy, planning, and priority setting to the user community. This concept of flipping the enterprise is still evolving. While we will support this key concept with a case study from U Michigan, we will also engage participants with the equally important idea of how enterprise technology needs to evolve to survive.

**Outcomes:** Explore transformative changes affecting IT and higher education • Discover strategic approaches to engaging the campus in making decisions about how technology should support the enterprise • Gather ideas to take home and put to use on campus

**Mobile/BYOE**

**Situating Mobile Learning on College Campuses**

**ST GALLEN, SECOND FLOOR**

John Martin, Senior Teaching and Learning Consultant, University of Wisconsin–Madison

Educators know that learning happens best when learners are motivated and supported, so how can we support learning activities where students use the technology at their disposal? Our faculty used mobile and web technologies to create interactive tours and collaborative field research for students to engage with content situated in authentic contexts. Building on this experience, the Mobile Learning Incubator has been evaluating the integration of game elements into newer field research tools. In this session, we’ll get in touch with our inner college student to understand the breadth and scope of mobile as a learning tool, synthesize our different perspectives in small groups, analyze and evaluate how current uses of mobile in higher education teaching and learning support these perspectives, and create a set of challenges and strategies around mobile learning for higher education IT to address.

**Outcomes:** Learn about several types of mobile-enhanced T&L activities • Inhabit a student’s view of mobile • Create and share a range of potential learning activities based on that perspective • Evaluate how IT can address mobile learning needs, based on a T&L focus

**Online Learning**

**Autonomous Learners and the Next-Generation University**

**VEVEY 3-4, SECOND FLOOR**

Dennis A. Trinkle, Provost/Chief Academic Officer, Harrison College; David J. Staley, Associate Professor of History and Design, The Ohio State University

Autonomous learners represent a growing segment of the higher education market. They advance through courses at their own pace, in their own sequence, in formal educational settings or through experiential learning, MOOCs, or other forms. They are autodidacts, but they learn in a formal, structured setting, aided by adaptive course technologies. The next-generation university will be organized for the benefit of these learners, to provide self-paced courses, to certify and validate learning, and to provide expert guidance along their learning journey. Join this conversation, where we will describe such a new autonomous learner-centered university.

**Outcomes:** Gain knowledge of autonomous learners • Distinguish strategies for addressing students’ needs • Achieve insight into the disruptive effects of this market segment

10:15–10:45 a.m.

**Networking Break**

**ZURICH BALLROOM FOYER**

Connect with EDUCAUSE Resources

**ZURICH BALLROOM FOYER**

Connect with EDUCAUSE resources, professional development programs, and communities of practice designed to advance your knowledge building.

Leah Lang, manager of the Core Data Service, will demonstrate CDS Reporting, the benchmarking tool institutions use to inform their IT strategic planning and management. Bring your benchmarking questions!

Join Malcolm Brown, director of the EDUCAUSE Learning Initiative, to explore the wealth of ELI resources in the areas of online and mobile learning, and beyond.

Nancy Millichap, program officer at Next Generation Learning Challenges, will connect you to the breakthrough models surfaced through the NGLC program.

Julie Little, vice president of teaching, learning, and professional development, is at the ready to help you elevate your game through the EDUCAUSE Institute portfolio.
EMPOWER Student Information System

EMPOWER is an award-winning, fully integrated student information system. Modules provide flexibility based on an institution’s needs and include recruiting and admissions, records and registration, financial aid, billing and receivables, degree audit, alumni and donor development, payroll, residence halls, campus security, and web self-service.

F5 Networks

F5 provides solutions for an application-driven world. F5 helps seamlessly scale cloud, data center, and software-defined networking deployments to successfully deliver applications to anyone, anywhere, at any time. Businesses, service providers, the government, and consumer brands rely on F5 to stay ahead of cloud, security, and mobility trends.

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.

Globus

Globus is a fast, reliable, high-performance service for secure data movement and sharing. Designed specifically for researchers, Globus provides “fire-and-forget” file transfer capabilities that simplify the process of moving big data between any two storage systems, and securely sharing data among distributed users. Learn more at globus.org.

lynda.com, Silver Partner

Through lynda.com, anyone in any organization can learn software and creative and business skills to achieve personal, academic, and professional goals. Users get unlimited access to a vast online library of high-quality, current, and engaging video tutorials taught by recognized experts and working professionals.

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.
Unicon

Unicon is a leading provider of IT consulting, services, and support for education technology. Unicon provides services for SSP, the Student Success Plan, which includes the MAP academic planning tool. Unicon concentrates on technologies including identity and access management, student success, mobile computing, the LMS, portals, online video, and collaboration.

WTC Consulting

WTC Consulting is a national firm that has been delivering consulting services to higher education and academic medical centers since 1983. We offer expertise in strategic technology planning, IT costing, rate and funding strategies, mobility planning, high-performance technology infrastructure assessment and planning, data storage strategies, operational reviews, benchmarking, outsourcing studies, and project management.

10:45–11:30 a.m.

CONCURRENT SESSIONS

Elevate Your Game/Career Development

Leading a Revolution: How to Create a World-Class Service Organization in Just One Year

ZURICH BALLROOM EF

Raechelle Clemmons, Vice President and CIO, and Scott Crevier, Director of User Support and Web Services, St. Norbert College

In 2012, St. Norbert’s technology group was a team divided, organized in two separate departments that thought of themselves as three. One year later, we had transformed ourselves into a world-class service organization and team, characterized by campus constituents as having “amazing energy” and achieving an “incredible shift in atmosphere, attitude, and confidence.” How did we do it? We deconstructed and then reconstructed organizational structure and space, renovating our physical environment to create a space that fosters collaboration and communication. Along the way we brought staff together over food, service, and song—and in the process revolutionized our division.

Outcomes: Explore strategies for building teams, changing organizational culture, and learning from interactions with key stakeholders • Understand how physical space affects group dynamics and the benefits of open office space • Identify strategies for moving from a “help desk” to a “service desk” • Learn how to transform from a technical support mentality/model to a service-focused organization

Effective Deployment of Tablets and iPads: Lessons Learned

ST GALLEN, SECOND FLOOR

Charles Timothy Dickel, Professor of Education, Creighton University

The Creighton College of Arts and Sciences implemented a college-wide iPad project with many logistical and technological challenges. The program involved nearly 40 faculty and more than a thousand students from across the college. The presenters will describe the development of the evaluation strategies as well as the challenges of working with diverse faculty. Learn what went well and what could have been done differently. Participants will engage in a problem-solving strategy, involving the implementation and evaluation of a college-wide iPad project.

Outcomes: Gain an inventory of possible evaluation questions for studying the impact of technology on student learning • Develop an understanding of critical issues in surveying diverse faculty and students • Acquire knowledge about positive and negative evaluation strategies for student learning studies

Enterprise Systems/Admin IT/Cloud

Collaborating to Achieve Better IT Accessibility

VEVEY 1-2, SECOND FLOOR

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

Many of our enterprise systems erect huge barriers for students with disabilities, obstructing students’ opportunities for success and placing our institutions at legal risk. Web and IT accessibility techniques are well documented and standardized by the World Wide Web consortium and the U.S. Access Board. However, many vendors of IT products continue to innovate and roll out products with little or no regard for accessibility. In this interactive, action-driven discussion, participants will share knowledge and promising practices and explore ideas focusing on how we can all collaborate to greater influence the state of accessibility among enterprise systems.

Outcomes: Recognize the advantages of collaboration for improving the state of IT accessibility • Explore existing (and new) opportunities to participate in accessibility efforts • Craft a set of personal, self-assigned action items that can be applied to improve IT accessibility, at your institution or globally
**Online Learning**

**Transforming the Student Experience and Beyond with MOOCs and Open Learning Platforms**

**VEVEY 3-4, SECOND FLOOR**

**Seth Anderson,** Academic Technology Consultant, Duke University; **Adam Croom,** Director, Digital Courses, Center for Teaching Excellence, University of Oklahoma

Join this discussion of the adoption of MOOCs at two institutions. We’ll look at the big questions that still exist around how technology can be leveraged to scale other fundamental aspects of the student experience, including interaction. We’ll explore the effect of MOOCs on various constituencies, perceptual and tangible changes in both online and F2F courses for both students and faculty, and lessons learned as we work to provide cost-effective alternatives to traditional learning resources.

**Outcomes:** Explore the realm of MOOCs • Determine how to work with partners to build realistic expectations, support initiatives, and platforms that can change teaching and learning at your institution • Fine-tune your ability to bring an informed perspective to the MOOC conversation and explore ways to kick-start initiatives that transform the student experience.

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**CONCURRENT SESSIONS**

**Elevate Your Game/Career Development**

**Career Paths: Be a Technology Guru, or Move into Management?**

**ZURICH BALLROOM EF**

**Debra Jenkins**, CIO, Carroll University; **Christopher Eagle,** Enterprise Architect, University of Michigan–Ann Arbor

Many IT professionals must make hard decisions on whether to stay in the technical expert role or to move into management, where technical expertise may wane while becoming more of a generalist and managing others. Both roles are critical. In addition, IT leadership must help our institutions’ HR units understand the need to create advanced technical positions with commensurate salaries that allow people to do what they do best rather than force them into management positions for higher pay. Join the conversation about the directional choices that we can make together to best serve IT staff and the institution.

**Outcomes:** Examine specific issues related to career development, both in management and in technical expert roles • Recognize different staffing skill sets, demands, and compensation models • Determine the questions that will guide your own career path.

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**Skating to Where the Puck Will Be**

**VEVEY 1-2, SECOND FLOOR**

**Joel L. Hartman,** Vice Provost and CIO, University of Central Florida

As IT professionals, we lead technological change within our institutions. Or do we? With the growth of departmental IT and the advent of the cloud, BYOD, online learning, big data, and cyberinfrastructure has the locus of change shifted? This discussion will look at some of the waves of technological change sweeping over the academy and engage the you in thinking about challenges and opportunities for IT leadership in the coming decade.

**Outcomes:** Recognize the macrolevel technological changes and new players impacting the academy • Identify the shifting roles of IT within higher education and opportunities for IT leadership to influence the future • Explore perspectives on the power of internal and external partnerships to grow capacity, maintain quality, garner resources, and leadership concepts that you can use today.

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**Mobile/BYOE**

**Using Collaborative, Qualitative Research to Guide Campus IT Decision Making**

**ST GALLEN, SECOND FLOOR**

**Julianne Atwood,** Student; **Henry D. Delcore,** Professor, and **Cynthia Teniente-Matson,** Vice President for Administration and Chief Financial Officer, California State University, Fresno

In this session, we will examine student IT use in the BYOE era by using and moving beyond existing research to gather data that is responsive to student needs. Participants will gain a clear understanding of how to collaboratively engage IT managers, faculty, and students to execute effective qualitative research on student IT use, leading to results that help guide data-driven, cost-effective decisions that are useful to students. Participants will examine their own assumptions about student IT use and envision ways they can move beyond existing research. Working groups will develop an agenda for drafting collaboration and research plans for use on campus. At the end of the session, select participants will briefly present their action plans to the group.

**Outcomes:** Understand how cross-campus collaborations can produce high-impact, campus-specific research to inform better decision making • Understand the mutually supporting roles of quantitative and qualitative data in producing reliable, actionable insights into the student BYOE landscape • Understand how to assemble an effective IT research team and get recommended methods for executing high-impact qualitative research.
Online Learning

Toward Transforming Higher Education with Data
VEVEY 3-4, SECOND FLOOR

Kim Arnold, Evaluation Consultant, Clare Huhn, Senior Policy and Planning Analyst, Linda A. Jorn, Associate Vice President, Learning Technologies, and Director of DoIT AT, and Joshua Morrill, Evaluator, University of Wisconsin–Madison

Join us as we discuss using data-rich learning platforms to improve student-learning outcomes from our ongoing organizational capacity building to our experience with strategic and system-level thinking around two separate learning analytics projects: a predictive modeling project and a MOOC project. We’ll take a deeper dive into strategies and approaches for cross-disciplinary partnerships; governance and policy; data expertise; cultural change; scalability and sustainability; focus on assessment; data-related competencies and literacies; and customer (student, instructor, administrative) support.

Outcomes: Understand the importance of an institutional self-study to increase readiness for learning analytics projects • Recognize the need for organizational capacities for successfully adopting online, data-rich environments • Understand the importance of strategic planning and system-level thinking in scaling and sustaining technology-enhanced learning as well as the small steps that move a learning organization closer to optimization of learning

12:30–1:30 p.m.

Lunchtime Roundtable Discussions
ZURICH BALLROOM ABCD

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.

Join a roundtable discussion with your track cohort by locating topics with the corresponding balloon colors:
• Elevate Your Game/Career Development (Green)
• Enterprise Systems/Admin IT/Cloud (Blue)
• Mobile/BYOE (Yellow)
• Online Learning (Red)
12:30–1:30 p.m. continued

Leveraging a Cloud Strategy to Build Institutional Success
Eileen Smith, Director of Product Marketing, Workday

Mitigating Risk during a Data Breach
Steven Littleson, Director, Kroll

State Colleges & Universities
Pete Hoffswell, Network Manager, Davenport University

Online Learning
Breakthroughs in the Real World
Nancy Millichap, Program Officer, Next Generation Learning Challenges, EDUCAUSE

Community Colleges
Charles Dull, Dean of eLearning and Innovation, Cuyahoga Community College

Faculty Concerns and Issues
Genya Devoe, Faculty, Chair, Antioch University Midwest

Faculty Development
Malcolm Brown, Director, EDUCAUSE Learning Initiative, EDUCAUSE

Liberal Arts Institutions
Ariana Lewis, Senior Help Desk Analyst, Loyola University Chicago

Research Institutions
Linda A. Jorn, Associate Vice President, Learning Technologies, and Director of DoIT AT, University of Wisconsin–Madison

Strategic Planning for CIOs and Central IT
Joel L. Hartman, Vice Provost and CIO, University of Central Florida

1:30–2:30 p.m.

Dessert
ZURICH BALLROOM ABCD

Connect with EDUCAUSE Resources
ZURICH BALLROOM FOYER

Connect with EDUCAUSE data reporting tools, professional development resources, and communities of practice designed to advance your knowledge building.

Join Malcolm Brown, director of the EDUCAUSE Learning Initiative, as he shares a new focus on faculty development under way through ELI.

Leah Lang, manager of the Core Data Service, will help you discover useful data on demand offered by the EDUCAUSE Center for Analysis and Research (ECAR).

Nancy Millichap, program officer at Next Generation Learning Challenges, will connect you to the breakthrough models surfaced through the NGLC program.

Julie Little, vice president of teaching, learning, and professional development, has the scoop on the new EDUCAUSE Professional Development badging program.

CORPORATE DISPLAYS
ZURICH BALLROOM FOYER
See pages 22-23 for company descriptions.

Authentify
Bradford Networks
Cambridge Computer
campusM, BRONZE PARTNER
Code 42 Software
EMPOWER Student Information System
F5 Networks
Fischer International Identity
Globus
lynda.com, SILVER PARTNER
Pure Storage
Unicon
WTC Consulting
POSTER SESSIONS
ZURICH BALLROOM ABCD

Elevate Your Game/Career Development

A Change of Perspective: Creative Strategies for Professional Development

Jacob DeGeal, Lead Graphic Designer, and Arturo Ramirez, Director, Web and Interactive Communications, Illinois State University

The pursuit of performance-based results and cross-training skills in the workplace has made career advancement through professional development vital in higher education. Our session will focus on creative and rigorous processes found in events such as hackathons, design charrettes, and sprint development collaborations. Through specific case studies, we will showcase how an intensive collaborative experience can lead to improved communication and team building, increased project management efficiency, and the discovery of new, innovative solutions.

ServiceU: Building a Dynamic Professional Development Program

Brandon Bernier, Director, User Services, Jennifer Kvistad, Director of Human Resources, and Geoffrey Larson, Director of Digital Publishing and Printing, University of Wisconsin–Madison

As universities adapt to changing environments, it is necessary to cultivate professional skills that benefit both the employee and the campus community. UW–Madison took on this challenge by partnering with multiple constituent groups across campus to build an 18-month professional development program for 125 employees, integrating project work, mentor/mentee relationships, and professional learning networks. This exciting development plan, ServiceU, is a scalable system that addresses customer service, relationships/rapport, communication, and time management. In this interactive presentation, we will share an approach for developing a professional development program at your university while highlighting recommendations for scaling various activities.

Enterprise Systems/Admin IT/Cloud

Application Retirement as a Road to Innovation and Improved Student Outcomes

Christian Kaefer, Director of Publishing, and Jon Radebaugh, Technical Consultant, Flatirons Solutions

For over a decade, Flatirons Solutions has pioneered the use of XML content in publishing. Along the way, we’ve gained deep experience in IT infrastructure, education, learning, and assessment while consulting with clients including Cambridge Assessment, McGraw-Hill, and Pearson. We’ve found that most of the IT budget is spent “keeping the lights on.” Retiring outdated and expensive applications allows you to move data to report-friendly, low-cost storage. The savings are shifted to applications that enable learning and improve student outcomes. Our distinguished architects and engineers can craft a realistic roadmap to get you where you want to go.

Automated Attendance Monitoring and Intervention for Student Success

Christopher M. Reichley, Senior Technical Architect, University of Mississippi

Studies show that classroom attendance directly correlates to student success. Accordingly, the University of Mississippi has implemented an automated system to track attendance in lower-division classes using barcode scanners for student ID cards. This system reduces the faculty and administrative burdens and removes the need to use class time for bookkeeping tasks. Attendance reports are available in real time to faculty, students, and administration through the campus management system, which allows for immediate action by vested parties to intervene and provide necessary support to facilitate student success.

Brocade

Zack Faase, Account Manager, Brocade Communications Systems

Brocade networking solutions help educational institutions deliver applications and information around campus or the world. Our fabric-based solutions are specifically built for critical initiatives such as consolidation, wireless mobility, and application deployment. To help educational institutions achieve their key objectives, Brocade offers open, virtual, and efficient products for all types of IT networks. Our innovative products are built to overcome the limitations of traditional networks by meeting modern technology requirements in the simplest, most cost-effective way. To deliver a complete solution, Brocade partners with world-class IT companies and provides comprehensive education, support, and professional services offerings. Learn more at www.brocade.com.
Cloud Services: Developing an Integrated Strategy for Faculty Support
Constance A. Harris, Educational Technologist; Gregory Hedrick, Director, Information Security Service; and Akesha M Horton, Senior Educational Technologist, Purdue University

On an ever-increasing basis, campus IT departments face the challenge of how to best support faculty who have entered into cloud-based service agreements with textbook publishers without their knowledge. These agreements often necessitate that student data and other intellectual property reside on the publishers’ cloud-based servers. When using cloud-based services, faculty members are often unclear about their roles and responsibilities related to problem resolution and data security. This presentation will provide an overview of a comprehensive cloud services package that includes policies, processes, and training for all key players. We will share examples of related forms, checklists, and training materials.

Cut Capacity Requirements and Boost Performance with Hybrid Storage
Chris Benson, Account Executive, Tegile Systems

Server and desktop virtualization has changed the rules in the data center...again. It has made the ongoing struggle between cost per terabyte and cost per I/O more difficult to manage than ever. Tegile Systems is pioneering a new generation of affordable, feature-rich storage arrays that are up to 7 times faster and require up to 75% less capacity than standard arrays. Join Tegile Systems to learn how University of the Pacific is leveraging Tegile’s Zebi arrays for video surveillance, server consolidation, VDI, and SQL database optimization.

Digital Asset Management Strategies
Michael Liwanag, Regional Business Manager, Extensis

With the exponential growth of digital content, curriculum, and learning environments, the need for digital asset management strategies has increased. Extensis will showcase the latest technologies and best practices, including how to integrate DAM with learning management systems, metadata, and keyword techniques, making assets accessible internally and externally through customizable portals and easy-to-use solutions that reduce IT demand.

Improve Student Success with Open-Source Case Management Software
Jillian Fenton, Senior Solutions Consultant, Unicon

Learn how the Student Success Plan improves retention, academic performance, persistence, graduation rates, and time to degree. The open-source SSP case management software supports a holistic coaching and counseling model, which expedites proactive interventions for students in need. SSP includes a tool for academic planning, My Academic Plan (MAP). In addition to creating an environment that fosters student success, it is increasingly important to provide identity and access management for that collaborative environment. Learn about tools including Central Authentication Service single sign-on; Shibboleth federated identity; and Grouper, a groups management toolkit.

Measuring Project Health: A Hands-On Practicum for Reporting on a PMO’s Health
Martin Klubeck, Strategy and Planning Consultant, and Michelle Sorensen, Lead Project Manager, University of Notre Dame

Learn how you can measure the health of your project and program portfolio. With the right metrics, you can analyze how well you deliver on your promises and the overall health of your PMO. We will share real-life metrics used to provide analytics for project management, hitting the key triple constraint areas. Along with the posters, we’ll be providing handouts and, of course, answers to your questions. Come see how metrics can help you become the best you can be.

Taking Enterprise CRM to the Cloud
Ravikant Agarwal, Director of Enterprise Applications, and Raechelle Clemmons, Vice President and CIO, St. Norbert College

Learn how St. Norbert College is extending its enterprise ecosystem and creating a 360-degree view of its constituents with a Salesforce.com implementation. Admissions and Advancement were the first to go live with this cloud-based constituent relationship management software, with other college offices soon to follow. Leveraging Salesforce, add-ons from the app marketplace, and an integration with the college’s Banner ERP, these offices are able to better manage interactions with their constituents, improve operational effectiveness with a complete set of contact records (students, alumni, parents, friends, and others), and enhance efficiency by replacing manual processes with automated workflows and triggers.
Mobile Support Solutions for a Distributed, Regionally Diverse Organization

Carol A. Lanctot, Technology Support Specialist, and Bryon J. Glock, Director of Information Technology–EUP, Western Michigan University

We’re a small area of a larger research institution charged with supporting regional locations and online education. Come learn about the tools we use to provide on-demand support to nine regional locations using more than 500 systems and some 200 devices, including classroom technology, computer and specialized labs, and conferencing solutions with a small shop of two full-time staff and student support. Because we’re geographically distributed, we’ve employed a toolbox of different solutions—asset management tools, request/maintenance item ticketing, system monitoring, remote support and training, virus management with follow-up procedures, and usage monitoring for replacement cycles—to enable prompt communication to provide solutions to our regional constituents.

The Help Desk’s Guide to Using 24/7 Online Technical Support Resources

Ariana Lewis, Senior Help Desk Analyst, Loyola University Chicago

Stop by to hear how we support mobile access to just-in-time learning and technical support 24/7 for staff and student workers through the piloted use of an online, on-demand training site that offers tutorial videos on over 250 technology applications, including Microsoft and Adobe. We’ll share our successes and lessons learned.

Mobile/BYOD Integration and Research on Student Technology Use

Patrick Rejda, Instructional Technologist, University of Nebraska Medical Center

Additional project contributor: Suhasini Kotcherlakota, Assistant Professor, University of Nebraska Medical Center

UNMC College of Nursing prides itself in providing premier learner-centered nursing education in Nebraska. Facilitating our nursing students’ use of evolving technologies for their learning, clinical practice, or research is a strategic part of our mission. We will offer an overview of our college’s efforts to provide access to content and services on mobile devices for learning both inside and outside the classroom, discuss the establishment of BYOD as a new requirement for incoming students, and review what we learned from our participation in the 2013 ECAR study on student technology use.

Campus Collaboration Is Key to Educational Innovation

Greg Konop, Online Course Creation Service Lead, and Kari Jordahl, Instructor, DoIT, University of Wisconsin–Madison

There are over 21 schools and colleges at our institution, serving over 40,000 students. Our Educational Innovation effort is spearheading change. One change is an increase in colleges that are implementing online or blended learning. As a partner with the campus community, the Division of Information Technology (DoIT) is collaborating with campus peer groups to identify an approach to online course design and resources. Successes are apparent: cross-campus collaborative design efforts, a common vocabulary, evidence-based tools, and resource estimates are just a few examples. In this poster, we will present a few of our successful tools and efforts.

Digital Technology and Layered Learning

David Burrows, Provost and Dean of the Faculty, Lawrence University

Introductory psychology classes typically focus on mastery of content. A layered-learning approach extends basic mastery by focusing not only on learning base-level instances of a concept but also on the process of generalization to other instances of the concept and on application to new concepts. The ability to learn information at different layers is an important intellectual skill that is critical to liberal education. Analysis of student performance on test questions that probe knowledge at different layers directs learners to exercises that use digital technology to teach layering as a higher-order cognitive skill.

Transforming Higher Education: Changing Faculty Culture and Instructional Effectiveness with Online Learning

Donna Kiel, Director of Innovative Learning, Roosevelt University

Online learning holds the potential to transform higher education; however, in order to do so, it is essential to change culture. We’ll share research and best practices for creating cultural change by leveraging the transformative influence of online instruction. We will examine strategies for establishing faculty learning communities and providing systems to support faculty in understanding the pedagogical value of technology in order to facilitate change. We’ll also look at increasing competence in online instruction as well as including faculty knowledge of specific technology-based skills that are essential to meaningful transformation. Join us to look at practices in change management and learning theory that can help address the skepticism about online pedagogy and reduce faculty resistance to change.
Understanding and Improving the Student Technology Experience

Peg Sherven, Service Director, University of Minnesota

What does the “student technology experience” mean at your institution? Discover what we learned about our students from the 2013 Student Experience in the Research University (SERU) survey and our Make Moodle Better formal community of practice. Our findings have helped us better understand our students’ preferences for technology related to online classes, our LMS (Moodle), and faculty technology usage. The results have aided in establishing priorities, identifying opportunities, and improving student services and programming. We’ll share how it’s making a difference on our campus.

Using Puzzle-Based Learning for Cybersecurity Education

Dipankar Dasgupta, Director, Center for Information Assurance, The University of Memphis

Different forms of puzzles teach people to think critically and stimulate their cognitive ability. Puzzle-based learning has proven to result in a better STEM learning environment; however, no such work has been done in cybersecurity. We introduced puzzle-based interactive learning to cybersecurity education. As it is difficult to realize the interdependencies of various components required to secure the entire path to, in, and out of a cybersystem, such interactive learning will help to understand complex cyberattack paths and find countermeasures for fraud detection, cybercrime, and APTs (advanced persistent threats).

CONCURRENT SESSIONS

Elevate Your Game/Career Development/New IT Managers Program

Help Your Campus Consider a Breakthrough Model

ZURICH BALLROOM EF

Nancy Millichap, Program Officer, Next Generation Learning Challenges, EDUCAUSE

What is a breakthrough model, and where does this concept fit in today’s volatile environment and the careers of tomorrow’s leaders in higher education technology? With NGLC’s Breakthrough Models for College Completion as exemplars, participants will explore radical academic and business innovation. Working together, participants will try their hand at framing innovations to improve student success and sustainability at their institutions. You will leave with a clearer understanding of innovation with technology to drive student success, an idea of the shape innovation might take at your institution, and a set of guideposts to enable you to move forward.

Outcomes: Attain familiarity with the concept of the breakthrough model • Explore the NGLC Breakthrough Models now in development and compare their core elements to the status of programs and strategies on your campus • Envision the “instigator of innovation” role using technology as a driver of lower costs and improved student outcomes

Enterprise Systems/Admin IT/Cloud

A Crash Course in Object Storage: Massive Scalability, Cloud Stores, Self-Healing, and Data Protection

VEVEY 1-2, SECOND FLOOR

Russ Taddiken, Senior Consultant, Cambridge Computer

This session will look at object-based storage and how it relates to scalability and cloud functionality. Learn what objects are and how they can be addressed, as well as how content-addressable storage can add unique options to functionality. Discover the impacts of scale and why self-healing and data protection in an object-based world will provide new viewpoints on the accessibility of data. Explore the benefits that objects provide and how this technology may change our perception of how data is accessed, stored, and protected as the industry grows beyond the limitations of RAID.

Outcomes: Investigate cloud storage and why you should care about it • Discover object-based storage architectures and just what an object is • Recognize why self-healing and data protection matter to getting beyond RAID

Mobile/BYOE

BYOE Benefits and Security Risks: Five Best Practices

ST GALLEN, SECOND FLOOR

Laura Maio, Director of Customer Solutions, Trend Micro Incorporated

Mobility and BYOE are transforming education. One-to-one computing and digital learning offer significant benefits, but they also pose risks and can open up campuses to next-gen threats. We will outline the five best practices that educational institutions should consider in adding and enhancing mobility within their environment in this interactive session, where campus peers will contribute to the dialogue.

Outcomes: Understand BYOE benefits and advantages from an education environment/budgetary standpoint • Outline BYOE challenges and risks to educational organizations and infrastructure • Share BYOE security mitigations and solutions, while touching on linkages with cloud computing
Online Learning

Teaching in the Clouds with Your Feet on the Ground
VEVEY 3-4, SECOND FLOOR
Laurie Burruss, Education Innovation Advisor, lynda.com

With instructional solutions and training resources increasingly available online, teachers and learners now interact in the classroom and in the cloud. Explore the creation of aggregated online learning playlists. Identify strategies for implementing cloud applications and tools that support personalized curricula. Facilitate self-learning, support hybrid or flipped classrooms, and promote the success of online instruction.

Outcomes: Define the characteristics of cloud computing • Evaluate the balance of technology, pedagogy, and content knowledge and evaluate cloud applications • Create strategies for teaching in cloud-based classrooms

3:15–3:45 p.m.

Networking Break
ZURICH BALLROOM FOYER

Connect with EDUCAUSE Resources
ZURICH BALLROOM FOYER

As you explore corporate solutions, also connect with EDUCAUSE data reporting tools, professional development resources, and communities of practice designed to advance your knowledge-building.

Leah Lang, manager of the Core Data Service, will demonstrate CDS Reporting, the benchmarking tool institutions use to inform their IT strategic planning and management. Bring your benchmarking questions!

Join Malcolm Brown, director of the EDUCAUSE Learning Initiative, to explore the wealth of ELI resources in the areas of online and mobile learning, and beyond.

Nancy Millichap, program officer at Next Generation Learning Challenges, will connect you to the breakthrough models surfaced through the NGLC program.

Julie Little, vice president of teaching, learning, and professional development, will help you discover the EDUCAUSE Institute and conference/event pathways for elevating your game.

CORPORATE DISPLAYS
ZURICH BALLROOM FOYER
See pages 22-23 for company descriptions.

Authentify
Bradford Networks
Cambridge Computer
campusM, BRONZE Partner
Code 42 Software
EMPOWER Student Information System
F5 Networks
Fischer International Identity
Globus
lynda.com, SILVER Partner
Pure Storage
Unicon
WTC Consulting

3:45–5:00 p.m.

Idea Storm: Creating Cohorts
ZURICH BALLROOM ABCD

The second day of Connect will conclude by leading attendees from a heads-down tactical problem solving perspective to a chin-up, strategic view of top IT issues. Explore how the integration of ideas can occur in more meaningful ways when they are applied to past reflection, current problems, or future solutions. Establish deeper networking cohorts of professional peers to share challenges and generate approaches to change.
EDUCAUSE CONNECT

WEDNESDAY SCHEDULE AT-A-GLANCE

7:30–8:30 a.m.

Networking Breakfast
ZURICH BALLROOM ABCD
A continental breakfast will be served.

Program Committee Breakfast
MONTE ROSA, SECOND FLOOR
New IT Managers Program
Closing Session
ZURICH BALLROOM EF
Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Wendy Woodward, Director, IT Support Services, Northwestern University; Cynthia Golden, Director, University of Pittsburgh
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.
A continental breakfast will be served.

8:30–10:30 a.m.

CIO Roundtable
(Separate registration required)
ZURICH G
Joel L. Hartman, Vice Provost and CIO, University of Central Florida and Bernadette McMahon, Associate Vice President/CIO, Columbia College Chicago
The CIO Roundtable is a small and informal gathering designed to give CIOs the opportunity to discuss current campus IT issues and opportunities with peers. Please note: This event is limited to 50 college and university CIOs and separate registration is required. or information on who should attend, see the event registration webpage.
A complete, hot breakfast will be served.

7:30 a.m.–12:00 noon

Registration Open
ZURICH BALLROOM FOYER
CIO Roundtable
(Separate registration required)
Zurich Ballroom G
7:30–10:30 a.m.

Connect Lounge
Monte Rosa, Second Floor
8:30–10:45 a.m.

Elevate Your Game/Career Development/New IT Managers Program
The Best of...
ZURICH BALLROOM EF
Enterprises Systems/Admin IT/Cloud
The Best of...
Vevey 1-2, Second Floor
8:30–9:30 a.m.
8:30–9:30 a.m.

Mobile/BYOE
The Best of...
St. Gallen, Second Floor
8:30–9:30 a.m.
8:30–9:30 a.m.

Online Learning
The Best of...
Vevey 3-4, Second Floor
8:30–9:30 a.m.
8:30–9:30 a.m.

8:30–9:30 a.m.

Pause
10:30–10:45 a.m.

General Session: Moving Forward with the Focus on Results
ZURICH BALLROOM ABCD
Mark Askren
10:45–11:45 a.m.

9:30–9:45 a.m.

Elevate Your Game/Career Development/New IT Managers Program
Action Plan
ZURICH BALLROOM EF
Enterprises Systems/Admin IT/Cloud
Action Plan
Vevey 1-2, Second Floor
9:45–10:30 a.m.
9:45–10:30 a.m.

Mobile/BYOE
Action Plan
St. Gallen, Second Floor
9:45–10:30 a.m.
9:45–10:30 a.m.

Online Learning
Action Plan
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9:45–10:30 a.m.
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Online Learning
Action Plan
Vevey 3-4, Second Floor
9:45–10:30 a.m.
9:45–10:30 a.m.
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/New IT Managers Program**
**ZURICH BALLROOM EF**
Tracy Petrillo, Chief Learning Officer, EDUCAUSE

**The Best of Enterprise Systems/Admin IT/Cloud**
**VEVEY 1-2, SECOND FLOOR**
Leah Lang, Manager, Core Data Service, EDUCAUSE

**The Best of Mobile/BYOE**
**ST GALLEN, SECOND FLOOR**
Eden Dahlstrom, Director of Research, EDUCAUSE

**The Best of Online Learning**
**VEVEY 3-4, SECOND FLOOR**
Malcolm Brown, Director, EDUCAUSE Learning Initiative, EDUCAUSE

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 becoming a change agent for the higher education community. Earn a badge for your participation and contributions. Be ready to share your accomplishments when you return to campus. Please see the action plan worksheet on the next page.

**Action Plan: Elevate Your Game/Career Development/New IT Managers Program**
**ZURICH BALLROOM EF**

**Action Plan: Enterprise Systems/Admin IT/Cloud**
**VEVEY 1-2, SECOND FLOOR**

**Action Plan: Mobile/BYOE**
**ST GALLEN, SECOND FLOOR**

**Action Plan: Online Learning**
**VEVEY 3-4, SECOND FLOOR**

10:45–11:45 a.m.

**GENERAL SESSION**
**Moving Forward with the Focus on Results**
**SPONSORED BY TEGILE SYSTEMS, BRONZE PARTNER**
**ZURICH BALLROOM ABCD**
Mark Askren, CIO, University of Nebraska–Lincoln

A challenge for all of us is to take what we’ve learned collaboratively and to apply it once we return to our institutions. Producing results is ultimately what matters in our roles, yet we don’t often discuss what that specifically means and how to also tie it to career success. We will explore how to leverage the ideas, insights, and new connections from this event to create sustainable positive outcomes both institutionally and individually.
Reflection is a critical part of the learning process. Define your new insights or questions as a way of deepening and applying your learning experience on your campus.

### QUESTIONS

<table>
<thead>
<tr>
<th>What one key point are you taking away from EDUCAUSE Connect?</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related learning track:</td>
<td></td>
</tr>
</tbody>
</table>

| What three action verbs best apply to what you will do next? |
|-------------------------------------------------------------|-------|
|                                                            | •     |
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<tr>
<th>When will you implement your plan?</th>
<th></th>
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</table>

### Approach your plan individually when you return to work:

**EMOTION:** Return to work excited, making suggestions

**CREATIVITY:** Make a brief outline or visual presentation to share what you learned

**SELF-DIRECTION:** Ask yourself, “What else do I need, and where do I learn it?”

**CAREER DEVELOPMENT:** Develop talking points for your next discussion with senior leadership and/or peer mentor
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 CIO 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/EC142/Track-Resources.
Looking to learn more about the latest technology to serve your campus needs? Contact our participating companies for information.

**7Summits**
*Participation: Monday Lunch Roundtable*
Brian Reynolds, Business Development Director
brian.reynolds@7summitsagency.com
www.7summitsagency.com
*Product Categories:* Consulting; Online Learning; Social Media

**Aastra**
*Participation: Monday Lunch Roundtable; Print Program Sponsor*
Paul Vance, Enterprise Sales Manager
paul.vance@astra.com, 469-365-4057
www.aastrausa.com
*Product Categories:* Audio and Video Conferencing; Cloud Computing and Services; Enterprise Information Systems

**Acquia**
*Participation: Monday General Session Sponsor*
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thad.martin@acquia.com, 405-312-7902
www.acquia.com
*Product Categories:* Cloud Computing and Services; Content Management Systems; Open Source

**Authentify**
*Participation: Corporate Display*
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john.zurawski@authentify.com, 773-243-0328
www.authentify.com
*Product Categories:* Identity and Access Management; Network Security and Applications; Online Learning

**Bradford Networks**
*Participation: Corporate Display*
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lharmon@bradfordnetworks.com, 866-990-3799
www.bradfordnetworks.com
*Product Categories:* BYOD; Identity and Access Management; Network Security and Applications

**Cambridge Computer**
*Participation: Corporate Display; Presentation*
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kking@cambridgecomputer.com, 781-250-3000
www.cambridgecomputer.com
*Product Categories:* Cloud Computing and Services; Data Administration and Warehousing; Enterprise Information Systems

**CampusM, Bronze Partner**
*Participation: Corporate Display; Mobile App Sponsor*
Scott Bruckel, Vice President of Sales
scott.bruckel@ombiel.com
www.campusM.com
*Product Category:* Mobile Computing

**Code 42 Software**
*Participation: Corporate Display*
Code42 Sales Team
sales@crashplanproe.com, 612-333-4242
www.crashplan.com/enterprise
*Product Categories:* Business Continuity, Disaster Recovery, Emergency Planning; BYOD; Cloud Computing and Services

**EMPOWER Student Information System**
*Participation: Corporate Display*
Dennis Bredel, Director of Business Development
dbredel@empowersis.com
www.empowersis.com
*Product Categories:* Academic Information Systems; ERP; 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

**Extensis**
*Participation: Poster session*
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*Product Categories:* Content Management Systems; Online Learning; Portfolio and Project Management

**F5 Networks**
*Participation: Corporate Display*
David Goetz, Sales, Midwest
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f5.com
*Product Categories:* Network Infrastructure; Network Security and Applications; Virtualization
Fischer International Identity  
**Participation: Corporate Display; Notepad Sponsor**  
Mark Cochran, Sales Director  
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www.fischerinternational.com/edu  
**Product Categories:** Cloud Computing and Services; Identity and Access Management; Network Security and Applications

Globus  
**Participation: Corporate Display**  
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globus.org  
**Product Categories:** Data Administration and Warehousing; Media Production, Preservation, and Storage; Network Security and Applications

Flatirons Solutions  
**Participation: Poster Session**  
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www.flatironsolutions.com  
**Product Categories:** Consulting; Content Management Systems; Enterprise Information Systems

Jenzabar, Platinum Partner  
**Participation: Totebag Sponsor**  
Peter Denly, Business Development Representative  
Peter.Denly@jenzabar.com  
www.jenzabar.com  
**Product Categories:** ERP; Learning Management Systems (LMS)

Kroll  
**Participation: Tuesday Lunch Roundtable; Pen Sponsor**  
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www.krollcybersecurity.com  
**Product Categories:** BYOD; Consulting; Data Security

lynda.com, Silver Partner  
**Participation: Corporate Display; Presentation**  
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sales@lynda.com, 805-477-3900  
www.lynda.com  
**Product Categories:** Learning Space; Online Learning; Training

Pure Storage  
**Participation: Corporate Display**  
Melissa Dingler, Marketing Specialist  
melissa@purestorage.com  
www.purestorage.com  
**Product Categories:** Storage

TeamDynamix, Bronze Partner  
**Participation: Presentation**  
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agraf@teamlodynamix.com, 614-340-3341  
www.TeamDynamix.com  
**Product Categories:** Consulting; Help Desk; Portfolio and Project Management

TechSmith Corporation  
**Participation: Presentation**  
Matt Dennis, Education Account Manager  
m.dennis@techsmith.com, 517-381-2300  
TechSmith.com  
**Product Category:** Content Capture

Tegile Systems, Bronze Partner  
**Participation: Tuesday Lunch Roundtable; Poster Session; Wednesday General Session Sponsor**  
Chris Benson, Regional Manager, Chicago Region  
chris.benson@tegile.com, 312-752-0691  
www.tegile.com  
**Product Categories:** Storage

Trend Micro  
**Participation: Presentation; Tuesday Lunch Roundtable**  
John Elder, Senior Manager–Customer Solutions  
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www.TrendMicro.com  
**Product Categories:** Data Security; Network Security and Applications; Security Management

Unicon  
**Participation: Corporate Display; Poster Session**  
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jfenton@unicon.net, 480-558-2400  
www.unicon.net  
**Product Categories:** Consulting; Enterprise Information Systems; Identity and Access Management

Workday  
**Participation: Corporate Display; Tuesday Lunch Roundtable**  
Bob Slaney, Regional Sales Director  
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www.workday.com/applications/industry/higher_education.php  
**Product Categories:** Enterprise Information Systems; ERP; Student Information Systems

WTC Consulting  
**Participation: Corporate Display**  
Ron Rutherford, Director of Marketing  
rutherford@wtc-inc.net, 213-689-5309  
www.wtc-inc.net  
**Product Categories:** Consulting; Portfolio and Project Management
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